



**cagayan  
de Oro**  
city of golden friendship

Republic of the Philippines  
**CITY OF CAGAYAN DE ORO**  
**OFFICE OF THE CITY COUNCIL**

(088) 857-2258; 857-4029; 857-4032; 857-4035  
[www.cdeo-sanggunian.online](http://www.cdeo-sanggunian.online)



**ORDINANCE NO. 13992-2020**

**AN ORDINANCE PROVIDING FOR THE STREAMLINED GUIDELINES FOR THE ISSUANCE OF PERMITS, LICENSES, CLEARANCES AND CERTIFICATES FOR BUSINESS AND NONBUSINESS-RELATED TRANSACTIONS IN ALL OFFICES/DEPARTMENTS OF THE CITY GOVERNMENT, PURSUANT TO THE JOINT MEMORANDUM CIRCULAR (JMC) NO. 2019-001, SERIES OF 2019, ENTITLED: "IMPLEMENTING RULES AND REGULATIONS OF RA 11032 (EASE OF DOING BUSINESS AND EFFICIENT GOVERNMENT SERVICE DELIVERY ACT OF 2018)"; AND FOR OTHER PURPOSES**

~~Whereas~~, Section 16 of Republic Act No. 7160, otherwise known as "The Local Government Code of 1991", among others, mandates local government units to promote the general welfare of their respective constituents, and enhance economic prosperity;

~~Whereas~~, Republic Act No. 11032, otherwise known as the "Ease of Doing Business and Efficient Government Services Delivery Act of 2018" amended Republic Act No. 9485, otherwise known as the "Anti-Red Tape Act of 2007";

~~Whereas~~, Section 2 of Republic Act No. 11032, among other matters, provides that, "the State shall maintain honesty and responsibility among its public officials and employees, and shall take appropriate measures to promote transparency in each agency with regard to the manner of transacting with the public, which shall encompass a program for the adoption of simplified requirements and procedures that will reduce red tape and expedite business and nonbusiness related transactions in government;"

~~Whereas~~, the 1<sup>st</sup> par., of Section 1 of Rule V of the Joint Memorandum Circular (JMC) No. 2019-001, Series of 2019, entitled: "Implementing Rules and Regulations of RA 11032 (Ease of Doing Business and Efficient Government Service Delivery Act of 2018)", provides that "All government agencies including the local government units (LGUs) shall adopt a zero-contact policy. Public officials and employees shall limit interactions with the applicant or requesting party to the preliminary assessment and evaluation of sufficiency of submitted requirements of an applicant or request, unless such interaction is strictly necessary for the processing of the requested application";

~~Whereas~~, LGUs have the authority and power to streamline the processes of securing permits, clearances, and certificates, consistent with and supportive of the provisions of pertinent national and local policies to ensure ease, comfort, and convenience to applicants, as well as for efficiency and prompt delivery of services by the government, anchored on the overall policy of the State to safeguard life, health, property, and public welfare;

~~Whereas~~, Section 11(f) of RA No. 11032, provides: "Barangay clearances and permits related to doing business shall be applied, issued, and collected at the city/municipality in accordance with the prescribed processing time of this Act: Provided, That the share in the collections shall be remitted to the respective barangays." Moreover, DILG issued Memorandum Circular No. 2019-177 on October 17, 2019, providing the guidelines and standard processes in compliance to the abovementioned section of RA No. 11032;

~~Whereas~~, Section 147 of Republic Act No. 7160, otherwise known as the Local Government Code of 1991, provides that fees and charges imposed by municipalities should be reasonable and commensurate with the cost of regulation, inspection and licensing before any person may engage in such business or occupation, or practice of such profession or calling. Furthermore, Article 233 of the Implementing Rules and Regulations (IRR) of the LGC provides that no such fee or charge shall be based on capital investment or gross sales or receipts of the person or business liable therefore;

~~Whereas~~, Department of Interior and Local Government (DILG) and Department of Finance (DOF) Joint Memorandum Circular No. 2019-01 dated January 4, 2018, provides the guidelines of



**cagayan  
de Oro**  
city of golden friendship

Republic of the Philippines  
**CITY OF CAGAYAN DE ORO**  
**OFFICE OF THE CITY COUNCIL**

(088) 857-2258; 857-4029; 857-4032; 857-4035  
[www.cdeo-sanggunian.online](http://www.cdeo-sanggunian.online)



PAGE 2 OF 23 OF ORDINANCE NO. 13992-2020

Local Government Units to ensure uniform procedure in setting reasonable fees and charges as provided for by the provisions of RA No. 7160 and in order to set a balance between recovering the cost of services and the ease of doing business in compliance with RA No. 11032;

~~ON~~*Whereas*, the Barangays in the City of Cagayan de Oro, enacted Barangay Ordinances to authorize the City of Cagayan de Oro to issue barangay clearance and collect corresponding barangay clearance fee in the application for any business-related transactions subject to the remittance of the aforesaid fees to the barangay and the conditions hereunder;

~~ON~~*Whereas*, the City of Cagayan de Oro is committed to comply with the national policies and guidelines in relation to the ease of doing business, to reduce the incidence of corruption, promote transparency and accountability in government service;

~~ON~~*Whereas*, Rule IX, Section 1 of the JMC requires local government units through their local Sanggunians to issue appropriate order or ordinance to adopt the said JMC, for proper implementation of the streamlined procedures for the issuance of business licenses, barangay clearances, permits, or authorizations;

~~ON~~*Whereas*, there is an urgent need for the City to adopt the guidelines provided in JMC No. 2019-001 for the streamlining of the issuance of the above-mentioned permits and be compliant with the national directives regarding the promotion of the policy of the ease of doing business, and enhance the City's readiness to adopt New Normal and its competitiveness;

**NOW, THEREFORE:**

**BE IT ORDAINED** by the 19<sup>th</sup> City Council (*Sangguniang Panlungsod*) in session duly assembled, that:

**CHAPTER 1 - GENERAL PROVISIONS**

**SECTION 1. Short Title.** – This Ordinance shall be known as the **Ease of Doing Business Ordinance of Cagayan de Oro City**.

**SECTION 2. Declaration of Policy.** – It is hereby declared the policy of the City Government of Cagayan de Oro to adopt the policies of the national government, and to closely collaborate with the various concerned national agencies and stakeholders in promoting ease of doing business, and enhance government transparency and competency in pursuing economic development in the city.

**SECTION 3. Scope/Coverage.** – This Ordinance applies to the issuance of permits, licenses, certificates and authorizations for business- and nonbusiness-related transactions in all offices/departments of the City Government to include but not limited, to the following applications or requests for:

- a) Business/Mayor's Permit on Business and other activities
- b) Zoning/Locational Certificate
- c) Building Permit
- d) Occupancy Permit
- e) Fencing Permit
- f) Electrical Permit
- g) Digging/Excavation Permit
- h) Local Civil Registry Certificates/Forms
- i) Copies of official records and documents
- j) Sanitary Permit
- k) Medical/Health Certificate



- l) Local Assessment Certifications
- m) Registration Certificates for tourism establishments
- n) Fishery-related licenses
- o) Mayor's Special Permit on other activities such as but not limited to:
  - i. Temporary use of roads, streets, sidewalk, alleys, patios, plazas and playgrounds
  - ii. Circus and Other Parades
  - iii. Conduct of group activities

**SECTION 4. Definition of Terms.** For purposes of this Ordinance, the following terminologies are defined as follows:

- a. **Applicant** – refers to any qualified person, firm, partnership, corporation, government or private institution/organization applying or requesting for the issuance of permits, licenses, and certificates.
- b. **Barangay Clearance**- refers to any and all documents issued by the barangays with or without corresponding fees as defined in their ordinances relative to or in relation to the issuance of business permit and locational clearance by the city to proceed as a prerequisite to any other permit as may be required.
- c. **Barangay Clearance Fees** – is an amount imposed by the barangays through barangay ordinances and collected by the city in relation to the issuance of Business Permit and Locational Clearance by the city.
- d. **Barangay Clearance Review Committee (BCRC)** - a local special body created by an Executive Order, that handles appeals for Barangay Clearance disapprovals.
- e. **Building Permit** – is a document issued by City Building Official to an owner / applicant to proceed with the construction, installation, addition, alteration, renovation, conversion, repair, moving, demolition or other work activity of a specific project / building / structure or portions thereof after the accompanying principal plans, specifications and other pertinent documents with the duly notarized application are found satisfactorily and substantially conforming with the National Building Code of the Philippines and its Implementing Rules and Regulations. (DILG – DPWH – DICT – DTI *Joint Memorandum Circular No. 2018-01*)
- f. **Business One Stop Shop (BOSS)** - a single common site or location, or a single online website or portal designated for the Business Permit and Licensing System (BPLS) of the City Government of Cagayan de Oro to receive and process applications, receive payments, and issue approved licenses, clearances, permits, or authorizations;
- g. **Business Permit or Mayor's Permit** - is a document that must be secured from the City Government, through the Business Permits and Licensing Division (BPLD), granting a business entity the privilege to legally operate in Cagayan de Oro City;
- h. **JMC**- refers to the Joint Memorandum Circular (JMC) No. 2019-001 entitled: Implementing Rules and Regulations of Republic Act No. 11032, otherwise known as the "*Ease of Doing Business and Efficient Government Service Delivery Act*", jointly issued by the Civil Service Commission (CSC), the Anti-Red Tape Authority (ARTA) and the Department of Trade and Industry;
- i. **Citizen's Charter** - is an official document, a service standard, or a pledge, that communicates, in simple terms, information on the services provided by the government to its citizens pursuant to Section 6 of Republic Act 11032. It describes in detail the comprehensive and uniform checklist of requirements for each type of application or request; procedure to obtain a particular service; person/s responsible for each step; maximum time to conclude the process; document/s to be presented by the applicant or requesting party, if necessary; amount of fees, if necessary; and procedure for filing complaints;





- j. **Complex transactions** - applications or requests submitted by applicants or requesting parties to a government office which necessitate evaluation in the resolution of complicated issues by an officer or employee of said government office, such transactions to be determined by the office concerned;
- k. **Department or Office** – shall refer to any and all departments and offices of the City Government of Cagayan de Oro providing external frontline services;
- l. **Highly technical application or transaction** - a transaction which requires the use of technical knowledge, specialized skills and/or training in the processing and/or evaluation thereof;
- m. **Locational Clearance** – is a clearance issued by the Zoning Administrator / Zoning Officer to a project that is allowed under the provisions of an ordinance of a particular City. It is a requirement for the issuance of a Building Permit.
- n. **Ministerial** - is an act or duty which an officer or tribunal performs in a given state of facts, in a prescribed manner, in obedience to the mandate of a legal authority, without regard to or the exercise of his own judgment upon the propriety or impropriety of the act done. A duty is ministerial only when the discharge of the same requires neither the exercise of official discretion or judgment;
- o. **Notice of Disapproval (NOD)** – a document released by the Barangay which notifies applicant that application for Barangay Clearance has been disapproved after due evaluation. The NOD shall include the reason(s) of disapproval
- p. **One-Stop Shop for Construction Permits (OSCP)** – A mechanism of coordination among the OBO, Zoning Office, Assessor's Office, Treasurer's Office, other concerned departments or offices at the local government, and the Office of the City Fire Marshall through a co-location of related functions and through a practical system of linkages. (DILG – DPWH – DICT – DTI Joint Memorandum Circular No. 2018-01)
- q. **Prescribed processing time** - is the period prescribed by the departments/offices as stated in their respective Citizen's Charter, which shall not exceed the maximum period of three (3), seven (7) and twenty (20) working days to complete a process, as defined by Rule I, Section 4, Par. (yy) of the JMC, based on the classification of transactions, unless otherwise indicated in special laws or the JMC. It shall also include the period when a transaction has been extended for justifiable reasons;
- r. **Simple transactions** - applications or requests submitted by applicants or requesting parties of a government office or agency which only require ministerial actions on the part of the public officer or employee or that which present only inconsequential issues for the resolution by a government officer or employee;

**SECTION 5. Objectives** - This Ordinance is enacted for the following objectives, to wit:

- a. To fast track the issuance of Permits, Licenses, Certificates and Authorizations for business- and nonbusiness-related transactions in all offices/departments of the City Government through:
  - i. Reduction in the number of signatures to not more than three (3);
  - ii. Simplification of application forms or documentary requirements;
  - iii. Automation or computerization of the processes/services;
  - iv. Reduction in the processing time; and
  - v. Reduction in costs.
- b. To eliminate red tape in the processing of applications;
- c. To further promote transparency in transactions in the City; and
- d. To further enhance the City's competitiveness.



## CHAPTER 2 - CITIZEN'S CHARTER

**SECTION 6. Revision of Citizen's Charter** – Each department's or office's respective Citizen's Charter as adopted under Resolution No. 12659-2017, entitled: Resolution Adopting the City Government of Cagayan de Oro's Revised Citizen's Charter, shall be further revised, as the case may be, to conform with the standards and requirements set under the JMC, as follows:

### A. Form and Content of the Citizen's Charter

The Citizen's Charter shall be translated into the Visayan dialect and shall be in information billboards such as Touchscreen interactive information kiosks, electronic billboards, posters, tarpaulins, standees, or any other readable materials that could be easily understood by the public, posted at the main entrance of offices or at the most conspicuous place, in the respective websites, and in the form of published materials written either in English, Filipino, or in the local, that detail:

- a) A comprehensive and uniform checklist of requirements for each type of application or request.
  - i. The checklist of requirements must be complete, exhaustive, and specific.
  - ii. The checklist for similar transactions shall contain a uniform set of documentary requirements, based on guidelines to be issued by the Department of the Interior and Local Government (DILG) in coordination with the Anti-Red Tape Authority.
- b) The procedure to obtain a particular service.
  - i. For each government service, the department or office shall indicate in the Citizen's Charter the steps necessary to complete the process. Each department or office shall further submit to the Anti-Red Tape Authority a step-by-step process, including the duration of the action per step.
- c) The person/s responsible for each step.
  - i. The department or office shall make available to the public the list of assigned personnel who will be responsible for each step. If the Citizen's Charter is in the form of an interactive or an electronic billboard, the names of the personnel and/or their official designation shall be identified.
- d) The maximum time to conclude the process.
  - i. The maximum time to conclude the process shall be expressed in working days, hours, or minutes.
- e) The document/s to be presented by the applicant or requesting party.
  - i. Agencies shall indicate where each documentary requirement can be requested. If the documentary requirement is not internal to the agency, agencies shall indicate the type of copy (i.e., certified true copy, original or photocopy) and the number of copies needed;
- f) The amount of fees and where the payment shall be given; and
- g) The procedure for filing complaints in relation to the application or request.
  - i. The names and contact numbers of heads of offices involved in the processing of the application or request and the contact information of the Presidential Complaints Center, Complaints Action Center of the Anti-Red Tape Authority, Contact Center ng Bayan (CCB), and the feedback facility of the Civil Service Commission (CSC), where



applicants or requesting parties can provide feedback on the quality of government service, shall be included.

**SECTION 7. Duties of City Government Departments/Offices -**

**a) Set up the most current and updated service standards.**

To promote efficiency and to streamline the delivery of government services, departments/offices shall identify and indicate all government services offered by them. Each department/office shall adopt an improved processing time, which shall be posted in its Citizen's Charter.

Each department or office shall classify its processes or services into simple, complex, and highly technical transactions. Those activities which pose a danger to public health, public safety, public morals or public policy shall in no case be processed longer than twenty (20) working days, or as determined by the government agency and instrumentality concerned, whichever is shorter.

**b) Develop and foster client feedback mechanism and client satisfaction measurement.**

All departments or offices shall embed feedback mechanisms and client satisfaction measurement in their process improvement efforts.

**c) Monitor and periodically review the Citizen's Charter.**

Each department or office shall regularly review its Citizen's Charter, particularly its procedures/steps, time documentary requirements and fees.

**CHAPTER 3 - ZERO-CONTACT POLICY**

**SECTION 8. Guidelines** - All departments and offices of the City Government and their officials and employees shall -

- a) adopt and implement a zero-contact policy by limiting the interactions of officials and employees with an applicant or requesting party in the preliminary assessment and evaluation of the sufficiency of submitted requirements of an application or request, unless such interaction is strictly necessary for the processing of the request or application.
- b) observe transparency to encourage the honest and efficient delivery of government services and discourage wrong perceptions of graft and corruption.
- c) require electronic submission of applications, requests and/or payments for the effective implementation of the "zero-contact policy", whenever practicable;
- d) communicate with applicants through e-mail, any other electronic means of communication or the websites of the government agencies concerned, whenever practicable.

**SECTION 9. Interactions that are Strictly Necessary** – The following interactions shall be exempted from the zero-contact policy:

- a) **Payment of application and other fees.** - In case the government agency or office does not have an electronic/online payment facility or the applicant or requesting party prefers over-the-counter payment, interactions between the government official or employee and the applicant shall be allowed, provided that payment shall be made in the Cashier's Office and that an Official Receipt (OR) shall be issued immediately; and
- b) **For complex and/or highly technical transactions** - An interaction shall be considered strictly necessary when an inspection, training or meeting with the applicant is an integral part of the application process for a complex or highly technical transaction or when such interaction



was done upon the written request of the applicant. Such inspection, training or meeting may be recorded with the prior consent of the applicant and shall be properly documented through various means such as, but not limited to, recording the minutes of the meeting and signing of an attendance sheet.

#### **SECTION 10. Acceptance of Applications and Requests -**

- a) All responsible officers or employees shall accept written applications, requests, and/or documents being submitted by applicants or requesting parties of the offices or agencies, subject to the succeeding provisions hereof.
- b) The receiving officer or employee shall preliminarily assess the completeness of the application or request and its supporting documents vis-a-vis the checklist of requirements of the agency to ensure a more expeditious action on the application or request. They shall immediately inform the applicant or requesting party of any deficiency in the accompanying requirements, which shall be limited to those enumerated in the Citizen's Charter. In informing the applicant or requesting party of the deficiency, the receiving officer or employee shall already identify or enumerate all the missing requirements to make it easier for the requesting party to complete their application or request.

The department or office shall not process deficient or incomplete applications or requests, and shall only process an application or request if it is complete. In case the application or request is deficient, the processing time as provided under RA 11032 and the JMC shall only commence once the applicant or requesting party has rectified the deficiency.

For processes that involve several stages with corresponding prescribed requirements, the processing time for each stage commences on the date/time that the applicant has satisfactorily completed the requirements for the previous stage and has submitted all the requirements for the subsequent stage being applied for.

- c) The receiving officer or employee shall assign a unique identification number to an application or request, which shall serve as the identifying number for all subsequent transactions between the government and the applicant or requesting party regarding the subject application or request.
- d) The receiving officer or employee shall issue to the applicant an acknowledgement receipt signifying acceptance of a complete application or request, containing the unique identification number stamped therein as reference for all subsequent transactions, the seal of the agency, the name of the responsible officer or employee, his/her unit and designation, and the date and time of receipt of such request or application.

For online application or request, the agency shall provide a response containing the unique identification number as reference for all subsequent transactions, the seal of the agency, the name of the responsible officer or employee, his/her unit and designation, and the date and time of receipt of such request or application.

#### **CHAPTER 4 – ACTION OF DEPARTMENTS/OFFICES**

##### **SECTION 11. Processing Time -**

- a) Submitted applications or requests for government service as classified in Annex "A" hereof shall be acted upon by the assigned officer or employee within the herein prescribed processing time from the date the request or complete application or request was received.

However, such prescribed processing time shall not apply to transactions specifically covered by existing laws, rules and regulations.





**cagayan  
de oro**  
city of golden friendship

Republic of the Philippines  
**CITY OF CAGAYAN DE ORO**  
**OFFICE OF THE CITY COUNCIL**

(088) 857-2258; 857-4029; 857-4032; 857-4035  
[www.cdeo-sanggunian.online](http://www.cdeo-sanggunian.online)



PAGE 8 OF 23 OF ORDINANCE NO. 13992-2020

- b) The maximum time herein prescribed may be extended only once for the same number of days.
  - i. Prior to the lapse of the processing time, the office/department concerned shall notify the applicant or requesting party in writing of the reason for the extension and final date of release of the government service/s requested. Such written notification shall be signed by the applicant to serve as proof of notice. The signature of the applicants or requesting parties may be in the form of electronic signatures or scanned signatures.
  - ii. In the event that securing a written notification and acknowledgment from the applicant is not feasible the government officer or employee must exhaust all means of communication available including, but not limited to, electronic mail and/or SMS (short message service) to ensure that the applicant or the requesting party is properly notified. The government officer or employee who used such means of communication must be able to show proof of such action.
- c) In case of highly technical transactions that involve activities such as, but not limited to, research, field trials, scientific methodology, inter-government actions, the office/department may apply the multi-stage system (subject to the Anti-Red Tape Authority (ARTA) approval); Provided, That the total processing time for all concerned agencies or offices shall not exceed forty (40) days.

Offices/departments with Anti-Red Tape Authority (ARTA) approved multi-stage system that receive an application or transaction requiring permits from other government agencies or offices, shall process such application without awaiting the action of the latter agency. The office/department shall act on the presumption that the relevant permit from other government agencies had already been issued.

The presumption of prior approval shall be disputable and subject to post-audit confirmation. In case of failure during post-audit, the issued permit/license shall be revoked.

- d) If the application or request for license, clearance, permit, certification or authorization shall require the approval of the Sangguniang Panlungsod, the Sanggunian shall act on the application or request within a period of forty-five (45) working days, which can be extended for another twenty (20) working days. If the Sanggunian has denied the application or request, the reason for the denial, as well as the remedial measures that may be taken by the applicant shall be cited by the Sanggunian.
- e) In cases where the cause of delay is due to force majeure or natural or man-made disasters, which result to damage or destruction of documents, and/or system failure of the computerized or automatic processing, the prescribed processing times mandated herein shall be suspended and appropriate adjustments shall be made. The responsible government official or employee shall notify the applicant or requesting party in writing and through other means of communication of the suspension of the processing time without any delay. In addition, in case of system failure of computerized or automatic processing, the head of office/department shall certify to such fact, which shall be posted in a conspicuous place and manner within the premises of the office/department.
- f) No application or request shall be returned to the applicant or requesting party without appropriate action. The appropriate action is either to approve or disapprove/deny the application or request for access to government service.
  - i. In case an application or request is disapproved, the officer or employee who rendered the decision shall send such notice to the applicant or requesting party within the prescribed processing time, stating therein the reason for the disapproval.





**cagayan  
de Oro**  
city of golden friendship

Republic of the Philippines  
**CITY OF CAGAYAN DE ORO**  
**OFFICE OF THE CITY COUNCIL**

(088) 857-2258; 857-4029; 857-4032; 857-4035  
[www.cdeo-sanggunian.online](http://www.cdeo-sanggunian.online)



PAGE 9 OF 23 OF ORDINANCE NO. 13992-2020

- ii. A finding by a competent authority of a violation of any or other laws by the applicant or requesting party shall constitute a valid ground for its disapproval, without prejudice to other grounds provided in RA 11032 or other pertinent laws.

**SECTION 12. Denial of Request for Access to Government Service.** - Denial of request for access to government service shall be fully explained in writing by the officer who denied the request, stating the name of the person making the denial and the grounds upon which such denial is based. The grounds for the denial must be fair, just, and reasonable. Any denial of the application or request must have the approval of the immediate supervisor of the employee or officer who denied the application or request.

**SECTION 13. Limitation of Signatories.** - The number of signatories in any document shall be limited to a maximum of three (3) signatures, which shall represent officers directly supervising the office or agency concerned and are responsible for the issuance of the document (any privilege, right, reward, license, clearance, permit or authorization, concession). The signatures refer to the "full signature" of the officers whose approval is necessary for the issuance or release of the document. Initials of other officers or employees should not be affixed to the document to be released or issued.

In case the authorized signatory is on official business or official leave, an alternate shall be designated as signatory. Electronic signatures or pre-signed license, clearance, permit, certification, or authorization with adequate security and control mechanism may be used, provided that the relevant laws and the rules and regulations to be issued by DICT regarding electronic signatures shall be observed.

The head of office/department shall issue an appropriate inter-office memorandum, enumerating the list of authorized or regular signatory for each privilege, right, license, clearance, permit or authorization, concession or such other document issued by the office/department. Moreover, the appropriate inter-office memorandum shall also stipulate the office/department rules on proper delegation of the authority to sign in the absence of the regular signatory, following such standards:

- a) If there is only one (1) official next in rank, he/she shall automatically be the signatory.
- b) If there are two or more officials next in rank, the appropriate inter-office memorandum shall prescribe the order of priority among the officials next in rank within the same organizational unit; or
- c) If there is no official next in rank present and available, the head of the office/department shall designate an officer-in-charge from among those next lower in rank in the same organizational unit.

**SECTION 14. Number of Documents** – For each government service, departments/offices shall indicate the total number of documents necessary to complete the transaction cycle. The number of documents shall refer to the documents required from the applicant or requesting party, the type of documents, and the number of copies of each document to be used or required to complete/deliver the government service to the applicant or requesting party.

**SECTION 15. Electronic Versions of Licenses, Permits, Certifications or Authorizations** - When applicable, all departments/offices shall develop electronic versions of licenses, clearances, permits, certifications or authorizations with the same level of authority as that of the signed hard copy, which may be printed by the applicants or requesting parties in the convenience of their offices, subject to the operational policies and technical procedure on these electronic versions to be issued by the Anti-Red Tape Authority (ARTA) and the Department of Information and Communications Technology (DICT).



**SECTION 16. Adoption of Working Schedules to Serve Clients** – There shall be adopted appropriate working schedules in all departments/offices to ensure that all applicants or requesting parties who are within their premises prior to the end of official working hours are attended to and served even during lunch break and after regular working hours.

To ensure prompt and efficient issuance of permits and licenses, departments/offices may consider providing frontline services beyond the core government working hours. The offices must at all times be complemented with adequate staff by adopting mechanisms such as rotation system among office personnel, sliding flexi-time, reliever system especially in peak times of the transaction, or providing skeletal workforce during lunch and coffee breaks. The public must be informed of the work schedule of the offices.

The Civil Service Commission shall be informed of the adopted working schedules.

The public shall be duly informed in the event of work suspension and/or changes in working schedules due to official reasons, government office system downtime or other unexpected circumstances, which affect working schedules within the office or department.

In the exigency of service in times of natural calamities, peak season, multitude number of applications, and other analogous cases, government offices and departments may be allowed to extend working hours to attend to applicants.

**SECTION 17. Identification Card-** All employees transacting with the public shall be provided with an official identification card, which shall be visibly worn during office hours. The identification cards must include the full name of the employee, the employee's position title, name of office, and the office seal or logo. The information on the identification card must be readable, such that the officials and employees concerned can be easily identified by the applicant or requesting party. For agencies where an identification card is not used the officers and employees must wear nameplates or other means of identification.

**SECTION 18. Establishment of Public Assistance and Complaints Desk-** Each department/office shall establish a public assistance or complaints desk, which shall be set-up to, among others, effectively receive feedback and monitor customer satisfaction, in a conspicuous area at their official place of business, where an officer or employee knowledgeable in frontline services shall at all times be available for consultation and advice. The desk shall be attended to even during break-time. Special lanes shall be provided for the personal transactions of senior citizens, pregnant women and persons with disabilities.

The department/office shall institute hotline numbers, short message service (SMS), information communication technology, or other mechanisms by which the clients may adequately express their complaints, comments, or suggestions.

## **CHAPTER 5 - AUTOMATIC APPROVAL OR AUTOMATIC EXTENSION OF LICENSE, PERMIT, CERTIFICATION AND AUTHORIZATION**

### **SECTION 19. Automatic Approval of an Original Application or Request:**

- a) The existence of the following conditions shall warrant the automatic approval of an original application or request -
  - i. If an office/department fails to approve or disapprove an original application or request for the issuance of license, permit, certification, or authorization within the prescribed processing time;
  - ii. When all the required documents have been submitted; and



- iii. When all the required fees and charges have been paid.

The acknowledgement receipt together with the official receipt for payment of the fees shall constitute proof of approval, having the same force and effect of a license clearance, permit, certification, or authorization.

- b) In cases of office/department performing quasi-judicial functions, automatic approval shall only apply to the issuance of a license, clearance, permit, certification, or authorization.

**SECTION 20. Automatic Extension or Renewal of a License, Clearance, Permit, Certification or Authorization** - If a government office or agency fails to act upon an application or request for renewal of a license, clearance, permit, certification, or authorization subject for renewal within the prescribed processing time, the application shall be deemed extended, subject to the provisions of Section 4, Rule VIII of the JMC.

**SECTION 21. Automatic Extension or Renewal is Not Applicable** - Automatic extension or renewal shall not apply to licenses, clearances, permits, certifications, or authorizations that have already expired at the time of the submission of application or request.

#### **CHAPTER 6 - STREAMLINED PROCEDURES FOR ISSUANCE OF LOCAL BUSINESS LICENSES, CLEARANCES, PERMITS, CERTIFICATIONS OR AUTHORIZATIONS**

**SECTION 22. Single or Unified Business Application Form**— (a) The City Business Licensing Division, in coordination with the ARTA and the DICT, shall devise and adopt a Single or Unified Business Application Form to be used by a business owner in applying for business permit in the City, that contains the information and approvals needed to complete the registration process and facilitates exchange of information among city and NGAs.

- a) This single or unified business application form shall be used in processing new applications for business permits and business renewals which consolidates all the information of the applicant or requesting party needed by various local government departments, such as, but not limited to, the local taxes and specific clearances, local clearances, building clearance, sanitary permit, zoning clearance, and other specific LGU requirements, as the case may be, including and other fire safety inspection certificate from the Bureau of Fire Protection (BFP).
- b) Hard copies of the unified forms shall be made available at all times in designated areas of the concerned office and/or agency, in all Negosyo Centers and in the offices of local government units.

**SECTION 23. Business One-Stop Shop (BOSS)** – The city's existing Business One Stop Shop established pursuant to Republic Act No. 10644, otherwise known as the "Go Negosyo Act", is hereby institutionalized to serve as the city's business permitting and licensing system to receive and process manual and/or electronic submission of application for license, clearance, permit or authorization.

- a) A queuing mechanism shall be established in the business one-stop shop to better manage the flow of applications among the city's departments receiving and processing applications conformably with the Joint Memorandum Circular standard queuing system.
- b) As far as practicable, the section, division or officials/employees of the City Treasurer's Office, Office the Building Official, City Assessor's Office, Business Permits and Licensing Division, City Planning and Development Office, including the BFP, and other relevant city offices/departments, among others, engaged in starting a business, dealing with





construction permits, and such other pertinent services as may be offered to the public shall be collocated at the BOSS.

**SECTION 24. Electronic BOSS**

- a) The BOSS shall automate its business permitting and licensing system or set up an electronic business one-stop shop for more efficient business registration processes.
- b) Subject to the joint operational guideline on the provision of technical assistance in the planning and implementation of the eBusiness Permit Licensing System to be issued by the DICT, DTI, and DILG, the city's BOSS shall develop electronic versions of licenses, clearances, permits, certifications or authorizations with the same level of authority and containing the electronic signature of the authorized officer/s and seal of the City, which may be printed by the businesses in the convenience of their offices.

**SECTION 25. New Business Registration and Applications for Renewal** – Pending issuance by the DICT, DTI, and DILG of a uniform requirement for business registration and renewal, in addition to the application form, the pertinent provisions of Section 80 of Ordinance No. 12860-2014, otherwise known as the Cagayan de Oro City Revenue Code of 2015, covering the issuance of Mayor's Permit for a newly-started business and for renewal of exiting business permit shall apply.

**SECTION 26. Issuance of Other Permits/Clearances Together with the Business Permit** - To lessen the transaction requirements, other local clearances such as, but not limited to, sanitary permits, environmental and agricultural clearances shall be issued together with the business permit, subject to post-audit by the concerned Business Permit and Licensing Division.

**SECTION 27. Validity Period of Business Permits** – Pursuant to Section 80(e) of the Cagayan de Oro City Revenue Code of 2015, the Mayor's/Business Permit shall be granted for a period of not more than one (1) year and shall expire on the thirty-first (31<sup>st</sup>) of December following the date of issuance unless revoked or surrendered earlier. Every permit shall cease to be in force upon revocation or surrender thereof. The permit issued shall be renewed within the first twenty (20) days of January. It shall have a continuing validity only upon renewal thereof and payment of the corresponding fee.

**SECTION 28. Expiration of Validity Period**- Upon the expiration of the one (1) year validity period as stated in the preceding section, applicants for renewal not included in the negative list provided by any regulatory office or agency shall be allowed to renew their business permit upon payment of applicable fees imposed by the City Government. The regulatory offices or agencies shall submit their respective negative lists to the Business Permits and Licensing Division not later than the first day of December every year, to give reasonable time for the evaluation of businesses applying for renewal of their business permits during the renewal period.

**SECTION 29. Initial Post-Audit for New Registrants**- The Business Permits and Licensing Division shall conduct an initial post-audit for new business registrants within a period not exceeding three (3) months from the date of registration.

**CHAPTER 7 - INTEGRATION OF BARANGAY CLEARANCE  
AND CORRESPONDING FEES FOR BUSINESS PERMIT AND  
LOCATIONAL CLEARANCE APPLICATIONS**

**SECTION 30. Coverage.** This Chapter applies only to the issuance of Barangay Clearance for Business Permit and Locational Clearance (as a requirement for the issuance of Building Permit) in the City of Cagayan de Oro. Other clearances for other purposes shall still be obtained in the Barangay.





**SECTION 31. Authority to Collect Barangay Clearance Fees** – The City Finance Department of Cagayan de Oro shall collect fees—for and in behalf of and as authorized by the Barangays to collect the prescribed fees in accordance to their respective enacted Ordinances—for Barangay Clearance for Business Permit and Barangay Clearance for Locational Clearance (as a requirement for Building Permit), which shall be remitted to the barangays concerned in accordance with the RA 11032.

**SECTION 32. Rate of Fees to be Collected** – The rate of fees to be collected by the City Finance Department for issuance of Barangay Clearance for Business Permit and Barangay Clearance for Locational Clearance (as a requirement for Building Permit), shall be in accordance with the rates in the enacted Ordinance of the particular Barangay, as enumerated in "Annex B" hereof, which is an integral part and parcel of this Ordinance.

**SECTION 33. Reporting and Remittance** – The City shall remit the Barangay Clearance fees collected to the subject Barangay not later than seven (7) working days of the ensuing month with the list of the issued Building and Business Permit Fee.

**SECTION 34. Disapproval** - Disapproval of Barangay Clearance applications from the Barangays shall be issued with a corresponding Notice of Disapproval (NOD) stating therein reasons why the application was disapproved. The Notice of Disapproval shall be issued within three (3) working days upon receipt of endorsement of application from the City Planning and Development Office for Locational Clearance or the Business Permits and Licensing Division for Business Permit. It will then be formally returned to the applicant thru either the One Stop Shop for Construction Permit (OSCP) or Business One-Stop Shop (BOSS).

**SECTION 35. Appeals** – In cases where an applicant is given a Notice of Disapproval by the Barangay, the said entity has the option to file an appeal to the Barangay Clearance Review Committee (BCRC) of the City. The BCRC shall act within twenty (20) working days after the application for appeal has been received.

## **CHAPTER 8 – COLLECTION OF BFP FEES**

**SECTION 36. LGU as Collecting Agent** – To facilitate one-time assessment and payment of business-related fees for business permit, the City Mayor is hereby authorized to enter into a Memorandum of Agreement (MOA) with the Bureau of Fire Protection through the City Fire Marshal covering the following:

- a) For the City to assess "the ordinary" Fire Safety Inspection Fees (FSIF); Provided, That the BFP is able to check the accuracy of the computation and to certify the tax order of payment in order.
- b) For the City to serve as collecting agent for the FSIF; Provided, That the remittance of the said fee to the BFP shall be made not later than two (2) days after the transaction is made. The BFP is not precluded from collecting additional fees required after their assessment, subject to existing laws and regulations.

**SECTION 37. ISSUANCE OF CLEARANCES UNDER THE FIRE CODE OF THE PHILIPPINES** - The issuance of Fire Safety Evaluation Clearance (FSEC) and Fire Safety Inspection Certificate (FSIC) shall in no case be longer than seven (7) working days.

The Certification of Fire Incident for fire insurance purposes shall in no case be issued longer than twenty (20) working days, and may be extended only once for another twenty (20) working days.



## CHAPTER 9 - ACCOUNTABILITY OF CHIEFS OF OFFICES OR HEADS OF DEPARTMENTS; PENALTIES

**SECTION 38. Accountable official** - The chief of office or head of the department shall be primarily responsible for the implementation of this Ordinance and shall be held accountable to the public in rendering fast, efficient, convenient, and reliable service. All transactions and processes are deemed to have been made with the permission or clearance from the highest authority having jurisdiction over the government office or agency concerned.

**SECTION 39. Sanction** - (A) Any violations by the Chief of Office/Head of the Department or their employee(s) of the provisions of this Ordinance shall subject them to administrative sanctions in accordance with the relevant administrative and civil service rules and regulations, where applicable.

(B) Failure by the heads of offices/departments to comply with the provisions of this Ordinance shall render them liable to being charged in accordance with existing laws or rules before the appropriate forum.

## CHAPTER 10 - FINAL PROVISIONS

**SECTION 40. Suppletory Clause** - Whenever relevant and appropriate as determined by proper government agency and in the absence of a specific provision to the contrary, the pertinent provisions of the Joint Memorandum Circular (JMC) No. 2020-001, entitled: "Implementing Rules and Regulations of RA 11032 (Ease Of Doing Business and Efficient Government Service Delivery Act of 2018)", or of any existing applicable laws and their corresponding Implementing Rules and Regulations, executive fiats and relevant issuances issued therefor, shall apply in a suppletory manner hereof.

**SECTION 41. Repealing Clause.** Existing ordinances as well as local executive orders, which are inconsistent with this Ordinance are hereby repealed, modified or amended accordingly. In case of conflict, the provisions of the national laws and issuances shall prevail.

**SECTION 42. Severability** - If any part of this Ordinance shall be declared unconstitutional, such declaration shall not affect the validity of the remaining provisions hereof.

**SECTION 43. Effectivity.** This Ordinance shall take effect upon its approval.

### UNANIMOUSLY APPROVED.

AUTHORS: COUNCILOR GEORGE S. GOKING  
COUNCILOR YAN LAM S. LIM  
COUNCILOR EDNA M. DAHINO  
COUNCILOR IAN MARK Q. NACAYA  
RAINEIR JOAQUIN V. UY

<u>Present:</u>	1 <sup>st</sup> District:	- Councilor Edna M. Dahino	- Councilor Roger G. Abaday
		- Councilor Jay R. Pascual	- Councilor Lordan G. Suan
		- Councilor Reuben R. Daba	- Councilor George S. Goking
		- Councilor Zaldy O. Ocon	- Councilor Romeo V. Calizo
	2 <sup>nd</sup> District:	- Councilor Joyleen Mercedes L. Balaba	- Councilor Maria Lourdes S. Gaane
		- Councilor Ian Mark Q. Nacaya	- Councilor Teodulfo E. Lao, Jr.
		- Councilor Suzette G. Magtajas-Daba	- Councilor Edgar S. Cabanlas
		- Councilor Jocelyn B. Rodriguez	
	Ex-Officio:	- Councilor Yan Lam S. Lim	- Councilor John Michael L. Seno
	<u>On Official Business:</u>	- Councilor Enrico D. Salcedo	



**cagayan  
de Oro**  
city of golden friendship

Republic of the Philippines  
**CITY OF CAGAYAN DE ORO**  
**OFFICE OF THE CITY COUNCIL**

(088) 857-2258; 857-4029; 857-4032; 857-4035  
[www.cdeo-sanggunian.online](http://www.cdeo-sanggunian.online)




PAGE 15 OF 23 OF ORDINANCE NO. 13992-2020

**ENACTED** this 14<sup>th</sup> day of December 2020 in the City of Cagayan de Oro.


I hereby certify to the correctness of the foregoing Ordinance.

Attested as duly enacted:

  
**RAINEIR JOAQUIN V. UY**  
CITY VICE-MAYOR  
PRESIDING OFFICER

  
**ARTURO S. DE SAN MIGUEL**  
CITY COUNCIL SECRETARY

Approved:

  
**OSCAR S. MORENO**  
CITY MAYOR

Attested:

  
**TEODORO A. SABUGA-A, JR.**  
ACTING CITY ADMINISTRATOR



**ANNEX "A"**

LIST OF EXTERNAL SERVICES	TYPE OF TRANSACTION
<b>CITY ADMINISTRATOR'S OFFICE</b>	
1. Issuance of Special Permits	Simple
2. Special Permits for Activities requiring road closure	Simple
3. Issuance of Excavation Permit	Simple
4. Issuance of Mayor's Clearance	Simple
<b>CITY AGRICULTURE OFFICE</b>	
5. Extension of Technical Services	Simple
6. Provide Agricultural/ Fisheries Data	Simple
7. Issuance of Certifications	Simple
8. Issuance of Fishing Permits	Simple
<b>CITY ASSESSMENT DEPARTMENT</b>	
9. Issuance of Tax Declaration for Building and Machinery	Simple/ Complex/ Highly Technical
10. Issuance of Tax Declaration for Land Transfer and Subdivision or Consolidation	Simple
11. Verification of Property Location and Vicinity	Simple
12. Issuance of Photocopy of Property Location, Vicinity Section Map and Sketch or Subdivision Plan and/or Certification for Electrical Connection	Simple
13. Verification and Issuance of Computerized Copy of Property Location/Vicinity Map	Simple
14. Verification and Issuance of Real Property Statistical Data of All Real Properties within Cagayan De Oro City	Simple
15. Issuance of Certified True Copy of Tax Declaration, Certification of Property Holdings and Non-Improvement and other Certifications Required by the National Government Agency	Simple
<b>BIDS AND AWARDS COMMITTEE</b>	
16. Registration and Accreditation of Bidders/Supplier/Contractors	Simple
17. Issuance of Bidding Documents	Simple
18. Issuance of Request for Quotation (RFQ)	Simple
<b>CITY BUDGET OFFICE</b>	
19. Barangay Budget Review and Technical Assistance	Simple
<b>OFFICE OF THE CITY BUILDING OFFICIAL</b>	
20. Securing a Building Permit	Simple/ Complex/





	Highly Technical
21. Securing a Certificate of Occupancy	Simple
22. Securing a Fencing Permit	Simple
23. Permanent Electrical Connection	Simple
24. Securing an Electrical Permit for Separation of Meter	Simple
25. Securing a Reconnection Permit	Simple
26. Securing Temporary Electrical Permit	Simple
27. Securing a Ground Preparation and Excavation Permit	Simple
28. Securing a Demolition Permit	Simple
29. Securing a Billboard/ Signboard Permit	Simple
30. Securing Certificate of Annual Inspection	Simple
31. Renewal of Building Permit	Simple
32. Securing Certifications (Building Permit and Certificate of Occupancy)	Simple
33. Securing Certified True Copies of Documents (Plans and Permits)	Simple
<b><u>BUSINESS ONE-STOP SHOP</u></b>	
34. Issuance of Business Permit (New Application)	Simple
35. Issuance of Business Permit (Renewal)	Simple
<b><u>CITY CIVIL REGISTRY OFFICE</u></b>	
36. Registration of Birth	Simple/ Complex
37. Registration of Death	Simple/ Complex
38. Registration of Marriage	Simple/ Complex
39. Application of Marriage License	Simple
40. Supplemental Report	Simple/ Complex
41. Registration of Legal Instruments	Simple
42. Registration of Court Orders/ Court Decrees	Simple
43. Petitions for Change of First Name and Correction of Clerical Error under RA 9048, and Correction of Gender & Date of Birth under RA 10172	Simple
<b><u>COMMUNITY IMPROVEMENT DIVISION</u></b>	
44. Community-based Livelihood Skills Training Program	Highly Technical
45. Pre-Marriage Orientation and Counseling	Simple
<b><u>CITY DISASTER RISK REDUCTION AND MANAGEMENT DEPARTMENT</u></b>	
46. Emergency Response	Simple
47. Conduct Trainings, Drills, and Simulations	Simple
48. Issuance of Certification for Disaster and Calamity Victims (Insurance Claims)	Simple
49. Technical Assistance in the Barangay Disaster Risk Reduction and Management Plan Formulation	Simple



**cagayan  
de Oro**  
city of golden friendship

Republic of the Philippines  
**CITY OF CAGAYAN DE ORO**  
**OFFICE OF THE CITY COUNCIL**

(088) 857-2258; 857-4029; 857-4032; 857-4035  
[www.cdeo-sanggunian.online](http://www.cdeo-sanggunian.online)



PAGE 18 OF 23 OF ORDINANCE NO. 13992-2020

CITY ECONOMIC ENTERPRISES DEPARTMENT	
50. Issuance of Certification for Market Business Permit	Simple
51. Issuance of Certification for Electric/ Water Permit	Simple
CITY ENGINEER'S OFFICE	
52. Issuance of Certification for Loan, Building and Fencing Permits, Titling and other Purposes	Complex
53. Issuance for Application of Excavation for Drainage Line/Water Pipe/Paver Blocks Installation/ Sidewalk Alteration/Sidewalk Enclosure and Telephone/ CEPALCO/ MORESCO Pole Replacement/ Aerial Installation/ Directional Burying	Complex
54. Issuance of Carwash Clearance	Simple
55. Conduct Material Testing Intended for Various Projects of the City	Complex
EAST-WEST BOUND TERMINALS AND PUBLIC MARKET	
56. Issuance of Certification for Stallholders of EWTPM	Simple
57. Issuance of Community Tax Certificate	Simple
58. Repair and Maintenance of Stalls	Simple
CITY FINANCE OFFICE	
60. Certification Related to Business License & Fees	Simple
61. Community Tax Certificate	Simple
62. Fees & Charges Payment	Simple
63. Realty Tax Billing	Simple
64. Real Property Tax Clearance	Simple
65. Assessment of Tax on Transfer of Real Property Ownership/Developer's Tax	Simple
66. Assessment of Contractor's Tax/ Sales Tax	Simple
67. Retirement of Business	Simple
CITY GENERAL SERVICES OFFICE	
68. Reproduction of Records at the City Archives	Simple
CITY HEALTH INSURANCE OFFICE	
69. Enrollment of Qualified Indigents	Simple
70. Dispense of Drugs and Medicines for Diseases under the Primary Care Benefit Package Through Per Family Payment (PFP)	Simple
CITY HEALTH OFFICE	
71. Review of Death Certificate Hospital Death/ Home Death/ Dead-On-Arrival/ Late Registration	Simple
72. Issuance of Exhumation/ Cremation/ Transfer Permit	Simple
73. Issuance of Dental Certificate	Simple
74. Issuance of Health Card	Simple



75. Dental Services-Tooth Extraction	Simple
76. Sputum Examination Services	Simple
77. Outpatient Consultation in the City Health Office	Simple
78. Laboratory Services	Simple
79. Issuance of Sanitary Permit (New and Renewal)	Simple
80. Tuberculosis Treatment Services (TB-DOTS)	Simple
81. Reproductive Tract Health Exams Services	Simple
82. Animal Bite (Anti-Rabies Vaccination)	Simple
83. Issuance of Medical Certificate	Simple
CITY HOUSING AND URBAN DEVELOPMENT DEPARTMENT	
84. Application for Socialized Housing	Complex
85. Issuance of Clearance/ Permit for Subdivisions: Preliminary Subdivision Development Plan	Highly Technical
86. Issuance of Clearance/ Permit for Subdivisions: Development Permit	Highly Technical
87. Issuance of Clearance/ Permit for Subdivisions: Alteration Plan	Simple
88. Individual Land Titling Process for Relocation Sites	Highly Technical
CITY HUMAN RESOURCE MANAGEMENT OFFICE	
INTERNAL SERVICES	
89. Issuance of Certificates	Simple
90. Leave Application	Simple
EXTERNAL SERVICES	
91. Receiving of Job Applications (External Applicants)	Simple
CITY INFORMATION OFFICE	
92. Provide Information to the General Public	Simple
93. Technical Support on Event Coverage, Documentation and other Related Services	Simple
94. Posting of Documents, Notices and Promotional Materials at the City Hall Bulletins	Simple
JOB PLACEMENT BUREAU (PESO)	
95. Facilitation of Employment	Simple
<u>IR BORIA GENERAL HOSPITAL</u>	
96. Emergency Room Services	Simple
97. Obstetrics and Gynecology Emergency Room Services	Simple
98. Dispensary Services	Simple
99. Out-Patient Department Services	Simple
100. Dental Clinic Services	Simple
101. Laboratory Services	Simple



**cagayan  
de oro**  
city of golden friendship

Republic of the Philippines  
**CITY OF CAGAYAN DE ORO**  
**OFFICE OF THE CITY COUNCIL**

(088) 857-2258; 857-4029; 857-4032; 857-4035  
[www.cdeo-sanggunian.online](http://www.cdeo-sanggunian.online)



PAGE 20 OF 23 OF ORDINANCE NO. 13992-2020

CITY LEGAL OFFICE	
102. Free Legal Advice/ Counselling	Simple
103. Preparation of Affidavit	Simple
104. Preparation and Review of Contracts/Agreement	Simple
	Simple
CITY LOCAL ENVIRONMENT AND NATURAL RESOURCES OFFICE	
105. Issuance of Commercial Sand and Gravel (CSAG) Permit for New Application	Highly Technical
106. Issuance of Commercial Sand and Gravel (CSAG) Permit for Renewal of Application	Highly Technical
107. Issuance of Industrial Sand and Gravel (ISAG) Permit for New Application	Highly Technical
108. Issuance of Industrial Sand and Gravel (ISAG) Permit for Renewal of Application	Highly Technical
109. Issuance of Mountain Quarry (MQ) Permit for New Application	Highly Technical
110. Issuance of Mountain Quarry (MQ) Permit for Renewal of Application	Highly Technical
111. Facilitation of Tree Growing and Coastal Clean-Up Activities	Simple
112. Conduct of Land Survey	Highly Technical
113. Facilitate Request of Certificate of Stewardship Contracts (CBFMA)	Highly Technical
114. Issuance of Social Acceptability Certificate	Simple
115. Conduct of Vehicle Emission Testing	Simple
116. Address Waste Disposal/ Collection Concern	Simple
117. Issuance of Order of Payment of Tipping Fees for Private Haulers	Simple
118. Accreditation of Garbage Haulers	Simple
119. Address Environmental Complaints, Issues and Concerns (Complaints Hotline)	Simple
120. Facilitate Request for Burial Area at City Public Cemetery, Bolonsiri, Camaman-an	Simple
CITY PLANNING AND DEVELOPMENT OFFICE	
121. Issuance of Zoning/ Locational Clearance for New Businesses	Simple
122. Locational Clearance for Building Permit	Complex
123. Special Permit for Cell Site/ Telecommunications	Simple
124. Assistance to Researchers in Acquiring Data	Simple
125. Geographic Information Services	Simple
126. Accreditation of Civil Society Organizations (CSOs) and Selection of Representatives to the Local Special Bodies	Simple
CITY PUBLIC LIBRARY	
127. Reading, Borrowing, Computer E-Lib Services, Local History and Children's Reading Services	Simple
128. Library Membership Services	Simple





**cagayan  
de oro**  
city of golden friendship

Republic of the Philippines  
**CITY OF CAGAYAN DE ORO**  
**OFFICE OF THE CITY COUNCIL**

(088) 857-2258; 857-4029; 857-4032; 857-4035  
[www.cdeo-sanggunian.online](http://www.cdeo-sanggunian.online)



PAGE 21 OF 23 OF ORDINANCE NO. 13992-2020

CITY PUBLIC SERVICES OFFICE	
129. Issuance of Certificate of Community Service Rendered by Road Traffic Violators	Simple
ROADS AND TRAFFIC ADMINISTRATION	
130. Release of Impounded Vehicle	Simple
131. Issuance of RTA Clearance	Simple
CITY SOCIAL WELFARE AND DEVELOPMENT OFFICE	
132. Assistance for Individuals in Crisis Situation (AICS)	Simple
133. Food Assistance	Simple
134. Medicine Assistance	Simple
135. Burial/Embalming Assistance	Simple
136. Educational Assistance	Complex
137. Financial Assistance for Disaster	Simple
OFFICE OF THE <u>SECRETARY</u> TO THE SANGGUNIAN	
138. Certified Photocopy of Approved Ordinances and Resolutions	Simple
CITY TOURISM AND CULTURAL AFFAIRS OFFICE	
139. Tourism Promotions Assistance and Marketing Services	Simple
140. Standards and Regulatory Services	Simple
CITY <u>VETERINARY</u> OFFICE	
141. Request for Mass Anti-Rabies Vaccination	Simple
142. Rabies Vaccination (Daily Vaccination for Walk-in Clients)	Simple
143. Impounding of Stray Animals	Simple
144. Redemption of Impounded Animals	Simple
145. First Aid Treatment	Simple
146. Veterinary Health Certificate (Animals for Transport)	Simple



**cagayan  
de Oro**  
city of golden friendship

Republic of the Philippines  
**CITY OF CAGAYAN DE ORO**  
**OFFICE OF THE CITY COUNCIL**

(088) 857-2258; 857-4029; 857-4032; 857-4035  
[www.cdeo-sanggunian.online](http://www.cdeo-sanggunian.online)



PAGE 22 OF 23 OF ORDINANCE NO. 13992-2020

**ANNEX 'B'**

	BARANGAY COUNCIL	BARANGAY ORDINANCE NO.	BARANGAY CLEARANCE FEE (P)
1)	No. 2	10-2020-001, Series of 2020	1,000.00
2)	No. 3	02-2020	1,000.00
3)	No. 4	002-2020	1,000.00
4)	No. 5	2020-11-02	1,000.00
5)	No. 6	01-2020	1,000.00
6)	No. 8	01-2020	1,000.00
7)	No. 9	001, Series of 2020	1,000.00
8)	No. 10	001-2020	1,000.00
9)	No. 11	2020-001	1,000.00
10)	No. 12	005-2020	1,000.00
11)	No. 13	002-2020	1,000.00
12)	No. 14	001- 2020	1,000.00
13)	No. 15	03-2020	1,000.00
14)	No. 16	001-2020	1,000.00
15)	No. 17	003-2020	1,000.00
16)	No. 18	07-2020	1,000.00
17)	No. 19	01-10-20	1,000.00
18)	No. 20	002-2020	1,000.00
19)	No. 21	06- 2020	1,000.00
20)	No. 22	03, Series of 2020	1,000.00
21)	No. 24	01- 2020	1,000.00
22)	No. 25	01-2020	1,000.00
23)	No. 28	02-2020	500.00
24)	No. 29	12	1,000.00
25)	No. 30	002-2020	1,000.00
26)	No. 31	01- 2020	1,000.00
27)	No. 32	6 S, 2020	1,000.00
28)	No. 33	02- 2020	1,000.00
29)	No. 34	01-2020	1,000.00
30)	No. 35	003-2020, Series of 2020	1,000.00
31)	No. 37	003, Series of 2020	1,000.00
32)	No. 38	0019-2020	1,000.00
33)	No. 39	002-2020	1,000.00
34)	No. 40	001- 2020	1,000.00
35)	Balubal	06-2020	1,000.00
36)	Baikingon	005, Series of 2020	1,000.00
37)	Bayabas	001-20	1,000.00
38)	Besigan	02	1,000.00
39)	Bonbon	001-2020	1,000.00
40)	Bugo	02- 2020, Series of 2020	1,000.00
41)	Bulua	1103, Series of 2020	1,000.00
42)	Camaman-an	051, Series of 2020	1,000.00
43)	Canitoan	2020-001	1,000.00
44)	Consolacion	01-2020	1,000.00
45)	Cugman	01, Series of 2020	1,000.00
46)	FS Catanico	004, Series of 2020	1,000.00
47)	Iponan	01, Series of 2020	1,000.00
48)	Kauswagan	02-2020, Series of 2020	1,000.00
49)	Lumbia	003-2020, Series of 2020	1,000.00
50)	Macasandig	116-20	1,000.00
51)	Nazareth	01- 2020	1,000.00
52)	Pagalungan	004, Series of 2020	1,000.00



**cagayan  
de oro**  
city of golden friendship

Republic of the Philippines  
**CITY OF CAGAYAN DE ORO**  
**OFFICE OF THE CITY COUNCIL**

(088) 857-2258; 857-4029; 857-4032; 857-4035  
[www.cdeo-sanggunian.online](http://www.cdeo-sanggunian.online)



PAGE 23 OF 23 OF ORDINANCE NO. 13992-2020

53)	Pagatpat	001, Series of 2020	1,000.00
54)	Patag	10-03-2020	1,000.00
55)	Pigsag-an	02-2020	1,000.00
56)	Puntod	09-2020	1,000.00
57)	San Simon	001-2020	1,000.00
58)	Tablon	16, Series of 2020	1,000.00
59)	Taglimao	03-2020	1,000.00
60)	No. 1	001, Series of 2020	₱500.00 for Business Permit ₱1,000.00 for Locational Clearance (Construction Permit)
61)	No. 7	001, Series of 2020	1,000.00
62)	No. 23	001-10-2020	1,000.00
63)	No. 26	002-2020, Series of 2020	1,000.00
64)	No. 27	02-2020	1,000.00
65)	No. 36	01-2020	1,000.00
66)	Agusan	003 s2020	1,000.00
67)	Balulang	2020-05	1,000.00
68)	Bayanga	02-2020, Series 2020	1,000.00
69)	Carmen	001-S-2020	1,000.00
70)	Dansolihon	01-2020	1,000.00
71)	Gusa	24, Series of CY 2020	1,000.00
72)	Indahag	007-2020, Series of 2020	1,000.00
73)	Macabalan	05-2020	1,000.00
74)	Mambuaya	02 Series of 2020	1,000.00
75)	Tagpangi	01-2020	1,000.00
76)	Tignapoloan	002, Series of 2020	1,000.00
77)	Tuburan	03	1,000.00
78)	Turan	10-2020, Series of 2020	1,000.00