



# LOCAL GOVERNMENT UNIT OF MAGALLANES

## CITIZEN'S CHARTER

2025 (1<sup>st</sup> Edition)



## **I. 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.

## **II. Vision:**

A leading agri-fishery and historico-tourism municipality in the province of Sorsogon with a responsible and caring community, living in an adaptive and resilient environment, sustained by a vibrant economy, and led by proactive and transparent leaders.

## **III. Mission:**

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

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

## **IV. 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 clientele





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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.

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



3. Acknowledge receipt of the issuance of Clearance.	3. Forward the Clearance to the Office of the Mayor for review and approval. Release the clearance duly signed by the LCE after securing a file copy.	None	5 Minutes	Admin. Aide I – BPLO Designate
<b>TOTAL</b>		Refer to the Matrix of Fees	15 Minutes	

Mayor's Clearance Fees Based on the Municipal Revenue Code

Purposes	Amount of Fee (PHP)
For employment, scholarship, study grant, and other purposes not hereunder specified	30.00
For change of name	150.00
For application for Filipino citizenship	1000.00
For passport or visa application	150.00
For firearms permit application	150.00
For PLEB clearance	150.00
For renewal of business license	100.00
For retirement	100.00





## 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.

<b>Office or Division:</b>	<b>Office of the Municipal Mayor</b>	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C – Government to Citizens G2B – Government to Business Entity	
<b>Who may avail:</b>	All Interested Individuals	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
1. Proof of Business Registration – DOLE, SSS, DTI/SEC/CDA Registration (1 Copy, Photocopy)		DOLE, SSS, DTI / SEC / CDA
2. BIR Form 2550Q, if for renewal (1 Copy, Photocopy)		Bureau of Internal Revenue
3. Basis of computing taxes, fees and charges		Office of the Municipal Treasurer
4. Occupancy Permit, if necessary (1 Copy, Photocopy)		Office of the Municipal Engineer
5. Contract of Lease, if necessary (1 Copy, Photocopy)		Office of the Municipal Treasurer
6. Mayor's Clearance which will require Community Tax Certificate, Barangay Clearance, Court Clearance and Police Clearance (1 Copy, Original)		Office of the Mayor Barangay Hall Municipal Trial Court Municipal Police Station
7. Health Certification (1 Copy, Original)		Municipal Health Office
8. Solid Waste Certification (1 Copy, Original)		Ecosystem and Environmental Resource Management Section
9. Fire Safety Inspection (1 Copy, Original)		Bureau of Fire Station
10. Official Receipt for the Payment of Fee (1 Copy, Original)		Office of the Municipal Treasurer



<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Apply for Mayor's Permit and for new or renewal of business	1. Interview and provide an application form	Corresponding Fees in securing	15 Minutes	Admin. Aide I – BPLO Designate
Permit and submit the accomplished application form and other requirements.	and checklist of requirements.  Evaluate the completeness of the requirements and make an initial assessment of the business. If compliant to all requirements (Occupancy permit, Contract of Lease, Mayor's Clearance, Health Certification Solid Waste Certification, Fire Safety Certification), proceed to the next step. If not, advise to secure first the other documentary requirements from concern offices.	documentary requirements from concern offices		
2. Pay the required fees at the Office of the Municipal Treasurer and present the official receipt of payment to the BPLO Designate.	2. Advise to pay the required fees at the Office of the Municipal Treasurer while preparing the business permit.	Refer to the Matrix of Fees	5 Minutes	Admin. Aide I – BPLO Designate
3. Acknowledge receipt of the issuance of Business Permit	3. Forward the business permit and other supporting	None	5 Minutes	Admin. Aide I – BPLO Designate





	documents to the Office of the Mayor for review and approval. Release the business permit duly signed by the LCE after securing a file copy			
<b>TOTAL</b>		Refer to the Matrix of Fees	20 Minutes	

#### 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)
<i>On Manufacturers/Importers/Producers</i>	
Micro Industry	500.00
Cottage Industries	700.00
Small-Scale Industries	1000.00
Medium-Scale Industries	1,500.00
Large-Scale Industries	3,000.00
<i>On Banks</i>	
Lending Institution	5,000.00
Rural, Thrift and Savings Banks	5,000.00
Commercial, Industrial and Development Banks	5,000.00
Universal Banks	5,000.00
On other Financial Institutions	5,000.00
<i>On Contractors/Service Establishments Communication (Internet, Cable, etc.) Services</i>	
Micro Industry	500.00
Cottage Industries	700.00
Small-Scale Industries	1,000.00
Medium-Scale Industries	1,500.00
Large-Scale Industries	3,000.00
For Cell Site/Communication Towers	75,000.00
<i>On Wholesalers/Retailers/Dealers or Distributors</i>	
Micro Industry	500.00
Cottage Industries	700.00



Small-Scale Industries	1,000.00
Medium-Scale Industries	1,500.00
Large-Scale Industries	3,000.00
<i>On Transloading Operations</i>	
Small	1,200.00
Medium	2,200.00
Large	4,200.00
<i>Other Businesses</i>	
Micro Industry	500.00
Cottage Industries	700.00
Small-Scale Industries	1,000.00
Medium-Scale Industries	1,500.00
Large-Scale Industries	3,000.00

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

On Business Subject to Graduated Fixed Taxes	Amount of Fee Per Annum (PHP)
<i>From the Owner/Operator/Licensee of the Cockpit</i>	
1. Application Filing Fee	1,000.00
2. Annual Cockpit Permit Fee	10,000.00
3. Franchise Fee	30,000.00 (every five years)
<i>From Cockpit Personnel</i>	
1. Promoters/Hosts	500.00
2. Pit Manager "Bedor"	500.00
3. Referee "Sentenciador"	1,000.00
4. Bet Taker "Kristo"	500.00
5. Bet Manager "Lamesador/Kasador"	1,000.00
6. Gaffer "Paratambod"	500.00
7. Derby (Matchmaker)	500.00





### Special Permit Fee for Cockfighting Based on the Municipal Revenue Code

	Fees on a Per Day Basis (PHP)
Special Cockfights (Fiesta and Official Holidays)	500.00
Special Derby Assessment from Promoters of:	
Two-Cock Derby	3,000.00
Three-Cock Derby	5,000.00
Four-Cock Derby	7,000.00

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

	(PHP)
Police Clearance	100.00
Mayor's Clearance	500.00

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

Storage of Gasoline, Diesel, Fuel, Kerosene and Similar Products	(PHP)
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 Explosive Substance not Mentioned Above	875.00

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

Activities	(PHP)
Conference, meetings, rallies and demonstration in outdoor, in parks, plazas, roads/streets	250.00
Dances	350.00
Coronation and ball	350.00
Promotional sales	350.00
Other Group Activities	350.00



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

**External Services**





## 1. Review and Approval of Barangay Ordinances

**Service Information:** Section 447 (a) (1) (i) of Republic Act (RA) 7160, otherwise known as the Local Government Code, states that the Sangguniang Bayan is empowered to review all ordinances approved by the Sangguniang Barangay and executive orders issued by the punong barangay to determine whether these are within the scope of the prescribed powers of the Sanggunian and of the Punong Barangay.

<b>Office or Division:</b>	Office of the Sangguniang Bayan			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	Barangay Council			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Transmittal Letter (1 Copy, Original)		Barangay Secretary		
2. Copy of Ordinance to be reviewed (1 Original Copy and 4 Photocopies)		Barangay Secretary/ Council		
3. If subject ordinance is an amendatory ordinance, copy of the old ordinance being amended (5 Copies, Photocopy)		Barangay Secretary/Council		
4. Attachments of the original copy of the Certification of Public Hearing, attendance sheet and minutes. of the public hearing		Barangay Secretary/Council		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sign in the Client Logbook in the Officer-of-the-Day's Desk.	1. Make readily available the Client Logbook to the client.	None	2 Minutes	Assigned Officer-of-the-Day
2. Submit the ordinance and its attachments to be reviewed.	2. Preliminary assessment of the documents. If complete, stamp received the transmittal. If incomplete, advise the client to submit lacking documents.	None	15 Minutes	Admin. Aide IV



3. Get the file copy of the transmittal.	3. Return to the client his/her receiving copy and forward the complete documents to the SB Secretary.	None	2 Minutes	Admin. Aide IV
4. None	4. Inclusion in the Order of Business for the next regular session.	None	15 Minutes	SB Secretary
5. None	5. Referral to the concerned Comm.of the subject barangay ordinance.	None	1 Session day	Presiding Officer, Concerned Committee, Secretary to the Sanggunian
6. None	6. Schedule the Conduct of Comm.Hearing	None		Concerned Comm.
	6.1 Prepare the Notice of Comm.Meeting/Hearing		10 minutes	SB Secretary
	6.2 Sign the Notice of Comm.Meeting/Hearing.		2 minutes	Concerned Comm.Chair and VM
	6.3 Distribution of the Notice of Comm.Meeting/Hearing to concerned barangay council and resource person/s		30 minutes (within the Poblacion)  2 hours (remote barangays)	Administrative Aide I





7. Appear and participate during the scheduled comm. hearing.	7. Conduct of Comm. hearing.	None	1 Working day	Vice-Mayor, Concerned Committee, SB Secretary
8. None	8. Render the Comm.Report on the result of the Comm.meeting/hearing followed by plenary deliberation.	None	1 Session Day	Concerned Comm.Chair SB Members
9. None	9. Prepare and sign the review action.	None	20 Minutes	Legislative Staffs SB Secretary Presiding Officer
10. None	10. Prepare and sign the transmittal of the review action to the concerned barangay.	None	10 Minutes	Legislative Staffs
11. Receive the review action.	11. Release and serve copy of the transmittal of the review action to the concerned barangay.	None	30 Minutes (within the Poblacion)  2 Hours (Remote barangays)	Administrative Aide I
	TOTAL	None	<i>Minimum of 2 Session Days; 1 Working Day; 2 Hours; 16 Minutes Maximum of 2 Session Days; 1 Working Day; 3.5 Hours; 16 Minutes</i>	



## 2. Review and Approval of the Annual Budget and Annual Investment Program (AIP) of the Barangays

**Service Information:** Section 333 (a) of Republic Act (RA) 7160, otherwise known as the Local Government Code of 1991, states that within ten (10) days from its approval, copies of the barangay ordinance authorizing the annual appropriations shall be furnished the Sangguniang Bayan, through the Municipal Budget Officer. Within 60-day period, the Sangguniang Bayan shall return the barangay ordinance, through the Municipal Budget Officer, to the Punong Barangay with the advice of action thereon for proper adjustments.

<b>Office or Division:</b>	Office of the Sangguniang Bayan	
<b>Classification:</b>	Highly Technical	
<b>Type of Transaction:</b>	G2G – Government to Government	
<b>Who may avail:</b>	Barangay Government	
	<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
	1. Transmittal Letter from the Municipal Budget Officer (1 Copy, Original)	Municipal Budget Office
	2. 1 <sup>st</sup> Endorsement of the Municipal Budget Office containing the technical budget review (1 Copy, Original)	Municipal Budget Office
	3. Appropriation Ordinance (1 Original Copy and 4 Photocopies)	Barangay Council
	4. Budget Message (1 Original Copy and 4 Photocopies)	
	5. Sanggunian-approved Annual Investment Plan (1 Original Copy and 4 Photocopies)	Barangay Council
	6. BBP Form No. 1- Budget Expenditures and Sources of Financing (1 Original Copy and 4 Photocopies)	Barangay Council
	7. BBP Form No. 2- Programmed Appropriation by PPA, Expense Class, Object of Expenditures and Expected Results (1 Original Copy and 4 Photocopies)	Barangay Council





8. BBP Form No. 2A- List of Projects Chargeable Against 20% Development Fund (1 Original Copy and 4 Photocopies)		Barangay Council		
9. BBP Form No. 3- Plantilla of Personnel (1 Original Copy and 4 Photocopies)		Barangay Council		
10. BBP Form No. 4- Statement of Indebtedness (1 Original Copy and 4 Photocopies)		Barangay Council		
11. DILG-endorsed GAD Plan and Budget (1 Original Copy and 4 Photocopies)		Barangay Council		
12. List of Projects Chargeable Against the 5% BDRRM Fund (1 Original Copy and 4 Photocopies)		Barangay Council		
13. Barangay Development Council Resolution Approving the 20% Barangay Development Fund. (1 Original Copy and 4 Photocopies)		Barangay Council		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Logbook in the Officer-of-the-Day's Desk.	1. Make readily available the Client Logbook to the client.	None	2 Minutes	Assigned Officer-of-the-Day
2. Submit the Barangay Budget and its attachments to the Municipal Budget Officer. The MBO upon its technical review, forwards the same together with his/her 1 <sup>st</sup> Endorsement to the Sangguniang Bayan for review.	2. Upon transmittal from the Municipal Budget Officer, make a preliminary assessment of the documents. If complete, stamp received the transmittal of the MBO. If not, advise the client of the lacking documents.	None	15 Minutes	Municipal Budget Office  Legislative Staff



3. Get the file copy of the transmittal.	3. Return to the client his/her receiving copy and forward the complete documents to the SB Secretary.	None	2 Minutes	Legislative Staff
4.None	4. Inclusion in the Order of Business for the next regular session.	None	15 Minutes	SB Secretary
5.None	5.Referral to the Comm. on Finance, Budget and Appropriation	None	1 Session Day	Presiding Officer, Comm. on Finance, Budget & Appropriation, Secretary to the Sanggunian
6.None	6.Schedule the conduct of the Budget Hearing			Comm. on Finance, Budget & Appropriation SB Secretary
	6.1 Prepare the Notice of Budget Hearing.	None	10 Minutes	Comm. Chair on Finance, Budget & Appropriations and Vice Mayor
	6.2 Sign the Notice of Budget Hearing.	None	2 Minutes	
	6.3 Distribution of the Notice of the Budget Hearing to concerned barangay council and/or resource person/s.	None	30 Minutes (within the Poblacion)  2 Hours (remote barangays)	Administrative Aide I





7. Appear and participate during the scheduled Budget Hearing.	7. Conduct of the Budget Hearing.	None	1 Working Day	Vice Mayor, Comm. on Finance, Budget & Appropriations, SB Secretary
8. None	8. Render Committee Report on the result of the budget hearing followed by plenary deliberation.	None	1 Session Day	Comm. Chair on Finance, Budget & Appropriation, Comm. On Youth and Sports Development SB Members
9. None	9. Prepare and sign the review action.	None	20 Minutes	Presiding Officer SB Secretary
10. None	10. Prepare and sign the transmittal of the review action to the concerned Sangguniang Kabataan.	None	10 Minutes	SB Secretary
10. Receive the review action.	11. Release the transmittal to the Municipal Budget Officer.	None	2 Minutes	SB Secretary
	TOTAL	None	<i>Minimum of 2 Session Days; 1 Working Day; 1 Hour; and 46 Minutes</i>	



### 3. Review and Approval of the Sangguniang Kabataan Annual Budget and Annual Barangay Youth Investment Plan (ABYIP)

**Service Information:** Section 20 of Republic Act No. 10742, or the SK Reform Act, states that the Sangguniang Bayan shall, within sixty (60) days upon receipt hereof, review the annual budget and supplemental budget of the Sangguniang Kabataan on their compliance in the immediately preceding provision and other existing laws, rules and regulations. Noncompliance shall render said budgets inoperative either in whole or in part. Failure on the part of the Sanggunian to complete the review within the prescribed period shall render the said annual budget deemed approved.

<b>Office or Division:</b>	Office of the Sangguniang Bayan	
<b>Classification:</b>	Highly Technical	
<b>Type of Transaction:</b>	G2G – Government to Government	
<b>Who may avail:</b>	Barangay Government	
	<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
	1. Transmittal Letter from the Municipal Budget Officer (1 Copy, Original)	Municipal Budget Office
	2. 1 <sup>st</sup> Endorsement of the Municipal Budget Officer containing the technical budget review (1 Copy, Original)	Municipal Budget Office
	3. SK Resolution Approving the Annual Budget (1 Original Copy and 4 Photocopies)	SK Chairman SK Treasurer
	4. Budget Message (1 Original Copy and 4 Photocopies)	SK Chairman SK Treasurer
	5. Annual Barangay Youth Investment Plan	SK Chairman SK Treasurer
	6. Comprehensive Barangay Youth Development Plan (1 Original Copy and 4 Photocopies)	SK Chairman SK Treasurer
	7. Annual Procurement Plan	SK Chairman SK Treasurer





CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Logbook in the Officer-of-the-Day's Desk.	1. Make readily available the Client Logbook to the client.	None	2 Minutes	Assigned Officer-of-the-Day
2. Submit the Barangay Budget and its attachments to the Municipal Budget Officer. The MBO upon its technical review, transmits the same together with his/her 1 <sup>st</sup> Endorsement to the Sangguniang Bayan for review.	2. Preliminary assessment of the documents. If complete, stamp received the transmittal of the MBO. If not, advise the client of the lacking documents.	None	15 Minutes	Legislative Staff
3. None	3. Forward the same to the SB Secretary.	None	2 Minutes	Legislative Staff
4. None	4. Inclusion in the Order of Business for the next regular session.	None	15 Minutes	SB Secretary
5. None	5. Referral to the Comm. on Finance, Budget and Appropriation	None	1 Session Day	Presiding Officer, Comm. on Finance, Budget & Appropriation, Comm. on Youth and Sports Development Secretary to the Sanggunian
6. None	6. Schedule the conduct of the Budget Hearing	None	10 Minutes	Comm. On Finance, Budget & Appropriation, Comm. on Youth





	<p>6.1 Prepare the Notice of Budget Hearing.</p> <p>6.2 Sign the Notice of Budget Hearing.</p> <p>6.3 Distribution of the Notice of the Budget Hearing to concerned Sangguniang Kabataan and/or resource person/s.</p>	<p>None</p> <p>None</p> <p>None</p>	<p>2 Minutes</p> <p>30 Minutes (within the Poblacion)</p> <p>2 Hours (remote barangays)</p>	<p>&amp; Sports Development</p> <p>SB Secretary</p> <p>Comm. Chairs on Finance, Budget &amp; Appropriations and Youth &amp; Sports Development and Vice Mayor</p> <p>Administrative Aide I</p>
7. Appear and participate during the scheduled Budget Hearing.	7. Conduct of the Budget Hearing.	None	1 Working Day	Vice Mayor, Comm. on Finance, Budget & Appropriations, SB Secretary
8. None	8. Render Committee Report on the result of the budget hearing followed by plenary deliberation.	None	1 Session Day	Comm. Chair on Finance, Budget & Appropriation, Comm. On Youth and Sports Development SB Members
9. None	9. Prepare and sign the review action.	None	20 Minutes	Presiding Officer SB Secretary



10. None	10. Prepare and sign the transmittal of the review action to the concerned Sangguniang Kabataan.	None	10 Minutes	SB Secretary
11. Receive the review action.	11. Release the transmittal to the Municipal Budget Officer.	None	2 Minutes	SB Secretary
	TOTAL	None	<i>Minimum of 2 Session Days; 1 Working Day; 1 Hour; and 48 Minutes</i>	



#### 4. Review and Approval of the Supplemental Budget of the Sangguniang Barangay and Sangguniang Kabataan

**Service Information:** Section 20 of Republic Act No. 10742, or the SK Reform Act, states that the Sangguniang Bayan shall, within sixty (60) days upon receipt hereof, review the annual budget and supplemental budget of the Sangguniang Kabataan on their compliance in the immediately preceding provision and other existing laws, rules and regulations. Noncompliance shall render said budgets inoperative either in whole or in part. Failure on the part of the Sanggunian to complete the review within the prescribed period shall render the said annual budget deemed approved.

<b>Office or Division:</b>	Office of the Sangguniang Bayan	
<b>Classification:</b>	Highly Technical	
<b>Type of Transaction:</b>	G2G – Government to Government	
<b>Who may avail:</b>	Barangay Government	
	<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
	1. Transmittal Letter from the Municipal Budget Officer (1 Copy, Original)	Municipal Budget Office
	2. 1 <sup>st</sup> Endorsement of the Municipal Budget Officer containing the technical budget review (1 Copy, Original)	Municipal Budget Office
	3. Barangay Appropriation Ordinance/ SK Resolution Approving the Supplemental Budget (1 Original Copy and 4 Photocopies)	Barangay Council/ SK Chairman SK Treasurer
	4. Approved Supplemental AIP	Barangay Council/ SK Chairman SK Treasurer
	5. Certification of Savings	Barangay Council/ SK Chairman SK Treasurer
	6. Certificate of Source of Funds	Barangay Council/ SK Chairman SK Treasurer





CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Logbook in the Library Officer-of-the-Day's Desk.	1. Make readily available the Client Logbook to the client.	None	2 Minutes	Assigned Officer-of-the-Day
2. Submit the Supplemental Budget and its attachments to the Municipal Budget Officer. The MBO upon its technical review, transmits the same together with his/her 1 <sup>st</sup> Endorsement to the Sangguniang Bayan for review.	2. Preliminary assessment of the documents. If complete, stamp received the transmittal of the MBO. If not, advise the client of the lacking documents.	None	15 Minutes	Municipal Budget Office  Legislative Staff
3. None	3. Forward the same to the SB Secretary.	None	2 Minutes	Legislative Staff
4. None	4. Inclusion in the Order of Business for the next regular session.	None	15 Minutes	SB Secretary
5. None	5. Referral to the Comm. on Finance, Budget and Appropriation	None	1 Session Day	Presiding Officer, Comm. on Finance, Budget & Appropriation, Comm. on Youth and Sports Development Secretary to the Sanggunian
6. None	6. Schedule the conduct of the Budget Hearing, if necessary.	None	10 Minutes	Comm. on Finance, Budget & Appropriation, Comm. on Youth



	<p>5.1 Prepare the Notice of Budget Hearing.</p> <p>5.2 Sign the Notice of Budget Hearing.</p> <p>5.3 Distribution of the Notice of the Budget Hearing to concerned Sangguniang Kabataan and/or resource person/s.</p>	<p>None</p> <p>None</p>	<p>2 Minutes</p> <p>30 Minutes (within the Poblacion)</p> <p>2 Hours (remote barangays)</p>	<p>&amp; Sports Development</p> <p>SB Secretary</p> <p>Comm. Chairs on Finance, Budget &amp; Appropriations and Youth &amp; Sports Development and Vice Mayor</p> <p>Administrative Aide I</p>
7. Appear and participate during the scheduled Budget Hearing.	7. Conduct of the Budget Hearing.	None	1 Working Day	Comm. on Finance, Budget & Appropriations, Comm. On Youth and Spots Development SB Secretary
8. None	8. Render Committee Report on the result of the budget hearing followed by plenary deliberation.	None	1 Session Day	Comm. Chair on Finance, Budget & Appropriation, Comm. On Youth and Sports Development SB Members



9. None	9. Prepare and sign the review action.	None	20 Minutes	Presiding Officer SB Secretary
10. None	10. Prepare and sign the transmittal of the review action to the concerned Sangguniang Kabataan.	None	10 Minutes	SB Secretary
11. Receive the review action.	11. Release the transmittal to the Municipal Budget Officer.	None	2 Minutes	SB Secretary
<b>TOTAL</b>		None	<i>Minimum of 2 Session Days; 1 Working Day; 1 Hour; and 48 Minutes</i>	





## 5. Grant of Public Tricycle Franchises to Tricycle Operators and Drivers

**Service Information:** Section 447 (3) (vi) of RA 7160, or the Local Government Code of 1991, mandates that subject to the guidelines prescribed by the Department of Transportation and Communications, the Sangguniang Bayan shall regulate the operation of tricycles and grant franchises for the operation thereof within the territorial jurisdiction of the municipality;

<b>Office or Division:</b>	Office of the Sangguniang Bayan			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Organizations and associations applying for accreditation			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Letter of Intent (Original, 1 Copy)		Tricycle Operator or Driver		
2. Certificate of Membership in Tricycle Operators and Drivers Association (TODA) or organization (Original, 1 Copy)		Tricycle Operator or Driver		
3. For renewal application, copy of SB Resolution Granting Franchise. (Photocopy, 1 Copy)		SB Secretary		
4. Municipal Tax Clearance signed by the Municipal Treasurer (Original, 1 Copy)		Municipal Treasurer		
5. Certificate of Registration of Vehicle (Photocopy, 1 Copy)		Tricycle Operator or Driver		
6. Barangay Clearance (Original, 1 Copy)		Tricycle Operator or Driver		
7. Community Tax Certificate (Original, 1 Copy)		Tricycle Operator or Driver		
8. Unexpired Driver's License of the designated driver (Photocopy, 1 Copy)		Tricycle Operator or Driver		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sign in the Client Logbook in the Officer-of-the-Day's Desk.	1. Make readily available the Client Logbook	None	2 Minutes	Assigned Officer-of-the-Day



2. Submit the Letter of Application and other supporting documents.	2. Preliminary assessment of the documents. If found complete, stamp received the application. If incomplete, advise the client to comply with the lacking requirements.	None	15 Minutes	Admin. Aide IV
3. Get the file/receiving copy of the Letter of Intent.	3. Return to the applicant his/her receiving copy and forward the complete documents to the SB Secretary.	None	2 Minutes	Admin. Aide IV
4. None	4. Inclusion in the Order of Business for the next regular session.	None	15 Minutes	SB Secretary
5. None	5. Take appropriate legislative action on the application.	None	1 Session Day	Comm. Chair on Transportation Presiding Officer
6. None	6. Preparation of SB Resolution on the legislative action taken by the SB.	None	20 Minutes	SB Secretary
7. None	7. Sign the SB Resolution.	None	2 Minutes	SB Secretary Presiding Officer
8. Receive the resolution.	8. Release the Resolution to the client.	None	2 Minutes	Admin. Aide IV
<b>TOTAL</b>			Minimum of 1 Session Day and 15 Minutes	



## 6. Accreditation of NGOs, POs, and CSOs

**Service Information:** Pursuant to Section 108 of the Local Government Code of 1991, the local Sanggunian 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/PO/CSOs accreditation upon their application with the procedures and within the timeframes hereunder set.

<b>Office or Division:</b>	Office of the Sangguniang Bayan	
<b>Classification:</b>	Complex	
<b>Type of Transaction:</b>	G2C – Government to Citizen	
<b>Who may avail:</b>	Organizations and associations applying for accreditation	
	<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
	1. Letter of Application (Original Copy)	Applicant NGO/PO/CSO
	2. Duly Accomplished Application Form (1 Copy, Original)	Office of the SB Secretary or CSO Desk Officer
	3. Duly approved Board Resolution signifying intent for accreditation for the purpose of representation in the local special body. (1 Copy, Notarized, Original or Certified True Copy)	Applicant NGO/PO/CSO
	4. Certificate of Registration or existing valid Certificate of Accreditation from any NGA. (1 Copy, Photocopy)	Applicant NGO/PO/CSO
	5. List of current officers (1 Copy, Original or Certified True Copy)	Applicant NGO/PO/CSO
	6. For CSOs that have been in operation for at least 1 year, Minutes of the Annual Meeting for the immediately preceding year (1 Copy, Original or Certified True Copy)	Applicant NGO/PO/CSO
	7. For CSOs that have been in operation for at least 1 year, Annual Accomplishment Report for the immediately preceding year (1 Copy, Original or Certified True Copy)	Applicant NGO/PO/CSO





8. For CSOs that have been in operation for at least 1 year, Financial Statement signed by the executive officers, for the immediately preceding year (1 Copy, Original or Certified True Copy)		Applicant NGO/PO/CSO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Logbook in the Officer-of-the-Day's Desk.	1. Make readily available the Client Logbook to the client.	None	2 Minutes	Assigned Officer-of-the-Day
2. Submit the Letter of Application, duly accomplished application form, and other supporting documents.	2. Preliminary assessment of the documents. If found complete, stamp received the application. If incomplete, advise the client to comply with the lacking requirements.	None	5 Minutes	Admin. Aide IV
3. Get the file/receiving copy of the Letter of Intent.	3. Return to the applicant his/her receiving copy and forward the complete documents to the SB Secretary.	None	2 Minutes	Admin. Aide IV
4. None	4. Forward the same to the SB Secretary for validation and inclusion in the Order of Business.	None	2 Minutes	Admin. Aide IV
5. None	5. Inclusion in the Order of Business for the next regular session.	None	15 Minutes	SB Secretary



<p>6. Appear during the session, if invited to attend the session, and participate during the Question Hour.</p> <p><i>*The applicant-client may also be invited to a committee hearing, if deemed necessary.</i></p>	<p>6. Discuss/ deliberate the application for accreditation during SB regular session and take appropriate legislative action.</p>	<p>None</p>	<p>1 Session Day</p>	<p>Presiding Officer, SB Members, SB Secretary</p>
<p>7. None</p>	<p>7. Take appropriate action on the application. If approved, prepare the resolution and Certificate of Accreditation. If not approved prepare the Notice of Non-Qualification.</p>	<p>None</p>	<p>20 Minutes</p>	<p>SB Secretary</p>
<p>8. None</p>	<p>8. Sign the SB Resolution and Certificate of Accreditation or Notice of Non-Qualification.</p>	<p>None</p>	<p>2 Minutes</p>	<p>SB Secretary Presiding Officer</p>
<p>9. Receive the resolution and certificate or the notice of non-qualification.</p>	<p>9. Release the Resolution to the client.</p>	<p>None</p>	<p>2 Minutes</p>	<p>Admin. Aide IV</p>
<p><b>TOTAL</b></p>		<p>None</p>	<p><b>Minimum of 1 Session Day and 1 Hour</b></p>	



## 7. SB Referral of Clients Requesting Assistance to Individual in Crisis Situation (AICS)

**Service Information:** The AICS or Assistance to Individuals in Crisis Situation is one of the social welfare services of the MSWD that provides medical assistance, burial, transportation, education, food, or financial assistance for other support services or needs of a person or family. Members of the Sangguniang Bayan are given the privilege to endorse/ refer clients requesting assistance from them to avail of this service.

<b>Office or Division:</b>	Office of the Sangguniang Bayan			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Indigent Individuals/Family			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Medical Receipt, or prescription, or medical abstract or funeral contract, etc. (1 Copy, Photocopy)		Hospital/RHU/Clinic/Funeral Homes		
2. Certificate of Indigency (1 Copy, Original)		Barangay Secretary		
3. Valid ID (1 Copy, Photocopy)		Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sign in the client logbook in the Officer-of-the Day's Desk.	1. Readily provide the Client Logbook to the client.	None	2 Minutes	Assigned Officer-of-the-Day
2. Request or inquire for AICS referral.	2. Entertain inquiry and explain procedure in availing of the service.	None	5 Minutes	Admin. Aide IV
3. Submit all the necessary documents	3. Preliminary assessment of the documents and if found to be complete, receive the same.	None	5 Minutes	Admin. Aide IV





4. Provide needed data/information of the case.	4. Interview client.	None	10 Minutes	Admin. Aide IV
5. Wait for the referral form to be issued.	5. Prepare the Referral Form.	None	5 Minutes	Admin. Aide IV
6. None	6. Process the referral form.	None	15 Minutes	Admin. Aide IV
7. None	7. Record the transaction to the designated logbook	None	2 Minutes	Admin. Aide IV
8. Receive the Referral Form.	8. Release the Referral form to the Client for processing by the concerned offices.	None	2 Minutes	Admin. Aide IV
	TOTAL	None	<i>Minimum of 46 Minutes</i>	



## 8. Issuance of Certified True Copy of Legislative 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 timeframes hereunder set.

<b>Office or Division:</b>	Office of the Secretary to the Sanggunian			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All interested individuals			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Letter-request for a Photocopy/Certified True Copy of documents (1 Copy, Original)		Requesting individual/citizen		
2. Duly Filled-up Request Form (1 Copy, Original)		Office of the SB Secretary		
3. Official Receipt of Payment of Fee (1 Copy, Original)		Office of the Municipal Treasurer		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sign in the Client Logbook in the Officer-of-the-Day's Desk.	1. Make readily available the Client Logbook to the client.	None	2 Minutes	Assigned Officer-of-the-Day
2. Submit request for the issuance of a Photocopy/ Certified True Copy of SB Documents	2. Interview client and provide Request Form.	None	3 Minutes	Legislative Staff
3. Fill-up and submit request form.	3. Receive and check the accomplished request form and	None	2 Minutes	Legislative Staff



	advise client to pay Secretary's fee.			
4. Make payment of the required fee at the Office of the Municipal Treasurer.	4. Issue payment slip and forward the request to the Records Officer-designate.	Php5.00 per page	5 Minutes	Legislative Staff Records Officer-Designate
5. Present Official receipt.	5. Manual or digital retrieval of the requested document.	None	15 minutes	Records Officer-Designate
6. Wait for the records to be retrieved.	6. Photocopy of the requested documents/ records or prepare the Secretary's Certification, as the case may be.	None	10 minutes	Records Officer-Designate
7. Wait for the certification to be signed.	7. Signing of the certificate.	None	2 minutes	SB Secretary
8. Receive the requested document.	8. Record and release the requested document.	None	2 minutes	Administrative Aide IV
<b>TOTAL</b>		<b>PHP 5.00 per page</b>	<b>Minimum of 41 Minutes</b>	





## 9. Provision of Library Services- Use of library resources for reading and research purposes.

Service Information: Section 469 of RA 7160, or the Local Government Code of 1991, mandates that the Secretary to the Sangguniang Bayan shall take custody of the local archives and, where applicable, the local library and annually account for the same. The Municipal Public Library or Ramon Magsaysay Youth Learning Center was established to cater to the library needs of the researchers and other library users.

<b>Office or Division:</b>	Office of the Secretary to the Sanggunian			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Reserchers and library users.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Library card or ID.		Municipal Public Library Library User		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sign in the Client Logbook in the Library Officer-of-the-Day's Desk.	1. Make readily available the Client Logbook to the client.	None	2 Minutes	Assigned Officer-of-the-Day
2. Submit the library card or any ID and surrender bags to the bag counter.	2. Interview client and take custody of the bags of the deposited client.	None	3 Minutes	Library Staff
3. Utilize the books and other available resources in the municipal library.	3. Stand-by should there be any need of the client.	None	2 Minutes	Library Staff
4. Return the book to its designated shelves and get the deposited bags upon leaving the library premises.	4. Return to the client his/her deposited bag.	None	3 Minutes	Library Staff
<b>TOTAL</b>			<b>10 Minutes</b>	



## 10. Provision of Library Services- Borrowing of books and other reference materials.

**Service Information:** Section 469 of A 7160, or the Local Government Code of 1991 mandates that the Secretary to the Sangguniang Bayan shall take custody of the local archives and, where applicable, the local library and annually account for the same. The Municipal Public Library or Ramon Magsaysay Youth Learning Center was established to cater to the library needs of the researchers and other library users.

<b>Office or Division:</b>	Office of the Secretary to the Sanggunian			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Researchers and library users.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Library card or ID.		Municipal Public Library Library User		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sign in the Client Logbook in the Library Officer-of-the-Day's Desk.	1. Make readily available the Client Logbook to the client.	None	2 Minutes	Assigned Officer-of-the-Day
2. Submit the library card or any ID and surrender bags to the bag counter.	2. Interview client and take custody of the bags of the deposited client.	None	3 Minutes	Library Staff
3. Inform the staff of title and author of the book to be borrowed.	3. Locate the book requested by the client.	None	2 Minutes	Library Staff
4. Sign the acknowledgment portion of the borrower's card and surrender Library Card/ ID.	4. Record the details in the borrower's card and attach the Library Card/ ID of the client and	None	2 Minutes	Library Staff



	release the book to him/her.			
5. Receive the book and get the deposited bag upon leaving the library premises.	5. Return to the client his/her deposited bag.	None	3 Minutes	Library Staff
6. Return the book borrowed on the designated date.	6. Receive the book and return to the client his/her Library Card/ ID	None	3 Minutes	Library Staff
<b>TOTAL</b>		None	<i>15 Minutes</i>	





## 11. Render Technical Assistance to the Barangay Secretaries in the Discharge of their Official Duties

**Service Information:** The barangay secretaries are the counterpart of the Sangguniang Bayan Secretary in the barangay level. Their duties and functions are highly akin or parallel to each other. Hence, the SB Secretary embarked on providing technical assistance to the barangay secretaries, particularly those who are newly appointed, in order to empower them to perform their functions effectively.

<b>Office or Division:</b>	Office of the Secretary to the Sanggunian			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Barangay Secretaries			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Request Slip for technical assistance.		Barangay Secretary		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sign in the Client Logbook in the Library Officer-of-the-Day's Desk.	1. Make readily available the Client Logbook to the client.	None	2 Minutes	Assigned Officer-of-the-Day
2. Submit the request slip for technical assistance.	2. Interview client and make preliminary assessment of the request for technical assistance.	None	3 Minutes	Legislative Staff
3. None	3. Forward to the SB Secretary request slip for appropriate action.	None	2 Minutes	Legislative Staff
4. Proceed to the SB Secretary upon instruction.	4. Render technical assistance.	None	10 Minutes (simple inquiry)	SB Secretary



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			1-2 hours for complicated inquiry)	
	TOTAL	None	<i>Minimum of 17 Minutes Maximum of 2 Hours and 7 Minutes</i>	



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

**Internal Services**





## 1. Approval of Annual Budget and Supplemental Budget of the Municipal Government

**Service Information:** Section. 447 of RA 7160, also known as the Local Government Code of 1991, provides that the Sangguniang Bayan, as the legislative body of the municipality, shall enact ordinances, approve resolutions and appropriate funds for the general welfare of the municipality and its inhabitants pursuant to Section 16 of the Code.

<b>Office or Division:</b>	Office of the Sangguniang Bayan			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	Proponent: Sangguniang Bayan Members			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Transmittal letter signed by the Local Chief Executive. (1 Copy, Original) 2. For Annual Budget, Copy of the Proposed Executive Budget and its complete documentary attachments per Budget Operations Manual. (1 set Original, 4 sets Photocopied) 3. For supplemental budget, LBP Form 8 and 9 signed by the Municipal Accountant and Municipal Treasurer. (1 original, 4 Photocopied)		Office of the Mayor Municipal Budget Officer  Municipal Accountant & Treasurer		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sign in the Client Logbook in the Officer-of-the-Day's Desk.	1. Make readily available the Client Logbook to the client.	None	2 Minutes	Assigned Officer-of-the-Day
2. Submit the proposed Executive Budget/ Supplemental Budget.	2. Preliminary assessment of the documents. If complete, stamp received the transmittal of the LCE. If not, advise	None	15 Minutes	Legislative Staff



	the client of the lacking documents.			
3. Get the file copy of the transmittal.	3. Return to the client his/her receiving copy and forward the complete documents to the SB Secretary.	None	2 Minutes	Legislative Staff
4. None	4. Inclusion in the Order of Business for the next regular session.	None	15 Minutes	SB Secretary
5. None	5. Referral to the Comm. on Finance, Budget and Appropriation	None	1 Session Day	Presiding Officer, Comm. on Finance, Budget & Appropriation, Secretary to the Sanggunian
6. None	6. First Reading of the proposed Appropriation Ordinance Authorizing the Municipal Annual Performance Budget and scheduling of the conduct of the Budget Hearing.	None	1 Session Day	Comm. on Finance, Budget & Appropriation Presiding Officer SB Secretary
	6.1 Prepare the Notice of Budget Hearing.		10 minutes	SB Secretary
	6.2 Sign the Notice of Budget Hearing.		2 minutes	Comm. Chair on Finance, Budget &





	6.3 Distribution of the Notice of the Budget Hearing to concerned.		2 hours	Appropriations and Vice Mayor  Administrative Aide I
7. Appear and participate during the scheduled Budget Hearing.	7. Conduct of the Budget Hearing.	None	1 Working Day	Vice Mayor, Comm. on Finance, Budget & Appropriations, SB Secretary Legislative Staff
8. None	8. Render Comm. Report on the result of the budget hearing followed by plenary deliberation.	None	1 Session Day	Comm. Chair on Finance, Budget & Appropriation SB Members
9. Incorporate and effect all the findings, amendments, modifications in the proposed Executive Budget.	9. Furnish the LCE and MBO of the comments and recommendations of the Budget Hearing.	None	20 Minutes	SB Secretary
10. Resubmit the amended Executive Budget.	10. 2 <sup>nd</sup> Reading of the proposed Appropriation Ordinance Authorizing the Municipal Annual Performance Budget.	None	1 Session Day	Comm. Chair on Finance, Budget & Appropriation Presiding Officer SB Members
11. None	11. Third and Final Reading of the proposed Appropriation Ordinance	None	1 Session Day	Comm. Chair on Finance, Budget & Appropriation Presiding Officer SB Members





	Authorizing the Municipal Annual Performance Budget.			
12.Finanzalization, reproduction, and bookbinding of the copy of the approved Executive Budget	12.Finalization of the Appropriation Ordinance.	None	10 working days	SB Secretary
13.Forward the book bound copies to the SB Secretary.	13.Printing and signing/attestation of the SB Secretary and Vice Mayor of the appropriation ordinance.	None	30 Minutes	SB Secretary
14.None	14.Transmit the Appropriation Ordinance to the LCE for approval.	None	10 Minutes	SB Secretary
15.None	15.Transmit the Appropriation Ordinance to the Sangguniang Panlalawigan for review.	None	Within 3 days upon approval	SB Secretary
	TOTAL	None	<i>Minimum of 5 Session Days; 14 Working Days; 1 Hour and 48 Minutes</i>	



## 2. Adoption and Approval of Local Development Plans of the Municipal Government

**Service Information:** Section. 447 of RA 7160, also known as the Local Government Code of 1991, provides that the Sangguniang Bayan, as the legislative body of the municipality, shall enact ordinances, approve resolutions and appropriate funds for the general welfare of the municipality and its inhabitants pursuant to Section 16 of the Code.

<b>Office or Division:</b>	Office of the Sangguniang Bayan			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	Proponent: Sangguniang Bayan Members			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ol style="list-style-type: none"> <li>1. Transmittal letter signed by the Local Chief Executive. (1 Copy, Original)</li> <li>2. Copy of the local development plan. (1 Original Copy, 4 Photocopies)</li> </ol>		Office of the Mayor Municipal Planning and Development		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sign in the Client Logbook in the Officer-of-the-Day's Desk.	1. Make readily available the Client Logbook to the client.	None	2 Minutes	Assigned Officer-of-the-Day
2. Submit the local development plan	2. Preliminary assessment of the documents. If complete, stamp received the transmittal of the LCE. If not, advise the client of the lacking documents.	None	15 Minutes	Municipal Budget Office  Legislative Staff
3. Get the file copy of the transmittal.	3. Return to the client his/her receiving copy and forward the	None	2 Minutes	Legislative Staff



	complete documents to the SB Secretary.			
4. None	4. Inclusion in the Order of Business for the next regular session.	None	15 Minutes	SB Secretary
5. None	5. Referral to the concerned committee of the Sangguniang Bayan.  5.1 Schedule of Committee meeting/ hearing/ invite resource person to appear during the session.	None	1 Session Day	Presiding Officer, Concerned Committee Secretary to the Sanggunian
6. None	6. Prepare and sign the Notice of meeting/ hearing/ invitation to appear during the session.  6.1 Distribution of the Notice of the Budget Hearing to concerned.	None	1 Session Day  30 mins (if within Poblacion area)  2 hours (If remote barangays)	SB Secretary Presiding Officer Concerned Committee Chair  Admin. Aide I
7. Appear and participate during the scheduled meeting/	7. Conduct of the scheduled meeting/ hearing/	None	1 Working Day/ 1 session Day	Vice Mayor, Concerned Comm.





hearing/ appearance in the session.	appearance in the session.			SB Secretary Legislative Staff
8. None	8. Render Comm. Report on the result of the meeting/ hearing/ appearance followed by plenary deliberation.	None	1 Session Day	Concerned Comm.
9. None	9. Take appropriate legislative action on the application.	None	1 Session Day	Comm. Chair on Transportation
10. None	10. Take appropriate action on the application. If approved, prepare the resolution and Certificate of Accreditation. If not approved prepare the Notice of Non-Qualification.	None	20 Minutes	SB Secretary
11. None	11. Sign the SB Resolution and Certificate of Accreditation or Notice of Non-Qualification.	None	2 Minutes	SB Secretary Presiding Officer
12. Receive the resolution and certificate or the notice of non-qualification.	12. Release the Resolution to the client.	None	2 Minutes	Admin. Aide IV
<b>TOTAL</b>		None	Minimum of 4 Session Days; 1 Working Day; 1 Hour; and 28 Minutes	



### 3. Issuance of Authorization to the Local Chief Executive to Represent the Municipality to Enter into Contracts, Negotiations, and Other Obligations

Service Information: Pursuant to Section 444 of the Local Government Code of 1991, empowers the local Sanggunian to authorize the Local Chief Executive to represent the municipality in all its business transactions and sign on its behalf all bonds, contracts, and obligations, and such other documents made pursuant to law or ordinance;

<b>Office or Division:</b>	Office of the Sangguniang Bayan			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Organizations and associations applying for accreditation			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Letter-request signed by the Local Chief Executive. (1 Copy, Original)		LCE		
2. Copy of the draft contract or instrument containing the terms and conditions, duties and obligation of the parties. (1 Original Copy, 4 Photocopies)		Concerned MGDH		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sign in the Client Logbook in the Officer-of-the-Day's Desk.	1. Make readily available the Client Logbook to the client.	None	2 Minutes	Assigned Officer-of-the-Day
2. Submit the Letter request of the LCE attached a copy of the contract/ instrument.	2. Preliminary assessment of the documents. If found complete, stamp received the application. If incomplete, advise the client to comply with the lacking requirements.	None	5 Minutes	Admin. Aide IV



3. Get the file/ receiving copy of the Letter of Intent.	3. Return to the applicant his/her receiving copy and forward the complete documents to the SB Secretary.		2 Minutes	Admin. Aide IV
4. None	4. Inclusion in the Order of Business for the next regular session.	None	15 Minutes	SB Secretary
5. None.  <i>*The applicant may also be invited to appear before the session, if deemed necessary.</i>	5. Discuss/ deliberate the request during SB regular session	None	1 Session Day	Presiding Officer, SB Members, SB Secretary
6. None	6. Take appropriate action on the application. If approved, prepare the resolution granting authority to the Local Chief Executive.	None	20 Minutes	SB Secretary
8. None	8. Sign the SB resolution.	None	2 Minutes	SB Secretary Presiding Officer
9. None	9. Prepare the transmittal of the resolution.	None	15 Minutes	SB Secretary
9. Receive the resolution.	9. Release the resolution to the concerned parties.	None	2 Minutes	Admin. Aide IV
TOTAL		None	<i>Minimum of 1 Session Day; 1 Hour; and 3 Minutes</i>	





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# Municipal Human Resource Management Office

## Internal Services



## 1. Issuance of Request for Personnel Records and/or Certifications

**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.

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



2. Follow through the approval and grant of requested document	2. Prepare and sign 2 copies of requested document and if necessary, forward the same to the Office of the Mayor for approval	None	1 Day	MHRMO
3. Follow up 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	18 Minutes to 1 Day and 8 Minutes	





## 2. Certification in the Application for Leave

**Service Information:** This service provides certification for employees who are requesting leave from work, ensuring that their application is processed in accordance with established policies and guidelines. The certification serves as a formal acknowledgement of the employee's leave request, including approval status, type of leave, and duration.

<b>Office or Division:</b>	Municipal Human Resource Management Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	LGU Permanent Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Application for Leave (3 Copies, Original) 2. Documentary Requirements		Applicant		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the application for leave with documentary requirements, if necessary	1. Acknowledge receipt of the application, certify to the availability of leave credits, and forward for LCE's approval	None	3 Minutes	AO V/HRMO III MHRM Officer
2. Follow-up the approval of the application for leave	2. Check for the approval of the leave application at the Office of the Municipal Mayor	None	1 Day	MHRM Officer
3. Secure a copy of the approved application for leave	3. Seek acknowledgment receipt of the approved leave application and file a copy	None	1 Minute	MHRM Officer
<b>TOTAL</b>		None	1 Day and 4 Minutes	



### 3. Receive and Processing of Application

**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 Merit Promotion and Selection Board (HRMPSB), based on the Omnibus Rules on Appointment and Other Human Resource Actions (ORA OHRA), and other relevant CSC issuances until the issuance of an appointment to the most qualified applicant to the position/s.

<b>Office or Division:</b>	Municipal Human Resource Management Office			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	Qualified and interested applicants, and qualified next-in-rank employee			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
4. Application Letter (1 Copy, Original)		Applicant		
5. Accomplished Personal Data Sheet (1 Copy, Original)		Applicant		
6. School Records, Diploma and TOR (1 Copy, Authenticated)		Applicant's Copy or from the Previous School		
4. Certificate of Eligibility (1 Copy, Authenticated)		Applicant's Copy or from the CSC or PRC		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit application letter with other requirements and credentials	1.1 Acknowledge receipt of the application and conduct outright paper evaluation 1.2 Inform the applicants of the result of paper evaluation; whether qualified	None	10 Minutes	Administrative Aide MHRM Officer



	or not, and advise for the next procedure			
2. Be notified of the schedule of the Written Examination (WE)	2. Prepare the WE and send notice to qualified applicants	None	2 Weeks After	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	2 Weeks After	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  Or send regret letter to those who are not hired	None	2 Weeks After	MHRM Officer
7. Submit additional documentary requirements such as	7. Prepare the appointment paper and forward	None	1 Month	MHRM Officer





Medical Certificate, Clearances, Sworn Statement of Assets Liabilities and Net Worth, 2 copies of additional PDS with passport size picture and copy of Authenticated Certificate of Eligibility from CSC or PRC	along with other documents to CSC for approval			
8. As notified, attend the Oathtaking	8. Conduct Oathtaking and forward documents to CSC for attestation	None	1 Day	MHRM Officer
9. Secure a copy of the appointment paper	8. Upon attestation of the CSC, provide a copy of the attested appointment paper	None	2 Weeks	MHRM Officer
<b>TOTAL</b>		None	3 Months, 3 Days and 10 Minutes	



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# Office of the Public Employment Services Section

## External Services



## 1. 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.

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





2. Be notified of the result of screening and evaluation and if passed, attend the orientation program	2. Assist the TESDA in conducting the orientation program	None	1 Day	TESDA, PESO Manager Designate and Staff
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 Staff
TOTAL		None	2 Days and 5 Minutes + the Duration of Training Course and Assessment	



## 1. Assistance and Referral for Employment Services and Opportunities

**Service Information:** The PESO offers assistance and referral services to job seekers by connecting them with various employment opportunities. PESO provides guidance and referrals for various government programs designed to support employment and livelihood, including TUPAD (Tulong Panghanapbuhay sa Ating Disadvantaged/Displaced Worker) Program, SPES (Special Program for Employment of Students), and GIP (Government Internship Program). These services aim to provide temporary employment, skills development, and training opportunities to marginalized and underprivileged individuals.

<b>Office or Division:</b>	Municipal Human Resource Management Office	
<b>Classification:</b>	Complex	
<b>Type of Transaction:</b>	G2C – Government to Citizen	
<b>Who may avail:</b>	Qualified Beneficiaries from the Different Barangays	
	<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
	<b>TUPAD:</b> 1. Accomplished Beneficiary Profile (1 Copy, Original) 2. Barangay Endorsement Letter (1 Copy, Original) 3. Birth Certificate (1 Copy, Photocopy) 4. Valid ID Card or Community Tax Certificate (1 Copy, Photocopy) 5. 1x1 ID Picture (1 Copy, Print-out)	PESO  Barangay Hall  Applicant Applicant  Applicant
	<b>SPES:</b> 1. Accomplished SPES Application Form (1 Copy, Original) 2. Birth Certificate (1 Copy, Photocopy) 3. Parent's Latest Income Tax Return or Certificate of Tax Exemption or Barangay Certificate of Indigency 4. School ID (1 Copy, Photocopy) 5. 1x1 ID Picture (2 Copies, Print-out)	PESO  Applicant Applicant/Barangay Hall  Applicant Applicant



GIP: 1. Accomplished GIP Form A (1 Copy, Original) 2. TOR (1 Copy, Photocopy) 3. Birth Certificate (1 Copy, Photocopy) 4. Community Tax certificate (1 Copy, Photocopy) 5. 2x2 ID Picture (1 Copy, Print-out)		PESO  Applicant Applicant Barangay Hall  Applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Enlist at the PESO and submit documentary requirements	1.1 Evaluate as to the completeness of the documentary requirements 1.2 Submit documentary requirements to DOLE Field Office	None	3 Days	PESO Manager Designate & Staff
2. Be notified and attend the scheduled Orientation Program	2. Facilitate and assist the DOLE in conducting the Orientation Program	None	1 Day	PESO Manager Designate & Staff
3. Perform duties given and submit DTR, accomplishment report 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 & Staff
4. Be informed and attend the pay-out or receive the reference	4. Assist the DOLE in the pay-out or distribution	None	1 Day	DOLE Staff, PESO Manager Designate and Staff





number for the claim of wages	of the reference numbers for the release of wages			
TOTAL		None	5 Days + the	
			Duration of Program Implementat ion	



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# 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.

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





the Municipal 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	Per Day	1,500
MBC Hall	For first 4 hours or a fraction thereof of ordinary conference/meetings/seminars/conventions + * For every succeeding hour or fraction thereof	400.00  100.00
	For affairs such as wedding reception/christening/reunions and the like+ * For every succeeding hour or fraction thereof	1,000.00  100.00
	For affairs at night	1,500.00
	Monobloc Chair	Day
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.

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



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

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

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





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

Facility	Amount (PHP)
<b>BUCALBUCALAN SPRING RESORT</b>	
Entrance Fees (Day Time):	
Adult	20.00
Children	10.00
Senior Citizens and PWDs	10.00
Entrance Fees (Night Time)	
Adult	50.00
Children	40.00
Cottage Rentals:	
Small	200.00
Medium	300.00
Large	700.00
For Exclusive Use of the Resort, for First 4 Hours	3,000.00
*For succeeding hours	150.00
Use of Parking Area:	
Motorcycle	5.00
Tricycle	10.00
Jeepney	20.00
Other Vehicles	20.00

Facility	Amount (PHP)
<b>PAROLA BEACH RESORT</b>	
Cottage Rentals:	
Half Cottage	250.00
Whole Cottage	400.00
Environmental Fee (per head)	10.00



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## 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.

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

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



3. Submit the accomplished form and the other requirements	3. Receive and review the completeness of information and other requirements	None	5 Minutes	Admin. Aide
4. Pay the required fees/rentals/arrears at the Office of the Municipal Treasurer	4. Advise on the payment of fees/rentals/arrears at the Office of the Municipal Treasurer	1 Month Advance & 2 Months Deposit, and occupancy fee Amount depends on the section and size of the stall	10 Minutes	Public Market Administrator
5. Present the official receipt of payment	5. Photocopy and record the data, and prepare the Lease Contract	None	5 Minutes	Admin. Aide
6. Attend to the explanation and review the content of the Lease Contract	6. Explain the content of the Lease Contract and provide copy of the same for review	None	10 Minutes	Public Market Administrator
7. Attend to the re-discussion and convey necessary queries and clarifications	7. Prior the execution of contract, re-discuss the terms and conditions of occupancy as well as the rules and regulations of the LGU's public market administration	None	10 Minutes	Public Market Administrator
8. Execute the Lease Contract signing	8. Guide in contract signing and have it signed also by the LCE as Lessor	None	10 Minutes	Public Market Administrator



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
10. Accomplish the Client's Feedback Form and sign in the logbook	10. Provide the Client's Feedback Form and guide in writing information in the logbook	None	5 Minutes	Admin. Aide
<b>TOTAL</b>		1 Month Advance & 2 Months Deposit, and occupancy fee Amount depends on the section and size of the stall	1-2 Days, 1 Hour and 25 Minutes	

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

Section	Occupancy Fee (PHP)	Monthly Rental (PHP)
Building No. 1 (Dry Goods Section)	1,000.00	110.00/sq.m.
Building No. 2 (Vegetable Section)	1,000.00	110.00/sq.m.
Building No. 2 (Second Floor)	1,000.00	100.00/sq.m.
Building No. 3 (Ground Floor)	1,000.00	110.00/sq.m.
Building No. 3 (Second Floor)	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.

<b>Office or Division:</b>	Public Market Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2B – Government to Business Entity			
<b>Who may avail:</b>	All Stall Occupants who wish to surrender their stall occupation to the Market Administration			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Clearance from the MTO or Official Receipt of the Payment of Arrears		Office of the Municipal Treasurer		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Signify intent to surrender occupancy	1. Check the status of rental payment	None	15 Minutes	Municipal Public Market Administrator
2. Settle all accounts payable at the Office of the Municipal Treasurer	2. Advise the payment of arrears, if there is any	Depends on the arrears	10 Minutes	Municipal Public Market Administrator
3. Secure clearance from the Office of the Municipal Treasurer and submit the same to the Municipal Public Market Administrator	3. Check the copy of clearance and update the record/file of occupants	None	5 Minutes	Municipal Public Market Administrator
4. Vacate the stalls	4. Inspect the vacated stall	None	1-2 Days	Municipal Public Market Administrator
5. Accomplish the Client's Feedback Form and sign in the logbook	5. Provide the Client's Feedback Form and guide in writing information in the logbook	None	5 Minutes	Admin. Aide
<b>TOTAL</b>		Depends on the arrears	1-2 Days and 35 Minutes	



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## 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.

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





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

<b>Office or Division:</b>	Waterworks System Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Disconnected Member-Consumer			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Official Receipt of Payment (1 Copy, Original)		Office of the Waterworks System Section		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Request for the reconnection of water service	1. Interview and check the outstanding balance for all unpaid monthly bills and advise for its payment	None	5 Minutes	Bill Collector
2. Pay the outstanding balance for all unpaid monthly bills plus the reconnection fee	2. Receive payment and issue an official receipt	Amount of unpaid monthly bills + Reconnection Fee of PHP100.00	5 Minutes	Bill Collector
3. Receive official receipt and monitor the reconnection	3. Record payment and inform the plumber/pipefitter of reconnection	None	5 Minutes	Bill Collector



4. Acknowledge feedback or report of accomplishment	4. Conduct reconnection of disconnected pipes and provide feedback or accomplishment report	None	10 Minutes + time of travel depending on the location	Plumber/Pipefitter
TOTAL:		Amount of unpaid monthly bills + Reconnection Fee of PHP100.00	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.

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



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# Municipal Agriculture Office

## External Services



## 1. Provision of Production Support Materials

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

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





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



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

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

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



### 3. Animal Breeding and Animal Health Services

**Service Information:** Animal raiser can avail of this free artificial insemination service and animal health services on livestock and poultry. Other services also include estrus synchronization, pregnancy diagnosis and flushing. Animal health services focused on disease prevention, control, and eradication, as well as promoting welfare and public health.

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





#### 4. Issuance of Certificate

Service Information: Farmers applied for a loan in any service provider require certificate from the office.  
 Animal/s to be shipped or transported outside the municipality shall undergo inspection services and shall be i with Certificate.

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



	if found healthy, advise for the 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 – Farmers Certificate PHP 60.00/heads – Animal Inspection Certificate	5 Minutes	AT
5. Acknowledge receipt of the Certificate	5. Review, approve and release the Certificate	None	2 Minutes	MAO
TOTAL		PHP 100.00 – Farmers Certificate PHP 60.00/head – Animal Inspection Certificate	32 Minutes	



## 5. Crop and Non-Crop Insurance Application 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).

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





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

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



	If requirements are available, proceed to the next step			
2. Accomplish the FishR Form and Boat Admeasurement Form, and submit together with other requirements	2. Check the completeness of data and requirements	None	5 Minutes	AT and Administrative Aide
3. Follow through the processing of document	3. Encode and process the document, and advise for the payment of required fee	None	5 Minutes	AT and Administrative Aide
4. Pay for the BoatR Fee	4. Receive payment and issue an official receipt	1-9 HP = 300.00 10-18 HP = 350.00 4DR5 = 700.00	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	3 Days	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
<b>TOTAL</b>		1-9 HP = 300.00 10-18 HP = 350.00 4DR5 = 700.00	3 Days 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.

<b>Office or Division:</b>	Municipal Agriculture Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
No required documents as long as the animal for slaughter is fit for human consumption				
Animal/s to be slaughtered should be already in place in the slaughterhouse holding pen for at least 8 hours prior to its slaughtering for inspection & observation purposes				
Hire for Personal Butcher			Private Individual (300.00/Head)	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present/submit and place the Animal in Holding Pen	1. Do the ante-mortem inspection, if found healthy, advise for the payment of required fee	None	10 Minutes	Administrative Aides
2. Pay the required fee and secure an official receipt	2. Receive the payment and issue and official receipt	PHP 150.00 – Hog 400.00 – Large Ruminants	5 Minutes	Administrative Aides
3. Proceed the slaughtering process	3. Recommend for the slaughtering process	None	4 Hours	Administrative Aides



4. Acknowledge receipt of the issuance of Meat Inspection Certificate	4. Observe the whole procedure and do the post-mortem inspection  If found safe and fit for public consumption, issue a Meat Inspection Certificate to be posted in the meat stall	None	10 Minutes	Administrative Aides
<b>TOTAL</b>		PHP 150.00 – Hog 400.00 – Large Ruminants	4 Hours and 25 Minutes	





## 8. Provision of Rewards or Incentives to person who voluntarily Surrendered Marine Endangered Species

Service Information: Provision of Rewards or Incentives to Person to person who voluntarily turn-over to the proper authorities accidentally Endangered or Threatened Aquatic Species

<b>Office or Division:</b>	Municipal Agriculture Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All Residents			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Client's Valid ID 2. Community Tax Certificate		Client Barangay Hall		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Request for Rewards or Incentives	1. Conduct initial interview and advise the submission of requirements  If requirements are available, check its completeness and validity, and proceed to the next step	None	3 Minutes	AT
2. Submit the needed requirements and answer the necessary questions	2. Interview on what and how the species has been caught	None	Minutes	AT
3. Accomplish Marine Turtle Tagging Data Form	3. Conduct Morphometric Measurement and Release the Surrendered Marine Species	None	20 Minutes	AT – Bantay Dagat



4. Follow through the preparation of documents	4. Prepare other supporting documents such as Obligation Request and Disbursement Voucher	None	5 Minutes	AT
5. Affix signature in the documents and logbook	5. Guide in affixing signature	None	2 Minutes	AT
6. Follow through the approval	6. Forward documents to MAO for approval and signature	None	3 Minutes	AT
7. Acknowledge receipt of the voucher	7. Record and release the voucher with supporting documents	None	2 Minutes	AT
8. Accomplish Client's Feedback Form	8. Provide Client's Feedback Form for the assessment of the delivery of service	None	5 Minutes	AT
9. Proceed to the Offices of the Municipal Mayor, Municipal Budget Officer, Municipal Accountant, and Municipal Treasurer	9. Advise to proceed to various Offices for the processing of claim for financial assistance	None	5 Minutes	AT
10. Follow through the processing of voucher in the MO, MBO, OMAC, and MTO	10. Facilitate the processing of voucher  9.1 Municipal Mayor signs in the DV 9.2 MBO records and obligates	None	30 minutes	Municipal Mayor  Municipal Budget Officer



Acknowledge receipt of the financial assistance	9.3 OMAC reviews and records the transaction in the Book of Accounts	None	30 minutes	Municipal Accountant
	9.4 MTO reviews the documents and release the cash			Municipal Treasurer
<b>TOTAL</b>		None	1 Hour	





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# 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.

<b>Office or Division:</b>	Municipal Health Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. If new patient, present patient's PhilHealth ID/copy of PhilHealth ID Number		Patient		
2. Mother and Child Book for Pregnant and Children 0-5 years old (1 Copy, Original)		Patient's Copy or from Barangay Health Stations (BHS)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to the information section for queueing and provision of necessary forms	1. Provide patient with individual treatment record and patient enrolment record	None	2 Minutes	Administrative Aide
2. If new patient, provide essential information for the individual treatment record	2. Interview and assist patient in filling up the data required in the individual treatment record and patient enrolment record	None	3 Minutes	Administrative Aide
Answer the necessary questions being asked for	Further ask questions related to the service/s requested Endorse to nurses/midwives on duty			



3. Undergo the checking of vital signs and proceed to the designated room when the name is called	3. Check and record the vital signs	None	5 Minutes	Nurse or Midwife on Duty
4. Undergo medical consultation	4. Conduct medical consultation/ treatment, and provide management advice or referral	None	10-30 Minutes	Municipal Health Officer or Rural Health Physician
<p>5. Comply the treatment and management, and/or the advice or referral:</p> <p>5.1 If given prescription, proceed to pharmacy and sign in the issuance logbook for avail of medicines</p> <p>5.2 If referred for basic laboratories, proceed to the laboratory room for laboratory services. For special laboratories, look for service provider outside the municipality</p> <p>5.3 If referred for further medical management, proceed to higher level of health facility</p>	<p>5. Endorse service request form to reception area</p> <p>5.1 Provide the prescribed medicines if available</p> <p>5.2 Conduct referred laboratory procedures</p> <p>5.3 Provide further instructions and referral slip</p>	None	5-30 Minutes	<p>Municipal Health Officer or Rural Health Physician</p> <p>Administrative Aide</p> <p>Med Tech</p> <p>Nurse or Midwife on Duty</p>





6. Listen and follow the recommendations and instructions	6. Provide recommendations and instructions, like the schedule for next visit	None	2 Minutes	Nurse or Midwife on Duty
7. Answer the Client's Feedback Form	7. 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	30 Minutes to 1 Hour and 15 Minutes	



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

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

<b>Office or Division:</b>	Municipal Health Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All Women of Reproductive Age			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. If new patient, present patient's PhilHealth ID/copy of PhilHealth ID Number		Patient		
2. Mother and Child Book for Pregnant and Children 0-5 years old (1 Copy, Original)		Patient's Copy or from Barangay Health Stations (BHS)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Go to the information section for queueing and provision of necessary forms	1. Provide patient with individual treatment record and patient enrolment record	None	2 Minutes	Administrative Aide
2. If new patient, provide essential information for the individual treatment record	2. Interview and assist patient in filling up the data required in the individual treatment record and patient enrolment record	None	3 Minutes	Administrative Aide
Answer the necessary questions being asked for	Further ask questions related to the service/s requested  Endorse to nurses/midwives on duty			



<p>3. Undergo the checking of vital signs and proceed to the designated room when the name is called</p>	<p>3. Check and record the vital signs</p>	<p>None</p>	<p>5 Minutes</p>	<p>Nurse or Midwife on Duty</p>
<p>4. Undergo necessary service procedures and follow instructions</p>	<p>4. As needed, conduct any of the following:</p> <ul style="list-style-type: none"> <li>- Elicit History and PE; Compute AOG and EDC</li> <li>- Prepare HBMR/ CBMR/Birth Plan/Referral</li> <li>- Leopold's Maneuver</li> <li>- Fundal Height Measurement</li> <li>- Auscultation</li> </ul> <p>Inform the mother of the findings:</p> <ul style="list-style-type: none"> <li>- Give instructions on danger signs, and the do's &amp; don'ts</li> <li>- Give TT immunization and iron supplementation</li> <li>- Counseling on Nutrition and Hygiene</li> <li>- Request and prepare laboratory request form and referral as needed</li> </ul>	<p>None</p>	<p>10-30 Minutes</p>	<p>Nurse or Midwife on Duty</p>





<p>5. Comply the management advice or referral:</p> <p>5.1 If referred, proceed to the physician</p> <p>5.2 If given prescription, proceed to stock room and sign in the issuance logbook for avail of medicines</p> <p>5.3 If referred for basic laboratories, proceed to laboratory room for laboratory services. For special laboratories, look for service provider outside the municipality</p> <p>5.3 If referred for further maternal health management, proceed to higher level of health facility</p>	<p>5. Endorse service request form to reception area</p> <p>5.1 Conduct thorough examination</p> <p>5.2 Provide the prescribed medicines</p> <p>5.3 Conduct referred laboratory procedures</p> <p>5.4 Provide further instructions and referral slip</p>	<p>None</p>	<p>5-30 Minutes</p>	<p>Nurse or Midwife on Duty</p> <p>Municipal Health Officer or Rural Health Physician</p> <p>Administrative Aide</p> <p>Med Tech</p> <p>Nurse or Midwife on Duty</p>
<p>6. Listen and follow the recommendations and instructions</p>	<p>6. Provide recommendations &amp; advise schedule of next visit</p>	<p>None</p>	<p>2 Minutes</p>	<p>Nurse or Midwife on Duty</p>
<p>7. Answer the Client's Feedback Form</p>	<p>8. Request for the accomplishment of Clients Feedback Form and for the sign in the daily service logbook</p>	<p>None</p>	<p>3 Minutes</p>	<p>Administrative Aide</p>
<p>TOTAL</p>		<p>None</p>	<p>30 Minutes to 1 Hour and 15 Minutes</p>	



### 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.

<b>Office or Division:</b>	Municipal Health Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Children 0-18 years old			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. If new patient, present parent's PhilHealth ID/copy of PhilHealth ID Number		Patient's Parent or Guardian		
2. Mother and Child Book for Pregnant and Children 0-5 years old or ECCD Card (1 Copy, Original)		Patient's Copy or from Barangay Health Stations (BHS)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Patient's parent/guardian should go to the information section for queueing and provision of necessary forms	1. Provide parent/guardian with individual treatment record and patient enrolment record	None	2 Minutes	Administrative Aide
2. If new patient, provide essential information for the individual treatment record	2. Interview and assist patient in filling up the data required in the individual treatment record and patient enrolment record	None	3 Minutes	Administrative Aide
Answer the necessary questions being asked for	Further ask questions related to the service/s requested Endorse to nurses/midwives on duty			



3. Undergo initial assessment and checking of vital signs, and proceed to the designated room when the number is called	3. Conduct initial assessment by asking the complaints and taking the vital signs	None	5 Minutes	Administrative Aide
4. Undergo necessary procedures	<p>4. Endorse to the nurse or midwife at the reception area</p> <p>- <b>For 0-11 months old</b>, provide immunization; Vitamin A; plot and interpret weight; conduct developmental Screening; give EPI &amp; BF messages; assess other problems; give advice; refer to dentist for dental check-up; refer to physician for other health problems; and advise of the next schedule</p>	None	10-30 Minutes	Nurse or Midwife on Duty





	<p><b>For 12-71 months old,</b> take history and do physical examination; conduct auditory, visual and developmental screening; plot and interpret weight in the growth chart; assess feeding; give feeding instructions; assess other problems; give Vitamin A, Iron Supplements, and deworming if available; refer to dentist for dental check-up; refer to physician for other problems; and advise of the next schedule</p> <p>- <b>For 6-18 years old,</b> take history and PE; conduct auditory, visual</p>			
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	and developmental screening as needed; look for signs of abuse; advise on healthy diet and exercise; give awareness on dangers of drugs, alcohol, tobacco, physical, emotional and sexual abuse; refer to dentist and/or physician when necessary; and advise of the next schedule			
5. Comply the advice or referral:	5. Provide recommendations and instructions	None	5-30 Minutes	Nurse or Midwife on Duty
5.1 If referred, proceed to the physician	5.1 Conduct thorough examination			Municipal Health Officer or Rural Health Physician
5.2 If given prescription, proceed to the stock room and sign in the issuance logbook for avail of medicines	5.2 Provide the prescribed medicines			Administrative Aide
5.3 If referred for basic laboratories, proceed to laboratory room for laboratory services. For special	5.3 Conduct referred laboratory procedures			Med Tech



laboratories, look for service provider outside the municipality				
5.4 If referred for further health management, proceed to higher level of health facility	5.4 Provide further instructions and referral slip			Nurse or Midwife on Duty
6. Listen and follow the recommendations and instructions	6. Provide recommendations and instructions, like the schedule for next visit	None	2 Minutes	Nurse or Midwife on Duty
7. Answer the Client's Feedback Form	7. 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			30 to 1 Hour and 15 Minutes	





#### 4. Child Health Service: Immunization

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

<b>Office or Division:</b>	Municipal Health Office – Barangay Health Stations			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Children 0-12 years old			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. If new patient, present parent's PhilHealth ID/copy of PhilHealth ID Number		Patient's Parent or Guardian		
2. Mother and Child Book for Pregnant and Children 0-5 years old or ECCD Card (1 Copy, Original)		Patient's Copy or from Barangay Health Stations (BHS)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Child's parent or guardian presents the mother and child Book/ECCD Card	1. Provide parent/guardian with individual treatment record and patient enrolment record	None	2 Minutes	Barangay Health Worker
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	Barangay Health Worker
3. Undergo initial assessment and checking of vital signs	4. Conduct initial assessment by taking the vital signs	None	5 Minutes	Barangay Nutrition Scholar or Barangay Health Worker



4. Proceed to nurse or midwife on duty when name is called	4. Ask for the mother and Child Book for Pregnant and Children 0-5 years old or ECCD Card and patient's individual treatment record  If new, issue a copy of ECCD Card	None	3 Minutes	Nurse or Midwife on Duty
5. Listen to the discussion or explanation	5. Explain to the mother/guardian the recommended vaccines, their benefits, and potential side effect	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 advice 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	None	3 Minutes	Administrative Aide



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	and for the sign in the daily service logbook, and facilitate exit from the facility			
<b>TOTAL</b>			<b>25 Minutes</b>	





## 5. Provision of Laboratory Services

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

<b>Office or Division:</b>	Municipal Health Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Laboratory request (from requesting physician through the patient)		Municipal Health Office		
2. Mother/Child Record Book		Patient		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present the laboratory request	1. Interview/ receive laboratory request	Not applicable	2 Minutes	Administrative Aide
2. Proceed to the laboratory and present the laboratory request form	3. Perform laboratory procedures and read the result	Not applicable	30 Minutes	Med Tech
3. Receive the laboratory result and present it to the physician	3. Release the laboratory result and advise client to present it to the physician	Not applicable	2 Minutes	Med Tech
<i>Note: The procedure continues as stated in the Service Number 1, 2 and 3.</i>				
<b>TOTAL</b>		Refer to the Matrix of Fees	34 Minutes	



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LABORATORY SERVICES OFFERED ARE FREE OF CHARGE

Laboratory Services
Hemoglobin Test (and/or Hct)
Blood Typing
Hemogluotest (fasting/random)
Random/Fasting blood Sugar
Hepatitis B Screening Test
Pregnancy Test
Urinalysis
Fecalysis
Sputum Examination (smear/microscopy and GenXpert)



## 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.

<b>Office or Division:</b>	Municipal Health Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. If new patient, present parent's PhilHealth ID/copy of PhilHealth ID Number			Patient	
2. Official Receipt of Payment of Fees (1 Copy, Original)			Municipal Health Office	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Go to the information section for queueing and provision of necessary forms	1. Provide patient with individual treatment record and patient enrolment record	None	2 Minutes	Administrative Aide
2. If new patient, provide essential information for the individual treatment record  Answer the necessary questions being asked for	2. Interview and assist patient in filling up the data required in the individual treatment record and patient enrolment record  Further ask questions related to the service/s requested Endorse to nurses/midwives on duty	None	3 Minutes	Administrative Aide





3. Undergo the checking of vital signs	3. Check and record the vital signs	None	5 Minutes	Nurse or Midwife on Duty
4. Pay for the required fee at the Municipal Treasurer's Office and secure an official receipt	4. Advise payment of required fee at the Municipal Treasurer's Office	Refer to the Matrix of Fees	2 Minutes	Nurse or Midwife on Duty
5. Proceed to the dental room when name is called and present the official receipt of payment	5. Conduct initial oral and dental checkup and record the information	None	5 Minutes	Dentist
6. Undergo necessary dental procedures such as dental extraction and prophylaxis	6. Perform dental procedures	None	15-30 Minutes	Dentist
7. Attend to recommendations and instructions	7. Provide prescriptions and recommendations /instructions	None	5 Minutes	Nurse or Midwife on Duty
9. Answer the Client's Feedback Form	9. Request for the accomplishment of Clients Feedback Form	None	3 Minutes	Administrative Aide
<b>TOTAL</b>		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	110.00



## 7. Issuance of Health/Medical Certification

**Service Information:** The health/medical certificate is a written statement from a physician attesting the result of a medical examination of a patient. It serves as a written proof of a patient's health condition which is usually used as an attestation of illness, fitness to join an activity or employment, and recovery from a medical condition.

<b>Office or Division:</b>	Municipal Health Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. If new patient, present patient's PhilHealth ID/copy of PhilHealth ID Number		Patient		
2. Official Receipt of Payment of Fee (1 Copy, Original)		Municipal Treasurer's Office		
3. Results of Diagnostic/Laboratory Examinations, as deemed necessary by employer and/or physician (1 Copy, Original): <ul style="list-style-type: none"> <li>- CBC</li> <li>- Urinalysis</li> <li>- Fecalysis</li> <li>- Chest Xray</li> <li>- Drug Test</li> <li>- Neurological Examination</li> </ul>		Any Accredited Diagnostic/Laboratory Center		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Pay the required fee and secure an official receipt	1. Receive the payment and issue an official receipt	Refer to the Matrix of Fees	2 Minutes	Municipal Treasurer's Office
2. Go to the information section for queueing and provision of necessary forms	2. Provide patient with individual treatment record and patient enrolment record	None	2 Minutes	Administrative Aide



<p>3. If new patient, provide essential information for the individual treatment record</p> <p>Answer the necessary questions being asked for</p>	<p>3. Interview and assist patient in filling up the data required in the individual treatment record and patient enrolment record</p> <p>Further ask questions related to the service/s requested</p> <p>Endorse to nurses/midwives on duty</p>	None	3 Minutes	Administrative Aide
<p>4. Undergo initial assessment and checking of vital signs is called</p>	<p>4. Conduct initial assessment by taking the vital signs</p>	None	5 Minutes	Nurse or Midwife on Duty
<p>5. Submit all the documents and results of required diagnostic/laboratory examinations</p>	<p>5. Record the laboratory results</p>	None	3 Minutes	Nurse or Midwife on Duty
<p>6. Proceed to the physician when the name is called</p>	<p>6. Review all the documents and laboratory results and perform physical examination</p>	None	10 Minutes	Municipal Health Officer or Rural Health Physician
<p>7. Receive the Medical Certification</p>	<p>7. Accomplish, sign and issue the Medical Certificate</p>	None	5 Minutes	Municipal Health Officer or Rural Health Physician





8. Answer the Client's Feedback Form	8. 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	33 Minutes	

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

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



## 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.

<b>Office or Division:</b>	Municipal Health Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2B – Government to Business Entity			
<b>Who may avail:</b>	Business Establishments' Owners, Food Handlers and Vendors			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Stool Exam Result (1 Copy, Original)		Municipal Health Office		
2. Official Receipt of the Payment of Fee (1 Copy, Original)		Office of the Municipal Treasurer		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Request for the issuance of Sanitary Permit and/or Health Card	1. Interview and provide application form and list of requirements  If requirements are available, proceed to the next step	None	2 Minutes	Administrative Aide
2. Accomplish the application form and submit together with other requirements	2. Evaluate the completeness of data and requirements and	None	5 Minutes	Administrative Aide
3. Pay the required fee at the Office of the Municipal Treasurer and secure an official receipt	3. Advice for the payment of required fee at the Office of the Municipal Treasurer	Refer to the Matrix of Fee	5 Minutes	Administrative Aide



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
<b>TOTAL</b>		Refer to the Matrix of Fees	1 Day and 25 Minutes	





### Sanitary Inspection Fee Based on the Local Revenue Code

	Amount of Fee (PHP)
Manufacturer, producers, foundry shops, laboratories, private market, shopping centers, talipapa, tanneries, warehouse and private schools and hospitals	150.00
Other manufacturers not mentioned	100.00
Theaters, coliseums, cockpit establishments, bowling alleys, stadiums, resorts	200.00
Other amusement places not mentioned above	100.00
Importer, exporter, wholesaler without storing foods therein	100.00
Public eating places such as restaurants, refreshment parlors, carenderias, etc.	
a. Public eating place with 10 or more personnel	100.00
b. Public eating place with less than 10 personnel	100.00
Establishment offering services such as welding shops, barber shop, printer publisher and other similar establishments	100.00
Apartment, house for rent and other similar establishments	100.00
Retailer and other establishments not included in the above	100.00



## 9. Pre-Marriage Orientation and Counseling

**Service Information:** The Municipal Health Office spearheads the conduct of Pre-Marriage Orientation and Counseling to would-be couples. Its primary objective is to create awareness and appreciation of common marital issues and concerns among couples applying for marriage license. A pre-marriage certificate is a prerequisite in securing a marriage license from the Office of the Municipal Registrar. PMOC seminar is held every 1<sup>st</sup> 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.

<b>Office or Division:</b>	Municipal Health Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All Couples Applying for Marriage License			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Application for Marriage License		Local Civil Registry		
2. Marriage Expectation Inventory Form		PMOC Secretariat		
3. Official Receipt		Municipal Treasurer's Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Prepare the requirements in applying for a marriage license	1. Inform the contracting parties of the requirements in applying for a marriage license.	PHP100.00 paid along with the application for Marriage License	5 Minutes	Local Civil Registry Municipal Treasurer's Office Administrative Aide Municipal Population Office Secretariat
2. Go to the PMOC secretariat to present the official receipt paid for PMO.	2. Record in PMOC Logbook.	None	1 Minute	PMOC Secretariat



3. Get the schedule of the PMO session.	<p>3. 12-15 years old are informed that they are also required to attend the PMOC.</p> <p>Administer the Marriage Expectation Inventory Form</p> <p>Certificate to contracting parties.</p> <p>Provide the schedule for the PMO Session.</p>	None	6 Minutes	PMOC Secretariat
4. All registered contracting parties must personally attend their scheduled PMO Session.	<p>4. Provision of PMO Session schedule.</p> <p>Conducting of PMO Session as scheduled.</p>	None	Minimum of 4 hours	PMOC Team
5. Completion of the PMO Session.	<p>5. Preparation and signing of the PMOC Certificate.</p> <p>Issuance of Certificate of Marriage Counseling</p>	None	<p>5 Minutes</p> <p>5 Minutes</p>	<p>PMOC Secretariat</p> <p>PMOC Team</p>
6. Answer the Client's Feedback Form.	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





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	TOTAL	PHP100.00 paid along with the application for Marriage License	4 Hours and 25 Minutes	
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# 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.

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





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



Municipal Mayor, Municipal Budget Officer, Municipal Accountant, and Municipal Treasurer	Offices for the processing of claim for financial assistance			
8. Follow through the processing of voucher in the MO, MBO, OMAC, and MTO  Acknowledge receipt of the financial assistance	8. Facilitate the processing of voucher  8.1 Municipal Mayor signs in the DV 8.2 MBO records and obligates 8.3 OMAC reviews and records the transaction in the Book of Accounts 8.4 MTO reviews the documents and release the cash	None	30 minutes	Municipal Mayor  Municipal Budget Officer Municipal Accountant  Municipal Treasurer
<b>TOTAL</b>		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.

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





3. Follow through the preparation and approval of requested Certificate of Indigency, or other Certifications and Endorsements	3. Prepare the Certificate of Indigency or other Certifications and Endorsements, and forward the same to MSWDO for approval and signature	None	3 Minutes	SWO I  MSWDO
5. Accomplish Client's Feedback Form	5. Provide Client's Feedback Form for the assessment of the delivery of service	None	3 Minutes	SWA
<b>TOTAL</b>		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.

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



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





#### 4. Issuance of Solo Parent ID

**Service Information:** As provided by the RA 11861 an act granting additional benefits to solo parents amending for the purpose of RA 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.

<b>Office or Division:</b>	Municipal Social Welfare and Development Office	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C – Government to Citizen	
<b>Who may avail:</b>	All Qualified Solo Parents	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
<p>1. Requirements by Category:</p> <p>Category 1: SP with Child as Consequence of Rape            -Complaint Affidavit            -Medical Record on the incident of rape</p> <p>Category 2: SP on Account of the Death of the Spouse            -Marriage Certificate            -Death Certificate of the Spouse</p> <p>Category 3: SP on Account of the Detention/ Imprisonment of the Spouse            -Marriage Certificate            -Certificate of detention or certification that the spouse is serving sentence for at least 3 months</p> <p>Category 4: SP on Account of Physical or Mental Incapacity of the Spouse            -Marriage certificate or affidavit of cohabitation            -Medical record/abstract evidencing the physical/mental state of incapacitated spouse issued not more than 3 months before the application</p>		<p>Philippine National Police            Hospital or Medical Clinic where client undergone test</p> <p>Client's Copy / Office of the Municipal Civil Registrar</p> <p>Client's Copy / Office of the MCR            PNP/ BJMP</p> <p>Client's Copy / Office of the MCR            Hospital or Medical Clinic</p>



<p>Category 5: SP on Account of Legal or De Facto Separation of Spouse</p> <ul style="list-style-type: none"> <li>-Marriage Certificate</li> <li>-Judicial decree of legal separation, in the case of de facto separation, an affidavit of two disinterested persons attesting to the fact of separation of the spouses</li> </ul>	<p>Client's Copy / Office of the MCR Public Attorney's Office</p>
<p>Category 6: SP on the Account of Declaration of Nullity or Annulment of Marriage</p> <ul style="list-style-type: none"> <li>-Marriage Certificate</li> <li>-Judicial decree of nullity or annulment of marriage or judicial recognition of foreign divorce</li> </ul>	<p>Client's Copy / Office of the MCR Regional Trial Court</p>
<p>Category 7: SP on Account of Abandonment by the Spouse</p> <ul style="list-style-type: none"> <li>-Marriage Certificate</li> <li>-Affidavit of two disinterested persons attesting to the abandonment of the spouse</li> <li>-Police or barangay record of the fact of abandonment</li> </ul>	<p>Client's Copy / Office of the MCR Public Attorney's Office</p> <p>PNP/ Barangay Hall</p>
<p>Category 8: For the Spouse or Any Family Member of an OFW</p> <ul style="list-style-type: none"> <li>-Overseas employment certificate (OEC) or its equivalent document</li> <li>-Copy of passport stamps showing continuous 12 months of overseas work</li> <li>-Employment Contract</li> </ul>	<p>Client</p> <p>Client</p> <p>Client's Copy/Employer</p>
<p>Category 9: For the Unmarried Father or Mother who Keeps and Rears the Child or Children</p> <ul style="list-style-type: none"> <li>-Certificate of No Marriage</li> <li>-Affidavit from a barangay official attesting that the solo parent is a resident of the barangay and that the child/ren are under the parental care and support of the solo parent applicant</li> </ul>	<p>Office of the MCR / PSA Barangay Hall</p>





<p>Category 10: For the Solo Parent who is a legal Guardian, Adoptive or Foster Parent          -Proof of guardianship, foster care or adoption          - Affidavit from a barangay official attesting that the solo parent is a resident of the barangay and that the child/ren are under the parental care and support of the solo parent applicant</p> <p>Category 11: For Any Relative Who Assumes Parental Care and Support of the Child or Children          -Death certificate of the parents or legal guardian, or police or barangay records evidencing the fact of disappearance or absence of the parent or legal guardian for at least 6 months          -Affidavit from a barangay official attesting that the solo parent is a resident of the barangay and that the child/ren are under the parental care and support of the solo parent applicant</p>	<p>NACC or Regional Adoption &amp; Child Care Office          Barangay Hall</p> <p>Client's Copy/ Office of the MCR          PNP/ Barangay Hall</p> <p>Barangay Hall</p>
<p>Category 12: Solo Pregnant Woman          -Medical Record of her pregnancy          -Affidavit of the barangay official attesting that the applicant solo parent is a resident of the barangay and that the applicant has no spouse</p>	<p>Hospital or Medical Clinic          Barangay Hall</p>
<p>2. Birth Certificate of Minor Children or Qualified Dependents          (1 copy, photocopy)</p>	<p>Client's Copy / Office of the Municipal Civil Registrar          Philippine Statistics Office</p>
<p>3. Sworn Affidavit declaring that the Solo Parent is not cohabiting with a partner or co-parent, and has the sole parental care and support of the child or children          (1 copy, original)</p>	<p>Public Attorney's Office          Any Private Lawyer/Office</p>
<p>4. 2 pcs 1x1 ID picture</p>	<p>Client</p>
<p>5. Accomplished Registration Form          (1 copy, original)</p>	<p>Municipal Social Welfare and Development Office</p>





<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Make an inquiry on the registration for a solo parent	1. Give a brief orientation on Solo Parents' Welfare Act of 2000 (RA 8972), specifically, the qualifications and privileges  If qualified, provide registration form and checklist of requirements	None	15 Minutes	SWO II
2. Accomplish the registration form and submit together with the requirements	2. Assess the application form and requirements as to its completeness and correctness of data	None	15 Minutes	SWO I
3. Follow through the validation process	3. Conduct validation thru gathering collateral data	None	1 Week	SWO I 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 I SWA



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	



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## **Persons with Disabilities Affairs Office**

### **External Services**





## 1. 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.

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



3. Follow through the preparation of ID card and purchase booklet	3. Prepare ID card and purchase booklet	None	5 Minutes	PDAO Staff
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	PDAO Staff
5. Accomplish the Client's Feedback Form	5. Provide Client's Feedback Form for the assessment of the delivery of service	None	5 minutes	PDAO Staff
TOTAL		None	35 Minutes	



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# Office of the Senior Citizens Affairs

## External Services





## 1. OSCA ID and Booklet Issuance

**Service Information:** As provided by the Republic Act No. 9994 or the Expanded Senior Citizens Act of 2010 and Republic Act No. 9257 or the Expanded Senior Citizens Act of 2003, The Office of the Senior Citizens Affairs (OSCA) issues OSCA ID and Booklet to a senior citizen age 60 and up, in order to avail of the privileges and benefits from the local and national government.

<b>Office or Division:</b>	Office of the Senior Citizens Affairs			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Filipino Citizen, Resident of Magallanes, Sorsogon, 60 years old and above. (For Dual Citizens-proof of Filipino Citizenship and Residency of at least 6 months).			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Duly Accomplished Registration Form (1 Copy, Original)		OSCA Office / Downloadable Forms from OSCA Website		
2. Any of the following (1 Photocopy): <ul style="list-style-type: none"> <li>✓ Birth Certificate;</li> <li>✓ National I.D.</li> <li>✓ Postal I.D.</li> <li>✓ COMELEC I.D.</li> <li>✓ Passport</li> <li>✓ Driver's License</li> </ul>		Philippine Statistics Authority (any outlet) Philippine Statistics Authority (any outlet) Postal Office COMELEC Department of Foreign Affairs (DFA) LTO		
3. Latest 1X1 ID Picture (White Background, 4 Original Copies)		Client		
4. Barangay Certificate of Residency (1 Original or 1 Certified True Copy)		Barangay Office where applicant resides		
*For DUAL CITIZEN – Photocopy of Oath of Allegiance/Naturalization		Department of Foreign Affairs / Philippine Embassy, Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Make an inquiry on the registration and application for a Senior Citizen ID card	1. Give a brief orientation on Republic Act No. 9994 or the Expanded Senior Citizens Act of 2010 and	None	15 Minutes	OSCA Head



	<p>Republic Act No. 9257 or the Expanded Senior Citizens Act of 2003. specifically, the requirements and privileges</p> <p>If qualified, provide registration form and checklist of requirements</p>			
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	OSCA Staff
3. Follow through the preparation of ID card and purchase booklet	3. Prepare ID card and purchase booklet	None	5 Minutes	OSCA Staff
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	OSCA Staff
5. Accomplish the Client's Feedback Form	5. Provide Client's Feedback Form for the assessment of the delivery of service	None	5 minutes	OSCA Staff
<b>TOTAL</b>		None	35 Minutes	



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# 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.

<b>Office or Division:</b>	Office of the Municipal Registrar			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Duly Accomplished Certificate of Live Birth (4 Copies, Original)		Hospitals or Lying in or at the Municipal Civil Registry Office		
2. Official Receipt of Payment of Fee for Authority to Use the Surname of the Father (AUSF) (1 Copy, Original)		Office of the Municipal Treasurer		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present the Certificate of Live Birth (COLB)	1. Receive the Certificate and check if parents are married or not. <i>If not married</i> , father will acknowledge and child will use his surname, upon the consent of the mother executing an Affidavit to Use Surname of Father	None	5 Minutes	Admin. Aide I Admin. Aide I Admin. Aide III
2. Pay for the required fee at the Office of the Municipal Treasurer	2. For unmarried parents and child will use the surname of the	For on-time registration and parents	5 Minutes	Admin. Aide I Admin. Aide I Admin. Aide III



	father, advise for the payment of fee for AUSF at the Office of the Municipal Treasurer	are married, no fees 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
<b>TOTAL</b>		For on-time registration and parents are married, no fees will be paid off  For unmarried parents, fee for AUSF is PHP 150.00	15 Minutes	



## 2. Registration of Death

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

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





### 3. Processing of the Application for Marriage License

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

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



the Municipal Treasurer	the Office of the Municipal Treasurer	PHP55.00 Filing Fee PHP100.00 Marriage License Fee PHP25.00 Service Treasurer Fee PHP150.00 Solemnization Fee PHP100.00 PMC Total PHP580.00		
4. Present the official receipt of payment	4. Record the official receipt in the logbook and prepare the Application for Marriage License Form	None	5 minutes	Municipal Civil Registrar
5. Review the information in the Application Form and if confirmed accurate, sign the document	5. Advise to review the information in the Application Form before signing	None	5 minutes	Municipal Civil Registrar
6. Subscribe before the Municipal Civil Registrar	6. Subscribe the application	None	2 Minutes	Municipal Civil Registrar
7. Attend the Pre-Marriage Counselling	7. Conduct Pre-Marriage Counselling	None	8 hours	PMC Team



8. Acknowledge receipt of the Marriage License, 10 days after the required posting	7. Advise on the schedule of the issuance of Marriage License, 10 days after posting	None	10 Days	Municipal Civil Registrar
TOTAL	PHP150.00 Application Fee  PHP55.00 Filing Fee  PHP100.00 Marriage License Fee  PHP25.00 Service Fee  PHP150.00 Solemnization Fee  PHP100.00 PMC  Total PHP580.00	10 Days and 32 Minutes		





## 4. Registration of Marriage

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

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



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

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

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

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





and acknowledge receipt, 2-3 weeks upon application	release of PSA issued copy from PSA Legazpi City, 2-3 weeks upon application			
<b>TOTAL</b>		<b>PHP 255.00</b>	<b>2-3 Weeks and 15 Minutes</b>	



## 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.

<b>Office or Division:</b>	Office of the Municipal Registrar			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. PSA Negative Certification (1 Copy, Original)		PSA		
2. National ID (1 Copy, Original)		PSA		
3. 2X2 ID picture (2 Copies, Original)		Applicant		
4. Marriage Contract, if married (1 Copy, Certified True Copy)		Office of the Municipal Civil Registrar		
5. Barangay Certification of Residence (1 Copy, Original)		Barangay Hall		
6. Affidavit of 2 Disinterested Person (1 Copy, Original)		Applicant		
7. Official Receipt of Payment of Fee (1 Copy, Original)		Office of the Municipal Treasurer		
8. Baptismal Voter's Registration      School Record		Church of Applicant COMELEC School of Applicant		
9. Birth Certificate/ID/Marriage Contract of Parents/Death Certificate of parents (if applicable)				
10. Personal Appearance at MCR Office				
11. Cedula				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present the necessary requirements	1. Verify the requirements and availability of record in the archives	None	5 minutes	Admin. Aide I  Admin. Aide I  Admin. Aide III



2. Provide necessary information being asked for	2. Interview and record essential information	None	5 Minutes	Admin. Aide I Admin. Aide I Admin. Aide III
3. Pay for the required fee at the Office of the Municipal Treasurer	3. Advise for the payment of fee at the Office of the Municipal Treasurer	Refer to the Matrix of Fees	5 Minutes	Admin. Aide I Admin. Aide I Admin. Aide III
4. Present the official receipt of payment of fee	4. Record the official receipt in the logbook, prepare for the Application Form, and forward to MCR for signature	None	5 Minutes	Admin. Aide I Admin. Aide I Admin. Aide III
5. Review the information in the form and if accurate, sign the document	5. Advise to review the information in the Application Form before signing  Upon signing, forward to MCR for review and signature	None	5 Minutes	Admin. Aide I  Municipal Civil Registrar
6. Acknowledge receipt of application copy	6. Register application form at the Registry Book and file the same  Release owner's copy	None	10 Minutes	Admin. Aide I Admin. Aide I
<b>TOTAL</b>		Refer to the Matrix of Fees	35 Minutes	





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Fees for Delayed Registration of Birth/ Death and Marriage:	Amount of Fee (PHP)
1 month to 1 year	50.00
1 year and 1 day to 5 years	100.00
5 years and 1 day and above	150.00
Out of town reporting of vital events	150.00
Death and Marriage	150.00



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

Service Information: This refers to the filing of petition for the correction of entry in the civil registry document pursuant to Republic Act 9048 and Republic Act 10172.

<b>Office or Division:</b>	Office of the Municipal Registrar			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
For CCE:				
1. PSA copy of Birth/Death/Marriage (1 Copy, Original)		Municipal Civil Registrar/ Philippine Statistics Authority		
2. Baptismal Certificate (1 Copy, Original)		Church of the applicant		
3. Marriage Contract of Parents (1 Copy, Certified True Copy)		Municipal Civil Registrar		
4. Police Clearance (1 Copy, Original)		Police Station		
5. Voter's Registration Record (1 Copy, Original)		COMELEC Office		
6. Earliest School Record (1 Copy, Photocopy)		School of the Applicant		
7. Official Receipt of Payment of Fee (1 Copy, Original)		Office of the Municipal Treasurer		
Additional Requirement for R.A.10172 and CFN:				
1. Medical Record (1 Copy, Original)		Hospital or Medical Clinic		
2. Certificate of Employment (1 Copy, Original)		Employer of the Applicant		
3. Medical Certification (1 Copy, Original)		Municipal Health Office		
4. NBI Clearance (1 Copy, Original)		NBI Office		
5. Publication from Newspaper (1 Copy, Photocopy)		Newspaper Publication Office		
6. Official Receipt of Payment of Fee (1 Copy, Original)		Office of the Municipal Treasurer		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present PSA issued document for	1. Interview and evaluate the	None	5 Minutes	Municipal Civil Registrar



petition, with supporting documents	completeness of 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.

<b>Office or Division:</b>	Office of the Municipal Registrar			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Birth Certificate of the Child (1 Copy, Original)		Office of the Municipal Civil Registrar		
2. Marriage Contract of Parents (1 Copy, Original)		Office of the Municipal Civil Registrar		
3. CENOMAR of Both Parents (1 Copy Each, Original)		Office of the Municipal Civil Registrar		
4. Marriage Contract if Married (1 Copy, Original)		Office of the Municipal Civil Registrar		
5. Affidavit of Minority if Mother is Minor at the Time of Birth (1 Copy, Original)		Applicant		
6. Affidavit of Acknowledgement if Father wasn't able to Sign at the Back of COLB of the Child (1 Copy, Original)		Applicant		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Request for the Legitimation	1. Interview and advise on the needed requirements  If requirements are available, proceed to the next step	None	5 Minutes	Admin. Aide I  Admin. Aide I  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 the Municipal Treasurer	3. Advise to pay the fees at the Office of the Municipal Treasurer and prepare the Endorsement	Refer to the Matrix of Fees	5 Minutes	MTO Staff
4. Present the official receipt of the payment of fees	4. Record the receipt of payment in the logbook	None	5 Minutes	Admin. Aide I Admin. Aide I
5. Acknowledge receipt of the document and transmit to PSA, CRS, Manila	5. Release the document with endorsement and advise to personally transmit to PSA CRS, Manila	None	10 Minutes	Municipal Civil Registrar
TOTAL		Refer to the Matrix of Fees	30 Minutes	

Purpose	Amount of Fee (PHP)
Legitimation By Decree of the Court	500.00
Legitimation by Subsequent Marriage	100.00
Legitimation under RA 9858	150.00



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# Municipal Disaster Risk Reduction and Management Office

## External Services





## 1. Conduct of Emergency Response 24/7

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

<b>Office or Division:</b>	<b>Municipal Disaster Risk Reduction and Management Office</b>			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Basic Information (During Emergencies): 1. Name of Caller 2. Exact Location 3. Type of Incidents 4. Number and Status of Victim/s 5. Assistance needed		Informant/s, caller/s and walk-in individuals		
Basic Information (During Calamities): 1. Name of Caller 2. Exact Location 3. Type of Hazards 4. Number of Affected Individuals and Families 5. Assistance needed		Informant/s, caller/s and walk-in individuals Concern Barangay		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Contact or call the HOTLINE Number of the Operation Center (OpCen)	1. Record the basic information, and inform and mobilize the LGU Emergency Response Team Activation of the Municipal Emergency Response Team	None	2 Minutes	Members of the Municipal 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
<b>TOTAL</b>			<b>7 Minutes</b>	



## 2. Provision of Public Service like Capacity Development (Trainings, Drills and Seminars)

**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.

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





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



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

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

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



#### 4. Issuance of Hazard Certification

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

<b>Office or Division:</b>	Municipal Disaster Risk Reduction and Management Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Barangay Certification (One Copy, Original)		Concern Barangay		
2. Photo/Documentation or Proof of Hazards (Two Copies, Print-out)		Requesting Party		
3. Site Assessment Report (1 Copy, Original)		MDRRMO		
4. Official Receipt of Payment of Fee (1 Copy, Original)		Office of the Municipal Treasurer		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Request for the issuance of Hazard Certification	1. Interview and advise for the submission of requirements  If requirements are available, proceed to the next step	None	5 Minutes	Admin. Aide IV
2. Submit the corresponding requirements	2. Receive and validate the submitted requirements	None	3 Minutes	Admin. Aide IV
3. Pay for the required fee at the Office of the Municipal Treasurer	3. Advise for the payment of fee at the Office of the Municipal Treasurer	PHP 100.00 for Hazard Certification	5 Minutes	Admin. Aide IV





4. Present the official receipt of the payment of fee	4. Record the official receipt and provide the schedule of the ocular inspection	None	2 Minutes	Admin. Aide IV
5. Guide the assessment team during the scheduled ocular inspection and site assessment	5. Conduct ocular inspection and site assessment, and prepare the report and certification	None	1 Day	Local Disaster Risk Reduction Management Officer with a Team
6. Follow-up the issuance of Hazard/Typhoon Damage Certification, attend the discussion, and acknowledge receipt upon issuance of document	6. Discuss shortly some relevant information regarding hazard and risk mitigation prior the issuance of Hazard/ Typhoon Damage Certification	None	10 Minutes	Admin Aide IV
<b>TOTAL</b>		PHP 100.00	1 Day and 25 Minutes	



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# 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.

<b>Office or Division:</b>	Municipal Environment and Natural Resources Office			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Tax Declaration/Land Title (1 Copy, Certified True Copy)		Personal File, Office of the Municipal Assessor		
2. Barangay Certification (1 Copy, Original)		Barangay Hall		
3. Picture of the forest product to be cut (1 Copy, Print-out)		Applicant		
4. Authorization from the Owner, If the applicant is not the declared owner of the lot from which the product is to be taken (1 Copy, Original)		From the declared owner of the lot		
5. Inspection Report (1 Copy, Original)		Office of the Ecosystem and Environmental Resource Management Section		
6. Official Receipt of Payment of Fee (1 Copy, Original)		Office of the Municipal Treasurer		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. 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	OIC-MENRO/Staff





2. Submit all the requirements	2. Evaluate the completeness of requirements	None	10 Minutes	MENRO Staff
3. Be informed of the schedule of site/item inspection	3. Schedule the date and time of inspection	None	1 Day	MENRO/Staff
4. Attend to the conduct of inspection	4. Conduct the site/item inspection and present the findings:  a. For Non-Compliant, inform its disapproval b. For Compliant, advise to proceed to the next step	None	1 Day	MENRO Staff
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	MENRO Staff
6. Present the official receipt of payment	6. Record the official receipt and other information in the EERMS Logbook	None	3 Minutes	MENRO Staff
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	3 Minutes	MENRO
<b>TOTAL</b>		PHP 55.00	2 Days and 36 Minutes Maximum	



## 2. Issuance of Solid Waste Management Certificate to Business Establishments

**Service Information:** The issuance of Solid Waste Management Certificate is a prerequisite 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.

<b>Office or Division:</b>	Municipal Environment and Natural Resources Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2B – Government to Business Entity			
<b>Who may avail:</b>	All Business and Establishment Owners			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Presence of 3 Receptacles (for biodegradable, non-biodegradable and recyclables)		Owner of the Business Establishment		
2. Certificate of Attendance to SWM Orientation (1 Copy, Original)		Ecosystem and Environmental Resource Management System		
3. Official Receipt of Payment of Fee (1 Copy, Original)		Office of the Municipal Treasurer		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Request for the issuance of Solid Waste Management (SWM) Certificate as a requirement for securing a business permit	1. Interview and advise on the attendance to SWM orientation and other requirements needed	None	5 Minutes	MENRO Staff
2. Attend the Orientation on Solid Waste Management	2. Conduct the SWM Orientation to all business establishment owners	None	2-3 Hours	MENRO Staff
3. Be informed of the schedule of the inspection and validation team	3. Schedule and notify about the conduct of inspection and validation	None	15-30 Minutes	MENRO



4. Pay the certification fee at the Office of the Municipal Treasurer	4. Advise on the payment of fee at the Office of the Municipal Treasurer and prepare the Certificate	PHP55.00	5 Minutes	MENRO Staff
5. Present the official receipt of payment	5. Record the official receipt and other information in the logbook and prepare the certification	None	2 Minutes	MENRO Staff
6. Acknowledge receipt of the issuance of SWM Certificate	6. Sign and issue the SWM Certificate	None	10-30 Minutes	MENRO Municipal Mayor
<b>TOTAL</b>		PHP55.00	2 Hours and 37 Minutes (Minimum) 4 Hours and 12 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.

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



#### 4. Grant of Request for the Provision of Seedlings for Tree Planting Activities

**Service Information:** The Office of the MENRO provides seedlings to individuals, organizations, schools and communities who are organizing tree planting activities both in the upland and coastal areas. This service supports local environmental initiatives aimed at promoting sustainable development, enhancing biodiversity, and combating deforestation. MENRO provides seedlings and joins the tree planting activities to improve green spaces and contribute to environmental conservation efforts.

<b>Office or Division:</b>	Municipal Environment and Natural Resources Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All Residents of the Municipality			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter request (1 Copy, Original)		Requesting Individual or Group		
2. Proof of lot ownership (TCT/OCT, Deed of Sale, Authorization from the lot owner) (1 Copy, Photocopy)		Municipal Assessor's Office Registry of Deeds Lot Owner's Copy		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request addressed to the LCE	1. LCE receives, approves and forward to the MENRO for appropriate action	None	1 Day	MENRO and Staff
2. Assist MENRO staff in the conduct of on-site validation of the plantation area	2. Conduct on-site visit and validation	None	1 Day	MENRO Staff
3. Confirm the quantity of request and the preferred type of tree species	3. Coordinate with the nursery workers for the requested quantity and type of tree species	None	4 Hours	Nursery Workers
4. Wait for the delivery of seedlings	4. Deliver the seedlings to the planting site in coordination with	None	2-4 Hours	MENRO Staff



	the requesting individual/group			
5. Conduct tree planting activity as scheduled	5. Assist in the conduct of tree planting activity	None	3-6 Hours	MENRO Staff and Nursery Workers
6. Monitor the growth and survival of planted seedlings	6. Coordinate and monitor regularly the growth and survival of planted seedlings	None	1 Day	MENRO Staff
TOTAL		None	4 Days and 3-6 Hours	





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## **Municipal Tourism Office**

### **External Services**



## 1. Tourism Information/Data Services

**Service Information:** Tourism information/data service is dedicated to providing accurate, accessible, and up-to-date data or information to all researchers, visitors and residents seeking to explore the municipality's attractions, accommodations, dining options. This service aims to enhance the visitor experience by offering comprehensive support, ensuring tourists make the most of their time in the area.

<b>Office or Division:</b>	Municipal Tourism Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All Residents and Visitors in the Municipality			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Information/Data Request Form		MTO		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit request addressed to the Tourism Officer or contact the in-charge at magallanestourismoffice@gmail.com	1. Verify if the requested information/data is available	None	5 Minutes	Tourism Officer Designee
2. Check emails or text messages for the response	2. Retrieve the requested information/data from the Tourism Office's system or files	None	15 Minutes	Tourism Officer Designee
3. Acknowledge the response	3. Provide the requested information/data	None	5 Minutes	Tourism Officer Designee
<b>TOTAL</b>		None	20 Minutes	



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# 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.

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



	If requirements are available, proceed to the next step			
2. Accomplish application form and submit along with other documentary requirements	2. Receive duly accomplished application form and other documentary requirements  Check for the correctness and completeness of documents  Assess and compute for the required fees	None	20 Minutes	Zoning Administrator/ MPDC
3. Follow through the review and approval of application	3. Forward the accomplished application form and other documentary requirements, and assessment of fees to the Office of the Municipal Mayor for review and approval	None	20 Minutes	Zoning Administrator/ MPDC
4. Pay the assessed fees at the Office of the Municipal Treasurer	4. Advise for the payment of fees at the Office of the Municipal Treasurer	Mayor's Certificate 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



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





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

Capital Investment	Residential (PHP)	Commercial & Institutional (PHP)	Industrial (PHP)
Less than P10,000.00	100.00	-	-
Over P10,000 but less than P20,000.00	175.00	-	-
P30,000 or less	200.00	300.00	350.00
P50,000.00 – P75,000.00	250.00	335.00	375.00
P75,000.00 – P125,000.00	265.00	265.00	300.00
P125,000.00 – P175,000.00	300.00	350.00	400.00
P175,000.00 – 250,000.00	350.00	400.00	450.00
P250,000.00 – P350,000.00	400.00	450.00	500.00
P350,000.00 – P500,000.00	450.00	500.00	550.00
P500,000.00 – P750,000.00	500.00	550.00	600.00
P750,000.00 – P1,000,000.00	550.00	600.00	650.00
P1,000,000.00 – P1,500,000.00	600.00	650.00	700.00
P1,500,000.00 – P2,000,000.00	650.00	700.00	750.00
P2,000,000.00 – P3,000,000.00	700.00	750.00	800.00
P3,000,000.00 – P4,000,000.00	750.00	800.00	850.00
Over 4,000,000.00	800.00	850.00	900.00



## 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.

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



	Certification, and forward to MPDC for review and approval			
5. Follow through the approval of Certification	5. Review and sign the Certification	None	5 Minutes	Zoning Administrator/ MPDC
6. Acknowledge receipt of the issuance of Zoning Certificate	6. Record and release the Zoning Certification	None	2 Minutes	Zoning Administrator/ MPDC
<b>TOTAL</b>		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           | P750.00   |
| 2. Over P100,000.00 to P200,000.00 | P1,500.00                                       |
| 3. Over P200,000.00                | P1,000.00 + 1/10 of 1% in excess of P200,000.00 |

**B. Apartment/Townhouses**

- |                                  |   |
|----------------------------------|---|
| 1. P500,000.00 and Below         | P2,250.00   |
| 2. Over P500,000.00 to 2 Million | P3,000.00   |
| 3. Over 2 Million                | P2,500.00 + 1/10 of 1% of cost in excess of 2 Million regardless of the number of doors |

**C. Dormitories**

- |                        |  |
|------------------------|--|
| 1. P2Million and below | P3,500.00  |
| 2. Over P2Million      | P4,000.00 + 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 | P3,000.00   |
| 2. Over P2Million  | P3,500.00 + 1/10 of 1% of cost in excess of P2Million |





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E. Commercial, Industrial and Agro-Industrial Project Cost

- |                                  |   |
|----------------------------------|---|
| 1. Below P1,000,000.00           | P2,000.00   |
| 2. Over P100,000.00 – 500,000.00 | P2,500.00   |
| 3. Over P500,000.00 – P1Million  | P3,000.00   |
| 4. Over P1Million – P2Million    | P3,750.00   |
| 5. Over P2Million                | P6,000.00 + 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 | P10,000.00   |
| 2. Over P2Million  | P10,000.00 + 1/10 of 1% of cost in excess of P2Million |

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



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# 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.

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





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



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



## 2. Issuance of Accessory Permits

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

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





CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Apply for the issuance of Accessory Permit	1. Provide application form and advise the submission of required documents  If documentary requirements are available, proceed to the next step	None	5 Minutes	Engineering Assistant
2. Accomplish the application form and submit together with other documentary requirements	2. Receive the duly accomplished application form and other documentary requirements, and evaluate its correctness and completeness	None	30 Minutes	Engineering Assistant
3. Follow through the assessment, review and approval	3. Compute the permit assessment fees based on BFADRU	None	20 Minutes	Engineering Assistant
4. Pay the required fees at the Office of the Municipal Treasurer	4. Advise the payment of required fees at the Office of the Municipal Treasurer	Computed and approved assessment fees for applied accessory * Refer to Annex A for the Matrix of Fees	10 Minutes	Engineering Assistant
5. Present the official receipt of payment	5. Prepare and forward Accessory Permit to the Municipal Engineer for signature	None	5 Minutes	Engineering Assistant  Municipal Engineer



6. Receive the approved Accessory Permit and acknowledge receipt	6. Record and release the approved Permit	None	2 Minutes	Engineering Assistant
TOTAL		Computed and approved assessment fees for applied accessory * Refer to Annex A for the Matrix of Fees	1 Hour and 12 Minutes	



### 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.

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





Engineering Plans and Program of Works after its given duration	Engineering Plans and Program of 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	



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# Office of the Municipal Assessor

## External Services



## 1. Issuance of Certified True Copy of Tax Declaration

**Service Information:** Conduct research if there is an existing tax declaration on database before a certified true copy of tax declaration can be issued to interested party. An authorization letter and valid ID to secure a TD is required if the interested party is not the declared property owner himself/herself.

<b>Office or Division:</b>	Office of the Municipal Assessor			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C–Government to Citizen G2G – Government to Government			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Service Slip		Office of the Municipal Assessor		
2. Official Receipt of Payment of Fee		Office of the Municipal Treasurer		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Request for the issuance of certified true copy of Tax Declaration	1. Interview for basic information like name of property owner, lot number and location. Require authorization letter and valid ID if the one requesting is not the declared property owner. Verify in the database and then provide order of payment slip	None	5 Minutes	Assessment Clerk III  Draftsman
2. Pay the required fee at the Office of the Municipal Treasurer	2. Print the requested tax declaration	Certification Fee of Tax Dec. P100.00 per copy	3 Minutes	Assessment Clerk III  Draftsman
3. Present the official receipt of payment of the requested record	3. Receive and record official	None	1 Minute	Assessment Clerk III  Draftsman





	receipt of payment of fee			
4. Wait for the processing and release of tax declaration	4. Review and sign the certified true copy of Tax Declaration	None	2 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 Draftsman
TOTAL		Cert. Fee of Tax Dec. P100.00 per copy	13 Minutes	



## 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.

<b>Office or Division:</b>	Office of the Municipal Assessor			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C–Government to Citizen G2G – Government to Government			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Service Slip			Office of the Municipal Assessor	
2. Official Receipt of the Payment of Fee			Office of the Municipal Treasurer	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Request for the issuance of assessment certification	1. Interview for basic information like name of owner, lot number & location. Verify in the records on file, and provide order of payment slip	None	5 Minutes	Assessment Clerk III  Draftsman
2. Pay the required fee at the Office of the Municipal Treasurer	2. Conduct research on the requested assessment certification	Certification Fee PHP P/ 100.00	5 Minutes	Assessment Clerk III  Draftsman
3. Present the official receipt of payment of fee	3. Receive and record the official receipt of payment of fee	None	2 Minutes	Assessment Clerk III  Municipal Assessor
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 requested certification	5. Record and release the assessment certification requested	None	2 Minutes	Assessment Clerk III  Draftsman
<b>TOTAL</b>		Certification Fee P100.00	19 Minutes	



### 3. Issuance of Tax Map and/or Vicinity Map

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

<b>Office or Division:</b>	Office of the Municipal Assessor			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C–Government to Citizen G2G – Government to Government			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Service Slip		Office of the Municipal Assessor		
2. Official Receipt of the Payment of Fee		Office of the Municipal Treasurer		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Request for the issuance of tax map and/ or vicinity map	1. Interview for basic information, verify in the record, and provide service slip	None	3 Minutes	Assessment Clerk III/ Draftsman
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	Certification Fee of P100.00	3 Minutes	Assessment Clerk III/ Draftsman
3. Present the official receipt of payment of fee	3. Receive and record the official receipt of payment of fee  Prepare the tax map/ vicinity map	None	10 Minutes	Assessment Clerk III/ Draftsman
4. Wait for the processing and release of the requested sketch/plan	4. Review and sign the tax map/ vicinity map	None	3 Minutes	Municipal Assessor
5. Acknowledge receipt of the requested tax map/ vicinity map	5. Record and release the tax map/ vicinity map	None	2 Minutes	Assessment Clerk/ Draftsman
<b>TOTAL</b>		Certification Fee P/ 100.00	21 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

<b>Office or Division:</b>	Office of the Municipal Assessor			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C–Government to Citizen G2G – Government to Government			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Deed of Conveyance Executed by Contracting Parties		From the client		
2. Certificate of Title (if titled). If untitled, certificate of no title		Office of the Register of Deeds		
3. Real Property Tax Clearance		Office of the Municipal Treasurer		
4. Other requirements as may be prescribed by different agency (BIR, PTO, ROD, DAR) involved in the transaction.				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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 on 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 and correctness of submitted documentary requirements	None	5 Minutes	Municipal Assessor



3. Proceed to the provincial level transaction	3.If documentary requirements are satisfied on the municipal level, client is advised to proceed to the provincial level to continue the transaction, where the subsequent tax declaration will be issued upon compliance of all required supporting documents by all involved gov't agencies.	None	5 Minutes	Municipal Assessor
<b>TOTAL</b>		None	15 Minutes	



## 5. Issuance of Initial Tax Declaration for CARP Covered Property

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

<b>Office or Division:</b>	Office of the Municipal Assessor			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C–Government to Citizen G2G – Government to Government			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Service Slip		Office of the Municipal Assessor		
2. Photocopy of Certificate of Title		From the farmer-beneficiary		
3. Updated Real Property Tax Payment		Office of the Municipal Treasurer		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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 advice on the submission of required documents	None	3 Minutes	Assessment Clerk III  Draftsman
2. Submit the documentary requirements	2. Receive, record and check the completeness and correctness of submitted documentary requirements	None	3 Minutes	Assessment Clerk III
3. Follow through the processing of documents	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	15 Minutes	Municipal Assessor





4. Acknowledge receipt of tax declaration issued by the provincial office	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 Draftsman
TOTAL			1 Week and 23 Minutes	



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

**Service Information:** A tax declaration of a newly built/ renovated building or machinery as per tax mapping conducted by the office for taxation purposes is issued to the building owner.

<b>Office or Division:</b>	Office of the Municipal Assessor			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C–Government to Citizen G2G – Government to Government			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Service Slip		Office of the Municipal Assessor		
2. Letter-Request for tax-mapping & ocular inspection of building.		From the building owner or duly representative of building owner.		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Request for the initial issuance of Tax Declaration of a Building and/or Machinery	1. Interview for basic information, like who is the building owner, and advise on the submission of required documents	None	5 Minutes	Assessment Clerk III  Draftsman
2. Submit written request for an ocular inspection of land or building	2. Receive, record and check the completeness and correctness of submitted documentary requirements	None	3 Minutes	Assessment Clerk III  Draftsman
3. Pay for the required fees at the Office of the Municipal Treasurer	3. Advise for the payment of required fees at the Office of the Municipal Treasurer	P/ 100.00 if within Poblacion. P/120.00 if along the road, P/ 200.00 if in a coastal barangay	5 Minutes	Assessment Clerk III



4. Present the official receipt of payment of fees	4. Receive and record the official receipt of payment in the logbook		2 Minutes	Assessment Clerk III
5. Wait for the scheduled ocular inspection	5. Conduct an ocular inspection to appraise the value of the property for taxation purposes	None	1 Hour	Municipal Assessor Assessment Clerk III
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	10 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 Draftsman
TOTAL		P100.00 if within Poblacion. P/120.00 if along the road, P200.00 if in a coastal barangay	1 Week, 1 Hour & 27 minutes	





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# 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.

<b>Office or Division:</b>	Municipal Budget Office	
<b>Classification:</b>	Highly Technical	
<b>Type of Transaction:</b>	G2G – Government to Government	
<b>Who may avail:</b>	Barangay Officials	
	<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
	1. Transmittal Letter (3 Sets, 1 Original, 2 Certified Photocopies)	Barangay Government concerned
	2. Appropriation Ordinance (3 Sets, 1 Original, 2 Certified Photocopies)	Barangay Government concerned
	3. Barangay Budget Pre Form 01 (3 Sets, 1 Original, 2 Certified Photocopies)	Barangay Government concerned
	4. Barangay Budget Pre Form 02 (3 Sets, 1 Original, 2 Certified Photocopies)	Barangay Government concerned
	5. Barangay Budget Pre Form 2a (3 Sets, 1 Original, 2 Certified Photocopies)	Barangay Government concerned
	6. Barangay Budget Pre Form 03 (3 Sets, 1 Original, 2 Certified Photocopies)	Barangay Government concerned
	7. Barangay Budget Pre Form 04 (3 Sets, 1 Original, 2 Certified Photocopies)	Barangay Government concerned
	8. Annual Investment Plan (3 Sets, 1 Original, 2 Certified Photocopies)	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 Sets, 1 Original, 2 Certified Photocopies)	Barangay Government concerned
	13. SK Annual Budget (3 Sets, 1 Original, 2 Certified Photocopies)	Barangay Government concerned
	14. 5% BDRRM Fund Work (3 Sets, 1 Original, 2 Certified Photocopies)	Barangay Government concerned



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





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



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# Office of the Municipal Budget Officer

## Internal Service



## 1. Issuance of Obligation Request

Service Information: Exercise general provision over the budget office.

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





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



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# Office of the Municipal Accountant

## External Services



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

<b>Office or Division:</b>	Office of the Municipal Accountant
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	G2B – Government to Business Entity
<b>Who may avail:</b>	Suppliers & Contractors with Awarded Projects by the LGU
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
1. Approved Annual Procurement Plan (2 Copies, 1 Original and 1 Duplicate Copy)	BAC/BAC Secretariat
2. Approved Contract Supported by the Following Documents (2 Sets, 1 Original and 1 Duplicate Copy): <ul style="list-style-type: none"> <li>- Invitation to Apply for Eligibility to Bid</li> <li>- Results of Eligibility Check/Screening</li> <li>- Bidding Documents Enumerated under Sec. 17.1 of 2016 Revise IRR of RA9184</li> <li>- Minutes of Pre-Bid Conference (for ABC 5M and above)</li> <li>- Bidders Technical and Financial Proposal</li> <li>- Minutes of Bid Opening</li> <li>- Abstract of Bids (As Read and As Calculated)</li> <li>- Post Qualification Report</li> <li>- BAC Resolution Declaring the Winning Bidder</li> <li>- Notice of Post Qualification</li> <li>- BAC Resolution Recommending Approval and Approval of the HOPE of the Resolution of the BAC Recommending Award of Contract</li> </ul> <p>Approved Purchase Order</p> <ul style="list-style-type: none"> <li>- Performance Security</li> <li>- Detailed Breakdown of Contract Cost</li> </ul>	BAC/BAC Secretariat/Submitted Documents by Bidders during Public Bidding
3. Advertisement of Invitation to Bid/Request, (2 Sets, 1 Original and 1 Duplicate Copy):	BAC/BAC Secretariat





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



<p>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):</p> <ul style="list-style-type: none"> <li>o Reenacted Budget: for new contracts entered into by LCE</li> <li>o Regular Enacted Budget: for projects in generic terms and for purchase of goods and services which are neither specified nor encompassed within the regular personal services and MOOE</li> </ul>	<p>Office of the Sangguniang Bayan</p>
<p>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)</p>	<p>BAC/BAC Secretariat</p>
<p>14. Request for purchase of requisition of supplies, materials and equipment duly approved by proper authority (2 Sets, 1 Original and 1 Duplicate Copy)</p>	<p>Requesting Office</p>
<p>15. Certificate of Exclusive Distributorship, if applicable (2 Sets, 1 Original or Photocopy and 1 Duplicate Copy)</p>	<p>Contractor</p>
<p>16. Samples and brochures/ photographs, if applicable (2 Copies, 1 Original and 1 Duplicate Copy)</p>	<p>Contractor</p>
<p>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)</p>	<p>Contractor</p>
<p>18. Result of Test analysis, if any (2 Sets, 1 Original and 1 Duplicate Copy)</p>	<p>Contractor</p>
<p>19. Delivery Receipt indicating the exact</p>	<p>Contractor</p>





specifications and/or serial number of the equipment procured by the government as proof of payment of all taxes and duties due on the same equipment, supplied or sold to the government (2 Sets, 1 Original and 1 Duplicate Copy)	
20. Inspection and Acceptance Report prepared by the department/Agency property inspector and signed by the Head of Agency or his/her authorized representative (2 Sets, 1 Original and 1 Duplicate Copy)	Requesting Office
21. Acknowledgement Receipt for Equipment (ARE) (2 Sets, 1 Original and 1 Duplicate Copy)	Concerned Office
22. Inventory Custodian Slip for items with serviceable life of more than one year but small enough to be considered as PPE (2 Copies, Original)	Concerned Office
23. Invoice Receipt for Transfer of Properties (2 Sets, 1 Original and 1 Duplicate Copy)	Contractor
24. Warranty Security for a minimum period of 3months, in case of supplies, or a minimum period of 1year in the case of non- expendable supplies after acceptance by the procuring entity of the delivered supplies (2 Sets, 1 Original and 1 Duplicate Copy)	Contractor
25. Tax Clearance for Collection issued by the BIR (2 sets, can be both photocopies)	Contractor
26. Purchase Request of supplies, materials and equipment duly approved by proper authorities showing the detailed Breakdown of ABC (Approved Budget of the Contract) (2 Sets, 1 Original and 1 Duplicate Copy)	Requesting Office
27. Obligation Request Slip (2 Copies, 1 Original & 1 Duplicate Copy)	Municipal Budget Office





CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Disbursement Voucher (DV) for the purchased goods	1. Check the DV for payment of purchased goods as to completeness of supporting documents and correctness of computation and forward to Budget Office	None	1 Hour *incomplete supporting documents will not be processed	BAC
2. Re-submit the DV for payment of purchased goods with the Obligation Request slip for signature	2. a.) Receive; b.) Review and record in the appropriations log-book; c.) Certify as to availability of appropriations	None	10 Minutes (provided there is no backlog and all the responsible persons are available)	a.) Budget Office Clerk 1; b.) Budget Office Administrative Assistant; c.) Municipal Budget Officer
3. Re-submit the DV for payment of purchased goods with signed Obligation Request slip	3. Receive and record in the log-book, review the completeness of supporting papers and record in the DV register, sign the DV for the payment of purchased goods, computation of withholding taxes, preparation of Journal Entry Voucher (JEV) and signing/ approval of the JEV	None	1 hour (provided there is no backlog or influx of vouchers and all the responsible persons are available) *incomplete supporting documents will not be processed and returned to the BAC for compliance	a.) Accounting Clerk 1; b.) Accounting Officer c.) Administrative Officer; d.) Municipal Accountant



4. Forward to the Office of the Municipal Treasurer for the Certification of Fund Availability	4. a.) Receive, review the availability of funds, b.) Certify	None	5 Minutes (provided there is no backlog or influx of vouchers and all the responsible persons are available)	a.) Treasury Clerk; b.) Municipal Treasurer
5. Forward to the Office of the Mayor for approval of payment	5. a.) Receive and record in the log-book; b.) Signify approval	None	5 Minutes (provided there is no backlog or influx of vouchers and all the responsible persons are available)	a.) Administrative Clerk; b.) Municipal Mayor
6. Forward the approved DV with supporting documents to the Municipal Treasurer's Office for the issuance of checks	6. a.) Receive; b.) Writing of check; c.) Signing of check	None	5 Minutes (provided there is no backlog or influx of vouchers and all the responsible persons are available)	a.) Treasury Clerk; b.) Municipal Treasurer
7. Forward to the Office of the Mayor for signing of check	7. a.) Receive and record in the log-book; b.) Signing of check	None	5 Minutes (provided there is no backlog or influx of vouchers and all the responsible persons are available)	a.) Administrative Clerk; b.) Municipal Mayor
8. Forward to the Office of the Municipal Accountant for the Issuance of	8. a.) Receive and preparation of Accountants Advice (one for	None	15 minutes (provided there is no backlog or	a.) Accounting Clerk; b.) Administrative Aide;





the Accountant's Advice, recording in the Check Disbursement Journal, and issuance of BIR Form 2307 (Certificate of Taxes Withheld) to the Suppliers	various checks); b.) Recording in the CkDJ; c.) Preparation of BIR Form 2307 indicating the amount and types of taxes withheld d.) Review and approval of the Accountant's Advice		influx of vouchers and all the responsible persons are available)	c.) Municipal Accountant
9. Forward the checks with Accountant's Advice to the Office of the Municipal Treasurer for the releasing of checks and submission of the Accountant's Advice to the Bank	9. a.) Receive and recording in the check register; b.) Submission of the Accountant's Advice to the Bank; c.) Issuance of Check	none	(it depends; the Bank is in Sorsogon City)	a.) Treasury Clerk; b.) Administrative Officer
TOTAL		None	Minimum of 2 Hours and 45 Minutes	





## 2. Payment of Advances to Contractors (Mobilization Fee) / Progress Billing/ Final Payment for the Procurement through Public Bidding (For Infra)

<b>Office or Division:</b>	Office of the Municipal Accountant
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	G2B – Government to Business Entity
<b>Who may avail:</b>	Contractors with Awarded Projects by the LGU
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	
1. Approved Annual Procurement Plan (2 Copies, 1 Original and 1 Duplicate Copy)	BAC/BAC Secretariat
2. Approved Contract Supported by the Following Documents (2 Sets, 1 Original and 1 Duplicate Copy): <ul style="list-style-type: none"> <li>- Invitation to Apply for Eligibility to Bid Results of Eligibility Check/Screening</li> <li>- Bidding Documents enumerated under Sec. 17.1 of 2016 Revised IRR of RA9184</li> <li>- Minutes of Pre-Bid Conference (for ABC 5M and above)</li> <li>- Bidders Technical and Financial Proposal</li> <li>- Minutes of Bid Opening</li> <li>- Abstract of Bids (As Read and As Calculated)</li> <li>- Post Qualification Report</li> <li>- BAC Resolution Declaring the Winning Bidder</li> <li>- Notice of Post Qualification</li> <li>- BAC Resolution Recommending Approval and Approval of the HOPE of the Resolution of the BAC Recommending Award of Contract</li> <li>- Notice of Award</li> <li>- Performance Security</li> <li>- Construction Safety and Health Program approved by DOLE</li> <li>- Program of Works and Detailed Estimates</li> </ul>	BAC/BAC Secretariat/Submitted Documents by Bidders during Public Bidding



<ul style="list-style-type: none"> <li>- Detailed Drawings with different perspectives</li> <li>- Notice to Proceed, Indicating Date of Receipt by the Contractor Detailed Breakdown of ABC</li> <li>- Copy of the Approved PERT/CPM</li> <li>- Construction Schedule (Gantt Chart)</li> <li>- Manpower Utilization Schedule</li> <li>- Narrative Description of Construction Procedures and Methods</li> <li>- Equipment Utilization Schedule</li> <li>- Network Diagram and Detailed Computation of contract Time</li> <li>- Detailed Breakdown of Contract Cost</li> </ul>	
<p>3. Copy of Advertisement of Invitation to Bid/Request (2 Sets, 1 Original and 1 Duplicate Copy):</p> <ul style="list-style-type: none"> <li>- Newspapers Clippings of Advertisement (ABC 15M and above for Infra, 10M and above for Goods and 5M for Consulting Services</li> <li>- Printout Copy of Advertisement Posted in PHILGEPS</li> <li>- Certification from Head of BAC Secretariat on the Posting of Advertisement in 3 Conspicuous Places</li> <li>- Printout Copy of Advertisement Posted in Agency Website, if any</li> </ul>	BAC/BAC Secretariat
<p>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)</p>	BAC/BAC Secretariat/Submitted Documents by Bidders during Public Bidding
<p>5. Minutes of Pre-procurement Conference for Projects Costing above 5M for Infra, 2M and above for Goods and 1M and above for Consultancy Services (2 Sets, 1 Original and 1 Duplicate Copy)</p>	BAC/BAC Secretariat
<p>6. Bid Form (2 Sets, 1 Original and 1 Duplicate Copy)</p>	BAC/BAC Secretariat





7. Checklist of Eligibility Requirements with Corresponding Supporting Documents as Enumerated in the Checklist (2 Sets, 1 Original and 1 Duplicate Copy)	BAC/BAC Secretariat/Submitted Documents by Bidders during Public Bidding
8. Checklist of Technical and Financial Requirements with Corresponding Supporting Documents as Enumerated in the Checklist (2 Sets, 1 Original and 1 Duplicate Copy)	BAC/BAC Secretariat/Submitted Documents by Bidders during Public Bidding
9. Bid Evaluation Report (2 Sets, 1 Original and 1 Duplicate Copy)	BAC/BAC Secretariat
10. Ranking of Shortlisted Bidders for Consulting Services (2 Sets, 1 Original and 1 Duplicate Copy)	BAC/BAC Secretariat
11. Post Qualification Evaluation report (2 Sets, 1 Original and Duplicate Copy)	BAC/BAC Secretariat
12. Printout Copy of Posting of Notice of Award, Notice to Proceed and Contract of Award in the PHILGEPS, (2 Sets, 1 Original and 1 Duplicate Copy)	BAC/BAC Secretariat
13. For LGUs, as per COA Memorandum No.2014-014 dtd 4-22-2010, Authorization by the Local Sanggunian for LCE to Enter into Contract in Case of, (2 Sets, 1 Original and 1 Duplicate Copy): <ul style="list-style-type: none"> <li>o Reenacted Budget: for new contracts entered into by LCE</li> <li>o Regular Enacted Budget: for projects in generic terms and for purchase of goods and services which are neither specified nor encompassed within the regular personal services and MOOE</li> </ul>	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. Purchase Request duly Approved by Proper Authority (2 Copies, Original)	Requesting Office





16. Letter Request for Inspection by the Municipal Engineer	Contractor
17. Letter Request from Contractors for Advance (Mobilization Fee)/ Progress Billing Payment approved by HoPE (2 Sets, 1 Original and 1 Duplicate Copy)	Contractor
18. Statement of Work Accomplished for Progress Billing and Final Payment (2 Sets, 1 Original and 1 Duplicate Copy)	Municipal Engineer's Office
19. Inspection Report by Agency's Authorized Engineer for Progress Billing and Final Payment (2 Copies, Original)	Municipal Engineer's Office
20. Result of Test Analysis, if applicable for Final Payment	Contractor
21. Statement of Time Elapsed for Progress Billing and Final Payment (2 Sets, 1 Original and 1 Duplicate Copy)	Contractor
22. Tax Clearance for Collection Purposes (2 Sets, Photocopy) – for Final Payment	Contractor
23. Clearance from the Provincial Treasurer's Office for payment of Taxes on Sand, Gravel and aggregates -for Final Payment	Contractor
24. As Built Plan– for Final Payment	Municipal Engineer's Office
25. Contractors' Affidavit on Payment of Laborers and Materials for Progress Billing and Final Payment (2 Sets, 1 Original and 1 Duplicate Copy)	Contractor
26. Pictures, Before, During and After Construction of Items of Work Especially the Embedded Items for Progress Billing and Final Payment (2 Sets, 1 Original and 1 Duplicate Copy)	Municipal Engineer's Office
27. Disbursement vouchers and JEVs of all previous payments, for Progress Billing and Final Payment (2 Sets, photocopies)	Office of the Municipal Accountant
25. Certificate of Acceptance and Completion for final payment (2 Sets, 1 Original and 1 Duplicate Copy)	Office of the Municipal Engineer



26. Warranty Security for a minimum 1 year after final acceptance by the procuring entity of the infrastructure project (2 Sets, 1 Original and 1 Duplicate Copy)		Contractor		
27. Obligation Request Slip (2 Copies, 1 Original & 1 Duplicate Copy)		Requesting Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Disbursement Voucher (DV)	1. Check the DV for payment of purchased goods as to completeness of supporting documents and correctness of computation and forward to Budget Office	None	1 Hour *incomplete supporting documents will not be processed	BAC
2. Re-submit the DV for payment 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 with signed Obligation Request slip	3. a.) Receive and record in the log-book, b.) Review the completeness of supporting papers and record in the DV register, c.) Computation of withholding taxes, d.) Computation of portion of utilized mobilization fee (if there was previous payment), and	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	a.) Accounting Clerk 1; b.) Accounting Officer c.) Administrative Officer; d.) Municipal Accountant





	retention money (if applicable), e.) Sign the DV, f.) Preparation of Journal Entry Voucher (JEV) and signing/ approval of the JEV		BAC for compliance	
4. Forward to the Office of the Municipal Treasurer for the Certification of Fund Availability	4. a.) Receive, review the availability of Funds, b.) Certify	None	5 Minutes (provided there is no backlog or influx of vouchers and all the responsible persons are available)	a.) Treasury Clerk; b.) Municipal Treasurer
5. Forward to the Office of the Mayor for approval of payment	5. a.) Receive and record in the log-book; b.) Signify approval	None	5 Minutes (provided there is no backlog or influx of vouchers and all the responsible persons are available)	a.) Administrative Clerk; b.) Municipal Mayor
6. Forward the approved DV with supporting documents to the Municipal Treasurer's Office for the issuance of checks	6. a.) Receive; b.) Writing of check; c.) Signing of check	None	5 Minutes (provided there is no backlog or influx of vouchers and all the responsible persons are available)	a.) Treasury Clerk; b.) Municipal Treasurer
7. Forward to the Office of the Mayor for signing of check	7. a.) Receive and record in the log-book; b.) Signing of check	None	5 Minutes (provided there is no backlog or influx of vouchers and all the	a.) Administrative Clerk; b.) Municipal Mayor





			responsible persons are available)	
8. Forward to the Office of the Municipal Accountant for the Issuance of the Accountant's Advice, recording in the Check Disbursement Journal, and issuance of BIR Form 2307 (Certificate of Taxes Withheld) to the Suppliers	8. a.) Receive and preparation of Accountants Advice (one for various checks); b.) Recording in the CkDJ; c.) Preparation of BIR Form 2307 indicating the amount and types of taxes withheld d.) 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
<b>TOTAL:</b>		None	Minimum of 2 Hours and 45 Minutes	



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# Office of the Municipal Accountant

## Internal Service



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

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





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	Attendance Sheets, c.) Record in the Payroll to the register, d.) Sign the Payroll, e.) Releasing		*incomplete supporting documents will not be processed and returned to the concerned personnel for compliance	
TOTAL			Minimum of 1 Hour and 10 Minutes	



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## 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.

<b>Office or Division:</b>	Office of the Municipal Treasurer			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Latest Real Property Tax Declaration (1 Copy, Photocopy)		Office of the Municipal Assessor		
2. Business Permit (1 Copy, Photocopy)		Business Permit and Licensing Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Request for the issuance of Tax Clearance	1. Interview, provide application form, and advise the submission of requirements  If requirements are available, proceed to the next step	None	5 Minutes	Revenue Collection Clerk I  Admin. Aide (JO)
2. Submit the accomplished application form and documentary requirements	2. Evaluate the accomplished application form and required documents as to its completeness  Conduct assessment and advise the payment of required fees	None	5 Minutes	Revenue Collection Clerk I  Admin. Aide (JO)
3. Pay the required fees	3. Receive and issue an official receipt of payment	PHP 100.00	3 Minutes	Laborer I  Admin. Aide (JO)





4. Follow through the verification & printing of certificate/ clearance	4. Verify and print the Tax Clearance for Real Property or for Business, countersign and forward the same to the Municipal Treasurer for review and approval	None	5 Minutes	Revenue Collection Clerk I  Admin. Aide (JO)
5. Follow through the approval of clearance/ certificate	5. Review, approve, and sign the clearance/ certificate	None	5 Minutes	Municipal Treasurer
6. Acknowledge receipt the issuance of requested Tax Clearance	6. Record and release the document	None	2 Minutes	Revenue Collection Clerk I  Admin. Aide (JO)
<b>TOTAL</b>		PHP 100.00	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

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



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





### 3. Calibration of Weighing Scale

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

<b>Office or Division:</b>	Office of the Municipal Treasurer			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All Business Owners			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Mayor's / Business Permit for the Current Year (1 Copy, Photocopy)		Business Permit and Licensing Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present the weighing scale for required testing	1. Receive the weighing scale for precise testing  Advise on the payment of required fee	None	5 Minutes	Laborer I Laborer II
2. Pay the required fee and secure an official receipt	2. Receive the payment and issue an official receipt	Refer to the Matrix of Fees	5 Minutes	Municipal Treasurer
3. Attend to the discussion	3. Discuss shortly about rules on using weighing scales and the violations for its tampering	None	5 Minutes	Laborer I Laborer II
4. Receive the sealed weighing scale and sign in the logbook	4. Record and release the sealed weighing scale	None	5 Minutes	Laborer I Laborer II
<b>TOTAL:</b>		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	200.00
Over ten (10) liters	300.00
For sealing metric instruments of weights: With capacity of not more than 30 kg.	175.00
With capacity of more than 30 kg. but not more than 300 kg.	225.00
With capacity of more than 300 kg. but not more than 3,000 kg.	325.00
With capacity of more than 3,000 kg.	375.00
For sealing apothecary balances of precision (the fees shall be doubled)	
For sealing scale or balance with complete set of weights: For each scale or balances or others balances with complete set of weights	550.00
For each extra weight	55.00



## 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.

<b>Office or Division:</b>	Office of the Municipal Treasurer			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All residents			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Information Sheet: - Complete Name - Address - Date and Place of Birth - Civil Status - Occupation		Client		
2. For employed, proof of income – Form W2 (1 Copy, Photocopy)		Bureau of Internal revenue		
3. For business owners, appropriate proof of income and/or assessment (1 Copy, Photocopy)		Business Permit and Licensing Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill out the information sheet and present it together with the proof of income	1. Check the information sheet and validate the proof of income	None	3 Minutes	Laborer I  Administrative Aide





2. Follow through the computation and pay the require amount	2. Compute payment for the CTC, present the computation and advise its payment	Refer to the Matrix of Fees	5 Minutes	Laborer I Administrative Aide
3. Affix signature and thumb mark	3. Guide in affixing the signature and thumb mark	None	1 Minute	Laborer I Administrative Aide
3. Receive the Community Tax Certificate and sign in the logbook	3. Prepare and issue the Community Tax Certificate	None	1 Minute	Laborer I Administrative Aide
<b>TOTAL</b>		Refer to the Matrix of Fees	10 Minutes	

	Amount (PHP)
<b>Community Tax Certificate (Individual):</b>	
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	1.00 for every 1,000.00
Income from Real Property	1.00 for every 1,000.00
<b>Community Tax Certificate (Corporation)</b>	
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



## 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.

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



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

Section	Occupancy Fee (PHP)	Monthly Rental (PHP)
Building No. 1 (Dry Goods Section)	1,000.00	110.00/sq.m.
Building No. 2 (Vegetable Section)	1,000.00	110.00/sq.m.
Building No. 2 (Second Floor)	1,000.00	100.00/sq.m.
Building No. 3 (Ground Floor)	1,000.00	110.00/sq.m.
Building No. 3 (Second Floor)	1,000.00	100.00/sq.m.





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



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



## LIST OF OFFICES

Office	Address	Email Address	Contact Number
Office of the Municipal Mayor	Second Floor, Municipal Hall, Binisitahan Sur, Magallanes, Sorsogon	<a href="mailto:mo.lgumagallanes4705@yahoo.com">mo.lgumagallanes4705@yahoo.com</a>	09176303938
Office of the Municipal Vice Mayor/ Sangguniang Bayan/ Secretary to the Sanggunian	Second Floor, Municipal Hall, Binisitahan Sur, Magallanes, Sorsogon	<a href="mailto:cyril.bejison@gmail.com">cyril.bejison@gmail.com</a>	09209764330
Municipal Human Resource Management Office	Third Floor, Municipal Hall, Binisitahan Sur, Magallanes, Sorsogon	<a href="mailto:cgextremadura@yahoo.com.ph">cgextremadura@yahoo.com.ph</a>	09071316457
Office of the Municipal Administrator	First Floor, ABC Building, Binisitahan Sur, Magallanes, Sorsogon	<a href="mailto:antonioaltavanomaraña@gmail.com">antonioaltavanomaraña@gmail.com</a>	09615427771
Office of the Public Market Section	Second Floor, Public Market, Poblacion, Magallanes, Sorsogon	<a href="mailto:andyantiado@gmail.com">andyantiado@gmail.com</a>	09171597631
Office of the Municipal Waterworks System Section	First Floor, Multi-purpose Building, Binisitahan Sur, Magallanes, Sorsogon	<a href="mailto:juanchobuising@gmail.com">juanchobuising@gmail.com</a>	09703070478





Office	Address	Email Address	Contact Number
Municipal Agriculture Office	MAO Building, Municipal Hall, Cawit Extension, Magallanes, Sorsogon	<a href="mailto:burtonrafael82@gmail.com">burtonrafael82@gmail.com</a> <a href="mailto:nikkaangelu95@yahoo.com">nikkaangelu95@yahoo.com</a>	09384406608 09468717896
Office of the Municipal Health Officer	MHO Building, Binisitahan Sur, Magallanes, Sorsogon	<a href="mailto:mho_magallanes@yahoo.com">mho_magallanes@yahoo.com</a>	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	<a href="mailto:joelcarrascal1969@gmail.com">joelcarrascal1969@gmail.com</a>	09955373395
Municipal Disaster Risk Reduction Management Office	First Floor, MSWDO Building, Binisitahan Sur, Magallanes, Sorsogon	<a href="mailto:MDRRMO_magallanes@gmail.com">MDRRMO_magallanes@gmail.com</a>	09307097811
Municipal Environment and Natural Resource Office	Third Floor, Municipal Hall, Binisitahan Sur, Magallanes, Sorsogon	<a href="mailto:edenariate7@gmail.com">edenariate7@gmail.com</a>	09127343730
Municipal Tourism Office	Second Floor, Municipal Public Market, Poblacion, Magallanes, Sorsogon	<a href="mailto:magallanestourismoffice@gmail.com">magallanestourismoffice@gmail.com</a>	09278450933



Office	Address	Email Address	Contact Number
Municipal Planning and Development Office	First Floor, Municipal Hall, Binisitahan Sur, Magallanes, Sorsogon	<a href="mailto:mpdomagallanes@yahoo.com">mpdomagallanes@yahoo.com</a> <a href="mailto:ma.evansrmaraña1466@gmail.com">ma.evansrmaraña1466@gmail.com</a>	09778339331
Office of the Municipal Engineer	First Floor, Municipal Hall, Binisitahan Sur, Magallanes, Sorsogon	<a href="mailto:jhgarcia_ph@yahoo.com">jhgarcia_ph@yahoo.com</a>	09198316527
Office of the Municipal Assessor	First Floor, Municipal Hall, Binisitahan Sur, Magallanes, Sorsogon	<a href="mailto:eneri_orteza61@yahoo.com">eneri_orteza61@yahoo.com</a>	09982507941
Office of the Municipal Budget Officer	First Floor, Municipal Hall, Binisitahan Sur, Magallanes, Sorsogon	<a href="mailto:greggentolizoguban@yahoo.com">greggentolizoguban@yahoo.com</a>	09498439546
Office of the Municipal Accountant	First Floor, Municipal Hall, Binisitahan Sur, Magallanes, Sorsogon	<a href="mailto:annmargarette.ajero@gmail.com">annmargarette.ajero@gmail.com</a>	09173104346
Office of the Municipal Treasurer	First Floor, Municipal Hall, Binisitahan Sur, Magallanes, Sorsogon	<a href="mailto:mto_magallanes@yahoo.com">mto_magallanes@yahoo.com</a>	09985531227