



LOCAL GOVERNMENT UNIT OF MAGALLANES, SORSOGON

CITIZEN'S CHARTER
2021 (1st Edition)



Mandate:

Pursuant to Section 440 of Book III of the Local Government Code, the Municipality of Magallanes serves primarily as a general purpose government for the coordination and delivery of basic, regular, and direct services and effective governance of the citizens within its territorial jurisdiction.

I. Vision:

A leading agri-fishery and eco-tourism municipality in the province of Sorsogon with vibrant and sustainable economy, with a responsible and gender fair community that is informed, healthy, safe, and God loving; living in an adaptive and resilient environment; led by proactive and transparent leaders.

II. Mission:

The Municipality of Magallanes shall promote the improvement of the quality of life of all Magallenos through the implementation of development programs designed to increase and expand the delivery of basic services with emphasis on infrastructures, tourism, agriculture and fisheries, livelihood, universal health care, educational benefits and opportunities, environmental protection and conservation, and disaster preparedness.

It shall pursue these programs through a policy of multi-sectoral participation and inclusivity thereby enjoying the gains of economic and social development.

III. Service Pledge:

To promote citizen's satisfaction and enhance service delivery, we commit to:

- Uphold good values and positive attitude in dealing with all clients
- Treat everyone equally and implement 'first come, first serve' policy except for those entitled to express lane
- Make services easy and accessible through installation of signage and provision of a copy of this Citizen's Charter in all offices
- Meet all applicable requirements of clients and deliver excellent services
- Provide responsive interventions to the requests and needs of clienteles



LIST OF SERVICES

Office of the Mayor	7
External Services	
1. Issuance of Mayor's Clearance	8
2. Processing of Application for Mayor's Permit and for New or Renewal of Business Permit	10
Office of the Sangguniang Bayan	15
External Services	
1. Accreditation of NGOs, POs and CSOs	16
2. Issuance of Photocopy/Certified True Copy of SB Documents	18
Human Resource Management Office	20
Internal Services	
1. Issuance of Request for Personnel Records	21
2. Issuance of Appointment	23
3. Provision of Learning and Development Program	26
Office of the Public Employment Services Section	28
External Services	
1. Implementation of Tulong Pangkabuhayan sa ating Disadvantaged/Displaced Workers (TUPAD)	29
2. Provision of Skills Trainings	31
Office of the Municipal Administrator	33
External Services	
1. Grant for the Utilization of Government Facilities and Equipment	34
2. Grant for the Utilization of Government Vehicles (Truck, Ambulance, and other Vehicles)	36
3. Accommodation of Guests of Bucal-bucalan Spring Resort and Parola Beach Resort	37
Office of the Public Market Section	39
External Services	
1. Attendance to the Queries for Vacant Market Space	40
2. Processing of Application for New or Renewal of Market Space Rentals	41
3. Processing of the Retirement of a Business	44
Office of the Waterworks System Section	45
External Services	
1. Processing of Water Service Connection Application	46
2. Reconnection of Water Service	48
3. Processing of Related Complaints	50



Municipal Agriculture Office	51
External Services	
1. Provision of Production Support Materials	52
2. Provision of Technical Assistance on Crops, Livestock, and Fisheries	54
3. Upgrading of Large Animal Breed thru Artificial Insemination	55
4. Issuance of Animal Inspection Certificate	56
5. Crop and Livestock Insurance of Farmers under PCIC Program	58
6. Issuance of Fishing Vessel License	60
7. Slaughterhouse Services	63
 Municipal Health Office	 65
External Services	
1. General Medical Consultation	66
2. Maternal Health Services: Prenatal, Post Natal, and Family Planning	69
3. Child Health Services: Well and Sick Children Management	72
4. Child Health Service: Immunization	77
5. Provision of Laboratory Services	79
6. Oral and Dental Health Services	81
7. Issuance of Health/Medical Certification	83
8. Issuance of Sanitary Permit and Health Card	86
9. Pre-Marriage Orientation and Counseling	89
 Municipal Social Welfare and Development Office	 91
External Services	
1. Provision of Financial Assistance to Individuals in Crisis Situation	92
2. Issuance of Certificate of Indigency or other Certifications and Endorsements	95
3. Preparation and Issuance of Social Case Study Report and/or Referral Letter to Other Agencies	97
4. Issuance of Solo Parent ID	99
5. Issuance of Persons with Disability ID and Purchase Booklet	101
6. Provision of Monthly Financial Assistance to CWDs enrolled in SPED	103
7. Provision of Assistive Device to PWDs	105
8. Provision of Monthly Assistance to Balik-Eskwela Program Beneficiaries	107



Office of the Municipal Registrar	110
External Services	
1. Registration of Birth	111
2. Registration of Death	113
3. Processing of the Application for Marriage License	114
4. Registration of Marriage	117
5. Issuance of Certifications of Birth, Marriage, and Death	118
6. BREQS-BATCH Request Entry System	119
7. Delayed Registration of Birth, Marriage, and Death	121
8. Filing of Petition under R. A. 9048 and R. A. 10172	123
9. Legitimation	125
Municipal Disaster Risk Reduction and Management Office	127
External Services	
1. Conduct of Emergency Response	128
2. Provision of Public Service	130
3. Issuance of Certification for Typhoon/other Disasters Damage	132
4. Issuance of Hazard Certification	133
Office of the Ecosystem and Environmental Resource Management System Section	135
External Services	
1. Issuance of Certificate of No Objection for Cutting of Trees and Other Forest Products	136
2. Issuance of Solid Waste Management Certificate to Business Establishments	138
3. Segregated Garbage Collection	140
Municipal Planning and Development Office	141
External Services	
1. Issuance of Locational Clearance	142
2. Issuance of Zoning Clearance	146
Office of the Municipal Engineer	149
External Services	
1. Issuance of Building Permits	150
2. Issuance of Accessory Permits	153
3. Technical Assistance in the Preparation of Engineering Plans and Program of Works	156



Office of the Municipal Assessor	158
External Services	
1. Issuance of Certified True Copy of Tax Declaration	159
2. Issuance of Requested Assessment Certification	161
3. Issuance of Sketch Plan and/or Vicinity Plan	163
4. Evaluation of Requirements/Documents for the Transfer of Real Property Ownership of Land, Building or Machinery	165
5. Issuance of Initial Tax Declaration for CARP Covered Property	167
6. Issuance of Initial Tax Declaration for Property Ownership of Building or Machinery	169
 Municipal Budget Office	 171
External Service	
1. Review the Barangay Annual and Supplemental Budget	172
Internal Service	175
1. Issuance of Obligation Request	176
 Office of the Municipal Accountant	 178
External Services	
1. Processing of Claims-Payment for Procurement thru Public Bidding (Goods)	179
2. Payment of Advances to Contractors on Progress Billing for the Procurement thru Public Bidding (For Infra and Consulting Services)	186
Internal Service	192
1. Processing of Claims-Payrolls of Job Order and Contract of Services	193
 Office of the Municipal Treasurer	 195
External Services	
1. Issuance of Tax Clearance	196
2. Receive of Payment for Real Property Tax and Issuance of Official Receipt	198
3. Calibration of Weighing Scale	200
4. Issuance of Community Tax Certificate	202
5. Receive Payment of Lease Contract, Market Rental, and Arrears Prior the Business Retirement	204



Office of the Municipal Mayor

External Services



1. Issuance of Mayor's Clearance

Service Information: The issuance of Mayor's Clearance is granted to individuals who need said document for any legal purposes such as for foreign/local employment, for business permit application, operators/drivers of motorized tricycle for hire, firearms license and others.

Office or Division:	Office of the Municipal Mayor			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All Residents			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Barangay Clearance (1 Copy, Original)		Barangay Hall		
2. Police Clearance (1 Copy, Original)		Municipal Police Station		
3. Court Clearance (1 Copy, Original)		Municipal Trial Court		
4. Community Tax Certificate (1 Copy, Original)		Barangay Hall or Office of the Municipal Treasurer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for the issuance of Mayor's Clearance	1. Interview and advise the submission of requirements If documentary requirements are available, proceed to the next step	None	5 Minutes	Admin. Aide III – BPLO Designate
2. Submit the documentary requirements	2. Evaluate the completeness of requirements	None	3 Minutes	Admin. Aide III – BPLO Designate
3. Pay the clearance fee at the Office of the Municipal Treasurer	3. Advise to pay the required fee at the Office of the Municipal Treasurer	Refer to the Matrix of Fees	5 Minutes	Admin. Aide III – BPLO Designate



4. Present the official receipt as proof of payment	4. Copy the official receipt and prepare 2 copies of Mayor's Clearance	None	10 Minutes	Admin. Aide III – BPLO Designate
5. Follow-up the release of document the following day	5. Forward the Clearance to the Office of the Mayor for review and approval	None	1 Day	Admin. Aide III – BPLO Designate
6. Acknowledge receipt of the issuance of Clearance	6. Release the document and file a copy	None	2 Minutes	Admin. Aide III – BPLO Designate
TOTAL		Refer to the Matrix of Fees	1 Day and 25 Minutes	

Mayor's Clearance Fees Based on the Municipal Revenue Code

Purposes	Amount of Fee (PHP)
For employment, scholarship, study grant, and other purposes not hereunder specified	30.00
For change of name	146.00
For application for Filipino citizenship	665.00
For passport or visa application	146.00
For firearms permit application	146.00
For PLEB clearance	146.00
For renewal of business license	40.00
For retirement	73.00

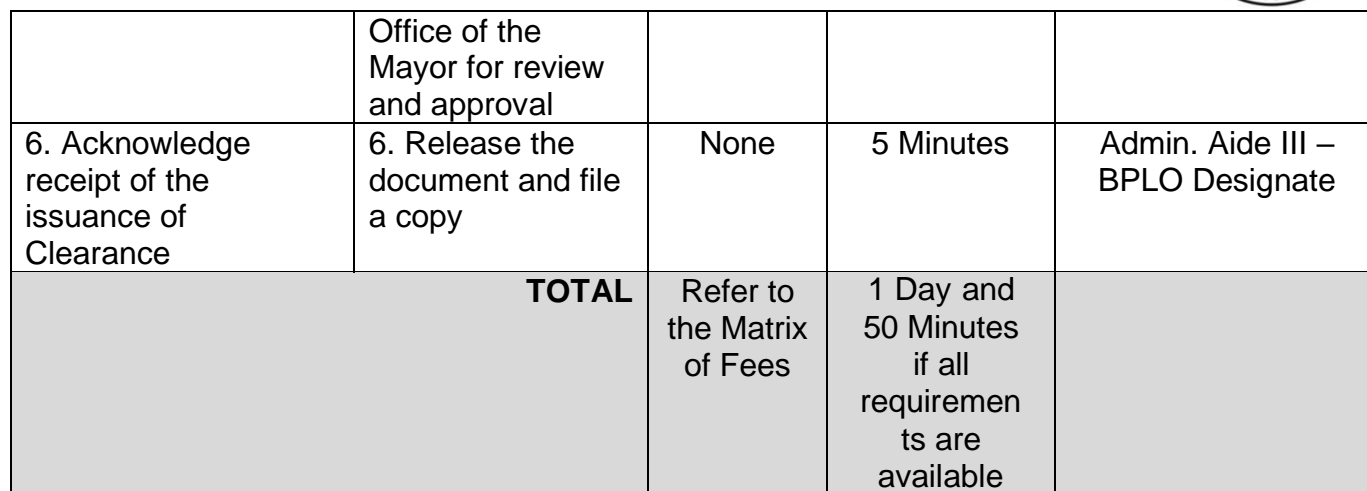


2. Processing of Application for Mayor's Permit and for New or Renewal of Business Permit

Service Information: Application for new or renewal of business permit is a requirement in the operation of any business establishment. It is a legal document that offers proof of compliance with the municipality's ordinances and with other national laws regulating structural appearances and safety, as well as the sale of products and services.

Office or Division:	Office of the Municipal Mayor			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens G2B – Government to Business Entity			
Who may avail:	All Interested Individuals			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Proof of Business Registration – DOLE, SSS, DTI/SEC/CDA Registration (1 Copy, Photocopy)		DOLE, SSS, DTI / SEC / CDA		
2. BIR Form 2550Q, if for renewal (1 Copy, Photocopy)		Bureau of Internal Revenue		
3. Basis of computing taxes, fees and charges		Office of the Municipal Treasurer		
4. Occupancy Permit, if necessary (1 Copy, Photocopy)		Office of the Municipal Engineer		
5. Contract of Lease, if necessary (1 Copy, Photocopy)		Office of the Municipal Treasurer		
6. Mayor's Clearance which will require Community Tax Certificate, Barangay Clearance, Court Clearance and Police Clearance (1 Copy, Original)		Office of the Mayor Barangay Hall Municipal Trial Court Municipal Police Station		
7. Health Certification (1 Copy, Original)		Municipal Health Office		
8. Solid Waste Certification (1 Copy, Original)		Ecosystem and Environmental Resource Management Section		
9. Fire Safety Inspection (1 Copy, Original)		Bureau of Fire Station		
10. Official Receipt for the Payment of Fee (1 Copy, Original)		Office of the Municipal Treasurer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Apply for Mayor's Permit and for new or renewal of business	1. Interview and provide an application form	None	15 Minutes	Admin. Aide III – BPLO Designate

permit	and checklist of requirements If requirements are available, proceed to the next step			
2. Submit the accomplished application form and other requirements	2. Evaluate the completeness of the requirements and make an initial assessment of the business	None	10 Minutes	Admin. Aide III – BPLO Designate
3. Follow through compliance to other documentary requirements	3. If compliant to all requirements, proceed to the next step If not compliant, advise to secure first the other documentary requirements from concern offices	Occupancy Permit, Contract of Lease, Mayor's Clearance Health Certification, Solid Waste Certification, Fire Safety Certification	Depends on the client and concern offices	Admin. Aide III – BPLO Designate
4. Pay the required fees at the Office of the Municipal Treasurer	4. Advise to pay the required fees at the Office of the Municipal Treasurer	Refer to the Matrix of Fees	10 Minutes	Admin. Aide III – BPLO Designate
5. Present the official receipt as proof of payment	5. Record the official receipt and prepare the business permit	None	10 Minutes	Admin. Aide III – BPLO Designate
6. Follow-up the release of document the following day	6. Forward the business permit and other supporting documents to the	None	1 Day	Admin. Aide III – BPLO Designate



On Business Subject to Graduated Fixed Taxes	Amount of Fee Per Annum (PHP)
<i>On Manufacturers/Importers/Producers</i>	
Micro Industry	100.00
Cottage Industries	300.00
Small-Scale Industries	500.00
Medium-Scale Industries	1,000.00
Large-Scale Industries	2,000.00
<i>On Banks</i>	
Rural, Thrift and Savings Banks	1,000.00
Commercial, Industrial and Development Banks	3,000.00
Universal Banks	5,000.00
<i>On other Financial Institutions</i>	
Small	1,000.00
Medium	3,000.00
Large	5,000.00
<i>On Contractors/Service Establishments</i>	
<i>Communication (Internet, Cable, etc.) Services</i>	
Micro Industry	100.00
Cottage Industries	200.00
Small-Scale Industries	400.00
Medium-Scale Industries	800.00
Large-Scale Industries	1,000.00
For Cell Site/Communication Towers	100,000.00



<i>On Wholesalers/Retailers/Dealers or Distributors</i>	
Micro Industry	100.00
Cottage Industries	200.00
Small-Scale Industries	400.00
Medium-Scale Industries	800.00
Large-Scale Industries	1,000.00
<i>On Transloading Operations</i>	
Small	1,000.00
Medium	2,000.00
Large	4,000.00
<i>Other Businesses</i>	
Micro Industry	100.00
Cottage Industries	200.00
Small-Scale Industries	400.00
Medium-Scale Industries	800.00
Large-Scale Industries	1,000.00

Permit Fee for Cockpit Owner/Operator/Licensee/Promoters
and Cockpit Personnel Based on the Municipal Revenue Code

On Business Subject to Graduated Fixed Taxes	Amount of Fee Per Annum (PHP)
<i>From the Owner/Operator/Licensee of the Cockpit</i>	
1. Application Filing Fee	300.00
2. Annual Cockpit Permit Fee	5,000.00
3. Franchise Fee	5,000.00 (every five years)
<i>From Cockpit Personnel</i>	
1. Promoters/Hosts	242.00
2. Pit Manager "Bedor"	275.00
3. Referee "Sentenciador"	165.00
4. Bet Taker "Kristo"	165.00
5. Bet Manager "Lamesador/Kasador"	165.00
6. Gaffer "Paratambod"	165.00
7. Cashier	165.00
8. Derby (Matchmaker)	165.00



Office of the Municipal Vice-Mayor / Sangguniang Bayan / Secretary to the Sanggunian

External Services



1. Accreditation of NGOs, POs, and CSOs

Service Information: Pursuant to Section 108 of the Local Government Code of 1991, the local Sanggunian concerned shall accredit nongovernmental organizations subject to such criteria as may be provided by law. The Office of the Sangguniang Bayan of Magallanes delivers legislative services for NGO/CSOs accreditation upon their application with the procedures and within the time frames hereunder set.

Office or Division:	Office of the Municipal Vice-Mayor / Sangguniang Bayan / Secretary to the Sanggunian			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All organizations and associations applying for accreditation			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Copy of the Association's/ Organization's Supporting Documents (1 Copy, Original or Photocopy)		Respective NGO/PO/CSO		
2. Duly Accomplished Application Form (1 Copy, Original)		Office of the Secretary to the Sanggunian		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request and apply for accreditation	1. Interview and discuss the requirements and procedures, and give the application form	None	5 Minutes	Secretary to the Sanggunian
2. Submit the accomplished application form and other required documents	2. Receive and check the documents and if completed, submit the same to the Secretary for inclusion in the Order of Business	None	3 Minutes	LLSA II
3. Appear and participate during the scheduled	3. Discuss / deliberate the application for	None	30 Minutes	Vice-Mayor, SB Members, Secretary to the Sanggunian



deliberation/ session	accreditation during SB regular session			
4. Follow through the approval of certification or resolution	<p>4.1 After it has been accredited, prepare and sign the Certification or Resolution and forward to the Vice-Mayor for approval</p> <p>4.2 Approve and sign the Certification or Resolution</p>	None	1 Day	<p>Secretary to the Sanggunian</p> <p>Municipal Vice-Mayor</p>
5. Follow-up and acknowledge receipt of the Certification or Resolution of Accreditation	5. Record, seek acknowledgement receipt, and release the Certification or Resolution of Accreditation	None	2 Minutes	LLSA II
TOTAL		None	1 Day and 40 Minutes	



2. Issuance of Photocopy/Certified True Copy of SB Documents

Service Information: Section 469 of the Local Government Code of 1991 mandates that the Secretary to the Sangguniang Bayan shall furnish, upon request of any interested party, certified copies of records of public character in his/her custody, upon payment to the Treasurer of such fees as may be prescribed by ordinance. The Office of the Secretary to the Sanggunian of Magallanes carries out this function in accordance with the procedures and within the time frames hereunder set.

Office or Division:	Office of the Secretary to the Sanggunian			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All interested individuals			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly Filled-up Request Form (1 Copy, Original)		Office of the Secretary to the Sanggunian		
2. Official Receipt of Payment of Fee (1 Copy, Original)		Office of the Municipal Treasurer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for the issuance of Photocopy/Certified True Copy of SB Documents	1. Interview and provide Request Form	None	3 Minutes	LLSA II
2. Fill-up and submit the request form	2. Receive and check the accomplished request form and advise for the payment of fee	None	2 Minutes	LLSA II
3. Make payment of the required fee at the Office of the Municipal Treasurer	3. Search and photocopy for the requested documents or prepare the Secretary's	PHP 50.00	15 Minutes	LLSA II



	Certification, as the case may be			
4. Present the OR and acknowledge receipt of the requested document	4. Check the receipt, record the transaction, and release the requested document	None	5 Minutes	LLSA II
TOTAL		PHP 50.00	25 Minutes	



Municipal Human Resource Management Office

Internal Services



1. Issuance of Request for Personnel Records

Service Information: Personnel Records are records of LGU employees which are systematically kept in the Office of the MHRMO. These include the Service Record, Personal Data Sheet, Sworn Statement of Assets, Liabilities and Net Worth, Individual/Office Performance Commitment and Review; as well as Office Orders and Office Memorandums issued to employees. There are also the copies of official logbook, daily time record, travel order, filed leave form, and records of leave credits. All of these factual, comprehensive and accumulated records of LGU personnel are made available upon request and due process.

Office or Division:	Municipal Human Resource Management Office			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All existing and separated employees of LGU			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Authorization Letter from the employee concerned (existing and separated) if he/she is not personally requesting the document (1 Copy, Original)		Requesting party concerned		
2. Accomplished Request Form (1 Copy, Original)		MHRM Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up the request form and submit together with the authorization letter, if necessary	1.1 If the request is for a copy of simple personnel document, photocopy and provide the same 1.2 If the request is for specific document, refer the request to the MHRMO who will advise the schedule of release	None	5 Minutes	Administrative Aide



2. Follow through the approval and grant of requested document	2. Prepare and sign 2 copies of requested document and if necessary, forward the same to the Office of the Mayor for approval	None	1 Day	MHRMO
3. Follow up for the release of requested document	3. Check for the approval of the document at the Office of the Municipal Mayor	None	2 Minutes	Administrative Aide
4. Claim the requested document and acknowledge its receipt	4. Seek acknowledgment receipt of the document and file the duplicate copy	None	1 Minute	Administrative Aide
TOTAL		None	1 Day and 8 Minutes	



2. Issuance of Appointment

Service Information:

This is one of the core functions of the MHRM Office which begins with the posting of vacant plantilla position/s and receipt of application from interested qualified applicants. This is followed by the evaluation and screening of the Human Resource Management Personnel Selection Board (HRMPSB), based on the Omnibus Rules on Appointment and Other Human Resource Management Actions (ORA OHRA), and other relevant CSC issuances until the issuance of an appointment to the most qualified applicant to the position/s.

Office or Division:	Municipal Human Resource Management Office			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Qualified and interested applicants, and qualified next-in-rank employee			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Application Letter (1 Copy, Original)		Applicant		
2. Accomplished Personal Data Sheet (1 Copy, Original)		Applicant		
3. School Records, Diploma and TOR (1 Copy, Authenticated)		Applicant's Copy or from the Previous School		
4. Certificate of Eligibility (1 Copy, Authenticated)		Applicant's Copy or from the CSC or PRC		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit application letter with other requirements and credentials	1.1 Acknowledge receipt of the application and conduct outright paper evaluation 1.2 Inform the applicants of the result of paper evaluation; whether qualified or not, and advise for the next procedure	None	5 Minutes	Administrative Aide



2. Be notified of the schedule of the Written Examination (WE)	2. Prepare the WE and send notice to qualified applicants	None	1 Day	MHRM Officer
3. Take the Written Examination	3. Conduct the WE, check the outputs and prepare the report	None	1 Day	MHRM Officer
4. Follow through the result of the exam and if passed, be notified of the schedule of Behavioral Event Interview (BEI)	4. Set the date and venue of the BEI and send notice to those who passed the WE	None	1 Day	MHRM Officer & Administrative Aide
5. Attend to the scheduled BEI	5. Conduct the BEI and selection deliberation	None	1 Day	Human Resource Management Personnel Selection Board
6. Be notified of the result of the BEI	6. Send a congratulatory notice to the chosen most qualified applicant and advise the submission of additional documentary requirements for the issuance of an appointment paper	None	2 Days	MHRM Officer
7. Submit additional documentary requirements such as Medical Certificate, Clearances, Sworn Statement of Assets Liabilities and Net Worth, 2 copies of additional PDS with passport size picture and copy of	7. Prepare the appointment paper and forward along with other documents to CSC for approval	None	1 Day	MHRM Officer



Authenticated Certificate of Eligibility from CSC or PRC				
8. As notified, attend the Oath Taking and secure a copy of the appointment paper	8. Upon approval of the CSC, conduct Oath Taking of the newly hired employee and provide a copy of the appointment paper	None	2 Weeks	MHRM Officer
TOTAL		None	3 Weeks and 5 Minutes	



3. Provision of Learning and Development Program

Service Information: This focuses on another core HR function - the continuing capacity building and empowerment of LGU employees through trainings and education programs, as stated in the Learning and Development (L & D) Plan. It can be in-house or out of town L & D activities for the employees within a given year. One (1) intervention per year is a requisite to every employee.

Office or Division:	Municipal Human Resource Management Office			
Classification:	Complex/Technical			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All permanent and casual employees of LGU			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Endorsement from the Department Head or list from the L & D Plan (1 Copy, Photocopy)		Requesting party concerned		
2. Order from the Local Chief Executive (1 Copy, Duplicate)		Office of the Municipal Mayor		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Learning Needs Analysis Result at the start of the year	1.1 Categorize the learning interventions identified for the year 1.2 Arrange the schedule of all trainings and seminar/workshops in a monthly or quarterly basis	None	1 Day	MHRM Officer & Administrative Aide
2. Follow through the approval of the L & D Plan by the Municipal Mayor, the Chairman of the Personnel Development Committee	2.1 Endorse the Plan to the Personnel Development Committee for approval 2.2 Formulate the Activity Design for	None	2 Days	MHRM Officer



	each Training or Seminar Workshop for approval of the Municipal Mayor			
3. Participate in the seminar as scheduled	3. Conduct the Seminar Workshop or Training in coordination with CSC or other accredited training provider or send employees to the same	None	Depends on the Training Design	MHRM Officer
4. Receive the Certificate of Participation and update the L & D in the Personal Data Sheet (PDS)	4. Advise the update of L & D in PDS and keep record of updated PDS in 120 files for future reference	None	1 Day	MHRM Officer
TOTAL		None	4 Days + the Duration of Training or Seminar/ Workshop	



Office of the Public Employment Services Section

External Services



1. Implementation of Tulong Pangkabuhayan sa ating Disadvantaged/Displaced Workers (TUPAD)

Service Information:

This is a short-term employment program of the Department of Labor and Employment in coordination with the LGUs. The program beneficiaries, who are mostly the displaced or disadvantaged workers, the self-employed and seasonal workers are paid in the amount of Three Hundred Ten Pesos (P 310.00) per day, equivalent to the minimum wage, for various community works in a given program duration.

Office or Division:	Municipal Human Resource Management Office			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Qualified Beneficiaries from the Different Barangays			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Endorsement from the Barangay (1 Copy, Original)		Barangay Hall		
2. Beneficiary Profile (1 Copy, Original)		Office of the MHRMO		
3. Birth Certificate (1 Copy, Photocopy)		Beneficiary's Copy or from the Office of the MCR		
4. 1 x 1 ID Picture (1 Copy, Print out)		Beneficiary		
5. Valid ID Card or Community Tax Certificate (1 Copy, Photocopy)		Beneficiary's Copy or from the Barangay Hall or from the Office of the Municipal Treasurer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the accomplished Beneficiary Profile and other required documents	1.1 Evaluate as to the completeness of the documentary requirements 1.2 Submit to DOLE Field Office for insurance application	None	3 Days	PESO Manager Designate & Staffs
2. Be notified and attend the scheduled Orientation Program	2. Facilitate and assist the DOLE in conducting the TUPAD Orientation	None	1 Day	PESO Manager Designate & Staffs



3. Perform the duties of TUPAD beneficiaries, and submit daily time records, accomplishment reports and photo documentation	3.1 Monitor and ensure proper documentation to facilitate faster release of wages 3.2 Forward the daily time records, accomplishment reports, photo documentation and other requirements to DOLE for the release of wages	None	As stated in the Contract	PESO Manager Designate & Staffs
4. Be informed and attend the pay-out or receive the reference number for the claim of wages	4. Assist the DOLE in the pay-out or distribution of the reference numbers for the release of wages	None	1 Day	DOLE Staff, PESO Manager Designate and Staffs
TOTAL		None	5 Days + the Duration of Program Implementation	



2. Provision of Skills Trainings

Service Information: This program is a collaboration of the Technical Education Skills and Development Authority (TESDA) and the LGU; wherein, the former provides the trainer and logistics while the LGU is in-charge of the recruitment and selection of trainees, venue and other incidental expenditures. The short-term course being provided aims to develop certain skills and makes the trainees be certified proficient under National Certification I or National Certification II which they can use as advantage in applying for a job locally or abroad. The LGU also oversees the training process and provides support services from the beginning of the program until its completion.

Office or Division:	MHRMO/PESO/CTEC			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All interested qualified training applicants			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. PSA Birth Certificate (1 Copy, Photocopy)		Applicant's Copy or from the Office of the Municipal Registrar		
2. Scholastic Records (1 Copy, Photocopy)		Applicant's Copy or from the Previous School		
3. 2 x 2 ID Picture (3 Copies, Print-out)		Applicant		
4. Accomplished Personal Profile (1 Copy, Original)		Office of the PESO Manager		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Make an inquiry and enlist at the PESO Office	1. Conduct screening of applicants through interview and documentary evaluation	None	5 Minutes	PESO Manager Designate and Administrative Aide
2. Be notified of the result of screening and evaluation and if passed, attend the orientation program	2. Assist the TESDA in conducting the orientation program	None	1 Day	TESDA, PESO Manager Designate and Staffs



3. Attend and participate during the training course, its completion and assessment	3. Monitor the actual conduct of training daily and assist the trainees during the assessment, if there is any	None	Depends on the training course duration	PESO Manager Designate and Administrative Aide
4. Attend the graduation and awarding of starter kits	4. Facilitate the conduct of Awarding of Certificate of Completion, National Certificate and the Starter Kits	None	1 day	TESDA, PESO Manager Designate and Staffs
TOTAL		None	2 Days and 5 Minutes + the Duration of Training Course and Assessment	



Office of the Municipal Administrator

External Services



1. Grant for the Utilization of Government Facilities and Equipment

Service Information: The provision of administrative support and services to those who seek assistance including the utilization of government facilities and equipment.

Office or Division:	Office of the Municipal Administrator			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government G2B – Government to Business Entity G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter Request (1 Copy, Original)		Requesting Individual or Party		
2. Accomplished Facility / Equipment Request Form (1 Copy, Original)		Office of the Municipal Administrator		
3. Official Receipt for the Payment of Fees (1 Copy, Original)		Office of the Municipal Treasurer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the letter request	1. Interview and based on the availability of government facilities and equipment, approve or disapprove the request	None	5 Minutes	Municipal Administrator
2. Accomplish the facility/ equipment request form	2. Provide the facility / equipment request form, and advise the required payment at the Office of the Municipal Treasurer	None	5 Minutes	Municipal Administrator
3. Pay the prescribed fee at the Office of the Municipal Treasurer	3. Record in the logbook the details of facility / equipment to be utilized, such as	Refer to the Matrix of Fees	10 Minutes	Municipal Administrator



	the schedule, etc., and prepare reservation slip			
4. Present the official receipt and secure reservation/ delivery slip	4. Check the official receipt, record in the logbook and issue reservation / delivery slip	None	5 Minutes	Municipal Administrator
TOTAL		Refer to the Matrix of Fees	25 Minutes	

**Fees and Charges for the Use of Government Facilities and Equipment
Based on the Local Revenue Code**

Facility	Hours / Days To Be Utilized	Amount (PHP)
Covered Court	For first 3hours * For every succeeding hour	300.00 100.00
MBC Hall	For first 4 hours or a fraction thereof of ordinary conference/meetings/seminars/conventions + * For every succeeding hour or fraction thereof	400.00 100.00
	For affairs such as wedding reception/christening/reunions and the like+ * For every succeeding hour or fraction thereof	1,000.00 100.00
	For affairs at night	1,500.00
Monobloc Chair	Day	5.00 each
Monobloc Table	Day	25.00 each
Long Wooden Table	Day	30.00 each



2. Grant for the Utilization of Government Vehicles (Truck, Ambulance, and other Vehicles)

Service Information: The provision of services to those who seek assistance on the use of government vehicles.

Office or Division:	Office of the Municipal Administrator			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter Request (1 Copy, Original) <i>Note:</i> For Emergency Purposes, just coordinate personally or contact the Office of the Municipal Administrator		Requesting Individual or Party		
2. Accomplished Facility / Equipment Request Form (1 Copy, Original)		Office of the Municipal Administrator		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the letter request; while for emergency purposes, coordinate personally or contact the Office of the Municipal Administrator	1. Interview and based on the availability of government vehicle, approve or disapprove the request	None	5 Minutes	Municipal Administrator
2. Accomplish the vehicle request form, and confirm the schedule	2. Provide the vehicle request form, and record the schedule	None	5 Minutes	Municipal Administrator
TOTAL		None for emergency purposes, but for non-emergency use, requesting party will shoulder the gasoline expense & food of the driver	10 Minutes	



3. Accommodation of Guests at Bucal-bucalan Spring Resort and Parola Beach Resort

Service Information: This refers to the operation of the Bucal-bucalan Spring Resort and Parola Beach Resort which provides considerable source of local revenues.

Office or Division:	Public Market Section			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens			
Who may avail:	All Interested Guests			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Transact at the entrance office	1. Inform about the necessary regulations and the entrance fees and cottage rentals	None	5 Minutes	Admin. Assistant
2. Inform about the number of guests and type of cottage to be rented	2. Compute and inform about the fees to be paid	Refer to the Matrix of Fees	3 Minutes	Admin. Assistant
3. Pay the required amount and secure an official receipt	3. Accept payment and issue an official receipt	None	2 Minutes	Admin. Assistant/ Ticketing Clerk
4. Proceed to the cottage	4. Guide in looking for the designated cottage	None	2 Minutes	Admin Aide/ Resort Guide
TOTAL		Refer to the Matrix of Fees	12 Minutes	



Fees and Charges for the Use of Resorts Based on the Local Revenue Code

Facility	Amount (PHP)
BUCALBUCALAN SPRING RESORT	
Entrance Fees (Day Time):	
Adult	20.00
Children	10.00
Senior Citizens and PWDs	10.00
Entrance Fees (Night Time)	
Adult	35.00
Children	25.00
Cottage Rentals:	
Small	150.00
Medium	250.00
Large	350.00
For Exclusive Use of the Resort , for First 4 Hours	2,500.00
*for succeeding hours	100.00
Use of Parking Area:	
Motorcycle	5.00
Tricycle	10.00
Jeepney	20.00
Other Vehicles	20.00

Facility	Amount (PHP)
PAROLA BEACH RESORT	
Cottage Rentals:	
Half Cottage	150.00
Whole Cottage	300.00



Office of the Public Market Section

External Services



1. Attendance to the Queries for Vacant Market Space

Service Information: Public market is one of the local establishments generating revenues. The rentals for market space provide considerable income, thus attendance to the queries of possible occupants is a vital service being delivered by the personnel of the Public Market Section.

Office or Division:	Public Market Section			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business Entity			
Who may avail:	All Interested Businessmen			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Make an inquiry for vacant stalls in the public market	1. Do initial interview and discuss the types of stalls available	None	5 Minutes	Public Market Administrator or Admin. Aide
2. Request to view the vacant stalls	2. Accompany in showcasing all vacant stalls May discuss further the terms and conditions of rentals	None	25 Minutes	Admin. Aide Public Market Administrator
3. Sign in the logbook	3. Guide in writing information in the logbook	None	5 Minutes	Admin. Aide
TOTAL		None	35 Minutes	



2. Processing of Application for New or Renewal of Market Space Rentals

Service Information: Application for market space rentals, either for new or for renewal, is the process of securing and maintaining a market space. It is done with corresponding execution of lease contract prior the occupancy.

Office or Division:	Public Market Section			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business Entity			
Who may avail:	All Interested Businessmen			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Application Form for Stall Occupancy (1 Copy, Original)		Office of the Municipal Public Market Administrator		
2. Business Permit (1 Copy, Original)		Office of the Business Permit and Licensing Section		
3. Official Receipt of Payment of Fee (1 Copy, Original)		Office of the Municipal Treasurer		
4. Notarized Lease Contract (1 Copy, Original)		Office of the Municipal Public Market Administrator		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Apply for stall occupancy/renewal	1. For new applicants, interview, show the available stalls while initially discussing the terms and conditions of occupancy, and advise submission of requirements If requirements are available, proceed to the next step	None	20 Minutes	Public Market Administrator or Admin. Aide
2. For new applicants, accomplish the application form for	2. For new applicants, provide the	None	10 Minutes	Admin. Aide



occupancy	application form and instruct on how to accomplish			
3. Submit the accomplished form and the other requirements	3. Receive and review the completeness of information and other requirements	None	5 Minutes	Admin. Aide
4. Pay the required fees/rentals/arrears at the Office of the Municipal Treasurer	4. Advise on the payment of fees/rentals/arrears at the Office of the Municipal Treasurer	1 Month Advance & 1 Month Deposit, Amount depends on the section and size of the stall	10 Minutes	Public Market Administrator
5. Present the official receipt of payment	5. Photocopy and record the data, and prepare the Lease Contract	None	5 Minutes	Admin. Aide
6. Attend to the explanation and review the content of the Lease Contract	6. Explain the content of the Lease Contract and provide copy of the same for review	None	10 Minutes	Public Market Administrator
7. Attend to the re-discussion and convey necessary queries and clarifications	7. Prior the execution of contract, re-discuss the terms and conditions of occupancy as well as the rules and regulations of the LGU's public market administration	None	10 Minutes	Public Market Administrator
8. Execute the Lease Contract signing	8. Guide in contract signing and have it signed	None	10 Minutes	Public Mark. 9et Administrator



	also by the LCE as Lessor			
9. Acknowledge receipt of the release of notarized Lease Contract	9. Have the Lease Contract notarized and distribute copies to the stall occupants	None	1-2 Days	Municipal Public Market Administrator
TOTAL		1 Month Advance & 1 Month Deposit, Amount depends on the section and size of the stall	1-2 Days, 1 Hour and 20 Minutes	

Schedule of Occupancy Fees and Monthly Rental Based on the Local Revenue Code

Section	Occupancy Fee (PHP)	Monthly Rental (PHP)
Vegetable Section	500.00	80.00/sq.m.
Grocery Section	500.00	90.00/sq.m.
Dry Goods Section	1,000.00	100.00/sq.m.
Foods Section	1,000.00	100.00/sq.m.



3. Processing of the Retirement of a Business

Service Information: This is the process being conducted in the termination of contract or occupancy of a business in the Municipal Public Market.

Office or Division:	Public Market Section			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business Entity			
Who may avail:	All Stall Occupants who wish to surrender their stall occupation to the Market Administration			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Clearance from the MTO or Official Receipt of the Payment of Arrears		Office of the Municipal Treasurer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Signify intent to surrender occupancy	1. Check the status of rental payment	None	15 Minutes	Municipal Public Market Administrator
2. Settle all accounts payable at the Office of the Municipal Treasurer	2. Advise the payment of arrears, if there is any	Depends on the arrears	10 Minutes	Municipal Public Market Administrator
3. Secure clearance from the Office of the Municipal Treasurer and submit the same to the Municipal Public Market Administrator	3. Check the copy of clearance and update the record/file of occupants	None	5 Minutes	Municipal Public Market Administrator
4. Vacate the stalls	4. Inspect the vacated stall	None	1-2 Days	Municipal Public Market Administrator
TOTAL		Depends on the arrears	1-2 Days and 30 Minutes	



Office of the Waterworks System Section

External Services



1. Processing of Water Service Connection Application

Service Information: All households of Poblacion Barangays, as well as of Barangays Caditaan, Behia, Biga, Aguada Sur, Salvacion, and Hubo may apply for a Level III water service connection with terms and conditions set accordingly.

Office or Division:	Waterworks System Section			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Households of Poblacion Barangays, Barangays of Caditaan, Behia, Biga, Aguada Sur, Salvacion, and Hubo			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Application Form and Water Service Contract (3 Copies, Original)		Office of the Waterworks System Section		
2. Official Receipt of Payment of Fee (1 Copy, Original)		Office of the Municipal Treasurer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Apply for the water service connection	1. Interview and guide in accomplishing the application form	None	15 Minutes	Admin. Aide IV
2. Accomplish and submit the application form	2. Receive and verify the correctness and completeness of data in the application form Forward application form to the Office of the Municipal Mayor for approval	None	5 Minutes	Admin. Aide IV
3. Be notified on the schedule of basic orientation	3. Arrange the schedule and notify the conduct of basic orientation	None	5 Minutes	Plumber/Pipefitter



4. Attend the basic orientation on the rights and obligations of water consumers	4. Conduct basic orientation, and set schedule for the ocular inspection	None	1 Hour	Waterworks Superintendent/ Admin. Aide IV
5. Follow through the conduct of ocular inspection	5. Conduct ocular inspection at the applicant's residence with prior notice Advise the payment of required fees	None	30 Minutes	Plumber/Pipefitter
6. Pay the application fee and other charges	6. Receive payment and issue an official receipt	PHP 500.00	5 Minutes	Bill Collector
7. Monitor the installation of pipes and water meter	7. Install the pipes and water meter	None	2 Working Days	Plumber/Pipefitter
TOTAL		PHP 500.00	2 Days and 2 Hours	

**Breakdown of Charges for the Application of Water Service
Based on the Local Revenue Code**

Charges	Amount (PHP)
Filing Fee	50.00
Installation Fee	50.00
Service Fee	300.00
Bill Guarantee Deposit	100.00



2. Reconnection of Water Service

Service Information: Upon the request of the member-consumer and settlement of outstanding balance for all unpaid monthly water bills plus the payment for reconnection fee, personnel process the reconnection of water service.

Office or Division:	Waterworks System Section			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Disconnected Member-Consumer			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Official Receipt of Payment (1 Copy, Original)		Office of the Waterworks System Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for the reconnection of water service	1. Interview and check the outstanding balance for all unpaid monthly bills and advise for its payment	None	5 Minutes	Bill Collector
2. Pay the outstanding balance for all unpaid monthly bills plus the reconnection fee	2. Receive payment and issue an official receipt	Amount of unpaid monthly bills + Reconnection Fee of PHP50.00 for Commercial and PHP30.00 for Residential	5 Minutes	Bill Collector
3. Receive official receipt and monitor the reconnection	3. Record payment and inform the plumber/pipefitter	None	5 Minutes	Bill Collector



	of reconnection			
4. Acknowledge feedback or report of accomplishment	4. Conduct reconnection of disconnected pipes and provide feedback or accomplishment report	None	10 Minutes + time of travel depending on the location	Plumber/Pipefitter
TOTAL:		Amount of unpaid monthly bills + Reconnection Fee of PHP50.00 for Commercial and PHP30.00 for Residential	25 Minutes + time of travel depending on the location	



3. Processing of Related Complaints

Service Information: Any concern or complaint regarding water service is given due actions and resolutions with corresponding process.

Office or Division:	Waterworks System Section			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All water consumers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Basic Information: Name Address Contact Information Complaint		Complainant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inform the office about the complaint thru personal coordination or phone call, text or private message	1. Interview and record the information of complainant and details of complaint	None	10 Minutes	Waterworks Superintendent/ Admin Aide IV/ Bill Collector
2. Follow through the response regarding the complaint	2. Plan necessary action and prepare for the mobilization of personnel	None	20 Minutes	Waterworks Superintendent/ Admin Aide IV/ Bill Collector
3. Acknowledge feedback or report of accomplishment	3. Execute the necessary action and provide feedback or accomplishment report	None	Depending on the complexity of actions needed	Waterworks Superintendent/ Admin Aide IV/ Plumber/Pipefitter
TOTAL:		None	30 Minutes + the Time for the Execution of Actions Depending on its Complexity	



Municipal Agriculture Office

External Services



1. Provision of Production Support Materials

Service Information: In support to the local farmers, production support materials such as seeds, fertilizers, and tools among others are provided upon request and due process.

Office or Division:	Municipal Agriculture Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for the avail of production support materials needed	1. Record the request in the logbook	None	2 Minutes	MAO/AT
2. Provide personal information and other data being asked for	2. Interview for personal information and other data Check the availability of requested production support materials	None	3 Minutes	MAO/AT
3. Follow through the grant of request	3. If available, prepare for the acknowledgement receipt If not available, advise on the possible date of availability, and if record contact number in the logbook	None	2 Minutes	MAO/AT
4. Attend to short discussion on the	4. Upon availability, shortly	None	6 Minutes	MAO/AT



utilization and management of production support materials	discuss the utilization and management of production support materials			
5. Acknowledge receipt of the provided production support materials	5. Record and release the requested production support materials	None	2 Minutes	AT
6. Accomplish the Client's Feedback Form and sign in the logbook	6. Provide Client's Feedback Form for the assessment of service delivery	None	5 Minutes	AT
TOTAL		None	20 Minutes if the Request is Available	



2. Provision of Technical Assistance on Crops, Livestock, and Fisheries

Service Information: Technical assistance on crops, livestock and fisheries is provided to clients to help them increase their productivity and harvest, thus improving their gains in livelihood.

Office or Division:	Municipal Agriculture Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All residents			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. RSBSA Enrollment Stub		Municipal Agriculture Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for the avail of specific technical assistance	1. Brief on the service and its requirement	None	5 Minutes	MAO/AT
2. Submit to interview and provide information as being asked for	2. Interview for detailed information, including the sketch of location	None	10 Minutes	MAO/AT
3. Be informed of the schedule of visit and sign in the logbook	3. Schedule the visit and record in the logbook	None	2 Minutes	MAO/AT
4. Assist during the on-site visit	4. Evaluate the need and provide appropriate technical assistance	None	30 Minutes	MAO/AT
5. Take note and acknowledge the findings and recommendations	5. Provide findings and recommendations	None	3 Minutes	MAO/AT
TOTAL		None	50 Minutes	



3. Upgrading of Large Animal Breed thru Artificial Insemination

Service Information: Animal raiser can avail of this free artificial insemination service on large animal, specifically, on cow and carabao. Other services also include estrus synchronization, pregnancy diagnosis and flushing.

Office or Division:	Municipal Agriculture Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All residents			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Make a request through coordination at the office or contact the AT	1. Interview and ask for detailed information: - Name of Requesting Client - Address & Sketch - Contact information - Type of Animal	None	5 Minutes	AT
2. Be informed of the schedule	2. Schedule and notify the client	None	2 Minutes	AT
3. Assist in the conduct of artificial insemination	3. Conduct the artificial insemination	None	10 Minutes	AT
4. Acknowledge the assistance provided and the recommendations	4. Provide feedback and recommendations	None	3 Minutes	AT
TOTAL		None	20 Minutes	



4. Issuance of Animal Inspection Certificate

Service Information: Animal/s to be shipped or transported outside the province shall undergo inspection services and shall be issued with Animal Inspection Certificate to ensure that the same is healthy and free from diseases.

Office or Division:	Municipal Agriculture Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All residents			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Company Profile/Business Name with Complete Name and Address Or Business Permit (1 Copy, Photocopy)		Business Owner's Copy		
2. Information of the Transport Vehicle or OR/CR (1 Copy, Photocopy)		Client's Copy		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for the issuance of Animal Inspection Certificate	1. Interview and record the detailed information Advise for the submission of requirements If requirements are available, proceed to the next step	None	3 Minutes	AT
2. Submit the requirements	2. Evaluate the requirements and advise for the schedule of animal inspection	None	2 Minutes	AT
3. Assist during the conduct of animal inspection	3. Conduct the animal inspection, if found healthy, advise for the	None	20 Minutes	AT



	payment of required fee			
4. Pay for the required fee at the Office of the Municipal Treasurer	4. Record in the logbook, prepare the Certificate and forward to MAO for approval	PHP 100.00	5 Minutes	AT
5. Acknowledge receipt of the Animal Inspection Certificate	5. Review, approve and release the Certificate	None	2 Minutes	MAO
TOTAL		PHP 100.00	32 Minutes	



5. Crop and Livestock Insurance of Farmers under PCIC Program

Service Information: All farmers listed or enrolled in the Registry System for Basic Sector in Agriculture (RSBSA) are qualified to avail the different free insurance program offered by the Philippine Crop Insurance Corporation (PCIC).

Office or Division:	Municipal Agriculture Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All residents			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. RSBSA Stub (1 Copy, Original)		Municipal Agriculture Office		
If not enrolled requirements are:				
1. Accomplished RSBSA Form (1 Copy, Original)		Municipal Agriculture Office		
2. 2x2 ID Picture (1 Copy, Print out)		Client		
3. Proof of Land Ownership (1 Copy, Photocopy)		Client's Copy		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for Crop and Livestock Insurance	1. Interview and brief about the insurance and the needed requirements If not yet enrolled, provide the RSBSA Form If requirements are available, proceed to the next step	None	2 Minutes	AT
2. Accomplish the RSBSA Form and submit together with other requirements	2. Check the completeness of data and requirements	None	5 Minutes	AT
3. Follow through the processing of insurance	3. Process the insurance	None	5 Minutes	AT



4. Attend to short discussion on the Insurance Policy	4. Discuss the Insurance Policy prior the issuance of the photocopy of insurance application form	None	5 Minutes	AT
5. Accomplish the Client's Feedback Form and sign in the logbook	5. Provide the Client's Feedback Form	None	3 Minutes	AT
TOTAL		None	20 Minutes	



6. Issuance of Fishing Vessel License

Service Information: RA 8550 Sections 17 to 22 require the annual updating of the registry of municipal fishers and mandate the LGUs to maintain a registry of municipal fishing vessels by type of gear and other vessel particulars with the assistance of Fisheries and Aquatic Resource Management Councils (FARMCs). The registry of municipal fishers serves as the basis for identification of municipal fishers who would be allowed to fish within municipal waters. RA 8550 also explicitly states that registration is not equivalent to a permit to fish, which is provided by a license.

Office or Division:	Municipal Agriculture Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Fisherfolk ID		Municipal Agriculture Office		
If not enrolled requirements are:				
1. Accomplished FishR Form (1 Copy, Original)		Municipal Agriculture Office		
2. 2x2 ID Picture (1 Copy, Print out)		Client		
3. 1X1 ID Picture (1 Copy, Print out)		Client		
4. Community Tax Certificate (1 Copy, Original)		Barangay Hall or Office of the Municipal Treasurer		
5. Boat Admeasurement Form (1 Copy, Original)		Municipal Agriculture Office		
CLIENT/ STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for Boat Registration	1. Interview and brief about the registration and the needed requirements If not yet enrolled, provide the FishR Form and Boat Admeasurement Form	None	3 Minutes	AT and Administrative Aide



	If requirements are available, proceed to the next step			
2. Accomplish the FishR Form and Boat Admeasurement Form, and submit together with other requirements	2. Check the completeness of data and requirements	None	5 Minutes	AT and Administrative Aide
3. Follow through the processing of document	3. Encode and process the document, and advise for the payment of required fee	None	5 Minutes	AT and Administrative Aide
4. Pay for the BoatR Fee	4. Receive payment and issue an official receipt	1-7.7 GT = 183.00 10-18 = 250.00 4DR5 = 583	2 Minutes	Laborer II
5. Attend to short discussion on the rules and regulations of boat registration	5. Discuss the rules and regulations of boat registration	None	5 Minutes	AT and Administrative Aide
6. Follow through the approval of application	6. Prepare and forward to MAO and LCE for approval the Certificate of Registration with attached application form of Municipal Fishing Vessels and Fishing Gears to be Used and Permit to Operate	None	1 Day	AT and Administrative Aide



7. Acknowledge receipt of the BoatR Certificate and documents	7. Record and release the Certificate of Registration and other documents	None	2 Minutes	AT and Administrative Aide
8. Accomplish the Client's Feedback Form and sign in the logbook	8. Provide the Client's Feedback Form	None	3 Minutes	AT and Administrative Aide
TOTAL		1-7.7 GT = 183.00 10-18 = 250.00 4DR5 = 583	1 Day and 25 Minutes	

7. Slaughterhouse Services

Service Information:

All animals to be slaughtered and intended to be sold in the public market should undergo ante-mortem and post-mortem inspection and shall be done only in the slaughterhouse to ensure to the consuming public that the meat being sold locally is safe and free from diseases and cross contamination.

Office or Division:	Municipal Agriculture Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
No required documents as long as the animal for slaughter is fit for human consumption				
Animal/s to be slaughtered should be already in place in the slaughterhouse holding pen for at least 8 hours prior to its slaughtering for inspection & observation purposes				
Hire for Personal Butcher		Private Individual (300.00/Head)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present and store the animal in holding pen	1. Do the ante-mortem inspection, if found healthy, advise for the payment of required fee	None	10 Minutes	Administrative Aides
2. Pay the required fee and secure an official receipt	2. Receive the payment and issue and official receipt	PHP 120.00	5 Minutes	Administrative Aides
3. Proceed the slaughtering process	3. Recommend for the slaughtering process	None	4 Hours	Administrative Aides



4. Acknowledge receipt of the issuance of Meat Inspection Certificate	4. Observe the whole procedure and do the post-mortem inspection If found safe and fit for public consumption, issue a Meat Inspection Certificate to be posted in the meat stall	None	10 Minutes	Administrative Aides
TOTAL		PHP 120.00	4 Hours and 25 Minutes	



Municipal Health Office

External Services



1. General Medical Consultation

Service Information: The Municipal Health Office renders primary health care services for medical consultation of minor cases. The objective is more on the preventive and promotive aspect of health. Major surgical and medical cases are usually referred to the secondary and tertiary hospitals.

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. Patient's Health ID Card, if already had a record in the RHU (1 Copy, Original)		Patient		
2. Mother and Child Book for Pregnant and Children 0-5 years old (1Copy, Original)		Patient's Copy or from Barangay Health Stations (BHS)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get a priority number at triage area, except for pregnant, persons with disabilities and senior citizens	1. Provide service request form and health declaration form	None	2 Minutes	Administrative Aide
2. Fill-up the service request form and health declaration form	2. Check the completeness of data in the service request form and health declaration form	None	3 Minutes	Administrative Aide
3. If new patient, provide essential information for the individual treatment record Answer the necessary questions being asked for	3. Interview and fill-up the data required in the individual treatment record Further ask questions related to the service/s requested	None	5 Minutes	Administrative Aide



	Endorse to : - Nurses and midwives for program-based cases - Physician for non-program based cases - Dentist for dental health services			
4. Undergo the checking of vital signs and proceed to the designated room when the number is called	4. Check and record the vital signs	None	5 Minutes	Nurse or Midwife on Duty
5. Undergo medical consultation	5. Conduct medical consultation/ treatment, and provide management advice or referral	None	10-30 Minutes	Municipal Health Officer
6. Comply the treatment and management, and/or the advice or referral: 6.1 If given prescription, proceed to stock room and sign in the issuance logbook for avail of medicines 6.2 If referred for basic laboratories, proceed to laboratory room for laboratory services. For special laboratories, look for service provider outside the municipality	6. Endorse service request form to reception area 6.1 Provide the prescribed medicines 6.2 Conduct referred laboratory procedures	None	5-30 Minutes	Municipal Health Officer Administrative Aide Med Tech



6.3 If referred for further medical management, proceed to higher level of health facility	6.3 Provide further instructions and referral slip			Nurse or Midwife on Duty
7. Listen and follow the recommendations and instructions	7. Provide recommendations and instructions, like the schedule for next visit	None	2 Minutes	Nurse or Midwife on Duty
8. Answer the Client's Feedback Form	8. Request for the accomplishment of Clients Feedback Form and for the sign in the daily service logbook, and facilitate exit from the facility	None	3 Minutes	Administrative Aide
TOTAL		None	35 Minutes to 1 Hour and 20 Minutes	



2. Maternal Health Services: Prenatal, Post Natal, and Family Planning

Service Information: This focuses on the health care of women during pregnancy, child birth, and the postpartum period. This aims to reduce the risk to women and prevent maternal morbidity and mortality.

Office or Division:	Municipal Health Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All Women of Reproductive Age			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Patient's Health ID Card, if already had a record in the RHU (1 Copy, Original)		Patient		
2. Mother and Child Book for Pregnant and Children 0-5 years old (1 Copy, Original)		Patient's Copy or from Barangay Health Stations (BHS)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get a priority number at triage area	1. Provide service request form and health declaration form	None	2 Minutes	Administrative Aide
2. Fill-up the service request form and health declaration form	2. Check the completeness of data in the service request form and health declaration form	None	3 Minutes	Administrative Aide
3. If new patient, provide essential information for the individual treatment record Answer the necessary questions being asked for	3. Interview and fill-up the data required in the individual treatment record Further ask questions related to the service/s requested	None	5 Minutes	Administrative Aide
4. Undergo the checking of vital signs and proceed to the	4. Check and record the vital signs and	None	5 Minutes	Administrative Aide



prenatal room when the number is called	endorse to the midwife on duty at the prenatal room			
5. Undergo necessary service procedures and follow instructions	<p>5. As needed, conduct any of the following:</p> <ul style="list-style-type: none"> - Elicit History and PE; Compute AOG and EDC - Prepare HBMR/ CBMR/Birth Plan/Referral - Leopold's Maneuver - Fundal Height Measurement - Auscultation <p>Inform the mother of the findings:</p> <ul style="list-style-type: none"> - Give instructions on danger signs, and the do's & don'ts - Give TT immunization and iron supplementation - Counseling on Nutrition and Hygiene - Request and prepare laboratory request form and referral as needed 	None	10-30 Minutes	Midwife on Duty



6. Comply the management advice or referral:	6. Endorse service request form to reception area	None	5-30 Minutes	Midwife on Duty
6.1 If referred, proceed to the physician	6.1 Conduct thorough examination			Municipal Health Officer
6.2 If given prescription, proceed to stock room and sign in the issuance logbook for avail of medicines	6.2 Provide the prescribed medicines			Administrative Aide
6.3 If referred for basic laboratories, proceed to laboratory room for laboratory services. For special laboratories, look for service provider outside the municipality	6.3 Conduct referred laboratory procedures			Med Tech
6.3 If referred for further maternal health management, proceed to higher level of health facility	6.4 Provide further instructions and referral slip			Midwife on Duty
7. Listen and follow the recommendations and instructions	7. Provide recommendations & advise schedule of next visit	None	2 Minutes	Midwife on Duty
8. Answer the Client's Feedback Form	8. Request for the accomplishment of Clients Feedback Form and for the sign in the daily service logbook	None	3 Minutes	Administrative Aide
TOTAL		None	35 Minutes to 1 Hour and 15 Minutes	



3. Child Health Services: Well and Sick Children Management

Service Information: This service intends to ensure the health well-being of children by safeguarding them from possible diseases, as well as providing them immediate treatment and case management.

Office or Division:	Municipal Health Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Children 0-18 years old			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Patient's Health ID Card, if already had a record in the RHU (1 Copy, Original)		Patient		
2. Mother and Child Book for Pregnant and Children 0-5 years old or ECCD Card (1Copy, Original)		Patient's Copy or from Barangay Health Stations (BHS)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Patient's parent or guardian gets a number at the triage area and presents the Mother and Child Book/ECCD Card	1. Provide service request form and health declaration form	None	2 Minutes	Administrative Aide
2. Fill-up the service request form and health declaration form	2. Check the completeness of data in the service request form and health declaration form	None	3 Minutes	Administrative Aide
3. If new patient, provide essential information for the individual treatment record	3. Interview and fill-up the data required in the individual treatment record	None	5 Minutes	Administrative Aide
Answer the necessary questions being asked for	Further ask questions related to the service/s requested			



4. Undergo initial assessment and checking of vital signs, and proceed to the designated room when the number is called	4. Conduct initial assessment by asking the complaints and taking the vital signs	None	5 Minutes	Administrative Aide
5. Undergo necessary procedures	<p>5. Endorse to the nurse or midwife at the reception area</p> <ul style="list-style-type: none"> - For 0-11 months old, provide immunization; Vitamin A; plot and interpret weight; conduct developmental Screening; give EPI & BF messages; assess other problems; give advice; refer to dentist for dental check-up; refer to physician for other health problems; and advise of the next schedule - For 12-71 months old, take history and do physical examination; 	None	10-30 Minutes	Nurse or Midwife on Duty

	<p>conduct auditory, visual and developmental screening; plot and interpret weight in the growth chart; assess feeding; give feeding instructions; assess other problems; give Vitamin A, Iron Supplements, and deworming if available; refer to dentist for dental check-up; refer to physician for other problems; and advise of the next schedule</p> <p>- For 6-18 years old, take history and PE; conduct auditory, visual and developmental screening as needed; look for signs of abuse; advise on healthy diet and exercise; give awareness on</p>			
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	dangers of drugs, alcohol, tobacco, physical, emotional and sexual abuse; refer to dentist and/or physician when necessary; and advise of the next schedule			
6. Comply the advice or referral:	6. Provide recommendations and instructions	None	5-30 Minutes	Nurse or Midwife on Duty
6.1 If referred, proceed to the physician	6.1 Conduct thorough examination			Municipal Health Officer
6.2 If given prescription, proceed to the stock room and sign in the issuance logbook for avail of medicines	6.2 Provide the prescribed medicines			Administrative Aide
6.3 If referred for basic laboratories, proceed to laboratory room for laboratory services. For special laboratories, look for service provider outside the municipality	6.3 Conduct referred laboratory procedures			Med Tech
6.4 If referred for further health management, proceed to higher level of health facility	6.4 Provide further instructions and referral slip			Nurse or Midwife on Duty



7. Listen and follow the recommendations and instructions	7. Provide recommendations and instructions, like the schedule for next visit	None	2 Minutes	Nurse or Midwife on Duty
8. Answer the Client's Feedback Form	8. Request for the accomplishment of Clients Feedback Form and for the sign in the daily service logbook, and facilitate exit from the facility	None	3 Minutes	Administrative Aide
TOTAL		None	35 to 1 Hour and 20 Minutes	

4. Child Health Service: Immunization

Service Information: This service helps to protect children from life threatening diseases. By administering childhood vaccination through routine immunizations, children are safe against vaccine-preventable diseases like diphtheria, measles, polio, tetanus, meningitis, and pertussis among others.

Office or Division:	Municipal Health Office – Barangay Health Stations			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Children 0-12 years old			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Mother and Child Book for Pregnant and Children 0-5 years old or ECCD Card (1Copy, Original)		Patient's Copy or from Barangay Health Stations (BHS)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Child's parent or guardian gets a priority number and presents the Mother and child Book/ECCD Card	1. Provide service request form and health declaration form	None	2 Minutes	Administrative Aide
2. Fill-up service request form and health declaration form	2. Check the completeness of data in the service request form and health declaration form	None	3 Minutes	Administrative Aide
3. If new patient, provide essential information for the individual treatment record Answer the necessary questions being asked for	3. Interview and fill-up the data required in the individual treatment record Further ask questions related to the service/s requested	None	5 Minutes	Administrative Aide
4. Undergo initial assessment and	4. Conduct initial assessment by	None	5 Minutes	Administrative Aide



checking of vital signs	taking the vital signs			
5. Proceed to nurse or midwife when the number is called	5. Ask for the Mother and Child Book for Pregnant and Children 0-5 years old or ECCD Card If new, issue a copy of ECCD Card	None	3 Minutes	Nurse or Midwife on Duty
6. Receive the immunization shot	6. Administer the appropriate immunization and record data at the MC Book and ECCD Card	None	2 Minutes	Nurse or Midwife on Duty
7. Follow the recommendations and instructions	7. Give recommendations and advise on the next immunization schedule and return the ECCD Book	None	2 Minutes	Nurse or Midwife on Duty
8. Answer the Client's Feedback Form	8. Request for the accomplishment of Clients Feedback Form and for the sign in the daily service logbook, and facilitate exit from the facility	None	3 Minutes	Administrative Aide
TOTAL		None	25 Minutes	



Fees for Laboratory Services Based on the Local Revenue Code

LABORATORY Services	FEE (PHP)
Complete Blood Count	150.00
CBC with Platelet Count	200.00
Hemoglobin Test (and/or Hct)	50.00
Blood Typing	35.00
Hemoglucotest (fasting/random)	70.00
Random/Fasting blood Sugar	120.00
Total Cholesterol	120.00
Triglyceride	130.00
HDL	120.00
LDL	120.00
Lipid Profile Test (Total Chol, HDL, LDL, TGL)	450.00
Serum Creatinine	140.00
Blood Uric Acid	140.00
Blood Urea Nitrogen	120.00
ALT/SGPT	120.00
AST/SGOT	120.00
Hepatitis B Screening Test	60.00
Syphilis Rapid Test	100.00
Dengue Screening test (NS1)	800.00
Pregnancy Test	70.00
Urinalysis	50.00
Fecalysis	50.00
ECG (12-L and/or LL)	150.00
Dengue Screening Test (NS1 Ag)	800.00

6. Oral and Dental Health Services

Service Information: The oral and dental health services are available to all preschoolers, targeted school children, pregnant and lactating women, other adults and senior citizens to prevent and treat dental problems. The services include fluoride application to children, and dental extraction and prophylaxis to all.

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. Patient's Health ID Card, if already had a record in the RHU (1 Copy, Original)		Patient		
2. Official Receipt of Payment of Fees (1 Copy, Original)		Municipal Health Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get a priority number at triage area	1. Provide service request form and health declaration form	None	2 Minutes	Administrative Aide
2. Fill-up the service request form and health declaration form	2. Check the completeness of data in the service request form and health declaration form	None	3 Minutes	Administrative Aide
3. If new patient, provide essential information for the individual treatment record Answer the necessary questions being asked for	3. Interview and fill-up the data required in the individual treatment record Further ask questions related to the service/s requested	None	5 Minutes	Administrative Aide



4. Undergo the checking of vital signs	4. Check and record the vital signs and advise for the payment of required fees	None	5 Minutes	Nurse of Midwife on Duty
5. Pay for the required fee and secure an official receipt	5. Receive the payment and issue an official receipt	Refer to the Matrix of Fees	2 Minutes	Administrative Aide
6. Proceed to the dental room when the number is called and present the official receipt of payment	6. Conduct initial oral and dental checkup and record the information	None	5 Minutes	Dentist
7. Undergo necessary dental procedures such as dental extraction and prophylaxis	7. Perform dental procedures	None	10-30 Minutes	Dentist
8. Attend to recommendations and instructions	8. Provide prescriptions and recommendations/instructions	None	5 Minutes	
9. Answer the Client's Feedback Form	9. Request for the accomplishment of Clients Feedback Form	None	3 Minutes	Administrative Aide
TOTAL		Refer to the Matrix of Fees	40 Minutes to 1 Hour	

Fees for Dental Services Based on the Local Revenue Code

	Amount of Fee (PHP)
Dental Extraction	120.00
Dental Prophylaxis	120.00

Fees for Other Medical Services Based on the Local Revenue Code

Excision of Cyst	350.00
Incision and Drainage	250.00
Suturing of Wound	150 basic +10.00 per suture
Circumcision	300.00
Foley Catheter	50.00



7. Issuance of Health/Medical Certification

Service Information: The health/medical certificate is a written statement from a physician attesting the result of a medical examination of a patient. It serves as a written proof of a patient's health condition which is usually used as an attestation of illness, fitness to join an activity or employment, and recovery from a medical 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. Patient's Health ID Card, if already had a record in the RHU (1 Copy, Original)		Patient		
2. Official Receipt of Payment of Fee (1 Copy, Original)		Municipal Health Office		
3. Results of Diagnostic/Laboratory Examinations, as necessary (1 Copy, Original): - CBC - Urinalysis - Fecalalysis - Chest Xray - Drug Test (for Teacher Applicants & Driver's License) - Neurological Examination (for Teacher Applicants)		Any Accredited Diagnostic/Laboratory Center		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get a priority number at triage area	1. Provide service request form and health declaration form	None	2 Minutes	Administrative Aide
2. Fill-up the service request form and health declaration form	2. Check the completeness of data in the service request form and health declaration form	None	3 Minutes	Administrative Aide



3. If new patient, provide essential information for the individual treatment record Answer the necessary questions being asked for	3. Interview and fill-up the data required in the individual treatment record Further ask questions related to the service/s requested	None	5 Minutes	Administrative Aide
4. Undergo initial assessment and checking of vital signs is called	4. Conduct initial assessment by taking the vital signs	None	5 Minutes	Administrative Aide
5. Submit all the documents and results of required diagnostic/laboratory examinations	5. Record the laboratory results and advise the payment of required fee	None	3 Minutes	Nurse or Midwife on Duty
6. Pay the required fee and secure an official receipt	6. Receive the payment and issue an official receipt	Refer to the Matrix of Fees	2 Minutes	Nurse or Midwife on Duty
7. Proceed to the physician when the number is called	7. Review all the documents and laboratory results and perform physical examination	None	10 Minutes	Municipal Health Officer
8. Receive the Medical Certification and sign in the logbook	8. Accomplish, sign and issue the Medical Certificate	None	5 Minutes	Municipal Health Officer
9. Answer the Client's Feedback Form	9. Request for the accomplishment of Clients Feedback Form and facilitate exit from the facility	None	3 Minutes	Administrative Aide
TOTAL		Refer to the Matrix of Fees	38 Minutes	



Fees for the Issuance of Health/Medical Certification Based on the Local Revenue Code

Medical Certificate	Fees (PHP)
For enrolment (College Level/On –the-Job Training	25.00
For athletes/players students	Free
For employment, both local or abroad, and other purposes	60.00
For medical illness	50.00



4. Present the official receipt of payment of fee	4. Record the official receipt and other information in the logbook and schedule the site inspection	None	3 Minutes	Sanitary Inspector
5. Be informed of the schedule and attend to the site inspection	5. Conduct the site inspection to business establishment, prepare the sanitary permit and health card, and forward the same to MHO for approval	None	1 Day	Sanitary Inspector
6. Follow through the approval of sanitary permit and issuance of health card	6. Review and sign the sanitary permit and health card	None	5 Minutes	Municipal Health Officer
7. Receive the sanitary permit and health card and sign in the logbook	7. Record in the logbook and release the sanitary permit and health card	None	2 Minutes	Sanitary Inspector
8. Answer the Client's Feedback Form	8. Request for the accomplishment of Clients Feedback Form and for the sign in the daily service logbook, and facilitate exit from the facility	None	3 Minutes	Administrative Aide
TOTAL		Refer to the Matrix of Fees	1 Day and 25 Minutes	



Sanitary Inspection Fee Based on the Local Revenue Code

	Amount of Fee (PHP)
Manufacturer, producers, foundry shops, laboratories, private market, shopping centers, talipapa, tanneries, warehouse and private schools and hospitals	146.00
Other manufacturers not mentioned	73.00
Theaters, coliseums, cockpit establishments, bowling alleys, stadiums, resorts	146.00
Other amusement places not mentioned above	73.00
Importer, exporter, wholesaler without storing foods therein	73.00
Public eating places such as restaurant, refreshment parlor, carenderias, etc.	
a. Public eating place with 10 or more personnel	73.00
b. Public eating place with less than 10 personnel	73.00
Establishment offering services such as welding shops, barber shop, printer publisher and other similar establishments	73.00
Apartment, house for rent and other similar establishments	73.00
Retailer and other establishments not included in the above	73.00



9. Pre-Marriage Orientation and Counseling

Service Information: The Municipal Health Office spearheads the conduct of Pre-Marriage Orientation and Counseling to would-be couples. Its primary objective is to create awareness and appreciation of common marital issues and concerns among couples applying for marriage license. A pre-marriage certificate is a prerequisite in securing a marriage license from the Office of the Municipal Registrar. PMOC seminar is held every 1st Wednesday of each month, from 8:00 AM to 5:00 PM. Facilitators and lecturers include personnel from the Offices of the Municipal Social Welfare and Development Officer, Municipal Agriculture Officer, Municipal Civil Registrar, Municipal Health Officer. The PMC certificate is awarded to participants right after the activity.

Office or Division:	Municipal Health Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All Couples Applying for Marriage License			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid ID Card (1 Copy, Original)		Applicant		
2. Official Receipt of Payment of Fee (1 Copy, Original)		Office of the Municipal Treasurer		
3. Accomplished PMOC Inventory Form (1 Copy, Original)		Municipal Health Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the official receipt paid along with the application for Marriage License	1. Interview and provide the PMOC Inventory Form	PHP100.00 paid along with the application for Marriage License	5 Minutes	Administrative Aide
2. Accomplish and submit the PMOC Inventory Form	2. Receive the accomplished PMOC Inventory Form and record the information in the PMOC	None	5 Minutes	Administrative Aide



	logbook			
3. Attend and participate during the PMOC sessions	3. Conduct the PMOC sessions	None	1 Day	PMOC Team
8. Answer the Client's Feedback Form	8. Request for the accomplishment of Clients Feedback Form and for the sign in the daily service logbook	None	3 Minutes	Administrative Aide
9. Receive the PMOC Certificate	9. Sign and issue the PMOC Certificate	None	2 Minutes	PMOC Team
TOTAL		PHP100.00 paid along with the application for Marriage License	1 Day and 15 Minutes	



Municipal Social Welfare and Development Office

External Services



1. Provision of Financial Assistance to Individuals in Crisis Situation

Service Information: Provision of limited financial assistance to individuals, especially the poor, marginalized, and vulnerable or disadvantaged, who are suffering from unexpected crisis such as illness, death, and other crisis situation.

Office or Division:	Municipal Social Welfare and Development Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All Residents			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For Medical Assistance: 1. Client's Valid ID 2. Certificate of Barangay Indigency 3. Prescription 4. Laboratory Request 5. Hospital Bill or Statement of Account (2 Copies Each, 1 Original and 1 Photocopy)		Client Barangay Hall Hospital or Medical Clinic Hospital or Medical Clinic Hospital or Medical Clinic		
For Transportation: 1. Client's Valid ID 2. Certificate of Barangay Indigency (2 Copies Each, 1 Original and 1 Photocopy)		Client Barangay Hall		
For Burial Assistance: 1. Client's Valid ID 2. Certificate of Barangay Indigency 3. Death Certificate 4. Funeral Contract of Service (2 Copies Each, 1 Original and 1 Photocopy)		Client Barangay Hall Office of the Municipal Civil Registrar Funeral Parlor Servicing the Deceased		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for financial assistance	1. Conduct initial interview and advise the submission of requirements If requirements are available,	None	3 Minutes	SWA



	check its completeness and validity, and proceed to the next step			
2. Submit the needed requirements and answer the necessary questions	2. Interview and assess for Case Summary and Certificate of Eligibility	None	5 Minutes	SWA
3. Follow through the preparation of documents	3. Prepare other supporting documents such as Obligation Request and Disbursement Voucher	None	5 Minutes	SWA
4. Affix signature in the documents, Family Access Card, and logbook	4. Guide in affixing signature	None	2 Minutes	SWA
5. Follow through the approval	5. Forward documents to SWO II and MSWDO for approval and signature	None	3 Minutes	SWA SWO II MSWDO
6. Acknowledge receipt of the voucher	6. Record and release the voucher with supporting documents	None	2 Minutes	SWA
7. Accomplish Client's Feedback Form	7. Provide Client's Feedback Form for the assessment of the delivery of service	None	5 Minutes	SWA
8. Proceed to the Offices of the Municipal Mayor, Municipal Budget Officer, Municipal Accountant, and	8. Advise to proceed to various Offices for the processing of claim for financial assistance	None	5 Minutes	SWA



Municipal Treasurer				
9. Follow through the processing of voucher in the MO, MBO, OMAC, and MTO	9. Facilitate the processing of voucher 9.1 Municipal Mayor signs in the DV 9.2 MBO records and obligates 9.3 OMAC reviews and records the transaction in the Book of Accounts 9.4 MTO reviews the documents and release the cash	None	30 minutes	Municipal Mayor Municipal Budget Officer Municipal Accountant Municipal Treasurer
Acknowledge receipt of the financial assistance				
TOTAL		None	1 Hour	



2. Issuance of Certificate of Indigency or other Certifications and Endorsements

Service Information: The Certificate of Indigency is provided to bonafide residents of the municipality who are indigent, as a proof of their low financial status. The Certificate is usually used to avail of assistance and services from government and non-government organizations.

Office or Division:	Municipal Social Welfare and Development Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All Residents only			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Barangay Certificate of Indigency (1 Copy, Original)		Barangay Hall		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for the issuance of Certificate of Indigency or other Certifications and Endorsements	1. Conduct initial interview and advise the submission of requirement If Barangay Certificate of Indigency is available, check its validity and proceed to the next step	None	2 Minutes	SWA
2. Submit the Barangay Certificate of Indigency and attend to the interview	2. Interview and assess the eligibility for the issuance of Certificate of Indigency or other Certifications and Endorsements	None	5 Minutes	SWO II
3. Follow through the preparation and	3. Prepare the Certificate of	None	3 Minutes	SWOII



approval of requested Certificate of Indigency, or other Certifications and Endorsements	Indigency or other Certifications and Endorsements, and forward the same to MSWDO for approval and signature			MSWDO
4. Acknowledge receipt of the issued Certificate of Indigency or other Certifications and Endorsements	4. Record and release the requested document	None	2 Minutes	SWA
5. Accomplish Client's Feedback Form	5. Provide Client's Feedback Form for the assessment of the delivery of service	None	3 Minutes	SWA
TOTAL		None	15 Minutes	



3. Preparation and Issuance of Social Case Study Report and/or Referral Letter to Other Agencies

Service Information: The Social Case Study Report is being issued to clients who need the document as a requirement in seeking medical assistance and referrals to other welfare agencies.

Office or Division:	Municipal Social Welfare and Development Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All residents			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Barangay Certificate of Indigency (1 Copy, Original)		Barangay Hall		
2. Medical Certificate/Abstract (1 Copy, Photocopy)		Hospital or Medical Clinic		
3. Prescription (1 Copy, Photocopy)		Hospital or Medical Clinic		
4. Laboratory Request (1 Copy, Photocopy)		Hospital or Medical Clinic		
5. Hospital Bill or Statement of Account (1 Copy, Photocopy)		Hospital or Medical Clinic		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for the preparation and issuance of Social Case Study Report	1. Conduct initial interview and provide checklist of requirements If requirements are available, proceed to the next step	None	5 Minutes	SWO II
2. Submit documentary requirements and attend to the interview	2. Assess the presented documents and conduct in-depth interview Advise to return the following day for the release of the SCS Report	None	30 Minutes	SWO II



3. Follow-up and acknowledge receipt of the issuance of Social Case Study Report	3. Record in the logbook and release the document	None	1 Day	SWO II/MSWDO Staff
4. Accomplish the Client's Feedback Form	4. Provide Client's Feedback Form for the assessment of the delivery of service	None	5 Minutes	SWO II/MSWDO Staff
TOTAL		None	1 Day and 40 Minutes	



4. Issuance of Solo Parent ID

Service Information: As provided by the R. A. 8972 or the Solo Parents' Welfare Act of 2000, all registered qualified solo parents will be issued with an ID card which they can be used in the claim of corresponding benefits and privileges.

Office or Division:	Municipal Social Welfare and Development Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All Qualified Solo Parents			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Death Certificate, if the spouse is deceased (1 Copy, Photocopy)		Client's Copy/ Office of the Municipal Registrar		
2. Certification from the Punong Barangay indicating the years of being a solo parent (1 Copy, Original)		Barangay Hall		
3. Birth Certificate of Minor Children (1 Copy, Photocopy)		Client's Copy/ Office of the Municipal Registrar		
4. 1 x 1 ID Picture (2 Copies)		Client		
5. Accomplished Registration Form (1 Copy, Original)		Municipal Social Welfare and Development Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Make an inquiry on the registration for a solo parent	1. Give a brief orientation on Solo Parents' Welfare Act of 2000 (RA 8972), specifically, the qualifications and privileges If qualified, provide registration form and checklist of requirements	None	15 Minutes	SWO II
2. Accomplish the registration form and submit together with the requirements	2. Assess the application form and requirements as to its	None	15 Minutes	SWO II



	completeness and correctness of data			
3. Follow through the validation process	3. Conduct validation thru gathering collateral data	None	1 Week	SWO II/MSWDO
4. Be notified about the result of validation and approval/disapproval of registration	4. Contact and relay the result of the validation and application If found qualified, prepare the ID card and forward to the MSWDO for signature	None	5 Minutes	SWO II MSWDO
5. Claim the Solo Parent Card and sign in the logbook	5. Prior the release of the ID card, remind about its validity and the privileges	None	5 Minutes	SWO II
6. Accomplish the Client's Feedback Form	6. Provide Client's Feedback Form for the assessment of the delivery of service	None	5 Minutes	SWA
TOTAL		None	7 Days and 45 Minutes	



5. Issuance of Persons with Disability ID and Purchase Booklet

Service Information: As provided by the R. A. 10754 or an Act Expanding the Benefits and Privileges of PWDs, all registered qualified persons with disability will be issued with an ID card and purchase booklet which they can be used in the avail of corresponding benefits and privileges.

Office or Division:	Municipal Social Welfare and Development Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All Qualified Persons With Disability			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Registration Form (1 Copy, Original)		Municipal Social Welfare and Development Office		
2. Medical Certificate of Disability (1 Copy, Original)		Municipal Health Office/ Hospital/Medical Clinic		
3. 1 x 1 ID Picture (4 Copies)		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Make an inquiry on the registration and application for a PWD ID card	1. Give a brief orientation on PWD Act (RA 10754), specifically, the requirements and privileges If qualified, provide registration form and checklist of requirements	None	15 Minutes	SWO II/MSWDO or any staff
2. Accomplish the registration form and submit together with the requirements	2. Assess the application form and requirements as to its completeness and correctness	None	5 Minutes	SWO II
3. Follow through the preparation of ID card and purchase booklet	3. Prepare ID card and purchase booklet	None	5 Minutes	SWO II



4. Sign in the logbook upon release of the ID and purchase booklet	4. Record and prior the release of the ID card and purchase booklet, remind about its use and privileges	None	5 Minutes	SWO II
6. Accomplish the Client's Feedback Form	6. Provide Client's Feedback Form for the assessment of the delivery of service	None	5 minutes	SWO II/SWA
TOTAL		None	35 Minutes	



6. Provision of Monthly Financial Assistance to CWDs Enrolled in SPED

Service Information: All indigent Children with Disabilities who are enrolled in the Special Education Program of the DepEd may avail of the monthly financial assistance provided by the local government. The assistance aims to help the families of CWD augment their budget for the daily transportation of going to and from the school.

Office or Division:	Municipal Social Welfare and Development Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Indigent Children with Disabilities Enrolled in SPED			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Inclusion in the List of Registered PWDs with PWD ID (1 Copy, Photocopy)		Municipal Social Welfare and Development		
2. Inclusion in the List of Enrollees in SPED (1 Copy, Photocopy)		SPED Teacher		
3. Monthly School Attendance		SPED Teacher		
4. Barangay Certificate of Indigency (1 Copy, Original)		Barangay Hall		
5. Attendance to Quarterly Meeting of Parents		Municipal Social Welfare and Development Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Attend the meeting/orientation regarding the program	1. Conduct an orientation to children with disabilities enrolled in SPED together with their parents	None	2 Hours	MSWDO/SWO II
2. Apply for the grant of monthly financial assistance	2. Provide application form and advise the submission of requirements	None	5 Minutes	MSWDO/SWO II
3. Report to the office of the MSWDO for the submission of	3. Assess the application form and requirements	None	30 Minutes	MSWDO/SWO II



accomplished application form and requirements and for an interview	as to its completeness and correctness of data Conduct interview to parents of CWDs			
4. Attend the final meeting and orientation specifically about the guidelines on the grant of monthly assistance	4. Conduct final meeting and orientation to parents of CDW	None	4 hours	MSWDO/SWO II
5. Receive the monthly financial assistance	5. Ensure the release of monthly financial assistance and conduct regular monitoring by conducting school and home visits	None	10 Minutes 2 Hours	SWO II
6. Attend to the quarterly meeting of all parents of CWD	6. Conduct quarterly meeting of all parents of CWD	None	4 hours	SWO II
TOTAL		None	6 Hours and 45 Minutes + 6 Hours for Quarterly Meeting and School/Home Visits	



7. Provision of Assistive Device to PWDs

Service Information: All qualified Persons with Disabilities who need assistive device may request for an item. The grant of the request depends on a 'first come, first serve' basis and is bounded with a Memorandum of Agreement.

Office or Division:	Municipal Social Welfare and Development Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Person with Disability			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Medical Certificate (1 Copy, Original)		Municipal Health Office/Hospital/Medical Clinic		
2. 5R Whole Body Photo (1 Copy, Print-out)		Client		
3. Barangay Indigency Certificate		Barangay Hall		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Make an inquiry on how to avail of an assistive device	1. Give a brief orientation on the policy, rules, and requirements in availing of the service If found qualified, provide checklist of requirements	None	15 Minutes	SWO II/MSWDO
2. Submit all required documents	2. Assess the submitted documents	None	2 Minutes	SWO II
3. Agree on the terms and conditions stated in the Memorandum of Agreement by affixing signature	3. Explain the terms and conditions stated in the Memorandum of Agreement and guide in its signing	None	15 Minutes	SWO II
4. Accept the assistive device and sign in the logbook	4. Release the device and guide in signing in the logbook	None	3 Minutes	SWO II



5. Accomplish the Client's Feedback Form	5. Provide Client's Feedback Form for the assessment of the delivery of service	None	5 Minutes	SWO II/SWA
TOTAL		None	40 Minutes	



8. Provision of Monthly Assistance to Balik-Eskwela Program Beneficiaries

Service Information: All out-of-school youth members of the Pag-asa Youth Association of the Philippines are encouraged to return to schooling through the Balik-Eskwela Program. Beneficiaries of the program are given monthly financial assistance throughout the school year which they can use as an additional allowance. There is also an incentive given for those who are able to complete certain level of education.

Office or Division:	Municipal Social Welfare and Development Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Out of School Youth-Member of the Pag-asa Youth Association of the Philippines			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Certified Out of School Youth-Member of PYAP		Barangay PYAP		
2. Certificate of Indigency (1 Copy, Original)		Barangay Hall		
3. Enrollment/Registration Form (1 Copy, Photocopy)		School		
4. Certification on Monthly School Attendance (1 Copy, Original)		School		
5. Quarterly Report Card (1 Copy, Photocopy)		School		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Attend the meeting/orientation regarding the Program	1. Conduct information dissemination during the meetings of Barangay PYAP Provide application form to interested individuals	None	1 Hour	MSWDO/ PYAP Coordinator
2. Submit accomplished	2. Assess the application form	None	2 Minutes	MSWDO/ PYAP Coordinator



application form and other requirements	and requirements as to its completeness and correctness of data Conduct an interview and schedule a home visit			
3. Attend to the home visit	3. Conduct a home visit	None	1 Day	MSWDO
4. Follow through the screening and selection process and be notified about its result	4. Finalize the list of recipients upon the recommendation of the screening and selection committee and notify the qualified beneficiaries	None	1 Day	MSWDO Screening Committee: MSWDO, PYAP Coordinator, SB member on Youth/Social Service, LCE
4. Together with parents, attend the final meeting and orientation specifically about the program guidelines	4. Conduct final orientation meeting	None	2 Hours	MSWDO/ PYAP Coordinator
3. Agree on the terms and conditions stated in the Grant Contract by affixing signature	3. Explain the terms and conditions stated in the Grant Contract and guide in its signing	None	30 Minutes	MSWDO/ PYAP Coordinator
5. Receive the monthly financial assistance, and submit certification on monthly attendance and quarterly report card	5. Ensure the release of monthly financial assistance and conduct regular monitoring by conducting school and home visits	None	10 Minutes 1 Hour	MSWDO/ PYAP Coordinator



6. Attend monthly meeting of all beneficiaries	6. Conduct monthly meeting for all beneficiaries	None	2 Hours	MSWDO/ PYAP Coordinator
TOTAL		None	2 Days, 3 Hours, and 42 Minutes + 3 Hours for Home Visits and Monthly Meetings	



Office of the Municipal Registrar

External Services



1. Registration of Birth

Service Information: The registration of Certificate of Live Birth is classified into either an on-time registration which is filed within 30 days after the vital event or delayed registration which is filed after the said 30-day duration. The registration process likewise varies as to whether the parents are married or not married. For the latter, the father needs to acknowledge his illegitimate child in order to use his surname, upon the consent of the mother.

Office or Division:	Office of the Municipal Registrar			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly Accomplished Certificate of Live Birth (4 Copies, Original)		Hospitals or Lying in		
2. Official Receipt of Payment of Fee for Authority to Use the Surname of the Father (AUSF) (1 Copy, Original)		Office of the Municipal Treasurer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the Certificate of Live Birth (COLB)	1. Receive the Certificate and check if parents are married or not. If not married, father will acknowledge and child will use his surname, upon the consent of the mother	None	5 Minutes	Admin. Aide I Admin. Aide I Admin. Aide III
2. Pay for the required fee at the Office of the Municipal Treasurer	2. For unmarried parents and child will use the surname of the father, advise for the payment of fee for AUSF at the Office of the	For on-time registration and parents are married, no fees	5 Minutes	Admin. Aide I Admin. Aide I Admin. Aide III



	Municipal Treasurer	will be paid off For unmarried parents, fee for AUSF is PHP 150.00		
3. Present the official receipt of payment	3. Record the birth information and receipt of payment in the logbook	None	3 Minutes	Admin. Aide III
4. Acknowledge receipt of a copy of Certificate of Live Birth	4. Sign and release a copy of document	None	2 Minutes	Municipal Civil Registrar
TOTAL		For on-time registration and parents are married, no fees will be paid off For unmarried parents, fee for AUSF is PHP 150.00	15 Minutes	



2. Registration of Death

Service Information: This refers to the registration of the Certificate of Death.

Office or Division:	Office of the Municipal Registrar			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Certificate of Death (4 Copies, Original)		Hospital, Rural Health Unit or MCR Office		
2. Official Receipt of Payment of Fee (1 Copy, Original)		Office of the Municipal Treasurer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the Certificate of Death	1. Receive the Certificate and check if signed by the Municipal Health Officer and Embalmer	None	5 Minutes	Admin. Aide I Admin. Aide I Admin. Aide III
2. Pay for the required fee at the Office of the Municipal Treasurer	2. Advise for the payment of fee at the Office of the Municipal Treasurer	PHP 455.00	5 Minutes	Admin. Aide I Admin. Aide I Admin. Aide III
3. Present the official receipt of payment	3. Record the death information and receipt of payment in the logbook	None	3 Minutes	Admin. Aide I Admin. Aide I Admin. Aide III
4. Acknowledge receipt of a copy of Certificate of Death	4. Sign and release a copy of document	None	2 Minutes	Municipal Civil Registrar
TOTAL		PHP 455.00	15 Minutes	



3. Processing of the Application for Marriage License

Service Information: This service refers to the Application for marriage license.

Office or Division:	Office of the Municipal Registrar			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All Couple-Applicants			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Required Information: - At least 18 years of age and above - For age between 18-21, Parental Consent is needed - For age between 21- 25, Parental Advice is needed		Couple-Applicant		
2. Birth Certificate for both parties (1 Copy, Certified True Photocopy)		Office of the Municipal Civil Registrar/ Philippine Statistics Office		
3. CENOMAR for both parties (1 Copy, Original)		Office of the Municipal Civil Registrar/ Philippine Statistics Office		
4. Marriage Counseling Certificate (1 Copy, Original)		Pre-Marriage Counseling Team		
5. Family Planning Certificate for age 25 and above (1 Copy, Original)		Pre-Marriage Counseling Team		
6. For previously married applicant, Judicial Decree of Annulment and or if deceased spouse, Death Certificate		Office of the Municipal Civil Registrar		
7. Official Receipt of Payment of Fee (1 Copy, Original)		Office of the Municipal Treasurer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present all the requirements	1. Receive the documents and check for its completeness and authenticity	None	5 Minutes	Municipal Civil Registrar
2. Provide necessary information being asked for	2. Interview and record essential information	None	5 Minutes	Municipal Civil Registrar
3. Pay the required fee at the Office of the Municipal Treasurer	3. Advise for the payment of fee at the Office of the Municipal	PHP150.00 Application Fee	10 minutes	MTO Staff



	Treasurer	PHP55.00 Filing Fee PHP100.00 Marriage License Fee PHP25.00 Service Treasurer Fee PHP150.00 Solemnizat ion Fee PHP100.00 PMC Total PHP580.00		
4. Present the official receipt of payment	4. Record the official receipt in the logbook and prepare the Application for Marriage License Form	None	5 minutes	Municipal Civil Registrar
5. Review the information in the Application Form and if confirmed accurate, sign the document	5. Advise to review the information in the Application Form before signing	None	5 minutes	Municipal Civil Registrar
6. Subscribe before the Municipal Civil Registrar	6. Subscribe the application	None	2 Minutes	Municipal Civil Registrar
7. Acknowledge receipt of the Marriage License, 10 days after the required posting	7. Advise on the schedule of the issuance of Marriage License, 10 days after posting	None	10 Days	Municipal Civil Registrar



TOTAL	PHP150.00 Application Fee	10 Days and 32 Minutes	
	PHP55.00 Filing Fee		
	PHP100.00 Marriage License Fee		
	PHP25.00 Service Fee		
	PHP150.00 Solemnizat ion Fee		
	PHP100.00 PMC		
	Total PHP580.00		



4. Registration of Marriage

Service Information: This refers to the registration of the Certificate of Marriage.

Office or Division:	Office of the Municipal Registrar			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Certificate of Marriage (4 Copies, Original)		Solemnizing Officers		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the Certificate of Marriage	1. Receive the certificate and check for the completeness of the information	None	5 Minutes	Admin. Aide I Admin. Aide I
2. Attend to further queries if necessary	2. Record in the logbook, assign Registry Number, and forward to Municipal Civil Registrar for signature	None	5 Minutes	Admin. Aide I Admin. Aide I Municipal Civil Registrar
3. Acknowledge receipt of the copy of document	3. Release the COM owner's copy	None	2 Minutes	Admin. Aide I Admin. Aide I Municipal Civil Registrar
TOTAL:		None	12 Minutes	



5. Issuance of Certifications of Birth, Marriage, and Death

Service Information: This refers to the issuance of requested local copy of Civil Registry Documents.

Office or Division:	Office of the Municipal Registrar			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. If requesting party is a representative, Authorization Letter and Valid ID are needed (1 Copy, Original)		Requesting Party		
2. Official Receipt of Payment of Fee (1 Copy, Original)		Office of the Municipal Registrar		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up the request form	1. Verify the availability of records requested	None	10 Minutes	Admin. Aide I Admin. Aide I
2. Pay the required fee at the Office of the Municipal Treasurer	2. If record is available, advise for the payment of fee at the Office of the Municipal Treasurer	PHP 100.00	5 Minutes	Admin. Aide I Admin. Aide I
3. Present the official receipt of payment	3. Record the official receipt in the logbook, prepare the Certification requested, and forward to MCR for signature	None	5 Minutes	Admin. Aide I Admin. Aide I Municipal Civil Registrar
4. Acknowledge receipt of the document	4. Review, sign and release the Certification	None	2 Minutes	Municipal Civil Registrar
TOTAL:		PHP 100.00	22 Minutes	



6. BREQS-BATCH Request Entry System

Service Information: This refers to the off-line request of civil registry documents in security paper.

Office or Division:	Office of the Municipal Registrar			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Application Form (1 Copy, Original)		Office of the Municipal Civil Registrar		
1. If available, copy of birth, death or marriage certificate (1 Copy, Photocopy)		Client		
2. Official Receipt of Payment of Fee (1 Copy, Original)		Office of the Municipal Treasurer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for BREQS	1. Provide and guide in accomplishing the application form	None	2 Minutes	Admin. Aide I
2. Accomplish and submit the application form	2. Check for the correctness and completeness of information	None	5 Minutes	Admin. Aide I
3. Pay for the required fee at the Office of the Municipal Treasurer	3. Advise for the payment of fee at the Office of the Municipal Treasurer	PHP 100.00	5 Minutes	Admin. Aide I
4. Pay for the PSA fee at the MCR Office	4. Receive and issue acknowledgement receipt for the payment of PSA fee	PHP 155.00	3 Minutes	Admin. Aide I
5. Follow-up for the schedule of release and acknowledge receipt, 2-3 weeks	5. Advise on the schedule of release of PSA issued copy from	None	2-3 Weeks	Admin. Aide I Admin. Aide I



upon application	PSA Legazpi City, 2-3 weeks upon application			
TOTAL		PHP 255.00	2-3 Weeks and 15 Minutes	



Municipal Treasurer	Municipal Treasurer	<p>than 30 days but less than 1 year after the vital event PHP50.00</p> <p>For more than 1 year PHP 150.00</p>		Admin. Aide III
4. Present the official receipt of payment of fee	4. Record the official receipt in the logbook, prepare for the Application Form, and forward to MCR for signature	None	5 Minutes	<p>Admin. Aide I</p> <p>Admin. Aide I</p> <p>Admin. Aide III</p>
5. Review the information in the form and if accurate, sign the document	<p>5. Advise to review the information in the Application Form before signing</p> <p>Upon signing, forward to MCR for review and signature</p>	None	5 Minutes	<p>Admin. Aide I</p> <p>Municipal Civil Registrar</p>
6. Acknowledge receipt of application copy	<p>6. Register application form at the Registry Book and file the same</p> <p>Release owner's copy</p>	None	10 Minutes	<p>Admin. Aide I</p> <p>Admin. Aide I</p>
TOTAL		PHP 150.00	35 Minutes	



supporting documents	the supporting documents			
2. Pay the required fees at the Office of the Municipal Treasurer	2. Advise to pay the fees at the Office of the Municipal Treasurer or if indigent client, advise to secure a Certificate of Indigency at the Office of the MSWDO	PHP 1,500.00 for CCE PHP 4,000.00 for CFN & RA 10172	5 Minutes	Municipal Civil Registrar
3. Present the official receipt of payment of fees	3. Record receipt of payment in the logbook and prepare the Petition Form	None	5 minutes	Municipal Civil Registrar
4. Affix signature in the Petition Form	4. Present the Petition Form and guide in affixing the signature	None	5 Minutes	Municipal Civil Registrar
5. Attend to the instructions and provide contact information	5. Explain briefly the succeeding process in the PSA Legal which will take for about 3 to 6 months, thus advise to wait for the notice or to follow-up in the office from time to time	None	5 Minutes	Municipal Civil Registrar
6. Follow-up from time to time	6. Notarize and transmit the petition to PSA Legal	None	5 minutes	Municipal Civil Registrar
Total		PHP 1,500.00 - CCE PHP 4,000.00- CFN & 10172	30 Minutes + 3-6 Months Processing in PSA Legal	



the Municipal Treasurer	Office of the Municipal Treasurer and prepare the Endorsement			
4. Present the official receipt of the payment of fees	4. Record the receipt of payment in the logbook	None	5 Minutes	Admin. Aide I Admin. Aide I
5. Acknowledge receipt of the document and transmit to PSA, CRS, Manila	5. Release the document with endorsement and advise to personally transmit to PSA , CRS, Manila	None	10 Minutes	Municipal Civil Registrar
TOTAL		PHP 100.00	30 Minutes	



Municipal Disaster Risk Reduction and Management Office

External Services



1. Conduct of Emergency Response

Service Information: Provision of a timely and effective emergency response services and public assistance during emergencies and calamities is the primary responsibility of the Office. This is to save lives, reduce health impacts, ensure public safety, and meet the basic subsistence need of the people affected. It is also the advocacy of the LGU Magallanes to uplift the quality and level of disaster consciousness and response at the community with the end-goal of achieving a minimum to zero-casualty during calamities and emergency brought about by natural and man-made disasters.

Office or Division:	Municipal Disaster Risk Reduction and Management Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Basic Information (During Emergencies): 1. Name of Caller 2. Exact Location 3. Type of Incidents 4. Number and Status of Victim/s 5. Assistance needed		Informant/s, caller/s and walk-in individuals		
Basic Information (During Calamities): 1. Name of Caller 2. Exact Location 3. Type of Hazards 4. Number of Affected Individuals and Families 5. Assistance needed		Informant/s, caller/s and walk-in individuals Concern Barangay		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Contact or call the HOTLINE Number of the Operation Center (OpCen)	1. Record the basic information, and inform and mobilize the LGU Emergency Response Team Activation of the Municipal	None	2 Minutes	Members of the Municipal Emergency Response Team



	Emergency Response Team			
2. Watch for the arrival and action/operation of the Emergency Response Team	2. Dispatch/deploy the Municipal Emergency Response Team to identified incident site/s Execute necessary actions/operations	None	5 Minutes	Local Disaster Risk Reduction Management Officer
3. Acknowledge the termination of the operation	3. Submit report to the Operation Center upon termination of the operation	None	Right after the operation	Members of the Municipal Emergency Response Team
TOTAL			7 Minutes	



2. Provision of Public Service

Service Information: Provision of Public Service is part of the holistic approach on Disaster Risk Reduction and Management as mandated under RA 10121. This aims to provide key strategic importance to activities revolving around community awareness and understanding, and ensuring effective and efficient implementation of civil protection programs and community-based disaster risk reduction approach and strategies for the protection and preservation of life, property, and environment; as well as in building a resilient community.

Office or Division:	Municipal Disaster Risk Reduction and Management Office	
Classification:	Simple	
Type of Transaction:	G2C – Government to Citizen	
Who may avail:	All	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
For Information Dissemination: 1. Letter Request with information of requesting party such as name and address (1 Copy, Original) 2. Details of information to be disseminated		Requesting Party
For Service Assistance: 1. Letter Request with information of requesting party such as name and address (1 Copy, Original) 2. Details of assistance needed		Requesting Party
For Training & Seminars on Disaster Preparedness & Basic First Aid 1. Letter Request with information of requesting party such as name and address (1 Copy, Original) 2. Details of training and seminar such as topic, date, venue, and number of participants		Requesting Party
Research/Planning/Data Gathering 1. Letter Request with information of requesting party such as name and address (1 Copy, Original) 2. Details of needed data or information		Requesting Party



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request	1. Receive and record the details of request Interview for additional information	None	5 Minutes	Local Disaster Risk Reduction Management Officer
2. Monitor the response	2. Plan and prepare for the mobilization of Response Team	None	3 Minutes	Local Disaster Risk Reduction Management Officer
3. Acknowledge feedback or report of accomplishment	3. Provide service assistance as scheduled Provide feedback or accomplishment report to requesting party	None	Depends on the kind of service requested 10 Minutes upon accomplishment	Response Team Municipal Disaster Risk Reduction Management Officer
TOTAL:		None	18 Minutes + Time Rendered for the Specific Public Service	



3. Issuance of Certification for Typhoon Damage (or other Disasters)

Service Information: The issuance of Certification for Typhoon Damage to the affected individual/family is a pre-requisite for insurance claims and avail of calamity loan and assistance.

Office or Division:	Municipal Disaster Risk Reduction and Management Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All Households Affected by Typhoon or other Disasters			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Basic Information: Name, Barangay, Kind of Typhoon Damage, and Purpose		Requesting Party		
2. Photo Documentation of Typhoon Damages (2 Copies, Print-out)		Requesting Party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for the issuance of Certification for Typhoon Damage	1. Interview and advise for the submission of a photo documentation of typhoon damage If available, proceed to the next step	None	5 Minutes	Admin. Aide IV
2. Submit the photo documentation of typhoon damages	2. Receive and validate the submitted photo documentation	None	3 Minutes	Admin. Aide IV
3. Follow through the preparation and approval of the Certification	3. Prepare the Certification and forward to MDRRMO for review and approval	None	5 Minutes	Admin. Aide IV MDRRMO
4. Acknowledge receipt the issuance of the Certification	4. Record and release the certification	None	2 Minutes	Admin. Aide IV
TOTAL		None	15 Minutes	



4. Issuance of Hazard Certification

Service Information: The issuance of Hazard Certificate of the Municipal Disaster Risk Reduction and Management Office is a pre-requisite of the offices of MENRO, DENR, PCA and other agencies for the issuance of permit to cut trees and coconut trees that may likely bring hazard to life and property in the community.

Office or Division:	Municipal Disaster Risk Reduction and Management Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Barangay Certification (One Copy, Original)		Concern Barangay		
2. Photo/Documentation or Proof of Hazards (Two Copies, Print-out)		Requesting Party		
3. Site Assessment Report (1 Copy, Original)		MDRRMO		
4. Official Receipt of Payment of Fee (1 Copy, Original)		Office of the Municipal Treasurer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for the issuance of Hazard Certification	1. Interview and advise for the submission of requirements If requirements are available, proceed to the next step	None	5 Minutes	Admin. Aide IV
2. Submit the corresponding requirements	2. Receive and validate the submitted requirements	None	3 Minutes	Admin. Aide IV
3. Pay for the required fee at the Office of the Municipal Treasurer	3. Advise for the payment of fee at the Office of the Municipal Treasurer	PHP 55.00 for Hazard Certification	5 Minutes	Admin. Aide IV



4. Present the official receipt of the payment of fee	4. Record the official receipt and provide the schedule of the ocular inspection	None	2 Minutes	Admin. Aide IV
5. Guide the assessment team during the scheduled ocular inspection and site assessment	5. Conduct ocular inspection and site assessment, and prepare the report and certification	None	1 Day	Local Disaster Risk Reduction Management Officer with a Team
6. Follow-up the issuance of Hazard/Typhoon Damage Certification, attend the discussion, and acknowledge receipt upon issuance of document	6. Discuss shortly some relevant information regarding hazard and risk mitigation prior the issuance of Hazard/ Typhoon Damage Certification	None	10 Minutes	Admin Aide IV
TOTAL		PHP 55.00	1 Day and 25 Minutes	



Office of the Ecosystem and Environmental Resource Management System Section

External Services



3. Be informed of the schedule of site/item inspection	3. Schedule the date and time of inspection	None	1-2 Days	MENRO
4. Attend to the conduct of inspection	4. Conduct the site/item inspection and present the findings: a. For Non-Compliant, inform its disapproval b. For Compliant, advise to proceed to the next step	None	1 Day	MENRO
5. Pay the required fee at the Office of the Municipal Treasurer	5. Advise on the payment of fee at Office of the Municipal Treasurer	PHP 55.00	5 Minutes	PDO II
6. Present the official receipt of payment	6. Record the official receipt and other information in the EERMS Logbook	None	3 Minutes	PDO II
7. Acknowledge receipt of the issuance of Certificate of No Objection for Cutting of Trees/Other Forest Products	7. Issue the Certificate of No Objection	None	2 Minutes	MENRO
TOTAL		PHP 55.00	2-3 Days and 35 Minutes	



2. Issuance of Solid Waste Management Certificate to Business Establishments

Service Information: The issuance of Solid Waste Management Certificate is a pre-requisite to the issuance of the Mayor's Clearance/Permit to Operate for all business establishments operating in the Municipality. Owners of business establishments or their authorized representatives can apply for the said certificate which is valid for one (1) year only.

Office or Division:	Ecosystem and Environmental Resource Management System			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business Entity			
Who may avail:	All Business and Establishment Owners			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Presence of 3 Receptacles (for biodegradable, non-biodegradable and recyclables)		Owner of the Business Establishment		
2. Certificate of Attendance to SWM Orientation (1 Copy, Original)		Ecosystem and Environmental Resource Management System		
3. Official Receipt of Payment of Fee (1 Copy, Original)		Office of the Municipal Treasurer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for the issuance of Solid Waste Management (SWM) Certificate as a requirement for securing a business permit	1. Interview and advise on the attendance to SWM orientation and other requirements needed	None	10 Minutes	PDO II MENRO
2. Attend the Orientation on Solid Waste Management	2. Conduct the SWM Orientation to all business establishment owners	None	2-3 Hours	PDO II MENRO
3. Be informed of the schedule of the inspection and validation team	3. Schedule and notify about the conduct of inspection and validation	None	15-30 Minutes	MENRO



4. Pay the certification fee at the Office of the Municipal Treasurer	4. Advise on the payment of fee at the Office of the Municipal Treasurer and prepare the Certificate	PHP55.00	5 Minutes	PDO II
5. Present the official receipt of payment	5. Record the official receipt and other information in the logbook and prepare the certification			
6. Acknowledge receipt of the issuance of SWM Certificate	6. Sign and issue the SWM Certificate	None	10-30 Minutes	MENRO Municipal Mayor
TOTAL		PHP55.00	2 Hours and 40 Minutes (Minimum) 4 Hours and 15 Minutes (Maximum)	



3. Segregated Garbage Collection

Service Information: This is part of the LGU's Solid Waste Management System, particularly, on Segregation at Source, Collection, Transport and Disposal. This is also in compliance to R. A. 9003 or the Solid Waste Management Act of 2000.

Office or Division:	Ecosystem and Environmental Resource Management System			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All Residents of the Municipality			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Attendance to meetings/orientations conducted by BESWMC and MSWMC		Respective BSWMC of the 34 Barangays, Municipal Solid Waste Management Council, and Ecosystem and Environmental Resource Management System		
2. Provision of at least 3 properly labeled bins/containers for biodegradable, non-biodegradable and recyclable wastes		Households Owners of Commercial Establishments		
3. Properly segregated solid wastes		Households Owners of Commercial Establishments		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Segregate wastes into bio-degradable, non-biodegradable and recyclables.	1. Continue advocacy work thru information dissemination	None	1 Hour	MENRO PDO II
2. Bring residual wastes in pick-up locations during scheduled day and time	2. Collect segregated wastes in pick-up locations	None for Residential PHP25.00 /Month for Commercial	30 Minutes	Garbage Collectors
TOTAL		None for Residential PHP25.00 /Month for Commercial	1 Hour and 30 Minutes	



Municipal Planning and Development Office

External Services



1. Issuance of Locational Clearance

Service Information: The issuance of a Locational Clearance is one requirement before a person can get a Building Permit. This is to ensure that the Construction of Buildings follow the CLUP and Zoning Ordinance of the municipality.

Office or Division:	Municipal Planning and Development Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Application Form for Locational Clearance (1 Copy, Original)		Municipal Planning and Development Office		
2. Vicinity Map / Location Map (1 Copy, Original)		Office of the Municipal Assessor		
3. Tax Declaration / Title / Deed of Sale (1 Copy, Photocopy)		Land Owner		
1. Latest Tax Payment (1 Copy, Photocopy)		Land Owner		
2. Duly Notarized Affidavit of Consent if the applicant is not the owner of the lot (1 Copy, Original)		Land Owner		
3. Residence Certificate of applicant or authorized representative (1 Copy, Original)		Barangay Hall		
4. Certificate of Non-Coverage (CNC) for non-critical projects (1 Copy, Original)		DENR/EMB		
5. Environmental Compliance Certificate (ECC) for critical projects (1 Copy, Original)		DENR/EMB		
6. Official Receipt of Payment of Fees (1 Copy, Original)		Office of the Municipal Treasurer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for the issuance of Locational Clearance	1. Provide application form and advise the submission of required documents	None	5 Minutes	Zoning Administrator/ MPDC



	If requirements are available, proceed to the next step			
2. Accomplish application form and submit along with other documentary requirements	<p>2. Receive duly accomplished application form and other documentary requirements</p> <p>Check for the correctness and completeness of documents</p> <p>Assess and compute for the required fees</p>	None	20 Minutes	Zoning Administrator/ MPDC
3. Follow through the review and approval of application	3. Forward the accomplished application form and other documentary requirements, and assessment of fees to the Office of the Municipal Mayor for review and approval	None	20 Minutes	Zoning Administrator/ MPDC
4. Pay the assessed fees at the Office of the Municipal Treasurer	4. Advise for the payment of fees at the Office of the Municipal Treasurer	<p>Mayor's Certification Fee – PHP 55.00</p> <p>Refer to the Matrix of Fees</p>	5 Minutes	Zoning Administrator/ MPDC
5. Present the official receipt of payment of fees	5. Record the official receipt of payment in the logbook, sign the accomplished	None	5 Minutes	Zoning Administrator/ MPDC



	application form, and inform about the schedule of site inspection			
6. Attend to the scheduled Site Inspection	6. Conduct Site Inspection	None	3 Hours	MPDC Staff
7. Follow through the preparation of Locational Clearance	7.1 Prepare the Locational Clearance and forward to MPDC for review and signature 7.2 Review and sign the Locational Clearance	None	5 Minutes	MPDC Staff MPDC
8. Follow through the approval of Locational Clearance	8. Forward to Office of the Mayor for LCE's approval	None	2 Days	MPDC
9. Acknowledge receipt of the issuance of Locational Clearance	9. Record and release the Locational Clearance	None	2 Minutes	MPDC
TOTAL		Mayor's Certification Fee – PHP 55.00 Refer to the Matrix of Fees	2 Days, 1 Hour and 5 Minutes	



**Service Fee for the Issuance of a Zoning Compliance Certificate
Based on the Local Revenue Code**

Capital Investment	Residential (PHP)	Commercial & Institutional (PHP)	Industrial (PHP)
Less than P10,000.00	55.00		
Over P10,000 but less than P20,000.00	65.00		
P30,000 or less	87.00	174.00	202.00
P50,000.00 – P75,000.00	114.00	202.00	229.00
P75,000.00 – P125,000.00	142.00	229.00	257.00
P125,000.00 – P175,000.00	170.00	257.00	284.00
P175,000.00 – 250,000.00	197.00	284.00	312.00
P250,000.00 – P350,000.00	225.00	312.00	339.00
P350,000.00 – P500,000.00	252.00	339.00	367.00
P500,000.00 – P750,000.00	280.00	367.00	394.00
P750,000.00 – P1,000,000.00	307.00	394.00	421.00
P1,000,000.00 – P1,500,000.00	362.00	449.00	476.00
P1,500,000.00 – P2,000,000.00	417.00	504.00	532.00
P2,000,000.00 – P3,000,000.00	527.00	614.00	642.00
P3,000,000.00 – P4,000,000.00	637.00	724.00	752.00
Over 4,000,000.00	747.00	834.00	862.00



2. Issuance of Zoning Clearance

Service Information: The Zoning Clearance is a one-time permit issued by the MPDO, confirming that a certain business can operate at a chosen location based on the CLUP of the municipality.

Office or Division:	Municipal Planning And Development Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Vicinity Map (1 Copy, Original)		Municipal Assessor's Office		
2. Real Property Tax Declaration / Title / Deed of Sale (1 Copy, Photocopy)		Land Owner		
3. Official Receipt of Payment of Fee (1 Copy, Original)		Office of the Municipal Treasurer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for the issuance of Zoning Certification	1. Interview and advise the submission of required documents If documentary requirements are available, proceed to the next step	None	5 Minutes	Zoning Administrator/ MPDC
2. Submit the needed documentary requirements	2. Receive the documents and refer to the CLUP of zoning land use for verification	None	10 Minutes	Zoning Administrator/ MPDC
3. Pay the required fee at the Office of the Municipal Treasurer	3. Advise for the payment of fee at the Office of the Municipal Treasurer	Refer to the Matrix of Fees	5 Minutes	Zoning Administrator/ MPDC
4. Present the official receipt of payment of fee	4. Record the official receipt in the logbook, prepare the	None	5 Minutes	MPDO Staff



	Certification, and forward to MPDC for review and approval			
5. Follow through the approval of Certification	5. Review and sign the Certification	None	5 Minutes	Zoning Administrator/ MPDC
6. Acknowledge receipt of the issuance of Zoning Certificate	6. Record and release the Zoning Certification	None	2 Minutes	Zoning Administrator/ MPDC
TOTAL		Refer to the Matrix of Fees	32 Minutes	

Permit Fee for Zoning/Locational Clearance Based on the Local Revenue Code

A. Single Residential Structure or Detached

1. P100,000.00 and Below P500.00
2. Over P100,000.00 to P200,000.00 P1,000.00
3. Over P200,000.00 P1,000.00 + 1/10 of 1% in excess of P200,000.00

B. Apartment/Townhouses

1. P500,000.00 and Below P1,500.00
2. Over P500,000.00 to 2 Million P2,000.00
3. Over 2 Million P1,000.00 + 1/10 of 1% of cost in excess of 2 Million regardless of the number of doors

C. Dormitories

1. P2Million and below P3,000.00
2. Over P2Million P3,500.00 + 1/10 of 1% of cost in excess of P2Million regardless of the number of door

D. Institutional Project Cost of which

1. Below P2Million P2,500.00
2. Over P2Million P2,500.00 + 1/10 of 1% of cost in excess of P2Million



E. Commercial, Industrial and Agro-Industrial Project Cost

1. Below P1,000,000.00	P1,500.00
2. Over P100,000.00 – 500,000.00	P2,000.00
3. Over P500,000.00 – P1Million	P2,500.00
4. Over P1Million – P2Million	P3,500.00
5. Over P2Million	P5,500.00 + 1/10 of 1% of cost in excess of P2Million

F. Special Uses/Special Projects

(Gasoline Station, Cell Sites, Slaughter House, Treatment Plant, etc.)

1. Below P2Million	P7,500.00
2. Over P2Million	P7,500.00 + 1/10 of 1% of cost in excess of P2Million

G. Alteration/Expansion (affected areas/cost only) Same as original application



Office of the Municipal Engineer

External Services



1. Issuance of Building Permits

Service Information: The issuance of Building Permits is in accordance with Rule 3, Section 301 of the National Building Code of the Philippines (PD 1096) and is the responsibility of the Local Building Official / Municipal Engineer.

Office or Division:	Office of the Municipal Engineer / Local Building Official	
Classification:	Simple	
Type of Transaction:	G2C – Government to Citizen	
Who may avail:	All	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Accomplished Application Form (5 Copies, Original)		Office of the Municipal Engineer / Local Building Official
2. In case the applicant is the registered owner of the lot: <ul style="list-style-type: none"> - OCT/TCT and or Tax Declaration (1 Copy, Certified True Copy) - Current Real Property Tax (1 Copy, Original) - Official Receipt of Tax Clearance (1 Copy, Original) In case the applicant is not the registered owner of the lot: <ul style="list-style-type: none"> - OCT/TCT and/or Tax Declaration (1 Copy, Certified True Copy) - Current Real Property Tax Receipt or Tax Clearance (1 Copy, Original) - Duly Notarized Copy of Contract of Lease or Deed of Absolute Sale, Written Consent of the Owner/Heirs 		Office of the Municipal Assessor Office of the Municipal Treasurer Office of the Municipal Assessor Office of the Municipal Treasurer Client's Documents and/or Written Consent Duly Notarized by a Lawyer
3. Complete Detailed Building Plan Duly Signed and Sealed by Licensed Professionals (Five Sets, Original)		Designing Professionals Hired by the Client
4. Locational Clearance/Zoning (1 Copy, Original)		Office of the Zoning Officer – MPDC
5. Fire Safety Inspection Certificate (1 Copy, Original)		Office of the Municipal Fire Marshall
6. Official Receipt of Payment of Fees (1 Copy, Original)		Office of the Municipal Treasurer



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire regarding Building Permit application	<p>1. Provide application form and advise the submission of required documents</p> <p>1.1 If there is lacking documents advise to proceed to the Office of the MPDC for the issuance of Locational Clearance/Zoning Clearance and to the Office of the Municipal Fire Marshall for the issuance of Fire Safety Inspection Certificate</p> <p>1.2 If all documentary requirements are available, proceed to the next step</p>	<p>None</p> <p>Refer to the Matrix of Fees for Locational Clearance /Zoning Clearance</p> <p>Computation of Payment for Fire Safety Inspection Certificate is based on the existing laws (Fire Code of the Philippines)</p>	<p>5 Minutes</p> <p>Locational Clearance (2 Days, 1 Hour and 5 Minutes)</p> <p>Zoning Clearance (32 Minutes)</p> <p>Fire Safety Inspection Certificate (1 Day)</p>	Engineering Assistant
2. Accomplish the application form and submit together with other documentary requirements	2. Receive the duly accomplished application form and other	None	15 Minutes	Engineering Assistant / Municipal Engineer



	documentary requirements, and evaluate / review its correctness and completeness			
3. Follow through the assessment, review, and approval of application	3. Compute the permit assessment fees based on BFADRU	Computed and approved assessment fees for applied building Refer to Annex A for the Matrix of Fees	15 Minutes	Engineering Assistant / Municipal Engineer
4. Pay the required fees at the Office of the Municipal Treasurer	4. Advise the payment of required fees at the Office of the Municipal Treasurer	None	10 Minutes	Engineering Assistant / Municipal Engineer
5. Present the official receipt of payment	5. Prepare and sign the Building Permit	None	5 minutes	Building Official / Municipal Engineer
6. Receive the building permit and acknowledge its receipt thereof	6. Record and release the approved building permit	None	2 Minutes	Building Official / Municipal Engineer
TOTAL:		Computed and approved assessment fees for applied building * Refer to Annex A for the Matrix of Fees	52 Minutes if all Requirements are Available	



2. Issuance of Accessory Permits

Service Information: An Accessory Permit is issued by the Building Official in case there are other structures, aside from the building itself, to be constructed; such as for fences, septic vaults, etc. which are separate from the building.

Office or Division:	Office of the Municipal Engineer / Local Building Official			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Application Form (5 copies, Original)		Office of the Local Building Official		
2. In case the applicant is the owner of the lot:		Office of the Municipal Assessor		
- OCT/TCT and/or Tax Declaration (1 Certified True Copy)		Office of the Municipal Treasurer		
- Real Property Tax Receipt or Tax Clearance (One Copy, Original)				
In case the applicant is not the registered owner of the lot:		Office of the Municipal Assessor		
- OCT/TCT and/or Tax Declaration (1 Copy, Certified True Copy		Office of the Municipal Treasurer		
- Current Real Property Tax Receipt or Tax Clearance (1 Copy, Original)		Client's Document and/or Written Consent Duly Notarized by a Lawyer		
- Duly Notarized Copy of Contract of Lease or Deed of Absolute Sale, Written Consent of the Owner/Heirs				
4. Complete Detailed Plans Duly Signed & Sealed by Licensed Professionals (Five Sets, Original)		Designing Professionals Hired by the Client		
5. Fire Safety Inspection Certificate (1 Copy, Original)		Office of the Municipal Fire Marshall		
6. Official Receipt of the Payment of Fee (1 Copy, Original)		Office of the Municipal Treasurer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Apply for the issuance of Accessory Permit	1. Provide application form and advise the	None	5 Minutes	Engineering Assistant

	<p>submission of required documents</p> <p>If documentary requirements are available, proceed to the next step</p>			
2. Accomplish the application form and submit together with other documentary requirements	2. Receive the duly accomplished application form and other documentary requirements, and evaluate its correctness and completeness	None	30 Minutes	Engineering Assistant
3. Follow through the assessment, review and approval	3. Compute the permit assessment fees based on BFADRU	None	20 Minutes	Engineering Assistant
4. Pay the required fees at the Office of the Municipal Treasurer	4. Advise the payment of required fees at the Office of the Municipal Treasurer	Computed and approved assessment fees for applied accessory * Refer to Annex A for the Matrix of Fees	10 Minutes	Engineering Assistant
5. Present the official receipt of payment	5. Prepare and forward Accessory Permit to the Municipal Engineer for signature	None	5 Minutes	Engineering Assistant Municipal Engineer
6. Receive the approved Accessory Permit and acknowledge receipt	6. Record and release the approved Permit	None	2 Minutes	Engineering Assistant



TOTAL	Computed and approved assessment fees for applied accessory * Refer to Annex A for the Matrix of Fees	1 Hour and 12 Minutes	
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3. Technical Assistance in the Preparation of Engineering Plans and Program of Works

Service Information: The Municipal Engineering Office is tasked to do the preparation of Engineering Plans, Bill of Materials, as well as the Cost Estimate for all the local government projects, be it to be implemented by the barangays or by the LGU itself.

Office or Division:	Office of the Municipal Engineer			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All Municipal and Barangay Government Units			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
PPMP/AIP for the Source of Fund		Office of the MPDC		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for technical assistance in the preparation of Engineering Designs and Program of Works of the proposed project	1. Interview details of the proposed project and advise on the duration of the preparation of requested document	None	15 Minutes	Municipal Engineer
2. Follow through the preparation and release of requested Engineering Plans and Program of Works	2. Refer to technical personnel for the preparation of requested Engineering Plans and Program of Works which include site inspection and measurement, etc.	None	POW with Small Amount-1Day POW with Large Amount-2Days DED & POW-7 Days	Engineering Assistant
3. Follow-up the request for the preparation of Engineering Plans and Program of	3. Facilitate the approval of the prepared Engineering Plans and Program of	None	10 Minutes	Municipal Engineer



Works after its given duration	Works			
4. Acknowledge receipt of the requested Engineering Plans and Program of Works	4. Record and release the approved Engineering Plans and Program of Works	None	2 Minutes	Administrative Aide
TOTAL		None	27 Minutes + POW with Small Amount – 1 Day POW with Large Amount – 2 Days DED & POW – 7 Days	



Office of the Municipal Assessor

External Services



1. Issuance of Certified True Copy of Tax Declaration

Service Information: The Tax Declaration serves as the municipal permanent record for every real property unit. After confirming in the database, certified true copy of tax declaration is being issued to interested party upon request and due process.

Office or Division:	Office of the Municipal Assessor			
Classification:	Simple			
Type of Transaction:	G2C–Government to Citizen G2G – Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Official Receipt of Payment of Fee (1 Copy, Original)		Office of the Municipal Treasurer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for the issuance of certified true copy of Tax Declaration	1. Interview for basic information like name of property owner, lot number and location; verify in the database; and provide order of payment slip	None	5 Minutes	Assessment Clerk III Detailed Personnel
2. Pay the required fee at the Office of the Municipal Treasurer	2. Conduct the research and prepare the document	PHP70.00 / per copy	5 Minutes	Assessment Clerk III Detailed Personnel
3. Present the official receipt of payment of fee	3. Receive and record the official receipt of payment of fee, and forward the prepared certified	None	5 Minutes	Assessment Clerk III Detailed Personnel



	copy of document to Mun. Assessor for approval			
4. Follow through the approval of tax declaration.	4. Review and sign the certified true copy of Tax Declaration.	None	3 Minutes	Municipal Assessor
5. Acknowledge receipt of the issuance of certified true copy of Tax Declaration	5. Record and release the certified true copy of Tax Declaration	None	2 Minutes	Assessment Clerk III Detailed Personnel
TOTAL		PHP70.00 / per copy	20 Minutes	



5. Acknowledge receipt of the requested certification	5. Record and release the assessment certification requested	None	3 Minutes	Assessment Clerk III Detailed Personnel
TOTAL		PHP70.00	20 Minutes	



3. Issuance of Sketch Plan and/or Vicinity Plan

Service Information: After verification from the tax map & Cadastral Map, sketch/ vicinity plan is prepared and drawn thru AUTOCAD for issuance to the requesting client.

Office or Division:	Office of the Municipal Assessor			
Classification:	Simple			
Type of Transaction:	G2C–Government to Citizen G2G – Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Official Receipt of the Payment of Fee		Office of the Municipal Treasurer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for the issuance of Sketch Plan and/or Vicinity Plan	1. Interview for basic information, verify in the record, and provide payment slip	None	3 Minutes	Assessment Clerk III/ Draftsman Detailed Personnel
2. Pay the required fee at the Office of the Municipal Treasurer	2. Advise for the payment of required fee at the Office of the Municipal Treasurer	PHP 100.00 if plan is on paper size A3 PHP70.00 if plan is on paper size 8 x 11	2 Minutes	Detailed Personnel
3. Present the official receipt of payment of fee	3. Receive and record the official receipt of payment of fee Prepare the Sketch/Vicinity Plan	None	20 Minutes	Detailed Personnel Assessment Clerk III/ Draftsman



4. Follow through the processing and release of the requested sketch/plan	4. Review and sign the Sketch/Vicinity Plan	None	5 Minutes	Municipal Assessor
5. Acknowledge receipt of the requested Sketch/Vicinity Plan	5. Record and release the Sketch/Vicinity Plan	None	2 Minutes	Detailed Personnel
TOTAL		PHP 100.00 if plan is on paper size A3 PHP70.00 if plan is on paper size 8 x 11	32 Minutes	



4. Evaluation of Requirements/Documents for the Transfer of Real Property Ownership of Land, Building or Machinery

Service Information: Evaluates documentary requirements presented by client before advising them to proceed to the provincial level to complete the process.

Office or Division:	Office of the Municipal Assessor			
Classification:	Complex			
Type of Transaction:	G2C–Government to Citizen G2G – Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Deed of Conveyance Executed by Contracting Parties (1 Copy, Original)		Client		
2. Certificate of Title or No Title (1 Copy, Original)		Office of the Register of Deeds		
3. Real Property Tax Clearance (1 Copy, Original)		Office of the Municipal Treasurer		
4. Other requirements as may be prescribed by different agency (BIR, PTO, ROD, DAR) involved in the transaction.		Different Agencies		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for the issuance of Tax Declaration for the Transfer of Real Property Ownership for Land, Building and Machinery	1. Interview for basic information and advise the submission of required documents depending on the Deed of Conveyance presented	None	5 Minutes	Municipal Assessor
2. Submit the required documentary requirements	2. Receive, record and check the completeness of submitted documentary requirements	None	8 Minutes	Municipal Assessor



3. Proceed to the provincial level transactions	3. If documentary requirements are satisfied on the municipal level, advise to proceed to the provincial level to continue the transaction, where the subsequent tax declaration will be issued upon compliance of all required supporting documents by all involved gov't agencies.	None	5 Minutes	Municipal Assessor
TOTAL		None	18 Minutes	



5. Issuance of Initial Tax Declaration for CARP Covered Property

Service Information: A tax declaration in the name of farmer-beneficiary is issued to CARP covered property once a Certificate of Title is awarded to the farmer-beneficiary.

Office or Division:	Office of the Municipal Assessor			
Classification:	Complex			
Type of Transaction:	G2C–Government to Citizen G2G – Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Certificate of Title (1 Copy, Photocopy)		Copy of Farmer-Beneficiary		
2. Updated Real Property Tax Payment (1 Copy, Original)		Office of the Municipal Treasurer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for the initial issuance of Tax Declaration of awarded land property in the name of the farmer-beneficiary	1.Interview for basic information and advise the submission of required documents	None	5 Minutes	Assessment Clerk III Detailed Personnel
2. Submit the documentary requirements	2.Receive, record and check the completeness of submitted requirements	None	3 Minutes	Assessment Clerk III Detailed Personnel
3. Follow through the processing of document	3. Encode the Field Appraisal & Assessment Sheet of the awarded lot in the name of the farmer-beneficiary to the database for printing of Field Appraisal & Assessment Sheet	None	30 Minutes	Municipal Assessor



4. Follow through the processing at the provincial level	4. Submit the FAAS of newly declared CARP covered property to the Office of the Provincial Assessor for verification, evaluation and approval. Once approved, the ensuing tax declaration is issued signed by the Provincial Assessor.	None	1 Week	Municipal Assessor
5. Acknowledge receipt of tax declaration issued by the provincial office	5. Record and release the newly approved Tax Declaration to the client/ beneficiary	None	2 Minutes	Assessment Clerk III Detailed Personnel
TOTAL		None	1 Week and 40 Minutes	



6. Issuance of Initial Tax Declaration for Property Ownership of Building or Machinery

Service Information: A tax declaration of a newly built/ renovated building or machinery is issued to the building owner.

Office or Division:	Office of the Municipal Assessor			
Classification:	Complex			
Type of Transaction:	G2C–Government to Citizen G2G – Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter-Request for tax-mapping and ocular inspection of building (1 Copy, Original)		From the building owner or duly representative of building owner		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit written request for an ocular inspection of the building relative the initial issuance of Tax Declaration of a Building and/or Machinery	1. Interview and record additional information	None	3 Minutes	Assessment Clerk III Detailed Personnel
2. Pay for the required fee at the Office of the Municipal Treasurer	2. Advise for the payment of required fee at the Office of the Municipal Treasurer	PHP70.00 if within Poblacion PHP 100.00 if in other barangays	5 Minutes	Assessment Clerk III
3. Present the official receipt of payment of fees	3. Receive and record the official receipt of payment in the logbook, and advise for the schedule of ocular inspection	None	5 Minutes	Assessment Clerk III
5. Assist during the scheduled ocular inspection	5. Conduct an ocular inspection to appraise the	None	1 Hour	Municipal Assessor Assessment Clerk III



	value of the property for taxation purposes			
6. Follow through the succeeding process	6. Encode the result of the ocular inspection to the database for printing of Field Appraisal & Assessment Sheet	None	30 Minutes	Municipal Assessor
7. Follow through the process in the provincial level	7. Submit the FAAS of newly appraised building property to the Office of the Provincial Assessor for verification, evaluation and approval for subsequent issuance of a tax declaration in the name of the property owner	None	1 Week	Municipal Assessor
8. Acknowledge receipt of tax declaration issued & approved by the provincial office	8. Record and release the newly approved Tax Declaration to the client	None	2 Minutes	Assessment Clerk III Detailed Personnel
TOTAL		None	1 Week, 1 Hour and 45 Hours	



Office of the Municipal Budget Officer

External Service



16.BDRMC resolution (3 Sets, 1 Original, 2 Certified Photocopies)		Barangay Government concerned		
17.BDC Resolution (3 Sets, 1 Original, 2 Certified Photocopies)		Barangay Government concerned		
18.Barangay Council Resolution (3 Sets, 1 Original, 2 Certified Photocopies)		Barangay Government concerned		
19.GAD PLAN (3 Sets, 1 Original, 2 Certified Photocopies)		Barangay Government concerned		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the 3 sets of Barangay Annual /Supplemental Budget	1. Acknowledge the receipt of submitted documents and forward to the Municipal Budget Officer	None	3 Minutes	Admin. Assistant I
2. Follow through the review of document	2.1 Conduct an initial/preliminary review of the submitted Barangay Annual/ Supplemental Budget	None	20 Days	Municipal Budget Officer
	2.2 In case the submitted document has deficiency, call the attention of the barangay officials concerned for compliance	None	1 Day	
	2.3 In case the submitted document is complete, prepare a Review Letter stating the findings and recommendations	None	3 Days	



	2.4 Forward to the Office of the Sangguniang Bayan Secretary the document with attached Review Letter	None	1 Day	
3. Confirm the status of review, in order to verify and comply for possible deficiency/ies	3. Inform the status of review and target dates for compliance if there is/are deficiency/ies	None	1 Hour	Municipal Budget Officer
4. For those with necessary compliance, resubmit the 3 sets of Barangay Annual /Supplemental Budget	4. Acknowledge the receipt of the resubmission of documents, review the part with previous findings and recommendations, prepare the Review Letter, and forward to the Office of the Sangguniang Bayan Secretary	None	2 Hours	Municipal Budget Officer
5. Acknowledge receipt of the approved Barangay Annual/Supplemental Budget	5. Record and release the approved Barangay Annual/Supplemental Budget	None	2 Minutes	Admin. Assistant I
TOTAL		None	25 Days, 3 Hours and 5 Minutes	



Office of the Municipal Budget Officer

Internal Service



1. Issuance of Obligation Request

Service Information: Exercise general provision over the budget office.

Office or Division:	Municipal Budget Office		
Classification:	Simple		
Type of Transaction:	G2G – Government to Government		
Who may avail:	LGU Officials and Employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
A. Salaries & Wages, Other Personnel Benefits			
1. Approved Payroll (2 Copies, 1 Original & 1 Photocopy)		Office of the Municipal Accountant	
2. Daily Time Record (2 Copies, 1 Original & 1 Photocopy)		Office of the Municipal Human Resource Management Officer	
3. Accomplishment Report (2 Copies, 1 Original & 1 Photocopy)		Office of the Municipal Human Resource Management Officer	
B. Cash Advances for Local Travel			
1. Disbursement Voucher (2 Copies, 1 Original & 1 Photocopy)		Office of the Municipal Accountant/ Office as end-users	
2. Approved Travel Order (2 Copies, 1 Original & 1 Photocopy)		Department/Office concern	
3. Duly approved itinerary of travel (2 Copies, 1 Original & 1 Photocopy)		Department/Office concern	
C. Payment of Supplies, Materials, equipment & other disbursement			
1. Disbursement Voucher/Petty Cash Voucher (2 Copies, 1 Original & 1 Photocopy)		Office of the Municipal Accountant/Office as end-users/GSO	
2. Approved Purchase Request (2 Copies, 1 Original & 1 Photocopy)		Department/Office concern	
3. Approved Purchase Order (2 Copies, 1 Original & 1 Photocopy)		Department/Office concern	
4. Approved Request for Quotation (3 different quotations, Original)		Department/Office concern	
5. Approved PPMP/APP (1 Copy, Certified Photocopy)		BAC Secretariat / Municipal Budget Office	



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Disbursement Voucher/Payroll with complete attachment of requirements	1. Post in the Manual Registry of Appropriation (ROA), encode in the eBudget system, and write the ORS number in the DVs/payroll	None	10 Minutes	Admin. Assistant I
2. Follow through the processing	2. Forward the DV's/ payroll to Municipal Budget Officer for review, print out of ORS, and signature	None	5 Minutes	Municipal Budget Officer
3. Follow-up at the Municipal Accounting Office	3. Record the vouchers/payroll with corresponding name of Payee, description of the transaction and ORS number, and forward to Accounting Office	None	5 Minutes	Admin. Assistant I
TOTAL		None	20 Minutes	



Office of the Municipal Accountant

External Services



1. Processing of Claims-Payment for Procurement thru Public Bidding (Goods)

Office or Division:	Office of the Municipal Accountant
Classification:	Simple
Type of Transaction:	G2B – Government to Business Entity
Who may avail:	Suppliers & Contractors with Awarded Projects by the LGU
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Approved Annual Procurement Plan (2 Copies, 1 Original and 1 Duplicate Copy)	BAC/BAC Secretariat
2. Approved Contract Supported by the Following Documents (2 Sets, 1 Original and 1 Duplicate Copy): <ul style="list-style-type: none"> - Invitation to Apply for Eligibility to Bid - Results of Eligibility Check/Screening - Bidding Documents Enumerated under Sec. 17.1 of 2016 Revised IRR of RA9184 - Minutes of Pre-Bid Conference (for ABC 1M and above) - Bidders Technical and Financial Proposal - Minutes of Bid Opening - Abstract of Bids (As Read and As Calculated) - Post Qualification Report - BAC Resolution Declaring the Winning Bidder - Notice of Post Qualification - BAC Resolution Recommending Approval and Approval of the HOPE of the Resolution of the BAC Recommending Award of Contract <p>Approved Purchase Order</p> <ul style="list-style-type: none"> - Performance Security - Detailed Breakdown of ABC - Detailed Breakdown of Contract Cost 	BAC/BAC Secretariat/Submitted Documents by Bidders during Public Bidding
3. Advertisement of Invitation to Bid/Request, (2 Sets, 1 Original and 1 Duplicate Copy):	BAC/BAC Secretariat

<ul style="list-style-type: none"> - Newspapers Clippings of Advertisement (ABC 10M and above for Goods) - Printout Copy of Advertisement Posted in PHILGEPS - Certification from Head of BAC Secretariat on the Posting of Advertisement in 3 Conspicuous Places - Printout Copy of Advertisement Posted in Agency Website, if any 	
4. Documentary Requirements under, 23.1 and 25.2a for Goods of the 2016 Revised IRR of RA9184 (2 Sets, 1 Original and 1 Duplicate Copy)	BAC/BAC Secretariat/Submitted Documents by Bidders during Public Bidding
5. Minutes of Pre-procurement Conference for Projects Costing 2M and above for Goods (2 Sets, 1 Original and 1 Duplicate Copy)	BAC/BAC Secretariat
6. Bid Form (1 Sets, 1 Original and 1 Duplicate Copy)	BAC/BAC Secretariat
7. Checklist of Eligibility Requirements with Corresponding Supporting Documents as Enumerated in the Checklist (2 Sets, 1 Original and 1 Duplicate Copy)	BAC/BAC Secretariat/Submitted Documents by Bidders during Public Bidding
8. Checklist of Technical and Financial Requirements with Corresponding Supporting Documents as Enumerated in the Checklist (2 Sets, 1 Original and 1 Duplicate Copy)	BAC/BAC Secretariat/Submitted Documents by Bidders during Public Bidding
9. Bid Evaluation Report (2 Sets, 1 Original and 1 Duplicate Copy)	BAC/BAC Secretariat
10. Post Qualification Evaluation Report (2 Sets, 1 Original and 1 Duplicate Copy)	BAC/BAC Secretariat
11. Printout Copy of Posting of Approved Purchase Order/ Contract of Award in the PHILGEPS (2 Sets, 1 Original and 1 Duplicate Copy)	BAC/BAC Secretariat



12. For LGUs, as per COA Memorandum No.2014-014 dtd 4-22-2010, Authorization by the Local Sanggunian for LCE to Enter into Contract in Case of, (2 Sets, 1 Original and 1 Duplicate Copy): <ul style="list-style-type: none"> o Reenacted Budget: for new contracts entered into by LCE o Regular Enacted Budget: for projects in generic terms and for purchase of goods and services which are neither specified nor encompassed within the regular personal services and MOOE 	Office of the Sangguniang Bayan
13. Evidence of invitation of three observers in all the stages of the procurement pursuant to Sec 13.1 of Revised IRR of RA9184 (2 Sets, 1 Original and 1 Duplicate Copy)	BAC/BAC Secretariat
14. Request for purchase of requisition of supplies, materials and equipment duly approved by proper authority (2 Sets, 1 Original and 1 Duplicate Copy)	Requesting Office
15. Certificate of Exclusive Distributorship, if applicable (2 Sets, 1 Original or Photocopy and 1 Duplicate Copy)	Contractor
16. Samples and brochures/ photographs, if applicable (2 Copies, 1 Original and 1 Duplicate Copy)	Contractor
17. Dealers/supplier's invoices showing quantity, description, unit and total value of purchased goods duly signed by the dealer or his/her authorized representative and indicating receipt by the proper agency official of items delivered (2 Sets, 1 Original and 1 Duplicate Copy)	Contractor
18. Result of Test analysis, if any (2 Sets, 1 Original and 1 Duplicate Copy)	Contractor
19. Tax Receipts from the Bureau of customs/BIR indicating the exact	Contractor



specifications and/or serial number of the equipment procured by the government as proof of payment of all taxes and duties due on the same equipment, supplied or sold to the government (2 Sets, 1 Original and 1 Duplicate Copy)				
20. Inspection and Acceptance Report prepared by the department/Agency property inspector and signed by the Head of Agency or his/her authorized representative (2 Sets, 1 Original and 1 Duplicate Copy)		Requesting Office		
21. Acknowledgement Receipt for Equipment (ARE) (2 Sets, 1 Original and 1 Duplicate Copy)		Concerned Office		
22. Inventory Custodian Slip for items with serviceable life of more than one year but small enough to be considered as PPE (2 Copies, Original)		Concerned Office		
23. Invoice Receipt for Transfer of Properties (2 Sets, 1 Original and 1 Duplicate Copy)		Contractor		
24. Warranty Security for a minimum period of 3months, in case of supplies, or a minimum period of 1year in the case of non- expendable supplies after acceptance by the procuring entity of the delivered supplies (2 Sets, 1 Original and 1 Duplicate Copy)		Contractor		
25. Request for purchase of supplies, materials and equipment duly approved by proper authorities (2 Sets, 1 Original and 1 Duplicate Copy)		Requesting Office		
26. Obligation Request Slip (2 Copies, 1 Original & 1 Duplicate Copy)		Municipal Budget Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Disbursement Voucher (DV) for the	1. Check the DV for payment of purchased goods	None	1 Hour *incomplete supporting	BAC

purchased goods	as to completeness of supporting documents and correctness of computation and forward to Budget Office		documents will not be processed	
2. Re-submit the DV for payment of purchased goods with the Obligation Request slip for signature	2. a.) Receive; b.) Review and record in the appropriations log-book; c.) Certify as to availability of appropriations	None	10 Minutes (provided there is no backlog and all the responsible persons are available)	a.) Budget Office Clerk 1; b.) Budget Office Administrative Assistant; c.) Municipal Budget Officer
3. Re-submit the DV for payment of purchased goods with signed Obligation Request slip	3. Receive and record in the log-book, review the completeness of supporting papers and record in the DV register, sign the DV for the payment of purchased goods, preparation of Journal Entry Voucher (JEV) and signing/ approval of the JEV	None	1 hour (provided there is no backlog or influx of vouchers and all the responsible persons are available) *incomplete supporting documents will not be processed and returned to the BAC for compliance	a.) Accounting Clerk 1; b.) Accounting Officer c.) Administrative Officer; d.) Municipal Accountant
4. Forward to the Office of the Municipal Treasurer for the Certification of Fund Availability	4. a.) Receive, review the availability of funds, b.) Certify	None	5 Minutes (provided there is no backlog or influx of vouchers and all the responsible	a.) Treasury Clerk; b.) Municipal Treasurer



			persons are available)	
5. Forward to the Office of the Mayor for approval of payment	5. a.) Receive and record in the log-book; b.) Signify approval	None	5 Minutes (provided there is no backlog or influx of vouchers and all the responsible persons are available)	a.) Administrative Clerk; b.) Municipal Mayor
6. Forward the approved DV with supporting documents to the Municipal Treasurer's Office for the issuance of checks	6. a.) Receive; b.) Writing of check; c.) Signing of check	None	5 Minutes (provided there is no backlog or influx of vouchers and all the responsible persons are available)	a.) Treasury Clerk; b.) Municipal Treasurer
7. Forward to the Office of the Mayor for signing of check	7. a.) Receive and record in the log-book; b.) Signing of check	None	5 Minutes (provided there is no backlog or influx of vouchers and all the responsible persons are available)	a.) Administrative Clerk; b.) Municipal Mayor
8. Forward to the Office of the Municipal Accountant for the Issuance of the Accountant's Advice and recording in the Check Disbursement Journal	8. a.) Receive and preparation of Accountants Advice (one for various checks); b.) Recording in the CkDJ; c.) Review and approval of the Accountant's Advice	None	15 minutes (provided there is no backlog or influx of vouchers and all the responsible persons are available)	a.) Accounting Clerk; b.) Administrative Aide; c.) Municipal Accountant



9. Forward the checks with Accountant's Advice to the Office of the Municipal Treasurer for the releasing of checks and submission of the Accountant's Advice to the Bank	9. a.) Receive and recording in the check register; b.) Submission of the Accountant's Advice to the Bank; c.) Issuance of Check	none	(it depends, the Bank is in Sorsogon City)	a.) Treasury Clerk; b.) Administrative Officer
TOTAL		None	Minimum of 2 Hours and 45 Minutes	



2. Payment of Advances to Contractors on Progress Billing for the Procurement thru Public Bidding (For Infra and Consulting Services)

Office or Division:	Office of the Municipal Accountant
Classification:	Simple
Type of Transaction:	G2B – Government to Business Entity
Who may avail:	Contractors with Awarded Projects by the LGU
CHECKLIST OF REQUIREMENTS	
1. Approved Annual Procurement Plan (2 Copies, 1 Original and 1 Duplicate Copy)	BAC/BAC Secretariat
2. Approved Contract Supported by the Following Documents (2 Sets, 1 Original and 1 Duplicate Copy): <ul style="list-style-type: none"> - Invitation to Apply for Eligibility to Bid - Results of Eligibility Check/Screening - Bidding Documents enumerated under Sec. 17.1 of 2016 Revised IRR of RA9184 - Minutes of Pre-Bid Conference (for ABC 1M and above) - Bidders Technical and Financial Proposal - Minutes of Bid Opening - Abstract of Bids (As Read and As Calculated) - Post Qualification Report - BAC Resolution Declaring the Winning Bidder - Notice of Post Qualification - BAC Resolution Recommending Approval and Approval of the HOPE of the Resolution of the BAC Recommending Award of Contract - Notice of Award - Performance Security - Program of Works and Detailed Estimates - Notice to Proceed, Indicating Date of Receipt by the Contractor 	BAC/BAC Secretariat/Submitted Documents by Bidders during Public Bidding



<ul style="list-style-type: none"> - Detailed Breakdown of ABC - Copy of the Approved PERT/CPM Network Diagram and Detailed Computation of contract Time - Detailed Breakdown of Contract Cost 	
3. Copy of Advertisement of Invitation to Bid/Request (2 Sets, 1 Original and 1 Duplicate Copy): <ul style="list-style-type: none"> - Newspapers Clippings of Advertisement(ABC 15M and above for Infra, 10M and above for Goods and 5M for Consulting Services - Printout Copy of Advertisement Posted in PHILGEPS - Certification from Head of BAC Secretariat on the Posting of Advertisement in 3 Conspicuous Places - Printout Copy of Advertisement Posted in Agency Website, if any 	BAC/BAC Secretariat
4. Documentary Requirements under Sec 23.1 and 25.2b for Infra, 23.1 and 25.2a for Goods, and 24.1 and 25.c for Consulting Services, of the 2016 Revised IRR of RA9184 (2 Sets, 1 Original and 1 Duplicate Copy)	BAC/BAC Secretariat/Submitted Documents by Bidders during Public Bidding
5. Minutes of Pre-procurement Conference for Projects Costing above 5M for Infra, 2M and above for Goods and 1M and above for Consultancy Services (2 Sets, 1 Original and 1 Duplicate Copy)	BAC/BAC Secretariat
6. Bid Form (2 Sets, 1 Original and 1 Duplicate Copy)	BAC/BAC Secretariat
7. Checklist of Eligibility Requirements with Corresponding Supporting Documents as Enumerated in the Checklist (2 Sets, 1 Original and 1 Duplicate Copy)	BAC/BAC Secretariat/Submitted Documents by Bidders during Public Bidding
8. Checklist of Technical and Financial Requirements with Corresponding Supporting Documents as Enumerated in the Checklist (2 Sets, 1 Original and	BAC/BAC Secretariat/Submitted Documents by Bidders during Public Bidding



1 Duplicate Copy)	
9. Bid Evaluation Report (2 Sets, 1 Original and 1 Duplicate Copy)	BAC/BAC Secretariat
10. Ranking of Shortlisted Bidders for Consulting Services (2 Sets, 1 Original and 1 Duplicate Copy)	BAC/BAC Secretariat
11. Post Qualification Evaluation report (2 Sets, 1 Original and Duplicate Copy)	BAC/BAC Secretariat
12. Printout Copy of Posting of Notice of Award, Notice to Proceed and Contract of Award in the PHILGEPS, (2 Sets, 1 Original and 1 Duplicate Copy)	BAC/BAC Secretariat
13. For LGUs, as per COA Memorandum No.2014-014 dtd 4-22-2010, Authorization by the Local Sanggunian for LCE to Enter into Contract in Case of, (2 Sets, 1 Original and 1 Duplicate Copy): <ul style="list-style-type: none"> o Reenacted Budget: for new contracts entered into by LCE o Regular Enacted Budget: for projects in generic terms and for purchase of goods and services which are neither specified nor encompassed within the regular personal services and MOOE 	Office of the Sangguniang Bayan
14. Evidence of Invitation of Three Observers in All the Stages of the Procurement Pursuant to Sec 13.1 of Revised IRR of RA9184 (2 Sets, 1 Original and 1 Duplicate Copy)	BAC/BAC Secretariat
15. Request for Purchase of Requisition of Supplies, Materials and Equipment Duly Approved by Proper Authority (2 Copies, Original)	Requesting Office
16. Letter Request from Contractors for Advance/Progress Billing Payment (2 Sets, 1 Original and 1 Duplicate Copy)	Contractor
17. Statement of Work Accomplished/ Progress Billing (2 Sets, 1 Original	Contractor



and 1 Duplicate Copy)				
18. Inspection Report by Agency's Authorized Engineer (2 Copies, Original)		Municipal Engineer's Office		
19. Result of Test Analysis, if applicable		Contractor		
20. Statement of Time Elapsed (2 Sets, 1 Original and 1 Duplicate Copy)		Contractor		
21. Monthly Certificate of Payment (2 Sets, 1 Original and 1 Duplicate Copy)		Contractor		
22. Contractors' Affidavit on Payment of Laborers and Materials (2 Sets, 1 Original and 1 Duplicate Copy)		Contractor		
23. Pictures, Before, During and After Construction of Items of Work Especially the Embedded Items (2 Sets, 1 Original and 1 Duplicate Copy)		Office of the Municipal Engineer		
24. Vouchers of all previous payments, (2 Sets, 1 Photocopy and 1 Duplicate)		Office of the Municipal Accountant		
25. Certificate of Acceptance and Completion (2 Sets, 1 Original and 1 Duplicate Copy)		Office of the Municipal Engineer		
26. Breakdown-labor, Materials and Overhead, Equipment (2 Sets, 1 Original and 1 Duplicate Copy)		Contractor		
27. Obligation Request Slip (2 Copies, 1 Original & 1 Duplicate Copy)		Municipal Budget Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Disbursement Voucher (DV) for the purchased goods	1. Check the DV for payment of purchased goods as to completeness of supporting documents and correctness of computation and forward to Budget Office	None	1 Hour *incomplete supporting documents will not be processed	BAC
2. Re-submit the DV for payment of purchased goods with the Obligation	2. a.) Receive; b.) Review and record in the appropriations	None	10 Minutes (provided there is no backlog and	a.) Budget Office Clerk 1; b.) Budget Office Administrative



Request slip for signature	log-book; c.) Certify as to availability of appropriations		all the responsible persons are available)	Assistant; c.) Municipal Budget Officer
3. Re-submit the DV for payment of purchased goods with signed Obligation Request slip	3. a.) Receive and record in the log-book, b.) Review the completeness of supporting papers and record in the DV register, c.) Sign the DV for the payment of purchased goods, d.) Preparation of Journal Entry Voucher (JEV) and signing/ approval of the JEV	None	1 hour (provided there is no backlog or influx of vouchers and all the responsible persons are available) *incomplete supporting documents will not be processed and returned to the BAC for compliance	a.) Accounting Clerk 1; b.) Accounting Officer c.) Administrative Officer; d.) Municipal Accountant
4. Forward to the Office of the Municipal Treasurer for the Certification of Fund Availability	4. a.) Receive, review the availability of Funds, b.) Certify	None	5 Minutes (provided there is no backlog or influx of vouchers and all the responsible persons are available)	a.) Treasury Clerk; b.) Municipal Treasurer
5. Forward to the Office of the Mayor for approval of payment	5. a.) Receive and record in the log-book; b.) Signify approval	None	5 Minutes (provided there is no backlog or influx of vouchers and all the responsible persons are available)	a.) Administrative Clerk; b.) Municipal Mayor



6. Forward the approved DV with supporting documents to the Municipal Treasurer's Office for the issuance of checks	6. a.) Receive; b.) Writing of check; c.) Signing of check	None	5 Minutes (provided there is no backlog or influx of vouchers and all the responsible persons are available)	a.) Treasury Clerk; b.) Municipal Treasurer
7. Forward to the Office of the Mayor for signing of check	7. a.) Receive and record in the log-book; b.) Signing of check	None	5 Minutes (provided there is no backlog or influx of vouchers and all the responsible persons are available)	a.) Administrative Clerk; b.) Municipal Mayor
8. Forward to the Office of the Municipal Accountant for the Issuance of the Accountant's Advice and recording in the Check Disbursement Journal	8. a.) Receive and preparation of Accountants Advice (one for various checks); b.) Recording in the CkDJ; c.) Review and approval of the Accountant's Advice	None	15 minutes (provided there is no backlog or influx of vouchers and all the responsible persons are available)	a.) Accounting Clerk; b.) Administrative Aide; c.) Municipal Accountant
9. Forward the checks with Accountant's Advice to the Office of the Municipal Treasurer for the releasing of checks and submission of the Accountant's Advice to the Bank	9. a.) Receive and recording in the check register; b.) Submission of the Accountant's Advice to the Bank; c.) Issuance of Check	None	(it depends, the Bank is in Sorsogon City)	a.) Treasury Clerk; b.) Administrative Officer
TOTAL:		None	Minimum of 2 Hours and 45 Minutes	



Office of the Municipal Accountant

Internal Service



1. Processing of Claims-Payrolls of Job Order and Contract of Services

Office or Division:	Office of the Municipal Accountant			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	LGU Hired Job Order and Contract of Services			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Daily Time Record (2 Copies, 1 Original and 1 Duplicate Copy)		Prepared by Claimant and Approved by their Respective Department Heads		
2. Accomplishment Reports (2 Copies, 1 Original and 1 Duplicate Copy)		Prepared by Claimant and Approved by their Respective Department Heads		
3. Contract/Job Order (1 Copy, Original)		Municipal Human Resource Management Office		
4. Attendance (1 Copy, Original)		Municipal Human Resource Management Office		
5. Approved Payroll (2 Copies, 1 Original and 1 Duplicate Copy)		Mayor's Office or Department Assigned		
6. Obligation Request Slip (2 Copies, 1 Original & 1 Duplicate Copy)		Municipal Budget Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Payroll for payment of services with the Obligation Request slip for signature	1. a.) Receive; b.) Review and record in the appropriations log-book; c.) Certify as to availability of appropriations	None	10 Minutes (provided there is no backlog and all the responsible persons are available)	a.) Budget Office Clerk; b.) Budget Office Administrative Assistant; c.) Municipal Budget Officer
2. Submit the payroll for payment of services with signed Obligation Request slip	2. a.) Receive and record in the log-book, b.) Review the completeness of supporting papers (including the consistency of submitted DTRs with the HR submitted Attendance Sheets, c.) Record in the	None	1 hour (provided there is no backlog or influx of vouchers and all the responsible persons are available) *incomplete supporting documents	a.) Accounting Clerk; b.) Accounting Officer c.) Administrative Officer; d.) Municipal Accountant



	Payroll to the register, d.) Sign the Payroll, e.) Releasing		will not be processed and returned to the concerned personnel for compliance	
TOTAL			Minimum of 1 Hour and 10 Minutes	



Office of the Municipal Treasurer

External Services



1. Issuance of Tax Clearance

Service Information: The issuance of tax clearance certifies that the taxpayer has either paid all taxes due or that he/she is not liable to any taxes. It is a proof of full and timely payment of taxes, and compliance with tax laws.

Office or Division:	Office of the Municipal Treasurer			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Latest Real Property Tax Declaration (1 Copy, Photocopy)		Office of the Municipal Assessor		
2. Business Permit (1 Copy, Photocopy)		Business Permit and Licensing Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for the issuance of Tax Clearance	1. Interview, provide application form, and advise the submission of requirements If requirements are available, proceed to the next step	None	5 Minutes	Revenue Collection Clerk I Admin. Aide (JO)
2. Submit the accomplished application form and documentary requirements	2. Evaluate the accomplished application form and required documents as to its completeness Conduct assessment and advise the payment of required fees	None	5 Minutes	Revenue Collection Clerk I Admin. Aide (JO)



3. Pay the required fees	3. Receive and issue an official receipt of payment	PHP 70.00	3 Minutes	Laborer I Admin. Aide (JO)
4. Follow through the verification & printing of certificate/ clearance	4. Verify and print the Tax Clearance for Real Property or for Business, countersign and forward the same to the Municipal Treasurer for review and approval	None	5 Minutes	Revenue Collection Clerk I Admin. Aide (JO)
5. Follow through the approval of clearance/ certificate	5. Review, approve, and sign the clearance/ certificate	None	5 Minutes	Municipal Treasurer
6. Acknowledge receipt the issuance of requested Tax Clearance	6. Record and release the document	None	2 Minutes	Revenue Collection Clerk I Admin. Aide (JO)
TOTAL		PHP 70.00	25 Minutes	



2. Receive of Payment for Real Property Tax and Issuance of Official Receipt

Service Information: Real Property Tax is an annual tax levied by the local government on properties and should be paid by property owners. Properties that are taxable include land, building, improvements on the land and/or the building, and machinery

Office or Division:	Office of the Municipal Treasurer			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All Real Property Owners			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Latest Real Property Tax Declaration (1 Copy, Original)		Office of the Municipal Assessor		
2. Latest Real Property Tax Payment/ Official Receipt, if any (1 Copy, Original)		Office of the Municipal Treasurer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the requirements and request for tax bill	1. Check the completeness of required documents	None	5 minutes	Revenue Collection Clerk I Admin. Aide (JO)
2. Follow through the computation and printing of tax bill	2. Compute and print the Real Property Tax Bill per Tax Declaration	None	15 Minutes	Revenue Collection Clerk I Admin. Aide (JO)
3. Check the computed tax bill	3. Present the computed tax bill and advise for its payment	AV x 1% x 1 year x 2 (Basic & SEF)	15 Minutes	Revenue Collection Clerk I Admin. Aide (JO)



4. Pay the required amount and secure an official receipt	4. Receive the payment and issue an official receipt Record the transaction in the RPTAR	None	5 Minutes	Revenue Collection Clerk I Admin. Aide (JO)
TOTAL		AV x 1% x 1 year x 2 (Basic & SEF)	40 Minutes	



3. Calibration of Weighing Scale

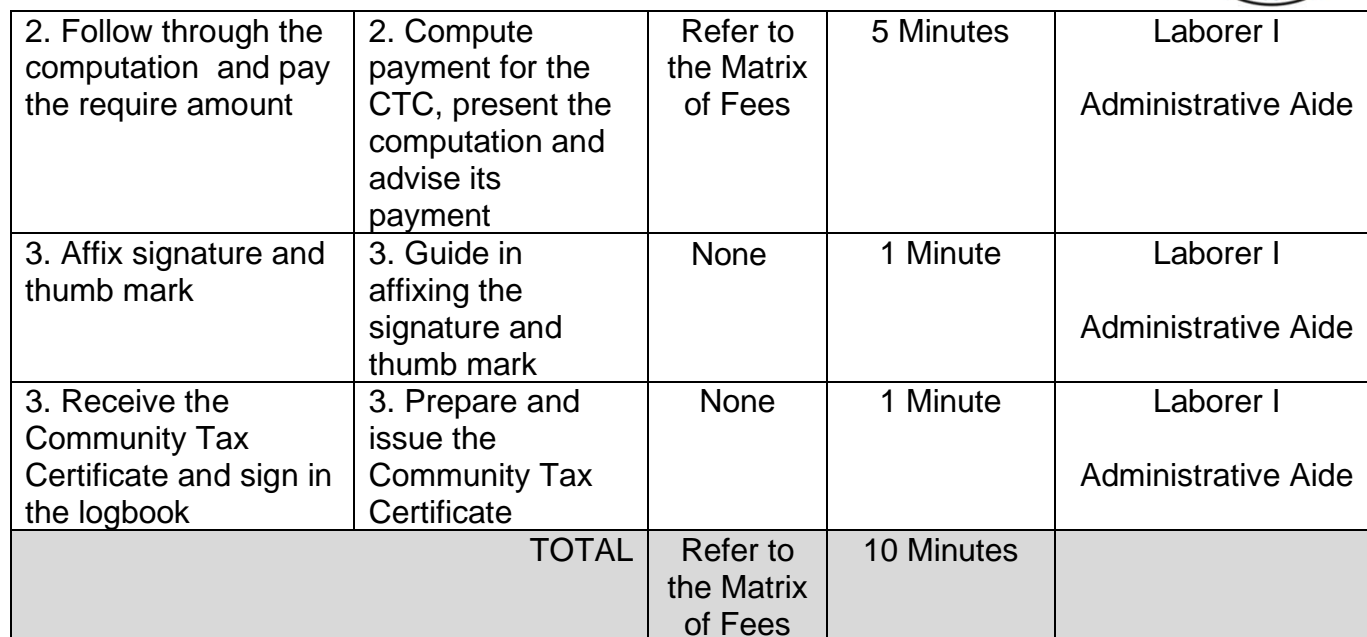
Service Information: The Calibration of Weighing Scale of all vendors in the public market is in compliance with the Consumer Act of the Philippines for the protection of consumers, ensuring that all goods and commodities are bought in exact weighs or measures.

Office or Division:	Office of the Municipal Treasurer			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All Business Owners			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Mayor's / Business Permit for the Current Year (1 Copy, Photocopy)		Business Permit and Licensing Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the weighing scale for required testing	1. Receive the weighing scale for precise testing Advise on the payment of required fee	None	5 Minutes	Laborer I Laborer II
2. Pay the required fee and secure an official receipt	2. Receive the payment and issue an official receipt	Refer to the Matrix of Fees	5 Minutes	Municipal Treasurer
3. Attend to the discussion	3. Discuss shortly about rules on using weighing scales and the violations for its tampering	None	5 Minutes	Laborer I Laborer II
4. Receive the sealed weighing scale and sign in the logbook	4. Record and release the sealed weighing scale	None	5 Minutes	Laborer I Laborer II
TOTAL:		Refer to the Matrix of Fees	20 Minutes	



**Fee for Sealing and Licensing of Weights and Measures
Based on the Local revenue Code**

	Amount of Fee (PHP)
For sealing linear metric measures:	
Not over one (1) meter	125.00
Measure over one (1) meter	150.00
For sealing metric measures of capacity:	
Not over ten (10) liters	100.00
Over ten (10) liters	150.00
For sealing metric instruments of weights:	
With capacity of not more than 30 kg.	125.00
With capacity of more than 30 kg. but not more than 300 kg.	175.00
With capacity of more than 300 kg. but not more than 3,000 kg.	275.00
With capacity of more than 3,000 kg.	325.00
For sealing apothecary balances of precision (the fees shall be doubled)	
For sealing scale or balance with complete set of weights:	
For each scale or balances or others balances with complete set of weights	550.00
For each extra weight	55.00

203



5. Receive Payment of Lease Contract, Market Rental, and Arrears Prior the Business Retirement

Service Information: All applicants for market stalls are required to pay for lease of contract, while all registered stallholders are required to pay their monthly rental as stated in the Contract of Lease. For those who will retire a business, payment of arrears should be done prior the issuance of a clearance.

Office or Division:	Office of the Municipal Treasurer			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business Entity			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Official Receipt from Previous Quarter		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Verify the amount for occupancy fee, monthly rentals and arrears	1. Verify to the E-TRACS system ledger if it is posted and advise its payment	None	5 Minutes	Municipal Treasurer
2. Pay the required monthly fees	2. Receive the payment and issue an official receipt	Refer to the Matrix of Fees Amount of Arrears for Business Retirement	5 Minutes	Municipal Treasurer
TOTAL		Refer to the Matrix of Fees Amount of Arrears for Business Retirement	10 Minutes	



Schedule of Occupancy Fees and Monthly Rental Based on the Revenue Code

Section	Occupancy Fee (PHP)	Monthly Rental (PHP)
Vegetable Section	500.00	80.00/sq.m.
Grocery Section	500.00	90.00/sq.m.
Dry Goods Section	1,000.00	100.00/sq.m.
Foods Section	1,000.00	100.00/sq.m.



FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	<p>Fill-up the Client's Feedback Form and put it in the feedback and complaints drop box located at the Ground Floor of the Magallanes Municipal Hall or at the lobby of the Offices of the Municipal Agriculturist, Municipal Health Officer, Municipal Social Welfare and Development Officer, and Municipal Civil Registrar.</p> <p>Contact Information:</p> <p><input type="checkbox"/> 09176303938</p> <p><input type="checkbox"/> magayagayangmagallanes@gmail.com</p>
How feedback are processed	<p>Every Friday, the Municipal Human Resource Management Office opens and collects all feedbacks from the drop boxes.</p> <p>All feedbacks are recorded and compiled accordingly. Those requiring answers are forwarded to concerned offices which they have to respond and give corresponding actions within three (3) days upon receipt of the feedback.</p> <p>The answer of the office concerned is then relayed to the citizen.</p> <p>For inquiries and follow-ups, clients may contact the following:</p> <p><input type="checkbox"/> 09176303938</p> <p><input type="checkbox"/> magayagayangmagallanes@gmail.com</p>
How to file a complaint	<p>Accomplish the Client's Complaint Form and put it in the drop box located at the Ground Floor of the Magallanes Municipal Hall or at the lobby of the Offices of the Municipal Agriculturist, Municipal Health Officer, Municipal Social Welfare and Development Officer, and Municipal Civil Registrar.</p> <p>Complaints can also be filed via email or may be relayed through phone call or text messages. Make sure to provide the following information:</p> <ul style="list-style-type: none"> - Full name and contact information of the complainant - Details of the complain



	<ul style="list-style-type: none">- Evidences- Name of the person or the service/s being complained- <p>For inquiries and follow-ups, clients may contact the following:</p> <ul style="list-style-type: none"><input type="checkbox"/> 09176303938<input type="checkbox"/> magayagayangmagallanes@gmail.com
How complaints are processed	<p>Every Friday, the Municipal Human Resource Management Office opens and collects all complaints from the drop boxes.</p> <p>All complaints are recorded and evaluated accordingly. The MHRMO shall coordinate with the concerned Office to answer the complaint and shall investigate, if necessary. After the concern has been addressed or after the conduct of investigation, the MHRMO shall prepare and submit a report to the Local Chief Executive, for appropriate action.</p> <p>The MHRMO will give the feedback to the client.</p> <p>For inquiries and follow-ups, clients may contact the following:</p> <ul style="list-style-type: none"><input type="checkbox"/> 09176303938<input type="checkbox"/> magayagayangmagallanes@gmail.com
Contact Information of CCB, PCC, ARTA	<p>CCB: email@contactcenterngbayan.gov.ph 0908-881-6565</p> <p>PCC: pcc@malacanang.gov.ph 8888</p> <p>ARTA: complaints@arta.gov.ph 8-478-5093</p>



LIST OF OFFICES

Office	Address	Email Address	Contact Number
Office of the Municipal Mayor	Second Floor, Municipal Hall, Binisitahan Sur, Magallanes, Sorsogon	mo.lgumagallanes4705@yahoo.com	09176303938
Office of the Municipal Vice Mayor/ Sangguniang Bayan/ Secretary to the Sanggunian	Second Floor, Municipal Hall, Binisitahan Sur, Magallanes, Sorsogon	cyril.bejison@gmail.com	09209764330
Municipal Human Resource Management Office	Third Floor, Municipal Hall, Binisitahan Sur, Magallanes, Sorsogon	cgextremadura@yahoo.com.ph	09071316457
Office of the Municipal Administrator	First Floor, ABC Building, Binisitahan Sur, Magallanes, Sorsogon	antonioaltavanomaraña@gmail.com	09615427771
Office of the Public Market Section	Second Floor, Public Market, Poblacion, Magallanes, Sorsogon	andyantiado@gmail.com	09171597631
Office of the Municipal Waterworks System Section	First Floor, Multi-purpose Building, Binisitahan Sur, Magallanes, Sorsogon	juanchobuising@gmail.com	09703070478
Municipal Agriculture Office	MAO Building, Municipal Hall, Cawit Extension, Magallanes, Sorsogon	burtanrafael82@gmail.com nikkaangelu95@yahoo.com	09384406608 09468717896



Office	Address	Email Address	Contact Number
Office of the Municipal Health Officer	MHO Building, Binisitahan Sur, Magallanes, Sorsogon	mho_magallanes@yahoo.com	09228581440
Municipal Social Welfare and Development Office	MSWDO Building, Binisitahan Sur, Magallanes, Sorsogon		09395975052
Office of the Municipal Civil Registrar	First Floor, Multi-purpose Building, Binisitahan Sur, Magallanes, Sorsogon	joelcarrascal1969@gmail.com	09955373395
Municipal Disaster Risk Reduction Management Office	First Floor, MSWDO Building, Binisitahan Sur, Magallanes, Sorsogon	MDRRMO_magallanes@gmail.com	09307097811
Office of the Ecosystem and Environmental Resource Management Section	Third Floor, Municipal Hall, Binisitahan Sur, Magallanes, Sorsogon	edenariate7@gmail.com	09127343730
Municipal Planning and Development Office	First Floor, Municipal Hall, Binisitahan Sur, Magallanes, Sorsogon	mpdomagallanes@yahoo.com ma.evansrmaraha1466@gmail.com	09778339331
Office of the Municipal Engineer	First Floor, Municipal Hall, Binisitahan Sur, Magallanes, Sorsogon	jhgarcia_ph@yahoo.com	09198316527



Office	Address	Email Address	Contact Number
Office of the Municipal Assessor	First Floor, Municipal Hall, Binisitahan Sur, Magallanes, Sorsogon	eneri_orteza61@yahoo.com	09982507941
Office of the Municipal Budget Officer	First Floor, Municipal Hall, Binisitahan Sur, Magallanes, Sorsogon	greggentolizoguban@yahoo.com	09498439546
Office of the Municipal Accountant	First Floor, Municipal Hall, Binisitahan Sur, Magallanes, Sorsogon	annmargarette.ajero@gmail.com	09173104346
Office of the Municipal Treasurer	First Floor, Municipal Hall, Binisitahan Sur, Magallanes, Sorsogon	mto_magallanes@yahoo.com	09985531227