

**CITIZEN CHARTER  
PASIG CITY HEALTH DEPARTMENT  
ENVIRONMENTAL SANITATION SECTION**

**SECURING SANITARY PERMIT**

**COMPLIANCE FOR MINIMUM SANITARY REQUIREMENTS (MSR) AND/OR HEALTH CERTIFICATE ID**

**SECURING HEALTH CERTIFICATE**

**REVIEWING DEATH CERTIFICATE**

**ENCODING DEATH CERTIFICATE**

**REVIEWING EXHUMATION PERMIT**

**SECURING TRANSFER PERMIT OF CADAVER/BONE/ASHES/BODY PART**

**SECURING CREMATION CERTIFICATE**

<b>Office or Division:</b>	Environmental Sanitation Section
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizens G2B – Government to Business G2G – Government to Government
<b>Who may avail:</b>	Business applicants for Sanitary Permit Walk-in applicants for Health Certificate

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<b>1. Sanitary Permit</b>	
<ul style="list-style-type: none"> <li>• Tax Order of Payment (TOP) and Official Receipt</li> <li>• Original copy of Minimum Sanitary Requirements (MSR)</li> </ul>	<ul style="list-style-type: none"> <li>• Business Permit and Licensing Department</li> <li>• Respective Government Agency/Private Agency</li> </ul>

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p><b>Others: MINIMUM SANITARY REQUIREMENTS (MSR)</b></p> <ul style="list-style-type: none"> <li>• Pest Control Contract Agreement (for Establishments required to undergo Chemical Pest Control) or Pest Control Certificate</li> <li>• Applicable Pest Control Method (To be assessed during Post Inspection)</li> <li>• Membership Association/Federation of Licensed Pest Applicator</li> <li>• Material Information Data Sheet (Industrial Company)</li> <li>• Clearance from Social Hygiene Clinic</li> <li>• Food Safety Compliance Officer (FSCO)</li> <li>• DENR/LLDA License to Operate</li> <li>• DENR approved disposal site certificate</li> <li>• DOH License/Accreditation</li> <li>• License of Embalmer</li> <li>• Random Swab Test Result of Equipments and Rooms               <ul style="list-style-type: none"> <li>❖ Surgical Service</li> <li>❖ Delivery Service</li> <li>❖ Nursery</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• DOH-Accredited Pest Control Operator / Applicator</li> <li>• Environmental Sanitation Section</li> <li>• Any Association/Federation of Pest Control Operator</li> <li>• Supplier of the Chemical/Product</li> <li>• Social Hygiene Clinic (5<sup>th</sup> floor)</li> <li>• Food Safety and Hygiene Academy of the Philippines</li> <li>• DENR</li> <li>• DENR</li> <li>• Department of Health</li> <li>• Department of Health</li> <li>• Accredited Laboratory</li> </ul>

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> <li>❖ Intensive Care Unit</li> <li>• Certificate of Potability of Drinking Water <ul style="list-style-type: none"> <li>❖ Microbiological Water Analysis Result</li> <li>❖ Physical and Chemical Analysis Result</li> </ul> </li> <li>• For Water Refilling Station <ul style="list-style-type: none"> <li>❖ Plans and Specifications</li> <li>❖ Certificate of Training of Water Refilling Station Operator (40 hours basic certification course conducted by the DOH or DOH Accredited Professional Organization and Institution)</li> </ul> </li> <li>• Other Employees of the Water Refilling Station <ul style="list-style-type: none"> <li>❖ 20 hours Water Sanitation Classes to be conducted by the City Health Department (as a pre-requisite for the issuance of the Health Certificate)</li> </ul> </li> <li>• For refuse/solid waste collection service <ul style="list-style-type: none"> <li>❖ Operating Permit Issued by the DOH-Regional Office</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• DOH Accredited Water Laboratory</li> <li>• Private Licensed Civil Engineer</li> <li>• DOH Accredited Training Facilities</li> <li>• Environmental Sanitation Section</li> <li>• Department of Health</li> </ul>
<b>1.1. If Business Company/Establishment has No Operation</b>	
<ul style="list-style-type: none"> <li>• Latest BIR Quarterly Income Returns – (1702Q-2550Q)</li> </ul>	<ul style="list-style-type: none"> <li>• BIR</li> </ul>
<b>1.2. If processed by Business Company/Establishment representative, submit:</b>	
<ul style="list-style-type: none"> <li>• Authorization letter from company</li> <li>• Valid ID of representative</li> </ul>	<ul style="list-style-type: none"> <li>• Business Establishment</li> <li>• Company's Representative</li> </ul>
<b>2. Health Certificate ID</b>	
<ul style="list-style-type: none"> <li>• Validated Medical Summary/Tickler signed by Validation Officer and Medical Doctor</li> <li>• Official Receipt <ul style="list-style-type: none"> <li>❖ Php 50.00 validation fee (if laboratory test was not conducted at Pasig One Stop Shop Clinic)</li> <li>❖ Php 70.00 health certificate fee</li> </ul> </li> <li>• 1x1 or 2x2 latest colored picture</li> <li>• For renewal <ul style="list-style-type: none"> <li>❖ Previously issued Health Certificate ID</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Validation Section</li> <li>• Cashier (5<sup>th</sup> floor)</li> <li>• Applicant</li> <li>• Applicant</li> </ul>
<b>3. Death Certificate</b>	
<ul style="list-style-type: none"> <li>• Death Certificate Form</li> <li>• Valid Government Issued ID of the deceased</li> <li>• Barangay Certificate</li> <li>• Checklist declaration form from Pasig Emergency Unit (PEU) for community death</li> <li>• Medical Abstract (for Dead on Arrival)</li> </ul>	<ul style="list-style-type: none"> <li>• Immediate Family/Relative of deceased</li> <li>• Immediate Family/Relative of deceased</li> <li>• Respective Barangay</li> <li>• Pasig Emergency Unit/Pasig City Command Center</li> <li>• Respective Hospital/Attending Medical Physician</li> </ul>
<b>4. Exhumation Permit</b>	
<ul style="list-style-type: none"> <li>• Exhumation Permit from Cemetery</li> </ul>	<ul style="list-style-type: none"> <li>• Respective Cemetery</li> </ul>
<b>5. Transfer Permit</b>	
<b>5.1. Cadaver</b>	
<ul style="list-style-type: none"> <li>• Death Certificate</li> <li>• Official Receipt of Transfer Permit of Cadaver</li> </ul>	<ul style="list-style-type: none"> <li>• Immediate Family/Relative of deceased</li> <li>• Cashier (5<sup>th</sup> floor)</li> </ul>
<b>5.2. Bone</b>	
<ul style="list-style-type: none"> <li>• Exhumation Permit from Cemetery</li> <li>• Official Receipt of Transfer Permit of Bone</li> </ul>	<ul style="list-style-type: none"> <li>• Respective Cemetery</li> <li>• Cashier (5<sup>th</sup> floor)</li> </ul>
<b>5.3. Ashes</b>	
<ul style="list-style-type: none"> <li>• Registered Death Certificate</li> </ul>	<ul style="list-style-type: none"> <li>• Immediate Family/Relative of deceased</li> </ul>

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> <li>• Certificate of Cremation</li> <li>• Official Receipt of Transfer Permit of Ashes</li> </ul>	<ul style="list-style-type: none"> <li>• Pasig City Public Crematorium</li> <li>• Cashier (5<sup>th</sup> floor)</li> </ul>
<b>5.4. Body Part</b>	
<ul style="list-style-type: none"> <li>• Medical Abstract</li> <li>• Official Receipt of Transfer Permit of Body Part</li> </ul>	<ul style="list-style-type: none"> <li>• Respective Hospital/Attending Medical Physician</li> <li>• Cashier (5<sup>th</sup> floor)</li> </ul>
<b>6. Cremation Certificate</b>	
<b>6.1. Cadaver</b>	
<b>6.1.A. Hospital Death</b>	
<ul style="list-style-type: none"> <li>• Death Certificate</li> </ul>	<ul style="list-style-type: none"> <li>• Immediate Family/Relative of deceased</li> </ul>
<b>6.1.B. Community Death</b>	
<ul style="list-style-type: none"> <li>• Death Certificate</li> <li>• Medical Abstract</li> <li>• Barangay Certificate</li> <li>• Valid Government Issued ID of the deceased</li> <li>• Notarized Waiver (Sinumpaang Salaysay)</li> <li>• Checklist declaration form from Pasig Emergency Unit (PEU)</li> </ul>	<ul style="list-style-type: none"> <li>• Immediate Family/Relative of deceased</li> <li>• Respective Hospital/Attending Medical Physician</li> <li>• Respective Barangay</li> <li>• Immediate Family/Relative of deceased</li> <li>• Immediate Family/Relative of deceased</li> <li>• Pasig Emergency Unit/Pasig City Command Center</li> </ul>
<b>6.2. Bone</b>	
<ul style="list-style-type: none"> <li>• Registered Death Certificate</li> <li>• Exhumation Permit from Cemetery</li> </ul>	<ul style="list-style-type: none"> <li>• Immediate Family/Relative of deceased</li> <li>• Respective Cemetery</li> </ul>
<b>6.3. Body Part</b>	
<ul style="list-style-type: none"> <li>• Medical Abstract</li> </ul>	<ul style="list-style-type: none"> <li>• Respective Hospital/Attending Medical Physician</li> </ul>

**SECURING SANITARY PERMIT (RENEWAL PERIOD)**

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Submit: -Tax Order of Payment (TOP) and Official Receipt	A. Receive and check the documents	None	2 minutes	1. Rafhy Christian Camu 2. Ernest Vincent Faustino 3. Vincent Tanhueco
		B. Encode information of Business Company	None	2 minutes	1. Joveth Andres 2. Anna Michelle Feliciano 3. Christopher Garcia 4. Gemmalyn Guande
		C. Print Sanitary Permit	None	1 minute	1. Mary Mae Evangelista 2. Jaymie Fernandez 3. Angelyn Rozel Maximo 4. Aileen Miña 5. Mary Joy Portiles
		D. Check required Minimum Sanitary Requirements (MSR) and Health Certificate	None	1 minute	1. Dina Cruz 2. Eleonor Jundarino 3. Mary Joy Portiles
		E. Affix signature to Sanitary Permit	None	1 minute	
		F. Issue Checklist for Compliance	None	2 minutes	
2	Receive Sanitary Permit	Release Sanitary Permit	None	1 minute	1. Raylou Czeasar Canlapan 2. Mary Grace Gepana
<b>TOTAL:</b>			<b>None</b>	<b>10 minutes</b>	

**SECURING SANITARY PERMIT (AFTER RENEWAL PERIOD AT 5<sup>TH</sup> FLOOR – SANITATION OFFICE)**

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Submit: -Tax Order of Payment (TOP) and Official Receipt	A. Receive and check the documents	None	10 minutes	1. Rafhy Christian Camu 2. Ernest Vincent Faustino 3. Vincent Tanhueco
		B. Encode information of Business Company	None	10 minutes	1. Joveth Andres 2. Anna Michelle Feliciano 3. Christopher Garcia 4. Gemmalyn Guande
		C. Print Sanitary Permit	None	5 minutes	1. Mary Mae Evangelista 2. Jaymie Fernandez 3. Angelyn Rozel Maximo 4. Aileen Miña 5. Mary Joy Portiles
		D. Check required Minimum Sanitary Requirements (MSR) and Health Certificate	None	10 minutes	1. Dina Cruz 2. Eleonor Jundarino 3. Mary Joy Portiles
		E. Affix signature to Sanitary Permit	None	1 minute	
		F. Issue Checklist for Compliance	None	2 minutes	
2	Receive Sanitary Permit	Release Sanitary Permit	None	2 minutes	1. Raylou Czeasar Canlapan 2. Mary Grace Gepana
<b>TOTAL:</b>			<b>None</b>	<b>40 minutes</b>	

**COMPLIANCE FOR MINIMUM SANITARY REQUIREMENTS AND/OR HEALTH CERTIFICATE ID**

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Submit: -Complete Minimum Sanitary Requirements (MSR) as required depending on the type of business  -Health Certificate ID's  -Checklist for Compliance	A. Receive and check MSR/receive Health Certificate ID's	None	10 minutes	1. Rafhy Christian Camu 2. Ernest Vincent Faustino 3. Vincent Tanhueco
		B. Encode and update Business Company's data/information	None	15 minutes	1. Joveth Andres 2. Anna Michelle Feliciano 3. Christopher Garcia 4. Gemmalyn Guande
		C. Print updated Checklist for Compliance	None	5 minutes	1. Mary Mae Evangelista 2. Jaymie Fernandez 3. Angelyn Rozel Maximo 4. Aileen Miña 5. Mary Joy Portiles
		D. Affix signature to updated Checklist for Compliance	None	1 minute	1. Dina Cruz 2. Eleonor Jundarino 3. Mary Joy Portiles
2	Receive updated Checklist for Compliance	Issue updated Checklist for Compliance	None	4 minutes	1. Raylou Czeasar Canlapan 2. Mary Grace Gepana
<b>TOTAL:</b>			<b>None</b>	<b>35 minutes</b>	

SECURING HEALTH CERTIFICATE ID					
#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Submit validated medical summary with official receipt (Health Certificate fee, Validation Fee) or Tickler signed by Validation Officer and Medical Doctor	A. Receive and check validated medical summary or tickler from validation counter	Health Certificate Fee - ₱ 50.00	5 minutes	1. Rafhy Christian Camu 2. Ernest Vincent Faustino 3. Vincent Tanhueco 4. Teotimo Respeto Jr.
		B. Encode information of applicant		10 minutes	1. Joveth Andres 2. Anna Michelle Feliciano 3. Christopher Garcia 4. Gemmalyn Guande
		C. Print Health Certificate ID		10 minutes	1. Mary Mae Evangelista 2. Jaymie Fernandez 3. Angelyn Rozel Maximo 4. Aileen Miña 5. Mary Joy Portiles
2	Watch Film Showing on Environmental Sanitation and other prevailing health issues	Mandatory film showing orientation (Section 5 Ordinance No. 15 Series of 2008) about Sanitation Environment and prevailing health issues at the waiting area in front of Sanitation Office	₱ 20.00	waiting while Health Certificate is being processed	Sanitary Personnel
3	Receive Health Certificate ID	Issue Health Certificate ID  *Claim stub will be issued to Business Establishments with bulk number of employees when to claim their Health Certificates.	None	10 minutes	1. Raylou Czeasar Canlapan 2. Mary Grace Gepana
<b>TOTAL:</b>			<b>₱ 70.00</b>	<b>35 minutes</b>	

REVIEWING DEATH CERTIFICATE					
#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Present Death Certificate Form (4 copies)	A. Receive 4 copies of Death Certificate forms	None	5 minutes	1. Cristina Magbanua 2. Aubrey San Pascual
		B. Review, check and sign	None		
2	Receive reviewed Death Certificate	Issue reviewed Death Certificate for registration at Local Civil Registry	None	3 minutes	
<b>TOTAL:</b>			<b>None</b>	<b>8 minutes</b>	

ENCODING DEATH CERTIFICATE					
#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Present: -Valid Government Issued ID of the deceased -Proof of Residency -Checklist declaration form from Pasig Emergency Unit (PEU) -Medical Abstract (for Dead on Arrival)	A. Receive documents	None	5 minutes	1. Cristina Magbanua 2. Aubrey San Pascual
		B. Review/check			
		C. Encode details of the deceased on the Death Certificate Form			
2	Receive encoded Death Certificate	Issue encoded Death Certificate Form	None	3 minutes	
<b>TOTAL:</b>			<b>None</b>	<b>8 minutes</b>	

REVIEWING EXHUMATION PERMIT					
#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Present Exhumation Permit Form (2 copies)	A. Receive 2 copies of Exhumation Permit Forms	None	1 minute	1. Cristina Magbanua 2. Aubrey San Pascual
		B. Review, check and sign	None	2 minutes	
2	Receive reviewed Exhumation Permit Form	C. Issue reviewed Exhumation Permit Form	None	1 minute	
<b>TOTAL:</b>			<b>None</b>	<b>4 minutes</b>	



SECURING TRAFER PERMIT OF CADAVER/BONE/ASHES/BODY PART					
#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Present Death Certificate/ Exhumation Permit/ Certificate of Cremation/ Medical Abstract	A. Receive and review documents specific for transfer of cadaver/ bone/ashes/body part	None	5 minutes	1. Cristina Magbanua 2. Aubrey San Pascual
		B. Issue order of payment	None	1 minute	
2	Pay at the cashier		₱ 500.00	5 minutes	Cashier (5 <sup>th</sup> floor)
3	Submit official receipt	A. Receive official receipt	None	1 minute	1. Cristina Magbanua 2. Aubrey San Pascual
		B. Encode information of deceased/patient	None	5 minutes	
		C. Print Transfer Permit	None	2 minutes	
4	Receive Transfer Permit	Release Transfer Permit	None	1 minute	
<b>TOTAL:</b>			<b>₱ 500.00</b>	<b>20 minutes</b>	

SECURING CREMATION CERTIFICATE					
#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Present Death Certificate/ Medical Abstract	Receive and review Death Certificate/ Medical Abstract	None	4 minutes	1. Cristina Magbanua 2. Aubrey San Pascual
2	Submit official receipt	A. Receive official receipt	None	1 minute	
		B. Issue cremation slip (Non-Covid/bone/body parts)	None	2 minutes	
		C. Encode information of the deceased	None	5 minutes	
		D. Print Cremation Certificate	None	2 minutes	
3	Receive Cremation Certificate	Release Cremation Certificate	None	1 minute	
<b>TOTAL:</b>			<b>None</b>	<b>15 minutes</b>	

### Feedback and Complaints

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback	<ul style="list-style-type: none"> <li>• Suggestion box</li> <li>• Facebook Page</li> <li>• Pasig Command Center</li> <li>• Ugnayan sa Pasig</li> <li>• Walk-in</li> </ul>
How feedback is processed	The complaint will be brought to the attention of Officer-In-Charge. The matter will then be discussed with the OIC of Environmental Sanitation Section.
How to file a complaint	<ul style="list-style-type: none"> <li>• Suggestion box</li> <li>• Facebook Page</li> <li>• Pasig Command Center</li> <li>• Ugnayan sa Pasig</li> <li>• Walk-in</li> </ul>
How complaints are processed	<ol style="list-style-type: none"> <li>1. The complaint will be received by the office, afterwhich a show-cause order will be issued to the respondent to state their side in the spirit of fair play.</li> <li>2. The show-cause order shall be delivered to the respondent (copy furnished the complainant) and an inspection will be conducted accordingly to investigate veracity of the complaint.</li> <li>3. As a standard procedure, the issuance of the Sanitary Permit or its renewal, as the case maybe, will be held in abeyance during the ongoing investigation.</li> <li>4. If there is admission of guilt on the part of the respondent, appropriate penalty will be imposed unless a waiver of desistance or non-interest is signed by the complainant.</li> <li>5. If the respondent contest the accusations, the case is for arbitration by a competent court of law including claim for damages.</li> </ol>
Contact Information	8643-1111 local 1531 <a href="mailto:pasigsanitation.gov.ph@gmail.com">pasigsanitation.gov.ph@gmail.com</a>

Noted by:

**NORA T. DANCEL, MD, DPPS**  
Medical Supervisor  
OIC, Environmental Sanitation Section

**CITIZEN CHARTER  
PASIG CITY PUBLIC CREMATORIUM  
ENVIRONMENTAL SANITATION SECTION  
CITY HEALTH DEPARTMENT**

**CREMATION OF CADAVER DUE TO COVID-19 RELATED DEATH (PASIG RESIDENTS)**

**CREMATION OF CADAVER DUE TO NATURAL DEATH AND OTHER HIGHLY COMMUNICABLE DISEASES**

**CREMATION OF BONES**

**CREMATION OF BODY PART**

**FREEZER STORAGE OF CADAVER/BODY PART**

**PICK-UP OF CADAVER**

To provide affordable crematory service to the people of Pasig and to Non-Pasig residents as well.

Office of Division:	Environmental Sanitation Section- Pasig City Public Crematorium
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens
Who may avail:	Pasig residents and Non-Pasig residents

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<b>1. CREMATION OF CADAVER DUE TO COVID-19 RELATED DEATH (PASIG RESIDENTS)</b>	
<ul style="list-style-type: none"><li>• Death certificate</li><li>• Any valid government issued ID of the deceased with Pasig Address (original and photocopy)</li><li>• Barangay Certificate proof of residency if with no valid ID</li><li>• Barangay Affairs Office (BAO) Certificate</li><li>• Any valid government issued ID of the immediate family/relative</li><li>• Relative’s Consent for cremation (Pahintulot sa Cremation) or authorization letter to cremate</li><li>• Certificate of Cremation official receipt</li></ul>	<ul style="list-style-type: none"><li>• Hospital/Funeral Service/ City Health Department</li><li>• Immediate family/ Relative of the deceased</li><li>• Respective Barangay</li><li>• Pasig City Hall 8/floor BAO office</li><li>• Immediate family / Relative of the deceased</li><li>• Pasig City Public Crematorium Administrative Office/Relatives</li><li>• Pasig City Hall 5/floor cashier</li></ul>
<b>2. CREMATION OF CADAVER DUE TO NATURAL DEATH AND OTHER HIGHLY COMMUNICABLE DISEASES (PASIG RESIDENTS/NON-PASIG RESIDENTS)</b>	
<ul style="list-style-type: none"><li>• Death Certificate</li><li>• Transfer permit of cadaver (If the patient died outside Pasig city)</li><li>• Any valid government issued ID of the deceased (original and photocopy)</li><li>• Any valid government issued ID of the immediate family/relative</li><li>• Official receipt for Cremation Service</li><li>• Relative’s Consent (Pahintulot sa Cremation) or authorization letter to cremate</li></ul>	<ul style="list-style-type: none"><li>• Hospital/Funeral Service/ City Health Department</li><li>• Respective City Health Office of the LGU where the patient died</li><li>• Immediate family /relative of the deceased</li><li>• Immediate family /relative of the deceased</li><li>• Pasig City Hall 5/floor cashier</li><li>• Pasig City Public Crematorium Administrative Office/Relatives</li></ul>
<b>3. CREMATION OF BONES (PASIG RESIDENTS/NON-PASIG RESIDENTS)</b>	

<ul style="list-style-type: none"> <li>Registered Death certificate (photocopy)</li> <li>Transfer permit of bones (If the cadaver was buried outside Pasig city)</li> <li>Exhumation Permit</li> <li>Any valid government issued ID of the immediate family/relative</li> <li>Relative's Consent (Pahintulot sa Cremation) or authorization letter to cremate</li> <li>Cremation Certificate</li> </ul>	<ul style="list-style-type: none"> <li>Immediate family/relative of the deceased</li> <li>Respective City Health Office of the LGU</li> <li>Cemetery Administrative Office</li> <li>Immediate family/relative of the deceased</li> <li>Pasig City Public Crematorium Administrative Office/Relatives</li> <li>Pasig City Public Crematorium Administrative Office</li> </ul>
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#### **4. CREMATION OF BODY PART (PASIG RESIDENTS/NON-PASIG RESIDENTS)**

<ul style="list-style-type: none"> <li>Medical Abstract</li> <li>Transfer permit of body part (If the patient was confined outside Pasig city)</li> <li>Any valid government issued ID of the patient</li> <li>Any valid government issued ID of the immediate family/relative</li> <li>Patient or relative's consent (Pahintulot sa cremation or authorization letter to cremate)</li> <li>Cremation Certificate</li> </ul>	<ul style="list-style-type: none"> <li>Respective hospital where the patient was admitted</li> <li>Respective City Health Office of the LGU where the patient was confined</li> <li>Immediate family/relative of the patient</li> <li>Immediate family/relative of the patient</li> <li>Pasig City Public Crematorium Administrative Office</li> <li>Pasig City Public Crematorium Administrative Office</li> </ul>
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#### **5. FREEZER STORAGE OF CADAVER/BODY PART (PASIG RESIDENTS/NON-PASIG RESIDENTS)**

<ul style="list-style-type: none"> <li>Death certificate</li> <li>Any valid government issued ID of the cadaver/patient with Pasig Address (photocopy)</li> <li>Any valid government issued ID of the immediate family/relative</li> <li>Consent form (Kasunduan Sa Paglagak ng Labi)</li> </ul>	<ul style="list-style-type: none"> <li>Hospital/Funeral Service/ City Health Department</li> <li>Immediate family/ Relative of the deceased</li> <li>Immediate family / Relative of the deceased</li> <li>Pasig City Public Crematorium Administrative Office</li> </ul>
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#### **6. PICK UP OF CADAVER**

##### **6.1. COVID-19 (PASIG RESIDENTS)**

<ul style="list-style-type: none"> <li>Death certificate</li> <li>Any valid government issued ID of the deceased with Pasig Address (photocopy)</li> <li>Any valid government issued ID of the immediate family/relative</li> <li>Medical Abstract</li> <li>PEU checklist declaration form</li> </ul>	<ul style="list-style-type: none"> <li>Hospital/Funeral Service/ City Health Department</li> <li>Immediate family/ Relative of the deceased</li> <li>Immediate family / Relative of the deceased</li> <li>Hospital/Attending private physician</li> <li>Pasig City Hall Command Center 8/floor</li> </ul>
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##### **6.2. NON-COVID-19 (PASIG RESIDENTS/NON-PASIG RESIDENTS)**

<ul style="list-style-type: none"> <li>Death Certificate / Registered Death Certificate if the deceased died outside Pasig City</li> <li>Transfer Permit of cadaver if the deceased died outside Pasig City</li> <li>Any valid government issued ID of the deceased (actual and photocopy)</li> <li>Any valid government issued ID of the immediate</li> </ul>	<ul style="list-style-type: none"> <li>Hospital/Funeral Service/ City Health Department/respective LGU</li> <li>Respective City Health Office of the LGU where the patient died</li> <li>Immediate family/ Relative of the deceased</li> <li>Immediate family / Relative of</li> </ul>
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<ul style="list-style-type: none"> <li>family/relative</li> <li>Medical Abstract</li> <li>(PEU) Pasig Emergency Unit checklist declaration form (if community death)</li> </ul>	<ul style="list-style-type: none"> <li>the deceased</li> <li>Respective hospital where the patient died/ Attending private physician</li> <li>Pasig City hall Command Center 8/floor</li> </ul>
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<b>CREMATION OF CADAVER DUE TO COVID-19 RELATED DEATH (PASIG RESIDENTS)</b>					
<b>#</b>	<b>CLIENT STEPS</b>	<b>OFFICE ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1	Submit: -Death certificate -Any valid government issued ID of the deceased (photocopy) -BAO Certificate if no valid government issued ID addressed in Pasig City -Any valid government issued ID of the immediate family/relative	Receive and check	None	10 minutes	1. Rosinie Plaza 2. Ryan Gabales
2	Fill out cremation consent (Pahintulot sa Cremation) or authorization letter to cremate	Review and file cremation consent form	None	10 minutes	
3	Pay at the cashier Pasig City hall – 5 <sup>th</sup> floor	Issue Order of Payment for Certificate of Cremation	₱ 150.00	10 minutes	
4	Submit: -Death Certificate -Cremation Certificate (photocopy) -Cremation Permit (photocopy) -Certificate of Cremation official receipt. (photocopy)	Review and file	None	10 minutes	1. Bryan De Lara 2. Dennis Dillera 3. Michael Ibadlit 4. Danny Laroga 5. Lorsydel Santos 6. Mark Anthony Virador
5	Wait for consummation of cremation	Cremation process	None	3 hours	
6	Receive the ashes in an urn together with the Certificate of Cremation	Release the ashes in an urn together with the Certificate of Cremation	None	10 minutes	1. Rosinie Plaza 2. Ryan Gabales
7	Secure Gate Pass	Issue Gate Pass	None	5 minutes	

<b>TOTAL</b>	<b>₱ 150.00</b>	<b>3 hours and 55 minutes</b>	
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**CREMATION OF CADAVER DUE TO NATURAL DEATH/COMMUNICABLE DISEASE  
(PASIG RESIDENTS/NON-PASIG RESIDENTS)**

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Submit: -Death Certificate  -Transfer Permit of cadaver from respective city if the patient died outside Pasig City  -Any valid government issued ID of the deceased (photocopy)  -Any valid government issued ID of the immediate family/relative (photocopy)	Receive and check	None	10 minutes	1. Rosinie Plaza 2. Ryan Gabales
2	Pay at the cashier Pasig City hall – 5 <sup>th</sup> floor	Issue Order of Payment for Cremation Services			
		<b>PASIG RESIDENTS</b>	<b>NON-PASIG RESIDENTS</b>		
	<b>-NATURAL DEATHS</b>				
	Non-Senior	₱ 10,000.00	₱ 15,000.00		
	Senior	₱ 8,000.00	₱ 12,000.00		
	PWD	₱ 8,000.00	₱ 12,000.00		
	<b>-COMMUNICABLE DISEASES</b>				
	Non- Senior	₱ 13,000.00	₱ 18,000.00		
	Senior	₱ 10,400.00	₱ 14,400.00		
	PWD	₱ 10,400.00	₱ 14,400.00		
	0 Month to 2 years old	₱ 5,000.00	₱ 7,500.00		
	PWD	₱ 4,000.00	₱ 6,000.00		
	2 years old & 1 day to 12 years old	₱ 7,500.00	₱10,000.00		
	PWD	₱ 6,000.00	₱ 8,000.00		
	Certificate of Cremation	₱ 150.00	₱ 150.00		

	<b>-URN</b>				
	Fiber Glass	₱ 2,000.00	₱ 3,000.00		
	Synthetic Marble Finish	₱ 2,000.00	₱ 3,000.00		
	<b>-MARBLE</b>				
	Small	₱ 3,000.00	₱ 3,500.00		
	Medium	₱ 3,500.00	₱ 4,000.00		
	Large	₱ 4,500.00	₱ 5,500.00		
3	Present Official Receipt of Cremation Services	Review and check	None	5 minutes	
4	Fill out cremation consent (Pahintulot sa cremation)	Review and file cremation consent form	None	10 minutes	
5	Choose available schedule for cremation	Schedule of cremation	None	5 minutes	
6	Wait for consummation of cremation	Cremation Process	None	3 hours	1. Bryan De Lara 2. Dennis Dillera 3. Michael Ibadlit 4. Danny Laroga 5. Lorsydel Santos 6. Mark Anthony Virador
7	Receive the ashes in an urn together with the Certificate of Cremation	Release the ashes in an urn together with the Certificate of Cremation	None	10 minutes	1. Rosinie Plaza 2. Ryan Gabales
8	Secure Gate Pass	Issue Gate Pass	None	5 minutes	
<b>TOTAL</b>				<b>3 hours and 45 minutes</b>	

CREMATION OF BONES						
#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1	Submit:  -Registered Death Certificate  -Transfer Permit of bone from respective city where the patient was buried  -Any valid government issued ID of the immediate family/relative (photocopy)	Receive and check	None	10 minutes	1. Rosinie Plaza 2. Ryan Gabales	
2	Pay to Pasig City Hall 5/floor cashier	Issue Order of Payment for cremation services				
		<b>PASIG RESIDENTS</b>	<b>NON-PASIG RESIDENTS</b>			
	<b>-CREMATION OF BONE</b>	₱ 5,000.00	₱ 8,000.00			
	<b>-PICK-UP FEE</b>	₱ 1,000.00	₱ 1,000.00 (additional ₱ 50.00 per km after Pasig)			
	<b>-URN</b>					
	Fiber Glass	₱ 2,000.00	₱ 3,000.00			
	Synthetic MarbleFinish	₱ 2,000.00	₱ 3,000.00			
	<b>-MARBLE</b>					
	Small	₱ 3,000.00	₱ 3,500.00			
	Medium	₱ 3,500.00	₱ 4,000.00			
Large	₱ 4,500.00	₱ 5,500.00				
3	Present Official Receipt of Bone Cremation Services	Review and check	None	5 minutes		
4	Fill out cremation consent (Pahintulot sa cremation)	Review and file cremation consent form	None	10 minutes		
5	Choose available schedule for cremation	Schedule of cremation	None	5 minutes		
6	Wait for consummation of cremation	Cremation Process	None	3 hours	1. Bryan De Lara 2. Dennis Dillera 3. Michael Ibadlit 4. Danny Laroga 5. Lorsydel Santos 6. Mark Anthony Virador	
7	Receive the ashes in an urn together with the Certificate of Cremation	Release the ashes in an urn together with the certificate of cremation	None	10 minutes	1. Rosinie Plaza 2. Ryan Gabales	
8	Secure Gate Pass	Issue Gate Pass	None	5 minutes		



<b>TOTAL</b>		<b>3 hours and 45 minutes</b>	
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<b>CREMATION OF BODY PART</b>					
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#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Submit:  -Medical abstract  -Transfer Permit of body part (if the patient was confined outside Pasig City)  -Any valid government issued ID of the patient (original and photocopy)	Receive and check	None		
2	Pay to Pasig City hall 5/floor cashier	Issue Order of Payment for cremation services		10 minutes	
		<b>PASIG RESIDENTS</b>	<b>NON-PASIG RESIDENTS</b>		
	<b>-CREMATION OF BODY PARTS</b>				
	Non-Senior	₱ 4,000.00	₱ 6,000.00		
	Senior	₱ 3,200.00	₱ 4,800.00		
	<b>-PICK-UP FEE</b>	₱ 1,000.00	₱ 1,000.00 (additional ₱ 50.00 per km after Pasig)		
	<b>-URN</b>				
	Fiber Glass	₱ 2,000.00	₱ 3,000.00		
	Synthetic MarbleFinish	₱ 2,000.00	₱ 3,000.00		
	<b>-MARBLE</b>				
	Small	₱ 3,000.00	₱ 3,500.00		
	Medium	₱ 3,500.00	₱ 4,000.00		
Large	₱ 4,500.00	₱ 5,500.00			
3	Present Official Receipt of Bone Cremation Services	Review and check	None	5 minutes	
4	Fill out cremation consent (Pahintulot sa cremation)	Review and file cremation consent form	None	10 minutes	
5	Choose available schedule for cremation	Schedule of Cremation	None	5 minutes	
6	Wait for the consummation of cremation	Cremation Process	None	1 hour	1. Bryan De Lara 2. Dennis Dillera 3. Michael Ibadlit 4. Danny Laroga 5. Lorsydel Santos 6. Mark Anthony Virador
7	Receive the ashes in an urn together with the Certificate of Cremation	Release the ashes in an urn together with certification of cremation	None	10 minutes	1. Rosinie Plaza 2. Ryan Gabales

8	Secure Gate Pass	Issue Gate Pass	None	5 minutes	
	<b>TOTAL</b>			<b>1 hour and 45 minutes</b>	

<b>FREEZER STORAGE OF CADAVER/BODY PART</b>					
<b>#</b>	<b>CLIENT STEPS</b>	<b>OFFICE ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.	Submit:  *Death certificate  * Any valid government issued ID of the deceased/ Patient's Body Part (Original and photocopy)  *Any valid government issued ID of the immediate family/relative	Receive and check		10 minutes	1. Rosinie Plaza 2. Ryan Gabales
2.	*Fill out the consent form for (Kasunduan sa Paglagak ng Labi  Pay to Pasig City hall 5/floor cashier  Cadaver/Body Part storage fee per day upon pick-up  -Pasig Residents -Non-Pasig Residents	Review and file Kasundan sa Paglagak ng Labi form  Issue Order of Payment for freezer storage	₱ 2,000.00 ₱ 2,500.00	10 minutes  10 minutes	
	<b>TOTAL</b>			<b>30 minutes</b>	

<b>COVID-19 PICK UP OF CADAVER (PASIG RESIDENTS)</b>					
<b>#</b>	<b>CLIENT STEPS</b>	<b>OFFICE ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>

1.	<p>Submit the following documents:</p> <ul style="list-style-type: none"> <li>*Death Certificate</li> <li>*Medical Abstract</li> <li>*PEU checklist declaration form (community death)</li> <li>* Any valid government issued ID of the deceased (original and photocopy)</li> <li>*Barangay Certificate proof of residency if no valid government issued ID addressed in Pasig City</li> <li>*BAO Certificate</li> <li>*Any valid government issued ID of the immediate family/relative</li> </ul>	Receive and check		10 minutes	<p>1. Rosinie Plaza 2. Ryan Gabales</p>
	<b>TOTAL</b>			<b>10 minutes</b>	

**NON COVID-19 PICK UP OF CADAVER (PASIG/NON-PASIG RESIDENTS)**

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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1.	<p>Submit the following documents:</p> <ul style="list-style-type: none"> <li>* Death Certificate / Registered Death Certificate if the deceased died outside Pasig City</li> <li>*Medical Abstract</li> <li>*PEU checklist declaration form (community death)</li> <li>*Transfer Permit of cadaver if the deceased died outside Pasig City</li> <li>* Any valid government issued ID of the deceased (original and photocopy)</li> <li>*Any valid government issued ID of the immediate family/relative</li> </ul>	Receive and check		10 minutes	1. Rosinie Plaza 2. Ryan Gabales
2.	<p>Pay to Pasig City hall 5/floor cashier</p> <ul style="list-style-type: none"> <li>*Pick-up fee</li> </ul> <p><b>Pasig Residents</b></p> <p><b>Non- Pasig Residents</b></p>	Issue Order of Payment for pick-up services	<p>₱ 1,000.00</p> <p>₱ 1,000.00 (Additional ₱50.00 per Kilometer after Pasig )</p>	10 minutes	
<b>TOTAL</b>				<b>20 minutes</b>	

**Feedback and Complaints**

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
	-Suggestion box

How to send feedback	-Facebook Page -Pasig Command Center -Ugnayan -Walk-in
How to feedback is processed	The complaint will be brought to the attention of Officer-in-Charge. The matter will be then discussed with the OIC of Environmental Sanitation Section
How to file a complaint	-Suggestion box -Facebook Page -Pasig Command Center -Ugnayan -Walk-in
How complaints are processed	The OIC will set a meeting with the complainant and respondent to settle the matter.
Contact Information	8643-1111 local 1531 Mobile No. 0969-131-2410