



MUNICIPALITY OF PINAMUNGAJAN

CITIZEN'S CHARTER

2021 (1st Edition)



I. Mandate:

To promote integrity, accountability, proper management of public affairs and public property as well as to establish effective practices aimed at the prevention of graft and corruption in government.

II. Vision:

A better quality of life for the people of Pinamungajan through a sustainable and environment-friendly development, and the transformation of the municipality into an "eco-agro industrial center" in mid-west Cebu.

III. Mission:

To attain a sustainable socio-economic well-being for the people of Pinamungajan, through the effective and efficient implementation of a development plan that is crafted by dedicated publicservants and formulated with an active participation of the community.

IV. Service Pledge:

I will look, act and speak professionally and do my part to help maintain a professional work environment. I will smile and have a positive attitude at all times. I commit to treating everyone in an open, fair, helpful and equal manner. I will respect my co-workers and offer assistance when needed.



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OFFICE OF THE MUNICIPAL CIVIL REGISTRAR

External Services



1. Service Name: CIVIL REGISTRATION SERVICES- Registration of Certificate of Live Birth (timely reporting/submission)

Service Information: One of the rights of a child is to have a name. Every child born, parents must see to it that a Certificate of Live Birth be accomplished and reported for registration to the Office of the Municipal Civil Registrar within the **reglementary period of 30 days** from date of occurrence, thus- called **timely registered**.

Office or Division:		Office of the Municipal Civil Registrar		
Classification:		Simple		
Type of Transaction:		G2C - Government to Citizen, G2B, G2G		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Doc. 1.Duly filled up Form No. 102 (4 copies); Doc. 2.Marriage Certificate of child's parents, if child is legitimate (present the original copy) Doc. 3.Affidavit to use the surname of the father (AUSF) executed by the child's mother, if child is illegitimate & duly recognized by the father (4 original copies); Doc. 4.Valid Ids of child's parents, if child is illegitimate (2 cert. copies, original must be presented).		-Hospital / Birthing Centers where event occurred -Local Civil Registrar's Office where the marriage was registered/Phil. Statistics Authority Office (PSA) -Local Civil Registrar's Office/persons authorized to administer oaths -COMELEC/GSIS/SSS/Postal/Phil. Id/company issued Ids, etc.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
For legitimate child: 1. Report and cause the registration within 30 days from the time of birth.	1.1 Receive & check appropriate form if properly & completely filled up with marriage cert. attached;	None	30 minutes	<i>any LCR staff:</i> <i>P. Jimenez-Admin</i> <i>Aide VI;</i> <i>T. Alpas-Admin.</i> <i>Aide 1;</i> <i>D. Managaytay-Admin.</i> <i>Aide 1</i> <i>any LCR staff</i>
	1.2.Type entries in the designated box/item for LCRO after checking the form & found to be completely filled up;		30 minutes	
	1.3Affix corresponding signature in the designated box / item;		30 minutes	<i>any LCR staff &</i> <i>L. Abellana-LCR</i>



<p>2. Get the registered copy (1 copy - doc. owner 1 copy - attendant at birth)</p> <p>For illegitimate child:</p> <p>1. Report and cause the registration within 30 days from the time of birth with the required documents;</p> <p>2. Request for the preparation of the Affidavit to use the surname of the father (AUSF) if it is not available;</p> <p>3. Get the AUSF once done & have it notarized/ subscribed;</p> <p>4. Return & submit the notarized AUSF with the COLB & other requirements;</p> <p>5. Pay the required fees to the Mun. Treasury;</p> <p>6. Submit O.R. to LCR's office;</p>	<p>1.4. Assign registry number;</p> <p>2. Furnish copy: -the registrant/ attendant at birth;</p>		<p>30 minutes</p> <p>20 minutes</p> <p>Total: 2 hrs. & 20 minutes</p>	<p><i>D. Managaytay-Admin. Aide 1/L. Abellana-LCR any LCR staff</i></p>
	<p>1. Receive & check appropriate form if properly & completely filled up with the required documents;</p>		<p>1 hr.</p>	<p><i>any LCR staff: P. Jimenez-Admin. Aide VI; T. Alpas-Admin. Aide 1; D. Managaytay-Admin. Aide 1 any LCR staff</i></p>
	<p>2. Prepare the Affidavit to Use the Surname of the Father (AUSF) if child is duly recognized by the father;</p>		<p>1 hr.</p>	
	<p>3. Give to client the AUSF once done & advise him/her to have it notarized/ subscribed;</p>		<p>1 minute</p>	<p><i>any LCR staff</i></p>
	<p>4.1. Receive the notarized AUSF with the COLB & other requirements;</p>		<p>30 minutes</p>	<p><i>any LCR staff</i></p>
	<p>4.2. Issue payment slip & advise client to pay the required fees to the Mun. Treasury;</p>		<p>5 minutes</p>	<p><i>any LCR staff</i></p>
	<p>5. MTO personnel receive payment & Issue corresponding receipt;</p>	<p>PHP100.00 affidavit fee; -PHP100.00- registration of legal instrument fee</p>	<p>30 minutes</p>	<p><i>MTO staff-Crispin Paceluna-Admin. Aide 1; etc.</i></p>
	<p>6.1. Receive O.R. from client;</p>		<p>5 minutes</p>	<p><i>any LCR staff</i></p>
	<p>6.2. Type entries in the designated box/item for LCRO after checking the form</p>		<p>30 minutes</p>	<p><i>any LCR staff</i></p>



<p>7. Get the registered copy (1 copy - doc. owner 1 copy - attendant at birth)</p> <p><i>(Note: Follow steps 1,5,6 & 7 for those with complete requirements)</i></p>	<p>& found to be completely filled up; 6.3. Affix corresponding signature in the designated box/ item; 6.4. Assign registry number; 7. Furnish copy: -the registrant/ attendant at birth;</p> <p><i>(Note: Monthly reporting/submission of registered documents to PSA, Prov'l Office is done within 10 days of each month)</i></p>	<p>Total: PHP200.00</p>	<p>30 minutes</p> <p>30 minutes</p> <p>20 minutes</p> <p>Total: 3 hrs. & 25 minutes (with complete requirements) 5 hrs. & 1 min. - (if AUSF will be prepared at LCR's office)</p>	<p><i>any LCR staff & L. Abellana-LCR</i></p> <p><i>any LCR staff/L. Abellana-LCR any LCR staff</i></p>
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2. Service Name: CIVIL REGISTRATION SERVICES- Registration of Certificate of Live Birth (Late reporting/submission)

Service Information: It is one of the rights of a child to have a name. Those, whose births were not registered within the reglementary period of 30 days from time of occurrence, are considered late. (Administrative Order No. 1, s-1993, IRR of Act No. 3753)

Office or Division:	Office of the Municipal Civil Registrar	
Classification:	Highly Technical	
Type of Transaction:	G2C - Government to Citizen, G2B, G2G	
Who may avail:	All	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Doc. 1.Duly filled up Form No. 102 (4 copies); Doc. 2.Any two documentary evidences showing the name of the child, date & place of birth and name of parents, such as: (2 cert. copies) a.Baptismal Certificate; b.School Records; c.Income Tax Return of parents; d.Insurance Policy; e.Medical Records; f.Others' such as Brgy. Certification Doc. 3.Affidavit of two disinterested persons who have witnessed/known the birth of the child (2 original copies); Doc. 4.Marriage Certificate of child's parents, if child is legitimate (2 cert. copies); Doc. 5.Marriage Certificate of the registrant/doc. owner, if married (2 cert. copies); Doc. 6.Affidavit to use the surname of the father (AUSF- 4 original copies) executed by the ff: -child's mother, if child is illegitimate & below 7 yrs. old & duly recognized by the father; -child, if he/she is 7 to 17 yrs. old with sworn attestation of the mother & is duly recognized by the father; -child, ages 18 & above and duly recognized by the father; Doc. 7.Affidavit of the guardian, if child is illegitimate and the informant/registrant is not the mother (stating the present whereabouts of		-Hospital / Birthing Centers where event occurred/LCR's Office -church where child was baptized -school registrar where child attended school -parent's file copy from BIR -parent's file copy from insurance company -hospital/birthing center where child was born -barangay chairman's office -notary public/persons authorized to administer oaths -Local Civil Registrar's Office where the marriage was registered/Phil. Statistics Authority Office (PSA) -Local Civil Registrar's Office where the marriage was registered/Phil. Statistics Authority Office (PSA) -Local Civil Registrar's Office/persons authorized to administer oaths



the mother); Doc. 8.Valid Ids of the ff: -child's parents, if child is minor & illegitimate (2 cert. copies); -document owner, if of age, 18 yrs. old & above		-notary public/persons authorized to administer oaths -COMELEC/GSIS/SSS/Postal/Phil. Id/company issued Ids, etc.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Report and cause the registration to LCR's Office with the required documents; 2.Check the entries in the COLB if all are correct & affix signature in the designated box/item for the informant, & after, have it signed by the attendant at birth; 3.Return to LCR's Office once the attendant at birth have signed the Form with all its supporting documents; 4.Get the payment slip & present it to the Mun. Treasury; 5.Pay the required fees & get the corresponding O.R.;	1.1. Receive the COLB with the documentary requirements;		1 hr.	any LCR staff: P. Jimenez-Admin Aide VI; U. Alpas-Admin. Aide 1; D. Managaytay-Admin.Aide 1 any LCR staff
	1.2.Check/verify if entries in the COLB coincide with the entries in the required docs.		1 hr.	
	1.3.If COLB is not available, prepare/ type entries based on the documentary proofs submitted & information given by the doc. owner/ registrant;		1 hr.	any LCR staff
	2.Present to client if all entries are correct & advise to have it signed by the attendant at birth if still living & him/her as informant;		1 hr.	any LCR staff:
	3.Receive the COLB with all its requirements;		1 hr.	any LCR staff
	4.Issue payment slip for the required fees;		5 minutes	any LCR staff
	5.MTO personnel accept payment & issue official receipt	Late registration fee - PHP200	30 minutes	MTO staff-Crispin Panceluna-Admin Aide 1, etc.
	6.1.Receive O.R. from			



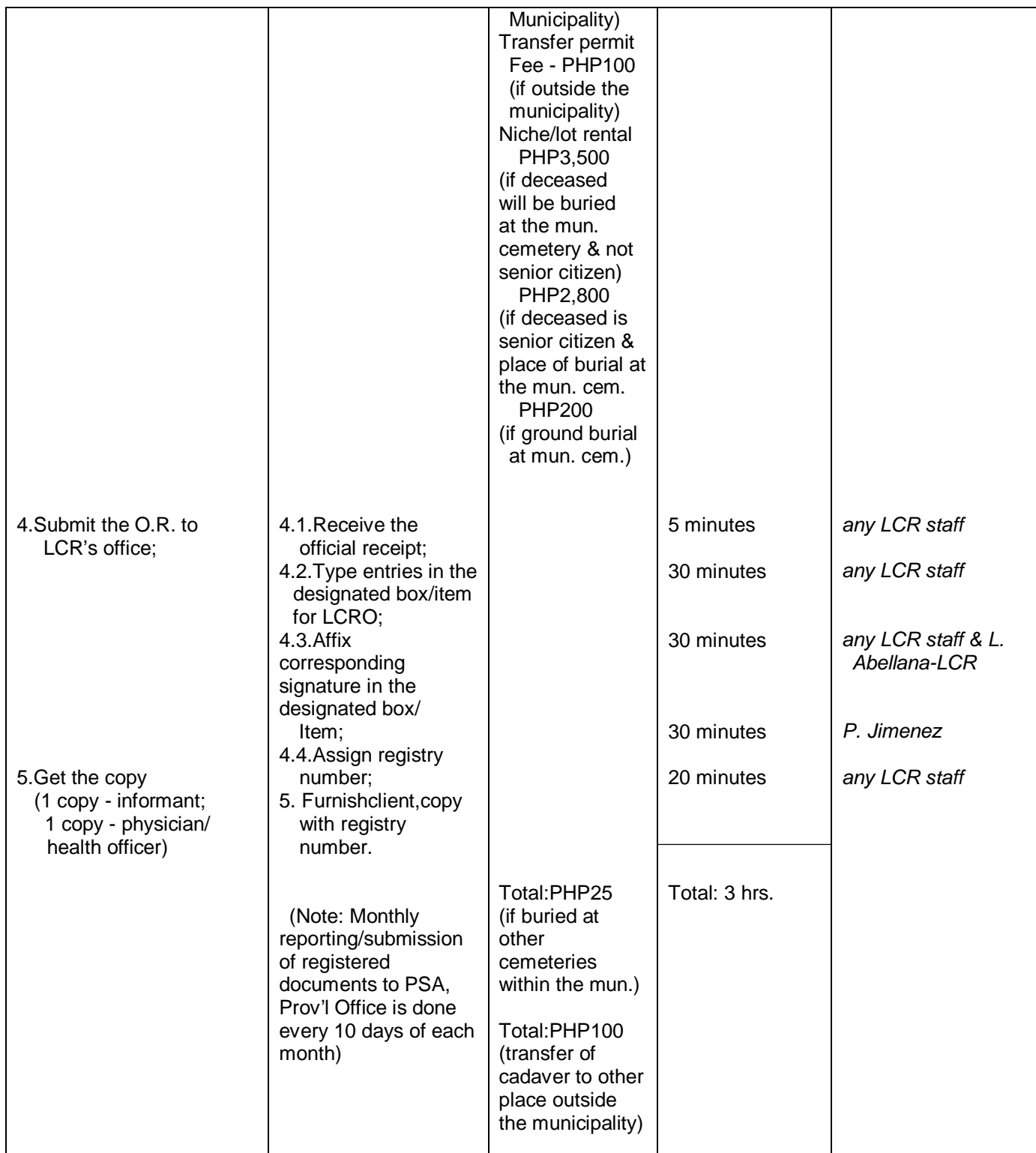
<p>6. Present O.R. to LCR's office;</p> <p>7. Return to LCR's office after 10 days and get your copy with registry number.</p> <p><i>(Note: Follow steps 1,4,5,6 & 7 for those with complete requirements)</i></p>	<p>client;</p> <p>6.2. Advise client to return after the required 10 days publication period;</p> <p>6.3. Approve & assign registry number after the lapse of the required publication period;</p> <p>7. Furnish client, copy with registry number.</p> <p><i>(Note: Monthly reporting/submission of registered documents to PSA Prov'l Office is done every 10 days of each month)</i></p>	<p>Secretary's fee - PHP50</p> <p>Total: PHP250</p>	<p>5 minutes</p> <p>5 minutes</p> <p>1 hr.</p> <p>20 minutes</p> <p>Total: 11 working days, 5 hrs. & 5 min. (with complete requirements)</p> <p>11 working days, 7 hrs. & 5 minutes (if COLB is not available)</p> <p>(covered by A.O. #1,s-1993, IRR of Act No. 3753)</p>	<p><i>any LCR staff</i></p> <p><i>any LCR staff</i></p> <p><i>any LCR staff</i></p> <p><i>Any LCR staff</i></p>
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3. Service Name: CIVIL REGISTRATION SERVICES- Registration of Certificate of Death (timely reporting/submission)

Service Information: All Certificate of Deaths should be reported & submitted to the Office of the Local Civil Registrar for registration within the reglementary period of **30 days** from date of occurrence, this is called **timely registration**.

Office or Division:	Office of the Municipal Civil Registrar			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen, G2G, G2B			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Doc. 1 Duly filled up Form No.103 (4copies); Doc. 2 Burial permit, if will be buried within the municipality (present the original copy); Doc. 3 Transfer permit, if will be buried outside the municipality (1 original, 1 cert. copy); Doc. 4 O.R.- lot rental, if will be buried at the municipal cemetery (present the original copy).		-Hospital where death occurred/LCR's Office, for death without medical attendance, Funeral Homes -Municipal Treasurer's Office -Office of the Municipal Health Officer -Municipal Treasurer's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Report and cause the registration to the Office of the Local Civil Registrar within 30days from time of death;	1.Receive &check appropriate form if properly & completely filled up & duly signed by concerned physician/Health Officer;		30 minutes	any LCR staff: P. Jimenez-Admin. Aide VI; T. Alpas-Admin. Aide 1; D. Managaytay-Admin. Aide 1
2.Get the payment slip & proceed to the Municipal Treasury & present the payment slip;	2. After checking, if completely filled up & signed by concerned signatories, issue payment slip & advise client to pay the required fee to the municipal Treasury;		5 minutes	any LCR staff
3.Pay the required fees & get the corresponding O.R.;	3.MTO personnel receive payment & issue corresponding receipt;	Burial permit Fee - PHP25 (if burial is within the	30 minutes	MTO staff-Crispin Paceluna-Admin. Aide 1; etc.





		<p>Total:PHP3,525 (if buried inside niche of the mun. owned cemetery & not senior citizen)</p> <p>Total:PHP2,825 (for deceased senior citizen)</p> <p>Total:PHP225 (ground burial at mun. cem.)</p>		
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4. Service Name: CIVIL REGISTRATION SERVICES- Registration of Certificate of Death (late reporting/submission)

Service Information: Failure to report/submit the Certificate of Death within the reglementary period of 30 days from date of occurrence or submitted **beyond 30 days**, is considered **late**. (A.O. No. 1, s-1993, IRR of Act No. 3753).

Office or Division:	Office of the Municipal Civil Registrar			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizen, G2G, G2B			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Doc. 1 Duly filled up Form No.103 (4 orig.copies); Doc. 2 Affidavit for delayed registration which shall be executed by the hospital administrator/attendant at death/nearest relative of the deceased; (2 original copies); Doc. 3 Authenticated copy of the Certificate of Burial, cremation or other means of corpse disposal (2 cert. copies); Doc. 4 Approval for registration by the health Officer in the box provided in the Cert. Of Death		-Hospital where death occurred/LCR's Office, for death without medical attendance, Funeral Homes -notary public/persons authorized to administer oaths -church / crematory facility -Municipal Health Officer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Report and cause the registration to the Office of the Local Civil Registrar with the documentary requirements;	1.Receive &check appropriate form if properly & completely filled up & duly signed by concerned physician/Health Officer with all the requirements;	Late Registration Fee - PHP200 Secretary's fee	1 hr.	any LCR staff: Q. Jimenez-Admin. Aide VI; T. Alpas-Admin. Aide 1; D. Managaytay-Admin. Aide 1
2.Get the payment slip & proceed to the Municipal Treasury & present the payment slip;	2.Issue payment slip after checking/ verifying its completeness;		5 minutes	any LCR staff
3.Pay the required fees & get the corresponding O.R.;	3.MTO personnel receive payment & issue corresponding receipt;		30 minutes	MTO staff-Crispin Paceluna-Admin. Aide 1; etc.



<p>4. Give O.R. to LCR's Office;</p> <p>5. Return to LCR's Office after 10 days & get your copy with registry number.</p>	<p>4.1. Receive O.R. from client;</p> <p>4.2. Advise client to return after the required 10 days publication period;</p> <p>4.3. Approve & assign registry number after the lapse of the required publication period;</p> <p>5. Furnish client, copy with registry number</p>	- PHP50	<p>5 minutes</p> <p>5 minutes</p> <p>1 hr.</p> <p>20 minutes</p>	<p><i>any LCR staff</i></p> <p><i>any LCR staff</i></p> <p><i>P. Jimenez-Admin. Aide VI</i></p> <p><i>any LCR staff</i></p>
	<p>(Note: Monthly reporting/submission of registered documents to PSA Prov'l Office is done every 10 days of each month)</p>	Total: PHP250	<p>Total: 11 working days & 3 hrs. & 5 minutes</p> <p>(covered by A.O. No. 1, s-1993, IRR of Act No. 3753)</p>	



5. Service Name: CIVIL REGISTRATION SERVICES- Registration of Certificate of Marriage (timely reporting/submission)

Service Information: All Certificate of Marriage must be reported/submitted to the Office of the Local Civil registrar for registration, within 15 days following the solemnization for ordinary marriage (with marriage license) and within 30 days for marriage exempt from license requirement. Registration of this Certificate within the prescribed period is called **timely registration**. (A.O. #1, s-1993, IRR of Act 3753)

Office or Division:		Office of the Municipal Civil Registrar		
Classification:		Simple		
Type of Transaction:		G2C - Government to Citizen, G2G		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Doc. 1 Duly filled up Form No. 97 (4 original copies) Doc. 2 Affidavit of Cohabitation, for marriage performed under Article 34 of the Family Code (2 original copies)		-Church / Office where the marriage was officiated -Notary Public / Person duly authorized to administer oaths		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Report the marriage for registration to the LCR's Office;	1.1.Receive &check appropriate form if properly & completely filled up with signatures of the concerned persons;	None	30 minutes	<i>any LCR staff</i>
	1.2.Type entries in the designated box/item for LCRO after checking the form if properly &completely filled up with signatures of the concerned persons;		30 minutes	<i>any LCR staff</i>
	1.3.Affix correspond-Ing signature in the designated box/item;		30 minutes	<i>any LCR staff & L. Abellana-LCR</i>
	1.4.Assign registry number;		30 minutes	<i>T. Alpas</i>
2. Get the copy with	2.Furnish copy:		20 minutes	<i>any LCR staff</i>



registry number (1 copy - doc. owner 1 copy - solemnizing officer)	-doc. owner / -solemnizing officer (Note: Monthly reporting/submission of the registered documents to PSA, Prov'l Office is done within 10 days of each month)			
			Total: 2 hrs. & 20 minutes	



6. Service Name: CIVIL REGISTRATION SERVICES- Registration of Certificate of Marriage (late reporting/submission)

Service Information: Failure of the concerned parties to report/submit the Certificate of Marriage within the reglementary period of 15 days following the solemnization, for ordinary marriage (with marriage license) and within 30 days for marriage exempt from license requirement or the Certificate is submitted after the prescribe period, is considered **late**. (A.O. No. 1,s-1993, IRR of Act. No. 3753)

Office or Division:	Office of the Municipal Civil Registrar			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizen, G2G			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Doc. 1. Duly filled up Form No. 97 (4 original copies) Doc. 2 Affidavit of Cohabitation, for marriage performed under Article 34 of the Family Code (2 original copies); Doc. 3. Affidavit of the solemnizing officer/person in charge of reporting & presenting for registration; (2 original copies) Doc. 4. Application for Marriage License Certificate, except for marriage exempt from marriage license requirement; (2 cert. copies); Doc. 5. Marriage Certificate issued by the church or solemnizing officer, if original or duplicate copy could not be presented (2 certified copies).		-Church / Office where the marriage was officiated -Notary Public / Person duly authorized to administer oaths -Notary Public / person duly authorized to administer oaths/solemnizing officer/person in charge of reporting & presenting for registration -LCR's office -Church/solemnizing officer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Report the marriage for registration to the LCR's Office with the requirements;	1. Receive & check appropriate form if properly & completely filled up & duly signed by concerned persons/ solemnizing officer with the requirements;		1 hr.	<i>any LCR staff</i>
2. Get the payment slip & proceed to the municipal	2. Issue payment slip after checking/		5 minutes	<i>any LCR staff</i>



<p>treasury & present the payment slip; 3. Pay the required fees & get the corresponding O.R.;</p> <p>4. Give the O.R. to LCR's Office;</p> <p>5. Return to LCR's Office after 10 days & get your copy with registry number.</p>	<p>verifying its completeness; 3. MTO personnel receive payment & issue corresponding receipt;</p>	<p>Late Registration Fee -PHP200 Secretary's fee -PHP50</p>	30 minutes	<p><i>MTO staff-Crispin Paceluna-Admin. Aide I, etc.</i></p>
	4.1. Receive O.R. from client;		5 minutes	<p><i>any LCR staff</i></p>
	4.2. Advise client to return after the required 10 days publication period;		5 minutes	<p><i>any LCR staff</i></p>
	4.3. Approve and assign registry number after the lapse of the required publication period;		1 hr.	<p><i>L. Abellana-LCR & T. Alpas-Admin. Aide I</i></p>
	5. Furnish client's copy with registry number.		20 minutes	<p><i>Any LCR staff</i></p>
	<p>(Note: Monthly reporting/submission of registered documents to PSA, Prov'l Office is done within 10 days of each month)</p>	Total: PHP250	Total: 11 working days & 3 hrs. & 5 min. (covered by A.O. No. 1, s-1993, IRR of Act No. 3753)	



7. Service Name: Certifications/Certified copies of registered documents

Service Information: This is issued to individuals needing this document, either birth, death, marriage for any legal purpose/s it may serve him/her best.

Office or Division:	Office of the Municipal Civil Registrar			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<p>Doc. 1 Any valid ID of the document owner (1 photocopy, original must be presented)</p> <p>Doc. 2.If requested is not the document owner: -Authorization/Special Power of Attorney (1 original copy); -Valid ID of document owner (1 photocopy, original must be presented); -Valid ID of authorized person (1 photocopy original must be presented)</p>		<p>-COMELEC/GSIS/SSS/Postal/Phil.ID/company issued ID's, etc.</p> <p>-Document owner/Notary Public</p> <p>-COMELEC/GSIS/SSS/Postal/Phil.ID/company issued ID's, etc.</p> <p>-COMELEC/GSIS/SSS/Postal/Phil.ID/company issued ID's, etc.</p>		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Get & fill up request form (birth, death, marriage Certificate) from LCR's office ;	1.Give the appropriate request form;		20 minutes	<i>any LCR staff: R. Jimenez-Admin. Aide VI; T. Alpas-Admin. Aide 1; D. Managaytay-Admin. Aide 1</i>
2.Submit to LCR's Office for verification;	2.Receive request form & verify in the records;		1 hr.	<i>any LCR staff</i>
3.Present/give valid Id/s/authorization/SPA	3.Receive & check valid Ids/authorization/SPA;		40 minutes	<i>any LCR staff</i>
4.Get the payment slip & proceed to the municipal treasury for payment;	4.Issue payment slip after checking & verifying the request		5 minutes	<i>any LCR staff</i>



<p>5. Pay the required fees & get the corresponding O.R.;</p> <p>6. Submit the O.R. to LCR's office;</p> <p>7. Get the requested document.</p>	<p>& advise client to pay the required fee to the municipal Treasury;</p> <p>5. MTO personnel receive payment & issue corresponding receipt;</p> <p>6. Receive O.R. & start processing the request;</p> <p>7. Issue the requested document.</p>	<p>Certificate fee - PHP90/copy (typewritten) - PHP20/copy (cert. photocopy)</p>	<p>30 minutes</p>	<p><i>MTO staff-Crispin Paceluna-Admin. Aide 1; etc.</i></p> <p><i>Any LCR staff/L. Abellana-LCR</i></p> <p><i>Any LCR staff</i></p>
			<p>1 hr.</p>	
			<p>20 minutes</p>	
		<p>Total: PHP90/copy (typewritten)</p> <p>Total: PHP20/copy (cert. photocopy)</p>	<p>Total: 3hrs. & 55 min.</p>	



8. Service Name: Application for Issuance of Marriage License

Service Information: This office accepts application for issuance of marriage license. This is needed by individuals who wish to get married under religious or civil rights. This is required by solemnizing officers/persons authorized to solemnize marriage under the law.

Office or Division:	Office of the Municipal Civil Registrar
Classification:	Highly Technical
Type of Transaction:	G2C - Government to Citizen
Who may avail:	All
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Doc. 1. Duly filled-up application form (3 copies) Doc. 2. Original Birth Certificate of contracting Parties (1 original, 2 photocopies); Doc. 3. Pre-Marriage Counselling Certificate (1 original, 2 photocopies); Doc. 4. CENOMAR of contracting parties (1 original, 2 photocopies); Doc. 5. Parental consent for ages 18-21 (3 copies); Doc. 6. Parental advise for ages 21 up-25 (3 copies); Doc. 7. Death Certificate of spouse, if widowed (1 original, 2 photocopies); Doc. 8. Judicial decree of annulment, if either party has previous marriage (3 certified copies); Doc. 9. Annotated marriage certificate (PSA copy), if either party has previous marriage (1 original, 2 photocopies); Doc. 10. Certificate of Legal Capacity to contract marriage, if either party is a foreigner (1 original, 2 photocopies); Doc. 11. Judicial decree of absolute divorce, if foreigner is divorced (3 certified copies); Doc. 12. Valid Ids (3 certified copies, original must be presented); Doc. 13. Residence Certificate (3 photocopies)	-Office of the Municipal Civil Registrar -PSA / Office of the Local Civil Registrar where the birth was registered -MSWD Office / Accredited Pre-Marriage Counselor -Philippine Statistics Authority (PSA) -Office of the Municipal Civil Registrar -Office of the Municipal Civil Registrar -PSA / Office of the Local Civil Registrar where the death certificate was registered -Regional Trial Court, where it was filed & decided/ Office of the Local Civil Registrar where the decree was registered -PSA -Respective diplomatic or consular officials in the Philippines -Foreign court -COMELEC/GSIS/SSS/Postal/Phil. Id/company issued Ids, etc. -Municipal Treasurer's Office



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Request application form from LCR's office & fill out entries correctly & completely;	1.Give 3 copies of application form to client;		20 minutes	<i>Any LCR staff</i>
2.File/submit the filled up Application form with the required documents;	2.Check the form if completely filled up & the required documents are submitted;		1 hr.	<i>Any LCR staff</i>
3.Let the parent/s signed the required form;	3.Prepare the parental consent / advise form & have it signed by the parent/s of either party that needs it (if not available);		1 hr.	<i>-Any LCR staff</i>
4.Get the payment slip & proceed to the municipal treasury for payment;	4.Issue payment slip, if all the required documents are complete;		5 minutes	<i>Any LCR staff</i>
5.Pay the required fees to the Municipal Treasury and get the corresponding O.R.;	5.MTO personnel receive payment & issue receipt;	Application for Marriage license fee -PHP200.00 (local applicants) -PHP2,000 (if either party is a foreigner) Marriage license Fee -PHP50	30 minutes	<i>MTO staff - Crispin Paceluna-Admin. Aide 1, etc.</i>
6.Submit the O.R. to LCR's office;	6.1.Receive O.R. from client;		5 minutes	<i>Any LCR staff</i>
	6.2.Prepare the notice to the public of the application being filed & post it in the designated area;		30 minutes	<i>Any LCR staff</i>
7.Return to LCR's office after lapse of the ten (10) days publication period;	7.Advise client to return to the LCR's office after the ten days required posting /publication period;		5 minutes	<i>Any LCR staff</i>
8.Get the marriage license.	8.Approve & release		1 hr.	<i>L. Abellana/any LCR</i>



	the marriage license after the completion of the required publication/posting.			staff
		<p>Total:PHP250 (local applicants)</p> <p>Total:PHP2,250 (either party is a foreigner)</p>	<p>Total:11working days& 4 hrs. & 35minutes (covered by A.O. No. 1, s-1993, IRR of Act No. 3753)</p>	



9. Service Name: PETITION - Change of First Name pursuant to R.A. No. 9048

Service Information: This office accepts petition for change of first name in the birth record of concerned individual, if he/she found it totally different from what he/she habitually & continuously using.

Office or Division:	Office of the Municipal Civil Registrar
Classification:	Highly Technical
Type of Transaction:	G2C - Government to Citizen, G2G
Who may avail:	All
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ol style="list-style-type: none"> 1. Duly notarized Petition form (3 original copies); 2. Affected Certificate of Live Birth (1 original, 2 certified copies); 3. Documentary evidences showing the true and correct first name (2 certified copies, each), such as: <ol style="list-style-type: none"> a. baptismal certificate; b. voter's registration record; c. employment record; d. GSIS/SSS record; e. medical record; f. school record; g. driver's license h. bank passbook, etc. (minimum of 2, petitioner can submit as many docs. to support his/her petition.) 4. Clearance/certification of no pending administrative, civil or criminal case/record (1 original, 1 cert. copy, each) from: <ul style="list-style-type: none"> -employer, if employed ; -affidavit of non-employment, if unemployed ; -Phil. National Police (PNP); -National Bureau of Investigation (NBI); -other clearances (Brgy. Clearance, etc) 5. Publication/Proof of publication: <ol style="list-style-type: none"> a. affidavit of publication from the publisher (1 original, 1 cert. copy); b. copy of the newspaper clipping (1 original, 1 cert. copy); 6. Official receipt of the filing fee-PHP3,000; 	<ul style="list-style-type: none"> -Office of the Local Civil Registrar/notary public -PSA & Office of the Local Civil Registrar -church, where baptized -Office of the COMELEC, where registered -employer -Office of the GSIS/SSS -hospital or clinic, where the child was born -school registrar, where child attended school -LTO -bank, where petitioner opened account -employer -any person authorized by law to administer oaths -PNP office -NBI office -Barangay Chairman -publisher, newspaper of general circulation -publisher, newspaper of general circulation -Municipal Treasury



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. File petition with all its documentary evidence;	1. Receive & check the petition form & its supporting documentary evidence;	Filing fee -PHP3,000	1 hour	any LCR staff
2. Get the petition form & have it notarized/subscribed;	2. Prepare petition form, if not available & advise client for the notarization of the document ;		1 hr.	notary public/L. Abellana-LCR
3. Return to LCR's office & submit the notarized petition with all its supporting documents;	3. Accept petition with the required documentary evidences;		1 hr.	any LCR staff/L. Abellana
4. Get the payment slip & present it to the municipal treasury for payment;	4. Issue payment slip after checking/ verifying the authenticity of the documentary evidences presented & found to be sufficient proofs for the approval/granting of the petition;		5 minutes	any LCR staff/L. Abellana
5. Pay the required fees to the Municipal Treasury;	5. MTO personnel receive payment & issue receipt;		30 minutes	MTO staff-Crispin Paceluna, etc.
6. Submit the O.R. to LCR's office;	6.1. Receive O.R. from client;		5 minutes	Any LCR staff
	6.2. Prepare the notice to the public of the petition being filed & post it in the designated area;		1hr.	L. Abellana-LCR
	6.3. Prepare the notice for publication of the petition in the newspaper of general circulation;		1 hr.	L. Abellana-LCR
7. Get the notice & have it published in the newspaper of general circulation for two (2) consecutive weeks, at	7. Give to client the notice for publication & advise him/her to have it published in the newspaper of		5 minutes	Any LCR staff/L. Abellana



least once a week; 8.Go back to the publisher once publication is done & request for the ff: -affidavit of publication; -newspaper clipping;	general circulation; 8.Advise client to go back to the publisher once the publication is done & to request proofs of publication;		5 minutes	<i>L. Abellana-LCR</i>
9.Return to LCR's office & submit the proofs of publication;	9.1.Receive proofs of publication;		5 minutes	<i>any LCR staff/L. Abellana-LCR</i>
	9.2.Act/decide the petition;		Within 5days after the submission of proofs of publication from the client & completion of the required publication period (time cannot be determined)	<i>L. Abellana-LCR</i>
	9.3.Once decided, inform client, the mailing expenses to be shouldered by him/her;		5 minutes	<i>any LCR staff/L. Abellana-LCR</i>
10.Wait for the decision of the Civil Registrar General, PSA, Manila;	10.Transmit petition to OCRG, PSA, Manila for their action/decision;		5 minutes, if mailed thru post office; 4-6 hrs. if thru LBC & other couriers	<i>Any LCR staff/client</i>
11.Contact LCR's office for follow-up, two to three months after mailing the petition;	11.Give client contact number of LCR's office for follow-up after 3-4 months;		5 minutes	<i>Any LCR staff</i>
12.Request a copy of the petition once approved & affirmed;	12.Issue Certificate of Finality once the approved petition is affirmed by the CRG; -If LCR's decision of approving the petition is impugned by the Civil Registrar General, advise client to file Motion for Reconsideration within 15 working		1 hr.	<i>L. Abellana-LCR</i>



13. Request for the processing of annotation of the subject document to PSA VII, Cebu City;	days from receipt of the CRG's decision or to file appropriate petition to the proper Court;		5 minutes	<i>Any LCR staff/L. Abellana-LCR</i>
14. Get the payment slip & proceed to Municipal Treasury for payment;	13. Advise client to request for the processing of the annotation of the subject document to PSA VII, Cebu City;		5 minutes	<i>any LCR staff</i>
15. Pay the required fees & get the corresponding O.R.;	14. Issue payment slip for the required fees;		30 minutes	<i>MTO staff-Crispin Paceluna, etc.</i>
	15. MTO personnel receive payment & issue receipt;	Annotated Form 1A issued to OCRG, PSA, Manila - PHP90 Un annotated Form 1A issued to PSA, Manila - PHP90 Certified copies of approved petition - PHP120 Secretary's fee - PHP50	5 minutes	<i>T. Alpas-Admin. Aide I/L. Abellana-LCR</i>
16. Submit the O.R. to LCR's office;	16. Receive O.R. & start processing the request;		5 minutes	<i>Any LCR staff</i>
17. Wait for the PSA's approval & once approved, request annotated PSA copy.	17. Advise client to wait for the approval of the request & once approved, to request annotated PSA copy of the subject document.			
<i>(Note: Follow steps 1,4-17 for those with complete requirements)</i>		Total: PHP3,350	Total: - (covered by R. A. No. 9048)	



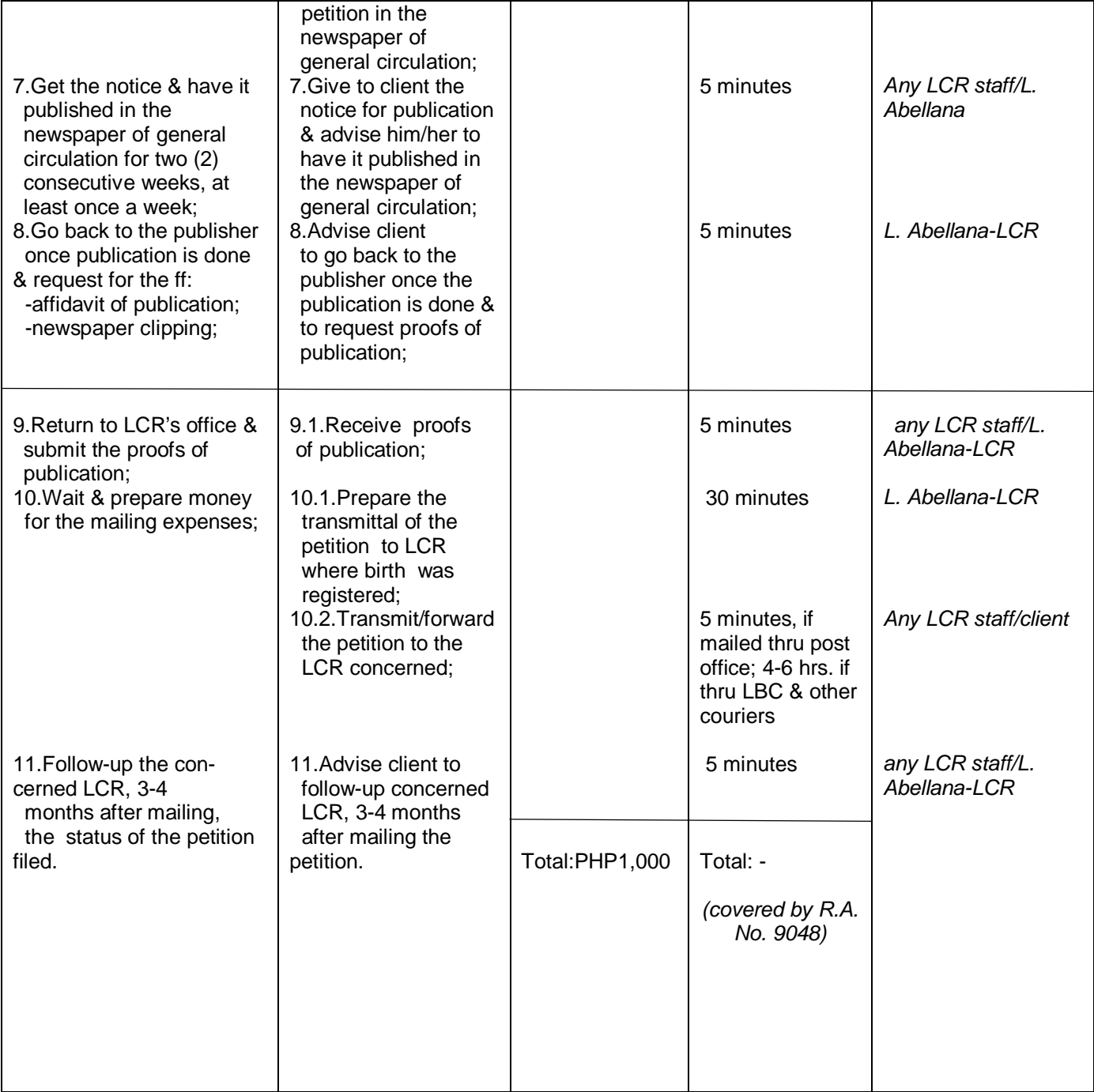
10. Service Name: MIGRANT PETITION - Change of First Name pursuant to R.A. No. 9048

Service Information: An individual who is residing in this municipality & whose birth occurred and was registered in other place can file a petition for change of his/her name thru migrant petition, if he/she found it totally different from what he/she habitually & continuously using.

Office or Division:	Office of the Municipal Civil Registrar
Classification:	Highly Technical
Type of Transaction:	G2C - Government to Citizen, G2G
Who may avail:	All
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1.Duly notarized Petition form (3 original copies); 2.Affected Certificate of Live Birth (1 original, 2 certified copies); 3.Documentary evidences showing the true and correct first name (2 certified copies, each), such as: a.baptismal certificate; b.voter's registration record; c.employment record; d.GSIS/SSS record; e.medical record; f.school record; g.driver's license h.bank passbook, etc. (minimum of 2, petitioner can submit as many docs. to support his/her petition.) 4.Clearance/certification of no pending administrative, civil or criminal case/record (1 original, 1 cert.copy, each) from: -employer, if employed ; -affidavit of non-employment, if unemployed ; -Phil. National Police (PNP); -National Bureau of Investigation (NBI); -other clearances (Brgy. Clearance, etc) 5.Publication/Proof of publication: a. affidavit of publication from the publisher (1 original, 1 cert. copy); b. copy of the newspaper clipping (1	-Office of the Local Civil Registrar/notary public -PSA & Office of the Local Civil Registrar where the birth was registered -church, where baptized -Office of the COMELEC, where registered -employer -Office of the GSIS/SSS -hospital or clinic, where the child was born -school registrar, where child attended school -LTO -bank, where petitioner opened account -employer -any person authorized by law to administer oaths -PNP office -NBI office -Barangay Chairman -publisher, newspaper of general circulation -publisher, newspaper of general circulation



original, 1 cert. copy); 6. Official receipt of service fee-PHP1,000; 7. Postal money order to be paid to the Local Treasury where the birth occurred – PHP3000		-Municipal Treasury -Postal Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. File petition with all its documentary evidence;	1. Receive & check the petition form & its supporting documentary evidence;	Service fee -PHP1,000	1 hour	any LCR staff/L. Abellana
2. Get the petition form & have it notarized/subscribed;	2. Prepare petition form, if not available & advise client for the notarization of the document ;		1 hr.	notary public/L. Abellana-LCR
3. Return to LCR's office & submit the notarized petition with all its supporting documents;	3. Receive & check petition form if notarized, with the required documentary evidences;		1 hr.	any LCR staff/L. Abellana
4. Get the payment slip & present it to the municipal treasury for payment;	4. Issue payment slip after checking/ verifying the authenticity of the documentary evidences presented & found to be sufficient proofs for the approval/granting of the petition;		5 minutes	any LCR staff/L. Abellana
5. Pay the required fees to the Municipal Treasury;	5. MTO personnel receive payment & issue receipt;		30 minutes	MTO staff-Crispin Paceluna, etc.
6. Submit the O.R. to LCR's office;	6.1. Receive O.R. from client;		5 minutes	Any LCR staff
	6.2. Prepare the notice to the public of the petition being filed & post it in the designated area;		1 hr.	L. Abellana-LCR
	6.3. Prepare the notice for publication of the		1 hr.	L. Abellana-LCR





11. Service Name: PETITION - Correction of Clerical Error pursuant to R.A. No. 9048

Service Information: An individual can file a petition for correction of entry/ies in his/her affected document if it is clerical in nature.

Office or Division:		Office of the Municipal Civil Registrar		
Classification:		Highly Technical		
Type of Transaction:		G2C - Government to Citizen, G2G		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Duly notarized Petition form (3 original copies); 2.Affected Certificate of Live Birth (1 original, 2 certified copies); 3.Documentary evidences showing the true and correct first name (2 certified copies, each), such as: a.baptismal certificate; b.voter's registration record; c.employment record; d.GSIS/SSS record; e.medical record; f.school record; g.driver's license h.bank passbook, etc. (minimum of 2, petitioner can submit as many docs. to support his/her petition.) 4.Official receipt of the filing fee-PHP1,000.00		-Office of the Local Civil Registrar/notary public -PSA & Office of the Local Civil Registrar -church, where baptized -Office of the COMELEC, where registered -employer -Office of the GSIS/SSS -hospital or clinic, where the child was born -school registrar, where child attended school -LTO -bank, where petitioner opened account -Municipal Treasury		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.File petition with all its documentary evidence;	1.Receive & check the petition form & its supporting documentary evidence;		1 hour	<i>any LCR staff</i>
2.Get the petition form & have it notarized/subscribed;	2.Prepare petition form, if not available & advise client for the notarization of the document ;		1 hr.	<i>L.Abellana-LCR/ notary public</i>
3.Return to LCR's office & submit the notarized	3.Accept petition with the required		1 hr.	<i>any LCR staff/L. Abellana</i>



petition with all its supporting documents; 4. Get the payment slip & present it to the municipal treasury for payment;	documentary evidences; 4. Issue payment slip after checking/ verifying the authenticity of the documentary evidences presented & found to be sufficient proofs for the approval/granting of the petition;	Filing fee -PHP3,000	5 minutes	<i>any LCR staff/L. Abellana</i>
5. Pay the required fees to the Municipal Treasury;	5. MTO personnel receive payment & issue receipt;		30 minutes	<i>MTO staff-Crispin Paceluna, etc.</i>
6. Submit the O.R. to LCR's office;	6.1. Receive O.R. from client; 6.2. Prepare the notice to the public of the petition being filed & post it in the designated area;		5 minutes	<i>Any LCR staff</i>
7. Return to LCR's office after the lapse of ten days;	7. Advise client to return to LCR's office after the required 10 days posting period;		1 hr.	<i>L. Abellana-LCR/any LCR staff</i>
8. Wait & prepare the mailing expenses;	8. Act/decide the petition after the completion of the 10 days posting period for transmission to OCRG, PSA, Manila;		5 minutes	<i>Any LCR staff/L. Abellana-LCR</i>
9. Wait for the decision of the Civil Registrar General, PSA, Manila;	9. Transmit the approved petition for action/decision of the Civil Registrar General;		Within 5 days after completion of the required posting period	<i>L. Abellana</i>
10. Contact LCR's office for follow-up, two to three months after mailing the petition;	10. Give client contact number of LCR's office for follow-up after 3-4 months;		5 minutes, if mailed thru post office; 4-6 hrs. if thru LBC & other couriers	<i>Any LCR staff/client</i>
11. Request a copy of the petition once approved & affirmed;	11. Issue Certificate of Finality once the approved petition is affirmed by the CRG; -If LCR's decision of approving the petition is impugned by the Civil Registrar		5 minutes	<i>any LCR staff</i>
			1 hr.	<i>L. Abellana</i>



12.Request for the processing of annotation of the subject document to PSA VII, Cebu City;	General, advise client to file Motion for Reconsideration within 15 working days from receipt of the CRG's decision or to file appropriate petition to the proper Court;		5 minutes	L. Abellana/Any LCR staff
13.Get the payment slip & proceed to Municipal Treasury for payment;	12.Advise client to request for the processing of the annotation of the subject document to PSA VII, Cebu City;		5 minutes	Any LCR staff
14.Pay the required fees & get the corresponding O.R.;	13.Issue payment slip for the required fees;	Annotated Form 1A issued to OCRG, PSA, Manila - PHP90 Un annotated Form 1A issued to PSA, Manila - PHP90 Certified copies of approved petition - PHP120 Secretary's fee - PHP50	30 minutes	MTO staff-Crispin Paceluna, etc.
	14.MTO personnel receive payment & issue receipt;			
15.Submit the O.R. to LCR's office;	15.Receive O.R. & start processing the request;		5 minutes	T. Alpas-Admin. Aide I/L. Abellana-LCR
16.Wait for the PSA's approval & once approved, request annotated PSA copy.	16.Advise client to wait for the approval of the request & once approved, to request annotated PSA copy of the subject document.		5 minutes	Any LCR staff
(Note: Follow steps 1,4-16 for those with complete requirements)		Total:PHP3,350	Total: - (covered by R.A. No. 9048)	



12. Service Name: PETITION - Migrant Petition for Correction of Clerical Error pursuant to R.A. No. 9048

Service Information: A person who is residing in this municipality and whose birth occurred and registered in other place, can file a petition for correction of clerical error in his/her affected document thru migrant petition if entry/ies is/are clerical in nature.

Office or Division:	Office of the Municipal Civil Registrar			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizen, G2G			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Duly notarized Petition form (3 original copies); 2.Affected Certificate of Live Birth (1 original, 2 certified copies); 3.Documentary evidences showing the true and correct first name (2 certified copies, each), such as: a.baptismal certificate; b.voter's registration record; c.employment record; d.GSIS/SSS record; e.medical record; f.school record; g.driver's license h.bank passbook, etc. (minimum of 2, petitioner can submit as many docs. to support his/her petition.) 4.Official receipt of service fee-PHP500; 5.Postal money order to be paid to the LCR where birth was registered –PHP1000		-Office of the Local Civil Registrar/notary public -PSA & Office of the Local Civil Registrar -church, where baptized -Office of the COMELEC, where registered -employer -Office of the GSIS/SSS -hospital or clinic, where the child was born -school registrar, where child attended school -LTO -bank, where petitioner opened account -Municipal Treasury -Postal Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.File petition with all its documentary evidence;	1.Receive & check the petition form & its supporting documentary evidence;		1 hour	any LCR staff
2.Get the petition form & have it notarized/subscribed;	2.Prepare petition form, if not available & advise client for		1 hr.	L.Abellana-LCR/ notary public



3. Return to LCR's office & submit the notarized petition with all its supporting documents;	the notarization of the document ; 3. Accept/check petition form if notarized with the required documentary evidences;	Service fee -PHP1,000	1 hr.	any LCR staff/L. Abellana
4. Get the payment slip & present it to the municipal treasury for payment;	4. Issue payment slip after checking/ verifying the authenticity of the documentary evidences presented & found to be sufficient proofs for the approval/granting of the petition;		5 minutes	any LCR staff/L. Abellana
5. Pay the required fees to the Municipal Treasury;	5. MTO personnel receive payment & issue receipt;		30 minutes	MTO staff-Crispin Paceluna, etc.
6. Submit the O.R. to LCR's office;	6.1. Receive O.R. from client; 6.2. Prepare the notice to the public of the petition being filed & post it in the designated area;		5 minutes	Any LCR staff
7. Return to LCR's office after the lapse of ten days;	7. Advise client to return to LCR's office after the required 10 days posting period;		1 hr.	L. Abellana-LCR/any LCR staff
8. Wait & prepare the mailing expenses;	8.1. Prepare the transmittal of the petition to the LCR concerned; 8.2. Transmit the petition to the LCR concerned;		5 minutes	Any LCR staff/L. Abellana-LCR
			30 minutes	L. Abellana
			5 minutes, if mailed thru post office; 4-6 hrs. if thru LBC & other couriers	Any LCR staff/client
9. Follow-up LCR concerned, 3-4 months after mailing, the status of the petition.	9. Advise client to follow-up LCR concerned after 3-4 months.		30 seconds	any LCR staff/L. Abellana
		Total: PHP1,000	Total: - (covered by R.A. No. 9048)	



13. Service Name: PETITION - Correction of entry in Sex pursuant to R.A. No. 1017

Service Information: A person whose birth was registered with erroneous entry in sex can file a petition to correct the same. His/her personal appearance is required, hence he/she cannot file petition thru migrant.

Office or Division:	Office of the Municipal Civil Registrar	
Classification:	Highly Technical	
Type of Transaction:	G2C - Government to Citizen, G2G	
Who may avail:	All	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1.Duly notarized Petition form (3 original copies);		-Office of the Local Civil Registrar/notary public
2.Affected Certificate of Live Birth (1 original, 2 certified copies);		-PSA & Office of the Local Civil Registrar
3.Earliest school record/Form 137-Elem. (2 cert. copies);		-school registrar, where child attended school
4.Medical records/immunization record (2 cert. copies);		-hospital or clinic, where the child was born
5.Baptismal certificate (2 cert. copies);		-church, where baptized
6.Medical certification (has not undergone sex change or sex transplant), 1 orig. & 1 cert. copy;		-Municipal Health Officer
7.Clearance/certification of no pending administrative, civil or criminal case/record (1 original, 1 cert.copy, each) from:		
-employer, if employed ;		-employer
-affidavit of non-employment, if unemployed ;		-any person authorized by law to administer oaths
-Phil. National Police (PNP);		-PNP office
-National Bureau of Investigation (NBI);		-NBI office
-other clearances (Brgy. Clearance, etc)		-Barangay Chairman
8.Publication/Proof of publication:		
a. affidavit of publication from the publisher (1 original, 1 cert. copy);		-publisher, newspaper of general circulation
b. copy of the newspaper clipping (1 original, 1 cert. copy);		-publisher, newspaper of general circulation
9.Official receipt of the filing fee-PHP3,000;		-Municipal Treasury



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. File petition with all its documentary evidence;	1. Receive & check the petition form & its supporting documentary evidence;	Filing fee -PHP3,000	1 hour	any LCR staff
2. Get the petition form & have it notarized/subscribed;	2. Prepare petition form, if not available & advise client for the notarization of the document ;		1 hr.	L. Abellana-LCR/ notary public
3. Return to LCR's office & submit the notarized petition with all its supporting documents;	3. Accept petition with the required documentary evidences;		1 hr.	any LCR staff/L. Abellana
4. Get the payment slip & present it to the municipal treasury for payment;	4. Issue payment slip after checking/ verifying the authenticity of the documentary evidences presented & found to be sufficient proofs for the approval/granting of the petition;		5 min.	any LCR staff/L. Abellana
5. Pay the required fees to the Municipal Treasury;	5. MTO personnel receive payment & issue receipt;		30 minutes	MTO staff-Crispin Paceluna, etc.
6. Submit the O.R. to LCR's office;	6.1. Receive O.R. from client;		5 minutes	Any LCR staff
	6.2. Prepare the notice to the public of the petition being filed & post it in the designated area;		1 hr.	L. Abellana-LCR
	6.3. Prepare the notice for publication of the petition in the newspaper of general circulation;		1 hr.	L. Abellana-LCR
7. Get the notice & have it published in the newspaper of general circulation for two (2) consecutive weeks, at least once a week;	7. Give to client the notice for publication & advise him/her to have it published in the newspaper of general circulation;		5 minutes	Any LCR staff/L. Abellana
8. Go back to the publisher	8. Advise client		5 minutes	L. Abellana-LCR



<p>once publication is done & request for the ff: -affidavit of publication; -newspaper clipping;</p> <p>9.Return to LCR's office & submit the proofs of publication;</p>	<p>to go back to the publisher once the publication is done & to request proofs of publication;</p> <p>9.1.Receive proofs of publication;</p> <p>9.2.Act/decide the petition;</p> <p>9.3.Once decided, inform client, the mailing expenses to be shouldered by him/her;</p> <p>10.Transmit petition to OCRG, PSA, Manila for their action/decision;</p>		<p>5 minutes</p> <p>Within 5 days after the submission of proofs of publication & completion of the required publication period (time can not be determined)</p> <p>5 minutes</p>	<p><i>any LCR staff/L. Abellana-LCR</i></p> <p><i>L. Abellana-LCR</i></p> <p><i>any LCR staff/L. Abellana-LCR</i></p>
<p>10.Wait for the decision of the Civil Registrar General, PSA, Manila;</p>	<p>10.Transmit petition to OCRG, PSA, Manila for their action/decision;</p>		<p>5 minutes, if mailed thru post office; 4-6 hrs. if thru LBC & other couriers</p>	<p><i>Any LCR staff/client</i></p>
<p>11.Contact LCR's office for follow-up, two to three months after mailing the petition;</p>	<p>11.Give client contact number of LCR's office for follow-up after 3-4 months;</p>		<p>5 minutes</p>	<p><i>Any LCR staff</i></p>
<p>12.Request a copy of the petition once approved & affirmed;</p>	<p>12.Issue Certificate of Finality once the approved petition is affirmed by the CRG;</p> <p>-If LCR's decision of approving the petition is impugned by the Civil Registrar General, advise client to file Motion for Reconsideration within 15 working days from receipt of the CRG's decision or to file appropriate</p>		<p>1 hr.</p>	<p><i>L. Abellana-LCR</i></p>



<p>13. Request for the processing of annotation of the subject document to PSA VII, Cebu City;</p> <p>14. Get the payment slip & proceed to Municipal Treasury for payment;</p> <p>15. Pay the required fees & get the corresponding O.R.;</p> <p>16. Submit the O.R. to LCR's office;</p> <p>17. Wait for the PSA's approval & once approved, request annotated PSA copy.</p> <p><i>(Note: Follow steps 1, 4-17 for those with complete requirements)</i></p>	<p>petition to the proper Court;</p> <p>13. Advise client to request for the processing of the annotation of the subject document to PSA VII, Cebu City;</p>		5 minutes	<i>Any LCR staff/L. Abellana-LCR</i>
	<p>14. Issue payment slip for the required fees;</p>		5 minutes	<i>any LCR staff</i>
	<p>15. MTO personnel receive payment & issue receipt;</p>	<p>Annotated Form 1A issued to OCRG, PSA, Manila</p> <ul style="list-style-type: none"> - PHP90 <p>Un annotated Form 1A issued to PSA, Manila</p> <ul style="list-style-type: none"> - PHP90 <p>Certified copies of approved petition</p> <ul style="list-style-type: none"> - PHP120 <p>Secretary's fee</p> <ul style="list-style-type: none"> - PHP50 	30 minutes	<i>MTO staff-Crispin Paceluna, etc.</i>
	<p>16. Receive O.R. & start processing the request;</p>		5 minutes	<i>T. Alpas-Admin. Aide I/L. Abellana-LCR</i>
	<p>17. Advise client to wait for the approval of the request & once approved, to request annotated PSA copy of the subject document.</p>		5 minutes	<i>Any LCR staff</i>
		Total: PHP3,350	Total: - (covered by R.A. No. 10172)	



14. Service Name: PETITION - Correction in the Day & Month in the Date of Birth pursuant to R.A. No. 10172

Service Information: An individual whose entry/ies in the day and/or month in the date of birth in his registered birth record can file a petition to correct the same.

Office or Division:	Office of the Municipal Civil Registrar
Classification:	Highly Technical
Type of Transaction:	G2C - Government to Citizen, G2G
Who may avail:	All
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1.Duly notarized Petition form (3 original copies); 2.Affected Certificate of Live Birth (1 original, 2 certified copies); 3.Earliest school record/Form 137-Elem. (2 cert. copies); 4.Medical records/immunization record (2 cert. copies); 5.Baptismal certificate (2 cert. copies); 6.Clearance/certification of no pending administrative, civil or criminal case/record (1 original, 1 cert.copy, each) from: -employer, if employed ; -affidavit of non-employment, if unemployed ; -Phil. National Police (PNP); -National Bureau of Investigation (NBI); -other clearances (Brgy. Clearance, etc) 7.Publication/Proof of publication: a. affidavit of publication from the publisher (1 original, 1 cert. copy); b. copy of the newspaper clipping (1 original, 1 cert. copy); 8.Official receipt of the filing fee-PHP3,000;	-Office of the Local Civil Registrar/notary public -PSA & Office of the Local Civil Registrar -school registrar, where child attended school -hospital or clinic, where the child was born -church, where baptized -employer -any person authorized by law to administer oaths -PNP office -NBI office -Barangay Chairman -publisher, newspaper of general circulation -publisher, newspaper of general circulation -Municipal Treasury



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. File petition with all its documentary evidence;	1. Receive & check the petition form & its supporting documentary evidence;	Filing fee -PHP3,000	1 hour	any LCR staff
2. Get the petition form & have it notarized/subscribed;	2. Prepare petition form, if not available & advise client for the notarization of the document ;		1 hr.	L. Abellana-LCR/ notary public
3. Return to LCR's office & submit the notarized petition with all its supporting documents;	3. Accept petition with the required documentary evidences;		1 hr.	any LCR staff/L. Abellana
4. Get the payment slip & present it to the municipal treasury for payment;	4. Issue payment slip after checking/ verifying the authenticity of the documentary evidences presented & found to be sufficient proofs for the approval/granting of the petition;		5 minutes	any LCR staff/L. Abellana
5. Pay the required fees to the Municipal Treasury;	5. MTO personnel receive payment & issue receipt;		30 minutes	MTO staff-Crispin Paceluna, etc.
6. Submit the O.R. to LCR's office;	6.1. Receive O.R. from client;		5 minutes	Any LCR staff
	6.2. Prepare the notice to the public of the petition being filed & post it in the designated area;		1 hr.	L. Abellana-LCR
	6.3. Prepare the notice for publication of the petition in the newspaper of general circulation;		1 hr.	L. Abellana-LCR
7. Get the notice & have it published in the newspaper of general	7. Give to client the notice for publication & advise him/her to		5 minutes	Any LCR staff/L. Abellana



circulation for two (2) consecutive weeks, at least once a week; 8.Go back to the publisher once publication is done & request for the ff: -affidavit of publication; -newspaper clipping;	have it published in the newspaper of general circulation; 8.Advise client to go back to the publisher once the publication is done & to request proofs of publication;		5 minutes	<i>L. Abellana-LCR</i>
9.Return to LCR's office & submit the proofs of publication;	9.1.Receive proofs of publication; 9.2.Act/decide the petition;		5 minutes	<i>any LCR staff/L. Abellana-LCR</i>
			Within 5 days after the submission of proofs of publication from client & completion of the required publication period <i>(time cannot be determined)</i>	<i>L. Abellana-LCR</i>
	9.3.Once decided, inform client, the mailing expenses to be shouldered by him/her;		5 minutes	<i>any LCR staff/L. Abellana-LCR</i>
10.Wait for the decision of the Civil Registrar General, PSA, Manila;	10.Transmit petition to OCRG, PSA, Manila for their action/decision;		5 minutes, if mailed thru post office; 4-6 hrs. if thru LBC & other couriers	<i>Any LCR staff/client</i>
11.Contact LCR's office for follow-up, two to three months after mailing the petition;	11.Give client contact number of LCR's office for follow-up after 3-4 months;		5 minutes	<i>Any LCR staff</i>
12.Request a copy of the petition once approved & affirmed;	12.Issue Certificate of Finality once the approved petition is affirmed by the CRG; -If LCR's decision of approving the petition is impugned by the Civil Registrar General, advise client to file Motion		1 hr.	<i>L. Abellana-LCR</i>



<p>13. Request for the processing of annotation of the subject document to PSA VII, Cebu City;</p> <p>14. Get the payment slip & proceed to Municipal Treasury for payment;</p> <p>15. Pay the required fees & get the corresponding O.R.;</p> <p>16. Submit the O.R. to LCR's office;</p> <p>17. Wait for the PSA's approval & once approved, request annotated PSA copy.</p> <p><i>(Note: Follow steps 1, 4-17 for those with complete requirements)</i></p>	<p>for Reconsideration within 15 working days from receipt of the CRG's decision or to file appropriate petition to the proper Court;</p> <p>13. Advise client to request for the processing of the annotation of the subject document to PSA VII, Cebu City;</p> <p>14. Issue payment slip for the required fees;</p> <p>15. MTO personnel receive payment & issue receipt;</p>		5 minutes	<i>Any LCR staff/L. Abellana-LCR</i>
			5 minutes	<i>any LCR staff</i>
		<p>Annotated Form 1A issued to OCRG, PSA, Manila</p> <ul style="list-style-type: none"> - PHP90 <p>Un annotated Form 1A issued to PSA, Manila</p> <ul style="list-style-type: none"> - PHP90 <p>Certified copies of approved petition</p> <ul style="list-style-type: none"> - PHP120 <p>Secretary's fee</p> <ul style="list-style-type: none"> - PHP50 	30 minutes	<i>MTO staff-Crispin Paceluna, etc.</i>
	16. Receive O.R. & start processing the request;		5 minutes	<i>T. Alpas-Admin. Aide I/L. Abellana-LCR</i>
	17. Advise client to wait for the approval of the request & once approved, to request annotated PSA copy of the subject document.		5 minutes	<i>Any LCR staff</i>
		Total: PHP3,350	Total: - (covered by R.A. No. 10172)	



15. Service Name: PETITION - Migrant Petition for Correction in the Day & Month in the Date of Birth pursuant to R.A. No. 10172

Service Information: A person who is residing in this municipality & whose birth occurred & was registered in other place can file a petition for correction in the aforementioned entries in his/her birth record thru migrant petition.

Office or Division:	Office of the Municipal Civil Registrar	
Classification:	Highly Technical	
Type of Transaction:	G2C - Government to Citizen, G2G	
Who may avail:	All	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1.Duly notarized Petition form (3 original copies); 2.Affected Certificate of Live Birth (1 original, 2 certified copies); 3.Earliest school record/Form 137-Elem. (2 cert. copies); 4.Medical records/immunization record (2 cert. copies); 5.Baptismal certificate (2 cert. copies); 6.Clearance/certification of no pending administrative, civil or criminal case/record (1 original, 1 cert.copy, each) from: -employer, if employed ; -affidavit of non-employment, if unemployed ; -Phil. National Police (PNP); -National Bureau of Investigation (NBI); -other clearances (Brgy. Clearance, etc) 7.Publication/Proof of publication: a. affidavit of publication from the publisher (1 original, 1 cert. copy); b. copy of the newspaper clipping (1 original, 1 cert. copy); 8.Official receipt of service fee-PHP1,000; 9.Postal Money Order to be paid to the LCR concerned where birth was registered-PHP3000		-Office of the Local Civil Registrar/notary public -PSA & Office of the Local Civil Registrar -school registrar, where child attended school -hospital or clinic, where the child was born -church, where baptized -employer -any person authorized by law to administer oaths -PNP office -NBI office -Barangay Chairman -publisher, newspaper of general circulation -publisher, newspaper of general circulation -Municipal Treasury -Postal Office



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. File petition with all its documentary evidence;	1. Receive & check the petition form & its supporting documentary evidence;	Service fee -PHP1,000	1 hour	any LCR staff
2. Get the petition form & have it notarized/subscribed;	2. Prepare petition form, if not available & advise client for the notarization of the document ;		1 hr.	L. Abellana-LCR/ notary public
3. Return to LCR's office & submit the notarized petition with all its supporting documents;	3. Accept petition with the required documentary evidences;		1 hr.	any LCR staff/L. Abellana
4. Get the payment slip & present it to the municipal treasury for payment;	4. Issue payment slip after checking/ verifying the authenticity of the documentary evidences presented & found to be sufficient proofs for the approval/granting of the petition;		5 minutes	any LCR staff/L. Abellana
5. Pay the required fees to the Municipal Treasury;	5. MTO personnel receive payment & issue receipt;		30 minutes	MTO staff-Crispin Paceluna, etc.
6. Submit the O.R. to LCR's office;	6.1. Receive O.R. from client;		5 minutes	Any LCR staff
	6.2. Prepare the notice to the public of the petition being filed & post it in the designated area;		1 hr.	L. Abellana-LCR
	6.3. Prepare the notice for publication of the petition in the newspaper of general circulation;		1 hr.	L. Abellana-LCR
7. Get the notice & have it published in the newspaper of general circulation for two (2) consecutive weeks, at least once a week;	7. Give to client the notice for publication & advise him/her to have it published in the newspaper of general circulation;		5 minutes	Any LCR staff/L. Abellana
8. Go back to the publisher	8. Advise client		5 minutes	L. Abellana-LCR



once publication is done & request for the ff: -affidavit of publication; -newspaper clipping; 9.Return to LCR's office & submit the proofs of publication; 10.Wait and prepare the mailing expenses; 11.Follow-up the LCR concerned, 3-4 months after mailing, status of the petition filed.	to go back to the publisher once the publication is done & to request proofs of publication; 9.Receive proofs of publication; 10.1.Prepare the transmittal of the petition to the concerned LCR where the birth was registered; 10.2.Transmit petition to the concerned LCR; 11.Advise client to follow-up the LCR concerned, 3-4 months after mailing.		5 minutes	any LCR staff/L. Abellana-LCR
			30 minutes	L. Abellana-LCR
			5 minutes, if mailed thru post office; 4-6 hrs. if thru LBC & other couriers 5 minutes	any LCR staff/L. Abellana-LCR Any LCR staff/client
		Total:PHP1000		Total: - (covered by R.A. No. 10172)



OFFICE OF THE MUNICIPAL MAYOR

External Services



1. Service Name: MAYOR'S CLEARANCE, JOB RECOMMENDATIONS AND CERTIFICATIONS

Service Information: Mayor's clearance is issued to individuals needing this document that states he/she has no pending case filed with the office of the mayor. Certification is issued to affirm the validity of information. JobRecommendation are issued for job seekers.

Office or Division:	OFFICE OF THE MAYOR			
Classification:	SIMPLE			
Type of Transaction:	G2C GOVERNMENT TO CITIZEN			
Who may avail:	RESIDENTS OF THE MUNICIPALITY			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Barangay Clearance 1 copy original w/ OR		Barangay Hall		
Police Clearance 1 copy original w/OR		Local Police Station		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Sign in the Client Log Book in theMunicipal Lobby		None	10 minutes	<i>Hazel S. Lanutan Mare Angelie O. Retiza</i>
Submit required documents for initialassessment and verification and secure oforder of payment	Received required documentsand check for completenessand Issue order of payment		20 minutes	<i>Hazel S. Lanutan Mare Angelie O. Retiza</i>
Pay the required fees at the Treasurer'sOffice by showing the order of Payment		P 50.00 P 30.00 DST		<i>Crispin Paceluna Honey Caramihan</i>
	Start processing the required			<i>Hazel S. Lanutan Mare Angelie O. Retiza</i>
	Issue the certification orClearance to the client			<i>Mare Angelie O. Retiza</i>
TOTAL		P80.00	30 mins.	



2. Service Name: SOLEMNIZATION OF CIVIL MARRIAGE

Service Information: Shown social union, a legal contact between people that create kinship and unites their lives legally, economically and emotionally.

Office or Division:	OFFICE OF THE MAYOR			
Classification:	SIMPLE			
Type of Transaction:	G2C GOVERNMENT TO CITIZEN			
Who may avail:	ALL REGISTERED COUPLE			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Refers to the Local Civil Registrar's Office for the requirements: 1. Certificate of Marriage Licence 1 original 2 photocopies 2. Personal appearance 3. List of Sponsors 1 original copy		Local Civil Registrar's Office Bride/Groom		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Log Book in the Municipal Lobby		P 150.00-Local resident		
2. Proceed to Mayor's Office	Certificate of completeness of documents	P 1,000.00-for foreigners	5 minutes	Mare Angelie O. Retiza
3. Proceed to the Treasurer's Office for the Civil Payment of the Solemnization Marriage Fee	Issue order of payment Schedule the date and time of marriage ceremony		10 minutes	Hazel S. Lanutan
4. Back to Mayor's Office with the OR of payment	Ceremony proper Releasing of Certificate of marriage		45 minutes	Glenn F. Baricuatro Mare Angelie O. Retiza
TOTAL		Local- P150.00 foreigners- P1,000.00	1 hour	



LOCAL DISASTER RISK REDUCTION MANAGEMENT OFFICE

External Services



1. Service Name: TRAININGS

Service Information: The LDRRMO's Trainings conducted aims to capacitate individuals in rendering Basic Emergency procedure until Emergency Rescue personnel arrived at the scene.

Office or Division:	OFFICE OF THE LOCAL DISASTER RISK REDUCTION AND MANAGEMENT			
Classification:	SIMPLE			
Type of Transaction:	G2C GOVERNMENT TO CITIZEN			
Who may avail:	BARANGAYS / VOLUNTEERS			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter request for the specific training addressed to the Local Chief Executive		Head of institution or Head of Barangay or Head of group or team		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure permission from MHO for local IATF guidelines	1.1 Verify approved letter request training & coordinate	None	1 minute	<i>Lawrence S. Ygay (LDRRMO)</i>
2. Proceed to the Mayor's Office & submit letter request for approval	1.2 Schedule with the requesting party	None	4 minutes	<i>Joriz Vincent W. Mainit (Training head)</i>
3. Proceed to LDRRM Office & submit approved letter request		None	3 days	<i>Joriz Vincent W. Mainit (Training head)</i>
4. Follow up request status				
5. Accommodate LDRRM training team	5. Training proper			
TOTAL			3days & 5mins.	



2. Service Name: EMERGENCY RESPONSE

Service Information: The LDRRMO's Emergency Response provides emergency service to people that needs immediate intervention and transport to the nearest Health Care Facility.

Office or Division:	OFFICE OF THE LOCAL DISASTER RISK REDUCTION AND MANAGEMENT			
Classification:	SIMPLE			
Type of Transaction:	G2C GOVERNMENT TO CITIZEN			
Who may avail:	ALL; GENERAL PUBLIC			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Emergency Hotline Numbers		LDRRM Office DRRM FB Page		
1. Personal Appearance		DRRM Emergency Group chat Emergency Hotline signage Barangay Halls or Officials		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Call the Emergency Hotline Numbers or proceed directly to the LDRRM Office	1.1 Verify the call and request	None	1 minute	<i>Ramil I. Ohagan (Operation Head)</i>
	1.2 Identify the type of Emergency	None	20 seconds	<i>Ramil I. Ohagan (Operation Head)</i>
	1.3 Prepare the needed equipment	None	20 seconds	<i>Emergency Response Team</i>
	1.4 Dispatch Emergency Team	None	2 minutes if with COVID symptoms (wearing PPE)	<i>Emergency Response Team</i>
	1.5 Assist patient, perform emergency care and obtain information	None	5 minutes	<i>Emergency Response Team</i>
	1.6 Transport patient to an Emergency Facility	None	30 mins (time depends on the location of incident)	<i>Emergency Response Team</i>
TOTAL			38 minutes and 40 seconds	



3. Service Name: PRUNING OF TREES

Service Information: The LDRRMO's pruning services helps to prevent/minimizes accidents from falling trees due to heavy rains and winds.

Office or Division:	OFFICE OF THE LOCAL DISASTER RISK REDUCTION AND MANAGEMENT			
Classification:	SIMPLE			
Type of Transaction:	G2C GOVERNMENT TO CITIZEN			
Who may avail:	ALL; GENERAL PUBLIC			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter request for pruning of trees addressed to the Local Chief Executive		Head of institution or Head of Barangay or Lot owner		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send letter request to the Mayor's Office, letter shall be forwarded to LDRRM Office	1. Verify approved letter request training & coordinate	None	1 minute	Lawrence S. Ygay (LDRRMO)
2. Follow status of request	2. Verify location and situation		20 minutes (depends on location)	Ramil I. Ohagan (Operation Head)
3. Assist the clearing team	3. Schedule pruning / inform client on schedule	None	1 day	Ramil I. Ohagan (Operation Head)
	4. Pruning & clearing	None	1-3 days	Ramil I. Ohagan (Operation Head)
TOTAL			4 days & 21mins	



4. Service Name: CLEARING OPERATIONS (DURING AND AFTER CALAMITIES)

Service Information: The LDRRMO's clearing operations eliminates the obstruction on the road and houses caused by calamities.

Office or Division:	OFFICE OF THE LOCAL DISASTER RISK REDUCTION AND MANAGEMENT			
Classification:	SIMPLE			
Type of Transaction:	G2C GOVERNMENT TO CITIZEN			
Who may avail:	AFFECTED FAMILIES / INDIVIDUALS			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Emergency Hotline Numbers		LDRRM Office DRRM FB Page DRRM Emergency Groupchat Emergency Hotline signage Barangay Halls or Officials		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Call the Emergency Hotline Numbers or proceed directly to the LDRRM Office	1.1 Verify the call and request	None	1 minute	<i>Lawrence S. Ygay (LDRRMO)</i>
	1.2 Identify the type of Clearing Operations	None	1 minute	<i>Ramil I. Ohagan (Operation Head)</i>
	1.3 Prepare the needed equipment	None	2 - 5 minutes	<i>Ramil I. Ohagan (Operation Head)</i>
	1.4 Dispatch Emergency Team	None	2 minutes	<i>Emergency Response Team</i>
TOTAL			9 minutes	



5. Service Name:FOOD ASSISTANCE TO QUARANTINED FAMILY DURING PANDEMIC AND EVACUATED FAMILIES DUE TO CALAMITIES

Service Information: The LDRRMO's renders food assistance to families or individuals affected by calamity and pandemic.

Office or Division:	OFFICE OF THE LOCAL DISASTER RISK REDUCTION AND MANAGEMENT			
Classification:	SIMPLE			
Type of Transaction:	G2C GOVERNMENT TO CITIZEN			
Who may avail:	ALL; AFFECTED FAMILIES/INDIVIDUALS OF COVID-19 AND CALAMITY			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. List of active cases and their direct contacts for COVID-19.		Municipal Health Office Barangay Hall, Barangay Health Workers and Officials		
2. List of affected families/individuals from the MSWDO		Municipal Social Welfare and Development Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. List of affected families shall be furnished to the LDRRM Office from the MHO	1. Verify list	None	2 minutes	<i>Lawrence S. Ygay (LDRRMO)</i>
2. List of affected families/individuals	2. Identify the complete address and number of affected family members	None	2 minutes	<i>Ramil I. Ohagan (Operation Head)</i>
	3. Prepare the food assistance	None	3 minutes	<i>Ramil I. Ohagan (Operation Head)</i>
	4. Dispatch Team for Food assistance	None	3 minutes	<i>Food Assistance Team</i>
TOTAL			10 minutes	



OFFICE OF THE MUNICIPAL TREASURY

External Services



1. Service Name: CASH DISBURSEMENT

Service Information: Payment for transactions less than P1,000.00; payments for financial assistance and labor payroll

Office or Division:	OFFICE OF THE MUNICIPAL TREASURER/CASH DIVISION			
Classification:	SIMPLE			
Type of Transaction:	G2C GOVERNMENT TO CITIZEN			
Who may avail:	ALL WHO HAVE TRANSACTION WITH THE GOVERNMENT			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Approved Disbursement Voucher with documentary requirements		From the Office of the Municipal Accountant		
2. I.D. of claimant		From the claimant		
3. Authorization letter of claimant with his/ her I. D. and I.D. of representative if unable to come to the office		From the claimant and representative		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to the designated window for cash payment/disbursement	1. Ask the name of the client/ claimant and his/her I.D. for proper identification and give the disbursement voucher together with the cash for signature.	None	3 minutes	Anneli N. Flores
2. Receive the cash and sign the disbursement voucher acknowledging receipt and return to the disbursing officer.	2.1 Receive and review the disbursement voucher duly signed by the claimant.	None	1 minute	Anneli N. Flores
	2.2 Post the paid disbursement voucher in the cashbook.	None	1 minute	Anneli N. Flores
TOTAL			5 minutes	



2. Service Name: CHECK DISBURSEMENT

Service Information: Payments of transactions more than P1,000.00

Office or Division:		OFFICE OF THE MUNICIPAL TREASURER/CASH DIVISION		
Classification:		SIMPLE		
Type of Transaction:		G2C GOVERNMENT TO CITIZEN		
Who may avail:		ALL WHO HAVE TRANSACTION WITH THE GOVERNMENT		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Approved Disbursement Voucher with documentary requirements		From the Office of the Municipal Accountant		
2. I.D. of claimant		From the claimant		
3. Authorization letter of claimant with his/her I.D. if unable to come to the office and I.D. of the representative		From the claimant and representative		
4. SPA for corporation		From Secretary of BOD		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to the designated window for check payments/disbursement.	1. Ask the name of the client/ claimant and his/her I.D. Proper identification then gives the disbursement voucher together with the check for signature.	None	5 minutes	Mary Jess Fedrequilan
2. Receive the disbursement voucher and issue official receipt/collection receipt/ sales invoice/acknowledgment receipt depending on the transaction then sign the receipt portion of the disbursement voucher and return DV to the releasing officer	2.1. Receive and review the disbursement voucher duly signed by the client/claimant 2.2 Give the logbook for signature of the claimant	None	2 minutes	Mary Jess Fedrequilan
3. Receive the logbook and sign	3. Receive and review the logbook duly signed	None	1 minute	Mary Jess Fedrequilan



to acknowledge receipt of the payment and then return to the releasing officer	by the claimant			
	4. Post the paid disbursement voucher in the cashbook	None	2 minutes	<i>Municipal Treasurer</i>
TOTAL			12 minutes	



3. Service Name:COLLECTION OF REAL PROPERTY TAX

Service Information: This tax is imposed to persons who own lots and buildings located in our municipality. This is a provincial imposition and the sharingscheme is: 35% province, 40% municipality and 25% barangay to where the property is located.

Office or Division:		OFFICE OF THE MUNICIPAL TREASURER/CASH DIVISION		
Classification:		SIMPLE		
Type of Transaction:		G2C GOVERNMENT TO CITIZEN		
Who may avail:		ALL PROPERTY OWNERS RESIDING WITHIN OUR MUNICIPALITY AND OUTSIDE RESIDENTS WHO HAVE PROPERTIES IN OUR MUNICIPALITY		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Real Property Tax Account Register (RPTAR) if the payor is the owner of the property.		Provided by the Municipal Treasurer's Office		
2. Old official receipt if the payor is not the owner of the property.		From the payor/taxpayer		
3. Deed of Sale if the property is already sold and not yet transferred to the buyer.		From the payor/taxpayer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to the designated window for real property tax collectors and tell her/him that you will pay your real property tax obligation.	1.1 Ask for the name of the property owner and pull out the real property tax account register (RPTAR) for the computation of the tax.	Computation of the tax if paid on or before March 31 of the current year: Assessed Value*1%-10%=Basic &Sef (AV) (discount)	2 minutes	Rosemarie Conde Carmel Undalok
	1.2 Or ask for the old official receipt if the payor is not the property owner.	Computation of the tax if paid after March 31 of the current year: Assessed Value*1%*2% penalty per month starting January of the current year = Basic and Sef		



	Or ask for the Deed of Sale if the property is already sold and not transferred yet to the buyer.	Computation of tax if delinquent and paid on the current year:		
	1.2 Compute the tax and inform the client of his/her total payables.	Delinquent since 1973: Assessed Value*1%*no. of years delinquent*12% penalty=Basic and Sef	5 minutes	<i>Rosemarie Conde Carmel Undalok</i>
2. Pay to the revenue collector	2. Receive the payment and issue official receipt and give the original copy to the client	Delinquent since 1974-1991: Assessed Value*1%* no. of years delinquent*24% penalty = Basic and Sef Delinquent since 1992-2019: Assessed Value*1%* no. of years delinquent*72% penalty = Basic and Sef	1 minute	<i>Rosemarie Conde Carmel Undalok</i>
3. Receive the official receipt as evidence of payment	3. Post the payment to real property tax account register (RPTAR).	Delinquency starting January 2020: Assessed Value*1%*14% penalty and additional 2% per month until fully paid Computation of tax if advance payment (means paying in advance the succeeding year on	2 minutes	<i>Maria Dolores Erlcae De Guzman Aprilyn De Gracia</i>



		the current year: Assessed Value*1%- 20% discount=Basic and Sef		
TOTAL			10 minutes	



4. Service Name: COLLECTION OF REGULATORY FEES, SERVICE FEES AND MUNICIPAL CHARGES

Service Information These fees and charges are necessary for the regulation of the activities undertaken for the services given to the constituents and for the usage of government facilities.

Office or Division:		OFFICE OF THE MUNICIPAL TREASURER/CASH DIVISION		
Classification:		SIMPLE		
Type of Transaction:		G2C GOVERNMENT TO CITIZEN		
Who may avail:		ALL PERSONS WHO WANT TO AVAIL THE SERVICES OF THE DIFFERENT OFFICES AND THOSE WHO TRANSACT BUSINESS WITH THE GOVERNMENT		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Tax order of payment or payment slip		From the concerned government office providing the service or office being transacted		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to the office for the service you want to avail of or you want to transact with and ask for the tax order of payment or payment slip and bring to the Municipal Treasurer's Office for payment.	1.1 Receive the tax order of payment or payment slip and issue the corresponding official receipt.	Depend on the tax order of payment or payment slip issued by the concerned office which can be found in their Citizen's Charter.	1 minute	Jaymarie Caramihan an Crispin Paselona
	1.2 Advise the client to go back to the office being transacted to submit the official receipt	None	1 minute	Jaymarie Caramihan an Crispin Paselona
2. Return to the office concerned with the official receipt for the processing of the document requested.	2.1 Receive the official receipt and process the document requested.	None	5 minutes	Staff responsible of the office concerned
	2.2 Release to the client the document requested.	None	1 minute	Staff responsible of the office concerned
3. Receive the document requested				
TOTAL			8 minutes	



5. Service Name: COLLECTION OF STALL AND BOOTH RENTAL IN THE PUBLIC MARKET

Service Information: All stallholders in the public market are being collected daily rental for the spaces they occupy.

Office or Division:		OFFICE OF THE MUNICIPAL TREASURER/CASH DIVISION		
Classification:		SIMPLE		
Type of Transaction:		G2B - GOVERNMENT TO BUSINESS		
Who may avail:		ALL STALL AND BOOTH OCCUPANTS IN THE PUBLIC MARKET		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Individual ledger cards of stall and booth occupants in the public market		From the Public Market Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Wait for the assigned collector in your area.	1.1 Go to the assigned area for collection and issue OR for stall and booth payments.	<p>Imposition of Market Fees and Charges:</p> <p>A. Rental charges on stalls, booths, and/or spaces within the market building to be collected daily excluding electrical consumption:</p> <p>a. On permanent stalls for all sections: *Stall Nos. 01-45 = P60.00/day *Stall Nos. 46-59 = P70.00/day *Stall Nos. 71-84 = P70.00/day *Stall Nos. 60-70 = P50.00/day</p> <p>b. On spaces for the vegetables and fruits section = P25.00/day</p> <p>c. On spaces in the meat section = P35.00/day</p> <p>d. On spaces in fish section = P25.00/day</p>	3 hours and 30 minutes	<p><i>Ramil Gentapa</i></p> <p><i>Lambert Paslon</i></p>



		<p>Provided further, that the daily rental charges not paid after fifteen (15) days, asurcharge of 25% of the whole unpaid amount shall be imposed.</p> <p>B. Market fees for the occupancy of spaces within and outside market premises:</p> <ol style="list-style-type: none"> 1. Trading post/bagsakan = P50.00/entry 2. Fried chicken & food stand = P30.00/entry 3. Hanging rice (poso) = P10.00/entry 4. Tuba dealer = P20.00/entry 5. Fish section extension = P20.00/entry 6. Rolling store = P20.00/entry 7. And other products sold outside = P20.00/entry 	3 hours and 30 minutes	<i>Nora May Labandero-Rago</i>
		Provided further, that market fees imposed not paid after fifteen (15) days shallbear a surcharge of 25% on the whole unpaid amount.		
	1.2. Prepare report of dailycollection and remit to liquidating officer.		30 minutes	<i>RamilGentapa Lambert Paslon Nora Mae Rago</i>
TOTAL			4hrs.	



6. Service Name:ISSUANCE OF COMMUNITY TAX CERTIFICATE (CTC)

Service Information: This document is imposed on persons, natural or juridical who are residing in the municipality and they are used to identify the person based on the personal information given on the said document

Office or Division:		OFFICE OF THE MUNICIPAL TREASURER/CASH DIVISION		
Classification:		SIMPLE		
Type of Transaction:		G2C GOVERNMENT TO CITIZEN		
Who may avail:		ALL WHO ARE 18 YEARS OLD AND ABOVE AND HAS BEEN REGULARLY EMPLOYED ON A WAGE OR SALARY BASIS FOR AT LEAST 30 CONSECUTIVE WORKING DAYS DURING THE CALENDAR YEAR; THOSE ENGAGED IN BUSINESS; INDIVIDUAL PERSON OR CORPORATION, DOMESTIC OR RESIDENT-FOREIGN DOING BUSINESS IN THE PHILIPPINES.		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Identification card or any government issued I.D.		I.D. to be secured from the employer or any government office		
2. Authorization letter with justification from the concerned individualneeding the document together with his/her I.D. if unable to come to theoffice and I.D. of the authorized representative		From the concerned individual needing the document and from the representative		
3. Board Resolution authorizing the contracting party to get the document if corporation together with his/her I.D.		From the Secretary of the Board of Directors (BOD)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to the designated window for issuance of CTC and tell the collector that you want to get a CTC	1. Give to the client the request form to be filled-up	Individual if paid before the last day of February of the current year: A. Basic Community Tax - (P 5.00) Voluntary or Exempt (P 1.00) B. Additional Community Tax (not to exceed P 5,000.00)	1 minute	JaymarieCaramiha n Crispin Paselona



2. Fill-up the request form and submit to the collector together with the attachments as the case maybe.	2. Receive the request form with attachments and issue the CTC then inform the client of the amount to be paid.		2 minutes	JaymarieCaramihan Crispin Paselona
	2.2. Give to the client the CTC for signature and thumb mark.		1 minute	JaymarieCaramihan Crispin Paselona
3. Sign the CTC and put thumb mark on the space provided and return to the collector together with the payment.	3.1. Receive and review the signed CTC together with the payment then detach the original copy of CTC and give to copy and give to the client.	<p>1. Gross receipts or earning derived from business during the preceding year (P 1.00 for every P 1,000.00)</p> <p>2. Salaries or gross receipt or earning derived from exercise of profession or pursuit of any occupation (P 1.00 for every P1,000.00)</p> <p>3. Income from real property (P 1.00 for every P1,000.00)</p>	1 minute	JaymarieCaramihan Crispin Paselona
		Individual if paid after the last day of February of the current year: Total of A and B plus additional of 2% interest of the total amount every month beginning January of the current year.	1 minute	JaymarieCaramihan Crispin Paselona



		<p>Juridical persons or corporation if paid before the last day of February of the current year:</p> <p>A. Basic Community Tax - (P500.00) B. Additional Community Tax (tax not to exceed P10,000.00)</p>	1 minute	JaymarieCaramihan Crispin Paselona
		1. Assessed value of real property owned in the Philippines (P2.00 for every P5,000.00)		
		2. Gross receipts including dividends/ earning derived from business in the Philippines during the preceding year (P2.00 for every P5,000.00)		



		3. Juridical persons or corporation if paid after the last day of February of the current year: Total of A and B plus additional 2% interest of the total amount every month starting January of the current year		
TOTAL			5 minutes	



7. Service Name:ISSUANCE OF TAX CLEARANCE WHERE PROPERTY HAS DELINQUENCY

Service Information: This document is issued to property owners who have no real property tax delinquency. Its usage depends on the need of the enduser.

Office or Division:		OFFICE OF THE MUNICIPAL TREASURER/CASH DIVISION		
Classification:		SIMPLE		
Type of Transaction:		G2C GOVERNMENT TO CITIZEN		
Who may avail:		ALL WHO HAS PROPERTIES IN THE MUNICIPALITY		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request form with the following supporting documents:		Request form from the collector in-charge		
a. I.D. if owner of the property		From the property owner		
b. Authorization letter from property owner together with his/her I.D. and I.D. of the representative		From the property owner and representative		
c. Latest OR of RPT payment of lot requested (if none refer to RPTAR)		From the property owner		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to the designated window of collector for service fees and charges then tell him/her that you want to get a tax clearance	1. Give to the client the request form to be filled-up.	Tax Clearance P50.00 Documentary Stamp Tax (DST) - <u>P30.00</u> P80.00 (for every property)	1 minute	Jaymarie Caramihan Crispin Paselona
2. Fill up the request form and submit to the collector together with the supporting document.	2. Receive the request form with the supporting documents for review.		2 minutes	Jaymarie Caramihan Crispin Paselona
	2.3 If there is no latest OR of payment, the clerk will pull out the RPTAR for verification.		3 minutes	Aprilyn de Gracia Ma. Dolores Erlcae de Guzman



	2.4 If the property is not paid, advise the client to settle his/her obligation and go to the window of real property tax collectors.		1 minute	JaymarieCaramihan Crispin Paselona
3. The client will go to the designated window of real property tax collectorsand pay his/her account.	3. The collector receives his/her RPT payment and issues the corresponding OR.		3 minutes	Rosemarie Conde Carmel Laparan
4. Go back to the window of the collector who will issue the tax clearance and present the OR of RPT payment.	4. The collector receives the OR of RPT payment and informs the client of the amount to be paid for the tax clearance.		1 minute	JaymarieCaramihan Crispin Paselona
5. The client paid the corresponding amount.	5. The collector will issue OR and give to the clerk together with the OR of RPT payment for processing.		1 minute	JaymarieCaramihan Crispin Paselona
	5.1 The clerk will process the document then release to the client		3 minutes	Aprilyn de Gracia Ma. Dolores Erlcae de Guzman
TOTAL		P80.00	15 minutes	



8. Service Name: ISSUANCE OF TAX CLEARANCE WHERE PROPERTY HAS NO DELINQUENCY

Service Information: This document is issued to property owners who have no real property tax delinquency. Its usage depends on the need of the end user.

Office or Division:		OFFICE OF THE MUNICIPAL TREASURER/CASH DIVISION		
Classification:		SIMPLE		
Type of Transaction:		G2C GOVERNMENT TO CITIZEN		
Who may avail:		ALL WHO HAS PROPERTIES IN THE MUNICIPALITY		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request form with the following supporting documents:		Request form from the collector in-charge		
a. I.D. if owner of the property		From the property owner		
b. Authorization letter from property owner together with his/her I.D. and I.D. of the representative		From the property owner and representative		
c. Latest OR of RPT payment of lot requested (if none refer to RPTAR)		From the property owner		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to the designated window of collector for service fees and charges then tell him/her that you want to get a tax clearance	1. Give to the client the request form to be filled-up.	Tax Clearance P50.00 Documentary Stamp Tax (DST) - P30.00 P80.00 (for every property)	1 minute	Jaymarie Caramihan Crispin Paselona
2. Fill up the request form and submit to the collector together with the supporting document.	2. Receive the request form with the supporting documents for review.		2 minutes	Jaymarie Caramihan Crispin Paselona
	2.1 If there is no latest OR of payment, the clerk will pull out the RPTAR for verification.		3 minutes	Aprilyn de Gracia Ma. Dolores Erlcae de Guzman
	2.2 After the verification, the collector will inform the client of the amount to be paid.		1 minute	Jaymarie Caramihan Crispin Paselona



3. Pay to the collector the corresponding amount.	3.1 Receive the payment and issue OR and give to the clerk for processing.		1 minute	JaymarieCaramihan Crispin Paselona
	3.2 The clerk will process the document then release to the client.		3 minutes	Aprilyn de Gracia Ma. Dolores Erlcae de Guzman
TOTAL		P80.00	11 minutes	



9. Service Name: BUSINESS PERMIT AND LICENSE ISSUANCE FOR NEW APPLICANTS

Service Information: Every person, natural or juridical, who are doing business in our municipality are required to get business permit and license for regulation and taxation purposes which starts on the first working day of the current year.

Office or Division:	OFFICE OF THE MUNICIPAL TREASURER/CASH DIVISION	
Classification:	SIMPLE	
Type of Transaction:	G2B - GOVERNMENT TO BUSINESS	
Who may avail:	ALL OWNERS OF BUSINESS ESTABLISHMENT WITHIN THE MUNICIPALITY	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Barangay Clearance		Office of the Barangay
2. Certification as to capital investment		Certification by business owner himself
3. DTI Registration/SEC/CDA		DTI Office/SEC/CDA
4. Occupancy Permit if building		OBO Office
5. Contract of Lease if lessee and Mayor's Permit of the owner of the land and building		Lessor
6. Other requirements appropriate to the type of business from Provincial and National Agencies:		
6.1. TYPE OF BUSINESS:		
a. Animals and animal products, registration of veterinary drugs and animal facilities		Registration Certificate - Bureau of Animals Industry
b. Aquatic animals, importation, fishpond lease agreement		Permit - Bureau of Fisheries and Aquatic Resources (DA-BFAR)
c. Fertilizer products and registration of pesticide products		Registration Certificate - Fertilizer and Pesticide Authority (DA_FPA)
d. Fiber and fiber products processing and trading		Registration Certificate; commodity clearance-Fiber Development Authority (DA-FIDA)
e. Film and television production, export and import, booking. etc.		Registration Certificate - Movie and Television Review and Classification Board (MTRCB)
f. Pharmacy and chemical related business		Registration Certificate - Bureau of Food and Drugs, Department of Health (DOH-BFAD)
g. Flour processing, grains wholesaling and retailing, milling, warehousing, exporting, importing, indenting, packaging, threshing, cornshelling, mechanical drying		License - National Food Authority (DA_NFA)



h. Meat plant accreditation for meat and meat products, slaughterhouse operations	Accreditation Certificate, Registration Certificate - National Meat Inspection Commission
i. Pawnshop and lending investor	Registration Certificate - Bangko Sentral ng Pilipinas, Department of Finance (DOF-BSP)
j. Plants and plant products: nursery accreditation, seed certification and phytosanitary certificate	Permit - Bureau of Plant Industry (DA_BPI) Registration Certificate (DA-BPI)
k. Recruitment of placement agency for foreign employment	Registration Certificate - Philippine Overseas; Employment Administration, Dept. of Labor
l. Schools & educational institution: Educational institution (nursery, primary elementary, secondary levels); tertiary level; technical-vocational education training program registration and accreditation	Permit-Dept. of Education (DepEd); Commission on Higher Education (CHED); Registration
m. Security Agency Business	Permit - Philippine National Police, Department of Interior and Local Government (DILG-PNP)
n. Service and repair shops for: Motor vehicles; automotive and heavy equipment; engine and engineering works, and machine shops; electronic electrical, air conditioning and refrigeration; office and data processing equipment; medical and industrial equipment; appliances or devices; and private emission centers	Accreditation License: Bureau of Trade Regulation and Consumer Protection (DTI-BTCRP); DTI Regional Offices
o. Sugar Trading, muscovado converting and trading, processing or manufacturing sugar-based product for export	Registration Certificate- Sugar Regulatory Administration (DA-SRA)
p. Telecom Business	License - National Telecommunication Commission, Department of Transportation and Communication (DOTC-NTC)
q. Tourism -related projects	Registration and Accreditation Certificate - Department of Tourism (DOT)
r. Transportation: Land Transport Service; Sea Transport Service	Land Transport Franchise and Regulatory Board (DOTC-LTFRB); Marine Time Industry Authority (DOTC-MARINA)
s. Video production sales and rental	Optical Media Board (formerly Videogram Regulatory Board), Office of the President (OP-OMB)
t. Resorts, cockpits and other amusement places	Governor's Permit after issuance of Mayor's Permit



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID			PROCESSING TIME	PERSON RESPONSIBLE
1. Go to the Office of the Mayor and present the barangay clearance issued for business purposes	1. Receive and review the barangay clearance presented then give the application form to be filled-up	None			3 minutes	Angelie O. Retiza Hazel Lanutan
	1.1 Advise the client to fill up and bring the form to BPLO office	None			2 minutes	Angelie O. Retiza Hazel Lanutan
2. Fill-up the application form and submit to BPLO office together with the checklist of requirements	2.1 Receive and review the application form together with the checklist of requirements.	None			5 minutes	MaryeenBeil B. Sarvida
	2.2 Assess the fees and charges to be paid by the applicant	A. Mayor's Permit Fee on Business:			5 minutes	MaryeenBeil B. Sarvida
		Enterprise Scale:	Asset Limit:	Work Force:		
		Cottage	500K and below	1 to 10		
		Small	over P500K to P5M	11 to 99		
		Medium	over P5M to P20M	100-199		
		Large	over P20M	200 and above		
		The permit fee shall either be based on asset size or number of workers, whichever will yield the higher.				



		<p>a. On business subject to graduated fixed taxes:</p> <p>1. On Manufacturer/Importers/Producers: Cottage – P200.00 Small – P500.00 Medium – P1,000.00 Large – P2,000.00</p>		
		<p>2. On Banks: Rural, Thrift and Savings Banks – P2,000.00 Commercial, Industrial and Development Banks – P3,000.00 Universal Banks – P5,000.00</p>		
		<p>3. On Other Financial Institutions: Small – P1,000.00 Medium – P3,000.00 Large – P5,000.00</p>		
		<p>4. On Contractors/Service Establishments: Cottage – P200.00 Small – P400.00 Medium – P800.00 Large – P1,000.00</p>		
		<p>5. On Wholesalers/Retailers/Dealers/Distributors: Cottage – P200.00 Small – P400.00 Medium – P800.00 Large – P1,000.00</p>		
		<p>6. On Transloading Operations: Medium – P2,000.00 Large – P4,000.00</p>		
		<p>7. Other Businesses: Cottage – P200.00 Small – P400.00 Medium – P800.00 Large – P1,000.00</p>		



		<p>8. On the so-called "sin" goods and activities:</p> <ul style="list-style-type: none"> • Retail dealers in foreign liquors -1000.00 • Retail dealers in domestic – 500.00 • Retailers of distilled spirits, beer – 500.00 • Retailers of fermented liquors – 300.00 • Tobacco dealers/wholesalers – 500.00 • Tobacco retailer including cigarette – 300.00 • Retail dealers of manufactured tobacco – 300.00 • Amusement places – 1,000.00 • Golf courses, etc. – 2,000.00 		
		<p>9. Special Permit:</p> <p>Shopping Malls – 10,000.00 Memorial Parks/Private Cemeteries – 2,000.00</p> <p>Housing subdivision: Low Cost (500K and below) – 2,000.00 High Cost (above 500K) – 5,000.00</p> <p>Haulers: P200.00 per unit (6 wheelers) P400.00 per unit (10wheelers)</p> <p>Internet Café/Computer Operator – 200.00 per unit</p>		



		Fishponds: Bangus – 250.00 per ha. Prawn - 500.00 per ha.		
		10.Poultry Farm - .50 per sq. of the building		
		11.Piggery (6 heads or more) - P1.00 per sq. m. of the building		
		12.Special Permit for fiesta celebration (10 days contract): 12.1. Circus, carnivals or the like – 2,000.00 12.2. Merry-Go-Round, roller coaster, ferris wheel – 2,000.00 12.3. Bingo Games and other related fun games – 2,000.00 12.4. Sports contest/exhibition day – 1,000.00 12.5. Ambulant Vendors: 12.5.1. Dry goods – 1,000.00 12.5.2. Others – 800.00		
		13. Caravan Sale per day – 2,000.00		
		14. Promotional Sales per day: 14.1. Appliances – 750.00 14.2. Motorcycles – 750.00 14.3. Cars – 1,000.00 14.4. Heavy Equipment – 1,000 14.5. Others – 300.00		
		B. Regulatory Fees B.1. Imposition of Garbagefee: 1. Inside and outside public market premises: a. Vegetables and Fruits Section - P50.00 per annum b. Fish and Meat Section - P100.00 per annum c. Rolling Stores - P50.00 per annum d. Booths - P50.00 per annum		



		<p>e. Stalls - P200.00 per annum</p> <p>2. Beach resorts and other commercial establishments per annum:</p> <p>a. Below 100 sq. m. - P300.00 per annum</p> <p>b. 101 sq. m. - 250 sq. m. - P500.00 per annum</p> <p>c. 251 sq. m. - 500 sq. m. - P750.00 per annum</p> <p>d. 501 sq. m. - 1000 sq. m. - P1,000.00 per annum</p> <p>e. 1001 sq. m. and above - P1,200.00 per annum</p>		
		<p>C. Sanitary Inspection Fee:</p> <p>Cottage - P50.00 per annum</p> <p>Small - P75.00 per annum</p> <p>Medium - P100.00 per annum</p> <p>Large - P500.00 per annum</p>		
		<p>D. Occupation fee/Calling:</p> <p>a. On employees and workers in generally considered "offensive and dangerous business establishments" - P100.00 per annum</p> <p>b. On employees and workers in commercial establishments who cater or attend to the daily needs of the inquiring or paying public - P50.00 per annum</p> <p>c. On employees and workers in food and eatery establishment P50.00 per annum</p> <p>d. On employees and workers in night or night and day establishment - P50.00 per annum</p> <p>e. All occupation or calling subject to periodic inspection, surveillance and/or regulations by the Municipal Mayor, like</p>		



		animal trainer, auctioneer, barber, bartender, beautician, bondsman, bookkeeper, butcher, blacksmith, carpenter, carver, chambermaid, cook, criminologist, electrician, electronic technician, club/floor manager. Forensic electronic expert, fortune teller, hair stylist, handwriting expert, hospital attendant, lifeguard, magician, make-up artist, manicurist, masonry worker, masseur attendant, mechanic, certified "hilot", painter, musician, pianist, photographer (itinerant), professional boxer, private ballistic expert, rig driver (cochero), taxi driver, dancer, stage-performer salesgirl, sculptor, waiter or waitress and welder - P50.00 per annum		
		E. Stool Examination for each worker and employer - P50.00 each		
		F. Sputum Examination for each worker and employer – P50.00 each		
		G. Community Tax Certificate - please refer to Issuance of Community Tax Certificate Service		
	2.3. If lessor, advise to proceed to the Municipal Engineering Office and MPDC Office for review and validation of their application			
3. Proceed to the MEO and MPDC office	3.1. Receive and validate the submitted		3 minutes	Rodulfo Patonog



	application			
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4. Proceed to Municipal Health Office and submit sputum and stool	4.1. Receive the application and the submitted stool and sputum for examination		5 minutes	<i>Nixon Pañares Generosa Nillama</i>
5. Proceed to Treasury Office	5.1. Scan and encode submitted documents and issue Tax Order of Payment (TOP)		10 minutes	<i>Genevieve Gino Ivan Perez</i>
6. Proceed to the designated window for collector of business tax and present TOP	6.1. Receive the TOP and issue official receipt		5 minutes	<i>Jaymarie Caramihan</i>
	6.2. Encode the OR number in the BPLS system and issue copy of barangay business clearance		3 minutes	<i>Hazel Lanutan</i>
7. Proceed to the Bureau of Fire Protection for payment of Fire Safety Inspection Clearance	7.1. Issue official receipt for FSIC based on the issued OR by the MTO	Grand total of TOP less business tax paid * 15% provided that the amount payable be less than P500.00 pesos.	5 minutes	<i>FO2 Ulysses Sajonia</i>
8. Proceed to Mayor's Office for processing of Mayor's Permit	8.1. Receive and review the submitted application together with the supporting documents		2 minutes	<i>Hazel Lanutan</i>



	8.2. Print the Mayor's Permit for signature of the Mayor		2 minutes	<i>Hazel Lanutan</i>
	8.3. Log the name of the applicant and have it sign by the applicant		1 minute	<i>Angelie Retiza</i>
9. Signed the logbook	9.1. Release the signed Mayor's Permit together with the official receipts paid		1 minute	<i>Angelie Retiza</i>
10. Accept the signed Mayor's Permit and the original copies of the official receipt				
Note: All business establishments issued with Mayor's Permit are subject for inspection.				
TOTAL			52 minutes	



10. Service Name: BUSINESS PERMIT AND LICENSE ISSUANCE FOR RENEWAL

Service Information: Every person, natural or juridical, who are doing business in our municipality are required to get business permit and license for regulation and taxation purposes which accrues on the first working day until the 20th day of January of the current year

Office or Division:		OFFICE OF THE MUNICIPAL TREASURER/CASH DIVISION		
Classification:		SIMPLE		
Type of Transaction:		G2B - GOVERNMENT TO BUSINESS		
Who may avail:		ALL OWNERS OF BUSINESS ESTABLISHMENT WITHIN THE MUNICIPALITY		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. ITR and monthly returns of the preceding year		Office of the Barangay		
2. DTI Registration/SEC/CDA if expired		DTI Office/SEC/CDA		
3. Contract of Lease if lessee and Mayor's Permit of the owner of the land and building if expired		Lessor		
4. BIR Registration		BIR Office Talisay Branch		
5. Other requirements appropriate to the type of business from Provincial and National Agencies which expired already		From offices of Provincial and National Agencies		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to the Office of the Mayor and ask for an application form for business	1. Give the application form and advise to fill up and bring it to BPLO office	None	1 minute	Angelie O. Retiza Hazel Lanutan
2. Fill-up the application form and submit to BPLO office together with the checklist of requirements	2.1. Receive and review the application form together with the checklist of requirements.	None	5 minutes	Maryeen Beil B. Sarbida



	2.2. Assess the fees and charges to be paid by the applicant	A. Mayor's Permit Fee on Business:				
		Enterprise Scale:	Asset Limit:	Work Force:		
		Cottage	500K and below	1 to 10		
		Small	over P500K to P5M	11 to 99		
		Medium	over P5M to P20M	100-199		
		Large	over P20M	200 and above		
		The permit fee shall either be based on asset size or number of workers, whichever will yield the higher.				
		a. On business subject to graduated fixed taxes: 1. On Manufacturer/Importers/Producers: Cottage – P200.00 Small – P500.00 Medium – P1,000.00				

		2. On Banks: Rural, Thrift and Savings Banks – P2,000.00 Commercial, Industrial and Development Banks – P3,000.00 Universal Banks – P5,000.00		
		3. On Other Financial Institutions:		



		Small – P1,000.00 Medium – P3,000.00 Large – P5,000.00		
		4. On Contractors/Service Establishments: Cottage – P200.00 Small – P400.00 Medium – P800.00 Large – P1,000.00		
		5. On Wholesalers/Retailers/Dealers/Distributors: Cottage – P200.00 Small – P400.00 Medium – P800.00 Large – P1,000.00		
		6. On Transloading Operations: Medium – P2,000.00 Large – P4,000.00		
		7. Other Businesses: Cottage – P200.00 Small – P400.00 Medium – P800.00 Large – P1,000.00		
		8. On the so-called "sin" goods and activities: <ul style="list-style-type: none"> • Retail dealers in foreign liquors -1000.00 • Retail dealers in domestic – 500.00 • Retailers of distilled spirits, beer – 500.00 • Retailers of fermented liquors – 300.00 • Tobacco dealers/wholesalers – 500.00 • Tobacco retailer including cigarette – 300.00 		



		<ul style="list-style-type: none"> • Retail dealers of manufactured tobacco – 300.00 • Amusement places – 1,000.00 • Golf courses, etc. – 2,000.00 		
		<p>9. Special Permit:</p> <p>Shopping Malls – 10,000.00</p> <p>Memorial Parks/Private Cemeteries – 2,000.00</p> <p>Housing subdivision:</p> <p>Low Cost (500K and below) – 2,000.00</p> <p>High Cost (above 500K) – 5,000.00</p> <p>Haulers:</p> <p>P200.00 per unit (6 wheelers)</p> <p>P400.00 per unit (10wheelers)</p> <p>Internet Café/Computer Operator – 200.00 per unit</p> <p>Fishponds:</p> <p>Bangus – 250.00 per ha.</p> <p>Prawn - 500.00 per ha.</p>		
		10.Poultry Farm - .50 per sq, of the building		
		11.Piggery (6 heads or more) - P1.00 per sq. m. of the building		
		<p>12.Special Permit for fiesta celebration (10 days contract):</p> <p>12.1. Circus, carnivals or the like – 2,000.00</p> <p>12.2. Merry-Go-Round, roller coaster, ferris wheel – 2,000.00</p> <p>12.3. Bingo Games and other related fun games – 2,000.00</p> <p>12.4. Sports</p>		



		contest/exhibition day – 1,000.00 12.5. Ambulant Vendors: 12.5.1. Dry goods – 1,000.00 12.5.2. Others – 800.00		
		13. Caravan Sale per day – 2,000.00		
		14. Promotional Sales per day: 14.1. Appliances – 750.00 14.2. Motorcycles – 750.00 14.3. Cars – 1,000.00 14.4. Heavy Equipment – 1,000 14.5. Others – 300.00		
		B. Imposition of Business Tax on: a. Manufacturers, assemblers, repackers, processors, brewers, distillers, rectifiers, and compounders or, distilled spirits, and wines or manufacturers of any article of commerce of whatever kind or nature. In accordance with the following schedule: Amount of Gross Sales/Receipts for the Preceding Calendar Year – with Amount of Tax Per Annum: Less than 10,000.00 – 181.00 • 10,000.00 or more but less than 15,000.00 – 242.00 • 15,000.00 or more but less than 20,000.00 – 332.00 • 20,000.00 or more but less than 30,000.00 – 484.00 • 30,000.00 or more but less than 40,000.00 – 726.00 • 40,000.00 or more but less than 50,000.00 – 907.00		



		<ul style="list-style-type: none"> • 50,000.00 or more but less than 75,000.00 – 1,452.00 • 75,000.00 or more but less than 100,000.00 – 1,812.00 • 100,000.00 or more but less than 150,000.00 – 2,420.00 • 150,000.00 or more but less than 200,000.00 – 3,025.00 • 200,000.00 or more but less than 300,000.00 – 4,235.00 • 300,000.00 or more but less than 500,000.00 – 6,050.00 • 500,000.00 or more but less than 750,000.00 – 8,800.00 • 750,000.00 or more but less than 1,000,000.00 – 11,000.00 • 1,000,000.00 or more but less than 2,000,000.00 – 15,125.00 • 2,000,000.00 or more but less than 3,000,000.00 – 18,150.00 • 3,000,000.00 or more but less than 4,000,000.00 – 21,780.00 • 4,000,000.00 or more but less than 5,000,000.00 – 25,410.00 • 5,000,000.00 or more but less than 6,500,000.00 – 26,812.00 • 6,500,000.00 or more at a rate of thirty-seven and fifty percent (37.50%) of one percent (1%) • Provided, that in no case shall the tax on gross sales of P6,500,000.00 or more be less than P26,812.00 		
		b. On Wholesalers, distributors, or dealers in any article of commerce of whatever kind or nature in		



		accordance with the following schedules:		
		<p>Amount of Gross Sales/Receipts for the Preceding Calendar Year – with Amount of Tax Per Annum:</p> <ul style="list-style-type: none"> • Less than 1,000.00 – 19.80 • 1,000.00 or more but less than 2,000.00 – 36.30 • 2,000.00 or more but less than 3,000.00 – 55.00 • 3,000.00 or more but less than 4,000.00 – 79.20 • 4,000.00 or more but less than 5,000.00 – 110.00 • 5,000.00 or more but less than 6,000.00 – 133.10 • 6,000.00 or more but less than 7,000.00 – 157.30 • 7,000.00 or more but less than 8,000.00 – 181.50 • 8,000.00 or more but less than 10,000.00 – 205.70 • 10,000.00 or more but less than 15,000.00 – 242.00 • 15,000.00 or more but less than 20,000.00 – 302.50 • 20,000.00 or more but less than 30,000.00 – 363.00 • 30,000.00 or more but less than 40,000.00 – 484.00 • 40,000.00 or more but less than 50,000.00 – 726.00 • 50,000.00 or more but less than 75,000.00 – 1,089.00 • 75,000.00 or more but less than 100,000.00 – 1,452.00 • 100,000.00 or more but less than 150,000.00 – 2,057.00 • 150,000.00 or more but less than 200,000.00 – 2,662.00 • 200,000.00 or more but less 		



		<p>than 300,000.00 – 3,630.00</p> <ul style="list-style-type: none"> • 300,000.00 or more but less than 500,000.00 – 4,884.00 • 500,000.00 or more but less than 750,000.00 – 7,260.00 • 750,000.00 or more but less than 1,000,000.00 – 9,680.00 • 1,000,000.00 or more but less than 2,000,000.00 – 11,000.00 • 2,000,000.00 or more at a rate of fifty percent (50%) of one percent (1%) • Provided, that in no case shall the tax on gross sales of P2,000,000.00 or more be less than P11,000.00. 		
		<p>c. On exporters, and on manufacturers, millers, producers, wholesalers, distributors, dealers or retailers of essential commodities enumerated hereunder at a rate not exceeding one-half (1/2) of the rates prescribed under subsections (a), (b), and (d) of this Article:</p> <ul style="list-style-type: none"> • Rice and corn; • Wheat or cassava flour, meat, dairy products locally manufactured, processed or preserved food, sugar, salt, and agricultural marine, and fresh water products, whether in their original state or not; • Cooking oil and cooking gas; • Laundry soap, detergents, and medicine; • Agricultural implements, equipment and post-harvest facilities, fertilizers, 		



		pesticides, insecticides, herbicides and other farm inputs; • Poultry feeds and other animal feeds; • School supplies; and • Cement		
		d. On retailers Amount of Gross Sales/Receipts for the Preceding Calendar Year – with Amount of Tax Per Annum: 400,000.00 or less - 2% more than 400,000.00 – 1%		
		The rate of two percent(2%) per annum shall be imposed on sales not exceeding Four Hundred Thousand Pesos (P400,000.00) while the rate of one percent (1%) per annum shall be imposed on sales in excess of the first Four Hundred Thousand Pesos (P400,000.00).		
		e. On contractors and other independent contractors in accordance with the following schedule: Amount of Gross Sales/Receipts for the Preceding Calendar Year – with Amount of Tax Per Annum • Less than 5,000.00 - 0.25 • 5,000.00 or more but less than 10,000.00 - 67.75 • 10,000.00 or more but less than 15,000.00 - 114.95 • 15,000.00 or more but less than 20,000.00 - 181.50		



		<ul style="list-style-type: none"> • 20,000.00 or more but less than 30,000.00 - 302.50 • 30,000.00 or more but less than 40,000.00 - 423.50 • 40,000.00 or more but less than 50,000.00 – 605.00 • 50,000.00 or more but less than 75,000.00 – 968.00 • 75,000.00 or more but less than 100,000.00 – 1,452.00 • 100,000.00 or more but less than 150,000.00 – 2,178.00 • 150,000.00 or more but less than 200,000.00 – 2,904.00 • 200,000.00 or more but less than 250,000.00 – 3,993.00 • 250,000.00 or more but less than 300,000.00 – 5,082.00 • 300,000.00 or more but less than 400,000.00 – 6,776.00 • 400,000.00 or more but less than 500,000.00 – 9,075.00 • 500,000.00 or more but less than 750,000.00 – 10,175.00 • 750,000.00 or more but less than 1,000,000.00 – 11,275.00 • 1,000,000.00 or more but less than 2,000,000.00 – 12,650.00 • 2,000,000.00 or more at a rate not exceeding fifty percent (50%) of one percent (1%) • Provided, that in no case shall the tax on gross sales of P2,000,000.00 or more be less than P12,650.00. 		
		f. On banks and other financial institutions, at the rate of fifty-five percent of one percent (55% of 1%) of the gross receipts of the preceding year derived from the interest, commissions and discounts from lending activities, income		



		from financial leasing, dividends, rentals on property, and profit from exchange or sale of property, insurance premium. All other income and receipts not herein enumerated shall be excluded in the computation of the tax.		
		<p>g. On the businesses hereunder enumerated:</p> <ol style="list-style-type: none"> 1. Cafes, cafeterias, ice cream and other refreshment parlors, restaurants, soda fountain bars, carinderia or food caterers, food stand, food chain operators, burger stand; 2. Amusement places, including places wherein customers thereof actively participate without making bets or wagers, including but not limited to night cubs, or day clubs, cocktail lounges, cabarets or dance halls, disco pubs/houses, karaoke bars, skating rinks, bath houses, spa and massage parlor, swimming pools, exclusive clubs such as country and sports clubs, resorts and other similar places, billiard and pool tables, bowling alleys, circuses, carnivals, merry-go-rounds roller coasters, ferris wheels, swings, shooting galleries, and other similar contrivances, theaters and cinema houses, boxing stadia, race tracks, cockpits her similar establishments; 3. Commission agents; 4. Lessors, dealers, brokers of real estate; 5. On travel agencies and travel agents; 		



		<p>6. On boarding houses, lodging house, pension houses, motels , hotels, apartments, apartelles, and condominiums;</p> <p>7. Subdivision owners/private cemeteries and memorial parks;</p> <p>8. Privately-owned markets;</p> <p>9. Hospitals, medical clinics, dental clinics, therapeutic clinics, medical laboratories, dental laboratories, birthing homes/well-family clinic;</p> <p>10. Operators of cable network system, radio station and telecommunications;</p> <p>11. Operators of computer services establishment/internet cafes;</p> <p>12. General consultancy services;</p> <p>13. All other similar activities consisting essentially of the sales of service for a fee.</p>		
		<p>Amount of Gross Sales/Receipts for the Preceding Calendar Year – with Amount of Tax Per Annum:</p> <ul style="list-style-type: none"> • Less than 5,000.00 - 30.25 • 5,000.00 or more but less than 10,000.00 - 67.75 • 10,000.00 or more but less than 15,000.00 - 114.95 • 15,000.00 or more but less than 20,000.00 - 181.50 • 20,000.00 or more but less than 30,000.00 - 302.50 • 30,000.00 or more but less than 40,000.00 - 423.50 • 40,000.00 or more but less than 50,000.00 – 605.00 • 50,000.00 or more but less 		



		<p>than 75,000.00 – 968.00</p> <ul style="list-style-type: none"> • 75,000.00 or more but less than 100,000.00 – 1,452.00 • 100,000.00 or more but less than 150,000.00 – 2,178.00 • 150,000.00 or more but less than 200,000.00 – 2,904.00 • 200,000.00 or more but less than 250,000.00 – 3,993.00 • 250,000.00 or more but less than 300,000.00 – 5,082.00 • 300,000.00 or more but less than 400,000.00 – 6,776.00 • 400,000.00 or more but less than 500,000.00 – 9,075.00 • 500,000.00 or more but less than 750,000.00 – 10,175.00 • 750,000.00 or more but less than 1,000,000.00 – 11,275.00 • 1,000,000.00 or more but less than 2,000,000.00 – 12,650.00 • 2,000,000.00 or more at a rate not exceeding fifty percent (50%) of one percent (1%) • Provided, that in no case shall the tax on gross sales of P2,000,000.00 or more be less than P12,650.00. 		
		<p>i. On operators of public utility vehicles maintaining booking office, terminal, or waiting station for the purpose of carrying passengers from this municipality under a certificate of public convenience and necessity or similar franchises:</p> <ul style="list-style-type: none"> • Air-conditioned buses - 12,000.00 per unit • Buses without air conditioning - 8,400.00 per 		



		unit • "Mini" buses - 4,200.00 per unit • Jeepneys/Fieras/Tamaraws - 600.00 per unit • V-hire - 1,800.00 per unit		
		B. Regulatory Fees B.1. Imposition of Garbagefee: 1. Inside and outside public market premises: a. Vegetables and Fruits Section - P50.00 per annum b. Fish and Meat Section - P100.00 per annum c. Rolling Stores - P50.00 per annum d. Booths - P50.00 per annum e. Stalls - P200.00 per annum 2. Beach resorts and other commercial establishments per annum: a. Below 100 sq. m. - P300.00 per annum b. 101 sq. m. - 250 sq. m. - P500.00 per annum c. 251 sq. m. - 500 sq. m. - P750.00 per annum d. 501 sq. m. - 1000 sq. m. - P1,000.00 per annum e. 1001 sq. m. and above - P1,200.00 per annum		
		C. Sanitary Inspection Fee: Cottage - P50.00 per annum Small - P75.00 per annum Medium - P100.00 per annum Large - P500.00 per annum		
		D. Occupation fee/Calling: a. On employees and workers in generally		



		<p>considered "offensive and dangerous business establishments" - P100.00 per annum</p> <p>b. On employees and workers in commercial establishments who cater or attend to the daily needs of the inquiring or paying public - P50.00 per annum</p> <p>c. On employees and workers in food and eatery establishment P50.00 per annum</p> <p>d. On employees and workers in night or night and day establishment - P50.00 per annum</p> <p>e. All occupation or calling subject to periodic inspection, surveillance and/or regulations by the Municipal Mayor, like animal trainer, auctioneer, barber, bartender, beautician, bondsman, bookkeeper, butcher, blacksmith, carpenter, carver, chambermaid, cook, criminologist, electrician, electronic technician, club/floor manager. Forensic electronic expert, fortune teller, hair stylist, handwriting expert, hospital attendant, lifeguard, magician, make-up artist, manicurist, masonry worker, masseur attendant, mechanic, certified "hilot", painter, musician, pianist, photographer (itinerant), professional boxer, private ballistic expert, rig driver (cochero), taxi driver, dancer, stage-performer</p>		
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		salesgirl,sculptor, waiter or waitress and welder - P50.00 per annum		
		E. Stool Examination for each worker and employer - P50.00 each		
		F. Sputum Examination for each worker and employer – P50.00 each		
		G. Community Tax Certificate - please refer to Issuance of Community Tax Certificate Service		
	2.3. If lessor, advise to proceed to the Municipal Engineering Office and MPDC Office for review and validation of their application			
3. Proceed to the MEO and MPDC office	3.1. Receive and validate the submitted application		3 minutes	<i>Rodulfo Patonog</i>
4. Proceed to Municipal Health Office and submit sputum and stool	4.1. Receive the application and the submitted stool and sputum for examination		5 minutes	<i>Nixon Pañares Generosa Nillama</i>
5. Proceed to Treasury Office	5.1. Scan and encode submitted documents and issue Tax Order of Payment (TOP)		10 minutes	<i>Genevieve Gino Ivan Perez</i>
6. Proceed to the designated window for collector of business tax and present TOP	6.1. Receive the TOP and issue official receipt		5 minutes	<i>Jaymarie Caramihan</i>
	6.2. Encode the OR number in the BPLS system		3 minutes	<i>Hazel Lanutan</i>



	and issue copy of barangay business clearance			
7. Proceed to the Bureau of Fire Protection for payment of Fire Safety Inspection Clearance	7.1. Issue official receipt for FSIC based on the issued OR by the MTO	Grand total of TOP less business tax paid * 15% provided that the amount payable be less than P500.00 pesos.	5 minutes	<i>FO2 Ulysses Sajonia</i>
8. Proceed to Mayor's Office for processing of Mayor's Permit	8.1. Receive and review the submitted application together with the supporting documents		2 minutes	<i>Hazel Lanutan</i>
	8.2. Print the Mayor's Permit for signature of the Mayor		2 minutes	<i>Hazel Lanutan</i>
	8.3. Log the name of the applicant and have it sign by the applicant		1 minute	<i>Angelie Retiza</i>
9. Signed the logbook	9.1. Release the signed Mayor's Permit together with the official receipts paid		1 minute	<i>Angelie Retiza</i>
10. Accept the signed Mayor's Permit and the original copies of the official receipt				
Note: All business establishments issued with Mayor's Permit are subject for inspection. All stallholders in the public market are required a certification as to non-delinquency from the market personnel.				
TOTAL			53 minutes	



OFFICE OF THE MUNICIPAL ASSESSOR

External Services



1. Service Name: INCREASE OR DECREASE OF AREA

Service Information: Owner's request for increase /decrease in area based on the approved subdivision /consolidation plan presented and for the land owner's to know its actual boundaries.

Office or Division:	OFFICE OF THE MUNICIPAL ASSESSOR
Classification:	COMPLEX
Type of Transaction:	G2C GOVERNMENT TO CLIENT
Who may avail:	ALL BONAFIED TRANSACTING PUBLIC
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter request addressed to the Municipal Assessor (preferably notarized)	
2. Approved Survey Plan / Technical Description w/ Sketch (whichever is applicable)	DENR-CENRO - Argao
3. Lot Status Certification	DENR-CENRO - Argao
4. Certified Electronic Copy of the Title (if applicable)	Registry of Deeds
5. Affidavit of Adjoining Owners' to be executed by the boundary (owners /present occupants/administrators) - *to ascertain that the applicant is in long & continuous possession of the said parcel & that the boundary lines did not encroach to their respective properties. (if increase in area)	Law Firm
6. Alienable & Disposable (A & D) Certification. (if increase in area)	DENR-CENRO –Argao
7. Real Property Tax Clearance(current year)	Municipal Treasure's Office
8. Valid ID (Government issued ID) and / Special Power of Attorney of the processor(if applicable)	S.P.A - Law Firm
NOTE: Submit 1 original & 2 machine copies of the required documents.	



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request & required documents for the reassessment of tax declaration which area has increase or decrease (whichever is applicable) to the Office of the Municipal Assessor	1. Evaluate the submitted documents, verify the records on file	None	15 minutes	Assessor's Office - Maria Krishna M. Ortega - Paola Mae T. Pacillos - Franz Josef G. Varga
2. Go to Treasurer's Office and request for tax clearance pay the required payments for tax clearance if there's any	2. Issue a Tax Clearance with Official Receipt	Miscellaneous Fee - P 50.00 Documentary Stamp - P 30.00	5 minutes	Treasurer's Office - Jay Marie B. Caramihan - Crispin S. Paselona
3. Go back to Assessor's Office present the tax clearance with OR and get the prepared Endorsement, FAAS & Tax Declaration for approval of the Office of the Provincial Assessor	3. Prepare the investigation report, FAAS (Field Appraisal & Assessment Sheet), Tax Declaration already reflecting the revised area and make an endorsement for the Office of the Provincial Assessor	None	2 days	Assessor's Office - Franz Josef G. Varga - Maria Krishna M. Ortega - Paola Mae T. Pacillos



TOTAL	P80.00	2 days & 20 minutes	
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2. Service Name: RECLASSIFICATION

Service Information: Reclassifying a portion or whole lot into how the land is used. The client will submit a request to reclassify the land according on how it was used. Upon site inspection, an investigation report will be done based on the status of land after inspection. Assessor or staff will prepare the FAAS or unnumbered tax declarations for Provincial Assessor's approval.

NOTE: **SPECIAL POWER OF ATTORNEY OR AUTHORIZATION IS REQUIRED PURSUANT TO RA 10173 (DATA PRIVACY ACT OF 2012) EXCEPT THOSE CIRCUMSTANCES ENUMERATED UNDER SECTION 13**

Office or Division:	OFFICE OF THE MUNICIPAL ASSESSOR	
Classification:	COMPLEX	
Type of Transaction:	G2C GOVERNMENT TO CLIENT	
Who may avail:	ALL BONAFIED TRANSACTING PUBLIC	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Letter request addressed to Municipal Assessor/Provincial Assessor requesting to reclassify the land		Processor's letter request
2. DAR Clearance or MPDC Certification (whichever is applicable)*** If subject reclassification is agricultural land to non-agricultural use*** NOTE: DAR Clearance if reclassification is 500 sq. m. or more / MPDC Certification if reclassification is below 500 sq. meters		DAR - Toledo / MPDC
3. Certified True Copy of the Tax Declaration		Municipal Assessor's Office
4. Real Property Tax Clearance (current year)		Municipal Treasurer's Office
5. Valid ID (Government issued ID) and / Special Power of Attorney of the processor (if applicable)		S.P.A - Law Firm
NOTE: Submit 1 original & 2 machine copies of the required documents.		



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request & required documents for the reclassification of the tax declaration to the Office of the Municipal Assessor	1. Evaluate the submitted documents, verify the records on file and issue a request slip for the inspection fee	None	10 - 15 minutes	Assessor's Office - Maria Krishna M. Ortega - Paola Mae T. Pacillos - Franz Josef G. Varga
2. Go to Treasurer's Office pay for the inspection fee and pay for tax clearance with O.R.	2. Issue an Official Receipt for the inspection fee and Tax Clearance	Miscellaneous Fee - P 50.00 Documentary Stamp - P 30.00	5 minutes	Treasurer's Office - Jay Marie B. Caramihan - Crispin S. Paselona
3. Guide the Assessor or Assessor's staff during site inspection	3. Go the location of the land for the inspection and documentary as supporting documents to be attached	Inspection Fee – P 200.00	10 - 15 minutes (time may vary depending on the location)	Assessor's Office - Franz Josef G. Varga - Paola Mae T. Pacillos - Maria Krishna M. Ortega
4. Go back to Assessor's Office present the OR for tax clearance and inspection fee get the prepared Endorsement, FAAS & Tax Declaration for approval of the Office of the Provincial Assessor	4. Prepare the investigation report based on site inspection & FAAS (Field Appraisal & Assessment Sheet), Tax Declaration already reclassified & make an endorsement to the Office of the Provincial Assessor and release the prepared Endorsement, FAAS & Tax Declaration to the owner or owner's representative	None	1 - 2 days	Assessor's Office - Maria Krishna M. Ortega - Paola Mae T. Pacillos - Franz Josef G. Varga



TOTAL	P 280.00	2 days & 25 - 30 mins.	
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3. Service Name: SUBDIVISION/CONSOLIDATION

Service Information: Issuance of endorsement and unnumbered tax declaration with investigation report whether the parcel of land is subdivided or consolidated. Upon request of the client the declared lot area will be verified if the area is consolidated or subdivided. Endorsement and unnumbered tax declaration together with the investigation report will be submitted to the Provincial Assessor for approval. If there is an increase in area after subdivision or consolidation - the difference in area is subject to 10 years back taxes pursuant to Office Memorandum of Provincial Assessor dated January 6, 2010 & Sec. 222 of RA 7160

NOTE: **SPECIAL POWER OF ATTORNEY OR AUTHORIZATION IS REQUIRED PURSUANT TO RA 10173 (DATA PRIVACY ACT OF 2012) EXCEPT THOSE CIRCUMSTANCES ENUMERATED UNDER SECTION 13**

Office or Division:	OFFICE OF THE MUNICIPAL ASSESSOR	
Classification:	COMPLEX	
Type of Transaction:	G2C GOVERNMENT TO CLIENT	
Who may avail:	ALL BONAFIED TRANSACTING PUBLIC	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Letter request addressed to the Municipal Assessor (preferably notarized)	Client's letter request	
2. Approved Subdivision / Consolidation Plan / Technical Description with Sketch (whichever is applicable)	DENR-CENRO - Argao, Cebu	
3. Lot Status Certification	DENR-CENRO - Argao, Cebu	
4. Certified True Copy of tax Declaration or Electronic Copy of the Title (whichever is applicable)	Assessor's Office (true copy of TD) / Registry of Deeds (lot title)	
5. Affidavit of Adjoining Owners' to be executed by the boundary (owners /present occupants/ administrators) - * to ascertain that the applicant is in long & continuous possession of the said parcel & that the boundary lines did not encroach to their perspective properties. (if increase in area)	Law Firm	
6. Alienable & Disposable (A & D) Certification (if increase in area)	DENR-CENRO - Argao, Cebu	
7. Certification from the Barangay Captain (where the parcel of land is located) * that the applicant	Barangay Hall	



is the present possessor and occupant of the land & is free from any claims & conflicts				
8. *** IF INCREASE OF AREA 100 SQM OR MORE***				
9. Real Property Tax Clearance(current year)		Municipal Treasurer's Office		
10. Valid ID (Government issued ID) and / Special Power of Attorney of the processor(if applicable)		S.P.A - Law Firm		
NOTE: Submit 1 original & 2 machine copies of the required documents.				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request & required documents for the reassessment of subject parcel due to subdivision/ consolidation of the tax declaration (whichever is applicable) to the Office of the Municipal Assessor	1. Evaluate the submitted documents, verify the records on file	None	10 - 15 minutes	Assessor's Office - Maria Krishna M. Ortega - Paola Mae T. Pacillos - Franz Josef G. Varga
2. Go to Treasurer's Office and request for tax clearance pay the required payments for tax clearance if there's any	2. Issue a Tax Clearance with Official Receipt	Miscellaneous Fee - P 50.00 Documentary Stamp - P 30.00	5 minutes	Treasurer's Office - Jay Marie B. Caramihan - Crispin S. Paselona
3. Go back to Assessor's Office present the tax clearance with OR and get the prepared Endorsement, FAAS & Tax Declaration for approval of the Office of the Provincial Assessor	3. Prepare the FAAS (Field Appraisal & Assessment Sheet), Tax Declaration already subdivided/ consolidated and make an endorsement for the Office of the Provincial Assessor Release the prepared Endorsement, FAAS (Field Appraisal & Assessment Sheet) & Tax Declaration to the owner or to the owner's representative	None	1 - 2 days	Assessor's Office - Franz Josef G. Varga - Maria Krishna M. Ortega - Paola Mae T. Pacillos



TOTAL	P80.00	2 days 15 - 20 mins.	
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4. **Service Name: LAND DECLARED FOR THE FIRST TIME**

Service Information: Issuance of new tax declaration for the land that declared for the first time. An interested party will submit a request to verify an undeclared tax declaration, Assessor or the staff will state the requirements or steps that needed to be complied or done before a land will be declared for the first time. New tax declaration with the endorsement will be made and will be submitted to the Provincial Assessor for the approval.

NOTE: SPECIAL POWER OF ATTORNEY OR AUTHORIZATION IS REQUIRED PURSUANT TO RA 10173 (DATA PRIVACY ACT OF 2012) EXCEPT THOSE CIRCUMSTANCES ENUMERATED UNDER SECTION 13

Office or Division:	OFFICE OF THE MUNICIPAL TREASURER/CASH DIVISION		
Classification:	SIMPLE		
Type of Transaction:	G2B - GOVERNMENT TO BUSINESS		
Who may avail:	ALL OWNERS OF BUSINESS ESTABLISHMENT WITHIN THE MUNICIPALITY		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1.	Letter request addressed to the Municipal Assessor (preferably notarized)	Letter request from the client	
2.	Technical Description with Sketch from DENR-CENRO Argao, Cebu	DENR-CENRO - Argao, Cebu	
3.	Alienable & Disposable (A & D) Certification from DENR-CENRO Argao, Cebu	DENR-CENRO - Argao, Cebu	
4.	Lot Status Certification from DENR-CENRO Argao, Cebu	DENR-CENRO - Argao, Cebu	
5.	Certification from the Barangay Captain (where the parcel of land is located) * that the applicant is the present possessor and occupant of the land & is free from any claims & conflicts	Barangay Hall	
6.	Affidavit of Adjoining Owners' to be executed by the boundary(owners /present occupants/ administrators) - * to ascertain that the applicant is in long &	Law Firm	



continuous possession of the said parcel & that the boundary lines did not encroach to their respective properties.				
7.	Affidavit of Ownership- * that the applicant is in long, continuous possession of the said parcel of land	Law Firm		
8.	Valid ID (Government issued ID) and / Special Power of Attorney of the	S.P.A - Law Firm		
*For Titled Property:				
9.	Certified true copy of free patent homestead or miscellaneous sales application, Original Certificate of title issued by the Registry of Deeds	Registry of Deeds - Toledo		
10.	Tax Clearance (current)	Municipal Treasurer's Office		
11.	Certificate Authorizing Registration (CAR) (duplicate/photocopy)	BIR		
NOTE: Submit 1 original & 2 machine copies of the required documents.				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request & required documents for the issuance of tax declaration for the first time (Land) to the Office of Municipal Assessor	1. Evaluate the submitted documents, verify records on file	None	10 - 15 minutes	Assessor's Office - Maria Krishna M. Ortega - Paola Mae T. Pacillos - Franz Josef G. Varga
2. Go to Treasurer's Office and pay for the tax clearance	2. Issue a Tax Clearance with Official Receipt	Miscellaneous Fee - P 50.00 Documentary Stamp - P 30.00	5 minutes	Treasurer's Office - Jay Marie B. Caramihan - Crispin S. Paselona



3. Go back to Assessor's Office and present the tax clearance with OR and get the prepared Endorsement, FAAS& Tax Declaration for approval of the office of the Provincial Assessor.	3. Prepare the FAAS (Field Appraisal & Assessment Sheet), Tax Declaration declared in the name of the applicant and make an endorsement for the Office of the Provincial Assessor Release the prepared Endorsement, FAAS & Tax Declaration to owner or to owner's representative	None	1 - 2 days	Assessor's Office - Maria Krishna M. Ortega - Paola Mae T. Pacillos - Franz Josef G. Varga
TOTAL		P80.00	2 days 15 - 20 mins.	



OFFICE OF THE MUNICIPAL AGRICULTURE

External Services



1. Service Name: BOAT REGISTRATION

Service Information: Registration of motorized and non-motorized boat.

Office or Division:		MUNCIPAL AGRICUTURE OFFICE		
Classification:		SIMPLE		
Type of Transaction:		G2C GOVERNMENT TO CLIENT		
Who may avail:		ALL BOAT OWNER WITHIN THE MUNICIPALITY		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Boat picture		Client		
2. Boat measurement		Client		
3. 2x2 ID picture		Client		
4. Fishing permit		Treasurer's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Signify intent to avail such services	1. Interview the client	None	5 mins.	<i>Leonida U. Yongco</i>
2. Submit the requirements	2. Require client to pay for the boat plate to the Treasurer's Office		15 mins.	
3. Pay for the boat plate to the Treasurer's Office	3. Register the Boat (motorized or non-motorized)	50.00 (motorized) 30.00 (non-motorized)	15 mins.	<i>Lorelle Marie R. Caingles</i>
	Issue the boat plate			
TOTAL		80.00	35 minutes	



2. Service Name: DOG VACCINATION

Service Information: Administer anti-rabies vaccine to all dog owner.

Office or Division:		MUNCIPAL AGRICUTURE OFFICE		
Classification:		SIMPLE		
Type of Transaction:		G2C GOVERNMENT TO CLIENT		
Who may avail:		ALL DOG OWNER WITHIN THE MUNICIPALITY		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
NONE		NONE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Signify intent to avail such services	1. Interview the client		15 mins.	<i>Leonida U. Yongco</i>
2. For walk-ins, bring the pet (dog) to the MAO	2. Required to pay the vaccination and registration fee to the Treasurer's Office based on the Tax Ordinance 2017 Section 4.F.01	100.00/head	15 mins.	<i>Lorelle Marie R. Caingles</i>
3. Pay the vaccination and registration fee	3.1 Register the pet (dog)			
	3.2 Vaccinate			<i>J.O / Dog Vaccinator</i>
	3.3 Issue a vaccination card			<i>J.O / Dog Vaccinator</i>
TOTAL		100.00	30 minutes	



3. Service Name: TRACTOR OPERATION SUPPORT SERVICES

Service Information: Farm cultivation through tractor services.

Office or Division:	MUNCIPAL AGRICUTURE OFFICE			
Classification:	SIMPLE			
Type of Transaction:	G2C GOVERNMENT TO CLIENT			
Who may avail:	ALL RESIDENTS OF THE MUNICIPALITY			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Registered farmer		Municipal Agriculture Office		
2. Client's farm area		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Signify intent to avail such services	1. Verify and interview the client		15 mins.	<i>Leonida U. Yongco</i>
2. Facilitate MAO personnel in determining the boundaries of client's farm location	2. Schedule the client for their farm area calculation and assessment		1/2 day (depends on the size, no.of area & farm location)	<i>Lorelle Marie R. Caingles/ J.O assigned for area calculation</i>
3. Ask for endorsement letter of payment	3. Compute the service fee based on the Tax Ordinance No.161-2018	1500.00/ha	20 mins	<i>J.O assigned for area calculation</i>
4. Submit the endorsement letter that reflects the required payment and have it received to the Treasurer's Office	4. Issue endorsement of payment to client			
5. Ask the official receipt of the payment made and show it back to the MAO	5. Photocopy the received endorsement of payment and official receipt			



	5.1 Schedule the tractor operation		2 days (depends on the farm location, topography, size, no. of area, vegetation, soil type and weather condition)	<i>Pepito Academia (tractor operator)</i>
TOTAL		1,500.00	2 & 1/2 Days & 35 mins	



4. Service Name: FARM INPUT SUPPORT

Service Information: Provision of rice, corn & vegetable seeds, vegetable seedlings, fertilizers and pesticides.

Office or Division:		MUNCIPAL AGRICUTURE OFFICE		
Classification:		SIMPLE		
Type of Transaction:		G2C GOVERNMENT TO CLIENT		
Who may avail:		ALL RESIDENTS OF THE MUNICIPALITY		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Registered farmer		Municipal Agriculture Office		
2. Client's farm area		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Signify intent to avail such services	1. Verify and interview the client	None	15 mins.	<i>Leonida U. Yongco</i>
2. Sign master list of recipient	2. Provide the needed farm inputs		15 mins	<i>Lorelle Marie R. Caingles</i>
3. For fertilizer, recipient must sign promissory note	3. Note : for the fertilizer we require them to return the same quantity (in bags) of commercial fertilizer after harvest			
TOTAL		NONE	30mins.	



OFFICE OF THE MUNICIPAL ENVIRONMENT AND NATURAL RESOURCE

External Services



1. Service Name: ENFORCEMENT OF ILLEGAL ENVIRONMENTAL ACTIVITIES & COMPLAINTS

Service Information: Enforcement to reported illegal environmental activities within the municipality.

Office or Division:	MUNICIPAL ENVIRONMENT AND NATURAL RESOURCE OFFICE (MENRO)			
Classification:	SIMPLE			
Type of Transaction:	G2C GOVERNMENT TO CLIENT			
Who may avail:	CONCERN CITIZENS OF PINAMUNGAJAN			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Report (verbal/text/letter)		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inform the MENRO office for an incident of illegal environmental violations/activities	1. Record the report through written report	None	20 mins.	<i>Marlon Aniñon</i>
2. Inform the MENRO office for exact details (what type of violation, time of violation, where the violation is made, etc.)	2.1 Assess the report for possible environmental law violations	None	20 mins.	<i>Marlon Aniñon</i>
	2.2 Coordinate with PNP and BantayDagat for the conduct of site inspection/ verification	None	20 mins.	<i>Marlon Aniñon</i> <i>PNP</i> <i>BantayDagat</i>
	2.3 Prepare site inspection/ verification report	None	2 hours	<i>Marlon Aniñon</i>
	2.4 Endorse inspection report to concern national agencies if national law violators and set a schedule for a	None	1 day	<i>NGA's</i> <i>Marlon Aniñon</i>



	technical conference (if applicable)			
	2.5 For local ordinance violators: set a technical conference for compliance (if applicable); penalize (if applicable)	depends on ordinance viola ted	1 day	<i>Marlon Aniñon</i> <i>Legal council</i>
TOTAL			2 days & 3 hours	



2. Service Name: PROVISION OF FRUIT AND FOREST TREES SEEDLINGS

Service Information: Any individual/group who wants to avail free distribution of fruit and forest seedlings

Office or Division:	MUNICIPAL ENVIRONMENT AND NATURAL RESOURCE OFFICE (MENRO)			
Classification:	SIMPLE			
Type of Transaction:	G2C GOVERNMENT TO CLIENT			
Who may avail:	ANY CITIZEN OF PINAMUNGAJAN			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request letter		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Signify intent to avail and submit letter request	1.1 Evaluate request letter	None	5 mins	<i>Marlon Aniñon</i>
	1.2 Release the amount of seedlings requested	None	1 hour	<i>Marlon Aniñon Nursery Caretaker</i>
TOTAL		NONE	1 hour & 5 mins	



3. Service Name: ISSUANCE OF MENRO CLEARANCE FOR BUSINESS PERMIT

Service Information: Poultry and piggery businesses who want to establish and renew their business permits and licenses.

Office or Division:	MUNICIPAL ENVIRONMENT AND NATURAL RESOURCE OFFICE (MENRO)			
Classification:	SIMPLE			
Type of Transaction:	G2B GOVERNMENT TO BUSINESS			
Who may avail:	POULTRY FARMS PIGGERY FARMS			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Registration Form (New/Renew)		MENRO Office		
2. Barangay Clearance 3. 2 copies, 1 Original & 1 Photocopy		Barangay where farm is located		
4. BAI Registration (if applicable)		DA/BAI Region 7		
5. ECC/CNC Copy (commercial farms)		DENR-EMB 7		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Registration Form at Municipal environment and Natural Resource Office	1. Review of forms and documents submitted	None	30 mins	<i>Marlon Aniñon</i>
2. Submit fill-out registration form, barangay clearance, ECC/CNC copy (commercial) & BAI Registration (if applicable) to MENRO	2. Provide checklist to be inspected and set schedule for inspection	None	30 mins	<i>Marlon Aniñon</i>
3. Secure checklist to be inspected and secure date of inspection (first come, first serve basis)	3.1 Conduct a joint site inspection with Sanitary Inspectors for its environmental law compliance	None	1 day	<i>Marlon Aniñon Sanitary Inspectors</i>
	3.2 Preparation of site inspection report and MENRO clearance	None	1 day	<i>Marlon Aniñon</i>



	Pay certification/clearance fee to treasurer's office as per Mun. Tax Code of 2017 Chapter IV Section 4A.01.(b)	50.00	1 hour	<i>Treasury collection officer</i>
	3.3 Releasing of MENRO clearance	None	1 hour	<i>Marlon Aniñon</i>
TOTAL		50.00	2 days and 3 hours	



OFFICE OF THE MUNICIPAL TOURISM

External Services



1. Service Name: ASSISTANCE FOR THE APPLICATION OF ACCREDITATION OF TOURISM ACCOMMODATION ESTABLISHMENTS TO THE DEPARTMENT OF TOURISM

Service Information: The Municipal Tourism Office provides assistance to all tourism related establishments in the municipality and serves as liaison to the Department of Tourism and the Cebu Provincial Tourism Office.

Office or Division:	MUNICIPAL TOURISM OFFICE			
Classification:	COMPLEX			
Type of Transaction:	G2B GOVERNMENT TO BUSINESS			
Who may avail:	TOURISM ESTABLISHMENT OPERATORS			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid Mayor's Permit and/or Business Permit License from theLocal Government Unit		Treasurer's Office/Mayor's Office		
2. Valid DTI Business Name Certificate if Single Proprietorship/Articles of Cooperation and its By-Laws if Cooperative		DTI		
3. Valid Mayor's Permit and/or Business Permit License from theLocal Government Unit		Treasurer's Office/Mayor's Office		
4. Renewed DTI Business Name Certificate, if expired forSingle Proprietorship		DTI		
5. Amendment to Articles of Incorporation, if applicable forCooperative				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure checklist of requirements for DOT accreditation	1. Provide checklist	None	2 mins.	<i>Charlie Peña - Liason Officer</i>
2. Submit requirements to the Tourism Office	2. Assess and validate reqs. Submit requirements to the Department of Tourism	None	3 mins.	<i>Yogi Ygay - Tourism Officer</i>
3. Request for inspection	3. Coordinate with DOT for schedule of inspection	None	3 mins.	<i>Yogi Ygay - Tourism Officer</i>
4. Accommodate DOT upon onsite inspection	4. Assist and accompany DOT upon inspection	None	3 hours	<i>Yogi Ygay - Tourism Officer</i> <i>Charlie Peña - Liason Officer</i>



5. Inquire application status	5. Follow up DOT application status and inquire schedule of release	None	5 minutes	<i>Yogi Ygay - Tourism Officer</i>
6. Pick up Certificate of Accreditation at the Department of Tourism	6. Assist and coordinate with DOT for pick up	None	5 minutes	<i>Yogi Ygay - Tourism Officer</i>
TOTAL		NONE	No of days depend on the processing time of the Department of Tourism	



2. Service Name: APPLICATION FOR CERTIFICATE OF COMPLIANCE *(COC) TO OPERATE UNDER NEW NORMAL FROM THE CEBU PROVINCIAL TOURISM TASK FORCE

Service Information: The Municipal Tourism Office provides assistance to all tourism related establishments in the municipality and serves as liaison to the Department of Tourism and the Cebu Provincial Tourism Office.

Office or Division:		MUNICIPAL TOURISM OFFICE		
Classification:		COMPLEX		
Type of Transaction:		G2B GOVERNMENT TO BUSINESS		
Who may avail:		ALL TOURISM ACCOMMODATION ESTABLISHMENT OPERATORS		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Inspection Checklist Form		Tourism Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure inspection checklist form for new normal operation protocols	1. Provide inspection checklist to client	None	2 minutes	Charlie Pena - AE's liaison officer
2. Fill out checklist and submit necessary requirements to the Tourism Office	2. Accept and verify documents	None	5 minutes	Yogi Ygay - Tourism Officer
3. Request onsite inspection for validation by the Municipal Tourism Office	3. Conduct onsite inspection for validation and forward documents to Cebu Provincial Tourism Office	None	3 hours	Yogi Ygay - Tourism Officer Charlie Pena - AE's liaison officer Representative for LDRRM Office Tourist Police
4. Accommodate the Cebu Provincial Tourism Task Force upon inspection	4. Accompany the Cebu Provincial Tourism Task Force upon inspection	None	3 hours	Yogi Ygay - Tourism Officer Charlie Pena - AE's liaison officer Representative for LDRRM Office Tourist Police
5. Inquire status of COC application	5. Follow up Cebu Provincial Tourism Office and pick up COC if available	None	5 minutes	Yogi Ygay - Tourism Officer



6. Pick up copy of approved Certificate of Compliance (COC) to operate at the Municipal Tourism Office	6. Release copy of Certificate of Compliance to operate		2 minutes	Yogi Ygay - Tourism Officer
TOTAL		NONE	No of days depend on the processing time of Cebu Provincial Tourism Office	



3. Service Name: TOURISM ASSISTANCE FOR WALK IN CLIENTS

Service Information: The Municipal Tourism Office provides assistance to all tourism related establishments in the municipality and serves as liaison to the Department of Tourism and the Cebu Provincial Tourism Office

Office or Division:		MUNICIPAL TOURISM OFFICE		
Classification:		SIMPLE		
Type of Transaction:		G2C GOVERNMENT TO CITIZEN		
Who may avail:		WALK IN CLIENTS		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
NONE		NONE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Walk in clients inquiries on tourism sites	1. Provide information to tourist	None	5 minutes	<i>LeynethGines - Help Desk Officer Yogi Ygay - Tourism Officer</i>
2. Inquiries on assistance for bookings/ resort rates/ Campalabo Sandbar rate	2. Assist tourist and provide resorts contacts and book Campalabo tour if necessary	None	5 minutes	<i>LeynethGines - Help Desk Officer Yogi Ygay - Tourism Officer</i>
3. Inquiries on tourist arrivals data	3. Provide tourist arrivals data	None	3 minutes	<i>Charlie Peña - Statistics In-charge</i>
TOTAL			5 minutes the most depending on the inquiries	



4. Service Name: ASSISTANCE FOR THE APPLICATION OF MARINA7 ACCREDITATION FOR TOURISM SEA VESSELS FOR CAMPALABO SANDBAR DAY TOUR

Service Information: The Municipal Tourism Office provides assistance to all tourism related establishments in the municipality and serves as liaison to the Department of Tourism and the Cebu Provincial Tourism Office

Office or Division:		MUNICIPAL TOURISM OFFICE		
Classification:		COMPLEX		
Type of Transaction:		G2B GOVERNMENT TO BUSINESS		
Who may avail:		TOURISM MOTORBOAT OPERATORS		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid Mayor's Permit and/or Business Permit License from the Local Government Unit		Treasurer's Office/Mayor's Office		
2. Valid DTI Business Name Certificate if Single Proprietorship/ Articles of Cooperation and its By-Laws if Cooperative Renewal		DTI		
3. Barangay Permit		Barangay		
4. MARINA7 Application Forms		Municipal Tourism Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure MARINA7 application forms Fill out forms	1. Provide application forms (forms are emailed by MARINA7 to the TourismOffice)	None	2 minutes	Charlie Peña - Liaison Officer
2. Submit filled out forms and necessary documents to the Tourism Office	2. Accept and validate forms and documents Tourism Office will forward the validated documents to MARINA7	None	3 minutes	Charlie Peña - Liaison Officer
3. Request boat inspection by MARINA7	3. Request schedule at MARINA7	None	5 minutes	Yogi Ygay - Tourism Officer
4. Accommodate MARINA7 Inspection Team	4. Assist and accompany MARINA7 Inspection Team	None	3 hours	Yogi Ygay - Tourism Officer Charlie Peña - Liaison Officer



5. Request for Motorboat Captain and Motorman for MARINA7 seafarer orientation and examination schedule	5. Request MARINA7 for schedule	None	5 minutes	Charlie Peña - Liaison Officer
6. Inquire application status	6. Follow up MARINA7 for approved application and pick up Certificate of Public Convenience at MARINA7 if available	None	3 minutes 1 day	Yogi Ygay - Tourism Officer
7. Pick up Certificate of Public Convenience at the Tourism Office	7. Release Certificate of Public Convenience (CPC)	None	2 minutes	Yogi Ygay - Tourism Officer
TOTAL		NONE	No. of days depend on the processing time of application at MARINA7	



4. Service Name: APPLICATION FOR ACCREDITATION OF TOURISM VESSELS BY THE DEPARTMENT OF TOURISM

Service Information: The Municipal Tourism Office provides assistance to all tourism related establishments in the municipality and serves as liaison to the Department of Tourism and the Cebu Provincial Tourism Office

Office or Division:		MUNICIPAL TOURISM OFFICE		
Classification:		COMPLEX		
Type of Transaction:		G2B GOVERNMENT TO BUSINESS		
Who may avail:		ALL TOURISM MOTORBOAT OPERATORS		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Mayor's Permit/Business Permit		Mayor's Office/Treasurer's Office		
2. Certificate of Public Convenience (MARINA7)		MARINA7		
3. DTI Permit		DTI		
4. Self-Assessment Checklist		Tourism Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure self-assessment checklist	1. Provide self-assessment checklist to client	None	2 minutes	Charlie Pena - liaison officer
2. Comply requirements on the checklist and submit the requirements to the Tourism Office	2. Accept and verify requirements	None	5 minutes	Yogi Ygay - Tourism Officer
3. Request on-site inspection for validation by the Municipal Tourism Office	3. Conduct onsite inspection for validation and forward the documents to DOT	None	3 hours	Yogi Ygay - Tourism Officer Charlie Pena - liaison officer
4. Request onsite inspection from DOT	4. Coordinate with DOT for inspection schedule	None	3 minutes	Yogi Ygay - Tourism Officer
5. Accommodate DOT Inspection Team upon inspection	5. Accompany DOT Inspection Team upon inspection	None	3 hours	Yogi Ygay - Tourism Officer Charlie Pena - AE's liaison officer



6. Inquire status of accreditation application	6. Follow up status at DOT Pick up certificate of accreditation at DOT if available	None	5 minutes	<i>Yogi Ygay - Tourism Officer</i>
7. Pick up copy of approved Certificate of Accreditation at the Tourism Office	7. Release copy of Certificate of Accreditation		2 minutes	<i>Yogi Ygay - Tourism Officer</i>
TOTAL		NONE	No. of days depend on the processing time of the Department of Tourism	



5. Service Name: APPLICATION FOR SAFETY SEAL CERTIFICATION FOR TOURISM RELATED ESTABLISHMENTS

Service Information: The Municipal Tourism Office provides assistance to all tourism related establishments in the municipality and serves as liaison to the Department of Tourism and the Cebu Provincial Tourism Office.

Office or Division:		MUNICIPAL TOURISM OFFICE		
Classification:		SIMPLE		
Type of Transaction:		G2B GOVERNMENT TO BUSINESS		
Who may avail:		ALL TOURISM RELATED ESTABLISHMENTS		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Mayor's Permit/Business Permit		Mayor's Office/Treasurer's Office		
2. DTI Permit		DTI		
3. Safety Seal Indicators Checklist		Tourism Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure safety seal indicators checklist	1. Provide safety seal indicators checklist to client	None	2 minutes	Charlie Pena - liaison officer
2. Comply requirements on the checklist and request for an onsite inspection by the Safety Seal Task Force	2. Verify requirements and schedule an onsite inspection with the team	None	5 minutes	Yogi Ygay - Tourism Officer
3. Accommodate Safety Seal Task Force upon inspection	3. Conduct onsite inspection for validation with the Safety Seal Task Force	None	3 hours	Yogi Ygay - Tourism Officer Charlie Pena - liaison officer
4. If all indicators have complied accept Safety Seal Certificate right after the inspection	4. Release Safety Seal Certificate right after the inspection if all indicators are met	None	2 minutes	Yogi Ygay - Tourism Officer Charlie Pena - liaison officer
TOTAL		NONE	3 hrs.and 2 mins. on inspection day 7 mins. on verification of documents	



OFFICE OF THE MUNICIPAL SOCIAL WELFARE DEVELOPMENT

External Services



1. AID TO INDIVIDUALS & FAMILIES & CRISES SITUATION

This service is for individuals or family who is unable to meet specific needs materially or financially because of crises or extremely difficult situation such as disaster, sudden illness, death, loss of job, mobility to return home or need for physical restoration.

Office or Division	OFFICE OF THE MUNICIPAL SOCIAL WELFARE DEVELOPMENT	
Classification	SIMPLE	
Type of Transaction	G2C	
Who may avail	Individuals/families who are in stressful situation Victims of calamities, etc. Patients or any of their nearest family Patients/husbands or wives of the patient	
Checklist of Requirements		Where to Secure
A. MEDICAL ASSISTANCE:		
1. Any valid Identification card of the client/person to be interviewed (1 photocopy)		Client
2. Barangay Certification of Indigency (1 original)		Barangay where client reside
3. Hospital bill (if hospitalized) (1 photocopy)		Hospital
4. Medical Abstract (1 photocopy)		Hospital
5. Doctor's prescription (if outpatient) with signature & PTR number (1 photocopy)		Attending Doctor
6. Request for laboratory (1 photocopy)		Attending Doctor
B. BURIAL ASSISTANCE:		
1. Any valid Identification card of the client/person to be interviewed (1 photocopy)		Client
2. Barangay Certification of Indigency (1 original)		Barangay where client reside
3. Death Certification (1 photocopy)		MHO
4. Funeral Contract (1 photocopy)		Funeral Parlor
C. TRANSPORTATION ASSISTANCE:		
1. Any valid Identification card of the client/person to be interviewed (1 photocopy)		Client
2. Barangay Certification of Indigency (1 original)		Barangay where client reside
3. Police Certification (for victims of pick pockets, illegal recruitment etc.) (1 photocopy)		PNP Station
4. Other documents as but not limited to, justification of the social worker, medical certificate, death certificate, and or court		Barangay Captain



order/subpoena (1 photocopy)				
5. Barangay Cert. of the client is in need of assistance (1 photocopy)		Barangay Captain		
D. CASH ASSISTANCE FOR OTHER SUPPORT SERVICES:				
1. Any valid Identification card of the client/person to be interviewed (1 photocopy)		Client		
2. Depending on the circumstances of the client (refer to medical, burial and transportation assistance) (1 photocopy)		Client		
3. Police Report or Bureau of Fire Protection Report/ Certification for Fire Victims or Passport, Travel Documents, Certification from OWWA or the Barangay or any Proof of repatriation of the OFW or; (1 photocopy)		PNP Station		
4. Certification from Social Worker or Case Manager for rescued clients or; (1 original)		Social Worker		
5. Police Blotter & SW certification for victims of Online Sexual Exploitation of Children (1 photocopy)		PNP Station		
6. Barangay Certificate of Residency/ Barangay Certificate of Indigency or Certificate of the Client is in need of assistance (1 original)		Barangay where client resides		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents	1. Screening & verifying- shall be undertaken the completeness & correctness of the documentary requirements	None	10 minutes	<i>Claire N. Labata</i>
	1.2 Assessment - shall determine the eligibility of the client to avail the services during the interview and on the supporting documents presented.	None	10 minutes	<i>Gina L. Gadiano</i> <i>Marigen L. Alpas</i>



	2.1 The social worker shall determine the capacity of the family inproblem looking on the available resources that the family could utilized. The assessment of the Social Worker shall be the basis for the recommendation.			
2. Signed DV's and Certificate of Eligibility	2.2. SW check the correctness and completeness of documents	None	3 minutes	<i>Social Worker</i>
	2.3 Clients submit DV's to Mayor's Office for approval	None	5 minutes	<i>Municipal Mayor</i>
	2.4. Prepare and submit POW to Mayor's Office	None	30 minutes	<i>Municipal Budget Office</i>
	2.5 Prepare Obligation Request and submit to MBO	None	1 hour	<i>Municipal Accounting Office</i> <i>Municipal Treasurer's Office</i>
TOTAL		NONE	1hr. & 58mins.	



2. REFERRAL TO OTHER GOVERNMENT ORGANIZATION AND OR NON GOVERNMENT ORGANIZED (HOSPITALIZATION, LABORATORY ETC.)

This service provides referrals of indigent individuals or families to other agencies for financial assistance and other services to meet their present needs.

Office or Division	OFFICE OF THE MUNICIPAL SOCIAL WELFARE DEVELOPMENT	
Classification	SIMPLE	
Type of Transaction	G2C – GOVERNMENT TO CLIENT	
Who may avail	Individuals/families who are in stressful situation Victims of calamities, etc. Patients or any of their nearest family Patients/husbands or wives of the patient	
Checklist of Requirements		Where to Secure
A. MEDICAL ASSISTANCE:		Client
1. Any valid Identification card of the client/person to be interviewed (1 photocopy)		
2. Barangay Certification of Indigency (1 original)		Barangay where client reside
3. Hospital bill (if hospitalized) (1 photocopy)		Hospital
4. Medical Abstract (1 photocopy)		Hospital
5. Doctor's prescription (if outpatient) with signature & PTR number (1 photocopy)		Attending Doctor
6. Request for laboratory (1 photocopy)		Attending Doctor
B. BURIAL ASSISTANCE:		Client
1. Any valid Identification card of the client/person to be interviewed (1 photocopy)		
2. Barangay Certification of Indigency (1 original)		Barangay where client reside
3. Death Certification (1 photocopy)		MHO
4. Funeral Contract (1 photocopy)		Funeral Parlor
C. TRANSPORTATION ASSISTANCE:		Client
1. Any valid Identification card of the client/person to be interviewed (1 photocopy)		
2. Barangay Certification of Indigency (1 original)		Barangay where client reside
3. Police Certification (for victims of pick pockets, illegal recruitment etc.) (1 photocopy)		PNP Station
4. Other documents as but not limited to, justification of the social worker, medical		Barangay Captain



certificate, death certificate, and or court order/subpoena (1 photocopy)				
5. Barangay Cert. of the client is in need of assistance (1 original)		Barangay Captain		
D. CASH ASSISTANCE FOR OTHER SUPPORT SERVICES: 1. Any valid Identification card of the client/person to be interviewed (1 photocopy)		Client		
2. Depending on the circumstances of the client (refer to medical, burial and transportation assistance) (1 photocopy)		Client		
3. Police Report or Bureau of Fire Protection Report/ Certification for Fire Victims or Passport, Travel Documents, Certification from OWWA or the Barangay or any Proof of repatriation of the OFW or; (1 photocopy)		PNP Station		
4. Certification from Social Worker or Case Manager for rescued clients or; (1 original)		Social Worker		
5. Police Blotter & SW certification for victims of Online Sexual Exploitation of Children (1 photocopy)		PNP Station		
6. Barangay Certificate of Residency/ Barangay Certificate of Indigency or Certificate of the Client is in need of assistance (1 original)		Barangay where client reside		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit of the required documents	1.1 Screening & verifying- shall be undertaken the completeness & correctness of the documentary requirements	None	5 minutes	<i>Gina L. Gadiano&Marigen L. Alpas</i>
	1.2 Assessment - shall determine the eligibility of the client to avail the services during the interview and on the supporting documents presented.	None	10 minutes	<i>Gina L. Gadiano&Marigen L. Alpas</i>
	1.3 Preparation of Social Case study report	None	10 minutes	<i>Gina L. Gadiano&Marigen L. Alpas</i>



	1.4 Issuance of referral letter	None	10 minutes	<i>Gina L. Gadiano&Marigen L. Alpas</i>
TOTAL		NONE	35 mins.	



3. MARRIAGE COUNSELLING SERVICE

This service offers pre-marriage counseling and advice to couples and families with relationship and domestic problems and those in crisis situations.

Office or Division	OFFICE OF THE MUNICIPAL SOCIAL WELFARE DEVELOPMENT			
Classification	SIMPLE			
Type of Transaction	G2C – GOVERNMENT TO CLIENT			
Who may avail	Couples with Marital Problems Couples Applying for Marriage Licensed Parents/Family Members with Problems on Relationship			
Checklist of Requirements		Where to Secure		
NONE		NONE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Couple will inquire at MSWD Office for schedule of Pre-marriage counseling	1.1 Every 1st & 3rd Thursday of the month @ 8:00 am. Rural Health Unit Conference Hall	None	3 minutes	<i>Lorna U. Cabasa</i>
	1.2 Be back as per schedule date for marriage counseling	None	2 Hours	<i>Gina L. Gadiano&Marigen L. Alpas</i>
	1.3 After the counseling will conduct the distribution for pre-marriage certificate	None	5 minutes	<i>Gina L. Gadiano&Marigen L. Alpas</i>
TOTAL		NONE	2hrs. & 8mins.	

4. ISSUANCE OF SOLO PARENT ID



This service is in compliance with Republic Act 9872, an act providing benefits and privileges to solo parents and their children.

Office or Division	OFFICE OF THE MUNICIPAL SOCIAL WELFARE DEVELOPMENT			
Classification	COMPLEX			
Type of Transaction	G2C – GOVERNMENT TO CLIENT			
Who may avail	Single Parent Widow Separated, abandoned, licensed foster parents or those who are left with a responsibility of parenthood while the spouse is serving sentence for criminal conviction or physically or mentally incapable, and any family member who assumes responsibility with due to prolonged absence of parents and with children below 18 years old.			
Checklist of Requirements		Where to Secure		
1. Application Form (1 original)		MSWD Office		
2. Barangay Certification (1 original)		Barangay where client reside		
3. Certification from Barangay Official (circumstance of being a solo parent) (1 original)		Barangay where client reside		
4. Two (2) copies 1x1 pictures of applicant (2 ID Pictures)		Client		
5. Birth certificate of children below 18 years old (1 photocopy)		LCR		
6. Voters Certification (1 photocopy)		COMELEC		
7. Death Certificate of spouse (1 photocopy)		LCR		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Solo parents shall file an application form of MSWDO and submit required documents	1.1 Social Worker shall conduct an Intake interview	None	20 minutes	<i>Gina L. Gadiano & Marigen L. Alpas</i>
	1.2 Social Worker ensures that all documents is complete	None	10 minutes	<i>Gina L. Gadiano & Marigen L. Alpas</i>



	®ister in registry of Solo Parents with an appropriate case number			
	1.3 Evaluation of applicants documents	None		
	1.4 Issuance of Solo Parent ID duly signed by the Social Worker & Mun. Mayor	None	30 days after application (based on RA 8972)	<i>Janice M. Memoracion</i>
TOTAL		NONE	30days & 30mins.	



5. SOCIAL PENSION FOR INDIGENT SENIOR CITIZENS

The Social Pension for Indigent Senior Citizens is one of the benefits of senior citizens provided for in Section 5 of Republic Act 9994, otherwise known as the Expanded Senior Citizen Act of 2010. Thru this service, the government assistance in the amount of P500.00 per month is given to the indigent senior citizens to augment their daily subsistence and other medical needs.

Office or Division	OFFICE OF THE MUNICIPAL SOCIAL WELFARE DEVELOPMENT			
Classification	SIMPLE			
Type of Transaction	G2C – GOVERNMENT TO CLIENT			
Who may avail	Are frail, sickly or with disability Have no pension (SSS, GSIS) Have no permanent source of income, compensation or financial assistance from relatives to support his/her basic needs 65 Years Old and above are prioritized			
Checklist of Requirements		Where to Secure		
1. Application Form (1 original)		OSCA office		
2. Senior Citizen's ID (1 photocopy)		OSCA office		
3. General Intake Sheet (1 original)		OSCA office		
4. Validation Form (1 original)		OSCA office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Apply Social Pension in OSCA office	1.1 Conduct an intake interview	None	20 minutes	<i>OSCA Focal Person/ Social Worker</i>
	1.2 Verify and conduct home visits, on collateral interview	None	20 minutes	<i>OSCA Focal Person/ Social Worker</i>
	1.3 Submit validation report to regional Social Pension unit for clean list	None	10 minutes	<i>Focal Person</i>
	1.4 Prioritize clean list beneficiaries for enrollment to Social Pension	None	10 minutes	<i>Focal Person/ Social Worker</i>
TOTAL		NONE	1hr.	



6. ISSUANCE OF IDENTIFICATION CARD TO PERSONS WITH DISABILITY

This service is in compliance with Republic Act 9442 for Persons with Disability to avail 20% discount on medicines, transportation, hospitalization, health facilities, laboratories and diagnostic services, 5% discount on groceries (P650 on basic commodities and P650 on prime commodities) and other special privileges.

Office or Division	OFFICE OF THE MUNICIPAL SOCIAL WELFARE DEVELOPMENT			
Classification	SIMPLE			
Type of Transaction	G2C – GOVERNMENT TO CLIENT			
Who may avail	Person with all types of disabilities mentioned in Republic Act 7277 such as: - Psychosocial Disability - Disability due to Chronic illness - Learning Disability - Mental Disability - Visual Disability - Orthopedics Disability - Communication Disability			
Checklist of Requirements		Where to Secure		
1. Birth Certificate		LCR		
2. 2 copies 1x1 ID picture		Client		
3. Medical Certificate		Attending Doctor		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up Application Form	1.1 Conduct of Intake interview	None	20 minutes	<i>Focal Person/ Social Worker</i>
	1.2 Evaluation of applicants	None	20 minutes	<i>Focal Person/ Social Worker</i>
	1.3 Issuance of PWD ID duly signed by Municipal Mayor	None	20 minutes	<i>Focal Person/ Social Worker</i>
TOTAL		NONE	1hr.	



7. TEMPORARY SHELTER FOR ABUSED WOMEN AND CHILDREN

This service provides temporary shelter to battered women and other women in difficult circumstances in order to protect her from harm.

Office or Division	OFFICE OF THE MUNICIPAL SOCIAL WELFARE DEVELOPMENT			
Classification	SIMPLE			
Type of Transaction	G2C – GOVERNMENT TO CLIENT			
Who may avail	- Battered Women - Other women in difficult circumstances			
Checklist of Requirements		Where to Secure		
1. Barangay Blotter Report (1 photocopy)		Barangay		
2. Police Blotter Report (1 photocopy)		PNP Station		
3. Medical Certificate (1 photocopy)		MHO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the documents	1.1 Social Worker shall conduct an intake interview	None	30 minutes	Gina L. Gadiano&Marigen L. Alpas
	1.2 Social Worker conduct counseling placement	None	30 minutes	Gina L. Gadiano&Marigen L. Alpas
TOTAL		NONE	1hr.	

8. ISSUANCE OF SENIOR CITIZEN'S ID



This service is in compliance with Republic Act 9257, an Act granting additional benefits and privileges to senior citizens

Office or Division	OFFICE OF THE MUNICIPAL SOCIAL WELFARE DEVELOPMENT			
Classification	SIMPLE			
Type of Transaction	G2C – GOVERNMENT TO CLIENT			
Who may avail	<ul style="list-style-type: none"> - All Senior Citizen's aged 60 years old and above - Filipino Citizens - Filipino with dual citizenship 			
Checklist of Requirements		Where to Secure		
1. Any Valid ID (1 photocopy)		Client		
2. Voter's Certification (1 photocopy)		COMELEC		
3. 2 copies 1x1 ID picture (2 ID pictures)		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up Application Form	1.1 Conduct of Intake interview	None	30 minutes	OSCA Head
	1.2 Evaluate the documents presented	None	10 minutes	OSCA Head
	1.3 Issuance of ID duly signed by OSCA Head & Municipal Mayor	None	1 hour	OSCA Head
TOTAL		NONE	1hr. & 40mins.	



9. PROTECTIVE SERVICE FOR CHILDREN AT RISK AND CHILDREN IN CONFLICT WITH THE LAW

This service facilitates the implementation of the provisions on Republic Act 9344 for the Children at Risk/ Conflict with the Law.

Office or Division	OFFICE OF THE MUNICIPAL SOCIAL WELFARE DEVELOPMENT			
Classification	COMPLEX			
Type of Transaction	G2C – GOVERNMENT TO CLIENT			
Who may avail	<ul style="list-style-type: none"> - Children below 18 years of age alleged, accused of, or adjudged as having committed an offense under the Philippine laws - Children vulnerable to and at risk of committing criminal offense 			
Checklist of Requirements		Where to Secure		
1. Police Blotter (1 photocopy)		PNP Station		
2. Birth Certificate (1 photocopy)		LCR Office		
3. School Records (1 photocopy)		DepED Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client comes to office for intervention	1.1 Interview the minor	None	30 minutes	Social Worker
	1.2 Contact parents/Guardian	None	1 hour	Social Worker
	1.3 Submits initial determination of discernment to Law Enforcement Officer (LEO)	None	within 7 days (Based on RA 9344)	Social Worker
	1.4 If discernment: Social Worker attend diversion contract conference with BCPC	None	within 7 days (Based on RA 9344)	Social Worker/Brgy.Chairman on BCPC
TOTAL		NONE	14days, 1hr. & 30mins.	



OFFICE OF THE MUNICIPAL HEALTH

External Services



1. ANIMAL BITE/ANTI-RABIES VACCINATIONS

Rabies Vaccine is an immunization used to prevent rabies in people who have been bitten by an animal or otherwise exposed to the rabies virus (e.g., dogs and cats).

Office or Division:	Municipal Health Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Barangay Certificate of Residency and Indigency		Barangay Hall		
2. Vaccination Cards (for Succeeding Doses)		Health Facility (where Client/Patient had his/her Initial Doses)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client/Patient Log Book in the Outpatient Department – Registration Area	1. Give the Log Book to the Client/Patient and have him/her sign there	None	5 Minutes	<i>Barangay Health Workers</i> Municipal Health Office
2. Submit to Initial Interview for Client/Patient Data/Information and Vital Signs Checking at the Outpatient Department – Registration Area	2. Perform Initial Interview and Vital Signs Checking to the Client/Patient	None	5 Minutes	<i>Barangay Health Workers</i> Municipal Health Office
3. Proceed to the Client/Patient History-Taking/Initial Assessment and Categorization of Animal Bite at the Outpatient Department – Treatment Area	3. Perform History-Taking/Initial Assessment and Categorization of Animal Bite to the Client/Patient	None	15 Minutes	<i>Nurses or Doctors</i> Municipal Health Office



4. Proceed to the Preparation and Injection of Vaccine and Release of the Signed Vaccination Card at the Outpatient Department – Treatment Area	4. Perform Preparation and Injection of Vaccine and Release the Signed Vaccination Card to the Client/Patient	None	15 Minutes	<i>Nurses or Doctors</i> Municipal Health Office
5. Proceed to the Post-Vaccination Monitoring at the Outpatient Department – Monitoring Area	5. Observe the Client/Patient for Possible Vaccination Side Effects; if None, Release the Client/Patient	None	1 Hour	<i>Nurses or Doctors</i> Municipal Health Office
6. Proceed to the Prescription of Medications (if necessary) and Instructions on the Follow-Up Schedule at the Outpatient Department – Monitoring Area	6. Prescribe the Necessary Medications(if any) and Give the Client/Patient Instructions onthe Follow-Up Schedule	None	5 Minutes	<i>Nurses or Doctors</i> Municipal Health Office
7. Proceed to the Dispensing of Prescribed Medications (if any) at the LGU/Municipal Pharmacy	7. Dispense the Prescribed Medications (if any) and Instruct the Client/Patient properly about the Prescription	None	5 Minutes	<i>Pharmacy Assistant</i> LGU/Municipal Pharmacy
(Client/Patient Waiting Time for the Whole Process)		None	(30 Minutes)	
TOTAL		None	2 Hours, 20 inutes	



2. ANTI-CORONAVIRUS DISEASE 2019 VACCINATIONS

Coronavirus Disease 2019 (COVID-19) Vaccines produce protection against the disease, as a result of developing immune response to the Severe Acute Respiratory Syndrome Coronavirus 2 (SARS-CoV-2) virus.

Office or Division:	Municipal Health Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid Identification Cards (IDs) (or Any Proof of Identity)		Residence, School, Workplace, etc.		
2. Barangay Certificate of Residency/Indigency		Barangay Hall (Respective Residence Barangays)		
3. Vaccination Cards (for Succeeding Doses)		Health Facility (where Client/Patient had his/her Initial Doses)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client/Patient Log Book in the Outpatient Department – Registration Area	1. Give the Log Book to the Client/Patient and have him/her sign there	None	5 Minutes	<i>Barangay Health Workers</i> Municipal Health Office
2. Submit to Initial Interview for Client/Patient Data/Information and Vital Signs Checking and at the Outpatient Department – Registration Area	2. Perform Initial Interview and Vital Signs Checking to the Client/Patient	None	5 Minutes	<i>Barangay Health Workers</i> Municipal Health Office
3. Proceed to the Client/Patient History-Taking/Initial Assessment and Screening at the	3. Perform History-Taking/Initial Assessment and Screening to the	None	15 Minutes	<i>Nurses or Midwives or Doctors</i> Municipal Health Office



Outpatient Department – Consultation Area	Client/Patient			
4. Proceed to the Preparation and Injection of Vaccine and Release of the Signed Vaccination Card at the Outpatient Department – Vaccination Area	4. Perform Preparation and Injection of Vaccine and Release the Signed Vaccination Card to the Client/Patient	None	15 Minutes	<i>Nurses or Midwives or Doctors</i> Municipal Health Office
5. Proceed to the Post-Vaccination Monitoring at the Outpatient Department – Monitoring Area	5. Observe the Client/Patient for Possible Vaccination Side Effects; if None, Release the Client/Patient	None	1 Hour	<i>Nurses or Midwives or Doctors</i> Municipal Health Office
6. Proceed to the Prescription of Medications (if necessary) and Instructions on the Follow-Up Schedule at the Outpatient Department – Monitoring Area	6. Prescribe the Necessary Medications (if any) and Give the Client/Patient Instructions on the Follow-Up Schedule	None	5 Minutes	<i>Nurses or Midwives or Doctors</i> Municipal Health Office
7. Proceed to the Dispensing of Prescribed Medications (if any) at the LGU/Municipal Pharmacy	7. Dispense the Prescribed Medications (if any) and Instruct the Client/Patient properly about the Prescription	None	5 Minutes	<i>Pharmacy Assistant</i> LGU/Municipal Pharmacy
(Client/Patient Waiting Time for the Whole Process)		None	(30 Minutes)	
TOTAL		None	2 Hours, 20 inutes	



3. CHILDBIRTH/DELIVERY AND NEWBORN CARE/SAFETY

Childbirth, also known as labor or delivery, is the ending of pregnancy where one or more babies leave the uterus by passing through the vagina or by Caesarean section. Newborn care/safety, on the other hand, are the activities and precautions recommended for new parents/caregivers to apply to their newborn infant, or neonate.

Office or Division:	Municipal Health Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Prenatal Card/Booklet (Original)		Health Facility (where Client/Patient had her Prenatal Check-Ups)		
2. Laboratory Results (Original/Photocopy)		Diagnostic Clinic (where Client/Patient had her Laboratories)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client/Patient Log Book in the Birthing Center – Registration Area	1. Give the Log Book to the Client/Patient and have her sign there	None	5 Minutes	<i>Barangay Health Workers</i> Municipal Health Office
2. Submit to Initial Interview for Client/Patient Data/Information and Vital Signs Checking at the Birthing Center – Registration Area	2. Perform Initial Interview and Vital Signs Checking to the Client/Patient	None	5 Minutes	<i>Barangay Health Workers</i> Municipal Health Office
3. Proceed to the Client/Patient History-Taking/Initial Assessment and Review of Records and Anthropometric Measurements at the Birthing Center – Consultation Area	3. Perform History-Taking/Initial Assessment and Review Records and Anthropometric Measurements of the	None	15 Minutes	<i>Midwives or Doctors</i> Municipal Health Office



	Client/Patient			
4. Proceed to the Consultation/Check-Up/Reading of Laboratory Results (if any) and Birthing Delivery Assessment and Procedure at the Birthing Center – Delivery Area	4. Perform Consultation/Check-Up/Read Laboratory Results (if any) and Assess Status and Perform Birth Delivery to the Client/Patient (whenever necessary)	None	30 Minutes	<i>Midwives or Doctors</i> Municipal Health Office
5. Proceed to the Newborn Care/Safety and Room Transfer of Client/Patient at the Birthing Center – Ward Area	5. Perform Newborn Care/Safety and Transfer of Client/Patient to Room	None	30 Minutes	<i>Midwives or Doctors</i> Municipal Health Office
6. Proceed to the Payments and Official Receipts Section at the Municipal Treasury Office for the ffg. (whichever is applicable): a. Delivery Fee b. Newborn Screening Fee	6. Issue the Official Receipt (upon payment) for the Procedure/s (whichever is applicable)	PHP 2,500 PHP 1,750	5 Minutes	<i>Cashier</i> Municipal Treasury Office
7. Proceed to the Prescription of Medications (if necessary) and Instructions on the Follow-Up Schedule at the Birthing Center – Ward Area	7. Prescribe the Necessary Medications (if any) and Give Client/Patient Instructions on the Follow-Up Schedule	None	5 Minutes	<i>Midwives or Doctors</i> Municipal Health Office



8. Proceed to the Dispensing of Prescribed Medications (if any) (upon discharge) at the LGU/Municipal Pharmacy	8. Dispense the prescribed medications (if any) and Instruct Client/Patient properly about the Prescription	None	5 Minutes	<i>Pharmacy Assistant</i> LGU/Municipal Pharmacy
(Client/Patient Waiting Time for the Whole Process)		None	(30 Minutes)	
TOTAL		PHP 4,250	2 Hours, 10 Minutes	



4. DENTAL CONSULTATIONS AND DENTAL PROCEDURES

Dental Consultation is the evaluation of the current condition of the client's/patient's tooth/teeth. It is a non-invasive visit with a dentist wherein a client/patient can discuss any issues/concerns that he/she may be experiencing and its treatment options. Meanwhile, Dental Procedures may include Dental Cleaning, Dental Extraction, and/or Dental Filling/Restoration.

Office or Division:	Municipal Health Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Laboratory Results (if Client/Patient had his/her Previous/Initial Laboratories done at a Different Diagnostic Clinic)		Diagnostic Clinic (where Client/Patient had his/her Previous/Initial Laboratories)		
2. Prescription Medications (if Client/Patient had his/her Previous/Initial Consultations at a Different Health Facility)		Health Facility (where Client/Patient had his/her Previous/Initial Consultations)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client/Patient Log Book in the Outpatient Department – Registration Area	1. Give the Log Book to the Client/Patient and have him/her sign there	None	5 Minutes	<i>Barangay Health Workers</i> Municipal Health Office
2. Submit to Initial Interview for Client/Patient Data/Information and Vital Signs Checking at the Outpatient Department – Registration Area	2. Perform Initial Interview and Vital Signs Checking to the Client/Patient	None	5 Minutes	<i>Barangay Health Workers</i> Municipal Health Office
3. Proceed to Client/Patient	3. Perform History-Taking/Initial	None	5 Minutes	<i>Nurses</i> Municipal Health



History-Taking/Initial Assessment at the Outpatient Department – Consultation Area	Assessment to the Client/Patient			Office
4. Proceed to Consultation/Check-Up/Request of Laboratories(if necessary) at the Dental Office– 2 nd Floor	4. Perform Consultation/Check-Up/Hand Out Laboratory Requests (if any) to the Client/Patient	None	15 Minutes	<i>Dentist</i> Municipal Health Office
5. Proceed to the Processing of Requested Laboratories (if any) at the Outpatient Department – Laboratory Area	5. Start Processing the Laboratory Requests (if any) of the Client/Patient	None	30 Minutes	<i>Medical Technologist</i> Municipal Health Office
6. Return for Further Consultation/Check-Up/Reading of Requested Laboratories (if any) at the Dental Office – 2 nd Floor	6. Perform Further Consultation/Check-Up/Read the Laboratory Results(if any)of the Client/Patient	None	15 Minutes	<i>Dentist</i> Municipal Health Office
7. Proceed to the Payments and Official Receipts Section at the Municipal Treasury Office for the ff. (whichever is applicable): a. Dental Cleaning b. Dental Extraction c. Dental Filling/Restoration	7. Issue the Official Receipt (upon payment) for the Procedure/s (whichever is applicable) to the Client/Patient	PHP 200 PHP 100 PHP 150	5 Minutes	<i>Cashier</i> Municipal Treasury Office
8. Proceed to the Performing of the Procedure/s(whichever is applicable) at	8. Perform the Necessary Procedure/s(whichever is	None	30 Minutes	<i>Dentist and Dental Aide</i> Municipal Health



the Dental Office – 2 nd Floor	applicable) to the Client/Patient			Office
9. Proceed to the Prescription of Medications (if necessary) and Instructions on the Follow-Up Schedule at the Dental Office – 2 nd Floor	9. Prescribe the Necessary Medications (if any) and Give the Client/Patient Instructions on the Follow-Up Schedule	None	5 Minutes	<i>Dentist</i> Municipal Health Office
10. Proceed to the Dispensing of Prescribed Medications (if any) at the LGU/Municipal Pharmacy	10. Dispense the Prescribed Medications (if any) and Instruct the Client/Patient properly about the Prescription	None	5 Minutes	<i>Pharmacy Assistant</i> LGU/Municipal Pharmacy
(Client/Patient Waiting Time for the Whole Process)		None	(30 Minutes)	
TOTAL			2 Hours, 30 Minutes	



5. FAMILY PLANNING AND ROUTINE IMMUNIZATIONS

Family Planning is the practice of controlling the number of children in a family and the intervals between their births, particularly by means of artificial contraception or voluntary sterilization. Routine Immunization (i.e., pediatric and adult), on the other hand, is the process by which an individual's immune system is repeatedly fortified against an infectious agent, typically by inoculation.

Office or Division:		Municipal Health Office		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Family Planning Card/Booklet (Original)		Health Facility (where Client/Patient had her Previous/Initial Consultations)		
2. Immunization Card/Booklet		Health Facility (where Client/Patient had his/her Previous/Initial Immunizations)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client/Patient Log Book at the Birthing Center – Registration Area	1. Give the Log Book to the Client/Patient and have him/her sign there	None	5 Minutes	<i>Barangay Health Workers</i> Municipal Health Office
2. Submit to Initial Interview for Client/Patient Data/Information and Vital Signs Checking at the Birthing Center – Registration Area	2. Perform Initial Interview and Vital Signs Checking to the Client/Patient	None	5 Minutes	<i>Barangay Health Workers</i> Municipal Health Office
3. Proceed to Client/Patient History-Taking/Initial Assessment and Review Records at the Birthing Center – Consultation Area	3. Perform History-Taking/Initial Assessment and Review of Records of the Client/Patient	None	15 Minutes	<i>Nurses or Midwives</i> Municipal Health Office



4. Proceed to the Application of Family Planning Methods and/or Preparation and Injection of Vaccine and Release of the Signed Immunization Card at the Birthing Center – Treatment Area	4. Perform the Application of Family Planning Methods and/or Preparation and Injection of Vaccine and Release of the Signed Immunization Card to the Client/Patient	None	15 Minutes	<i>Nurses or Midwives</i> Municipal Health Office
5. Proceed to the Post-Immunization Monitoring at the Birthing Center – Monitoring Area	5. Observe the Client/Patient for Possible Immunization Side Effects; if None, Release the Client/Patient	None	1 Hour	<i>Nurses or Doctors</i> Municipal Health Office
6. Proceed to the Prescription of Medications (if necessary) and Instructions on the Follow-Up Schedule at the Birthing Center – Treatment Area	6. Prescribe the Necessary Medications (if any) and Give the Client/Patient Instructions on the Follow-Up Schedule	None	15 Minutes	<i>Nurses or Midwives or Doctors</i> Municipal Health Office
7. Proceed to the Dispensing of Prescribed Medications (if any) at the LGU/Municipal Pharmacy	7. Dispense the Prescribed Medications (if any) and Instruct the Client/Patient properly about the Prescription	None	5 Minutes	<i>Pharmacy Assistant</i> LGU/Municipal Pharmacy
(Client/Patient Waiting Time for the Whole Process)		None	(30 Minutes)	
TOTAL		None	2 Hours and 30 inutes	



6. ISSUANCE OF CORONAVIRUS DISEASE 2019 VACCINATION CERTIFICATES

Coronavirus Disease 2019 Vaccination Certificate is a form of functional identification card; it gives details about the type/brand of vaccine administered, date administered, and location of vaccination.

Office or Division:		Municipal Health Office		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Vaccination Card (for Partial/Fully Immunized Clients/Patients)		Health Facility (where Client/Patient had his/her Vaccinations)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client/Patient Log Book in the Outpatient Department – Registration Area	1. Give the Log Book to the Client/Patient and have him/her sign there	None	5 Minutes	Barangay Health Workers Municipal Health Office
2. Submit to Initial Interview for Client/Patient Data/Information at the Outpatient Department – Registration Area	2. Perform Initial Interview to the Client/Patient	None	5 Minutes	Barangay Health Workers Municipal Health Office
3. Proceed to the Client/Patient Consultation/Check-Up and Release of the Signed Vaccination Certificate at the Outpatient Department – Consultation Area	3. Release the Signed Vaccination Certificate to the Client/Patient	None	15 Minutes	Doctors Municipal Health Office
(Client/Patient Waiting Time for the Whole Process)		None	(30 Minutes)	
TOTAL		None	55 Minutes	



7. ISSUANCE OF DEATH CERTIFICATES AND APPROVAL FOR EMBALMING

A Death Certificate is an official statement/document, which records the circumstances surrounding the death of an individual, such as the cause of death, location of death, date and time of death, and some other personal information about the deceased; it is used to compile data on various statistics, including leading causes of deaths.

Office or Division:	Municipal Health Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Barangay Certification of Death (or Any Proof of Death)		Barangay Hall (Respective Barangays/Residences)		
2. Discharge Summary (if Deceased Client/Patient was recently admitted at a Health Facility)		Health Facility (where the Deceased Client/Patient was recently admitted)		
3. Laboratory Results (if Deceased Client/Patient was previously requested with Laboratories)		Diagnostic Clinic (where the Deceased Client/Patient previously had his/her Laboratories)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Deceased Client's/Patient's Log Book in the Outpatient Department – Registration Area	1. Give the Log Book to the Deceased Client's/Patient's Family and/or Relative/Guardian and have him/her sign there	None	5 Minutes	<i>Barangay Health Workers</i> Municipal Health Office
2. Submit Deceased Client's/Patient's Family and/or Relative/Guardian to Verbal Autopsy at the Doctor's Office – 2 nd Floor	2. Perform Verbal Autopsy on the Deceased Client's/Patient's Family and/or Relative/Guardian	None	10 Minutes	<i>Doctors</i> Municipal Health Office
3. Proceed to the Encoding of the	3. Encode the Diagnosis/Caus	None	5 Minutes	<i>Midwives or Sanitation Inspectors</i>



Diagnosis/Cause of Death on the Death Certificate at the Birthing Center – Consultation Area	e of Death on the Death Certificate and Instruct the Deceased Client's/Patient's Family and/or Relative/Guardian to have it signed by the Doctor, together with the Embalming Portion			Municipal Health Office
4. Proceed to the Signing of the Diagnosis/Cause of Death, together with the Embalming Portion, and Release of the Signed Death Certificate at the Doctor's Office – 2 nd Floor	4. Release the Signed Death Certificate, together with the Embalming Portion, to the Deceased Client's/Patient's Family and/or Relative/Guardian	None	5 Minutes	<i>Doctors</i> Municipal Health Office
5. Proceed to the Registration of the Death Certificate at the Municipal Civil Registry Office (within one month)	5. Release the Registered Death Certificate to the Deceased Client's/Patient's Family and/or Relative/Guardian	None	5 Minutes	<i>Municipal Civil Registrar</i> Municipal Civil Registry Office
(Client/Patient Waiting Time for the Whole Process)		None	(30 Minutes)	
TOTAL		None	1 Hour	



8. ISSUANCE OF DENTAL CERTIFICATES

A Dental Certificate is a written statement from a dentist or another oral health care provider which attests to the result of a dental examination of a patient; it can serve as a sick note or evidence of a tooth condition.

Office or Division:	Municipal Health Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Dental Certificate Official Receipt		Municipal Treasury Office – Payments and Official Receipts Section		
2. Laboratory Results (as required)		Diagnostic Clinic (where Client/Patient had his/her Laboratories)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client/Patient Log Book in the Outpatient Department – Registration Area	1. Give the Log Book to the Client/Patient and have him/her sign there	None	5 Minutes	<i>Barangay Health Workers</i> Municipal Health Office
2. Submit to Initial Interview for Client/Patient Data/Information and Vital Signs Checking at the Outpatient Department – Registration Area	2. Perform Initial Interview and Vital Signs Checking to the Client/Patient	None	5 Minutes	<i>Barangay Health Workers</i> Municipal Health Office
3. Proceed to the Payments and Official Receipts Section at the Municipal Treasury Office for: - Dental Certificate	3. Issue the Official Receipt (upon payment) for the Dental Certificate to the Client/Patient	PHP 50	5 Minutes	<i>Cashier</i> Municipal Treasury Office



4. Proceed to Consultation/Check-Up and Release of the Signed Dental Certificate at the Dental Office – 2 nd Floor	4. Release the Signed Dental Certificate to the Client/Patient	None	5 Minutes	<i>Dentist</i> Municipal Health Office
(Client/Patient Waiting Time for the Whole Process)		None	(30 Minutes)	
TOTAL		PHP 50	50 Minutes	



9. ISSUANCE OF EXHUMATION PERMITS AND BURIAL TRANSFER PERMITS

Exhumation Permit means a permit to exhume or dig up a dead body or human remains and cremated remains. Meanwhile, Burial Transfer Permit means the removal and transfer of human remains and cremated remains.

Office or Division:		Municipal Health Office		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Death Certificate (1 Original, 1 Photocopy)		Municipal Health Office – Doctor's Office		
2. Official Receipt of Exhumation Permit		Municipal Treasury Office – Payments and Official Receipts Section		
3. Official Receipt of Burial Transfer Permit		Municipal Treasury Office – Payments and Official Receipts Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Deceased Client's/Patient's Log Book in the Outpatient Department – Registration Area	1. Give the Log Book to the Deceased Client's/Patient's Family and/or Relative/Guardian and have him/her sign there	None	5 Minutes	<i>Barangay Health Workers</i> Municipal Health Office
2. Proceed to the Payments and Official Receipts Section at the Municipal Treasury Office for the ffg. (whichever is applicable): a. Exhumation Permit b. Burial Transfer Permit	2. Issue the Official Receipt (upon payment) for the Permits (whichever is applicable)	PHP 100	5 Minutes	<i>Cashier</i> Municipal Treasury Office



		PHP 100		
3. Proceed to Encoding of the Diagnosis/Cause of Death on the Exhumation and/or Burial Transfer Permit at the Outpatient Department – Sanitation Inspector's Office	3. Encode the Diagnosis/Cause of Death on the Exhumation and/or Burial Transfer Permit and Instruct the Deceased Client's/Patient's Family and/or Relative/Guardian to have it signed by the Doctor	None	5 Minutes	<i>Sanitation Inspectors</i> Municipal Health Office
4. Proceed to the Signing of the Exhumation Permit and/or Burial Transfer Permit at the Doctor's Office – 2 nd Floor	4. Release the Signed Exhumation Permit and/or Burial Transfer Permit to the Deceased Client's/Patient's Family and/or Relative/Guardian	None	5 Minutes	<i>Doctors</i> Municipal Health Office
5. Proceed to the Municipal Planning and Development Office for the Approval and/or Scheduling of the Exhumation and/or the Transfer of the Deceased Client's/Patient's Body/Remains at the Cemetery of Choice	5. Approve and/or Schedule the Exhumation and/or Transfer with the Deceased Client's/Patient's Family and/or Relative/Guardian	None	10 Minutes	<i>Municipal Planning and Development Officer</i> Municipal Planning and Development Office
(Client/Patient Waiting Time for the Whole Process)		None	(30 Minutes)	
TOTAL		PHP200	1 Hour	



10. ISSUANCE OF HEALTH CARDS AND SANITARY PERMITS

Health Card, also called Food Handler Card, is required for anyone who works in a food establishment such as a restaurant or a bar; including kitchen staff, servers, managers, and anyone who would come into contact with food, ice, beverage, utensils, etc. On the other hand, Sanitary Permit is an official document authorizing the establishment to operate a business, the field of which, in one way, relates to production, transportation, storage, and sale of drinking food and water, as well as utility servicing of the population.

Office or Division:		Municipal Health Office		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Health Card Official Receipt		Municipal Treasury Office – Payment and Official Receipts Section		
2. Laboratory Results (as required)		Diagnostic Clinics (where the Client/Patient had his/her Laboratories)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client/Patient Log Book in the Outpatient Department – Registration Area	1. Give the Log Book to the Client/Patient and have him/her sign there	None	5 Minutes	<i>Barangay Health Workers</i> Municipal Health Office
2. Submit to Initial Interview for Client/Patient Data/Information and Vital Signs Checking at the Outpatient Department – Registration Area	2. Perform Initial Interview and Vital Signs Checking to the Client/Patient	None	5 Minutes	<i>Barangay Health Workers</i> Municipal Health Office
3. Proceed to the Payments Section and Official Receipts at the	3. Issue the Official Receipt (upon payment) for the		5 Minutes	<i>Cashier</i> Municipal Treasury Office



Municipal Treasury Office for the ffg.(whichever is applicable): a. Health Card b. Sputum Exam c. Stool Exam (Food Handlers)	Laboratories (whichever is applicable)	PHP 50 PHP 30 PHP 50		
4. Proceed to Instruct the Client/Patient about the Collection and Examination of Sputum and Stool Samples at the Outpatient Department – Laboratory Area	4. Collect and Examine the Sputum and Stool Samples of the Client/Patient	None	40 Minutes	<i>Sanitation Inspectors or Medical Technologist</i> Municipal Health Office
5. Proceed to the Consultation/Check-Up and Release of the Signed Health Card at the Sanitation Inspector's Office; (Signed Sanitary Permit of the Establishment will be released upon compliance of all its staff with their Health Cards and upon thorough inspection of the establishment, itself)	5. Release the Signed Health Card to the Client/Patient and/or Signed Sanitary Permit to the Establishment once complied with all the Requirements	None	5 Minutes	<i>Sanitation Inspectors or Doctors</i> Municipal Health Office
(Client/Patient Waiting Time for the Whole Process)		None	(30 Minutes)	
TOTAL		PHP130	1 Hour and 30 Minutes	



11. ISSUANCE OF MEDICAL CERTIFICATES

A Medical Certificate is a written statement from a physician or another qualified health care provider which attests to the result of a medical examination of a patient; it can serve as a sick note or evidence of a health condition.

Office or Division:		Municipal Health Office		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Medical Certificate Official Receipt		Municipal Treasury Office – Payments and Official Receipts Section		
2. Laboratory Results (as required)		Diagnostic Clinics (where the Client/Patient had his/her Laboratories)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client/Patient Log Book in the Outpatient Department – Registration Area	1. Give the Log Book to the Client/Patient and have him/her sign there	None	5 Minutes	<i>Barangay Health Workers</i> Municipal Health Office
2. Submit to Initial Interview for Client/Patient Data/Information and Vital Signs Checking at the Outpatient Department – Registration Area	2. Perform Initial Interview and Vital Signs Checking to the Client/Patient	None	5 Minutes	<i>Barangay Health Workers</i> Municipal Health Office
3. Proceed to the Payments Section and Official Receipts at the Municipal Treasury Office for: - Medical Certificate	3. Issue the Official Receipt (upon payment) to the Client/Patient	PHP 50	5 Minutes	<i>Cashier</i> Municipal Treasury Office



4. Proceed to the Client/Patient Consultation/Check-Up and Release of the Signed Medical Certificate at the Outpatient Department – Consultation Area	4. Release the Signed Medical Certificate to the Client/Patient	None	15 Minutes	Doctors Municipal Health Office
(Client/Patient Waiting Time for the Whole Process)		None	(30 Minutes)	
TOTAL		PHP 50	1 Hour	



12. ISSUANCE OF MEDICO-LEGAL CERTIFICATES

A Medico-Legal Certificate is a provision of the medical findings by the physician of the injuries sustained by the client/patient as a result of an accident or a crime; it is something that involves both medical and legal aspects.

Office or Division:	Municipal Health Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Police Request (1 Original, 1 Photocopy)		Local Police Office		
2. Medico-Legal Certificate Official Receipt		Municipal Treasury Office – Payments and Official Receipts Section		
3. Initial Findings (if Client/Patient had his/her Previous/Initial Physical Examination at a Different Health Facility)		Health Facility (where Client/Patient had his/her Previous/Initial Physical Examination)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client/Patient Log Book in the Outpatient Department – Registration Area	1. Give the Log Book to the Client/Patient and have him/her sign there	None	5 Minutes	<i>Barangay Health Workers</i> Municipal Health Office
2. Submit to Initial Interview for Client/Patient Data/Information and Vital Signs Checking at the Outpatient Department – Registration Area	2. Perform Initial Interview and Vital Signs Checking to the Client/Patient	None	5 Minutes	<i>Barangay Health Workers</i> Municipal Health Office
3. Proceed to the Payments Section and Official Receipts at the	3. Issue the Official Receipt (upon payment) to the		5 Minutes	<i>Cashier</i> Municipal Treasury Office



Municipal Treasury Office for: - Medico-Legal Certificate	Client/Patient	Php 100		
4. Proceed to the Client/Patient Consultation/Check- Up and Release of the Signed Medico- Legal Certificate at the Doctor's Office – 2 nd Floor	4. Release the Signed Medico- Legal Certificate to the Client/Patient	None	30 Minutes	<i>Doctors</i> Municipal Health Office
(Client/Patient Waiting Time for the Whole Process)		None	(30 Minutes)	
TOTAL		PHP 100	1 Hour and 15 Minutes	



13. ISSUANCE OF QUARANTINE CERTIFICATES

A Quarantine Certificate is a written statement from a physician or another qualified health care provider which attests to the monitoring and quarantine status of a patient; it can also serve as evidence of a specific health condition (i.e., COVID-19).

Office or Division:		Municipal Health Office		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Quarantine Monitoring Form (Original)		Barangay Hall (Respective Barangays/Residences)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client/Patient Log Book in the Outpatient Department – Registration Area	1. Give the Log Book to the Client/Patient and have him/her sign there	None	5 Minutes	Barangay Health Workers Municipal Health Office
2. Submit to Initial Interview for Client/Patient Data/Information at the Outpatient Department – Registration Area	2. Perform Initial Interview to the Client/Patient	None	5 Minutes	Barangay Health Workers Municipal Health Office
3. Proceed to the Client/Patient Consultation/Check-Up and Release of the Signed Quarantine Certificate at the Doctor's Office – 2 nd Floor	3. Release the Signed Quarantine Certificate to the Client/Patient	None	15 Minutes	Doctors Municipal Health Office
(Client/Patient Waiting Time for the Whole Process)		None	(30 Minutes)	
TOTAL		None	55 inutes	



14. MEDICAL CONSULTATIONS AND MEDICAL PROCEDURES

Medical Consultation is a meeting with a physician or other health care expert to discuss a client's/patient's particular problem/condition and get their advices and treatment .Meanwhile, Medical Procedures may include Nebulization, Wound Care/Suturing, Anti-Tetanus Injections, etc.

Office or Division:	Municipal Health Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Laboratory Results (if Client/Patient had his/her Initial Laboratories done at a Different Diagnostic Clinic)		Diagnostic Clinic (where Client/Patient had his/her Initial Laboratories)		
2. Prescription Medications (if Client/Patient had his/her Initial Consultations at a Different Health Facility)		Health Facility (where Client/Patient had his/her Initial Consultations)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client/Patient Log Book at the Outpatient Department – Registration Area	1. Give the Log Book to the Client/Patient and have him/her sign there	None	5 Minutes	<i>Barangay Health Workers</i> Municipal Health Office
2. Submit to Initial Interview for Client/Patient Data/Information and Vital Signs Checking at the Outpatient Department – Registration Area	2. Perform Initial Interview and Vital Signs Checking to the Client/Patient	None	5 Minutes	<i>Barangay Health Workers</i> Municipal Health Office
3. Proceed to the Client/Patient History-Taking/Initial Assessment at the Outpatient Department –	3. Perform History-Taking/Initial Assessment to the Client/Patient	None	5 Minutes	<i>Nurses</i> Municipal Health Office



Consultation Area				
4. Proceed to the Client/Patient Consultation/Check-Up/Request of Laboratories (if necessary) at the Outpatient Department – Consultation Area	4. Perform Consultation/Check-Up and Hand-Out Laboratory Requests (if any) to the Client/Patient	None	15 Minutes	<i>Doctors</i> Municipal Health Office
5. Proceed to the Processing of Requested Laboratories (if any) at the Outpatient Department – Laboratory Area	5. Start Processing the Laboratory Requests (if any) of the Client/Patient	None	30 Minutes	<i>Medical Technologist</i> Municipal Health Office
6. Return for Further Consultation/Check-Up/Reading of Requested Laboratories (if any) at the Outpatient Department – Consultation Area	6. Perform Further Consultation/Check-Up/Read the Laboratory Results (if any) of the Client/Patient	None	15 Minutes	<i>Doctors</i> Municipal Health Office
7. Proceed to the Performing of Procedures (whichever is necessary) at the Outpatient Department – Treatment Area	7. Perform the Necessary Procedures (whichever is necessary) to the Client/Patient	None	30 Minutes	<i>Doctors</i> Municipal Health Office
8. Proceed to the Prescription of Medications (if necessary) and Instructions on the Follow-Up Schedule at the Outpatient Department – Consultation Area	8. Prescribe the Necessary Medications (if any) and Give the Client/Patient Instructions on the Follow-Up Schedule	None	5 Minutes	<i>Doctors</i> Municipal Health Office
9. Proceed to the Dispensing of Prescribed Medications (if any)	9. Dispense the Prescribed Medications (if any) and	None	5 Minutes	<i>Pharmacy Assistant</i> LGU/Municipal Pharmacy



at the LGU/Municipal Pharmacy	Instruct the Client/Patient properly about the Prescription			
(Client/Patient Waiting Time for the Whole Process)		None	(30 Minutes)	
TOTAL		None	2 Hours and 25 Minutes	



15. PRENATAL CARE AND PRENATAL TESTING

Prenatal Care is the health care that a pregnant client/patient gets which includes check-ups and prenatal testing. Prenatal Testing may include examination for sexually transmitted infections and other related laboratories.

Office or Division:		Municipal Health Office		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Prenatal Card/Booklet (Original)		Birthing Facility (where Client/Patient had her Previous/Initial Prenatal Check-Ups)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client/Patient Log Book at the Birthing Center – Registration Area	1. Give the Log Book to the Client/Patient and have her sign there	None	5 Minutes	<i>Barangay Health Workers</i> Municipal Health Office
2. Submit to Initial Interview for Client/Patient Data/Information and Vital Signs Checking and at the Birthing Center – Registration Area	2. Perform Initial Interview and Vital Signs Checking to the Client/Patient	None	5 Minutes	<i>Barangay Health Workers</i> Municipal Health Office
3. Proceed to the Client/Patient History-Taking/Initial Assessment and Review of Records and Anthropometric Measurements at the Birthing Center – Consultation Area	3. Perform History-Taking/Initial Assessment and Review of Records and Anthropometric Measurements of the Client/Patient	None	15 Minutes	<i>Nurses or Midwives or Doctors</i> Municipal Health Office
4. Proceed to the Consultation/Check-Up/Request of Laboratories (if	4. Perform Consultation/Check-Up and Hand-Out	None	15 Minutes	<i>Nurses or Midwives or Doctors</i> Municipal Health



necessary) at the Birthing Center – Consultation Area	Laboratory Requests (if any) to the Client/Patient			Office
5. Proceed to the Processing of Requested Laboratories (if any) at the Outpatient Department – Laboratory Section	5. Start Processing the Laboratory Requests(if any) of the Client/Patient	None	30 Minutes	<i>Medical Technologist</i> Municipal Health Office
6. Return for Further Consultation/Check-Up/Reading of Requested Laboratories and Prenatal Care and Testing at the Birthing Center – Consultation Area	6. Perform Further Consultation/Check-Up/Read the Laboratory Results (if any) and Perform Prenatal Care and Testing to the Client/Patient	None	30 Minutes	<i>Nurses or Midwives or Doctors</i> Municipal Health Office
7. Proceed to the Prescription of Medications (if necessary) and Instructions on the Follow-Up Schedule at the Birthing Center – Consultation Area	7. Prescribe the Necessary Medications (if any) and Give the Client/Patient Instructions on the Follow-Up Schedule	None	5 Minutes	<i>Nurses or Midwives or Doctors</i> Municipal Health Office
8. Proceed to the Dispensing of Prescribed Medications (if any) at the LGU/Municipal Pharmacy	8. Dispense the Prescribed Medications (if any) and Instruct the Client/Patient properly about the Prescription	None	5 Minutes	<i>Pharmacy Assistant</i> LGU/Municipal Pharmacy
(Client/Patient Waiting Time for the Whole Process)		None	(30 Minutes)	
TOTAL		None	2 Hours, 20Minutes	



OFFICE OF THE MUNICIPAL ENGINEER

External Services



1.ISSUANCE OF BUILDING PERMIT FOR RESIDENTIAL 20 SQ.M ABOVE

A necessary document required by PD 1096 also known as the National Building Code of the Philippines as it ensures the structures safety and complies w/ the local standards.

Office or Division:	OFFICE OF THE MUNICIPAL ENGINEER
Classification:	COMPLEX
Type of Transaction:	G2C GOVERNMENT TO CLIENT / G2B GOVERNMENT TO BUSINESS / G2G GOVERNMENT TO GOVERNMENT
Who may avail:	PRIVATE INDIVIDUALS OR BUSINESS FIRMS, OR GOVERNMENT TO GOVERNMENT
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Approved Zoning Certificate/Locational Clearance Evaluation Report (3 Copies: 1 Original, 2 Photocopy)	MPDO
2. Tax Declaration / OCT / Deed of Sale	Assessor's Office
3. Barangay Clearance (3 Copies)	Respective Barangay where your structure is located
4. Sketch Plan / Lot Plan (signed by Geodetic Engineer)	Assessor's Office
5. Latest Tax Clearance (3 Copies)	Assessor's Office
6. Consent Letter signed by the lot owner of the Administrator (if the client is not the owner of the lot)(3 Copies)	Lot Owner
7. DPWH Clearance (structure along national road)(3 Copies)	DPWH
8. Building Plan: Architectural, Structural, Plumbing, Electrical Plan (Three sets building plan must be blue print or A3 size paper signed and sealed by related engineer)	Civil Engineer / Architect / Master Plumber / Electrical Engineer
9. Building Cost Estimate, General Notes (Three sets signed and sealed by related engineer)	Civil Engineer
10. Structural Analysis (for building two story up, signed and sealed by related engineer)(3 Copies)	Civil Engineer
11. Folder Long and Fastener (3 Copies)	Building Owner



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of plans and other required documents	1. Evaluate plans and documents Issue order of payment to Treasurer's Office	BUILDING FEES: 20 sq.m = 3.00/sq.m	2.5 Hours	-Rodolfo P. Paton-og -Adelina S. Fuentes
		20sq.m - 50sq.m = 5.20/sq.m		
		50sq.m - 100sq.m = 8.00/sq.m	1.5 Hours	Treasurer's Office -Crispin Paselona -Jay Marie Caramihan
		Above 150 sq.m = 8.40/sq.m	3 Days	
2. Make payment for Building Permit (Municipal Treasurer) Make payment for Fire Safety Clearance at BFP Station (by endorsement from OBO)	2. Approval of documents/application form and issuance of Building Permit	ELECTRICAL FEES: Minimum = ₱ 330.00	1 Day	OBO - Adelina S. Fuentes
3. Request for approval of plan and documents for issuance of Building Permit		PLUMBING FEES: Minimum = ₱ 100.00		
TOTAL			4 Days and 4 Hours	



2. ISSUANCE OF BUILDING PERMIT FOR INDUSTRIAL

A necessary document required by PD 1096 also known as the National Building Code of the Philippines as it ensures the structures safety and complies w/ the local standards.

Office or Division:	OFFICE OF THE MUNICIPAL ENGINEER		
Classification:	HIGHLY TECHNICAL		
Type of Transaction:	G2C GOVERNMENT TO CLIENT / G2B GOVERNMENT TO BUSINESS / G2G GOVERNMENT TO GOVERNMENT		
Who may avail:	PRIVATE INDIVIDUALS OR BUSINESS FIRMS, OR GOVERNMENT TO GOVERNMENT		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Approved Zoning Certificate/Locational Clearance Evaluation Report (3 Copies: 1 Original, 2 Photocopy)		MPDO	
2. Tax Declaration / OCT / Deed of Sale (3 Copies)		Assessor's Office	
3. Barangay Clearance (3 Copies)		Respective Barangay where your structure is located	
4. Sketch Plan / Lot Plan (signed by Geodetic Engineer)(3 Copies)		Assessor's Office	
5. Latest Tax Clearance (3 Copies)		Assesor's Office	
6. Consent Letter signed by the lot owner of the Administrator (if the client is not the owner of the lot) (3 Copies)		Lot Owner	
7. DPWH Clearance (structure along national road)(3 Copies)		DPWH	
8. DENR Clearance or any related agency (for any structure covered)		DENR or Any Related Agency	
9. Building Plan: Architectural, Structural, Plumbing, Electrical Plan (Three sets building plan must be blue print or A3 size paper signed and sealed by related engineer)		Civil Engineer / Architect / Master Plumber / Electrical Engineer	
10. Building Cost Estimate, General Notes (Three sets signed and sealed by related engineer)		Civil Engineer	
11. Structural Analysis (for building two story up, signed and sealed by related engineer) (3 Copies)		Civil Engineer	



12. Folder Long and Fastener (3 Copies)		Building Owner		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of plans and other required documents	1. Evaluate plans and documents Issue order of payment to Treasurer's Office	BUILDING FEES: 20 sq.m = 3.00/sq.m	5 Days	-Rodolfo P. Paton-og -Adelina S. Fuentes
		20sq.m - 50sq.m = 5.20/sq.m		
		50sq.m - 100sq.m = 8.00/sq.m	1.5 Hours	Treasurer's Office -Crispin Paselona -Jay Marie Caramihan
		Above 150 sq.m = 8.40/sq.m	7 Days	
2. Make payment for Building Permit (Municipal Treasurer) Make payment for Fire Safety Clearance at BFP Station (by endorsement from OBO)	2. Approval of documents/application form and issuance of Building Permit	ELECTRICAL FEES: Minimum = ₱ 330.00	1 Day	BFP Personnel
3. Request for approval of plan and documents for issuance of Building Permit		Additional cost for any equipment to be installed Plumbing Fees: Minimum – ₱ 100.00 Mechanical Fees: as per	(with complete requirements)	OBO - Adelina S. Fuentes



		equipment installed or machine Note: Additional Charges/ Fees based on Building Code Schedule of Fees		
TOTAL			13 days & 1.5hrs.	



3. ISSUANCE OF FENCING PERMITS FOR RESIDENTIAL/COMMERCIAL BUILDING 20 SQ.M ABOVE

A necessary document required by PD 1096 also known as the National Building Code of the Philippines as it ensure the structures safety and complies w/ the local standards.

Office or Division:	OFFICE OF THE MUNICIPAL ENGINEER	
Classification:	SIMPLE	
Type of Transaction:	G2C GOVERNMENT TO CLIENT / G2B GOVERNMENT TO BUSINESS / G2G GOVERNMENT TO GOVERNMENT	
Who may avail:	PRIVATE INDIVIDUALS OR BUSINESS FIRMS, OR GOVERNMENT TO GOVERNMENT	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Approved Zoning Certificate/Locational Clearance Evaluation Report (3 Copies: 1 Original, 2 Photocopy)		MPDO
2. Tax Declaration / OCT / Deed of Sale (3 Copies)		Assessor's Office
3. Barangay Clearance (3 Copies)		Respective Barangay where your structure is located
4. Sketch Plan / Lot Plan (signed by Geodetic Engineer) (3 Copies)		Assessor's Office
5. Latest Tax Clearance (3 Copies)		Assessor's Office
6. Consent Letter signed by the lot owner of the Administrator (if the client is not the owner of the lot) (3 Copies)		Lot Owner
7. DPWH Clearance (structure along national road) (3 Copies)		DPWH
8. Fencing Plan (Three sets fencing plan must be blue print or A3 size paper signed and sealed by related engineer)		Civil Engineer
9. Cost Estimate, General Notes (Three sets signed and sealed by related engineer) (3 Copies)		Civil Engineer
10. Folder Long and Fastener (3 Copies)		Building Owner



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of plans and other required documents	1. Evaluate plans and documents Issue order of payment to Treasurer's Office	FENCING FEES: Concrete/Metal/Masonry	2.5 Hours	- Rodolfo P. Paton-og - Adelina S. Fuentes
2. Make payment for Building Permit (Municipal Treasurer)	2. Approval of documents/application form and issuance of Fencing Permit	H=1.80meter - 3.00/meter H=1.80meter up - 4.00/meter	1.5 Hours	Treasurer's Office -Crispin Paselona -Jay Marie Caramihan
3. Request for approval of plan and documents for issuance of Fencing Permit	Made of indigenous material 2.40 per linear meter		1 Day	OBO - Adelina S. Fuentes
			(with complete requirements)	
TOTAL			1 day & 4hrs.	



4. ISSUANCE OF ELECTRICAL PERMIT FOR INDIGENT HOUSE'S

A necessary document required by PD 1096 also known as the National Building Code of the Philippines as it ensures the structures safety and complies w/ the local standards.

Office or Division:	OFFICE OF THE MUNICIPAL ENGINEER			
Classification:	SIMPLE			
Type of Transaction:	G2C GOVERNMENT TO CLIENT			
Who may avail:	PRIVATE INDIVIDUALS			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Photocopy of Tax Declaration of lot (2 Copies)		Assessor's Office		
2. Consent Letter signed by the lot owner of the Administrator (if the client is not the owner of the lot)(2 Copies)		Lot Owner		
3. Barangay Clearance (3 Copies)		Respective Barangay where your structure is located		
4. Picture of the house/structure (1 Copy)		House/Structure Owner		
5. Wiring Plan signed by the House Owner, Electrician and Registered Master Electrician or PEE		Respective Barangay Electrician where the structure is situated		
6. Approved Fire Safety Clearance (by BFP)		Nearest Bureau of Fire Protection (BFP) Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of required documents and application form	1. Evaluate plans and documents Issue order of payment to Treasurer's Office	Electrical Fees Minimum – ₱ 330.00	2.5 Hours	- Rodolfo P. Paton-og - Adelina S. Fuentes
2. Make payment for Building Permit (Municipal Treasurer)		Occupancy Fee Minimum – ₱ 200.00	1.5 Hours	Treasurer's Office -Crispin Paselona -Jay Marie Caramihan
2.1 Make payment for Fire Safety Clearance at BFP Station (by endorsement from OBO)			1 Day	BFP Personnel



3. Secure approval of Wiring Plan and document	3. Forward documents to OBO for approval		1 Day	OBO - <i>Adelina S. Fuentes</i>
			(with complete requirements)	
TOTAL		630.00	2days & 4hrs.	



5. ISSUANCE OF OCCUPANCY PERMIT FOR RESIDENTIAL/COMMERCIAL/INSTITUTIONAL/INDUSTRIAL BLDG. AND INDIGENT HOUSES

A necessary document required by PD 1096 also known as the National Building Code of the Philippines as it ensures the structures safety and complies w/ the local standards.

Office or Division:	OFFICE OF THE MUNICIPAL ENGINEER			
Classification:	COMPLEX			
Type of Transaction:	G2C GOVERNMENT TO CLIENT			
Who may avail:	PRIVATE INDIVIDUALS			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Approved Building permit plans and Documents		Owner		
2. As-built plans signed and sealed by related engineer (3 Copies)		Owner		
3. Construction logbook duly signed and sealed by Engineer In-charge		Owner		
4. Tax Declaration of the Building		Assessor's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of required documents and application form	1. Evaluate plans and documents Issue order of payment to Treasurer's Office	Occupancy Fees: Cost up to P150,000 - P200 Cost more than P150,000 to P400,000 - P400	2.5 Hours	- Rodolfo P. Paton-og - Adelina S. Fuentes
2. Make payment for Building Permit (Municipal Treasurer) Make payment for Fire Safety Clearance at BFP Station (by	2. Site Final Inspection	Cost more than P850,000 to P1,200,000 - P1,000 Every million or portion thereof	3 Days	BFP Personnel



endorsement from OBO)		in excess of P1,200,000 - P1,000		
3. Request for approval of plan and documents for issuance of Building Permit	3. Approval of documents/applicati on form and issuance of Occupancy Permit		1 Day	OBO - <i>Adelina S. Fuentes</i>
			(with complete requirements)	
TOTAL		630.00	4 days & 4hrs.	



OFFICE OF THE MUNICIPAL PLANNING AND DEVELOPMENT

External Services



1. ISSUANCE OF ZONING CERTIFICATE FOR RESIDENTIAL, COMMERCIAL/ BUSINESS, INDUSTRIAL AND OTHER USES

A Zoning Certificate is issued to attest the fact that said lot is within the approved CLUP of the municipality.

Office or Division:	MUNICIPAL PLANNING AND DEVELOPMENT OFFICE (MPDO)			
Classification:	SIMPLE			
Type of Transaction:	G2C GOVERNMENT TO CLIENT/ G2B GOVERNMENT TO BUSINESS/ G2G GOVERNMENT TO GOVERNMENT			
Who may avail:	PRIVATE INDIVIDUALS, BUSINESS FIRMS, OR GOVERNMENT AGENCIES, LAND OWNERS			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Title/Tax Declaration/ Deed of Sale 1 copy		Municipal Assessor's Office		
2. Sketch Plan/ Lot Plan (Signed by Geodetic Engineer)2 copies 1 original and 1 photocopy		Municipal Assessor's Office		
3. Latest Tax Clearance 1 original copy		Municipal Assessor's Office		
4. Barangay Clearance 1 original copy		Barangay Hall Concerned		
5. Perspective 1 original copy		Draftsman		
6. Vicinity Map 1 original copy		Draftsman		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of documentary requirements such as certified true copies of Title/ Tax Declaration	1. Evaluate the submitted documents	None	10 mins.	Maria Lenette F. Carrillo / Oscar M. Canino
2. Make payment at the Municipal Treasurer's Office	2. Issue order of payment to Municipal Treasurer's Office	Php 150.00	10 mins.	Maria Lenette F. Carrillo / Oscar M. Canino
3. Present Official Receipt to MPDO	3. Conduct Geo-tagging at site	None	1 hour	Allan C. Taping
4. Received Zoning Certificate	4. Prepare and issue the Zoning Certificate	None	20 mins.	Maria Lenette F. Carrillo / Oscar M. Canino
TOTAL		Php 150.00	1hr. & 40mins.	



2.ISSUANCE OF BURIAL PERMIT AT THE NEW MUNICIPAL CEMETERY

A Burial Permit is required to register and inform the concern families on the particular area of the tomb.

Office or Division:	MUNICIPAL PLANNING AND DEVELOPMENT OFFICE (MPDO)			
Classification:	SIMPLE			
Type of Transaction:	G2C GOVERNMENT TO CLIENT			
Who may avail:	All residents			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Official Copy of Death Certificate 1 original copy		Municipal Health Office		
2. Application Form 2 copies 1 original and 1 photo copy		MPDO		
3. Official Receipt original copy		Municipal Treasurer's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submission of Copy of Death Certificate	1. Examine the details of theDeath Certificate/ Give blankapplication form for BurialPermit		20 minutes	Allan Taping
2.Fill out the Application form forBurial Permit	2. Have the filled outapplication for signed by theMPDC and issue the orderof payment		30 minutes	Allan C. Taping Oscar M. Canino
3.Make payment at the Municipal Treasurer's Office and present thecorresponding Official Receipt toMPDO	3. Issue Burial Permit andgive orientation on burialprocedures	3,500.00 – normal rate 2,700.00 – Discounted rate 200.00 – ground burial	1 hour	Allan C. Taping Oscar M. Canino
TOTAL			1hr. & 50mins.	



OFFICE OF THE MUNICIPAL BUDGET

Internal Services



1. Service Name: BUDGET EXECUTION

Service Information: Obligation and Disbursement of Funds

Office or Division:	BUDGET OFFICE			
Classification:	G2G GOVERNMENT TO GOVERNMENT G2B GOVERNMENT TO BUSINESS			
Type of Transaction:	SIMPLE			
Who may avail:	MUNICIPAL OFFICIALS, EMPLOYEES AND SUPPLIERS			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Doc. 1 - Obligation Request 3 copies 1 original & 2 photocopies		Processing owner/requesting office		
Doc. 2 - Disbursement Vouchers 2 copies 1 original 2 photocopy		Processing owner/requesting office		
Doc. 3 - BAC documents 2 copies 1 original & 2 photocopy		BAC secretariat		
Doc. 4 - Inspection Report 2 copies 1 original & 1 photocopy		Inspection Committee		
Doc. 5 - Certificate of Acceptance 2 copies 1 original & 1 photocopy		End User		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Submit Obligation Request	1. Receive and encode OBR	None	15 mins.	Marilyn Ferrer
	1.1 Obligate funds taken up in the registry (RAAO)		1 day	Melinda Fernandez
	1.2 Record OBR in the logbook		1 day	Melinda Fernandez
	1.3 Registry of Appropriation, Allotment and Obligation RAAO of GF for PS, MOOE, CO & SPA			RazelTangente



	1.4 Continuing Appropriations			WimaPacillos
	1.5 Local School Board			Marilyn Ferrer
	1.6 Certify as to availability Of appropriation and Obligation maybe properly charged			Cirila T. Del Pilar
	(Section 344 of RA 7160).			
	1.7 Forward OBR to the Office of the Municipal Accountant			Marilyn Ferrer



OFFICE OF THE MUNICIPAL ACCOUNTING

Internal Services



1. Service Name: PAYROLL PREPARATION

Service Information: Payroll is prepared to pay the number of working days an employee rendered for a particular period with its statutory deductions and loan repayments.

Office or Division:	OFFICE OF THE MUNICIPAL ACCOUNTANT			
Classification:	COMPLEX			
Type of Transaction:	G2G GOVERNMENT TO GOVERNMENT			
Who may avail:	ELECTED OFFICIALS DEPARTMENT HEADS & RANK AND FILE EMPLOYEES CASUAL EMPLOYEES			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Doc. 1. DTR 2 copies One Original & 1 Photocopy		Employee		
Doc. 2. Application for Leave of Absence 2 copies, 1 Original & 1 Photocopy		HR Office		
Doc. 3. Loan Billings from GSIS, Pag-ibig, GPB, CSB, CFI, 1st Valley Bank		GSIS, Pag-ibig, GPB, CSB, CFI, 1st Valley Bank		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of DTR & Application for Leave of Absence to HR Office	1. ALOBS forwarded to each process owner for confirmation of amounts & signature of accountable officer.	None	1 day	HR Office -Arlen P. Rico Accounting Office -Marites Mondoñedo -Rufina G. Ortega
2. HR office submit documents to Accounting Office for Payroll preparation	2. Forwarded the payroll to the Municipal Mayor for approval.		1 day	Accounting Office -Rufina G. Ortega
3. Payroll prepared forwarded to Budget Office for verification of availability of Approp. & ALOBS prep.			1 day	Budget Office - Melinda Fernandez - Cirila T. Del Pilar



4. Return to accounting Office for verification of Allotment & completeness of supporting documents			1 day	Accounting Office - Eva Tiro - Rufina Ortega
5. Forwarded to Treasurer's office for availability of funds			4 hours	Treasurer's Office - Ursula S. Managaytay
6. Forwarded to Mayor's Office for Approval			4 hours	Mayor's Office - Glenn F. Baricuatro
7. Transmitted to LBP Toledo for debiting each employee account			4 hours	LBP Toledo
TOTAL			4 days & 12 hrs.	

2. Service Name: LOAN REMITTANCES



Service Information: Remittances on loans are prepared to lessen an employee's debt.

Office or Division:	OFFICE OF THE MUNICIPAL ACCOUNTANT			
Classification:	SIMPLE			
Type of Transaction:	G2G GOVERNMENT TO GOVERNMENT GSIS, HDMF, DBP, BIR			
Who may avail:	GSIS, HDMF, DBP, BIR, CFI, 1ST VALLEY, CITY SAVINGS			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Doc. 1 Loan Billings from GSIS, Pag-ibig,GPB, CSB,CFI, 1st Valley Bank - 1 Original Copy		GSIS, HDMF, DBP, BIR, CFI, 1ST VALLEY, CITY SAVINGS BANK		
Doc. 2 Payroll - 1 Original Copy		Accounting Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Forward loan billings to Accounting to the Accounting Office	1.1 Deduct loan amortizations from salaries of employees	None	1 day	- Marites Mondonado - Rufina Ortega
	1.2 Prepared remittances for GSIS, HDMF, DBP, BIR, CFI, 1ST Valley, City Savings Bank	None	1 day	- Eva Tiro - Rufina Ortega
	1.3 Journal Entry preparation for the different remittances	None	1 hr.	- Eva Tiro
	1. 4 Certification as to actual amount deducted from payroll	None	1 hr.	- Rufina Ortega
	1.5 Forward the remittance voucher to Treasurer's office for cheque preparation	None	1 hr.	- Ursula Managaytay - Maryjess Fedreqilan
	1.6 Forwarded to Mayor's Office for signature and approval of payment	None	1 hr.	- Glenn F. Baricuatro
TOTAL		NONE	2 days & 4hrs.	



3. Service Name: FINANCIAL STATEMENTS PREPARATION

Service Information: Financial Statement is prepared to inform the public the financial conditions of our Municipality.

Office or Division:	OFFICE OF THE MUNICIPAL ACCOUNTANT			
Classification:	HIGHLY TECHNICAL			
Type of Transaction:	G2G GOVERNMENT TO GOVERNMENT G2C Government to Citizens G2B Government to Business			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Doc. 1. Paid Disbursement vouchers and payrolls - 1 Original and duplicate Copy with complete supporting documents		Treasury Office		
Doc. 2 Journal Entry Vouchers - 1 Original and duplicate Copy with complete supporting documents		Treasury Office		
Doc. Official Receipts - blue copy of the Official Receipts		Treasury Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Personal appearance to check our Full Disclosure Policy Board or Log in to COA website	1.1 Received paid vouchers, JEV and office receipts	None	3 days	- Eva Tiro
	1.2 Encoding and summarizing of paid vouchers, JEV and Official Receipts	None	6 days	- Marites Mondoñedo
	1.3 Email Encoded and summarized paid vouchers, JEV and Official Receipts	None	1 hr.	- Marites Mondoñedo
	1.4 Segregate vouchers and filed original copy with complete supporting documents and duplicates copy	None	3 days	- Eva Tiro - Marites Mondoñedo
	1.5 Preparation of Financial statements with complete	None	16 days	- Rufina Ortega



	supporting schedules			
	1.6 Forward the financial statements, disbursement vouchersJEV to COA office	None	1 day	- MaritesMondoñedo
TOTAL			29 days &1hr.	



4. Service Name: DISBURSEMENT VOUCHERS CERTIFICATION

Service Information: Disbursements are certified so to ensure the availability of allotment and to pay an obligation incurred.

Office or Division:	OFFICE OF THE MUNICIPAL ACCOUNTANT			
Classification:	SIMPLE			
Type of Transaction:	G2G Government to Government			
Who may avail:	Employees; Suppliers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Doc. 1 ALOBS 3 copies 1 original and 2 photocopies		Process owner /requesting office		
Doc. 2 Disbursement vouchers 2 copies 1 original and 1 photocopy		Process owner /requesting office		
Doc. 3 BAC documents 2 copies 1 original and 1 photocopy		BAC secretariat		
Doc. 4 Inspection Report 2 copies 1 original and 1 photocopy		Inspection Committee		
Doc. 5 Certificate of Acceptance 2 copies 1 original and 1 photocopy		end user		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit to budget office for availability of appropriation	1. Record disbursement vouchers to Registry of appropriation of the particular office	None	1 day	- Melinda Fernandez - Cirila Del Pilar
2. Forwarded to Accounting office for availability of allotment	2. Record to Log book and to Registry of of allotments and preparation of JEV		1 day	- Eva Tiro
	2.1 certified and check as to completeness of supporting documents		2 hrs.	- Rufina G. Ortega
3. Forwarded to Treasurers Office for availability of funds	3. Certify as to availability of funds and issued check for payment and Record to Treasurers Cashbook	None	4 hrs.	- Ursula Managaytay



4. Forwarded to Mayor's Office for Approval	4. Approved and sign check for payment	None	1 hr.	- Glenn F. Baricuatro
TOTAL			2 days & 7hrs.	



5. Service Name: ANNUAL REPORTS PREPARATION

Service Information: Annual reports prepared to have checked and balance of the tax withheld against tax remitted.

Office or Division:	OFFICE OF THE MUNICIPAL ACCOUNTANT			
Classification:	SIMPLE			
Type of Transaction:	G2G Government to Government			
Who may avail:	BIR RD083 LBP Toledo City Cebu Municipal Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Doc. 1 BIR Form 1601C, BIR Form 1601EQ Jan. to Dec. 2021 - 1 Original Copy		Accounting Office		
Doc. 2 LBP confirmation advice		Accounting Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Message via email	1.1 Pull out compilation of BIR remittances for BIR Form 1601C, BIR Form 1601EQ	None	1 hr.	- Rufina G. Ortega
	1.2 Summarized total income and taxes withheld for all employees and suppliers	None	1 day	- Rufina G. Ortega - MaritesMondonedo
	1.3 Encode summarized reports to BIR program on vouchers received BIR Form 1604C, BIR Form 1604E	None	1 day	- Rufina G. Ortega - MaritesMondonedo
	1.4 Printing of reports and BIR 2316 for all employees	None	4 hrs.	- Rufina G. Ortega - MaritesMondonedo
	1.5 Submit annual reports BIR Form 1604C on or before Jan. 31 of every year and BIR Form 1604E on or before March 1 of every year	None	1 day	- Rufina G. Ortega - MaritesMondonedo
TOTAL			3 days & 5hrs.	



6. Service Name: BIR REMITTANCE AND WITHHOLDING TAX PREPARATION

Service Information: Tax withheld must be remitted to BIR RD083 for us to be compliant to laws on taxation.

Office or Division:	OFFICE OF THE MUNICIPAL ACCOUNTANT			
Classification:	SIMPLE			
Type of Transaction:	G2G GOVERNMENT TO GOVERNMENT G2C GOVERNMENT TO CLIENTS			
Who may avail:	BIR CLIENTS			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Doc. 1 Disbursement Vouchers 1 Original Copy		Treasury Office		
Doc. 2 Payroll 1 Original Copy		Accounting Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Processed payroll and disbursement voucher	1.1 Received disbursement vouchers from Treasury	None	1 day	- MaritesMondonedo
	1.2 Encode withholding taxes on different vouchers to BIR program	None	1 day	- MaritesMondonedo
	1.3 Remit online BIR Forms 1601C, 619E, 1601EQ	None	2 hrs.	-Rufina G. Ortega
	1.4 Issue withholding tax certificates to government money payments supplier	None	1 hr	- MaritesMondonedo
TOTAL			2 days & 3hrs.	



7. Service Name: FINANCIAL STATEMENTS PREPARATION

Service Information: Financial statements are prepared to inform the public of the financial condition of a particular barangay in our municipality.

Office or Division:	OFFICE OF THE MUNICIPAL ACCOUNTANT			
Classification:	HIGHLY TECHNICAL			
Type of Transaction:	G2G GOVERNMENT TO GOVERNMENT G2C GOVERNMENT TO CITIZENS			
Who may avail:	Commission on Audit Barangay officials and constituents			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Doc. 1 Paid Disbursement vouchers and payrolls - 1 Original and duplicate Copy with complete supporting documents		Brgy. Treasurers		
Doc. 2 Journal Entry Vouchers - 1 Original and duplicate Copy with complete supporting documents		Brgy. Treasurers		
Doc. 3 Official Receipts - blue copy of the Official Receipts		Brgy. Treasurers		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit disbursement vouchers, payroll and ORs to Accounting Office.	1.1 Received paid vouchers, JEV and official receipts	None	2 days	- Eva Tiro
	1.2 Encoding and summarizing of paid vouchers, JEV and Official Receipts	None	5 days	- Marites Mondonado
	1.3 Email the Encoded and summarized paid vouchers, JEV and Official Receipts	None	1 hr.	- Marites Mondonado
	1.4 Preparation of Financial statements with complete supporting schedules		10 days	- Rufina G. Ortega
	1.5 Forward the financial statements to the COA office		1 day	- Marites Mondonado
TOTAL			18 days & 1hr. (as per manula o BNGAS)	



OFFICE OF THE SANGGUNIANG BAYAN

Internal Services



1. Service Name: TRANSMITTAL LETTER

Service Information: A cover letter that accompanies a document to be furnished or forwarded by the SB Office to a concerned office/agency/department for their information and appropriate action.

Office or Division:		SANGGUNIANG BAYAN		
Classification:		Simple		
Type of Transaction:		G2G – Government to Government		
Who may avail:		LGU Departments & Offices/PNP BFP Dep Ed		
Checklist of Requirements		Where to Secure		
1. Letter request 1 original copy				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Personal appearance & Sign in the logbook	1.1 Prepare the documents to be transmitted	None	5 minutes	<i>Achilles Baron</i>
	1.2 Prepare the transmittal letter and the receive copy/file		5 minutes	<i>Achilles Baron</i>
	1.3 Transmit the document to the concerned office/department/agency		15 minutes	<i>Jenny Bantolinao</i>
	1.4 Have the receive file/copy signed by the receiving personnel		5 minutes	<i>Jenny Bantolinao</i>
TOTAL		None	30 minutes	



2. Service Name: ENDORSEMENT FOR ADOPTION OF LEGISLATIVE MEASURES

Service Information: These are endorsement letters submitted to the SB Office requesting for an adoption of legislative measures or authorizing the Municipal Mayor to enter into contracts/agreements on behalf of the LGU.

Office or Division	SANGGUNIANG BAYAN			
Classification	Simple			
Type of Transaction	G2C –Government to Client			
Who may avail	Mayor's Office/DBP/LBP /CPC/NGO/PO			
Checklist of Requirements		Where to Secure		
1. Endorsement Letter 1 copy		Office of the Municipal Mayor		
2. Copy of the MOA/Contract/Supporting Documents 2 copies 1 original and 1 photocopy		DBP/LBP/CPC/NGO/PO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit endorsement letter to the Office of the SB Secretary	1.1 Receive the endorsement letter and check if the attached supporting documents are complete	None	10 minutes	<i>Jenny Bantolinao</i>
	1.2 Include in the next session agenda		20 minutes	<i>Achilles Baron</i>
	1.3 Proceed to the 3 Mondays hearings		3 days	<i>Legislative Body</i>
	1.4 Forward to Municipal Mayor for Approval		2 hours	<i>Glenn F. Baicuatro</i>
TOTAL		NONE	3 days, 2 hrs. & 30mins	



3. Service Name: ISSUANCE OF CIVIL SOCIETY ORGANIZATION (CSO) ACCREDITATION

Service Information: The Office of the Sanguniang Bayan grants accreditation to a Civil Society Organization (CSO) for registration and recognition of such organization in our municipality .

Office or Division	SANGGUNIANG BAYAN			
Classification	Complex			
Type of Transaction	G2C –Government to Client			
Who may avail	CIVIL SOCIETY ORGANIZATIONS			
Checklist of Requirements		Where to Secure		
1.Letter of intent addressed to the Sanguniang Bayan Presiding Officer 1 original copy		Client		
2.Organization By-Laws 1 original copy		Organization		
3.SEC Certificate 1 photocopy		SEC		
4.List of Officers and Members 1 original copy		Organization		
5.Annual Accomplishment Report 1 original copy		Organization		
6.Annual Financial Statement 1 original copy		Organization		
7.Board Resolution aiming for accreditation 1 original copy		Organization		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request for NGO Accreditation	1.1 Receive and forward to SB Secretary for comment	None	5 minutes	Staff from SB/SB Secretary's office
	1.2 Calendar of business referred to committee concerned for committee hearings		Every Monday of the month	Legislative Body
	1.3 Prepares referral and notice of hearings		5 minutes	Staff from SB/SB Secretary's



				Office
	1.4 Conduct of hearings		Every Monday of the month	Committee concerned
	1.5 Prepares committee report		20 minutes	Reviewed by the committee concerned
	1.6 Committee concerned present/submit their recommendations thru committee report to Hon. SB for approval		Every Monday of the month	Legislative Body
	1.7 Drafting and finalization of resolution for approved NGO Accreditation		1 day	Achilles Baron
	1.8 Signing of resolution		1 day	Legislative Executive
	1.9 Prepares transmittal and issuance of SB Resolution		15 minutes	SB Secretary's Office
TOTAL		NONE	5 days & 45 mins.	



4. Service Name: BARANGAY ORDINANCES/RESOLUTIONS/BUDGET/INCOMING COMMUNICATIONS

Service Information: To provide and help our barangays to have a guide in the implementation of their programs, projects and activities.

Office or Division	SANGGUNIANG BAYAN			
Classification	Complex			
Type of Transaction	G2G –Government to Government			
Who may avail	Barangay Government			
Checklist of Requirements		Where to Secure		
1.Two (2) copies of barangay endorsement 1 original 1 photocopy		Barangay Government		
2.Three (3) copies of barangay resolutions and ordinances 1 original 2 photocopies		Barangay Government		
3.Four (4) copies of barangay budget 2 original and 2 photocopies		Barangay Government		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Endorse to the SB Secretary's Office	1.1 Receive barangay resolutions and ordinances for SB's review and approval	None	10 minutes	<i>Jenny BantolinaoAmelitaCimafranca</i>
	1.2 Receives and reviews as to completeness of the required documents and record them in a logbook for inclusion in the Order of Business for approval of the		Every Monday of each month	<i>Legislative Body</i>



	council			
	1.3 Include under the calendar of business/agenda: <ul style="list-style-type: none"> ▪ communications ▪ undergoreferrals ▪ committeehearings ▪.study and deliberations before recommending for approval 		3 Mondays	<i>Legislative Body</i>
	1.4 Signing of resolution		1 day	<i>Richard Canillo/Glenn Baricuatro</i>
	1.5 Prepares transmittal and issuance of SB Resolution		15 minutes	<i>SB Secretary's Office</i>
TOTAL		NONE	5 days & 25mins.	



5. Service Name: REQUEST FOR RESOLUTION APPROVING SIMPLE SUBDIVISION PROJECT

Service Information: A need to approved simple Subdivision project to monitor if the said program and projects are within our approved CLUP and Zoning Ordinance and to earn an additional income .

Office or Division	SANGGUNIANG BAYAN			
Classification	Complex			
Type of Transaction	G2C –Government to Client			
Who may avail	General Public			
Checklist of Requirements		Where to Secure		
1.Three (3) sets of Subdivision Scheme Plan showing the proposed subdivision layout 1 original and 2 photocopies		Client		
2.Three (3) sets of Vicinity Map/Location Plan, drawn to scale, showing the adjoining land uses 1 original and 2 photocopies		Client		
3.Three (3) Certified Copy of Land Title (OCT/TCT) and Tax Declaration/Deed of Sale/Memorandum of Agreement, if the title is not registered under the name of the applicant 1 original and 2 photocopies		Client		
4.Latest Tax Clearance 1 original copy		Client		
5.Locational Clearance 1 original copy		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit application letter and fill-up application form for simple subdivision	1.1 Receive and reviews application as to completeness of the required documents and record them in a logbook for inclusion in the Order	None	10 minutes	<i>Achilles Baron Crispin Paceluna</i>



	of Business			
	1.2 Calendar business referred to committee concerned for committee hearing		Every monday	<i>Legislative Body</i>
	1.3 Conduct of hearings		Every monday	<i>Committee concerned</i>
	1.4 Prepares committee report		20 minutes	<i>Reviewed by the committee concerned</i>
	1.5 Committee concerned present or submit their recommendations thru committee report		Every monday	<i>Legislative Body</i>
	1.6 Drafting and finalization of resolution for approved simple subdivision project		1 day	<i>SB Members/Achilles Baron</i>
	1.7 Signing of resolution		1 day	<i>Richard Canillo/ Glenn F. Baircuatro</i>
	1.8 Prepares transmittal and issuance of SB Resolution		15 minutes	<i>Achilles Baron</i>
TOTAL		NONE	5days & 45mins.	



6. Service Name: REQUEST FOR RESOLUTION FOR SUBDIVISION PLANS

Service Information: This request is needed to align their plans with the zoning ordinance and the Comprehensive Land Use Plan of our Municipality.

Office or Division	SANGGUNIANG BAYAN
Classification	Complex
Type of Transaction	G2C –Government to Client
Who may avail	General Public
Checklist of Requirements	Where to Secure
1. Copy of the Minutes of Public Hearing 1 original copy	Client
2. Copy of Barangay Resolution endorsing the project 1 original copy	Client
3. Barangay Clearance 1 original copy	Client
4. Two (2) sets of SITE DEVELOPMENT PLAN (scheme plan) 1 original and 1 photocopy	Client
5. A set of original copy of the following documents duly signed and sealed by a licensed Geodetic Engineer: a) Vicinity Map indicating the adjoining land uses b) Topographic Plan c) Survey Plan of the lot(s) as described in TCT(s)	Client
6. At least two (2) copies of Certified True Copy of title(s) and current tax receipt 1 original & 1 photocopy	Client
7. Right to use or Deed of Sale of right- of-way for access road and other utilities when applicable, subject to just compensation for private land 1 original copy	Client



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit application letter and fill-up application form for simple subdivision	1.1 Receive and reviews application as to completeness of the required documents and record them in a logbook for inclusion in the Order of Business	None	10 minutes	<i>Achilles Baron</i>
	1.2 Calendar business referred to committee concerned for committee hearing	None	20 minutes Every Monday	<i>Legislative Body</i>
	1.3 Conduct of hearings		Every Monday	<i>Committee concerned</i>
	1.4 Prepares committee report		20 minutes	<i>Reviewed by the committee concerned</i>
	1.5 Committee concerned present or submit their recommendations thru committee report		Every Monday	<i>Legislative Body</i>
	1.6 Drafting and finalization of resolution for approved simple subdivision project		1 day	<i>SB Member/SB Secretary</i>



	Signing of resolution		1 day	<i>Richard Canillo/ Glenn F. Baricuatro</i>
	Prepares transmittal and issuance of SB Resolution		15 minutes	<i>Achilles Baron</i>
TOTAL		NONE	5 days, 1hr. & 5mins.	



7. Service Name: ENDORSEMENT/APPROVAL OF SMALL SCALE QUARRY APPLICATION

Service Information: Small scale quarry must be endorse so to know if the said quarry site would not affect the inhabitants of the said barangay/locality .

Office or Division	SANGGUNIANG BAYAN			
Classification	Simple			
Type of Transaction	G2C –Government to Client			
Who may avail	General Public			
Checklist of Requirements		Where to Secure		
1. Endorsement from the Mayor's Office/Application letter		Client		
2. Minutes of the public hearing 1 original copy		Client		
3. Barangay Resolution endorsing the project 1 original copy		Client		
4. Barangay Clearance 1 original copy		Client		
5. Three (3) sets of Site 1 original and 2 photocopies Development Plan of the area		Client		
6. Latest Tax Clearance 1 original copy		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Mayor's endorsement and application letter	1.1 Receive and reviews application as to completeness of the required documents and record them in a logbook for inclusion in the Order of Business	None	20 minutes	<i>Achilles Baron</i>
	1.2 Referral to committee concerned for the		Every Monday's of the month	<i>Legislative Body</i>



	conduct of committee hearing			
	1.3 Prepares committee report		20 minutes	<i>Reviewed by the committee concerned</i>
	1.4 Committee concerned present or submit their recommendations thru committee report		Every Monday's of the month	<i>Legislative Body</i>
	1.5 Drafting and finalization of resolution for approved simple subdivision project		1 day	<i>Achilles Baron</i>
	1.6 Signing of resolution		1 day	<i>Legislative and Executive</i>
	1.7 Prepares transmittal and issuance of SB Resolution		25 minutes	<i>SB Secretary's Office</i>
TOTAL		NONE	4days, 1hr. & 5mins.	



8. Service Information: ISSUANCE OF COPIES OF ORDINANCES AND RESOLUTIONS

Service Information: The Office of the Sangguniang Bayan ensures that the availability of copy of records of ordinances and resolutions are always available to all citizens of this municipality.

Office or Division	SANGGUNIANG BAYAN			
Classification	Simple			
Type of Transaction	G2C, G2B, G2G –Government to Client, Business Entity and Government			
Who may avail	All			
Checklist of Requirements		Where to Secure		
Personal Appearance				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Request or inquire for a copy of an ordinance or resolution, providing details regarding the intent such as law on traffic, permit, etc.; or its year of enactment, author, title, etc. or if certain ordinance/resolution has been enacted or in existence	1.1 Check the records through the Sanggunian Information System for the availability of the ordinance/resolution. 1.2 The clearer the details on the intent of the client would result into a faster retrieval of ordinance/resolution.	NONE	5 minutes	<i>SB Staff/SB Secretary's Office</i>
2.Wait for updates	2. Ask for the approval of the SB Secretary regarding the request	NONE	2 minutes	<i>SB Staff/SB Secretary's Office</i>



3.Wait for updates	3. Print copy of the requested Ordinance/resolution, stamp it with the municipal seal as certified true copy from the original on file	50.00/co	5 minutes	<i>Jenny Bantolinao Crispin Paceluna</i>
4.Sign a proof of receiving through the file folder (signature over printed name including date of receiving)	4. Hand out the file folder along with the details of the Ordinances/Resolutions requested and the detail of the client	NONE	2 minutes	<i>SB Staff/SB Secretary's Office</i>
5.Receive the copy of Ordinance/Resolution	5. Release the copy of Ordinance/Resolution	NONE	1 minute	<i>SB Staff/SB Secretary's Office</i>
TOTAL		50.00	15mins	



9. Service Name: ISSUANCE OF SECRETARY'S FEES

Service Information: Imposition of the Secretary's Fees to assure that the data is on file.

Office or Division	SANGGUNIANG BAYAN			
Classification	Simple			
Type of Transaction	G2G, G2C Government to Government and Government to Client			
Who may avail	Constituents in need of necessary documents			
Checklist of Requirements		Where to Secure		
1. Request Letter (depending on the document needed)		Request signed by the proper authority/ies if working under the government or in private companies		
2. Identification Cards		Issued by government agencies or company/institution and school		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visit the Office to secure needed documents	1. Assess and instruct clients to pay corresponding fee/s at the Treasurer's Office	None	10 minutes	<i>Achilles Baron/jenny Bantolinao</i>
2. Payment of necessary documents	2. Issue or/and release of necessary documents upon payment at the Treasury's Office	P 50.00	15 minutes	<i>Crispin Paceluna</i>
TOTAL		50.00	25mins.	



10. Service Name: CRAFT AND APPROVE RELEVANT RESOLUTIONS

Service Information: Relevant Resolutions are crafted, approved and acted upon.

Office or Division	OFFICE OF THE SANGGUNIANG BAYAN			
Classification	SIMPLE			
Type of Transaction	G2G GOVERNMENT TO GOVERNMENT			
Who may avail	Barangay Council Other Local & National Agencies			
Checklist of Requirements		Where to Secure		
1. Letter Request/Endorsement from the Local Chief Executive(One original copy)		Office of the SB Secretary		
2. Draft of Other Relevant Ordinances 1 original copy		Appropriate Committee		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit copy of letter request/endorsement addressed to the Sangguniang Bayan	1. Referred to appropriate Committee for review and appropriate action.	None	1 day	<i>Majority Floor Leader - SB Julius Alpas Committee on Laws & Ordinances - SB Marvin Miralles Assigned Committee</i>
2. Furnish copy of draft Resolution to all members of the Council	2.1 Calendared for First Reading		1 day	<i>Assigned Committee</i>
	2.2 Approved and acted upon after deliberation		1 day	<i>Appropriate Committee</i>
TOTAL		NONE	3 days	



11. Service Name: ENACT ORDINANCES

Service Information: Ordinances are reviewed, approved and acted upon.

Office or Division		OFFICE OF THE SANGGUNIANG BAYAN		
Classification		HIGHLY TECHNICAL		
Type of Transaction		G2G GOVERNMENT TO GOVERNMENT		
Who may avail		Local Government Unit Barangay Council		
Checklist of Requirements		Where to Secure		
1. Letter Request/Endorsement from the Local Chief Executive(One original copy)		Office of the SB Secretary		
2. Draft of Other Relevant Ordinances 1 original copy		Appropriate Committee		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit copy of letter request/endorsement	1. Referred to appropriate Committee for review and	None	1 day	Majority Floor Leader - SB Julius Alpas Committee on Laws & Ordinances - SB Marvin Miralles
2. Furnish copy of draft Ordinance to all members of the Council	2.1 Calendared for First Reading		1 day	Appropriate Committee
	2.2 Conducted committee/public hearing with the attendance of members of the assigned committee and other stakeholders		7 days	Appropriate Committee



	2.3 Rendered Committee Report for Deliberation on Second Reading		2 days	Appropriate Committee
	2.4 Included in the calendar of business for Third & Final Reading		1 day	Appropriate Committee
TOTAL		NONE	11 days	



12. Service Name: REVIEW AND APPROVE BARANGAY ORDINANCES

Service Information: Barangay Ordinances are reviewed, approved and acted upon.

Office or Division	OFFICE OF THE SANGGUNIANG BAYAN			
Classification	COMPLEX			
Type of Transaction	G2G GOVERNMENT TO GOVERNMENT			
Who may avail	BARANGAY OFFICIALS			
Checklist of Requirements		Where to Secure		
1. Approved Barangay Appropriation Ordinances (One original copy)		Barangay Officials		
2. Approved Other Barangay Ordinances (One original copy)		SB Secretary		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit approved Barangay Appropriation Ordinances	1. Referred to appropriate Committee for review and appropriate action.	None	1 day	Majority Floor Leader - SB Julius Alpas Committee on Rules & Privileges - SB Marvin Miralles Assigned Committee
2. Submit other Approved Ordinances	2.1 Calendared for First Reading		1 day	Committee on Budget & Appropriation - SB Julius Alpas
	2.2 Conducted committee hearing with the		3 days	Committee on Budget & Appropriation



	attendance of members of the assigned committee			- SB Julius Alpas
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	2.3 Rendered Committee Report for Deliberation on Second Reading		2 days	<i>Committee on Budget & Appropriation - SB Julius Alpas</i>
	2.4 Included in the calendar of business for Third & Final Reading		1 day	<i>Committee on Budget & Appropriation - SB Julius Alpas</i>
TOTAL		NONE	8 days	



HUMAN RESOURCE OFFICE

Internal Services



1. Service Name:HIRING OF NEW POSITIONS (PERMANENT)

Service Information: Government jobs give you a steady income and job security it aims to establish a recruitment and selection system within the organization based on the Civil Service Commission Omnibus Rules on Appointments and Other Human Resource Action.

Office or Division:	HUMAN RESOURCE OFFICE			
Classification:	COMPLEX			
Type of Transaction:	G2C GOVERNMENT TO CITIZEN, G2G GOVERNMENT TO GOVERNMENT			
Who may avail:	ALL QUALIFIED APPLICANTS			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. For inquiries of Job Portal go to the CSC Job Portal at csc.gov.ph/career		CSC Job Portal		
2. One Original Letter of Intent		Applicant		
3. Two Sets Original Fully accomplished Personal Data Sheet (PDS) with recent passport-sized picture 2 sets original		PDS Form 212-Revised 2017 which can be download at www.csc.gov.ph Downloadable forms provided per office (CSC Form)		
4. One set photocopy of Transcript of Records (TOR) One photocopy of certificate of eligibility/rating/license (for positions requiring eligibility)		PRC,CSC, School Graduated		
5. One copy original of Clearances: Barangay Clearance and Residence Certificate, Police Clearance , National Bureau of Investigation (NBI) for original appointment and reemployment		From their respective barangays Pinamungajan Police Station From their nearest NBI Office Rural Health Unit/Other Recognized Medical Laboratories		
6. One original Medical Certificate (CS No. 211, Revised 2018) (Blood Test, Urinalysis, Chest X-ray, & Drug Test)		Rural Health Unit/Other Recognized Medical Laboratories		
7. One original Certificate of Live Birth		Local Civil Registrar/National Statistic Authority		
8. One original Marriage Contract/Certificate				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Sign in the Client Log Book in the Municipal	Publication of Vacant Positions with	None	1 day	Mary June T. Gempisao



Lobby	corresponding Qualification Standard (Q.S) to the Civil Service Commission South Field Office			
Submit Application Letter/ Letter of Intent to the Local Chief Executive (LCE)	Post the list of vacancies in three conspicuous places (Municipal Bulletin Board - Lobby, Auditorium & Public Market)		15 calendar days pursuant to Section 80 (a), Title Three Book 1, RA No.7160 & Rule II hereof, 15 days	<i>Perpetua I. Omandac Leonisa M. Campos</i>
Submission of the Requirements	Recruit, receive and evaluate prospective applicants		1 day	<i>Arlene P. Rico Mary June T. Gempisao</i>
	Conduct preliminary interview of applicants upon submission of their applicants		2 days after the depending of closing date Publication the number of applicants	<i>Arlene P. Rico Mary June T. Gempisao</i>
	Prepare evaluation sheets and other related documents		1 day	<i>Mary June T. Gempisao</i>



2. Service Name: PROMOTIONAL APPOINTMENTS

Service Information: Ascension of an employee to higher ranks with an increase in salary positions, responsibilities, status and benefits an ultimate reward for dedication and loyalty towards organization.

Office or Division:	HUMAN RESOURCE OFFICE			
Classification:	HIGHLY TECHNICAL			
Type of Transaction:	G2G GOVERNMENT TO GOVERNMENT EMPLOYEE			
Who may avail:	NEXT IN RANK EMPLOYEE			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. One Original Letter of Intent		Applicant		
2. Two Sets Original Fully accomplished Personal Data Sheet (PDS) with recent passport-sized picture 2 sets original		Applicant		
3. One original One photocopy of certificate of eligibility/rating/License (for positions requiring eligibility)		CSC/PRC		
4. One photocopy certificate of training		Training Organization		
5. One original Marriage Contract/Certificate (if needed)		Local Civil Registrar/National Statistic Authority		
6. One original Marriage Contract/Certificate (if needed)		Local Civil Registrar/National Statistic Authority		
7. One original IPCR		Human Resource Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit Application Letter or Letter of Intent to the Local Chief Executive	Evaluate Applicant based on the Qualification Standard the Civil Service Commission	None	15 days	Arlene P. Rico Mary June T. Gempisao
Submission of the requirements	Schedule date and time of screening	None	1 day	Arlene P. Rico Mary June T. Gempisao
	Screening of	None	2 hours	Arlene P. Rico



	Applicants by the Personnel Selection Board			Mary June T. Gempisao Aileen L. Bonghanoy Joycelyn I. Labang Municipal Mayor
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	Issuance of the Appointments Appoi nting Authority	None	2 hours	Glenn F. Baricuatro
	Submission of the Appointments to the Civil Service Commission for Validation	None	1 day	Mary June T. Gempisao
TOTAL			21 days & 4 hrs.	



FEEDBACK AND COMPLAINTS MECHANISM



How to send feedback	Answer the Client/Patient Feedback Form and drop it at the designated drop box outside HR Office.
How feedbacks are processed	<p>Every Friday, the Public Relations Officer opens the feedbacks drop box and compiles and records all feedbacks submitted.</p> <p>Feedback/s requiring answers are forwarded to the relevant individuals/ offices and they are required to answer within three (3) days of the receipt of the feedback.</p> <p>The Public Relations Officer will give the feedbacks to the Client.</p>
How to file a complaint	<p>Answer the Client Complaint Form and drop it at the designated drop box.</p> <p>Complaints can also be filed via telephone or letter addressed to the Municipal Mayor. Make sure to provide the following information:</p> <ul style="list-style-type: none"> - Name of Person being Complained - Incident Details - Evidence on the Incident
How complaints are processed	<p>Every Friday, the Complaints Officer opens the complaints drop box and compiles and records and evaluated all complaints submitted.</p> <p>Upon evaluation, the Complaints Officer shall start the investigation and forward the complaints to the relevant individuals for their explanation.</p> <p>The Complaints Officer will create a report after the investigation and shall submit it to the Head of Agency for appropriate action.</p> <p>The Complaints Officer will give the feedbacks to the complaints to the Client.</p>
Contact Information of CCB, PCC, ARTA	<p>ARTA: complaints@arta.gov.ph : 1-ARTA (2782)8478-5093 PCC: 8888 CCB: 0908-881-6565 (SMS)</p>



Office	Address	Contact Information
Municipal Budget Office	Poblacion, Pinamungajan, Cebu	(032) 468-9287
Municipal Accounting Office	Poblacion, Pinamungajan, Cebu	(032) 468-9255
Local Civil Registrar's Office	Poblacion, Pinamungajan, Cebu	(032) 468-9267
Human Resource Office	Poblacion, Pinamungajan, Cebu	
Municipal Mayor's Office	Poblacion, Pinamungajan, Cebu	(032) 468-9319
Local Disaster Risk Reduction Management Office	Poblacion, Pinamungajan, Cebu	(032) 468-9686
Municipal Treasurer's Office	Poblacion, Pinamungajan, Cebu	(032) 468-9226
Municipal Assessor's Office	Poblacion, Pinamungajan, Cebu	(032) 468-9275
Municipal Agriculture Office	Poblacion, Pinamungajan, Cebu	
Municipal Environment and Natural Resource Office	Poblacion, Pinamungajan, Cebu	
Municipal Tourism Office	Poblacion, Pinamungajan, Cebu	(032) 468-9268
Sanguniang Bayan Office	Poblacion, Pinamungajan, Cebu	(032) 468-9082
Municipal Social Welfare Development Office	Poblacion, Pinamungajan, Cebu	(032) 468-9263
Municipal Health Office	Poblacion, Pinamungajan, Cebu	(032) 468-9458
Municipal Engineering Office	Poblacion, Pinamungajan, Cebu	(032) 468-9498
Municipal Planning and Development Office	Poblacion, Pinamungajan, Cebu	(032) 468-9498