

ENGLISH VERSION

**CITIZEN'S CHARTER
PASIG CITY LOCAL ECONOMIC DEVELOPMENT AND INVESTMENT OFFICE**

DTI BUSINESS NAME REGISTRATION

The registration of a Business Name is for the Department of Trade and Industry to recognize your business and to ensure that the business name will not be used by another entity.

OFFICE OR UNIT:	PASIG CITY LOCAL ECONOMIC DEVELOPMENT AND INVESTMENT OFFICE			
CLASSIFICATION:	SIMPLE			
TYPE OF TRANSACTION:	G2C - GOVERNMENT TO CITIZEN G2B - GOVERNMENT TO BUSINESS			
WHO CAN AVAIL:	FILIPINO CITIZEN NATURALIZED CITIZEN			
CHECKLIST OF REQUIREMENTS:	WHERE TO SECURE:			
<p>1. FILIPINO CITIZEN</p> <ul style="list-style-type: none">a. 18 years old and olderb. Completely filled up Application Formc. 1 valid government ID <p>2. NATURALIZED FILIPINO CITIZEN</p> <ul style="list-style-type: none">a. 18 years old and olderb. Naturalization Certificate or Oath of Allegiance from the Bureau of Immigrationc. Affidavit of Electiond. Valid identification cards from the Bureau of Immigration <p>If an authorized representative shall apply on behalf of the applicant, the following shall be presented:</p> <ul style="list-style-type: none">a. Authorization from the owner of the business;b. 1 valid government ID.				
CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Get the Application Form.	Give the Application Form to the client. The Application Form can alternatively be downloaded through www.bnrs.dti.gov.ph	None	1 minute	Susan Garcia Maria Jona de Arco Allan de Penozza
2. Submit the Application Form alongside the other requirements.	Get the Application Form from the applicant.	None	2 minutes	Susan Garcia Maria Jona de Arco Allan de Penozza
	Check the completeness of the Application Form as well as the required documents. Give the Client Satisfaction Feedback Form as well.	None	3 minutes	Susan Garcia Maria Jona de Arco Allan de Penozza
	Encode the information from the Application Form into the DTI BNRs website and generate a Transaction Reference Number (TRN).	None	10 minutes	Susan Garcia Maria Jona de Arco Allan de Penozza
3. Pay the Business Name registration fee.	Inform the client as to how much the fee is. Payment can be made via Gcash, Paymaya or Landbank Link Biz transfers.	Registration Fee base on the Territorial Scheme <ul style="list-style-type: none"> • Barangay – Php 200 • City/Municipality – Php 500 • Regional – Php 1,000 • National – Php 2,000 Documentary Stamp Tax – Php 30 per application	7 minutes	Susan Garcia Maria Jona de Arco Allan de Penozza
4. Submit the receipt to the staff member of PCLEDIO.	Get the receipt and record it in the log book.	None	5 minutes	Susan Garcia Maria Jona de Arco Allan de Penozza

5. Receive the Business Name Certificate of Registration and answer the Client Satisfaction Feedback form.	Give the Business Name Certificate of Registration to the client and receive the filled-up Client Satisfaction Feedback form.	None	2 minutes	Susan Garcia Maria Jona de Arco Allan de Penosa
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**REGISTRATION OF THE DTI BARANGAY MICRO BUSINESS ENTERPRISE (BMBE) –
CERTIFICATE OF AUTHORITY**

The BMBE law aims to promote and create more micro businesses by giving them benefits and incentives that will help them grow and prosper.

OFFICE OR DIVISION:		PASIG CITY LOCAL ECONOMIC DEVELOPMENT AND INVESTMENT OFFICE		
CLASSIFICATION:		SIMPLE		
TYPE OF TRANSACTION:		G2C - GOVERNMENT TO CITIZEN G2B - GOVERNMENT TO BUSINESS		
WHO MAY AVAIL:		Any business entity or enterprise engaged in the production, processing, or manufacturing of products or commodities, including agro-processing, trading, and services, whose total assets including those arising from loans but exclusive of the land on which the particular business entity's office, plant and equipment are situated, shall not be more than Three Million Pesos (Php 3,000,000.00).		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
Any person, natural or juridical, cooperative, or association, any business entity or enterprise that can satisfy the following qualifications can apply for a BMBE Certification: <ol style="list-style-type: none"> Asset size of not more than Three Million Pesos (Php 3,000,000.00). The line of business falls under the production, processing, or manufacturing of products or commodities, including agro-processing, trading, and services. 				
CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get Application Form.	Give the Application Form to the client. The Application Form can alternatively be downloaded through https://www.dti.gov.ph/resources/downloadable-forms/	None	1 minute	Susan Garcia Maria Jona de Arco Allan de Penoja

2. Submit the Application Form alongside the other requirements.	Get the Application Form from the applicant.	None	1 minute	Susan Garcia Maria Jona de Arco Allan de Penozza
	Check the completeness of the Application Form as well as the required documents. Give the Client Satisfaction Feedback Form as well.	None	5 minutes	Susan Garcia Maria Jona de Arco Allan de Penozza
	Encode the information from the Application Form into the BMBE database and generate a BMBE application number.	None	20 minutes	Susan Garcia Maria Jona de Arco Allan de Penozza
	Process the BMBE Certificate of Authority according to the details submitted by the client.	None	10 minutes	Susan Garcia Maria Jona de Arco Allan de Penozza
3. Receive the BMBE Certificate of Authority and submit the answered Client Satisfaction Feedback form.	Give the BMBE Certificate of Authority to the client and receive the filled-up Client Satisfaction Feedback form.	None	3 minutes	Susan Garcia Maria Jona de Arco Allan de Penozza

APPLICATION FOR RENTING A SPACE FOR COMMERCIAL PURPOSES OWNED BY THE CITY GOVERNMENT – FOOD STALLS, FOOD STANDS, AND FOOD KIOSKS

Businesses or individuals who are interested in renting food stalls, food stands, and food kiosks owned by the City Government may avail of such service.

OFFICE OR DIVISION:		PASIG CITY LOCAL ECONOMIC DEVELOPMENT AND INVESTMENT OFFICE		
CLASSIFICATION:		SIMPLE		
TYPE OF TRANSACTION:		G2C - GOVERNMENT TO CITIZEN G2B - GOVERNMENT TO BUSINESS		
WHO MAY AVAIL:		Any business entity, enterprise or individual may avail of such service except for the following: <ol style="list-style-type: none"> 1. Government employees and their immediate family members; 2. Those with pending dues to the City Government of Pasig; 3. Those blacklisted with the City Government of Pasig, for any reason; and 4. Applicants which are minors. 		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
<ol style="list-style-type: none"> 1. Completed Application Form; 2. Affidavit of no pending case with the City; and 3. Proof of Pasig Residence (Government ID) 				
CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<ol style="list-style-type: none"> 1. Submit the aforementioned requirements in a sealed envelope which shall indicate the following: <ol style="list-style-type: none"> a. Name/Business Name of Applicant; b. Business Address; c. Legitimate Contact Number of Applicant; and 	Receive the sealed envelope from the client.	None	1 minute	<p>Maria Teresa Andrea Lunag</p> <p>Arlene Delos Reyes</p> <p>Michelle Macapundag</p>

<p>d. Space Classification sought to be rented (only 1): “Food Stall”, “Food Stand”, or “Food Kiosk”</p>				
<p>2. Applicant shall be notified if their application is eligible or not.</p>	<p>The LEDIO will shall vet and verify the application.</p> <p>If deemed ineligible, the applicant shall be notified of such stating the reason/ground for ineligibility. No reconsideration shall be entertained unless there is patent disregard of eligibility of applicant.</p> <p>If deemed eligible, a list of all eligible applicants will be made.</p>	<p>None</p>	<p>1 week</p>	<p>Arlene Delos Reyes Maria Teresa Andrea Lunag Michelle Macapundag</p>
<p>3. Attend the Pre-Presentation Conference</p>	<p>A Pre-Presentation Conference to be attended by all eligible applicants wherein the rules and regulations, including the responsibilities of the accepted applicants, shall be discussed.</p> <p>Applicant will be notified of the following:</p> <ol style="list-style-type: none"> 1. That each applicant shall prepare a 15-20 minute presentation to the CARC on the planned products to sell, including sampling of goods, etc.; 2. The schedule for presentation to the CARC; and 3. The points for consideration that will be looked for by the CARC, for preparation by the applicants. 	<p>None</p>	<p>1 day</p>	<p>Michelle Macapundag Maria Teresa Andrea Lunag Arlene Delos Reyes</p>
	<p>LEDIO will submit all received applications, along</p>			<p>Arlene Delos Reyes</p>

	with the completed documents, to the CARC for their review and selection of the Committee.	None	3 days	Michelle Macapundag Maria Teresa Andrea Lunag
4. Attend Presentation Conference. Non-attendance will be sufficient ground for the CARC to deny the application, unless absentee sends a letter indicating the reason for absence at least 3 hours before the conduct of the conference.	LEDIO will serve as secretariat during the Presentation Conference.	None	1 day	Maria Teresa Andrea Lunag Arlene Delos Reyes Michelle Macapundag
5. Winning applicant will review and sign the contract.	LEDIO will prepare the Contract for the winning applicant to review and sign.	None	2 days	Arlene Delos Reyes Michelle Macapundag Maria Teresa Andrea Lunag
6. Winning applicant will have to pay 1 month's worth of rent	Receive receipt from applicant as proof of payment.	Food Stalls – Php 1,500.00 per sqm/month for 1-3 sqm Food Stands – Php 3,800.00 per 1-10/month Food Kiosks – Php 3,500.00 per kiosk/month	1 day	Michelle Macapundag Maria Teresa Andrea Lunag Arlene Delos Reyes

APPLICATION FOR RENTING A SPACE FOR COMMERCIAL PURPOSES OWNED BY THE CITY GOVERNMENT – CONVENIENCE STORES, RESTAURANT SPACES, OFFICE SPACES AND SERVICES

Businesses or individuals who are interested in renting convenience store spaces, restaurant spaces, offices spaces, and spaces for services owned by the City Government may avail of such service.

OFFICE OR DIVISION:		PASIG CITY LOCAL ECONOMIC DEVELOPMENT AND INVESTMENT OFFICE		
CLASSIFICATION:		SIMPLE		
TYPE OF TRANSACTION:		G2C - GOVERNMENT TO CITIZEN G2B - GOVERNMENT TO BUSINESS		
WHO MAY AVAIL:		Any business entity, enterprise or individual may avail of such service except for the following: <ul style="list-style-type: none"> 1. Government employees and their immediate family members; 2. Those with pending dues to the City Government of Pasig; 3. Those blacklisted with the City Government of Pasig, for any reason; and 4. Applicants which are minors. 		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
<ol style="list-style-type: none"> 1. Completed Application Form; 2. Affidavit of no pending case with the City; and 3. Proof of Pasig Residence (Government ID) <p>* may submit additional documents to bolster their application, including but not limited to legal documents, certifications, product lists, etc.</p>				
CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<ol style="list-style-type: none"> 1. Submit the aforementioned requirements and additional documents, if any, in a sealed envelope which shall indicate the following: <ol style="list-style-type: none"> a. Name/Business Name of Applicant; 	Receive the sealed envelope from the client.	None	1 minute	<p>Maria Teresa Andrea Lunag</p> <p>Arlene Delos Reyes</p> <p>Michelle Macapundag</p>

<p>b. Business Address; c. Legitimate Contact Number of Applicant; and d. Space Classification sought to be rented (only 1): “Convenience Store”, “Restaurant Space”, “Office Space”, or “Services” either Photocopying or Notarial.</p>				
<p>2. Applicant shall be notified if their application is eligible or not.</p>	<p>The LEDIO will shall vet and verify the application.</p> <p>If deemed ineligible, the applicant shall be notified of such stating the reason/ground for ineligibility. No reconsideration shall be entertained unless there is patent disregard of eligibility of applicant.</p> <p>If deemed eligible, a list of all eligible applicants will be made.</p>	<p>None</p>	<p>1 week</p>	<p>Arlene Delos Reyes Michelle Macapundag Maria Teresa Andrea Lunag</p>
<p>3. Attend the Pre-Presentation Conference</p>	<p>A Pre-Presentation Conference to be attended by all eligible applicants wherein the rules and regulations, including the responsibilities of the accepted applicants, shall be discussed.</p> <p>Applicant will be notified of the following: 1. That each applicant shall prepare a 15-20 minute presentation to</p>	<p>None</p>	<p>1 day</p>	<p>Michelle Macapundag Maria Teresa Andrea Lunag Arlene Delos Reyes</p>
	<p>the CARC on the planned products to sell, including sampling</p>			

	<p>of goods, etc.;</p> <p>2. The schedule for presentation to the CARC; and</p> <p>3. The points for consideration that will be looked for by the CARC, for preparation by the applicants.</p>			
	<p>LEDIO will submit all received applications, along with the completed documents, criteria card, and MOVs if submitted and applicable, to the CARC for their review and selection of the Committee.</p>	None	3 days	<p>Arlene Delos Reyes</p> <p>Michelle Macapundag</p> <p>Maria Teresa Andrea Lunag</p>
<p>4. Attend Presentation Conference. Non-attendance will be sufficient ground for the CARC to deny the application, unless absentee sends a letter indicating the reason for absence at least 3 hours before the conduct of the conference.</p>	<p>LEDIO will serve as secretariat during the Presentation Conference.</p>	None	1 day	<p>Maria Teresa Andrea Lunag</p> <p>Arlene Delos Reyes</p> <p>Michelle Macapundag</p>
<p>5. Winning applicant will review and sign the contract.</p>	<p>LEDIO will prepare the Contract for the winning applicant to review and sign.</p>	None	2 days	<p>Arlene Delos Reyes</p> <p>Michelle Macapundag</p> <p>Maria Teresa Andrea Lunag</p>

<p>6. Winning applicant will have to pay 1 month's worth of rent</p>	<p>Receive receipt from applicant as proof of payment.</p>	<p>Convenience Store – Php 20,000.00 per 50-60 sqm/month</p> <p>Restaurant Space – Php 25,000.00 per 50-60 sqm/month</p> <p>Office Space 1 – Php 10,000.00 per 30-40 sqm/month</p> <p>Office Space 2 – Php 15,000.00 per 50-60 sqm/month</p> <p>Photocopying Services – Php 6,000.00 per machine/month</p> <p>Notarial Services – Php 40,000.00 per desk/month</p>	<p>1 day</p>	<p>Michelle Macapundag</p> <p>Maria Teresa Andrea Lunag</p> <p>Arlene Delos Reyes</p>
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**TULONG AT PAMPUHUNANG AYUDA SA TAGA-PASIG (TAPAT) LOAN PROGRAM –
BALIK TRABAHO**

The TAPAT Loan Program of the City is a micro-financing program for individuals that were left unemployed by the pandemic who would need additional capital in search for new employment.

OFFICE OR DIVISION:		PASIG CITY LOCAL ECONOMIC DEVELOPMENT AND INVESTMENT OFFICE		
CLASSIFICATION:		SIMPLE		
TYPE OF TRANSACTION:		G2C - GOVERNMENT TO CITIZEN		
WHO MAY AVAIL:		Former employees who were separated from work at the time of/by reason of the pandemic who shall use the loan amount to assist them in looking for their next means of livelihood.		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
<ol style="list-style-type: none"> 1. Completed Application [can be accessed through the website: www.pasig.accessleap.com] <ol style="list-style-type: none"> a. Proof of Unemployment [Notarized Affidavit of Unemployment, Barangay Certificate/Clearance, Letter of Contract, etc.]; b. Valid Government ID with Address in Pasig; and c. Specimen Signature 2. Verified Maya account 				
CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<ol style="list-style-type: none"> 1. Complete one's application by creating an account, filling out the required information and submitting one's requirements via www.pasig.accessleap.com 	Completeness and veracity of client's application will be reviewed by the TAPAT team.	None	1 week	Ina Marie Bongyon Reineth de Leon Felicidad Malbog Mherell Mancio Rudolf Reyes Mary Joy Villacorta

2. Applicant will be notified as to whether their application is Approved, has Missing Information, or is Disapproved.	TAPAT team will notify the client via email whether their application was Approved, has Missing Information, or was Disapproved.	None	5 days	Ina Marie Bongyon Reineth de Leon Felicidad Malbog Mherell Mancio Rudolf Reyes Mary Joy Villacorta
	If applicant is approved, the TAPAT team will prepare the Loan Agreement for the applicant's signature.	None	2 days	Ina Marie Bongyon Reineth de Leon Felicidad Malbog Mherell Mancio Rudolf Reyes Mary Joy Villacorta
3. If approved, applicant will go to the TAPAT office to sign their Loan Agreement.	TAPAT Team will call the applicant to ask them to come in to sign the Loan Agreement and to make sure that the applicant has a verified Maya account.	None	2 days	Ina Marie Bongyon Reineth de Leon Felicidad Malbog Mherell Mancio Rudolf Reyes Mary Joy Villacorta
	Signed Loan Agreements by the approved applicants will then be signed by the Lender.	None	1 week	Ina Marie Bongyon Reineth de Leon Felicidad Malbog Mherell Mancio Rudolf Reyes
				Mary Joy Villacorta

<p>4. Wait for the loaned amount to be disbursed to the given verified Maya account number.</p>	<p>The TAPAT team will process the necessary documents for the disbursement of the Loaned Amount to the approved applicants.</p>	<p>None</p>	<p>1 week</p>	<p>Ina Marie Bongyon Reineth de Leon Felicidad Malbog Mherell Mancio Rudolf Reyes Mary Joy Villacorta</p>
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TULONG AT PAMPUHUNANG AYUDA SA TAGA-PASIG (TAPAT) LOAN PROGRAM – BAGONG NEGOSYO

The TAPAT Loan Program of the City is a micro-financing program for individuals that were left unemployed by the pandemic who would want to put up their own business.

OFFICE OR DIVISION:		PASIG CITY LOCAL ECONOMIC DEVELOPMENT AND INVESTMENT OFFICE		
CLASSIFICATION:		SIMPLE		
TYPE OF TRANSACTION:		G2C - GOVERNMENT TO CITIZEN		
WHO MAY AVAIL:		Former employees who were separated from work at the time of/by reason of the pandemic who shall use the loan amount to start and maintain a work-from-home business.		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
<ol style="list-style-type: none"> 1. Completed Application [can be accessed through the website: www.pasig.accessleap.com] <ol style="list-style-type: none"> a. Proof of Unemployment [Notarized Affidavit of Unemployment, Barangay Certificate/Clearance, Letter of Contract, etc.]; b. Valid Government ID with Address in Pasig; and c. Specimen Signature 2. Verified Maya account 				
CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<ol style="list-style-type: none"> 1. Complete one's application by creating an account, filling out the required information and submitting one's requirements via www.pasig.accessleap.com 	Completeness and veracity of client's application will be reviewed by the TAPAT team.	None	1 week	Ina Marie Bongyon Reineth de Leon Felicidad Malbog Mherell Mancio Rudolf Reyes Mary Joy Villacorta

2. Applicant will be notified as to whether their application is Approved, has Missing Information, or is Disapproved.	TAPAT team will notify the client via email whether their application was Approved, has Missing Information, or was Disapproved.	None	5 days	Ina Marie Bongyon Reineth de Leon Felicidad Malbog Mherell Mancio Rudolf Reyes Mary Joy Villacorta
	If applicant is approved, the TAPAT team will prepare the Loan Agreement for the applicant's signature.	None	2 days	Ina Marie Bongyon Reineth de Leon Felicidad Malbog Mherell Mancio Rudolf Reyes Mary Joy Villacorta
3. If approved, applicant will go to the TAPAT office to sign their Loan Agreement.	TAPAT Team will call the applicant to ask them to come in to sign the Loan Agreement and to make sure that the applicant has a verified Maya account.	None	2 days	Ina Marie Bongyon Reineth de Leon Felicidad Malbog Mherell Mancio Rudolf Reyes Mary Joy Villacorta
	Signed Loan Agreements by the approved applicants will then be signed by the Lender.	None	1 week	Ina Marie Bongyon Reineth de Leon Felicidad Malbog Mherell Mancio Rudolf Reyes Mary Joy Villacorta

<p>4. Wait for the loaned amount to be disbursed to the given verified Maya account number.</p>	<p>The TAPAT team will process the necessary documents for the disbursement of the Loaned Amount to the approved applicants.</p>	<p>None</p>	<p>1 week</p>	<p>Ina Marie Bongyon Reineth de Leon Felicidad Malbog Mherell Mancio Rudolf Reyes Mary Joy Villacorta</p>
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TULONG AT PAMPUHUNANG AYUDA SA TAGA-PASIG (TAPAT) LOAN PROGRAM – BALIK NEGOSYO

The TAPAT Loan Program of the City is a micro-financing program for businesses that would want to re-open or be compliant with the new normal standards as to how businesses are being operated.

OFFICE OR DIVISION:		PASIG CITY LOCAL ECONOMIC DEVELOPMENT AND INVESTMENT OFFICE		
CLASSIFICATION:		SIMPLE		
TYPE OF TRANSACTION:		G2B - GOVERNMENT TO BUSINESS		
WHO MAY AVAIL:		MSMEs who shall use the loan amount as additional capital and/or to buy protective gear to utilize the funding to enact mechanisms adhering to the “new normal”.		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
<ol style="list-style-type: none"> 1. Completed Application [can be accessed through the website: www.pasig.accessleap.com] <ol style="list-style-type: none"> a. Business Permit [Mayor’s Permit, DTI Business Name Registration, SEC Certificate, Barangay Business Clearance, etc.]; b. Valid Government ID with Address in Pasig; and c. Specimen Signature 2. Verified Maya account 				
CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<ol style="list-style-type: none"> 1. Complete one’s application by creating an account, filling out the required information and submitting one’s requirements via www.pasig.accessleap.com 	Completeness and veracity of client’s application will be reviewed by the TAPAT team.	None	1 week	<p>Ina Marie Bongyon</p> <p>Reineth de Leon</p> <p>Felicidad Malbog</p> <p>Mherell Mancio</p> <p>Rudolf Reyes</p> <p>Mary Joy Villacorta</p>

2. Applicant will be notified as to whether their application is Approved, has Missing Information, or is Disapproved.	TAPAT team will notify the client via email whether their application was Approved, has Missing Information, or was Disapproved.	None	5 days	Ina Marie Bongyon Reineth de Leon Felicidad Malbog Mherell Mancio Rudolf Reyes Mary Joy Villacorta
	If applicant is approved, the TAPAT team will prepare the Loan Agreement for the applicant's signature.	None	2 days	Ina Marie Bongyon Reineth de Leon Felicidad Malbog Mherell Mancio Rudolf Reyes Mary Joy Villacorta
3. If approved, applicant will go to the TAPAT office to sign their Loan Agreement.	TAPAT Team will call the applicant to ask them to come in to sign the Loan Agreement and to make sure that the applicant has a verified Maya account.	None	2 days	Ina Marie Bongyon Reineth de Leon Felicidad Malbog Mherell Mancio Rudolf Reyes Mary Joy Villacorta
	Signed Loan Agreements by the approved applicants will then be signed by the Lender.	None	1 week	Ina Marie Bongyon Reineth de Leon Felicidad Malbog Mherell Mancio Rudolf Reyes

				Mary Joy Villacorta
				Ina Marie Bongyon

4. Wait for the loaned amount to be disbursed to the given verified Maya account number.	The TAPAT team will process the necessary documents for the disbursement of the Loaned Amount to the approved applicants.	None	1 week	Reineth de Leon Felicidad Malbog Mherell Mancio Rudolf Reyes Mary Joy Villacorta
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EASY PONDONG PASIGUENO (EPP) (Employee Cash Loan)

The Easy Pondong Pasigueno is a loan assistance program designed to assist employees of the City Government of Pasig who are in need financially.

OFFICE OR DIVISION:		PASIG CITY LOCAL ECONOMIC DEVELOPMENT AND INVESTMENT OFFICE		
CLASSIFICATION:		SIMPLE		
TYPE OF TRANSACTION:		G2C - GOVERNMENT TO CITIZEN		
WHO MAY AVAIL:		Employees of the City Government of Pasig		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
<ol style="list-style-type: none"> 1. EPP Application Form; 2. Pay slip (Most recent); and 3. City Government of Pasig Employees ID 		<ol style="list-style-type: none"> 1. Application Form: can be accessed through bit.ly/eppemployeeappform 2. Payslip: can be accessed through the applicant's personal Pasig GEMS account which can be accessed through hrdo.pasigcity.gov.ph 		
CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Download and print the loan application form.	Ensure the availability of the application form online	None	5 minutes	Clark Anthony E. Nabong
2. Accomplish and submit the EPP loan application form	The completeness and veracity of the client's application will be reviewed	None	3 days	Clark Anthony E. Nabong
3. The client will wait for the disbursement of the approved loan	Endorse to HRDO – Payroll Section the reviewed EPP applications	None	7 days	Clark Anthony E. Nabong

	Inform applicants of the status of their application (Approved or Disapproved) based on the assessment of the HRDO.	None	1 day	Clark Anthony E. Nabong
	Submit to the Accounting Office the Payroll prepared by the HRDO – Payroll Section for the Voucher preparation	None	3 Days	Clark Anthony E. Nabong

FEEDBACK AND COMPLAINTS

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Clients are highly encouraged to accomplish the feedback forms and to drop the filled-up forms in the designated box which is located in the Pasig City Local Economic Development and Investment Office (PCLEDIO).
How feedback is processed	The forms are collected and feedback, suggestions, and complaints are discussed with the staff of the PCLEDIO. Plans moving forward to address such are also being discussed.
How to file a complaint	Letter of complaints may be given to the PCLEDIO staff provided that such is addressed to the head/officer-in-charge. Complainants may also schedule a meeting with the Head/Officer-in-Charge to discuss such matters.
How complaints are processed	All complaints that have been received, verbal or written, will be addressed by the Head/Officer-in-Charge. The complainant will be informed of the action steps that were done to address their complaint.
Contact information	Telephone: 8628-3767 Email: ledio@pasigcity.gov.ph