

# CITIZEN'S CHARTER

## LIVESTOCK SHIPPING PERMIT

Requirements : -Community Tax Certificate (CEDULA)  
-Barangay Certification  
(For Goat, Hog, Poultry & Cattle only)  
-Credentials of Large Animal  
(For Carabao and Cattle only)

Fees : P100.00 - Carabao & Cattle  
P50.00 - Goat & Hog  
P5.00 - Poultry and Duck

STEP	WHERE	WHAT CLIENT WILL DO	DURATION
1	MAGRO	Present complete requirements	5 minutes
2	MTO	Pay required fees	5 minutes
3	MAGRO	Present the official receipt and wait for the release of permit	5 minutes
END OF TRANSACTION			

## AGRICULTURE CERTIFICATION

Requirements : Community Tax Certificate (CEDULA)  
Fees : P30.00

STEP	WHERE	WHAT CLIENT WILL DO	DURATION
1	MAGRO	Present complete requirements	5 minutes
2	MTO	Pay required fees	5 minutes
3	MAGRO	Present the official receipt and wait for the release of permit	5 minutes
END OF TRANSACTION			

## MAYOR'S PERMIT

Requirements : -Letter Request  
-Barangay Clearance

Fees : P200.00

STEP	WHERE	WHAT CLIENT WILL DO	DURATION
1	Mayor's	Submit letter request	5 minutes
2	MTO	Pay the required fees	5 minutes
3	Mayor's	Present the official receipt of payments and wait for the release of the permit	15 minutes
END OF TRANSACTION			

## CERTIFICATION FOR NO IMPROVEMENTS & NO PROPERTY ISSUANCE OF TAX DECLARATION

Requirements : None  
Fees : P50.00

STEP	WHERE	WHAT CLIENT WILL DO	DURATION
1	MASSO	Report the declared owner and location of property	3 minutes
2	MTO	Pay required fees	5 minutes
3	MASSO	Present the official receipt and wait for the release of certification or tax declaration	15 minutes
END OF TRANSACTION			

## TRANSFER OF TAX DECLARATION

Requirements : - Photocopies of Land Title (2 copies)  
- Photocopies of Tax Clearance (2 copies)

Fees : None

STEP	WHERE	WHAT CLIENT WILL DO	DURATION
1	MASSO	Present complete requirements to be forwarded to the Provincial Assessor's Office (Client is advise to come back after 2 days)	2.5 days
2	MASSO	Releasing of tax declaration	3 minutes
END OF TRANSACTION			

## TAX CLEARANCE

Requirements : Real Property Tax Receipt of Previous Year  
Fees : P50.00 For Owner's File  
P75.00 For Loan Purposes

STEP	WHERE	WHAT CLIENT WILL DO	DURATION
1	MTO	Pay the required fee and submit the requirements	5 minutes
2		Wait for the release of tax clearance	15 minutes
END OF TRANSACTION			

## BUSINESS PERMIT – NEW APPLICANT

Requirements : -Community Tax Certificate (CEDULA)  
-Barangay Certification  
-Building Permit  
-Zoning Certification  
-Police Clearance  
-Sanitary Permit or Health Certification  
-Tax Clearance or Assessor's Certification  
-Bureau of Fire Protection Certification

Fees : Based on Business Assessment & Real Property Tax Bill

STEP	WHERE	WHAT CLIENT WILL DO	DURATION
1	BPLS	Secure application form and fill in	30 minutes
2	MTO	Secure computation and pay required fees	1 hour
3	Legal	Notarial of Application Form	30 minutes
4	BPLS	Present all requirements, notarized application form and official receipts of payments and wait for the release of business permit	25 minutes
END OF TRANSACTION			

## COMMUNITY TAX CERTIFICATE (CEDULA)

Requirements : None  
Fees : P5.00 Basic Tax  
Plus 1.00 for every 1,000.00 Gross Income

STEP	WHERE	WHAT CLIENT WILL DO	DURATION
1	MTO	Pay the required fees and wait for the release of Community Tax Certificate	7 minutes
END OF TRANSACTION			

## PHILHEALTH INDIGENT ENROLLMENT

Requirements : Dayong Certification  
Fees : P2,400.00

STEP	WHERE	WHAT CLIENT WILL DO	DURATION
1	MSWDO	Submit the requirement and wait for the interview	15 minutes
2	MTO	Pay the required fees	5 minutes
3	MSWDO	Present the official receipt of payments and come back after FIVE (5) months for the issuance of PHILHEALTH Card	5 minutes
END OF TRANSACTION			

## BUSINESS PERMIT RENEWAL

Requirements : -Community Tax Certificate (CEDULA)  
-Barangay Certification  
-Police Clearance  
-Sanitary Permit or Health Certification  
-Tax Clearance or Assessor's Certification  
-Bureau of Fire Protection Certification  
-Bureau of Internal Revenue (BIR) Annual Application Receipt

Fees : Based on Business Assessment & Real Property Tax Bill

STEP	WHERE	WHAT CLIENT WILL DO	DURATION
1	BPLS	Secure application form and fill in	30 minutes
2	MTO	Secure computation and pay required fees	1 hour
3	Legal	Notarial of Application Form	30 minutes
4	BPLS	Present all requirements, notarized application form and official receipts of payments and wait for the release of business permit	25 minutes
END OF TRANSACTION			

## REGISTRATION OF BIRTH

Requirements : -Marriage Certificates of Parents, If legitimate  
-Barangay Certification  
-Community Tax Certificate (CEDULA) of Father, If illegitimate

Fees : P100.00

STEP	WHERE	WHAT CLIENT WILL DO	DURATION
1	MCR	Fill up Information Sheet and sign	5 minutes
2	MTO	Pay required fees	5 minutes
3	MCR	Present the official receipt and wait for the release of birth certificate	5 minutes
END OF TRANSACTION			

## SENIOR CITIZEN ID CARD

Requirements : -Office of the Senior Citizens Affair (OSCA) Form  
-1x1 ID Picture (lates)

Fees : P10.00

STEP	WHERE	WHAT CLIENT WILL DO	DURATION
1	MSWDO	Submit all the requirements for validation	10 minutes
2	MTO	Pay the required fees	5 minutes
3	MSWDO	Present the official receipt of payments and wait for the release of the Citizen ID Card	5 minutes
END OF TRANSACTION			

## PROVISION OF REFERRALS

Requirements : Barangay Certification  
Fees : None

STEP	WHERE	WHAT CLIENT WILL DO	DURATION
1	MSWDO	Submit the required documents and wait for the interview	30 minutes
2		Receive the referral	
END OF TRANSACTION			

## REGISTRATION OF DEATH CERTIFICATE

Requirements : -Barangay Certification, if normal death and died at home  
-Death of Arrival (DOA) Tag at the Hospital  
-Police Report, if death due to accident

Fees : P50.00 – 100.00

STEP	WHERE	WHAT CLIENT WILL DO	DURATION
1	MCR	Present all the requirements and fill up the Information Sheet and sign	5 minutes
2	MHO	Present the Form to the Doctor for signature	15 minutes
3	MTO	Pay required fees	5 minutes
4	MCR	Present the official receipt and wait for the release of death certificate	5 minutes
END OF TRANSACTION			

## MAYOR'S CERTIFICATION

Requirements : Barangay Clearance  
Fees : P50.00

STEP	WHERE	WHAT CLIENT WILL DO	DURATION
1	Mayor's	File your request	5 minutes
2	MTO	Pay the required fees	5 minutes
3	Mayor's	Present the official receipt of payments and wait for the release of certification	15 minutes
END OF TRANSACTION			

## MOTORIZED TRICYCLE OPERATOR'S PERMIT (MTOPT)

Requirements : Certificate of Registration and Official Receipt  
Fees : P600.00 – 720.00

STEP	WHERE	WHAT CLIENT WILL DO	DURATION
1	MTO	Present all the required documents for verification and pay the required fees	1 hour
2	PNP	Submit the inspection form for signature	10 minutes
3	Legal	Notarial of inspection form	5 minutes
4	MTO	Submit the notarized inspection form and wait for the release of permit	10 minutes
END OF TRANSACTION			