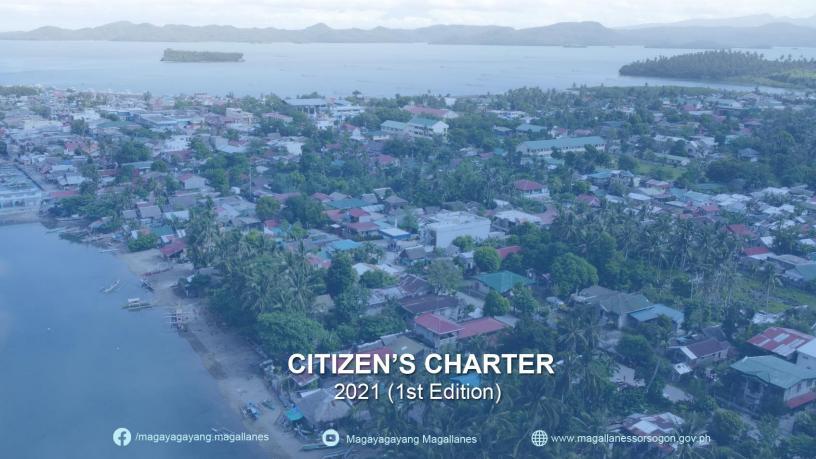


LOCAL GOVERNMENT UNIT OF MAGALLANES, SORSOGON





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 Magallanos 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.

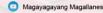
It shall pursue these programs through a policy of multi-sectoral participation and inclusivity thereby enjoying the gains of economic and social development.

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

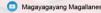
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Office of the Municipal Mayor

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 Munici	pal Mayor		
Classification:	Simple			
Type of	G2C – Government	to Citizen		
Transaction:				
Who may avail:	All Residents			
CHECKLIST OF R	-		WHERE TO S	ECURE
Barangay Clearance	e	Barangay H	lall	
(1 Copy, Original)				
2. Police Clearance		Municipal P	olice Station	
(1 Copy, Original)				
3. Court Clearance		Municipal T	rial Court	
(1 Copy, Original)				
4. Community Tax Cer	tificate		lall or Office of th	ne Municipal
(1 Copy, Original)		Treasurer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for the	1. Interview and	None	5 Minutes	Admin. Aide III –
issuance of Mayor's	advise the			BPLO Designate
Clearance	submission of			
	requirements			
	If documentary			and the same Address
A PERSONAL PROPERTY.	requirements are	L-STEEL BOOK	LOWING MA	
	available, proceed			
The state of the s	to the next step			
2. Submit the	2. Evaluate the	None	3 Minutes	Admin. Aide III –
documentary	completeness of			BPLO Designate
requirements	requirements			
3. Pay the clearance	3. Advise to pay	Refer to	5 Minutes	Admin. Aide III –
fee at the Office of	the required fee at	the Matrix		BPLO Designate
the Municipal	the Office of the	of Fees		
Treasurer	Municipal			
	Treasurer	THE STATE OF THE S		



				1000
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	5. Forward the	None	1 Day	Admin. Aide III –
release of document	Clearance to the		,	BPLO Designate
the following day	Office of the			Ŭ
	Mayor for review			
	and approval			
6. Acknowledge receipt of the	6. Release the document and file	None	2 Minutes	Admin. Aide III – BPLO Designate
issuance of				Di LO Designate
	a copy			
Clearance				
	TOTAL	Refer to	1 Day and 25	
		the Matrix	Minutes	
		of Fees		

Mayor's Clearance Fees Based on the Municipal Revenue Code

Purposes	Amount of Fee (PHP)
For employment, scholarship, study	30.00
grant, and other purposes not	
hereunder specified	
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 Munic	ipal Mayor		
Classification:	Simple			
Type of	G2C – Government	to Citizens		
Transaction:	G2B – Government		Entity	
Who may avail:	All Interested Individ	duals		
CHECKLIST OF RI	*		WHERE TO S	
	Proof of Business Registration – DOLE,		S, DTI / SEC / CD	DA
SSS, DTI/SEC/CDA	•			
(1 Copy, Photocopy				
2. BIR Form 2550Q, if		Bureau of In	nternal Revenue	
(1 Copy, Photocopy)				
3. Basis of computing	taxes, fees and	Office of the	e Municipal Trea	surer
charges	,	0(" (1)		
4. Occupancy Permit, i	•	Office of the	e Municipal Engi	neer
(1 Copy, Photocopy		Office of the	- Musicipal Trac	
5. Contract of Lease, if		Office of the	e Municipal Trea	surer
(1 Copy, Photocopy) 6. Mayor's Clearance v		Office of the	Movor	
Community Tax Cer		Office of the Barangay F	•	
Clearance, Court Cl		Municipal T		and the same of the
Clearance (1 Copy,	The same of the sa		olice Station	
7. Health Certification			lealth Office	
8. Solid Waste Certification			and Environmen	ital Resource
(1 Copy, Original)		Manageme		itai i tosouroo
9. Fire Safety Inspection	on (1 Copy, Original)	Bureau of F		
10. Official Receipt for the			e Municipal Trea	surer
(1 Copy, Original)	no raymont or roo	Omoo or an	o mamorpar moa	odioi —
	AGENCY	FEES TO PROCESSING PERSON		
CLIENT STEPS	ACTIONS	BE PAID TIME RESPONSIBLE		
1. Apply for Mayor's	1. Interview and	None	15 Minutes	Admin. Aide III –
Permit and for new or	provide an			BPLO Designate
renewal of business	application form			



				OORSOGO!
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	Occupanc y Permit, Contract of Lease, Mayor's Clearance Health Certificati on, Solid Waste Certificati on, Fire Safety Certificati	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



				1000
	Office of the Mayor for review and approval			
6. Acknowledge receipt of the issuance of Clearance	6. Release the document and file a copy	None	5 Minutes	Admin. Aide III – BPLO Designate
	TOTAL	Refer to the Matrix of Fees	1 Day and 50 Minutes if all requiremen ts are available	

Mayor's Permit Fee on Businesses Based on the Municipal Revenue Code

On Business Subject to Graduated Fixed Taxes	Amount of Fee
	Per Annum
	(PHP)
On Manufacturers/Importers/Producers	
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
On Banks	
Rural, Thrift and Savings Banks	1,000.00
Commercial, Industrial and Development Banks	3,000.00
Universal Banks	5,000.00
On other Financial Institutions	
Small	1,000.00
Medium	3,000.00
Large	5,000.00
On Contractors/Service Establishments	
Communication (Internet, Cable, etc.) Services	
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



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

revenue Code
Amount of Fee
Per Annum
(PHP)
300.00
5,000.00
5,000.00 (every
five years)
242.00
275.00
165.00
165.00
165.00
165.00
165.00
165.00



Special Permit Fee for Cockfighting Based on the Municipal Revenue Code

	Fees on a
	Per Day
	Basis (PHP)
Special Cockfights (Pintakasi)	572.00
Special Derby Assessment from	
Promoters of:	
Two-Cock Derby	220.00
Three-Cock Derby	330.00
Four-Cock Derby	473.00

Permit Fee on Parades, Motorcades, and other Similar Activities:

	(PHP)
Police Clearance	30.00
Mayor's Clearance	250.00

Permit Fee for the Storage of Flammable and Combustible Materials Based on the Municipal Revenue Code

Storage of Gasoline, Diesel, Fuel,	(PHP)
Kerosene and Similar Products	
500 to 2,000 liters	250.00
2,001 to 5,000 liters	500.00
5,001 to 20,000 liters	750.00
20,001 to 50,000 liters	1,000.00
50,001 to 100,000 liters	1,250.00
Over 100,000 liters	1,500.00
For Storage of Combustible, Flammable or	875.00
Explosive Substance not Mentioned Above	and the same

Permit Fee for the Conduct of Group Activities Based on the Municipal Revenue Code

Activities	(PHP)
Conference, meetings, rallies and	250.00
demonstration in outdoor, in parks, plazas,	
roads/streets	
Dances	250.00
Coronation and ball	250.00
Promotional sales	250.00
Other Group Activities	250.00



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	G2C – Government to Citizen			
Transaction:				
Who may avail:	All organizations an	d association	ns applying for a	ccreditation
CHECKLIST OF R			WHERE TO S	SECURE
1. Copy of the Associa	ation's/	Respective	NGO/PO/CSO	
Organization's Supp	•			
(1 Copy, Original or				
2. Duly Accomplished	Application Form	Office of the	e Secretary to th	e Sanggunian
(1 Copy, Original)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request and apply	1. Interview	None	5 Minutes	Secretary to the
for accreditation	and discuss the			Sanggunian
Electron and a second	requirements and			
Accessor	procedures, and			
	give the			
Contract of the second	application form	-	and the same	and the second
2. Submit the	2. Receive and	None	3 Minutes	LLSA II
accomplished	check the	140110	O Milliotoo	LLONI
application form and	documents and if	A		
				Land Control
other required	completed, submit			
documents	the same to the			
	Secretary for			
	inclusion in the			
A CONTRACTOR	Order of Business			The 24 Miles
3. Appear and participate during the	3. Discuss / deliberate the	None 30 Minutes Vice-Mayor, SB Members, Secreta		
scheduled	application for			to the Sanggunian





		1		ORSOGO
deliberation/ session	accreditation during SB regular session			
4. Follow through the approval of certification or resolution	4.1 After it has been accredited, prepare and sign the Certification or Resolution and forward to the Vice-Mayor for approval 4.2 Approve and sign the	None	1 Day	Secretary to the Sanggunian
	Certification or Resolution			Municipal Vice- Mayor
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	G2C – Government to Citizen					
Transaction:						
Who may avail:	All interested individu	uals				
CHECKLIST OF REQUIREMENTS			WHERE TO SE			
1. Duly Filled-up Requ	est Form	Office of the	e Secretary to the	Sanggunian		
(1 Copy, Original)						
2. Official Receipt of P	ayment of Fee	Office of the	e Municipal Treas	urer		
(1 Copy, Original)						
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
1. Request for the	1. Interview and	None	3 Minutes	LLSA II		
issuance of	provide Request					
Photocopy/Certified	Form					
True Copy of SB						
Documents						
2. Fill-up and submit	2. Receive and	None	2 Minutes	LLSA II		
the request form	check the	L-Sill mak	AND LOCAL PROPERTY.			
	accomplished					
THE RESERVE	request form and					
	advise for the			The second second second second		
	payment of fee					
3. Make payment of	3. Search and	PHP	15 Minutes	LLSA II		
the required fee at the	photocopy for the	50.00		Manager Services		
Office of the	requested	iotosopy for the				
Municipal Treasurer	documents or	Short The second		Parties 2015		
Transpar Tradadion	prepare the	THE STATE OF				
	Secretary's	Acres China de				
	Secretary 5			SAME TO SERVICE STATE OF THE S		



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



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 R	esource Mar	nagement Office	
Classification:	Simple			
Type of	G2G – Government to Government			
Transaction:				
Who may avail:	All existing and sepa	arated emplo	yees of LGU	
CHECKLIST OF RI			WHERE TO S	
1. Authorization Letter		Requesting	party concerned	
concerned (existing				
he/she is not person	,			
document (1 Copy,				
2. Accomplished Requ	est Form	MHRM Office	ce	
(1 Copy, Original)	nervice.			
CLIENT STEPS	AGENCY ACTIONS	FEES TO PROCESSING PERSON BE PAID TIME RESPONSIBLE		
1. Fill up the request	1.1 If the request	None	5 Minutes	Administrative Aide
form and submit	is for a copy of	Ly North Barton	10	
together with the	simple personnel			
authorization letter, if	document,			
necessary	photocopy and			A CONTRACTOR OF THE PARTY OF TH
	provide the same			
	1.2 If the request		The same	
	is for specific			
	document, refer			
	the request to the			
	MHRMO who will			
	advise the			
	schedule of	Name of the Party of		
	release			

				ORSOGON
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	



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 F	Municipal Human Resource Management Office			
Classification:	Complex				
Type of	G2G – Government to Government				
Transaction:					
Who may avail:		Qualified and interested applicants, and qualified next-in-rank			
	employee				
CHECKLIST OF R			WHERE TO S	SECURE	
1. Application Letter (Applicant			
2. Accomplished Pers	onal Data Sheet	Applicant			
(1 Copy, Original)					
3. School Records, Di		Applicant's	Copy or from the	e Previous School	
(1 Copy, Authentica	,				
4. Certificate of Eligibil		Applicant's	Copy or from the	e CSC or PRC	
(1 Copy, Authentica	,			5-5-6-11	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Submit application	1.1 Acknowledge	None	5 Minutes	Administrative Aide	
letter with other	receipt of the				
requirements and	application and				
credentials	conduct outright			Towns of Species 1915 1 (c)	
	paper evaluation				
	1.2 Inform the				
	applicants of the				
	result of paper				
	evaluation;				
	whether qualified	O .			
	or not, and				
	advise for the		The second		
	next procedure				

				SORSOGON
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	G2G - Government	to Governm	ent		
Transaction:					
Who may avail:	All permanent and	casual emplo			
CHECKLIST OF RI	EQUIREMENTS		WHERE TO S	ECURE	
1. Endorsement from t		Requesting	party concerned	d	
Head or list from the	= -				
(1 Copy, Photocopy)				
2. Order from the Lo		Office of the	e Municipal May	or	
Executive (1 Copy					
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Submit the	1.1 Categorize	None	1 Day	MHRM Officer &	
Learning Needs	the learning			Administrative Aide	
Analysis Result at	interventions				
the start of the	identified for the				
year	year				
The same of the same	1.2 Arrange the	-			
	schedule of all	L'AND AND	A 1		
	trainings and				
	seminar/worksho				
	ps in a monthly				
	or quarterly basis	Mark Control			
2. Follow through the	2.1 Endorse the	None	2 Days	MHRM Officer	
approval of the L & D	Plan to the				
Plan by the Municipal	Personnel				
Mayor, the Chairman	Development				
of the Personnel	Committee for				
Development	approval	A STATE OF THE STA	ALL ALL		
Committee	2.2 Formulate the	AND THE			
	Activity Design for				



				1,000
	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 **Disadavantaged/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	G2C - Government	to Citizen		
Transaction:				
Who may avail:	Qualified Beneficiaries from the Different Barangays			
CHECKLIST OF RE	EQUIREMENTS		WHERE TO S	ECURE
 Endorsement from the second (1 Copy, Original) 	he Barangay	Barangay H		
2. Beneficiary Profile (1	Copy, Original)	Office of the	-	
3. Birth Certificate (1 Co	opy, Photocopy)	•	s Copy or from t	he Office of the MCR
4. 1 x 1 ID Picture (1 Co		Beneficiary		
5. Valid ID Card or Com Certificate (1 Copy,	•	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
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



				0/13003
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 payout 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 Implementat ion	



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	G2C – Government	to Citizen		
Transaction:				
Who may avail:	All interested qualified training applicants			
CHECKLIST OF R	EQUIREMENTS		WHERE TO S	
1. PSA Birth Certificate	Э	Applicant's	Copy or from the	e Office of the
(1 Copy, Photocopy)	Municipal R		
2. Scholastic Records		Applicant's	Copy or from the	e Previous School
(1 Copy, Photocopy				
3. 2 x 2 ID Picture (3 C		Applicant		
4. Accomplished Person	onal Profile	Profile Office of the PESO Manager		r
(1 Copy, Original)		and the second second second		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Make an inquiry	1. Conduct	None	5 Minutes	PESO Manager
and enlist at the	screening of			Designate and
PESO Office	applicants			Administrative Aide
	through interview			
	and documentary			
	evaluation	ion		
CONTRACTOR BUILDING				
2. Be notified of the	2. Assist the	None	1 Day	TESDA, PESO
result of screening	2. Assist the TESDA in	None	1 Day	Manager Designate
result of screening and evaluation and if	2. Assist the TESDA in conducting the	None	1 Day	
result of screening	2. Assist the TESDA in	None	1 Day	Manager Designate



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	G2G – Government			
Transaction:	G2B – Government		Entity	
	G2C – Government	to Citizen		
Who may avail:	All	1		
CHECKLIST OF R			WHERE TO S	
1. Letter Request (1 C			Individual or Pa	
2. Accomplished Facili		Office of the	e Municipal Adm	inistrator
Request Form (1 Co				
3. Official Receipt for t	•	Office of the	e Municipal Trea	surer
Fees (1 Copy, Original			·	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit the letter	1. Interview and	None	5 Minutes	Municipal
request	based on the			Administrator
	availability of			
	government			
	facilities and			
	equipment,			
- Control of the Cont	approve or			
Anna	disapprove the			
O Assamplish the	request 2. Provide the	None	5 Minutes	Municipal
2. Accomplish the		None	5 Minutes	Municipal Administrator
facility/ equipment request form	facility / equipment	L'ATTENNE		Auministrator
requestionii	request form,			
The second second	and advise the			
	required payment			The second second second
	at the Office of			
	the Municipal			
	Treasurer			
3. Pay the prescribed	3. Record in the	Refer to	10 Minutes	Municipal
fee at the Office of	logbook the	the Matrix		Administrator
the Municipal	details of facility /	of Fees		
Treasurer	equipment to be			
	utilized, such as			





	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	300.00
	* For every succeeding hour	100.00
MBC Hall	For first 4 hours or a fraction thereof of ordinary conference/meetings/seminars/	400.00
	conventions +	
	* For every succeeding hour or fraction thereof	100.00
	Traction thereof	
And the second	For affairs such as wedding reception/christening/reunions and the like+	1,000.00
	* For every succeeding hour or fraction thereof	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	G2G – Governmen	t to Governm	ent	
Transaction:	G2C - Governmen	t to Citizen		
Who may avail:	All			
CHECKLIST OF RE	QUIREMENTS		WHERE TO S	ECURE
Letter Request (1 Convote: For Emergency coordinate personally Office of the Municipers.)	y Purposes, just y or contact the al Administrator	Requesting Individual or Party		•
Accomplished Facilit Request Form (1 Co	py, Original)	Office of the	Municipal Admir	nistrator
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	

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LGU MAGALLANES CITIZEN'S CHARTER



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

This refers to the operation of the Bucal-bucalan Spring Service Information:

which provides Resort and Parola Beach Resort

considerable source of local revenues.

Office or Division:	Public Market Section			
Classification:	Simple			
Type of	G2C – Government to Citizens			
Transaction:				
Who may avail:	All Interested Guest	s		
CHECKLIST OF R	EQUIREMENTS		WHERE TO S	ECURE
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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
DUGAL BUGAL AN ORDING DECORT	(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	2,500.00
First 4 Hours	
*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	G2B - Government	to Business	Entity	
Transaction:			-	
Who may avail:	All Interested Businessmen			
CHECKLIST OF R	EQUIREMENTS		WHERE TO S	ECURE
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Make an inquiry for vacant stalls in the public market	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	Accompany in showcasing all vacant stalls	None	25 Minutes	Admin. Aide
	May discuss further the terms and conditions of rentals			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	G2B – Government to Business Entity			
Transaction:				
Who may avail:	All Interested Busin	essmen		
CHECKLIST OF R			WHERE TO S	
Accomplished Appli			e Municipal Publi	c Market
Stall Occupancy (1		Administrat	-	
2. Business Permit (1	Copy, Original)		e Business Perm	it and Licensing
		Section	· · · · · -	
Official Receipt of P (1 Copy, Original		Office of the	e Municipal Treas	surer
4. Notarized Lease Co	ntract	Office of the	e Municipal Publi	c Market
(1 Copy, Original)		Administrat	or	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Apply for stall	1. For new	None	20 Minutes	Public Market
occupancy/renewal	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			Administrator or Admin. Aide
2. For new applicants, accomplish the application form for	2. For new applicants, provide the	None	10 Minutes	Admin. Aide



				SORSOGON
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/arrear s 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 rediscussion and convey necessary queries and clarifications	7. Prior the execution of contract, rediscuss 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



				ONSOGO
	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	Monthly Rental
	(PHP)	(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 Secti	on			
Classification:	Simple				
Type of	G2B – Government	G2B – Government to Business Entity			
Transaction:					
Who may avail:	All Stall Occupants	who wish to	surrender their s	stall occupation to the	
	Market Administration	on			
CHECKLIST OF R	EQUIREMENTS		WHERE TO S	SECURE	
1. Clearance from the I	MTO or Official	Office of the	e Municipal Trea	surer	
Receipt of the Payn					
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Signify intent to	1. Check the	None	15 Minutes	Municipal Public	
surrender occupancy	status of rental payment			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	G2C – Government to Citizen			
Transaction:				
Who may avail:	Households of Pobl	acion Baranç	gays, Barangays	of Caditaan, Behia,
	Biga, Aguada Sur, S	Salvacion, ar		
CHECKLIST OF R			WHERE TO S	
Accomplished Appli		Office of the	e Waterworks Sy	stem Section
Water Service Cont	ract			
(3 Copies, Original)				
2. Official Receipt of P	ayment of Fee	Office of the	e Municipal Trea	surer
(1 Copy, Original)	405107	FFF0 T0	DD 00F00ING	DEDOON
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Apply for the water	1. Interview and	None	15 Minutes	Admin. Aide IV
service connection	guide in			
	accomplishing the			
	application form			
2. Accomplish and	2. Receive and	None	5 Minutes	Admin. Aide IV
submit the application	verify the			
form	correctness and			
	completeness of data in the			
		-		and the second
	application form	L-ST. MA		
	Forward			Description of the second
	application form to			
	the Office of the			Toront Speciment Services
	Municipal Mayor			
	for approval			
3. Be notified on the	3. Arrange the	None	5 Minutes	Plumber/Pipefitter
schedule of basic	schedule and			
orientation	notify the conduct	30		
	of basic	Mary S		
The state of the s	orientation	The same of the sa	THE ARE	

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LGU MAGALLANES CITIZEN'S CHARTER



				OASOGO!
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	G2C – Government to Citizen			
Transaction:				
Who may avail:	Disconnected Mem	ber-Consume		
CHECKLIST OF R			WHERE TO S	
 Official Receipt of P (1 Copy, Original) 			e Waterworks Sy	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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 + Reconnec tion Fee of PHP50.00 for Commerci al and PHP30.00 for Residenti al	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



			1	
	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 + Reconnec tion Fee of PHP50.00 for Commerci al and PHP30.00 for Residenti al	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	1 Occilon		
Type of	G2C – Government	to Citizen		
Transaction:	O20 - Government	to Onizen		
Who may avail:	All water consumers	•		
CHECKLIST OF R		.	WHERE TO S	FCIIDE
Basic Information:	Complainant			COOKL
Name		Complainant		
Address				
Contact Information				
Complaint				
•	AGENCY	FEES TO	PROCESSING	PERSON
CLIENT STEPS	ACTIONS	BE PAID	TIME	RESPONSIBLE
1. Inform the office	1. Interview and	None	10 Minutes	Waterworks
about the complaint	record the			Superintendent/
thru personal	information of			Admin Aide IV/
coordination or phone	complainant and			Bill Collector
call, text or private	details of			
message	complaint			
2. Follow through the	2. Plan necessary	None	20 Minutes	Waterworks
response regarding	action and			Superintendent/
the complaint	prepare for the			Admin Aide IV/
	mobilization of			Bill Collector
	personnel			
3. Acknowledge	3. Execute the	None	Depending	Waterworks
feedback or report of	necessary action	- The same	on the	Superintendent/
accomplishment	and provide		complexity of	Admin Aide IV/
The second second	feedback or		actions	Plumber/Pipefitter
	accomplishment		needed	
	report		00.14	And the same transfer
	TOTAL:	None	30 Minutes +	
			the Time for	
			the Execution	
			of Actions	
			Depending	
			on its	
			Complexity	





Municipal Agriculture Office

External Services



LGU MAGALLANES CITIZEN'S CHARTER



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 Agricultur	e Office		
Classification:	Simple			
Type of Transaction:	G2C – Government	to Citizen		
Who may avail:	All			
CHECKLIST OF R	EQUIREMENTS		WHERE TO SE	ECURE
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Request for the avail of production support materials needed	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	None	3 Minutes	MAO/AT
	Check the availability of requested production support materials			
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



				9/13009
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	G2C – Government	G2C – Government to Citizen		
Transaction:				
Who may avail:	All residents			
CHECKLIST OF R			WHERE TO S	ECURE
RSBSA Enrollment			griculture Office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Request for the avail of specific technical assistance	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 50 Minutes	MAO/AT
	INUITE	30 Milliules		



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 Agricultur	re Office		
Classification:	Simple			
Type of	G2C – Government	to Citizen		
Transaction:				
Who may avail:	All residents			
CHECKLIST OF R	EQUIREMENTS		WHERE TO SI	ECURE
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Make a request through coordination at the office or contact the AT	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	АТ
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.

Classification: Simple Type of Transaction: Who may avail: All residents CHECKLIST OF REQUIREMENTS 1. Company Profile/Business Name with Complete Name and Address Or Business Permit (1 Copy, Photocopy) 2. Information of the Transport Vehicle or OR/CR (1 Copy, Photocopy) CLIENT STEPS ACTIONS BE PAID TIME RESPONSIBLE 1. Request for the issuance of Animal Inspection Certificate If requirements are available, proceed to the next step 2. Submit the requirements are available, proceed to the next step 2. Submit the requirements and advise for the schedule of animal inspection 3. Assist during the conduct of animal inspection, if found healthy, if yound healthy, AHERE TO SECURE WHERE TO SECURE WHERE TO SECURE Business Owner's Copy Client's Copy Client's Copy Client's Copy TIME RESPONSIBLE AT AT AT AT AT AT AT AT AT A	Office or Division:	Municipal Agriculture Office			
Transaction: Who may avail: All residents CHECKLIST OF REQUIREMENTS 1. Company Profile/Business Name with Complete Name and Address Or Business Permit (1 Copy, Photocopy) 2. Information of the Transport Vehicle or OR/CR (1 Copy, Photocopy) CLIENT STEPS AGENCY ACTIONS 1. Request for the issuance of Animal Inspection Certificate Advise for the submission of requirements If requirements If requirements If requirements are available, proceed to the next step 2. Submit the requirements requirements 3. Assist during the conduct of animal 3. Assist during the conduct of animal All residents WHERE TO SECURE AUTIONS Address Owner's Copy Client's Copy PROCESSING PERSON RESPONSIBLE AT AT AT AT AT AT AT AT AT A	Classification:	Simple			
## CHECKLIST OF REQUIREMENTS 1. Company Profile/Business Name with Complete Name and Address Or Business Permit (1 Copy, Photocopy) 2. Information of the Transport Vehicle or OR/CR (1 Copy, Photocopy) 2. Information of the Transport Vehicle or OR/CR (1 Copy, Photocopy) 4. Interview and record the detailed information 5. Request for the issuance of Animal Inspection Certificate 6. Advise for the submission of requirements 6. If requirements are available, proceed to the next step 7. Submit the requirements 8. Evaluate the requirements and advise for the schedule of animal inspection 8. Assist during the conduct of animal 9. Conduct the animal inspection, animal inspection, animal inspection, and advise for the animal inspection, and advise for the schedule of animal inspection, animal inspection, animal inspection, and advise for the animal inspection, animal inspection, animal inspection, and advise for the animal inspection, animal inspection, and advise for the animal inspection, animal inspection, and advise for the animal inspection, animal inspection, animal inspection, and advise for the animal inspection, animal inspection, animal inspection, animal inspection, animal inspection.	Type of	G2C - Government	to Citizen		
CHECKLIST OF REQUIREMENTS 1. Company Profile/Business Name with Complete Name and Address Or Business Permit (1 Copy, Photocopy) 2. Information of the Transport Vehicle or OR/CR (1 Copy, Photocopy) CLIENT STEPS 1. Request for the issuance of Animal Inspection Certificate Advise for the submission of requirements If requirements If requirements If requirements If requirements If requirements If requirements and advise for the schedule of animal inspection, 3. Assist during the conduct of animal 3. Assist during the conduct of animal 2. Conduct the animal inspection, 3. Assist during the conduct of animal	Transaction:				
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advise for the schedule of animal inspection 3. Assist during the conduct of animal inspection, 3. Conduct the animal inspection,			None	2 Milliules	AI -
schedule of animal inspection 3. Assist during the conduct of animal inspection, Schedule of animal schedule of animal inspection animal inspection,	requirements				
animal inspection 3. Assist during the conduct of animal animal inspection, animal inspection None 20 Minutes AT animal inspection,					
3. Assist during the conduct of animal animal inspection, Solution 20 Minutes AT		The state of the s			
conduct of animal animal inspection,	3 Assist during the		None	20 Minutes	AT
			TAOTIC	20 Millatos	
in location,			Conc. in		
advise for the	Hopodion	Market Control of the	The second	Acres 1	



	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	G2C – Government	to Citizen		
Transaction:				
Who may avail:	All residents			
CHECKLIST OF R			WHERE TO SE	ECURE
1. RSBSA Stub (1 Cor		Municipal A	griculture Office	
If not enrolled requirem				
1. Accomplished RSB	SA Form	Municipal A	griculture Office	
(1 Copy, Original)				
2. 2x2 ID Picture (1 Co	ppy, Print out)	Client		
3. Proof of Land Owner		Client's Cop	ру	
(1 Copy, Photocopy				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for Crop	1. Interview and	None	2 Minutes	AT
and Livestock	brief about the			
Insurance	insurance and the			
	needed			
	requirements			
	If not such a moderal			
	If not yet enrolled,	-		
A STATE OF THE PARTY OF	provide the RSBSA Form	- Cartin man	harottis to be a fi	
	KSBSA FUIII			
	If requirements			
	are available,			
	proceed to the			
	next step			
2. Accomplish the	2. Check the	None	5 Minutes	AT
RSBSA Form and	completeness of			
submit together with	data and		The way	
other requirements	requirements			
3. Follow through the	3. Process the	None	5 Minutes	AT
processing of	insurance	April Man		
insurance				



				1000
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	



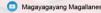
6. Issuance of Fishing Vessel License

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	G2C – Government	to Citizen		
Transaction:				
Who may avail:	All			
CHECKLIST OF RE	EQUIREMENTS		WHERE TO S	ECURE
1. Fisherfolk ID		Municipal A	griculture Office	
If not enrolled requirement				
Accomplished FishR	R Form	Municipal A	griculture Office	
(1 Copy, Original)				
2. 2x2 ID Picture (1 Co		Client		
3. 1X1 ID Picture (1 Co		Client		
4. Community Tax Cer	tificate	Barangay Hall or Office of the Municipal		
(1 Copy, Original)		Treasurer		
5. Boat Admeasurement	nt Form	Municipal Agriculture Office		
(1 Copy, Original)	A OFNOV			
CLIEN/T 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





				*ORSOGON
2. Accomplish the	If requirements are available, proceed to the next step 2. Check the	None	5 Minutes	AT and
FishR Form and Boat Admeasurement Form, and submit together with other requirements	completeness of data and requirements	None	3 Williates	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 Agricultu	re Office			
Classification:	Simple				
Type of	G2C – Governmen	t to Citizen			
Transaction:					
Who may avail:	All				
CHECKLIST OF R	EQUIREMENTS		WHERE TO S	SECURE	
No required document	s as long as the				
animal for slaughter is	fit for human				
consumption					
Animal/s to be slaught					
already in place in the					
holding pen for at leas					
slaughtering for inspec	tion & observation				
purposes					
Hire for Personal Butcl			vidual (300.00/H		
CLIENT STEPS	AGENCY ACTIONS	FEES TO PROCESSING PERSON BE PAID TIME RESPONSIBLE			
1. Present and store	1. Do the ante-	None	10 Minutes	Administrative Aides	
the animal in holding	mortem				
pen	inspection, if			A second	
Control of the Control	found healthy,		· · · · · · · · · · · · · · · · · · ·		
	advise for the				
	payment of				
	required fee				
2. Pay the required	2. Receive the	PHP	5 Minutes	Administrative Aides	
fee and secure an	payment and	120.00			
official receipt	issue and official				
	receipt				
3. Proceed the	3. Recommend	None	4 Hours	Administrative Aides	
slaughtering process	for the				
	slaughtering				
	process		Altha Althaur		



	1		ı	
4. Acknowledge receipt of the issuance of Meat Inspection Certificate	4. Observe the whole procedure and do the postmortem inspection	None	10 Minutes	Administrative Aides
	If found safe and fit for public consumption, issue a Meat Inspection Certificate to be posted in the meat stall			
	TOTAL	PHP	4 Hours and	
		120.00	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	G2C – Government to Citizen					
Transaction:						
Who may avail:	All					
CHECKLIST OF R	·		WHERE TO S	SECURE		
Patient's Health ID Card, if already had a record in the RHU (1 Copy, Original)		Patient				
Mother and Child Bo and Children 0-5 ye (1Copy, Original)	ook for Pregnant	Patient's Copy or from Barangay Health Stations (BHS)		ngay Health Stations		
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	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		



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	Endorse to: - Nurses and midwives for programbased cases - Physician for non-programbased 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 of 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. Endorse service request form to reception area	None	5-30 Minutes	Municipal Health Officer
6.1 If given prescription, proceed to stock room and sign in the issuance logbook for avail of medicines	6.1 Provide the prescribed medicines			Administrative Aide
6.2 If referred for basic laboratories, proceed to laboratory room for laboratory services. For special laboratories, look for service provider outside the municipality	6.2 Conduct referred laboratory procedures			Med Tech



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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 recommendation s 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

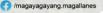
maternal morbidity and mortality.

Office or Division:	Municipal Health Office				
Classification:	Simple				
Type of	G2C – Government	to Citizen			
Transaction:					
Who may avail:	All Women of Reproductive Age				
CHECKLIST OF R	·		WHERE TO S	BECURE	
Patient's Health ID (a record in the RHU	(1 Copy, Original)	Patient			
 Mother and Child Bo and Children 0-5 ye (1 Copy, Original) 	ars old	(BHS)	opy or from Bara	ngay Health Stations	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
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	None	5 Minutes	Administrative Aide	
4.Undergo the checking of vital signs and proceed to the	requested 4. Check and record the vital signs and	None	5 Minutes	Administrative Aide	





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prenatal room when	endorse to the			
the number is called	midwife on duty at			
	the prenatal room			
5. Undergo necessary	5. As needed,	None	10-30	Midwife on Duty
service procedures	conduct any of the		Minutes	
and follow	following:			
instructions	- Elicit History and			
I I I I I I I I I I I I I I I I I I I	PE; Compute			
	AOG and EDC			
	- Prepare HBMR/			
	CBMR/Birth			
	Plan/Referral			
	- Leopold's			
	Maneuver			
	- Fundal Height			
	Measurement			
	- Auscultation			
	Inform the mother			
	of the findings:			
	or the infamge.			
	- Give			
	instructions on			
	danger signs,			
	and the do's &			
	don'ts			
	donts			
- American	- Give TT			
	immunization			
	and iron			
the same of the same of	supplementation	1	Annual Control	
	- Counseling on			
	Nutrition and			
-And	Hygiene			Towns or Space or State of Sta
	73			
	- Request and		F. T. FEET	
	prepare			
	laboratory	- 70		
	request form			
	and referral as			
	needed	No. of the last	ALC: NO	
	riceded	ARC III	A STATE OF THE STA	





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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	6.3 Conduct referred laboratory procedures			Med Tech
outside the municipality				
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 Of	ffice			
Classification:	Simple				
Type of	G2C – Government to Citizen				
Transaction:					
Who may avail:	Children 0-18 years	old			
CHECKLIST OF R	EQUIREMENTS		WHERE TO S	SECURE	
1. Patient's Health ID (Card, if already had	Patient			
a record in the RHU	(1 Copy, Original)				
2. Mother and Child Bo	ook for Pregnant	Patient's Co	opy or from Bara	ngay Health Stations	
and Children 0-5 ye	ars old or ECCD	(BHS)			
Card (1Copy, Origin			_	·	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Patient's parent or	1. Provide service	None	2 Minutes	Administrative Aide	
guardian gets a	request form and				
number at the triage	health declaration				
area and presents	form				
the Mother and Child					
Book/ECCD Card					
2. Fill-up the service	2. Check the	None	3 Minutes	Administrative Aide	
request form and	completeness of				
health declaration	data in the service				
form	request form and			and the condition	
A TOTAL OF THE PARTY OF THE PAR	health declaration	L-STEENING BE	Law William Assessment		
	form				
3. If new patient,	3. Interview and	None	5 Minutes	Administrative Aide	
provide essential	fill-up the data			ALCOHOL: NO PERSON	
information for the	required in the				
individual treatment	individual				
record	treatment record				
Answer the	Further ask				
necessary questions	questions related				
being asked for	to the service/s				
	requested				



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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	5. Endorse to the nurse or midwife at the reception area - 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 checkup; refer to physician for other health problems; and advise of the next schedule - For 12-71 months old, take history and	None	10-30 Minutes	Nurse or Midwife on Duty
	do physical examination;			



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	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			
Alexander of the second	schedule			
	Scriedule			A sa
and the second of the second	F 0.40	- I will make	benedikt ver	
	- For 6-18 years			
	old, take history and PE; conduct			
	auditory, visual			
	and	1		
	developmental		The second	
	screening as			
	needed; look for			
Strategy of the state of the st	signs of abuse;	3		
	advise on healthy diet and	of Box		
	exercise; give	San Parker	1 1 A	
	awareness on			
		CONTROL AND DESCRIPTION		



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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			
6 Comply the	next schedule 6. Provide	None	5 20 Minutes	Nurse or Midwife on
6. Comply the advice or referral:	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	6.2 Provide the prescribed medicines			Administrative Aide
medicines				
6.3 If referred for basic laboratories,	6.3 Conduct referred laboratory			Med Tech
proceed to laboratory room for laboratory services. For special laboratories, look for service provider outside the municipality	procedures			
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

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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 vaccinepreventable diseases like diphtheria, measles, polio, tetanus,

meningitis, and pertussis among others.

Office or Division:	Municipal Health Office – Barangay Health Stations				
Classification:	Simple				
Type of	G2C – Government to Citizen				
Transaction:					
Who may avail:	Children 0-12 years	old			
CHECKLIST OF R	·		WHERE TO S		
Mother and Child Bo			opy or from Bara	ngay Health Stations	
and Children 0-5 ye		(BHS)			
Card (1Copy, Origin			2222222	DED 0 0 11	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Child's parent or	1. Provide service	None	2 Minutes	Administrative Aide	
guardian gets a	request form and				
priority number and	health declaration				
presents the Mother	form				
and child					
Book/ECCD Card	2. Check the	None	3 Minutes	A desiminate at the Aida	
2. Fill-up service request form and	completeness of	None	3 Minutes	Administrative Aide	
health declaration	data in the service				
form	request form and				
101111	health declaration			Acres (Acres (Ac	
Charles of the Control of the Contro	form		and the same		
3. If new patient,	3. Interview and	None	5 Minutes	Administrative Aide	
provide essential	fill-up the data				
information for the	required in the	4		The state of the s	
individual treatment	individual			ATTENDED TO THE REAL PROPERTY.	
record	treatment record				
Answer the	Further ask				
necessary questions	questions related	700			
being asked for	to the service/s				
	requested				
4. Undergo initial	4. Conduct initial	None	5 Minutes	Administrative Aide	
assessment and	assessment by				



	,			ORSOGO!
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	



5. Provision of Laboratory Services

These are specimens' clinical testing aims to obtain relevant Service Information:

information as needed, analyze overall disease in combination with other clinical information, as well as to complete the screening, diagnosis, severity evaluation, and

formulation of prevention and treatment measures.

Office or Division:	Municipal Health Of	ffice		
Classification:	Simple	Simple		
Type of	G2C – Government to Citizen			
Transaction:				
Who may avail:	All			
CHECKLIST OF RI	EQUIREMENTS		WHERE TO S	SECURE
1. Patient's Health ID (Card, if already had	Patient		
a record in the RHU	(1 Copy, Original)			
2. Official Receipt of P (1 Copy, Original)	•	Municipal H	lealth Office	
3. Laboratory Request	(1 Copy, Original)	Municipal H	lealth Officer	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Present the laboratory request	1. Interview and advise payment of the required fees	None	2 Minutes	Administrative Aide
2. Pay for the required fees	2. Receive payment and issue an official receipt	Refer to the Matrix of Fees	3 Minutes	Administrative Aide
3. Proceed to the laboratory room and present the laboratory request form and official receipt	3. Perform laboratory procedures and read the result	None	30 Minutes	Med Tech
4. Receive the laboratory result and present the same to the physician	4. Release the laboratory result and advise to present the same to the physician	None	2 Minutes	Med Tech
Note: The procedure co			·	3.
	TOTAL	Refer to the Matrix of Fees	37 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 O	Municipal Health Office		
Classification:	Simple			
Type of	G2C – Government	to Citizen		
Transaction:				
Who may avail:	All			
CHECKLIST OF R	EQUIREMENTS		WHERE TO S	ECURE
1. Patient's Health ID		Patient		
a record in the RHU				
2. Official Receipt of P	ayment of Fees	Municipal F	lealth Office	
(1 Copy, Original)		_		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get a priority	1. Provide service	None	2 Minutes	Administrative Aide
number at triage	request form and			
area	health declaration			
0.50	form		0.14:	A 1 1 1 4 4 A 1
2. Fill-up the service	2. Check the	None	3 Minutes	Administrative Aide
request form and	completeness of			
health declaration	data in the service			
form	request form and health declaration			And the second second
and the second second		- All man	harmatics of security	
2. If now potiont	form 3. Interview and	None	5 Minutes	Administrative Aide
3. If new patient, provide essential	fill-up the data	None	5 Minutes	Administrative Aide
information for the	required in the			The state of the s
individual treatment	individual	-		A CAMP - GARAGE
record	treatment record			
record	treatment record			
Answer the	Further ask			
necessary questions	questions related			
being asked for	to the service/s			Statute all 1
Doing doiled for	requested	Thurs .		
	requested			



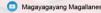
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4. Undergo the checking of vital signs	4. Check and record the vital signs and advise for the payment of required fees	None	5 Minutes	Nurse of Midwife on Duty
5. Pay for the required fee and secure an official receipt	5. Receive the payment and issue 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

Municipal Health Office

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.

Classification:	Simple					
Type of	G2C – Government to Citizen					
Transaction:						
Who may avail:	All					
CHECKLIST OF R	EQUIREMENTS		WHERE TO S	ECURE		
1. Patient's Health ID	Card, if already had	Patient				
a record in the RHL	J (1 Copy, Original)					
2. Official Receipt of F	Payment of Fee	Municipal F	lealth Office			
(1 Copy, Original)	•					
3. Results of Diagnos	tic/Laboratory	Any Accred	lited Diagnostic/L	aboratory Center		
Examinations, as n	ecessary (1 Copy,					
Original):						
- CBC						
 Urinalysis 						
 Fecalysis 						
 Chest Xray 						
 Drug Test (for T 	eacher Applicants &					
Driver's License						
 Neurological Ex 						
Teacher Applica		- Chima	Asserting to the second			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
1. Get a priority	1. Provide service	None	2 Minutes	Administrative Aide		
number at triage	request form and			A Territory of the latest the lat		
area	health declaration					
	form					
2. Fill-up the service	2. Check the	None	3 Minutes	Administrative Aide		
request form and	completeness of					
health declaration	data in the service					
form	request form and	Million Co.				
	health declaration	Official				
	form					

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Office or Division:



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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 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	25.00
Training	
For athletes/players students	Free
For employment, both local or abroad, and	60.00
other purposes	
For medical illness	50.00



8. Issuance of Sanitary Permit and Health Card

Service Information: The issuance of Sanitary Permit and Health Card is

very important for food and non-food business establishments to make sure that they observe the standard of Sanitary Code of the Philippines. It is a requirement for securing Mayor's Permits and Business

License in the municipality.

Office or Division:	Municipal Health Office					
Classification:	Simple					
Type of	G2B – Government to Business Entity					
Transaction:	·					
Who may avail:	Business Establishr	nents' Owne	rs, Food Handle	rs and Vendors		
CHECKLIST OF RI			WHERE TO S			
1. Chest Xray Reading			ited Diagnostic L	_aboratory		
2. Stool Exam Result (lealth Office			
3. Official Receipt of the	e Payment of Fee	Office of the	e Municipal Trea	surer		
(1 Copy, Original)						
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
1. Request for the	 Interview and 	None	2 Minutes	Administrative Aide		
issuance of Sanitary	provide					
Permit and/or Health	application form					
Card	and list of					
	requirements					
Antiboth	If requirements					
	are available,					
ale pro-	proceed to the	and the second second				
	next step					
2. Accomplish the	2. Evaluate the	None	5 Minutes	Administrative Aide		
application form and	completeness of	A. A.				
submit together with	data and			Improve Special Control of the Contr		
other requirements	requirements and					
3. Pay the required	3. Advise for the	Refer to	5 Minutes	Administrative Aide		
fee at the Office of	payment of	the Matrix				
the Municipal	required fee at the	of Fee				
Treasurer and	Office of the					
secure an official	Municipal	Mark Street				
receipt	Treasurer					



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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

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



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 O	Municipal Health Office				
Classification:	Simple					
Type of	G2C – Government to Citizen					
Transaction:						
Who may avail:	All Couples Applyin	g for Marriag	e License			
CHECKLIST OF R			WHERE TO S	SECURE		
1. Valid ID Card (1 Co		Applicant				
2. Official Receipt of F	Payment of Fee	Office of the	e Municipal Trea	surer		
(1 Copy, Original)						
3. Accomplished PMC	OC Inventory Form	Municipal H	lealth Office			
(1 Copy, Original)		-				
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	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		



				(30)
	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 W	Municipal Social Welfare and Development Office				
Classification:	Simple	Simple				
Type of	G2C – Governmen	t to Citizen				
Transaction:						
Who may avail:	All Residents	1				
CHECKLIST OF F			WHERE TO SE	ECURE		
3. Prescription 4. Laboratory Reque 5. Hospital Bill or St (2 Copies Each, 1 Original Photocopy)	r Medical Assistance: 1. Client's Valid ID 2. Certificate of Barangay Indigency 3. Prescription 4. Laboratory Request 5. Hospital Bill or Statement of Account Copies Each, 1 Original and 1		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 Bara (2 Copies Each, 1 Original Photocopy)		Client Barangay Hall				
For Burial Assistance: 1. Client's Valid ID 2. Certificate of Bara 3. Death Certificate 4. Funeral Contract (2 Copies Each, 1 Original Contract) Photocopy)	angay Indigency of Service ginal and 1	Funeral Par	e Municipal Civil F rlor 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		



				SORSOGON
	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	None	3 Minutes	SWA SWO II
	signature			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



				1000
Municipal Treasurer				
9. Follow through the	9. Facilitate the	None	30 minutes	
processing of voucher	processing of			
in the MO, MBO,	voucher			
OMAC, and MTO				
	9.1 Municipal			Municipal Mayor
	Mayor signs in the			
	DV			
	9.2 MBO records			Municipal Budget
	and obligates			Officer
	9.3 OMAC			Municipal
	reviews and			Accountant
	records the			
	transaction in the			
	Book of Accounts			
Acknowledge receipt	9.4 MTO reviews			Municipal
of the financial	the documents			Treasurer
assistance	and release the			
	cash			
	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	G2C – Government to Citizen				
Transaction:					
Who may avail:	All Residents only				
CHECKLIST OF R			WHERE TO S	ECURE	
Barangay Certificate (1 Copy, Original)	e of Indigency	Barangay F	łall		
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	None	2 Minutes	SWA	
	If Barangay Certificate of Indigency is available, check its validity and proceed to the next step				
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	II OWS	
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

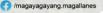
need the document as a requirement in seeking medical

assistance and referrals to other welfare agencies.

Office or Division:	Municipal Social Welfare and Development Office			
Classification:	Simple			
Type of	G2C – Government	to Citizen		
Transaction:				
Who may avail:	All residents	,		
CHECKLIST OF R			WHERE TO SI	ECURE
Barangay Certificate (1 Copy, Original)		Barangay H		
2. Medical Certificate/	Abstract	Hospital or	Medical Clinic	
(1 Copy, Photocopy	')			
3. Prescription (1 Cop	y, Photocopy)	Hospital or	Medical Clinic	
4. Laboratory Reques	t	Hospital or	Medical Clinic	
(1 Copy, Photocopy				
5. Hospital Bill or State		Hospital or	Medical Clinic	
(1 Copy, Photocopy				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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	II OWS
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	SWOII



0. 5.11.	0.0	N1	4.5	0)4/0 11/4/0)4/00
3. Follow-up and	3. Record in the	None	1 Day	SWO II/MSWDO
acknowledge receipt	logbook and			Staff
of the issuance of	release the			
Social Case Study	document			
Report	a s s a m s m			
4. Accomplish the	4. Provide Client's	None	5 Minutes	SWO II/MSWDO
Client's Feedback	Feedback Form			Staff
Form	for the			
	assessment of the			
	delivery of service			
	TOTAL	None	1 Day and 40	
	101712		Minutes	
			IVIIIIULES	





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	G2C – Government	to Citizen			
Transaction:					
Who may avail:	All Qualified Solo Pa	arents			
CHECKLIST OF RI	•		WHERE TO S	ECURE	
1. Death Certificate, if	•	Client's Cop			
deceased (1 Copy,			e Municipal Regis	strar	
2. Certification from the		Barangay H	łall		
indicating the years					
parent (1 Copy, Orig 3. Birth Certificate of M		Olionatio Con	/		
		Client's Cop	oy/ e Municipal Regis	etror	
(1 Copy, Photocopy 4. 1 x 1 ID Picture (2 C		Client	e iviuriicipai Negis	Silai	
5. Accomplished Regis	, ,		ocial Welfare and	d Development Office	
(1 Copy, Original)	Stration Form	ividilicipai o	ociai vvenare ari	a Development Office	
	AGENCY	CY FEES TO PROCESSING PERSON			
CLIENT STEPS	ACTIONS	BE PAID	TIME	RESPONSIBLE	
1. Make an inquiry on	1. Give a brief	None	15 Minutes	SWO II	
the registration for a	orientation on				
solo parent	Solo Parents'				
	Welfare Act of				
	2000 (RA 8972),			and the same of the	
	specifically, the	L-Strange	AND DESCRIPTION OF THE PERSON		
	qualifications and				
THE RESERVE TO SERVE	privileges				
	If qualified			A STATE OF THE PARTY OF THE PAR	
	If qualified, provide				
	registration form				
	and checklist of				
	requirements				
2. Accomplish the	2. Assess the	None 15 Minutes SWO II			
registration form and	application form	1,0110	10 111110100	33 "	
submit together with	and requirements		ALL AND		
the requirements	as to its	N. T.			



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	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	G2C – Government	to Citizen		
Transaction:				
Who may avail:	All Qualified Person	ıs With Disab		
CHECKLIST OF RI			WHERE TO S	
Accomplished Regis (1 Copy, Original)		•		d Development Office
Medical Certificate of (1 Copy, Original)	of Disability	Municipal H	lealth Office/ Hos	spital/Medical Clinic
3. 1 x 1 ID Picture (4 C		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),	None	15 Minutes	SWO II/MSWDO or any staff
2. Accomplish the	specifically, the requirements and privileges If qualified, provide registration form and checklist of requirements	None	5 Minutos	SM/O II
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			е
Classification:	Simple			
Type of	G2C – Government	to Citizen		
Transaction:				
Who may avail:	Indigent Children w	ith Disabilitie		
CHECKLIST OF R	•		WHERE TO S	
1. Inclusion in the List	<u> </u>	Municipal S	Social Welfare and	d Development
PWDs with PWD ID				
(1 Copy, Photocopy		0050.7		
2. Inclusion in the List		SPED Tead	cher	
SPED (1 Copy, Pho		CDED Tage	- h o #	
3. Monthly School Atte		SPED Tead		
4. Barangay Certificate	e of inalgency	Barangay F	iaii	
(1 Copy, Original) 5. Attendance to Quart	torly Mooting of	Municipal S	Cocial Wolfara and	d Development Office
Parents	terry wieeting or	iviuriicipai 3	ociai vveliale alii	a Development Office
	AGENCY	FEES TO	PROCESSING	PERSON
CLIENT STEPS	ACTIONS	BE PAID	TIME	RESPONSIBLE
1. Attend the	1. Conduct an	None	2 Hours	MSWDO/SWO II
meeting/orientation	orientation to	-		
regarding the	children with		-0	
program	disabilities			
	enrolled in SPED			
	together with their			Terretor Species in 18 18
	parents			140W/D0/0W0 H
2. Apply for the grant	2. Provide	None	5 Minutes	MSWDO/SWO II
of monthly financial	application form			
assistance	and advise the submission of			
	requirements	300		
3. Report to the office	3. Assess the	None	30 Minutes	MSWDO/SWO II
of the MSWDO for	application form	140110	oo wiii idtos	WIGVEDO/OVVO II
the submission of	and requirements			
and destribution of	a.ia roquiromonio			





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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 We	Municipal Social Welfare and Development Office			
Classification:	Simple	Simple			
Type of	G2C - Government	to Citizen			
Transaction:					
Who may avail:	Person with Disabili	ty			
CHECKLIST OF R	EQUIREMENTS		WHERE TO S		
1. Medical Certificate (Municipal H	lealth Office/Hosp	oital/Medical Clinic	
2. 5R Whole Body Pho	oto	Client			
(1 Copy, Print-out)					
3. Barangay Indigency		Barangay H			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
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	None	15 Minutes	SWO II/MSWDO	
Submit all required documents	If found qualified, provide checklist of requirements 2. Assess the submitted	None	2 Minutes	SWO II	
3. Agree on the terms and conditions stated in the Memorandum of Agreement by affixing signature	documents 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	None	5 Minutes	SWO II/SWA
	assessment of the delivery of service			
	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	G2C – Government	to Citizen		
Transaction:				
Who may avail:	Out of School Youth	n-Member of	the Pag-asa You	uth Association of the
	Philippines	1		
CHECKLIST OF R			WHERE TO S	ECURE
 Certified Out of Sch of PYAP 	ool Youth-Member	Barangay F	PYAP	
2. Certificate of Indige	ncy	Barangay H	łall	
(1 Copy, Original)				
3. Enrollment/Registra		School		
(1 Copy, Photocopy				
4. Certification on Mor		School		
Attendance (1 Copy				
5. Quarterly Report Ca		School		
(1 Copy, Photocopy		FFFC TO	BBOCECCINO	DEDCON
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Attend the	1. Conduct	None	1 Hour	MSWDO/
meeting/orientation	information			PYAP Coordinator
regarding the	dissemination	4		
Program	during the			
	meetings of			
	Barangay PYAP			
	Provide			
	application form to			
The same of the same	interested	A DE LOS		
	individuals	Mark S		
2. Submit	2. Assess the	None	2 Minutes	MSWDO/
accomplished	application form		Service T	PYAP Coordinator



				SORSOGON
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	G2C – Government	to Citizen		
Transaction:				
Who may avail:	All			
CHECKLIST OF R	·		WHERE TO SI	ECURE
Duly Accomplished Birth (4 Copies, Orig		Hospitals of	r Lying in	
2. Official Receipt of P	ayment of Fee for	Office of the	e Municipal Treas	surer
Authority to Use the	Surname of the		-	
Father (AUSF) (1 C				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the	1. Receive the	None	5 Minutes	Admin. Aide I
Certificate of Live	Certificate and			
Birth (COLB)	check if parents			Admin. Aide I
	are married or not.			
	If not married,			Admin. Aide III
	father will			s and the second the
	acknowledge and	L'EST DIE		
	child will use his			
	surname, upon			
	the consent of the			Annual Control of the
O. Day for the	mother 2. For unmarried		E Minutes	A along in A into 1
2. Pay for the		For on-	5 Minutes	Admin. Aide I
required fee at the Office of the	parents and child will use the	time		Admin Aida I
	surname of the	registratio n and		Admin. Aide I
Municipal Treasurer				Admin, Aide III
	father, advise for	parents		Aumin. Alue ill
	the payment of	are	ALC: NO	
	fee for AUSF at	married,		
	the Office of the	no fees		



				ORSOGO
	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 ontime registration n and parents are married, no fees will be paid off	15 Minutes	
		For unmarried parents, fee for AUSF is PHP 150.00		



2. Registration of Death

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

Office or Division:	Office of the Munici	pal Registrar	•	
Classification:	Simple			
Type of	G2C - Government	to Citizens		
Transaction:				
Who may avail:	All			
CHECKLIST OF R	EQUIREMENTS		WHERE TO S	ECURE
1. Certificate of Death	(4 Copies, Original)	Hospital, Ru	ural Health Unit o	or MCR Office
Official Receipt of P (1 Copy, Original)	ayment of Fee	Office of the	e Municipal Treas	surer
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the	1. Receive the	None	5 Minutes	Admin. Aide I
Certificate of Death	Certificate and			
	check if signed by			Admin. Aide I
	the Municipal			
	Health Officer and			Admin. Aide III
0 D. (th.)	Embalmer	DUD	5 NA'	A 1 A' 1 I
2. Pay for the	2. Advise for the	PHP	5 Minutes	Admin. Aide I
required fee at the Office of the	payment of fee at the Office of the	455.00		Admin, Aide I
Municipal Treasurer	Municipal			Aumin. Alde i
iviuriicipai Treasurei	Treasurer			Admin. Aide III
3. Present the official	3. Record the	None	3 Minutes	Admin. Aide II
receipt of payment	death information	INOTIC	3 Millates	Admin. Alde i
receipt of payment	and receipt of			Admin, Aide I
	payment in the			Admin, Aide III
the state of the s	logbook		and the same	
4. Acknowledge	4. Sign and	None	2 Minutes	Municipal Civil
receipt of a copy of	release a copy of			Registrar
Certificate of Death	document			THE THIRD REAL
	TOTAL	PHP	15 Minutes	
		455.00		



3. Processing of the Application for Marriage License

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

Classification:	Office or Division:	Office of the Municipal Registrar				
Transaction: Who may avail: All Couple-Applicants CHECKLIST OF REQUIREMENTS	Classification:					
### CHECKLIST OF REQUIREMENTS 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 2. Birth Certificate for both parties (1 Copy, Crigfied True Photocopy) 3. CENOMAR for both parties (1 Copy, Original) 4. Marriage Counseling Certificate (1 Copy, Original) 5. Family Planning Certificate for age 25 and above (1 Copy, Original) 6. For previously married applicant, Judicial Decree of Annulment and or if deceased spouse, Death Certificate 7. Official Receipt of Payment of Fee (1 Copy, Original) **CLIENT STEPS** **AGENCY ACTIONS** **AGENCY ACTIONS** **AGENCY ACTIONS** 1. Present all the requirements **COuple-Applicant* Office of the Municipal Civil Registrar/ Philippine Statistics Office Pre-Marriage Counseling Team Office of the Municipal Civil Registrar Office of the	Type of	G2C - Government	to Citizen			
CHECKLIST OF REQUIREMENTS 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 2. Birth Certificate for both parties (1 Copy, Certified True Photocopy) 3. CENOMAR for both parties (1 Copy, Original) 4. Marriage Counseling Certificate (1 Copy, Original) 5. Family Planning Certificate for age 25 and above (1 Copy, Original) 6. For previously married applicant, Judicial Decree of Annulment and or if deceased spouse, Death Certificate 7. Official Receipt of Payment of Fee (1 Copy, Original) CLIENT STEPS AGENCY ACTIONS BE PAID 1. Receive the documents and check for its completeness and authenticity 2. Provide necessary information being asked for 3. Pay the required fee at the Office of the Municipal CUFICE Couple-Applicant Office of the Municipal Civil Registrar/ Philippine Statistics Office Pre-Marriage Counseling Team Office of the Municipal Civil Registrar	Transaction:					
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 2. Birth Certificate for both parties (1 Copy, Certified True Photocopy) 3. CENOMAR for both parties (1 Copy, Original) 4. Marriage Counseling Certificate (1 Copy, Original) 5. Family Planning Certificate for age 25 and above (1 Copy, Original) 6. For previously married applicant, Judicial Decree of Annulment and or if deceased spouse, Death Certificate 7. Official Receipt of Payment of Fee (1 Copy, Original) CLIENT STEPS ACTIONS 1. Present all the requirements AGENCY ACTIONS 1. Present all the requirements Couple-Applicant Office of the Municipal Civil Registrar/ Philippine Statistics Office Pre-Marriage Counseling Team Office of the Municipal Civil Registrar Office of the Municipal Civil Registrar Office of the Municipal Treasurer Office of	Who may avail:	All Couple-Applican	ts			
- 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 2. Birth Certificate for both parties (1 Copy, Certified True Photocopy) 3. CENOMAR for both parties (1 Copy, Original) 4. Marriage Counseling Certificate (1 Copy, Original) 5. Family Planning Certificate for age 25 and above (1 Copy, Original) 6. For previously married applicant, Judicial Decree of Annulment and or if deceased spouse, Death Certificate 7. Official Receipt of Payment of Fee (1 Copy, Original) CLIENT STEPS AGENCY ACTIONS 1. Present all the requirements AGENCY Completeness and authenticity 2. Provide necessary information being asked for 3. Pay the required fee at the Office of the Municipal ACTIONS	CHECKLIST OF R	EQUIREMENTS	WHERE TO SECURE			
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(1 Copy, Original) 5. Family Planning Certificate for age 25 and above (1 Copy, Original) 6. For previously married applicant, Judicial Decree of Annulment and or if deceased spouse, Death Certificate 7. Official Receipt of Payment of Fee (1 Copy, Original) CLIENT STEPS ACTIONS BE PAID TIME RESPONSIBLE 1. Present all the requirements 1. Receive the documents and check for its completeness and authenticity 2. Provide necessary information being asked for 3. Pay the required fee at the Office of the Municipal Civil reasurer PROCESSING PERSON RESPONSIBLE None 5 Minutes Municipal Civil Registrar Office of the Municipal Treasurer Office of the Municipal Treasurer PESON RESPONSIBLE None 5 Minutes Municipal Civil Registrar Municipal Civil Registrar					eam	
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6. For previously married applicant, Judicial Decree of Annulment and or if deceased spouse, Death Certificate 7. Official Receipt of Payment of Fee (1 Copy, Original) CLIENT STEPS AGENCY ACTIONS 1. Present all the requirements 1. Receive the documents and check for its completeness and authenticity 2. Provide necessary information being asked for 3. Pay the required fee at the Office of the Office of the Municipal Civil Registrar	, ,					
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7. Official Receipt of Payment of Fee (1 Copy, Original) CLIENT STEPS ACTIONS 1. Present all the requirements 2. Provide necessary information being asked for 3. Pay the required fee at the Office of the Municipal 7. Office of the Municipal Treasurer Office of the Municipal Treasurer Office of the Municipal Treasurer PROCESSING TIME None 5 Minutes None 5 Minutes Municipal Civil Registrar None 5 Minutes PHP150.00 Application Fee MTO Staff MTO Staff	Judicial Decree of A	annulment and or if				
CLIENT STEPS ACTIONS 1. Present all the requirements 2. Provide necessary information being asked for 3. Pay the required fee at the Office of the Municipal AGENCY ACTIONS BE PAID TIME None 5 Minutes None 5 Minutes None 5 Minutes Municipal Civil Registrar None 5 Minutes Municipal Civil Registrar PHP150.00 Application Fee						
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requirements documents and check for its completeness and authenticity 2. Provide necessary information being asked for 3. Pay the required fee at the Office of the Municipal documents and check for its completeness and authenticity None S Minutes Municipal Civil Registrar Municipal Civil Registrar PHP150.00 Application Fee None S Minutes MTO Staff						
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completeness and authenticity 2. Provide necessary information being asked for 3. Pay the required fee at the Office of the Municipal completeness and authenticity 2. Interview and record essential information 3. Advise for the payment of fee at the Office of the Municipal Completeness and authenticity None 5 Minutes Registrar Application Fee MTO Staff	requirements				Registrar	
2. Provide necessary information being asked for 3. Pay the required fee at the Office of the Municipal authenticity 2. Interview and record essential information None 5 Minutes Registrar PHP150.00 Application Fee MTO Staff						
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information being asked for record essential information 3. Pay the required fee at the Office of the Municipal record essential information 7. Pay the required payment of fee at the Office of the required the Office of the record essential information 8. Pay the required payment of fee at the Office of the record essential information 9. PHP150.00 Application Fee						
asked for information 3. Pay the required fee at the Office of the Municipal information 3. Advise for the payment of fee at the Office of the municipal information 3. Advise for the payment of fee at the Office of the			None	5 Minutes		
3. Pay the required fee at the Office of the Municipal S. Advise for the payment of fee at the Office of the Municipal S. Advise for the payment of fee at the Office of the PHP150.00 Application Fee See See See See See See See See See	ACTION OF THE PARTY AND A STREET AND A STREE				Registrar	
fee at the Office of the Payment of fee at the Municipal the Office of the Payment of fee at the Office of the Office			DHD150 00	10 minutes	MTO Stoff	
the Municipal the Office of the Fee		The State of the S		10 minutes	WIO Stall	
the Marie par	A TOTAL AND THE RESERVE AND A SECOND PARTY OF THE PARTY O			THE AND		
	Treasurer	Municipal	ASSESSED AND ADDRESS.			



				SORSOGON
	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		
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

STIG BAYAN NO.
 1860
ORSOGO P

 TOTAL	PHP150.00	10 Days and	
	Application	32 Minutes	
	Fee		
	PHP55.00		
	Filing Fee		
	1 milg 1 00		
	PHP100.00		
	Marriage		
	License		
	Fee		
	DUDOE OO		
	PHP25.00		
	Service		
	Fee		
	PHP150.00		
	Solemnizat		
	ion		
	Fee		
	PHP100.00		
	PMC		
	Total		
	PHP580.00		
	FHF560.00		



4. Registration of Marriage

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

Office or Division:	Office of the Munici	pal Registra	<u> </u>	
Classification:	Simple	<u> </u>		
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF R	EQUIREMENTS		WHERE TO S	ECURE
Certificate of Marria (4 Copies, Original)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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 12 Minutes	Admin. Aide I Admin. Aide I Municipal Civil Registrar



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	G2C – Government	to Citizen		
Transaction:				
Who may avail:	All	1		
CHECKLIST OF R			WHERE TO SI	ECURE
If requesting party is a representative, Authorization Letter and Valid ID are needed (1 Copy, Original)		Requesting	•	tror
Official Receipt of F (1 Copy, Original)	rayment of Fee	Office of the	e Municipal Regis	uai
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Fill-up the request form	Verify the availability of	None	10 Minutes	Admin. Aide I
	records requested			Admin. Aide I
2. Pay the required fee at the Office of	2. If record is available, advise	PHP 100.00	5 Minutes	Admin. Aide I
the Municipal Treasurer	for the payment of fee at the Office of the Municipal Treasurer			Admin. Aide I
3. Present the official receipt of payment	3. Record the official receipt in	None	5 Minutes	Admin. Aide I
	the logbook, prepare the	- Stane		Admin. Aide I
	Certification requested, and forward to MCR for signature			Municipal Civil Registrar
Acknowledge receipt of the document	4. Review, sign and release the Certification	None	2 Minutes	Municipal Civil Registrar
GOGGITICITE	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 Munici	Office of the Municipal Registrar			
Classification:	Complex				
Type of	G2C – Government	to Citizen			
Transaction:					
Who may avail:	All				
CHECKLIST OF R	EQUIREMENTS		WHERE TO SI	ECURE	
1. Accomplished App	lication Form	Office of the	e Municipal Civil I	Registrar	
(1 Copy, Original)					
If available, copy of marriage certificate	birth, death or	Client			
(1 Copy, Photocopy)				
2. Official Receipt of P				surer	
(1 Copy, Original)			ca.no.pai 110ac	, G G.	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Request for	1. Provide and	None	2 Minutes	Admin. Aide I	
BREQS	guide in				
	accomplishing the				
	application form				
2. Accomplish and	2. Check for the	None	5 Minutes	Admin. Aide I	
submit the application	correctness and				
form	completeness of				
	information				
3. Pay for the	3. Advise for the	PHP	5 Minutes	Admin. Aide I	
required fee at the	payment of fee at	100.00		and the same hits	
Office of the	the Office of the	- Silver	APPRICATION AND ADDRESS.		
Municipal Treasurer	Municipal				
15 (1	Treasurer	DUD	0.14		
4. Pay for the	4. Receive and	PHP	3 Minutes	Admin. Aide I	
PSA fee at the	issue	155.00			
MCR Office	acknowledgement				
	receipt for the				
	payment of PSA fee				
5. Follow-up for the	5. Advise on the	None	2-3 Weeks	Admin. Aide I	
schedule of release	schedule of	None	2-3 Weeks	Admin. Aide I	
and acknowledge	release of PSA			Aumin. Alue I	
receipt, 2-3 weeks	issued copy from	AND STATE			
receipt, 2-3 weeks	issued copy itom	300		The second secon	



				9/13/05
upon application	PSA Legazpi City,			
	2-3 weeks upon			
	application			
	TOTAL	PHP	2-3 Weeks	
		255.00	and 15	
			Minutes	



7. Delayed Registration of Birth, Marriage, and Death

Service Information: Refers to the registration of birth, death and marriage after

the lapse of the prescribed period.

Office or Division:	Office of the Munic	ipal Registrar	ŗ	
Classification:	Simple			
Type of	G2C – Government	t to Citizen		
Transaction:	A.II			
Who may avail:	All	1		
CHECKLIST OF R			WHERE TO SE	
 PSA Negative Cert (1 Copy, Original) 	ification	Office of the	e Municipal Civil F	Registrar
Baptismal Certifica (1 Copy, Original)	te	Church of the	he Applicant	
3. Voter's Certification (1 Copy, Original)	١	COMELEC	Office	
4. Marriage Contract, (1 Copy, Certified 7	rue Copy)		e Municipal Civil F	Registrar
Barangay Certifica (1 Copy, Original)	tion	Barangay Hall		
6. Affidavit of 2 Disint (1 Copy, Original)	erested Person	Applicant		
7. Official Receipt of P (1 Copy, Original)	ayment of Fee	Office of the	e Municipal Treas	urer
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the	1. Verify the	None	5 minutes	Admin. Aide I
necessary	requirements and			
requirements	availability of record in the	- Street		Admin. Aide I
The same of the sa	archives			Admin. Aide III
2. Provide necessary information being	2. Interview and record essential	None	5 Minutes	Admin. Aide I
asked for	information			Admin. Aide I
				Admin. Aide III
3. Pay for the required fee at the	3. Advise for the payment of fee at	For registratio	5 Minutes	Admin. Aide I
Office of the	the Office of the	n of more		Admin. Aide I





	T			SORSOGON .
Municipal Treasurer	Municipal	than 30		Admin. Aide III
	Treasurer	days but		
		less than		
		1 year		
		after the		
		vital event		
		PHP50.00		
		1 1 11 00.00		
		For more		
		than 1		
		year PHP		
		•		
4 December official	4. December 41- 4	150.00	E Minutes	Λ -line in - Λ in In - I
4. Present the official	4. Record the	None	5 Minutes	Admin. Aide I
receipt of payment of	official receipt in			A 1 A. 1
fee	the logbook,			Admin. Aide I
	prepare for the			
	Application Form,			Admin. Aide III
	and forward to			
	MCR for signature			
5. Review the	5. Advise to	None	5 Minutes	Admin. Aide I
information in the	review the			
form and if accurate,	information in the			
sign the document	Application Form			
	before signing			
	Upon signing,			
	forward to MCR			
	for review and			Municipal Civil
ACCUSATION OF THE PARTY OF THE	signature			Registrar
6. Acknowledge	6. Register	None	10 Minutes	Admin. Aide I
receipt of application	application form at			4 - 4 CENTRAL 4 4 A-104
сору	the Registry Book	L'ANTANAN		Admin. Aide I
СОРУ	and file the same			Marrier Mac 1
	and mo the same			
	Release owner's			
	The second secon			The same of the sa
	copy TOTAL	PHP	25 Minutes	
	TOTAL		35 Minutes	
		150.00		



8. Filing of Petition under R. A. 9048 and R. A. 10172

This refers to the filing of petition for the correction of Service Information:

entry in the civil registry document pursuant to

Republic Act 9048 and Republic Act 10172.

Office or Division:	Office of the Munici	Office of the Municipal Registrar			
Classification:	Complex				
Type of	G2C – Government	to Citizen			
Transaction:					
Who may avail:	All	_			
CHECKLIST OF R	EQUIREMENTS	WHERE TO SECURE			
For CCE:					
1. PSA copy of Birth/D	Death/Marriage	•	Civil Registrar/		
(1 Copy, Original)			Statistics Authorit	У	
2. Baptismal Certificat	te	Church of the	he applicant		
(1 Copy, Original)					
3. Marriage Contract of		Municipal C	Civil Registrar		
(1 Copy, Certified Tr					
4. Police Clearance (1		Police Stati			
5. Voter's Registration	n Record	COMELEC	Office		
(1 Copy, Original)					
6. Earliest School Red		School of th	ne Applicant		
(1 Copy, Photocopy					
7. Official Receipt of Pa	ayment of Fee	Office of the	e Municipal Trea	surer	
(1 Copy, Original)					
Additional Requiremen	t for R.A.10172 and				
CFN:					
1. Medical Record (1 C			Medical Clinic		
2. Certificate of Employ	yment	Employer o	f the Applicant		
(1 Copy, Original)					
3. Medical Certification			lealth Office		
4. NBI Clearance (1 C	copy, Original)	NBI Office		The state of the s	
5. Publication from Ne		Newspaper	Publication Office	ce	
(1 Copy, Photocopy	,			F. F.	
6. Official Receipt of F	Payment of Fee	Office of the	e Municipal Trea	surer	
(1 Copy, Original)				- LEB	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Present PSA	1. Interview and	None	5 Minutes	Municipal Civil	
issued document for	evaluate the			Registrar	
petition, with	completeness of				



				SORSOGON .
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	



9. Legitimation

Service Information: This refers to the change of civil status of a child from

illegitimate to legitimate after a subsequent marriage of

parents.

Office or Division:	Office of the Munic	ipal Registra	r	
Classification:	Complex	, ,		
Type of	G2C – Governmen	t to Citizen		
Transaction:				
Who may avail:	All			
CHECKLIST OF R	EQUIREMENTS		WHERE TO SE	ECURE
Birth Certificate of the control of the contro	he Child	Office of the	e Municipal Civil F	Registrar
Marriage Contract of (1 Copy, Original)	of Parents	Office of the	e Municipal Civil F	Registrar
3. CENOMAR of Both (1 Copy Each, Original Copy		Office of the	e Municipal Civil F	Registrar
Marriage Contract if (1 Copy, Original)	Married		e Municipal Civil F	Registrar
5. Affidavit of Minority at the Time of Birth	(1 Copy, Original)	Applicant		
Affidavit of Acknowl wasn't able to Sign COLB of the Child (at the Back of	Applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Request for the Legitimation	Interview and advise on the	None	5 Minutes	Admin. Aide I
	needed requirements	- Street	Landing to the	Admin. Aide I
	If requirements are available, proceed to the next step			Admin. Aide III
2. Submit the COLB of the child and other requirements	2. Receive and evaluate the completeness of the supporting documents	None	5 Minutes	Municipal Civil Registrar
3. Pay the required fees at the Office of	3. Advise to pay the fees at the	PHP 100.00	5 Minutes	MTO Staff



				942000
the Municipal	Office of the			
Treasurer	Municipal			
	Treasurer and			
	prepare the			
	Endorsement			
4. Present the official	4. Record the	None	5 Minutes	Admin. Aide I
receipt of the	receipt of payment			Admin. Aide I
payment of fees	in the logbook			
5. Acknowledge	5. Release the	None	10 Minutes	Municipal Civil
receipt of the	document with			Registrar
document and	endorsement and			
transmit to PSA,	advise to			
CRS, Manila	personally			
	transmit to PSA,			
	CRS, Manila			
	TOTAL	PHP	30 Minutes	
		100.00		



Municipal Disaster Risk Reduction and Management Office

External Services





1. Conduct of Emergency Response

Service Information: Provision of a

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 Disaste	r Risk Redu	ction and Manag	gement Office	
Classification:	Simple	Simple			
Type of	G2C – Government	t to Citizen			
Transaction:					
Who may avail:	All				
CHECKLIST OF R	EQUIREMENTS		WHERE TO S	ECURE	
Basic Information (Dur	ing Emergencies):	Informant/s	, caller/s and wal	k-in individuals	
 Name of Caller 					
Exact Location					
3. Type of Incidents					
4. Number and Statu					
5. Assistance neede					
Basic Information (Dur	ing Calamities):		, caller/s and wal	k-in individuals	
1. Name of Caller		Concern Barangay			
2. Exact Location					
3. Type of Hazards					
4. Number of Affecte	d Individuals and	1.0			
Families					
5. Assistance neede	AGENCY	FEES TO	PROCESSING	PERSON	
CLIENT STEPS	ACTIONS	BE PAID	TIME	RESPONSIBLE	
1. Contact or call the	1. Record the	None	2 Minutes	Members of the	
HOTLINE Number of	basic information,			Municipal	
the Operation Center	and inform and			Emergency	
(OpCen)	mobilize the LGU	Response Team			
	Emergency				
	Response Team				
	Activation of the				
	Municipal				



				-1000
	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	G2C – Government	t to Citizen
Transaction:		
Who may avail:	All	
CHECKLIST OF R	•	WHERE TO SECURE
For Information Dissen		Requesting Party
Letter Request wit		
requesting party si		
address (1 Copy, 0		
2. Details of informat	ion to be	
disseminated		December 201
For Service Assistance		Requesting Party
Letter Request wit		
requesting party si		
address (1 Copy, 0		and the state of t
For Training & Semina		Requesting Party
Preparedness & Basic		requesting rarry
Letter Request wit		
requesting party s		
address (1 Copy,		
2. Details of training		
	ue, and number of	
participants		
Research/Planning/Da	ta Gathering	Requesting Party
 Letter Request wit 		
requesting party s		
address (1 Copy,		
2. Details of needed	data or information	



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

LGU MAGALLANES CITIZEN'S CHARTER



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 F	Municipal Disaster Risk Reduction and Management Office			
Classification:	Simple				
Type of	G2C – Government	to Citizen			
Transaction:					
Who may avail:	All Households Affe	cted by Typh			
CHECKLIST OF R				ECURE	
1. Basic Information: N		Requesting	Party		
	mage, and Purpose				
2. Photo Documentation	• •	Requesting	Party		
Damages (2 Copies					
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
Request for the issuance of Certification for Typhoon Damage	1. Interview and advise for the submission of a photo documentation of typhoon damage	None	5 Minutes	Admin. Aide IV	
	If available, proceed to the next step				
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	
Acknowledge receipt the issuance of the Certification	4. Record and release the certification	None	2 Minutes 15 Minutes	Admin. Aide IV	
	TOTAL	NOHE	13 Milliates		



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	G2C - Government	to Citizen		
Transaction:				
Who may avail:	All			
CHECKLIST OF RI			WHERE TO S	SECURE
1. Barangay Certificati		Concern Ba	arangay	
(One Copy, Original				
2. Photo/Documentation	on or Proof of	Requesting	Party	
Hazards (Two Copie	es, Print-out)			
3. Site Assessment Re	port	MDRRMO		
(1 Copy, Original)				
4. Official Receipt of P	ayment of Fee	Office of the	e Municipal Trea	surer
(1 Copy, Original)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for the	1. Interview and	None	5 Minutes	Admin. Aide IV
issuance of Hazard	advise for the			
Certification	submission of			
A STATE OF THE STA	requirements			
	If requirements			4.4
and the second section is	are available,	I will make	beneath a firm	
	proceed to the			
O Ordersit the	next step		O Minutes	Admin. Aide IV
2. Submit the	2. Receive and	None	3 Minutes	Admin. Aide IV
corresponding	validate the			The second second
requirements	submitted			
2 Day for the	requirements 3. Advise for the	PHP	5 Minutes	Admin, Aide IV
3. Pay for the required fee at the	payment of fee at	55.00 for	5 Millutes	Aumin. Alue IV
Office of the	the Office of the	Hazard		
Municipal Treasurer	Municipal	Certificati		Sauce all V
Municipal Heasulei	Treasurer	on		



	,		,	ONSOGO
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	

LGU MAGALLANES CITIZEN'S CHARTER



Office of the Ecosystem and Environmental Resource Management System Section

External Services





1. Issuance of Certificate of No Objection for Cutting of Trees and Other Forest Products

Service Information: The service is for individuals who want to make use of forest

products for personal and commercial use. A Certificate of No Objection is a pre-requisite to the Issuance of Permit to Cut to be issued by the Department of Environment and

Natural Resources Office.

Office or Division:	Ecosystem and En	Ecosystem and Environmental Resource Management Section			
Classification:	Complex				
Type of	G2C – Government to Citizen				
Transaction:					
Who may avail:	All				
CHECKLIST OF R		WHERE TO SECURE			
1. Tax Declaration/Lar	nd Title	Personal Fi	le, Office of the M	Municipal Assessor	
(1 Copy, Certified T	rue Copy)				
2. Barangay Certificati	on	Barangay H	łall		
(1 Copy, Original)					
3. Picture of the forest (1 Copy, Print-out)		Applicant			
4. Authorization from the applicant is not the of the lot from which the taken (1 Copy, Original)	declared owner of ne product is to be	From the de	From the declared owner of the lot		
5. Inspection Report (1	Copy, Original)		e Ecosystem and Management Sec		
6. Official Receipt of P (1 Copy, Original)	ayment of Fee	Office of the Municipal Treasurer			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
Request for the issuance of Certificate of No Objection for cutting of trees and other forest products	1. Interview and advise on the needed requirements If requirements are available, proceed to the next step	None	15 Minutes	PDO II MENRO	
2. Submit all the requirements	2. Evaluate the completeness of requirements	None	10 Minutes	PDO II	



				ORSOGU!
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	None	1 Day	MENRO
	next step			
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	

LGU MAGALLANES CITIZEN'S CHARTER



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	G2B – Government to Business Entity					
Transaction:						
Who may avail:	All Business and Es	stablishment				
CHECKLIST OF R			WHERE TO S			
1. Presence of 3 Rece	•	Owner of th	e Business Estal	blishment		
biodegradable, non-	biodegradable and					
recyclables)						
2. Certificate of Attend			and Environmen	tal Resource		
Orientation (1 Copy		Manageme	•			
3. Official Receipt of P	ayment of Fee	Office of the	e Municipal Treas	surer		
(1 Copy, Original)	4.051101/		DD 0 0 5 0 0 11 0	DEDOON		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
1. Request for the	1. Interview and	None	10 Minutes	PDO II		
issuance of Solid	advise on the	MENRO				
Waste Management	attendance to					
(SWM) Certificate as	SWM orientation	and not to				
a requirement for	and other	A STREET OF STREET OF STREET				
securing a business	requirements					
permit	needed					
2. Attend the	2. Conduct the	None	2-3 Hours	PDO II		
Orientation on Solid	SWM Orientation			MENRO		
Waste Management	to all business					
	establishment					
	owners					
3. Be informed of the	3. Schedule and	None	15-30	MENRO		
schedule of the	notify about the		Minutes			
inspection and	conduct of	T. Dereces	AND MAN			
validation team	inspection and	Mary Selling II				
	validation		Control of			



				OASOGC!
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 Env	rironmental R	Resource Manag	ement System
Classification:	Simple			
Type of	G2C – Government to Citizen			
Transaction:				
Who may avail:	All Residents of the	Municipality		
CHECKLIST OF R	•		WHERE TO S	
Attendance to meet conducted by BESV		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	Households	3	
bins/containers for b		Owners of 0	Commercial Esta	ablishments
biodegradable and i	ecyclable wastes			
3. Properly segregated	solid wastes	Households	3	
			Commercial Esta	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Segregate wastes	1. Continue	None	1 Hour	MENRO
into bio-degradable,	advocacy work			PDO II
non-biodegradable	thru information			
and recyclables.	dissemination			
2. Bring residual	2. Collect	None for	30 Minutes	Garbage Collectors
wastes in pick-up	segregated wastes	Residenti		A sa
locations during	in pick-up	al	and the same	
scheduled day and	locations	DI IDOT CO		
time		PHP25.00		
		/Month for		
AMILE.		Commerci		And the second s
	TOTAL	al None for	4 1 10 1 11 0 11	
	TOTAL	None for Residenti	1 Hour and 30 Minutes	
		al	30 Millutes	
		PHP25.00		
		/Month for		
		Commerci		
		al		



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	G2C – Government to Citizen			
Transaction:				
Who may avail:	All			
CHECKLIST OF R	EQUIREMENTS	1	WHERE TO SEC	URE
 Accomplished Appli 	cation Form for	Municipal P	lanning and Dev	elopment Office
Locational Clearance				
2. Vicinity Map / Locati	ion Map	Office of the	e Municipal Asse	ssor
(1 Copy, Original)				
3. Tax Declaration / Titl		Land Owne	r	
(1 Copy, Photocopy	•			
 Latest Tax Payment 		Land Owne	r	
(1 Copy, Photocopy				
2. Duly Notarized Affid		Land Owne	r	
the applicant is not	the owner of the lot			
(1 Copy, Original)				
3. Residence Certifica	• •	Barangay Hall		
authorized represen	itative			
(1 Copy, Original)	(ONO) (DEND/END		
4. Certificate of Non-C		DENR/EME	3	
non-critical projects		DEND/EME		. 4/80/00/6.14
5. Environmental Com	The state of the s	DENR/EME		
(ECC) for critical pro	ojects (1 Copy,			
Original)	over of Eggs	Office of the	Municipal Tree	Olikok
Official Receipt of Payment of Fees (1 Copy, Original)		Office of the	e Municipal Trea	Surei
	AGENCY	FEES TO	PROCESSING	PERSON
CLIENT STEPS	ACTIONS	BE PAID	TIME	RESPONSIBLE
1. Request for the	1. Provide	None	5 Minutes	Zoning
issuance of	application form			Administrator/
Locational Clearance	and advise the			MPDC
	submission of			
	required			
	documents			SEN PROPERTY



				SORSOGO
	If requirements are available, proceed to the next step			
2. Accomplish application form and submit along with other documentary requirements	2. Receive duly accomplished application form and other documentary requirements Check for the correctness and completeness of	None	20 Minutes	Zoning Administrator/ MPDC
	Assess and compute for the required fees			
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	Mayor's Certificati on Fee – PHP 55.00 Refer to the Matrix of Fees	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



				ORSOG
	application form, and inform about the schedule of site inspection			MDD 0.01 (f
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	None	5 Minutes	MPDC Staff
	7.2 Review and sign the Locational Clearance			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 Certificati on Fee – PHP 55.00	2 Days, 1 Hour and 5 Minutes	
		Refer to the Matrix of Fees		

LGU MAGALLANES CITIZEN'S CHARTER



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

Capital Investment	Residential	Commercial & Institutional	Industrial	
	(PHP)	(PHP)	(PHP)	
Less than	55.00			
P10,000.00				
Over P10,000 but	65.00			
less than P20,000.00				
P30,000 or less	87.00	174.00	202.00	
P50,000.00 -	114.00	202.00	229.00	
P75,000.00				
P75,000.00 -	142.00	229.00	257.00	
P125,000.00				
P125,000.00 -	170.00	257.00	284.00	
P175,000.00				
P175,000.00 –	197.00	284.00	312.00	
250,000.00				
P250,000.00 -	225.00	312.00	339.00	
P350,000.00				
P350,000.00 -	252.00	339.00	367.00	
P500,000.00	222.22	007.00	22422	
P500,000.00 -	280.00	367.00	394.00	
P750,000.00	007.00	004.00	404.00	
P750,000.00 -	307.00	394.00	421.00	
P1,000,000.00	000.00	440.00	470.00	
P1,000,000.00 -	362.00	449.00	476.00	
P1,500,000.00	417.00	F04.00	F22.00	
P1,500,000.00 –	417.00	504.00	532.00	
P2,000,000.00	F07.00	614.00	642.00	
P2,000,000.00 –	527.00	614.00	642.00	
P3,000,000.00 P3,000,000.00 –	637.00	724.00	752.00	
P4,000,000.00 – P4,000,000.00	037.00	724.00	752.00	
Over 4,000,000.00	747.00	834.00	862.00	
Over 4,000,000.00	141.00	034.00	002.00	



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	Municipal Planning And Development Office			
Classification:	Simple				
Type of	G2C – Government to Citizen				
Transaction:					
Who may avail:	All				
CHECKLIST OF R			WHERE TO SEC		
1. Vicinity Map (1 Cop			ssessor's Office		
2. Real Property Tax D		Land Owne	r		
Deed of Sale (1 Cor					
3. Official Receipt of P	ayment of Fee	Office of the	e Municipal Trea	surer	
(1 Copy, Original)	1.071101/				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
Request for the	1. Interview and	None	5 Minutes	Zoning	
issuance of Zoning	advise the	INOTIC	3 Milliates	Administrator/	
Certification	submission of			MPDC	
Octanoation	required			WII DO	
	documents				
	Goodinonio				
	If documentary				
-	requirements are				
	available, proceed				
	to the next step				
2. Submit the needed	2. Receive the	None	10 Minutes	Zoning	
documentary	documents and			Administrator/	
requirements	refer to the CLUP			MPDC	
	of zoning land use				
0 D (l	for verification	D. C. C.	5 NA: 1	7	
3. Pay the required	3. Advise for the	Refer to	5 Minutes	Zoning	
fee at the Office of	payment of fee at the Office of the	the Matrix of Fees		Administrator/ MPDC	
the Municipal Treasurer	Municipal	OI Fees		IVIPDC	
Treasurer	Treasurer				
4. Present the official	4. Record the	None	5 Minutes	MPDO Staff	
receipt of payment of	official receipt in	110110	O Millatos	Wil DO Otali	
fee	the logbook,	Secretary of the second	THE AND		
	[12] [13] [14] [15] [15] [15] [15] [15] [15] [15] [15				
	prepare the	The state of the s	Sept. Sept.		



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MAHAL	1860	ALLAN
To the	SORSOGO	ST.

				1,000
	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

P500,000.00 and Below
 Over P500,000.00 to 2 Million
 P1,500.00
 P2,000.00

3. Over 2 Million P1,000.00 + 1/0 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





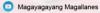
1. Issuance of Building Permits

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	Simple			
Type of	G2C – Government	t to Citizen			
Transaction:					
Who may avail:	All				
CHECKLIST OF R		WHERE TO SECURE			
1. Accomplished Appli	cation Form	Office of the Municipal Engineer /			
(5 Copies, Original)	4 10 400	Local Building Official			
In case the applicar owner of the lot:	it is the registered				
- OCT/TCT and or	· Tay Declaration	Office of the Municipal Assessor			
(1 Copy, Certified		Office of the Municipal Assessor			
- Current Real Pro	1 3 /	Office of the Municipal Treasurer			
(1 Copy, Original		o mos or ano mamopan residence.			
- Official Receipt of	,				
(1 Copy, Original					
In case the applican					
registered owner of					
- OCT/TCT and/or		Office of the Municipal Assessor			
(1 Copy, Certified	,	Office of the Municipal Trescurer			
	perty Tax Receipt	Office of the Municipal Treasurer			
	e (1 Copy, Original) Copy of Contract of	Client's Documents and/or Written Consent Duly			
Lease or Deed o		Notarized by a Lawyer			
	of the Owner/Heirs				
Complete Detailed B		Designing Professionals Hired by the Client			
Signed and Sealed					
Professionals (Five					
4. Locational Clearance	e/Zoning	Office of the Zoning Officer – MPDC			
(1 Copy, Original)					
5. Fire Safety Inspection	on Certificate	Office of the Municipal Fire Marshall			
(1 Copy, Original)	Printer Comment				
6. Official Receipt of P	ayment of Fees	Office of the Municipal Treasurer			
(1 Copy, Original)					





				SORSOGON
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Inquire regarding Building Permit application	1. Provide application form and advise the submission of required documents	None	5 Minutes	Engineering Assistant
	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	Refer to the Matrix of Fees for Locational Clearance /Zoning Clearance Computati on of Payment for Fire Safety Inspection Certificate is based on the	Locational Clearance (2 Days, 1 Hour and 5 Minutes) Zoning Clearance (32 Minutes) Fire Safety Inspection Certificate (1 Day)	
		existing laws (Fire Code of the Philippine s)		
	1.2 If all documentary requirements are available, proceed to the next step			
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



				SORSOGON
	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 assessme nt 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 assessme nt fees for applied building * Refer to Annex A for the Matrix of Fees	52 Minutes if all Requiremen ts 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	G2C – Government	to Citizen				
Transaction:						
Who may avail:	All					
CHECKLIST OF RI			WHERE TO S			
Accomplished Application	cation Form	Office of the	e Local Building	Official		
(5 copies, Original)						
2. In case the applican	t is the owner of					
the lot:						
- OCT/TCT and/or		Office of the	e Municipal Asse	essor		
(1 Certified True		Office of the	. Manusiain al Ta			
- Real Property Ta	<u>-</u>	Office of the	e Municipal Trea	surer		
Clearance (One	,					
In case the applican registered owner of						
- OCT/TCT and/or		Office of the	e Municipal Asse	seeor		
(1 Copy, Certified		Office of the	e Mullicipal Asse	3301		
	perty Tax Receipt	Office of the Municipal Treasurer				
	e (1 Copy, Original)	emes et alle mariioipar risasarei				
	copy of Contract of	Client's Document and/or Written Consent Duly				
Lease or Deed o		Notarized b				
	of the Owner/Heirs		a make a	and the second the		
4. Complete Detailed	Plans Duly Signed	Designing F	Professionals Hir	ed by the Client		
& Sealed by Licens	sed Professionals					
(Five Sets, Origina	,	4				
Fire Safety Inspect	ion Certificate	Office of the	e Municipal Fire	Marshall		
(1 Copy, Original)						
Official Receipt of the	ne Payment of Fee	Office of the Municipal Treasurer		surer		
(1 Copy, Original)						
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
1. Apply for the	1. Provide	None	5 Minutes	Engineering		
issuance of	application form			Assistant		
Accessory Permit	and advise the	当时是行为一				



				SORSOGON
	submission of required documents			
	If documentary requirements are available, proceed to the next step			
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 assessme nt 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

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			1,000
TOTAL	Computed	1 Hour and	
	and	12 Minutes	
	approved		
	assessme		
	nt fees		
	s for		
	applied		
	accessory		
	* Refer to		
	Annex A		
	for the		
	Matrix of		
	Fees		



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 Munici	pal Engineer			
Classification:	Complex	Complex			
Type of	G2G – Government to Government				
Transaction:					
Who may avail:	All Municipal and Ba	arangay Gov			
CHECKLIST OF R			WHERE TO S	SECURE	
PPMP/AIP for the Sour	•	Office of the			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Request for	1. Interview	None	15 Minutes	Municipal Engineer	
technical assistance	details of the				
in the preparation of	proposed project				
Engineering Designs	and advise on the				
and Program of	duration of the				
Works of the	preparation of				
proposed project	requested				
2. Fallow through the	document 2. Refer to	None	POW with	Facilitation	
2. Follow through the preparation and	technical	None	Small	Engineering Assistant	
release of requested	personnel for the		Amount-	Assistant	
Engineering Plans	preparation of		1Day		
and Program of	requested		ibay	and the same of the same	
Works	Engineering Plans	- The same	POW with		
	and Program of		Large		
THE PARTY OF THE P	Works which		Amount-		
	include site		2Days		
	inspection and	1			
	measurement,		DED &		
	etc.		POW-7		
	0 = 1111		Days		
3. Follow-up the	3. Facilitate the	None	10 Minutes	Municipal Engineer	
request for the	approval of the				
preparation of Engineering Plans	prepared Engineering Plans				
and Program of	and Program of				



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 Munici	pal Assessor	•	
Classification:	Simple			
Type of	G2C–Government t			
Transaction:	G2G – Government	to Governme	ent	
Who may avail:	All	-		
CHECKLIST OF R			WHERE TO S	
Official Receipt of P	ayment of Fee	Office of the	e Municipal Trea	surer
(1 Copy, Original)		_		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Request for the issuance of certified true copy of Tax	Interview for basic information like name of	None	5 Minutes	Assessment Clerk III
Declaration	property owner, lot number and location; verify in the database; and			Detailed Personnel
	provide order of payment slip			
2. Pay the required fee at the Office of the Municipal	2. Conduct the research and prepare the	PHP70.00 / per copy	5 Minutes	Assessment Clerk III
Treasurer	document			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	20 Minutes	
		/ per copy		



2. Issuance of Requested Assessment Certification

Service Information: Verify in the database and other existing assessment

records/files before an assessment certification (total landholdings, no property, no improvement, etc.) is

issued.

Office or Division:	Office of the Munici	pal Assessor	•	
Classification:	Simple			
Type of	G2C-Government t	o Citizen		
Transaction:	G2G – Government	to Governme	ent	
Who may avail:	All			
CHECKLIST OF R	EQUIREMENTS		WHERE TO S	ECURE
Official Receipt of the (1 Copy, Original)	e Payment of Fee	Office of the	e Municipal Trea	surer
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Request for the issuance of assessment	Interview for basic information like name of	None	5 Minutes	Assessment Clerk III
certification	owner, lot number & location; verify in the records on file; and provide order of payment slip			Detailed Personnel
2. Pay the required fee at the Office of the Municipal Treasurer	2. Conduct research on the requested assessment certification	PHP70.00	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.	None	2 Minutes	Detailed Personnel
4. Follow through the processing and approval of requested certification	4. Prepare and sign the assessment certification	None	5 Minutes	Municipal Assessor



5. Acknowledge receipt of the	5. Record and release the	None	3 Minutes	Assessment Clerk
requested certification	assessment certification requested			Detailed Personnel
	requested			
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 Munici	pal Assessor	•	1
Classification:	Simple	•		
Type of	G2C-Government t	o Citizen		
Transaction:	G2G - Government	to Governme	ent	
Who may avail:	All			
CHECKLIST OF R	EQUIREMENTS		WHERE TO S	ECURE
1. Official Receipt of the	ne Payment of Fee	Office of the	e Municipal Trea	surer
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSIN G 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	2 Minutes	Detailed Personnel
		PHP70.00 if plan is on paper size 8 x 11		
3. Present the official receipt of payment of fee	3. Receive and record the official receipt of payment of fee	None	20 Minutes	Detailed Personnel
	Prepare the Sketch/Vicinity Plan			Assessment Clerk III/ Draftsman





				9/13/00
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 Municip	Office of the Municipal Assessor			
Classification:	Complex				
Type of	G2C–Government to				
Transaction:	G2G – Government t	o Governme	ent		
Who may avail:	All				
CHECKLIST OF R			WHERE TO S	SECURE	
Deed of Conveyanc Contracting Parties	•	Client			
Certificate of Title or (1 Copy, Original)		Office of the	ne Register of De	eeds	
3. Real Property Tax C (1 Copy, Original)	Clearance	Office of the	ne Municipal Trea	asurer	
4. Other requirements as may be prescribed by different agency (BIR, PTO, ROD, DAR) involved in the transaction.		Different A	gencies		
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	3. If documentary	None	5 Minutes	Municipal Assessor
provincial level	requirements are			
transactions	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.			
	TOTAL	None	`18 Minutes	



5. Issuance of Initial Tax Declaration for CARP Covered Property

A tax declaration in the name of farmer-beneficiary is issued Service Information:

to CARP covered property once a Certificate of Title is

awarded to the farmer-beneficiary.

Office or Division:	Office of the Munici	Office of the Municipal Assessor			
Classification:	Complex				
Type of	G2C-Government t	o Citizen			
Transaction:	G2G – Government	to Governme	ent		
Who may avail:	All				
CHECKLIST OF R	EQUIREMENTS		WHERE TO S	ECURE	
1. Certificate of Title (1	Copy, Photocopy)	Copy of Fai	rmer-Beneficiary		
2. Updated Real Prope	rty Tax Payment	Office of the	e Municipal Trea	surer	
(1 Copy, Original)					
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	None	3 Minutes	Assessment Clerk III	
requirements	submitted requirements			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	



				ONS UGO:
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
	TOTÁL	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	G2C-Government t	o Citizen		
Transaction:	G2G – Government	to Governme	ent	
Who may avail:	All			
CHECKLIST OF R				
Letter-Request for tag	•		•	duly representative of
ocular inspection of	building	building ow	ner	
(1 Copy, Original)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit written	1.Interview and	None	3 Minutes	Assessment Clerk
request for an ocular	record additional			III
inspection of the	information			
building relative the				Detailed Personnel
initial issuance of Tax Declaration of a				
Building and/or				
Machinery				
2. Pay for the	2. Advise for the	PHP70.00	5 Minutes	Assessment Clerk
required fee at the	payment of	if within		III
Office of the	required fee at the	Poblacion		
Municipal Treasurer	Office of the			
Control of the second	Municipal	PHP	and a second	
	Treasurer	100.00 if		
		in other		-
0 D (11 W)	0.0	barangays		
3. Present the official	3. Receive and	None	5 Minutes	Assessment Clerk
receipt of payment of fees	record the official			III
iees	receipt of payment in the logbook,			
	and advise for the	PERSONAL PROPERTY.		THE PARTY OF THE P
	schedule of ocular			
Eller Bally State	inspection			Carles All M
5. Assist during the	5. Conduct an	None	1 Hour	Municipal Assessor
scheduled ocular	ocular inspection	ALLEY SERVICE		
inspection	to appraise the			Assessment ClerkIII



				6430Ge
	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



1. Review the Barangay Annual and Supplemental Budget

Service Information: Provide technical assistance to all barangays in

budget preparation and supplemental budgeting.

Office or Division:	Municipal Budget Office		
Classification:	Highly Technical		
Type of	G2G – Government to Government		
Transaction:			
Who may avail:	Barangay Officials		
CHECKLIST OF RE	•	WHERE TO SECURE	
1. Transmittal Letter (3 Sets, 1 Original, 2 Certified Photocopies)		Barangay Government concerned	
Appropriation Ordina Original, 2 Certified	Photocopies)	Barangay Government concerned	
Barangay Budget Pr1 Original, 2 Certifie	d Photocopies)	Barangay Government concerned	
Barangay Budget Pr Original, 2 Certifie	d Photocopies)	Barangay Government concerned	
Barangay Budget Pr1 Original, 2 Certifie	d Photocopies)	Barangay Government concerned	
Barangay Budget Pr1 Original, 2 Certifie	d Photocopies)	Barangay Government concerned	
 Barangay Budget Pr Original, 2 Certifie 		Barangay Government concerned	
Annual Investment F Original, 2 Certified	•	Barangay Government concerned	
9. BDC Resolution (AIP) (3 Sets, 1 Original, 2 Certified Photocopies)		Barangay Government concerned	
10.Barangay Council Resolution (AIP) (3 Sets, 1 Original, 2 Certified Photocopies)		Barangay Government concerned	
11.ABYIP -SK (3 Sets, 1 Original, 2 Certified Photocopies)		Barangay Government concerned	
12.SK Resolution (3 Se Certified Photocopie	es)	Barangay Government concerned	
13.SK Annual Budget(3 Sets, 1 Original, 2 Certified Photocopies)		Barangay Government concerned	
14.5% BDRRM Fund W Original, 2 Certified	Photocopies)	Barangay Government concerned	
15. Financial Plan (3 Sets, 1 Original, 2 Certified Photocopies)		Barangay Government concerned	





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16.BDRRMC resolution (3 Sets, 1		Barangay G	Sovernment conc	erned
Original, 2 Certified Photocopies)				,
17.BDC Resolution (3 Sets, 1 Original, 2		Barangay G	Sovernment conc	ernea
Certified Photocopies)		Doron gov. C	Payramamant assa	
18.Barangay Council Resolution (3 Sets, 1		Barangay G	Sovernment conc	ernea
Original, 2 Certified Photocopies)		Barangay C	Povernment cons	earnad
19.GAD PLAN (3 Sets, 1 Original, 2 Certified Photocopies)		Barangay C	Sovernment conc	emeu
	AGENCY	FEES TO	PROCESSING	PERSON
CLIENT STEPS	ACTIONS	BE PAID	TIME	RESPONSIBLE
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	None	1 Day	
	document has deficiency, call the attention of the barangay officials concerned for compliance			
	2.3 In case the submitted document is complete, prepare a Review Letter stating the findings and recommendations	None	3 Days	



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	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/Suppleme ntal 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	G2G – Government to Government		
Transaction:			
Who may avail:	LGU Officials and E		
CHECKLIST OF R		WHERE TO SECURE	
A. Salaries & Wages, Benefits	Other Personnel		
Approved Payro Original & 1 Pho	•	Office of the Municipal Accountant	
2. Daily Time Reco	ord (2 Copies, 1	Office of the Municipal Human Resource	
Original & 1 Pho	otocopy)	Management Officer	
3. Accomplishmen	t Report (2 Copies.	Office of the Municipal Human Resource	
1 Original & 1 P		Management Officer	
B. Cash Advances for			
Disbursement V	oucher (2 Copies, 1	Office of the Municipal Accountant/	
Original & 1 Pho	otocopy)	Office as end-users	
2. Approved Travel Order (2 Copies, 1		Department/Office concern	
Original & 1 Photocopy)			
3. Duly approved in		Department/Office concern	
Copies, 1 Original & 1 Photocopy)			
C. Payment of Supplie	es, Materials,		
equipment & other disbursement		and the second s	
Disbursement Voucher/Petty Cash		Office of the Municipal	
	ies, 1 Original & 1	Accountant/Office as end-users/GSO	
Photocopy)			
2. Approved Purch	The state of the s	Department/Office concern	
Copies, 1 Original & 1 Photocopy)			
3. Approved Purch		Department/Office concern	
Copies, 1 Origin	al & 1 Photocopy)		
4. Approved Reque	est for Quotation (3	Department/Office concern	
different quotation			
5. Approved PPMF		BAC Secretariat / Municipal Budget Office	
Certified Photoc		And the second s	





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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



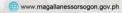
1. Processing of Claims-Payment for Procurement thru Public Bidding (Goods)

Office or Division:	Office of the Municipal Accountant		
Classification:	Simple		
Type of	G2B – Government to Business Entity		
Transaction:		·	
Who may avail:	Suppliers & Contractors with Awarded Projects by the LGU		
CHECKLIST OF RI	EQUIREMENTS	WHERE TO SECURE	
1. Approved Annual Pr (2 Copies, 1 Origina Copy)		BAC/BAC Secretariat	
2. Approved Contract Supported by the Following Documents (2 Sets, 1 Original and 1 Duplicate Copy): - Invitation to Apply for Eligibility to Bid - Results of Eligibility Check/Screening - Bidding Documents Enumerated under Sec. 17.1 of 2016 Revise 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		BAC/BAC Secretariat/Submitted Documents by Bidders during Public Bidding	
Approved Purchase Order - Performance Security - Detailed Breakdown of ABC - Detailed Breakdown of Contract Cost			
3. Advertisement of Invitation to Bid/Request, (2 Sets, 1 Original and 1 Duplicate Copy):		BAC/BAC Secretariat	



	SORSOGON
- 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,	BAC/BAC Secretariat/Submitted
23.1 and 25.2a for Goods of the 2016	Documents by Bidders during Public Bidding
Revised IRR of RA9184	
(2 Sets, 1 Original and 1 Duplicate	
Copy)	
5. Minutes of Pre-procurement	BAC/BAC Secretariat
Conference for Projects Costing 2M	
and above for Goods	
(2 Sets, 1 Original and 1 Duplicate	
Copy)	
6. Bid Form (1 Sets, 1 Original and 1	BAC/BAC Secretariat
Duplicate Copy)	
7. Checklist of Eligibility Requirements	BAC/BAC Secretariat/Submitted
with Corresponding Supporting	Documents by Bidders during Public Bidding
Documents as Enumerated in the	
Checklist	
(2 Sets, 1 Original and 1 Duplicate	
Copy)	
8. Checklist of Technical and Financial	BAC/BAC Secretariat/Submitted Documents by
Requirements with Corresponding	Bidders during Public Bidding
Supporting Documents as Enumerated	
in the Checklist (2 Sets, 1 Original and	
1 Duplicate Copy)	DAO/DAO 0
9. Bid Evaluation Report (2 Sets, 1	BAC/BAC Secretariat
Original and 1 Duplicate Copy)	
10. Post Qualification Evaluation Report	BAC/BAC Secretariat
(2 Sets, 1 Original and 1 Duplicate	
Copy)	
11. Printout Copy of Posting of Approved	BAC/BAC Secretariat
Purchase Order/ Contract of Award in	
the PHILGEPS (2 Sets, 1 Original and	
1 Duplicate Copy)	







	SORSOGON
 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): Reenacted Budget: for new contracts entered into by LCE 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
 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 1Duplicate 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



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specifications and/					
the equipment prod					
	of of payment of all				
taxes and duties du					
equipment, supplie					
government (2 Sets	s, 1 Original and 1				
Duplicate Copy)					
20. Inspection and Acce	-	Requesting	Office		
prepared by the de					
property inspector					
Head of Agency or					
representative (2 S	ets, 1 Original and				
1 Duplicate Copy)		_			
21. Acknowledgement F	•	Concerned	Office		
Equipment (ARE) (2	_				
and 1 Duplicate Cop	• /				
22. Inventory Custodian	-	Concerned	Office		
	nore than one year				
but small enough to					
PPE (2 Copies, Or		0			
23. Invoice Receipt for		Contractor			
Properties (2 Sets,	1 Original and 1				
Duplicate Copy)	or a minimum				
24. Warranty Security f		Contractor			
period of 3months,					
supplies, or a minir	•				
1year in the case o supplies after acce	•				
procuring entity of					
supplies (2 Sets, 1					
Duplicate Copy)	Original and 1				
25. Request for purchas	se of supplies	Requesting	Office		
materials and equip	The latest the state of the sta	Requesting Office			
approved by prope					
(2 Sets, 1 Original		A STATE OF THE STA			
Copy)	and i Dapiloato				
26. Obligation Request	Slip (2 Copies, 1	Municipal Budget Office			
Original & 1 Duplic		Mariopar Budget Office			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Submit the	1. Check the DV	None	1 Hour	BAC	
Disbursement	for payment of	Santa Chicago	*incomplete		
Voucher (DV) for the	purchased goods	Personal Control of the Control of t			



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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 logbook, 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



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



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	G2B – Government to Business Entity			
Transaction:		·		
Who may avail:	Contractors with Aw	varded Projects by the LGU		
CHECKLIST OF RI	EQUIREMENTS	WHERE TO SECURE		
1. Approved Annual Pr	`	BAC/BAC Secretariat		
Copies, 1 Original a	nd 1 Duplicate			
Copy)	Supported by	PAC/PAC Socretoriot/Submitted Decuments by		
2. Approved Contract State Following Docur		BAC/BAC Secretariat/Submitted Documents by Bidders during Public Bidding		
1 Original and 1 Dur	•	bladers during Public blading		
- Invitation to Apply				
	y Check/Screening			
- Bidding Document				
under Sec. 17.1 of				
of RA9184				
- Minutes of Pre-Bid	Conference(for			
ABC 1M and above				
- Bidders Technical	and Financial			
Proposal				
- Minutes of Bid Ope				
- Abstract of Bids(As	s Read and As			
Calculated) - Post Qualification	Poport			
- BAC Resolution De	•	the second secon		
Winning Bidder				
- Notice of Post Qua	lification			
- BAC Resolution Re				
Approval and Appr		THE RESERVE TO SERVE THE PARTY OF THE PARTY		
of the Resolution of the BAC Recommending Award of Contract				
- Notice of Award				
- Performance Secu				
- Program of Works	and Detailed			
Estimates				
- Notice to Proceed,				
Receipt by the Cor	ntractor			



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 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): 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
 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



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1 Duplicate Copy)	
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, 10riginal 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): Reenacted Budget: for new contracts entered into by LCE 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





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and 1 Duplicate Co	opy)				
	18. Inspection Report by Agency's		Municipal Engineer's Office		
1	Authorized Engineer		· ·		
(2 Copies, Original)					
19. Result of Test Anal		Contractor			
20. Statement of Time	• • • •	Contractor			
Original and 1 Dup		o o madici			
21. Monthly Certificate	1 * '	Contractor			
Sets, 1 Original and	,	Contractor			
22. Contractors' Affiday		Contractor			
Laborers and Mater	,	Contractor			
Original and 1 Dupli	•				
23. Pictures, Before, D		Office of the	e Municipal Engi	neer	
Construction of Item	_		o Mamoipai Engi	11001	
Especially the Embe					
Sets, 1 Original and	•				
24. Vouchers of all prev		Office of the	e Municipal Acco	nuntant	
(2 Sets, 1 Photocop		Office of the	e Mullicipal Acce	Juntani	
25. Certificate of Accep		Office of the	e Municipal Engi	noor	
Completion (2 Sets		Office of the	s Municipai Lingi	11661	
Duplicate Copy)	s, ronginal and r				
26. Breakdown-labor, N	Natorials and	Contractor			
Overhead, Equipm		Contractor			
Original and 1 Dup					
27. Obligation Request		Municipal D	udget Office		
Original & 1 Duplic	the state of the s	Municipal Budget Office			
Original & 1 Dupile	AGENCY	FEES TO	PROCESSING	PERSON	
CLIENT STEPS	ACTIONS	BE PAID	TIME	RESPONSIBLE	
1. Submit the	1. Check the DV	None	1 Hour	BAC	
Disbursement	for payment of		*incomplete	at not as a first	
Voucher (DV) for the	purchased goods	I will see a	supporting		
purchased goods	as to		documents		
	completeness of		will not be		
	supporting	4	processed		
documents and				Territoria de la companione de la compan	
	correctness of				
	computation and				
forward to Budget				The same of the sa	
	Office				
2. Re-submit the DV	2. a.) Receive; b.)	None	10 Minutes	a.) Budget Office	
for payment of	Review and	TAOTIC	(provided	Clerk 1; b.) Budget	
purchased goods with	record in the	ONE I	there is no	Office	
the Obligation	appropriations		backlog and	Administrative	
the Obligation	appropriations		Dacking and	Administrative	



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



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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	G2G – Government to Government			
Transaction:				
Who may avail:	LGU Hired Job Orde	er and Contra	act of Services	
CHECKLIST OF RI	EQUIREMENTS		WHERE TO S	SECURE
1. Daily Time Record (2 Copies, 1	Prepared by	y Claimant and A	Approved by their
Original and 1 Dupli	cate Copy)	Respective	Department Hea	ads
2. Accomplishment Re	ports (2 Copies, 1	Prepared by	y Claimant and A	Approved by their
Original and 1 Dupli	cate Copy)	Respective	Department Hea	ads
3. Contract/Job Order	(1 Copy, Original)	Municipal H	luman Resource	Management Office
4. Attendance (1 Copy	, Original)			Management Office
5. Approved Payroll (2	Copies, 1 Original		ice or Departme	
and 1 Duplicate Cop			,	5
6. Obligation Request	Slip (2 Copies, 1	Municipal B	udget Office	
Original & 1 Duplicat		'	· ·	
CLIENT STEPS	AGENCY	FEES TO PROCESSING PERSON		
	ACTIONS	BE PAID	TIME	RESPONSIBLE
1. Submit the Payroll	1. a.) Receive; b.)	None	10 Minutes	a.) Budget Office
for payment of	Review and		(provided	Clerk; b.) Budget
services with the	record in the		there is no	Office
Obligation Request	appropriations		backlog and	Administrative
slip for signature	log-book; c.)		all the	Assistant; c.)
	Certify as to		responsible	Municipal Budget
	availability of		persons are	Officer
	appropriations		available)	A second
2. Submit the payroll	2. a.) Receive and	None	1 hour	a.) Accounting
for payment of	record in the log-		(provided	Clerk; b.)
services with signed	book, b.) Review		there is no	Accounting Officer
Obligation Request	the completeness		backlog or	c.) Administrative
slip	of supporting		influx of	Officer; d.)
	papers (including		vouchers and	Municipal
	the consistency of		all the	Accountant
	submitted DTRs	AFER	responsible	45.5
	with the HR		persons are	
	OLUB POLITE ON		available)	The second secon
	submitted			
	Attendance		*incomplete	



			1,000
	Payroll to the	will not be	
	register, d.) Sign	processed	
	the Payroll, e.)	and returned	
	Releasing	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	G2C – Government to Citizen			
Transaction:				
Who may avail:	All	All		
CHECKLIST OF R			WHERE TO S	
1. Latest Real Property (1 Copy, Photocopy	=	Office of the	e Municipal Asse	essor
2. Business Permit (1 Copy, Photocopy	· · · · · · · · · · · · · · · · · · ·	Business P	ermit and Licens	ing Office
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Request for the issuance of Tax Clearance	1. Interview, provide application form, and advise	None	5 Minutes	Revenue Collection Clerk I
	the submission of requirements			Admin. Aide (JO)
A	If requirements are available, proceed to the next step			
2. Submit the accomplished application form and	2. Evaluate the accomplished application form	None	5 Minutes	Revenue Collection Clerk I
documentary requirements	and required documents as to its completeness			Admin. Aide (JO)
	Conduct assessment and advise the payment of required fees			

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3. Pay the required fees	3. Receive and issue an official receipt of	PHP 70.00	3 Minutes	Laborer I Admin. Aide (JO)
4. Follow through the verification & printing of certificate/ clearance	payment 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	None	5 Minutes	Revenue Collection Clerk I Admin. Aide (JO)
5. Follow through the approval of clearance/ certificate	approval 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	Simple			
Type of	G2C – Government to Citizen				
Transaction:					
Who may avail:	All Real Property O	wners			
CHECKLIST OF R	EQUIREMENTS		WHERE TO S	SECURE	
Latest Real Property	y Tax Declaration	Office of the	e Municipal Asse	essor	
(1 Copy, Original)					
2. Latest Real Property	•	Office of the	e Municipal Trea	surer	
Official Receipt, if a	ny				
(1 Copy, Original)					
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Present the	1. Check the	None	5 minutes	Revenue Collection	
requirements and	completeness of	140110	o minutes	Clerk I	
request for tax bill	required			Olone	
roqueet for tax oiii	documents			Admin. Aide (JO)	
2. Follow through the	2. Compute and	None	15 Minutes	Revenue Collection	
computation and	print the Real			Clerk I	
printing of tax bill	Property Tax Bill			And the Annual Control of the Contro	
and the second second	per Tax	- Cartina and a	Lawrence of the law of the law of	Admin. Aide (JO)	
	Declaration				
3. Check the	3. Present the	AV x 1% x	15 Minutes	Revenue Collection	
computed tax bill	computed tax	1 year x 2		Clerk I	
	bill and advise	(Basic &		TO SHAPE TO SHAPE	
1,	for its payment	SEF)		Admin. Aide (JO)	

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



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	G2C – Government to Citizen			
Transaction:				
Who may avail:	All Business Owner	S		
CHECKLIST OF R	EQUIREMENTS		WHERE TO S	ECURE
1. Mayor's / Business	Permit for the	Business P	ermit and Licens	ing Office
Current Year (1 Cor				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Present the weighing scale for required testing	Receive the weighing scale for precise testing Advise on the	None	5 Minutes	Laborer I Laborer II
2. Pay the required	payment of required fee 2. Receive the	Refer to	5 Minutes	Municipal Treasurer
fee and secure an official receipt	payment and issue an official receipt	the Matrix of Fees		
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	550.00
set of weights	
For each extra weight	55.00

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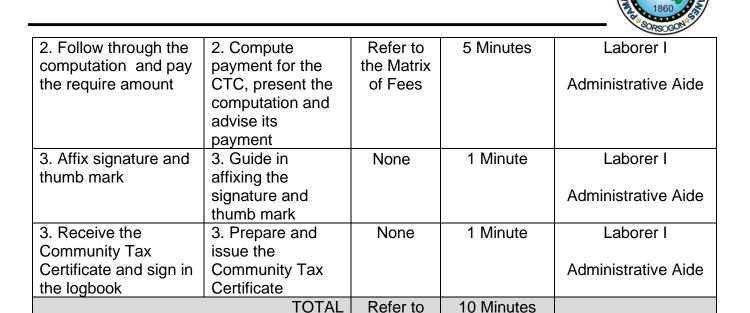


4. Issuance of Community Tax Certificate

Service Information:

A Community Tax Certificate is a form of identification issued by the municipality to all individuals who have reached the age of 18 years old. It is a proof that an individual is a resident of the municipality and has paid the necessary dues derived from income in business, exercise of profession, and/or ownership of real properties in the area. It is being paid during the beginning of the year, but after February 28, a penalty interest is imposed on the tax due computed on a monthly basis. CTC is used as a primary form of identification; as well as in acknowledging a document before a notary public, taking an oath of office or appointment to a government position, receiving a license or permit from a government authority, paying government taxes or fees, etc.

Office or Division:	Office of the Municipal Treasurer			
Classification:	Simple			
Type of	G2C – Government to Citizen			
Transaction:				
Who may avail:	All residents	All residents		
CHECKLIST OF R	EQUIREMENTS		WHERE TO S	SECURE
1. Information Sheet:		Client		
 Complete Name 				
- Address				
 Date and Place of 	of Birth			
- Civil Status				
 Occupation 				
2. For employed, proof Form W2 (1 Copy, F		Bureau of I	nternal revenue	
3. For business owners		Rusiness P	ermit and Licens	ing Office
of income and/or as		Business i	Citilit and Liberio	
(1 Copy, Photocopy)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the	1. Check the	None	3 Minutes	Laborer I
information sheet and	information sheet			
present it together	and validate the			Administrative Aide
with the proof of	proof of income			
income			ALL ALL	



the Matrix of Fees

	Amount (PHP)
Community Tax Certificate (Individual):	
Basic Tax	5.00
Additional Community Tax (Not to exceed 5,000.00) Gross Receipt or Earnings from Business during the preceding year	P1.00 for every 1,000.00
Salaries or Gross Receipt or Earnings derived from Exercise of:	
Profession Income from Real Property	1.00 for every 1,000.00 1.00 for every 1,000.00
Community Tax Certificate (Corporation)	
Basic Community Tax	500.00
Additional Community Tax (Not to exceed 10,000.00) Assessed Value of Real Property Owned in the Philippines	2.00 for every 5,000.00
Gross Receipts including dividend earning derived from business in the Philippines during the preceding year	2.00 for every 5,000.00

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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.

	Γ			1
Office or Division:	Office of the Municipal Treasurer			
Classification:	Simple			
Type of	G2B – Government to Business Entity			
Transaction:				
Who may avail:	All			
CHECKLIST OF R	EQUIREMENTS		WHERE TO S	ECURE
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	



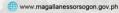
Schedule of Occupancy Fees and Monthly Rental Based on the Revenue Code

Section	Occupancy Fee	Monthly Rental
	(PHP)	(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 C	OMPLAINTS MECHANISM
How to send feedback	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. Contact Information: 09176303938
	□ magayagayangmagallanes@gmail.com
How feedback are processed	Every Friday, the Municipal Human Resource Management Office opens and collects all feedbacks from the drop boxes.
	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.
	The answer of the office concerned is then relayed to the citizen.
	For inquiries and follow-ups, clients may contact the following: □ 09176303938 □ magayagayangmagallanes@gmail.com
How to file a complaint	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.
	Complaints can also be filed via email or may be relayed through phone call or text messages. Make sure to provide the following information: - Full name and contact information of the complainant - Details of the complain







	ORSOGUE
	 Evidences Name of the person or the service/s being complained
	For inquiries and follow-ups, clients may contact the following: □ 09176303938 □ magayagayangmagallanes@gmail.com
How complaints are processed	Every Friday, the Municipal Human Resource Management Office opens and collects all complaints from the drop boxes.
	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.
	The MHRMO will give the feedback to the client.
	For inquiries and follow-ups, clients may contact the following:
	□ 09176303938 □ magayagayangmagallanes@gmail.com
Contact Information of CCB, PCC, ARTA	CCB: email@contactcenterngbayan.gov.ph 0908-881-6565
	PCC: pcc@malacanang.gov.ph 8888
	ARTA: complaints@arta.gov.ph 8-478-5093



LIST OF OFFICES

			OASOGO.
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	antonioaltavanomarana@gmail.com	09615427771
Office of the Public Market Section	Second Floor, Public Market, Poblacion, Magallanes, Sorogon	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	burtonrafael82@gmail.com nikkaangelu95@yahoo.com	09384406608 09468717896



	1	SORSOGON	
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.evansrmarana1466@gmail.com	09778339331
Office of the Municipal Engineer	First Floor, Municipal Hall, Binisitahan Sur, Magallanes, Sorsogon	jhgarcia ph@yahoo.com	09198316527



			CASOGC
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