



**URBAN AND RURAL POOR AFFAIR'S OFFICE**  
4<sup>th</sup> Floor, City Hall Annex Building, Tabaco City

SERVICE	STEPS		MAXIMUM PROCESSING TIME	REQUIREMENTS	PERSON TO APPROACH	REQUIRED FEES	TYPE OF SERVICE	CLASSIFICATION
<b>RECEIVING OF COMMUNICATION</b>	1	Receive the communication letter	5 - 15 minutes	Communication letter/ Documents	<ul style="list-style-type: none"> <li>• Olivia B. Del Castillo</li> <li>• Sharon C. Bufa</li> <li>• Rey Miraflores</li> <li>• Joel Rayoso</li> </ul>	None	G2C G2G	Simple
	2	Acknowledge receipt						
<b>RELEASING OF DOCUMENTS/ DATA ON HOUSING</b>	1	Prepare data/ documents	5 - 15 minutes (Receiving)	Formal letter request USB for soft copy or email address	<ul style="list-style-type: none"> <li>• John Martin K. Bonagua</li> <li>• Sharon C. Bufa</li> <li>• Renato Arjona</li> <li>• Arch. Randy M. Burce</li> </ul>	None	G2C G2G	Simple/ Complex
	2	Data/ documents will reviewed by the Office Head. Once approved, data/ documents will be printed out or emailed.	1 - 5 days (Releasing)					
<b>ISSUANCE OF CERTIFICATION FOR ELECTRICAL AND WATER CONNECTION</b>	1	Verification of the request via office record/ database	15 minutes to 1 day	Any valid Government Issued ID Official receipt of latest payment of monthly dues Membership fee from Homeowners Association	<ul style="list-style-type: none"> <li>• Sharon C. Bufa</li> <li>• Oliva B. Del Castillo</li> <li>• Renato Arjona</li> <li>• Arch. Randy M. Burce</li> </ul>	None	G2C G2G	Simple
	2	Preparation of Certificate						
	3	Approval of the Office Head Issuance of the Certification						



<b>HOUSE CONCERNS AND INQUIRIES OR COMPLAINTS</b>	1	Accept walk-in clients and attend his/her concerns and inquiries	5 - 30 minutes	Personnel Appearance Letter of Complaint or Inquiry	<ul style="list-style-type: none"> <li>• Renato Arjona</li> <li>• Arch. Randy M. Burce</li> <li>• Nathan Luis Casaul</li> </ul>	None	G2C G2G	Simple/ Complex
	2	Conduct site/case investigation						
	3	Released of official statement	1 - 3 days (Case and Site Investigation)					



<b>HOUSING AND SETTLEMENT PROGRAM</b>	A	<p>APPLICATION Issuance of Application Form and Logbook Registration</p> <p>Accept/Received duly Accomplished Application Form with attached application requirements</p>	<p>5 - 15 minutes (Issuance and short interview)</p> <p>5 - 15 minutes (Receiving)</p>	<p>Personal Appearance Duly Accomplished Application Form Photocopy of Valid ID 2 pcs. Passport-sized recent photo Barangay Certificate of Residency Barangay Certificate of Indigency</p>	<ul style="list-style-type: none"> <li>• Oliva B. Del Castillo</li> <li>• Sharon C. Bufa</li> </ul>	None	G2C G2G	Simple
	B	<p>ASSESSMENT Assessment shall be conducted by URPAO Staff or Background Investigation Officers with Barangay Officials</p>	7 to 20 days	<p>Actual Interview of Applicants on his/her location/ photo taken of applicant's house</p>	<p>Background Investigators:</p> <ul style="list-style-type: none"> <li>• Rey Miraflores</li> <li>• Julius Ariel R. Brojas</li> <li>• Karlo A. Kallos</li> <li>• Patrick Ian B. Gaza</li> <li>• Joel B. Rayoso</li> <li>• Gertrudes B. Bufete</li> <li>• Emma B. Serit</li> </ul>	None	G2C G2G	Highly Technical
	C	<p>PRE-EVALUATION Application is notified about the disposition</p> <p>If the application is</p>	7 to 20 days		<ul style="list-style-type: none"> <li>• Arch. Randy M. Burce</li> <li>• Nathan Luis Casaul</li> </ul>	None	G2C G2G	Highly Technical



		pre-approved, the applicant shall be notified for the checklist of the requirements.						
	D	SUBMISSION OF REQUIREMENTS	3 to 7 days	<p>Latest Community Tax Certificate (Photocopy)          Photocopy of Marriage Certificate (for married); Affidavit of Cohabitation from PAO (for common-law partnership); Affidavit of Separation-In-Fact (for not legally separated or annulled)          Death Certificate of the deceased spouse (for married) (Photocopy)          PSA Birth Certificate (Photocopy)          Voter's Certification/ID (Photocopy)          City Assessor's</p>	<ul style="list-style-type: none"> <li>• John Martin K. Bonagua</li> <li>• Olivs B. Del Castillo</li> <li>• Rey Miraflores</li> <li>• Julius Ariel R. Brojas</li> <li>• Karlo A. Kallos</li> <li>• Patrick Ian B. Gaza</li> <li>• Joel B. Rayoso</li> <li>• Gertudes B. Bufete</li> <li>• Emma B. Serit</li> </ul>	None	G2C G2G	Complex



				Certification showing the applicant's real property ownership in Tabaco City Certification from the CBMS Census				
E	DOCUMENT EXAMINATION (For Pre-qualification) Pre-qualified applicants are submitted to Beneficiary Selection Board (BSB) for final approval.	7 to 20 days			<ul style="list-style-type: none"> <li>• Arch. Randy M. Burce</li> <li>• Renato Arjona</li> <li>• John Martin K. Bonagua</li> </ul>	None	G2C G2G	Highly Technical
F	RELEASE AND DISTRIBUTION OF HOMELOT/ HOUSING UNIT	3 to 7 days	Personal Appearance at specified time and place		<ul style="list-style-type: none"> <li>• Arch. Randy M. Burce</li> <li>• Renato Arjona</li> <li>• John Martin K. Bonagua</li> </ul>	None	G2C G2G	Complex