



## **MUNICIPALITY OF BRAULIO E. DUJALI**

### **CITIZEN'S CHARTER** 2022 (2<sup>nd</sup> Edition)



# **MUNICIPALITY OF BRAULIO E. DUJALI**

## **CITIZEN'S CHARTER** 2022 (2<sup>nd</sup> Edition)



## **I. Mandate**

Republic Act 11032, otherwise known as the Ease of Doing Business and Efficient Government Service Delivery Act of 2018 is explicit to to promote integrity and accountability in government service, to foster proper management of public affairs and public property , to establish effective practices aimed to deter and prevent undue delay that leads to graft and corruption in the government.

In order to intensify its enforcement, the Local Government of Braulio E. Dujali in her ardent desire to provide quality services to the public, has painstakingly and collaboratively formulated her own Citizen's Charter. The Charter is a simplified service guideline for both the service provider and the clients. It is designed more simply to easily guide the clients in their transactions with any of the offices in the local government.

The Charter feedback, complaints and redress mechanisms with a separate special committee to manage the system will serve as our proactive response to the various gaps that we might encounter along the way because of our imperfections including the circumstances beyond our control. More specifically, this intends to keep the service provider conscious, careful and accurate of their jobs and to assure the clients that all their concern will be addressed without delay and surely be accorded the services they want to avail from the government.

The implementation of the Citizen's Charter will be monitored and its service areas will be re-evaluated from time to time by drawing feedbacks from the clients to identify the strong and weak areas, determine service benchmarks or standards and improve the over-all service performance.

## **I. Vision**

"We envision Braulio E. Dujali as an economically viable and agro-commercial center of the Province of Davao del Norte, where peaceful, secured, disaster-resilient, gender sensitive, child-friendly, participative and empowered constituents work in harmony with the competent, transparent and highly responsive leaders."

## **II. Mission**

"To converge and harness the resources of the municipality into a mechanism of socio eco-development, that will significantly redound to the benefit and interest of the people."

## **III. Service Pledge**

"We serve faster, more efficiently, with a smile...even beyond the call of duty."



## LIST OF SERVICES

<b>MUNICIPAL ACCOUNTING OFFICE</b>	<b>7</b>
<b>Internal Services</b>	<b>7</b>
Certification of Payments	8
Preparation and Approval of Journal Entry Voucher	8
<b>MUNICIPAL AGRICULTURE OFFICE</b>	<b>10</b>
<b>External Services</b>	<b>10</b>
Corn Production Service	11
Dog Anti-Rabies Vaccination	11-12
Dog Registration and Tagging	12
Farm Machineries Operation Service	12-13
Fishery Production Service	13-14
High Value Commercial Development Production Service	14-15
Livestock and Poultry Production Service	15
Livestock Shipping Permit	16-17
Municipal Agriculture Certification	17-18
Ornamental and Other Agri-Products and By-Products Shipping Permit	18-19
Pre and Post Harvest Production Service	19
Rice Production Service	19-20
Vegetable Production Service	20-21
<b>MUNICIPAL ASSESSOR'S OFFICE</b>	<b>22</b>
<b>External Services</b>	<b>22</b>
Assessor's Certification	22
Cancellation of Tax Declaration (Land, Machinery, Double Declaration)	23-25
Certificate of Landholding	26
Certificate of Land with Improvement	27
Certification of Land with No Improvement	28
Certificate of No Property and No Land Holding	29
Certified True Copy of Tax Declaration	30-31
New Discovery/Assessment of Real Property (Land, Building and Machinery)	31-32
Re-assessment of Real Property	33-35
Simple Transferred Ownership of Tax Declaration	35-37
Segregation of Tax Declaration (Same Owner)	37-39
Segregation and Transferred Ownership of Tax Declaration	39-42
Verification of Real Property Units Location Maps/Tax Mapping Control Roll (TMCR)	42-43
<b>MUNICIPAL BUDGET OFFICE</b>	<b>44</b>
<b>Internal Services</b>	<b>44</b>
Obligation Request	45-46
<b>MUNICIPAL CIVIL REGISTRAR'S OFFICE</b>	<b>47</b>
<b>External Services</b>	<b>47</b>
Acknowledgement	48-49



Birth	49-51
Correction of Typographical Error in the Entry of Day and/or month in the Date of Birth	51-53
Court Decrees	54-55
Death	55-57
Legitimation	57-59
Marriage	59-60
Marriage License	61-63
RA 9048 - Clerical Error and Change of First Name	63-65
RA 10172 – Correction of Gender, Date, Month of Birth	65-67
RA 9255 – AO 1 s. 2016 Acknowledgment or Admission of Paternity	68-69
Supplemental Report	69-70
Registration of Legal Instrument	70-72
<b>MUNICIPAL ENGINEERING OFFICE</b>	<b>73</b>
<b>External Services</b>	<b>73</b>
Building, Electrical and Mechanical Permit	74-77
Certificate of Final Inspection for Building and Electrical Permit	77-78
Certificate of Occupancy	78-79
<b>MUNICIPAL HEALTH OFFICE</b>	<b>80</b>
<b>External Services</b>	<b>80</b>
Certification of Non-PUM	81
Death Certificate	81-82
Health Card	82-83
Health Certificate	83-85
Immunization of 0-11 Month Old Infants/Children and Pregnant Mothers (For Prevention of Tetanus Neonatorum)	86
Laboratory Services	87-88
Maternal Care Services	89-90
Medical Certificate	90-91
Medical Certification of No Covid-19 Signs and Symptoms	92
Medical Consultation	92-93
Newborn Screening	94
Prenatal Examination	95-97
Sanitary Permit	97
Tuberculosis Directly Observe Short Course	98-99
<b>MUNICIPAL LOCAL GOVERNMENT OPERATIONS OFFICE</b>	<b>100</b>
<b>External Services</b>	<b>100</b>
Certificate of Incumbency of Local Officials	101
Certificate for Foreign Travel Authority of Local Government Officials And Employees	102-103
Department Authority to Local Government Unit for the Purchase of Motor Vehicles	103-105
Department Authorization to Utilize Additional Confidential Funds of Local Government Units	105-106
Online Processing of Regional Death Benefits Claims for Deceased Barangay Officials (DBCDBOS) For Fund Allocation by the Department of Budget and Management (DBM)	106-108



<b>MUNICIPAL MAYOR'S OFFICE</b>	109
<b>External Services</b>	109
Acceptance of Job Application	110
Alternative Learning System Mapping, Enrollment, Orientation	111
Bidding Documents	111-112
Burial Assistance	112-114
Certification for Change of Business Name	114-115
Certification of No Business and Has Business	115-116
Certification of Rating, Diploma and Certification for Passers	116
Civil Wedding	116-117
Disaster and Risk Reduction and Management 24/7 Search & Rescue Operation	117-118
Disaster Risk Reduction Management Plan Review and Endorsement	118-119
Disaster and Risk Reduction Management Trainings and Information Education Campaign	119
Emergency Employment Program (TUPAD)	120-121
Employment Facilitation (Local and Overseas)	121-122
Emergency Shelter Assistance	122-123
Financial Assistance – Medical	123-124
Mayor's Clearance	124-125
Mayor's Certification	125-126
Mayor's Permit	126-127
Mayor's Permit for Business Operation	127-128
Mayor's Permit for Business – New Applicant	128-130
Mayor's Permit to Conduct Caravan Sale	131
Medical Referral	132
Microloan for Livelihood Program	132-133
No Objection for Certification for Special Recruitment Activity	133-135
Occupational Permit	135-136
Overseas Filipino Workers Help Desk	136-137
Ownership and Possession of Market Stall	137-138
Public Market Operation	138-139
Public Terminal Operation	139
Quick Response Code	140
Registration of Workers Association	140-142
Request for Information and Communication Technology Support	142-143
Retirement of Business and Issuance of Certification for Retirement	143-144
Screening, Matching and Issuance of Referral Letter	144-145
Slaughtering Operation	145-148
Solicitation and Other Financial Assistance	149
Special Permit – Ambulant and Itinerant Amusement Operator	150
Special Program for Employment of Students	151-153
Submission of Opening of Bid and Bids Evaluation	153-154
Two way Radio Communication System Service	154
<b>Internal</b>	155
Application for Leave of Absence	156
Appointment and Contract of Service	156-157
Clearance from Money and Property Accountabilities	157-159
Payroll	159
Service Record and Certifications	159-160
<b>MUNICIPAL PLANNING AND DEVELOPMENT OFFICE</b>	161
<b>External Services</b>	161
Zoning Certification and Locational Clearance	162-164





## **MUNICIPAL SOCIAL WELFARE AND DEVELOPMENT OFFICE**

<b>External Services</b>	165
Aid to Individual in Crisis Situation (Medical Assistance)	166
Aid to Individual in Crisis Situation (Burial Assistance)	167
Certificate of Travel for Minors	168
Enrollment of Grant to Person With Disability to Avail Purchase Booklet	169
Enrollment of Grant to Senior Citizen to Avail a Purchase Booklet	169-170
Enrollment of Indigent Beneficiary – Philhealth	170-171
Pre-Marriage Orientation and Counselling Certificate	171-172
Provisions of Referrals	173
Referral to other Agencies	173-174
Registration and Issuance of Person With Disability Identification Card	175
Renewal of Philhealth Card	176
Senior Citizen Identification Card	177-178
Solo Parent Identification Card	178-179

## **MUNICIPAL TREASURY OFFICE** 180

<b>External Services</b>	180
Collection of Local Taxes, Fees and Charges	181-182
Community Tax Certificate	182-183
Motorized Tricycle Operator's Permit (MTOP)	183-186
Payment of Real Property Tax Collections	186-187
Releasing of Claims (Salaries, Wages, Benefits and Honorarium)	187-188
Tax Clearance	188-189

## **LEGISLATIVE SERVICES** 190

<b>External Services</b>	190
Barangay Disaster Risk Reduction Management Annual and Multi-Year Plans	191
Barangay Supplemental and Annual Budget	192
Barangay Supplemental and Annual Investment Plan	193
Barangay Ordinances	194
Barangay Sangguniang Kabataan Annual and Supplemental Budget	195
Provision of Authenticated Copies of Ordinances, Resolution and Others	196-197
Provision of Services on the Quasi-Judicial Body and Other Related Legislative Actions	197-198

## **FEEDBACK AND COMPLAINTS MECHANISM** 199-200

## **LIST OF OFFICES** 201



# **MUNICIPAL ACCOUNTING OFFICE**

## **Internal Services**





# 1. CERTIFICATION OF PAYMENT

The Certification of Payment is issued to government employees of this local government unit needing documents that attest to their premiums payment and loan amortization.

<b>Office of Division</b>		Municipal Accounting Office (MACCO)		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2G – Government to Government		
<b>Who May Avail</b>		Officials and Employees, this LGU Former Officials and Employees, this LGU		
<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. Proceed to the Accounting Office and sign in the client logbook	1.1 Give the logbook to the client  1.2 Advise the client to wait  1.3 Process the requested document	None	1 minute	<i>Administrative Aide, MACCO</i>
2. Sign in the Logbook and receive the requested certification	2.1 Check the printed and signed certification  2.2 Issue the certification to the client	None	20 minutes	<i>Administrative Aide III MACCO</i>  <i>Municipal Accountant MACCO</i>
	Total	None	21 minutes	

# 2. PREPARATION AND APPROVAL OF JOURNAL ENTRY VOUCHER

Encoding of Journal Entries to the accounting system of the transactions as reflected in the disbursement vouchers and approval of entries by the accountant.

<b>Office of Division</b>		Office of the Municipal Accountant		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		Government to Government		
<b>Who May Avail</b>		Municipal Treasurer’s Office		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Checks with complete and correct details		1. 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. Forward Disbursement vouchers and checks	1.1 Receive Disbursement voucher and checks	None	3 Days	<i>Administrative Aide, Municipal Accountant MACCO</i>



	1.2 Encode entries for Journal Entry Vouchers			
	1.3 Approves Journal Entry Vouchers			
2. Sign logbook and receive checks with approved JEV	2. Release of checks	None	5 Minutes	Administrative Aide, Municipal Accountant MACCO
	Total	None	3 days, 5 minutes	



# **MUNICIPAL AGRICULTURE OFFICE**

## **External Services**



1. CORN PRODUCTION SERVICES

Corn farmers whose production area is located within the municipal jurisdiction can avail extension service regarding corn production farming, programs and services

Office of Division		Municipal Agriculture Office		
Classification		Simple		
Type of Transaction		G2C-Government to Citizen		
Who May Avail		Corn farmers		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Log Book in the office lobby	1.1 Give the Log Book to the client  1.2 Lead the client to the location of the AEW concerned  1.3 Conducts briefing/ consultation to the client and prepare recommendation letter	None	25 minutes	Agricultural Technician, Municipal Agriculturist MAGRO
2. Receives recommendation letter from the AEW	2. Release recommendation letter to the client	None	5 minutes	Agricultural Technician, Municipal Agriculturist MAGRO
	Total	None	30 minutes	

2. DOG ANTI-RABIES VACCINATION

The Municipal Agriculture Office is responsible for the proper immunization of dogs in the area. Anti-rabies vaccine is essential for all dogs, as it reduces the risk of the deadly disease being transmitted to humans in case of dog bite

Office of Division		Municipal Agriculture Office (MAGRO)		
Classification		Simple		
Type of Transaction		G2C – Government to Citizen		
Who May Avail		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Community Tax Certificate		1. Barangay		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Bring dog at the Agriculture Office	1. Give the logbook to the client	None	3 minutes	Municipal Agriculturist MAGRO
2. Fill up the logbook	2. Check and verify the entries	None	2 minutes	Municipal Agriculturist



				<i>MAGRO</i>
3. Submit the dog for consultation	3. Interview the dog owner about the health condition of the animal	None	3 minutes	<i>Municipal Agriculturist MAGRO</i>
4. Wait until the dog is vaccinated	4. Inject anti-rabies vaccine	None	2 minutes	<i>Municipal Agriculturist MAGRO</i>
	Total	None	10 minutes	

### 3. DOG REGISTRATION AND TAGGING

Any person who own, possess, keep any dog aged three (3) months and above within the territorial jurisdiction of this municipality shall be subject to mandatory registration. A registration tag to each dog’s collar or harness will be issued.

<b>Office of Division</b>		Municipal Agriculture Office (MAGRO)		
<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. Community Tax Certificate		1. Barangay		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Bring dog at the Agriculture Office	1. Give the logbook to the client	None	3 minutes	<i>Municipal Agriculturist MAGRO</i>
2. Fill up the logbook	2. Check and verify the entries	None	2 minutes	<i>Municipal Agriculturist MAGRO</i>
3. Submit dog for registration and tagging	3. Interview the pet owner about the health condition of the animal	None	5 minutes	<i>Municipal Agriculturist MAGRO</i>
4. Wait until the dog is registered and tagged	4. Release the dog	None	2 minutes	<i>Municipal Agriculturist MAGRO</i>
	Total	None	12 minutes	

### 4. FARM MACHINERIES OPERATION SERVICES

Farmers whose production area is located within the municipal jurisdiction are the 1<sup>st</sup> priority to avail farm tractor operation service, this includes disc plowing and harrowing.

<b>Office of Division</b>	Municipal Agriculture Office
<b>Classification</b>	Simple
<b>Type of Transaction</b>	G2C-Government to Citizen
<b>Who May Avail</b>	Farmers with farm production area within the Municipality are the 1 <sup>st</sup> priority to avail the services, 2 <sup>nd</sup> priority are those with



		farm area outside the municipality but are residents of Braulio E Dujali and last priority are outsiders		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Logbook in the office lobby	1.1 Give the Log Book to the client  1.2 Check the Barangay Profile list of farmers  1.3 Issue the Order of Payment  1.4 Start briefing the client on their request * Farmers counterpart in tractor operation: Disc Plow – Diesoline 25 L/ Ha., Harrow – Diesoline 20L/Ha., Mobilization – Diesoline 1L/ 5 Kms.	None	8 minutes	<i>Agricultural Technician, Municipal Agriculturist MAGRO</i>
2. Pay the required fees at the Municipal Treasurer's Office by showing the Order of Payment	2. Issue the Official Receipt	Tractor rental fee – Php 950.00-2,400.00 per hectare	5 minutes	<i>Administrative Aide III Municipal Treasurer's Office</i>
3. Proceed to Municipal Agriculture Office for the scheduling of operation	3. Check the Official Receipt Set date for the tractor operation	None	5 minutes	<i>Agricultural Technician, Municipal Agriculturist MAGRO</i>
	TOTAL	950.00-2,400.00 per hectare	18 minutes	

### 5. FISHERY PRODUCTION SERVICES

Fisher folks whose production area is located within the municipal jurisdiction of can avail extension service regarding fishery production farming, programs and services.

Office of Division	Municipal Agriculture Office
--------------------	------------------------------



<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2C-Government to Citizen			
<b>Who May Avail</b>	Livestock, poultry raisers and pet owners			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None				
<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 Log Book in the office lobby	1.1 Give the Log Book to the client  1.2 Lead the client to the location of the AEW concerned  1.3 Conducts briefing/ consultation to the client and prepare recommendation letter	None	25 minutes	<i>Agricultural Technician, Municipal Agriculturist MAGRO</i>
2. Receives recommendation letter from the AEW	2. Release recommendation letter to the client	None	2 Minutes	<i>Agricultural Technician, Municipal Agriculturist MAGRO</i>
	Total	None	27 minutes	

## 6. HIGH VALUE COMMERCIAL DEVELOPMENT PRODUCTION SERVICES

Farmers who are engaged in High Valued Commercial Crops (HVCC) production and his/her area is located within the municipal jurisdiction can avail extension service regarding HVCC production farming, programs and services

<b>Office of Division</b>	Municipal Agriculture Office			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2C-Government to Citizen			
<b>Who May Avail</b>	High Valued Commercial Crop farmers			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None				
<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 office lobby	1.1 Give the Log Book to the client  1.2 Lead the client to the location of the AEW concerned  1.3 Conducts briefing/	None	25 minutes	<i>Agricultural Technician, Municipal Agriculturist MAGRO</i>





	consultation to the client and prepare recommendation letter			
2. Receives recommendation letter from the AEW	2. Release recommendation letter to the client	None	5 minutes	<i>Agricultural Technician, Municipal Agriculturist MAGRO</i>
	Total	None	30 minutes	

7. LIVESTOCK AND POULTRY PRODUCTION SERVICES

Animal raisers and pet enthusiast whose animals is grown and production area is located within the municipal jurisdiction can avail extension service regarding animal (livestock, poultry, pets) production/ raising, programs and services.

<b>Office of Division</b>		Municipal Agriculture Office		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2C-Government to Citizen		
<b>Who May Avail</b>		Livestock, poultry raisers and pet owners		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None				
<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 office lobby	1.1 Give the Log Book to the client  1.2 Lead the client to the location of the AEW concerned  1.3 Conducts briefing/ consultation to the client and prepare recommendation letter	None	25 minutes	<i>Agricultural Technician, Municipal Agriculturist MAGRO</i>
2. Receives recommendation letter from the AEW	2. Release recommendation letter to the client	None	5 minutes	<i>Agricultural Technician, Municipal Agriculturist MAGRO</i>
	Total	None	30 minutes	



8. LIVESTOCK SHIPPING PERMIT

The local government of Braulio E. Dujali is imposing fees for every shipping of large cattle, hogs, pigs and poultry from this municipality to other places.

Office of Division	Municipal Agriculture Office (MAGRO)			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen			
Who May Avail	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Community Tax Certificate		1. Barangay		
2. Credentials of Large Animal, if Carabao and Cattle				
3. Barangay Certification, if Goat, Hog, Poultry and Duck		3. Barangay		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Agriculture Office and sign in the logbook	1. Give the logbook to the client	None	3 minutes	Municipal Agriculturist MAGRO
2. Submit the requirements	2.1 Receive and evaluate the requirements of the client  2.2 Give the payment slip  2.3 Advise the client to pay the shipping permit fee at the Treasury Office	None	10 minutes	Municipal Agriculturist MAGRO
3. Proceed to the Treasury Office, endorse the payment slip and pay	3.1 Receive the payment slip and payment  3.2 Issue official receipt  3.3 Advise client to return to the Agriculture Office	Carabao & Cattle Php 100.00 Hog, Poultry & Duck Php 50.00	15 minutes	Administrative Aide I MTO
4. Return to the Agriculture Office and present the official receipt of payment	4. Receive and check the official receipt	None	3 minutes	Municipal Agriculturist MAGRO
5. Sign in the log book and receive the approved shipping permit	5. Give the log book and issue the Shipping permit	None	2 minutes	Municipal Agriculturist MAGRO



	Total	carabao & cattle Php 100.00	33 minutes	
		hog, poultry & duck Php 50.00		

9. MUNICIPAL AGRICULTURE CERTIFICATION

The Municipal Agriculture Certification is issued to individuals needing attestation of ownership of farms or livestock for insurance claims Registry System for Basic Sectors in Agriculture (RSBSA) registration and other purposes.

Office of Division	Municipal Agriculture Office (MAGRO)			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen			
Who May Avail	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Irrigator’s Association (IA) Certification, as need arises		1. Irrigator’s Association (IA)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Municipal Agriculture Office (MAGRO) and sign in the log book	1.1 Give the logbook to the client  1.2 Instruct the client to pay at the Treasury Office  1.3 Give the payment slip	None	5 minutes	Municipal Agriculturist MAGRO
2. Endorse the payment slip to the Municipal Treasury Office (MTO) and pay	2.1 Receive the payment slip and payment  2.2 Issue official receipt  2.3 Advice client return to the MAGRO	Php 25.00 per two (2) copies	5 minutes	Administrative Aide I MTO
3. Return to the Agriculture Office and present the official receipt of payment	3.1 Receive and check the official receipt  3.2 Record details of payment	None	2 minutes	Municipal Agriculturist MAGRO



4. Sign in the log book and receive the certification	4. Give the log book and issue the certification	None	1 minute	Municipal Agriculturist MAGRO
	Total	25.00 per two (2) copies	13 minutes	

10. ORNAMENTAL AND OTHER AGRI-PRODUCTS AND BY-PRODUCTS SHIPPING PERMIT

The local government of Braulio E. Dujali is imposing fees for every shipping of ornamental and other agri-products and by-products from this municipality to other places.

Office of Division		Municipal Agriculture Office (MAGRO)		
Classification		Simple		
Type of Transaction		G2C – Government to Citizen		
Who May Avail		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Community Tax Certificate		1. Barangay		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Agriculture Office and sign in the logbook	1. Give the logbook to the client	None	3 minutes	Municipal Agriculturist MAGRO
2. Submit the requirements	2.1 Receive and evaluate the requirements of the client  2.2 Give the payment slip  2.3 Advise the client to pay the shipping permit fee at the Treasury Office	None	10 minutes	Municipal Agriculturist MAGRO
3. Proceed to the Treasury Office, endorse the payment slip and pay	3.1 Receive the payment slip and payment  3.2 Issue official receipt  3.3 Advise client to return to the Agriculture Office	Php 50.00	15 minutes	Administrative Aide MTO
4. Return to the Agriculture Office and present the	4. Receive and check the official receipt	None	3 minutes	Municipal Agriculturist MAGRO



official receipt of payment				
5. Sign in the log book and receive the approved shipping permit	5. Give the log book and issue the Shipping permit	None	2 minutes	<i>Municipal Agriculturist MAGRO</i>
	Total	Php 50.00	33 minutes	

### 11. PRE AND POST-HARVEST PRODUCTION SERVICES

Farmer’s cooperatives, organizations and associations whose production area is located within the municipal jurisdiction can avail farm machineries and facilities, programs and services

<b>Office of Division</b>		Municipal Agriculture Office		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2C-Government to Citizen		
<b>Who May Avail</b>		Farmer’s cooperatives, organizations and associations		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None				
<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 office lobby	1.1 Give the Log Book to the client  1.2 Lead the client to the location of the AEW concerned  1.3 Conducts briefing/ consultation to the client and prepare recommendation letter	None	25 minutes	<i>Agricultural Technician, Municipal Agriculturist MAGRO</i>
2. Receives recommendation letter from the AEW	2. Release recommendation letter to the client	None	5 Minutes	<i>Agricultural Technician, Municipal Agriculturist MAGRO</i>
	Total	None	30 minutes	

### 12. RICE PRODUCTION SERVICES

Rice farmers whose production area is located within the municipal jurisdiction can avail extension service regarding rice production farming, programs and services



Office of Division	Municipal Agriculture Office			
Classification	Simple			
Type of Transaction	G2C-Government to Citizen			
Who May Avail	Rice farmers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Logbook in the office lobby	1.1 Give the Log Book to the client  1.2 Lead the client to the location of the AEW concerned  1.3 Conducts briefing/ consultation to the client and prepare recommendation letter	None	25 minutes	Administrative Aide Agricultural Technician, Municipal Agriculturist MAGRO
2. Receives recommendation letter from the AEW	2. Release recommendation letter to the client	None	5 minutes	Administrative Aide MAGRO
	Total	None	30 minutes	

13. VEGETABLE PRODUCTION SERVICES

Vegetable farmers/ producers whose production area is located within the municipal jurisdiction can avail extension service regarding vegetable production farming, programs and services.

Office of Division	Municipal Agriculture Office			
Classification	Simple			
Type of Transaction	G2C-Government to Citizen			
Who May Avail	Vegetable Farmers/Producers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Logbook in the office lobby	1.1 Give the Log Book to the client  1.2 Lead the client to the location of the AEW concerned  1.3 Conducts	None	25 minutes	Agricultural Technician, Municipal Agriculturist MAGRO



	briefing/ consultation to the client and prepare recommendation letter			
2. Receives recommendation letter from the AEW	2. Release recommendation letter to the client	None	5 Minutes	<i>Agricultural Technician, Municipal Agriculturist MAGRO</i>
	Total	None	30 minutes	





## **MUNICIPAL ASSESSOR'S OFFICE**

### **External Services**



1. ASSESSOR’S CERTIFICATION

The Certification issued to individuals for whatever legal purposes the need.

<b>Office of Division</b>		Municipal Assessor’s Office (MASSO)		
<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. Name of Applicant		1. Applicant		
2. Official Receipt		2. Municipal Treasury Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to the Assessor’s Office and ask the officer in charge	1.1 Conduct interview with the client  1.2 Provide client with checklist requirements.  1.3 Give the payment slip	None	3 minutes	<i>Administrative Aide MASSO</i>
2. Receive payment slip	2. Advise the client to proceed to the Treasury Office	None	5 minutes	<i>Administrative Aide I MASSO</i>
3. Proceed to the Treasury office and give the payment slip and pay	3.1 Receive the payment  3.2 Issue the official receipt  3.3 Advise the client to return to the Assessor’s Office	Php 70.00	5 minutes	<i>Administrative Aide III MTO</i>
4. Return to the Assessor’s Officer and submit the official receipt	4.1 Receive the official receipt  4.2 Print the certification and sign by MA	None	10 minutes	<i>Administrative Aide, Municipal Assessor MASSO</i>
5. Receive the certification and the official receipt	5. Issue the certification	None	3 minutes	<i>Administrative Aide MASSO</i>
	Total	Php 70.00	26 minutes	

2. CANCELLATION OF TAX DECLARATION (BUILDING, MACHINERY, DOUBLE DECLARATION)

<b>Office of Division</b>	Municipal Assessor’s Office
<b>Classification</b>	Simple



<b>Type of Transaction</b>		G2C-Government to Citizen		
<b>Who May Avail</b>		Tax Payers/ Real Property Owners		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Name of Declared Owner		1. Applicant		
2. Letter Request		2. Applicant		
3. Finality of Judgement/ Court Order		3. Applicant		
4. Deed of Donation/ Sale		4. Applicant		
5. Transfer of Rights		5. Applicant		
6. Ocular Field Inspection Report		6. MASSO		
7. Tax clearance-current year		7. MTO		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to the MASSO and ask the officer in charge	1.1 Conduct Interview with the client regarding the property  1.2 Verification of property through ETRACS  1.3 Give the payment slip and required documents	None	5 minutes	<i>Administrative Aide, Local Assessment Operation Officer MASSO</i>
2. Proceed to MTO for payment of tax and secure Tax clearance	2.1 Issues official receipt for tax payment to clients (MTO)  2.2 Issues official receipt and tax (MTO)clearance  2.3 Advice the client to return to the MASSO	Assessed value x 2 percent = tax due of Land Tax (MTO) Php 70.00	15 minutes	<i>Administrative Aide III Municipal Treasurer's Office</i>
3. Back to Municipal Assessor office and submit needed documents: wait for the result of actual ocular field Inspection.	3.1 Municipal Assessor officer in charge checks pertinent documents submitted  3.2 The tax mapping in charge update the PIM as well as the TMCR and conduct actual field ocular inspection in the area	None	3 hours	<i>Administrative Aide, Local Assessment Operation Officer, MASSO</i>



	3.3 Make Ocular Inspection Reports approved and signed by MA and process through ERACS			
4. Awaits for the approval of cancellation	<p>4.1 The officer in charge process the cancellation through ETRACS and upload of all attached documents needed and endorse to Tax Mapping in charge.</p> <p>4.2 The Tax Mapping in charge after checking and validating all details in the ETRACS endorse to Recommending approval(MA)</p> <p>4.3 The Recommending approval (MA) endorse the transaction to PASSO for approval of cancellation of tax declaration.</p> <p>5.4 Advice the client to wait a call or text from MASSO</p>	None	3 days	<i>Administrative Aide, Local Assessment Operation Officer MASSO Provincial Assessor PASSO</i>
5. Receives the Notice of cancellation issues	5. Issued Notice of cancellation to declared	None	5 minutes.	<i>Administrative Aide, Local Assessment Operation Officer MASSO</i>
	Total	Assessed value x 2 percent = tax due of Land Tax and P 75.00	3 days, 6 hours 25 minutes	



### 3. CERTIFICATE OF LANDHOLDING

Certification issued to clients as to current number of real properties and requirement of BIR for Estate Tax/ Capital Gain Tax and Scholarship.

<b>Office of Division</b>		Municipal Assessor's Office		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2C-Government to Citizen		
<b>Who May Avail</b>		Tax payers/ real property owners		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Name and Address of the Declared Owner/Applicant		1. Declared Owner/Applicant		
2. Official Receipt		2. Municipal Treasury Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to the Assessor's Office and ask the officer in charge	1.1 Conduct Interview with the client regarding the property  1.2 Verification of property records through ETRACS  1.3 Give the payment slip	None	5 minutes	<i>Administrative Aide, Local Assessment Operation Officer MASSO</i>
2. Receive the payment slip	2. Advise the client to proceed to the Treasury Office	None	5 minutes	<i>Administrative Aide MASSO</i>
3. Proceed to Municipal Treasurer's Office for payment of corresponding fee	3.1 Issue official receipt client  3.2 Advise the client to return to the Assessor's Office	Php 70.00	5 minutes	<i>Administrative Aide III Municipal Treasurer's Office</i>
4. Return to the Assessor's Officer and submit the official receipt	4.1 Receives Official Receipt  4.2 Prepare the Certificate of Land Holding and print through ETRACS and Sign by MA	None	10 minutes	<i>Administrative Aide, Local Assessment Operation Officer MASSO</i>
5. Receives Certificate of Land Holding and official receipt	5. Release Certificate of Landholding and Official Receipt to client	None	5 minutes	<i>Administrative Aide MASSO</i>
	TOTAL	Php 70.00	30 minutes	



#### 4. CERTIFICATE OF LAND WITH IMPROVEMENT

Certification issued to clients as requirement of BIR for transfer of title.

<b>Office of Division</b>		Municipal Assessor's Office		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2C-Government to Citizen		
<b>Who May Avail</b>		Tax Payers/ Real Property Owners		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Lot Number/ Title		1. Applicant		
2. Name of Declared Owner		2. Applicant		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to the MASSO and ask the officer in charge	1.1 Conduct Interview with the client regarding the property  1.2 Verification of property records if has/have any attached improvements ETRACS  1.3 Give the payment slip	None	5 minutes	<i>Administrative Aide, Local Assessment Operation Officer MASSO</i>
2. Receive the payment slip	2. Advice the client to proceed to the Treasury Office	None	5 minutes	<i>Administrative Aide MASSO</i>
3. Proceed to Municipal Treasurer's Office for payment of corresponding fee	3.1 Issues official receipt to client for fees required for document (MTO)  3.2 Advice the client to return to MASSO	Php 70.00	5 minutes	<i>Administrative Aide III Municipal Treasurer's Office</i>
4. Return to Assessor's officer in charge and submit the official receipt	4.1 Receives Official Receipt from client  4.2 Prepare the certification needed and print through ETRACS  4.3 Review and sign by MA	None	5 minutes	<i>Administrative Aide, Local Assessment Operation Officer Municipal Assessor MASSO</i>
5. Receives Certificate of Improvement, after which log	5. Release certification and official receipt to client	None	5 minutes	<i>Administrative Aide, Local Assessment Operation Officer MASSO</i>
	Total	Php 70.00	25 minutes	



## 5. CERTIFICATE OF LAND WITH NO IMPROVEMENT

Certification issued to clients as requirement of BIR for transfer of title

<b>Office of Division</b>		Municipal Assessor's Office		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2C-Government to Citizen		
<b>Who May Avail</b>		Tax payers/ real property owners		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Lot Number of RPU		1. Applicant		
2. Declared Owner		2. Applicant		
3. Official Receipt		3. MTO		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to the MASSO and ask the officer in charge	1.1 Conduct Interview with the client regarding the property 1.2 Verification of property records if has/have any attached improvements through ETRACS 1.3 Give the payment slip	None	5 minutes	<i>Administrative Aide, Local Assessment Operation Officer MASSO</i>
2. Receive the payment slip	2. Advise the client to proceed to the Treasury Office	None	5 minutes	<i>Administrative Aide I MASSO</i>
3. Proceed to Municipal Treasurer's Office for payment of corresponding fee	3.1 Issues official receipt to client (MTO) 3.2 Advise the client to return to the Assessor's Office	Php 70.00	5 minutes	<i>Administrative Aide III Municipal Treasurer's Office</i>
4. Return to Assessor's officer in charge and submit the official receipt	4.1 Receives Official Receipt from client 4.2 Prepare certification and print through ETRACS 4.3 Review and sign by MA	None	5 minutes	<i>Administrative Aide, Local Assessment Operation Officer, Municipal Assessor MASSO</i>
5. Receives Certificate of Improvement, after which log	5. Release certification and official receipt to client	None	5 minutes	<i>Administrative Aide, Local Assessment Operation Officer MASSO</i>
	Total	Php 70.00	25 minutes	





## 6. CERTIFICATE OF NO PROPERTY AND NO LAND HOLDING

Certification issued to clients as requirement of BIR for transfer of title/ scholarship

<b>Office of Division</b>		Municipal Assessor's Office		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2C-Government to Citizen		
<b>Who May Avail</b>		Tax Payers		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Name and Address of the Applicant		1. Applicant		
2. Official Receipt		2. Municipal Treasury Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to the Assessor's Office and ask the officer in charge	1.1 Conduct Interview with the client and ask correct information  1.2 Verification of records through ETRACS if the applicant has/have property declared under his/her name  1.3 Give the payment slip	None	5 minutes	<i>Administrative Aide, Local Assessment Operation Officer MASSO</i>
2. Receive the payment slip	2. Advise the client to proceed to the Treasury Office	None	5 minutes	<i>Administrative Aide MASSO</i>
3. Proceed to Municipal Treasurer's Office for payment of corresponding fee	3.1 Issues official receipt to client for fees required for document (MTO)  3.2 Advise the client to return to the Assessor's Office	Php 70.00	5 minutes	<i>Administrative Aide III Municipal Treasurer's Office</i>
4. Return to Assessor's officer in charge and submit the official receipt	4.1 Receives Official Receipt from client  4.2 Prepare the Certification needed and print through ETRACS  4.3 Review and Sign certification	None	10 minutes	<i>Administrative Aide, Local Assessment Operation Officer MASSO</i>
5. Receive Certificate of No Land Holding and official receipt	5. Release certification and official receipt to client	None	5 minutes	<i>Administrative Aide, Local Assessment Operation Officer MASSO</i>
	Total	Php 70.00	minutes	



## 7. CERTIFIED TRUE COPY OF TAX DECLARATION

The Tax declaration is a document showing the informative description of a real property and for taxation purposes only. Issued to any person for any legal intent.

<b>Office of Division</b>	Municipal Assessor's Office (MASSO)			
<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. Name of Declared owner		1.Applicant		
2. If non owner, authorization letter or any deed of conveyance		2.Applicant		
3. Official Receipt		3.Municipal Treasury Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to the Assessor's Office and ask the officer in charge	1.1 Conduct interview with the client  1.2 Verification of records through ETRACS  1.3 Give the payment slip and needed documents	None	3 minutes	<i>Administrative Aide MASSO</i>
2. Receive the payment slip	2. Advice the client to proceed to the Treasury Office	None	5 minutes	<i>Administrative Aide MASSO</i>
3. Proceed to the Treasury office and give the payment slip and pay	3.1 Receive the payment  3.2 Issue the official receipt  3.3 Advice the client to return to the Assessor's Office	Php 70.00	5 minutes	<i>Administrative Aide III MTO</i>
4. Return to the Assessor's Officer and submit the official receipt and needed documents	4.1 Receive the official receipt and the needed documents  4.2 Prepare and Print Certified True copy of Tax Declaration and Sign by MA	None	10 minutes	<i>Administrative Aide Municipal Assessor MASSO</i>
5. Receives Certified True copy of Tax Declaration and official receipt	5. Release the Certified True copy of Tax Declaration and Official Receipt to client	None	3 minutes	<i>Administrative Aide MASSO</i>



	Total	Php 70.00	31 minutes	
--	-------	--------------	------------	--

8. NEW DISCOVERY/ASSESSMENT OF REAL PROPERTY (LAND, BUILDING AND MACHINERY)

Office of Division	Municipal Assessor's Office			
Classification	Simple			
Type of Transaction	G2C-Government to Citizen			
Who May Avail	Tax Payers/ Real Property Owners			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Title or any proof of ownership		Applicant		
Approved Survey Plan (Land)		Applicant		
Barangay Certification that the applicant is the actual owner/occupant		Applicant		
Approved Building Plan/ Building Permit		Applicant		
Certificate of Occupancy		Applicant		
Sworn Statement		MASSO		
Ocular Field Inspection Report		MASSO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the MASSO and ask the officer in charge	1.1 Conduct Interview with the client regarding the property  1.2 Verification of property through ETRACS(if the has/have existing records)  1.3 Give the required requirement	None	5 minutes	Administrative Aide, Local Assessment Operation Officer MASSO
2. Receive the required documents slip	2.1 The officer in charge receives and examined the documents submitted and advice the client to wait a call or text from MASSO  2.2 The Tax mapper in charge will conduct actual field ocular inspection	None	3 hours	Administrative Aide I MASSO



	<p>and get a picture of the said property</p> <p>2.3 Make Ocular Inspection Reports approved and signed by MA.</p>			
3. Awaits for the approval of the Assessment	<p>3.1 Municipal Assessor officer in charge flow the transaction after all the required needed documents are complete and uploaded in the ETRACS and endorse to assign Tax mapper</p> <p>3.2 The assign tax mapper endorse transaction after duly accomplish his/her task to assign appraiser</p> <p>3.3 The assign appraiser endorse the transaction after duly accomplish his/her task to assign recommender or approver of the transaction Municipal assessor</p> <p>3.4 The municipal assessor endorse the transaction to Provincial Assessor for the approval of the transaction through ERACS</p>	None	3 days	<p><i>Administrative Aide, Local Assessment Operation Officer MASSO Provincial Assessor PASSO</i></p>
4. Receives the Notice of Assessment issues	4. Issued Notice of Assessment to applicant/ declared for his/her new assessment	None	5 minutes	<p><i>Administrative Aide, Local Assessment Operation Officer MASSO</i></p>
	Total	None	3 days, 3 hours and 10 minutes	



## 9. RE-ASSESSMENT OF REAL PROPERTY

To correct the assessment due to wrong information, erroneous documents, the property traversed by road or canal and infected by any diseases and to correct assessed value as basis of Land Tax Payment

<b>Office of Division</b>	Municipal Assessor's Office			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2C-Government to Citizen			
<b>Who May Avail</b>	Tax Payers/ Real Property Owners			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Lot Number of RPU		1. Applicant		
2. Name of Declared Owner		2. Applicant		
3. Letter Request		3. Applicant		
4. Deed of Donation/Sale		4. Applicant		
5. Sworn Statement		5. MASSO		
6. Ocular Field Inspection Report		6. MASSO		
7. Tax clearance-current year		7. MTO		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to the MASSO and ask the officer in charge	1.1 Conduct Interview with the client regarding the property  1.2 Verification of property through ETRACS  1.3 Give the required requirement and payment slip	None	5 mins.	<i>Administrative Aide, Local Assessment Operation Officer MASSO</i>
2. Proceed to Municipal Treasurer's Office for payment of corresponding fee	2.1 Issues official receipt for land tax payment to clients (MTO)  2.2 Issues official receipt and tax clearance to client as proof of payment for land tax.(MTO)  2.3 Advice the client to return to MASSO	Assessed value x 2 percent = tax due of Land Tax(MTO Php 70.00	15 mins.	<i>Administrative Aide III Municipal Treasurer's Office</i>
3. Return to Assessor's officer in charge and submit needed documents: wait	3.1 Municipal Assessor officer in charge checks pertinent documents submitted	None	3 hours	<i>Administrative Aide, Local Assessment Operation Officer MASSO</i>



for the result of actual ocular field inspection in the area	<p>3.2 Conduct actual field ocular spection of property with Tax Mapping in charge</p> <p>3.3 Informed the client/declared owner about the findings made during Ocular Inspection</p> <p>3.4 Make Ocular Inspection Reports approved and signed by MA and flow through ERACS</p>			
4. Awaits for the approval of Re Assessment of Land	<p>4.1 The officer in charge flow the re assessment of land through ETRACS and upload of all attached documents needed and submit to Tax Mapping in charge.</p> <p>4.2 The Tax Mapping in charge update the PIM and TMCR submit to Appraisal in charge</p> <p>4.3 The appraisal in charge assess and compute the re assessment base on the findings of ocular inspection conducted by the Tax mapping in charge submit to Mun.Assessor for Approval</p> <p>4.4 The MA approved the re assessment transaction.</p>	None	30 minutes	<i>Administrative Aide, Local Assessment Operation Officer MASSO</i>
5. Receives the Notice of Assessment issues	5. Issued Notice of Assessment to applicant/declared for his/her new assessment	None	5 minutes	<i>Administrative Aide, Local Assessment Operation Officer MASSO</i>



	Total	Assessed value x 2 percent = tax due of Land Tax and P 70.00	3 hours 55 minutes	
--	-------	--	--------------------	--

10. SIMPLE TRANSFERRED OWNERSHIP OF TAX DECLARATION

Transfer of ownership of a real property from the previous owner to the new owner.

Office of Division	Municipal Assessor's Office			
Classification	Simple			
Type of Transaction	G2C-Government to Citizen			
Who May Avail	Tax Payers/ Real Property Owners			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Original and two (2) Photo Copy of Title or Certified True copy of Title		1. Applicant		
2. Certificate Authorizing Registration (CAR) from BIR		2. BIR		
3. OCT Title-Transfer Fee Receipt		3. Provincial Treasury Office		
4 .Tax Clearance as to payment of Land Tax- Current year		4. Municipal Treasury Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the MASSO and ask the officer in charge	1.1 Conduct Interview with the client regarding the property  1.2 Verification of property to be transferred on the office records through ETRACS (if OCT is not in the name of client, client is required to pay transfer fee.  1.3 Give the checklist of required documents for transfer of ownership		10 minutes	Administrative Aide, Local Assessment Operation Officer MASSO





	1.4 Issue Tax Declaration to client as basis of the Provincial Treasury in computing transfer fee and advice the client Proceed to Provincial Treasury Office for payment of Transfer Fee			
2. Receive Tax Declaration and proceed to Provincial Treasury Office and secure Official receipt as proof of payment made	2. Issue Official Receipt for Transfer Fee (PTO)	Market value x 60 percent of 1 percent equals Transfer fee	3 hours	PTO incharge
3. Proceed to MTO for payment of land tax and secure Tax clearance	3.1 Issue Official Receipt payment of land tax (MTO)  3.2 Issue Tax clearance(MTO)  3.3 Advice the client to return to MASSO	Assessed value x 2% equals tax due  Php 70.00	15 minutes	<i>Administrative Aide III MTO</i>
4. Return to Assessor's officer in charge and submit all required documents for transfer ownership of tax declaration.	4.1 Assigns MASSO personnel checked and validate all required documents submitted by the client.  4.2 After validated all documents correct and complete. processing of Transfer ownership of tax declaration will done through ETRACS, begin from receiver to tax mapper to appraiser to recommending approval and submit	None	10 minutes	<i>Administrative Aide, Local Assessment Operation Officer MASSO</i>





	to assessor for approval			
5. Wait for the approval of Transfer Ownership of Tax declaration	5. The assessor sign and approved the transaction made through ETRACS after validating, checking and examined all documents needed/attached and the details of assessment inputs in the ETRACS are correct.	None	5 minutes	Local Assessment Operation Officer MASSO
	Total	Php 70.00 + transfer fee + land tax	3 hours and 40 minutes	

11. SEGREGATION OF TAX DECLARATION (SAME OWNER)

Office of Division	Municipal Assessor’s Office			
Classification	Simple			
Type of Transaction	G2C-Government to Citizen			
Who May Avail	Tax Payers/ Real Property Owners			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Lot Number of RPU		1. Applicant		
2. Name of Declared Owner		2. Applicant		
3. Approved Subdivision Plan		3. Applicant		
4. Sworn Statement		4. MASSO		
5. Ocular Field Inspection Report		5. MASSO		
6. Tax clearance-current year		6. MTO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the MASSO and ask the officer in charge	1.1 Conduct Interview with the client regarding the property  1.2 Verification of property through ETRACS  1.3 Give the required requirement and payment slip	None	5 minutes	Administrative Aide, Local Assessment Operation Officer MASSO



2. Proceed to Municipal Treasurer's Office for payment of corresponding fee	<p>2.1 Issues official receipt for land tax payment to clients (MTO)</p> <p>2.2 Issues official receipt and tax clearance to client as proof of payment for land tax.(MTO)</p> <p>2.3 Advise the client to return to MASSO</p>	<p>Assessed value x 2 percent = tax due of Land Tax</p> <p>Php 70.00</p>	15 minutes	<i>Administrative Aide III Municipal Treasurer's Office</i>
3. Back to Assessor's officer in charge and submit needed documents: wait for the result of actual ocular field inspection in the area	<p>3.1 Municipal Assessor officer in charge checks pertinent documents submitted</p> <p>3.2 The tax mapping in charge update the PIM as well as the TMCR and conduct actual field ocular inspection in the area</p> <p>3.3 Informed the client/declared owner about the findings made during Ocular Inspection</p> <p>3.4 Make Ocular Inspection Reports approved and signed by MA and flow through ERACS</p>	None	3 hours	<i>Administrative Aide, Local Assessment Operation Officer MASSO</i>
4. Awaits for the approval of Segregation	<p>4.1 The officer in charge flow the segregation through ETRACS and upload of all attached documents needed and submit to Tax Mapping in charge.</p> <p>4.2 The Tax Mapping in charge after checking and validating all details</p>	None	3 days	<i>Administrative Aide, Local Assessment Operation Officer MASSO</i>



	<p>in the ETRACS the submit to Appraisal in charge</p> <p>4.3 The appraisal in charge assess and compute the assessment base on the area in the Approved Subdivision Plan and findings of ocular inspection conducted by the Tax mapping in charge submit to Recommending approval(MA)</p> <p>4.4 The Recommending approval (MA) submit the transaction to PASSO for approval of segregation.</p> <p>4.5 Advice the client to wait a call or text from MASSO</p>			
5. Receives the Notice of Assessment issues	5. Issued Notice of Assessment to applicant/ declared for his/her new assessment	None	5 mins.	<i>Administrative Aide, Local Assessment Operation Officer MASSO</i>
	Total	Assessed value x 2 percent = tax due of Land Tax and P 70.00	3 days 3 hours 25 minutes	

12. SEGREGATION AND TRANSFERRED OWNERSHIP OF TAX DECLARATION

Office of Division	Municipal Assessor’s Office
Classification	Simple
Type of Transaction	G2C-Government to Citizen
Who May Avail	Tax Payers/ Real Property Owners
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE



1. Lot Number of RPU		1. Applicant		
2. Name of Declared Owner		2. Applicant		
3. Approved Subdivision Plan DENR Application (FP, HP)		3. Applicant		
4. Sworn Statement		4. MASSO		
5. Ocular Field Inspection Report		5. MASSO		
6. Tax clearance-current year		6. MTO		
7. Transfer fee		7. PTO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the MASSO and ask the officer in charge	1.1 Conduct Interview with the client regarding the property  1.2 Verification of property through ETRACS  1.3 Give the required requirement and payment slip  1.4 Issue Tax Declaration to client as basis of the Provincial Treasury in computing transfer fee and advice the client Proceed to Provincial Treasury Office for payment of Transfer Fee	None	5 minutes	<i>Administrative Aide, Local Assessment Operation Officer MASSO</i>
2. Receive Tax Declaration and proceed to Provincial Treasury Office and secure Official receipt as proof of payment made	2. Issue Official Receipt for Transfer Fee (PTO)	Market value x 60 percent of 1 percent equals Transfer fee	3 hours	<i>PTO incharge</i>
3. Proceed to MTO for payment of land tax and secure Tax clearance	3.1 Issues official receipt for land tax payment to clients (MTO)  3.2 Issues official receipt and tax	Assessed value x 2 percent = tax due of Land Tax (MTO)	15 minutes	<i>Administrative Aide, Local Assessment Operation Officer MASSO</i>



	<p>clearance to client as proof of payment for land tax. (MTO)</p> <p>3.3 Advice the client to return to the MASSO</p>	Php 70.00		
<p>4. Back to Assessor's officer in charge and submit needed documents: wait for the result of actual ocular field inspection in the area</p>	<p>4.1 Municipal Assessor officer in charge checks pertinent documents submitted</p> <p>4.2 The tax mapping in charge update the PIM as well as the TMCR and conduct actual field ocular inspection in the area</p> <p>4.3 Informed the client/declared owner about the findings made during Ocular Inspection</p> <p>4.4 Make Ocular Inspection Reports approved and signed by MA and flow through ETRACS</p>	None	3 hours	<p><i>Administrative Aide, Local Assessment Operation Officer Administrative Aide, Local Assessment Operation Officer MASSO</i></p>
<p>5. Awaits for the approval of segregation and transfer</p>	<p>5.1 The officer in charge flow the segregation and transfer through ETRACS and upload of all attached documents needed and submit to Tax Mapping in charge.</p> <p>5.2 The Tax Mapping in charge after checking and validating all details in the ETRACS the submit to Appraisal in charge</p> <p>5.3 The appraisal in charge assess and compute the</p>	None	3 days	<p><i>Administrative Aide, Local Assessment Operation Officer MASSO</i></p>



	<p>assessment base on the area in the Approved Subdivision Plan and findings of ocular inspection conducted by the Tax mapping in charge submit to Recommending approval(MA)</p> <p>5.4 The Recommending approval (MA) submit the transaction to PASSO for approval of segregation and transfer.</p> <p>5.5 Advice the client to wait a call or text from MASSO</p>			
6. Receives the Notice of Assessment issues	6. Issued Notice of Assessment to applicant/ declared for his/her new assessment	None	5 minutes	<i>Administrative Aide, Local Assessment Operation Officer MASSO</i>
	Total	Assessed value x 2 percent = tax due of Land Tax and P 70.00	3 days 6 hours 25 minutes	

13. VERIFICATION OF REAL PROPERTY UNIT (RPU) LOCATION MAPS/ TAX MAPPING CONTROL ROLL (TMCR)

Office of Division	Municipal Assessor’s Office			
Classification	Simple			
Type of Transaction	G2C-Government to Citizen			
Who May Avail	Tax Payers/ Real Property Owners/ Bank Representatives			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Copy of Original Certificate of Title or Lot Number and location		1. Applicant		
2. Official Receipt		2. MTO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Proceed to the MASSO and ask the officer in charge	1.1 Conduct Interview with the client regarding the transaction  1.2 Verification of property records through ETRACS  1.3 Give the payment slip	None	5 minutes	<i>Administrative Aide, Local Assessment Operation Officer MASSO</i>
2. Proceed to Municipal Treasurer's Office for payment of corresponding fee	2.1 Issues official receipt to client(MTO)  2.2 Advice the client to return to MASSO	Php 200.00	5 minutes	<i>Administrative Aide III Municipal Treasurer's Office</i>
3. Return to Assessor's officer in charge and submit the official receipt	3.1 Receives OR from client  3.2The Tax mapper in charge print the RPU Location Map as per TMCR through ETRACS and sign by MA	None	5 minutes	<i>Administrative Aide, Local Assessment Operation Officer Municipal Assessor MASSO</i>
4. Receives printed RPU Location Map	4. Releases printed RPU Location Map and Official receipt to client	None	5 minutes	<i>Administrative Aide, Local Assessment Operation Officer MASSO</i>
	Total	Php 200.00	20 minutes	

TABLE OF ASSESSMENT FEES		
a. Certified True Copy of Tax Declaration	Php	70.00
b. Certification of Property Holdings	Php	70.00
c. Certification of Improvements	Php	70.00
d. Certified Copy of Barangay Map	Php	200.00
e. Preparation of Location Maps or Vicinity Maps or Other Extra Mapping Works	Php	200.00
f. Assessor's Certification Fee	Php	55.00
g. Certified True Copy of Tax Declaration for Loan Purposes	Php	80.00
h. Certified True Copy of Tax Maps	Php	200.00
i. Research Works Verification Fee	Php	200.00
j. Reproduction of Maps	Php	200.00



# **MUNICIPAL BUDGET OFFICE**

## **Internal Services**





1. OBLIGATION REQUEST

Obligation Request connotes charges to Appropriations/Allotments necessary lawful, signed by the direct supervisor and certified as to availability of appropriations by the Municipal Budget Officer.

Office of Division	Municipal Budget Office
Classification	Simple
Type of Transaction	Government to Government
Who May Avail	LGU Departments/ Offices
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<b>OBLIGATION REQUEST</b> For Cash Advance of Travel: 1. Approved Office Order /Travel Order in Accordance with Sec. 3 E.O. # 298	Concerned Department/Office
2. Duly Approved Itinerary of Travel	
3. Invitation letter addressed to the Agency	
4. Disbursement Voucher	
5. Obligation Request	
<b>FOR REIMBURSEMENT OF TRAVEL:</b> 1. Approved Office Order	
2. Approved Itinerary of Travel	
3. Invitation letter addressed to the Agency inviting participants	
4. Official Receipt if there is registration fee	
5. Certificate of Appearance	
6. Disbursement Voucher	
7. Certificate of Travel Completed	
8. Obligation Request	
<b>FOR SALARIES / WAGES:</b> 1. Obligation Request	
2. Payroll Approved by its department	
<b>FOR OVERTIME PAY:</b> 1. Authority to render Overtime	
2. Overtime accomplishment duly signed by the employee and supervisors	
3. Duly approved DTR	
4. Disbursement Voucher	
5. Obligation Request	
<b>FOR PURCHASES OF SUPPLIES/GAS AND OTHER PROCUREMENT OF GOODS AND SERVICES:</b> - Obligation Request	
- Purchase Request	
<b>FOR EIMBURSEMENT/PAYMENT OF PURCHASES:</b> 1. Obligation Request	
2. Purchase Request	



3. Official Receipt				
4. Canvass				
5. Abstract of Quotation				
6. Inspection Report				
7. Disbursement Voucher				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Obligation Request with complete attachments	1.1 Receive documents	None	5 minutes	Administrative Aide, Municipal Budget Officer MBO
	1.2 Validate, verify as to the propriety and legality of the transactions	None	5 minutes	
	1.3 Encode transactions to Budget Operation System (BOS) budget	None	5 minutes	
	1.4 Municipal Budget Officer sign/approve the documents as to the existence of appropriations	None	5 Minutes	
2. Receives transactions from the Municipal Budget Office	2.1 Records and forward transactions to the Municipal Accounting Office	None	5 minutes	Administrative Aide MBO
	Total	None	25 minutes	



# **MUNICIPAL CIVIL REGISTRAR'S OFFICE**

## **External Services**



# 1. ACKNOWLEDGMENT

If the child was born on August 3, 1998 and not acknowledged by the father or the mother on the record of birth.

Office of Division	Municipal Civil Registrar's Office (MCR)			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen			
Who May Avail	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Affidavit of acknowledgment of the non-acknowledging parent		1. Notary Public/Municipal Civil Registrar		
2. Certificate of Registration of the Affidavit of Acknowledgment		2. Municipal Civil Registrar		
3. Un-annotated Certificate of Live Birth/Report of Birth		3. Municipal Civil Registrar		
4. Annotated Certificate of Live Birth/Report of Birth		4. Municipal Civil Registrar		
Other requirements, if applicable:				
5. Authentic Writing		5. Parent		
6. Certificate of Death of Non-Acknowledging parent (in the absence of affidavit of acknowledgment of the deceased non-acknowledging parent)		6. Municipal Civil Registrar/Philippine Statistic Authority		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Municipal Civil Registrar Office and submit the necessary requirements for evaluation	1.1 Accept and scrutinize the requirements 1.2 Annotate the document 1.3 Forward the document to the Municipal Civil Registrar 1.4 Issue order of payment	None	35 minutes	Administrative Aide II, Administrative Aide IV, Registration Officer II MCRO
2. Proceed to the Municipal Treasury Office for payment	2.1 Accept payment 2.2 Advise to go back to the Municipal Civil Registrar Office	None	5 minutes	Administrative Aide III MTO
3. Proceed to the Municipal Civil Registrar Office and present the official	3.1 The Municipal Civil Registrar will sign the annotated document 3.2 Advise the client to go back after 4-6 months for the issuance of the	None	8 minutes	Municipal Civil Registrar, Administrative Aide II, Administrative Aide IV, Records Officer II MCRO



	annotated certificate of Birth/Report of Birth by the Civil Registrar-General			
4. Return to the Municipal Civil Registrar Office to claim the annotated document	4. Release the annotated document	None	3 minutes	<i>Administrative Aide II, Administrative Aide IV, Records Officer II MCRO</i>
	Total	None	51 minutes	

2. BIRTH

It is a continuous, permanent and compulsory recording of vital events occurring in the life of an individual such as birth, marriage and death, as well as all court decrees, and legal instruments, affecting the civil status in appropriate registers as mandated by Act No. 375, the Civil Registry Law.

Office of Division	Municipal Civil Registrar's Office (MCR)		
Classification	Simple		
Type of Transaction	G2C – Government to Citizen		
Who May Avail	All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
<b>ON TIME REGISTRATION:</b> <u>If Legitimate</u> 1. Certificate of Marriage		1. Personal copy/MCR certified photo or true copy/Philippine Statistics Authority (PSA) copy	
<b>IF ILLEGITIMATE UNDER THE SURNAME OF THE FATHER (RA 9255)</b>  1. Affidavit to use the surname of the father (AUSF) 2. Informant's Community Tax Certificate		1. Notary Public/Any person who has capacity to administer oath for registration purposes 2. Barangay Treasurer/Municipal Treasury Office	
<b>LATE REGISTRATION:</b> (strictly implementing the 10-day posting period from the date of filing as per AO No. 1 s 1993)  1. Barangay Certification 2. Affidavit of Delayed Registration 3. PSA Certification 4. At least any four (4) of the essential requirements: -baptismal certificate		1. Office of the Barangay Captain 2. Notary Public/Any person who has capacity 3. to administer oath for registration purposes 4. Philippine Statistics Authority (PSA)  -Religious Authority	



-permanent school records/ transcript of records -voter's certification -employee's record -postal identification -birth certificate of siblings -immunization card		-Schools/Colleges/University  -Commission on Election -Employer -Post Office -MCR/PSA -File/Health Center Concerned		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Municipal Civil Registrar Office and present the requirements for evaluation	1.1 Accept the requirements submitted  1.2 Issue an information sheet and request the client to fill up the data need	None	7 minutes	Administrative Aide II, Administrative Aide IV Registration Officer II MCRO
2. Submit the fully filled-up information sheet	2.1 Review the supplied information  2.2 Prepare the document  2.3 Let the client review the document	None	10 minutes	Administrative Aide II, Administrative Aide IV Registration Officer II MCRO
3. Review and certify the document (informant and attendant at birth)	3.1 Issue order of payment  3.2 Receive the document and forward to the Municipal Civil Registrar for registration	None	8 minutes	Administrative Aide II, Administrative Aide IV Registration Officer II MCRO
4. Proceed to the Municipal Treasury Office for payment	4.1 Receive payment  4.2 Issue official receipt  4.3 Advise client to return to the Municipal Civil Registrar Office	Refer to Table of Fees	5 minutes	Administrative Aide III MTO
5. Return to the Municipal Civil Registrar Office and present the official receipt	5. Register the document	None	3 minutes	Municipal Civil Registrar MCRO
6. Claim the registered document	6. Release the registered document	None	2 minutes	Administrative Aide II, Administrative Aide IV Registration Officer II MCRO



	Total	Refer to Table of Fees	35 minutes	
--	-------	------------------------------	------------	--

Municipal Civil Registrar Office Table of Fees			
Services	Details	Currency	Amount
Registration of Birth	On date	Php	500.00
	Late		
	1 month – 6 months	Php	165.00
	6 months and 1 day – 1 year	Php	220.00
	1 year and 1 day - above	Php	330.00 + 50.00 per year
	Out of Town Registration	Php	220.00

3. CORRECTION OF TYPOGRAPHICAL ERROR IN THE ENTRY OF DAY AND/OR MONTH IN THE DATE OF BIRTH

Office of Division	Municipal Civil Registrar's Office (MCR)			
Classification	Complex			
Type of Transaction	G2C – Government to Citizen			
Who May Avail	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<b>Basic:</b>				
1. PSA/SECPA of Certificate of Birth		-Philippine Statistics Office (PSA)		
2. PSA/SECPA of Certificate of Marriage		-Philippine Statistics Office (PSA)		
3. PSA/SECPA of Certificate of Death		-Philippine Statistics Office (PSA)		
<b>Additional Requirements:</b>				
4. Certificate of Marriage		-Philippine Statistics Office (PSA)		
5. Certificate of Death		-Philippine Statistics Office (PSA)		
6. Baptismal/Dedication Certificate		-Religious Authorities		
7. Voter's Certification		-COMELEC		
8. School/Transcript of Records		-Schools/Universities/Colleges		
9. Driver's License		-LTO		
10. Medical Records		-Personal File		
<b>Additional Documentary Evidences:</b>				
11. Passport/Visa		-Department of Foreign Affairs (DFA)		
12. NBI Clearance		-NBI		
13. Newspaper Clippings		-Publisher		
14. Affidavit of Publisher		-Publisher		
15. Employee Certification, if employed				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Proceed to the Municipal Civil Registrar Office and submit requirements	1.1 Accept and scrutinize requirements submitted  1.2 Prepare petition  1.3 Issue order of payment  1.4 Advise client to pay at Municipal Treasury Office	None	40 minutes	<i>Registration Officer II MCRO</i>
2. Proceed to the Municipal Treasury Office for payment	2.1 Accept payment  2.2 Issue official receipt  2.3 Advise client to submit the official receipt to Municipal Civil Registrar Office	None	5 minutes	<i>Administrative Aide III MTO</i>
3. Return to the Municipal Civil Registrar Office and submit the official receipt	3.1 Receive the official receipt  3.2 Let the petitioner affix the signature in the petition  3.3 Send notice to publish to the competent publisher  3.4 Prepare Notice, record sheet and authenticate the submitted documents  3.5 Advise the client to come back after the 10 days publication period  3.6 Submit the petition to the Municipal Civil Registrar for approval of petition and fix signature in the annotated Certificate of Birth/Marriage/Death	None	1 hour and 25 minutes	<i>Registration Officer II, Municipal Civil Registrar MCRO</i>





	<p>3.7 Prepare and submit the petition to the PSA Provincial Office, annotated Certificate of Birth/Marriage/Death</p> <p>3.8 Sign and approve the annotated Certificate of Birth/Marriage/Death and/or documents of migrant petitioner and petition to the PSA Provincial Office</p> <p>3.9 Mail copies of Petition of Migrant Petitioner to the records keeping office</p> <p>3.10 Submit granted petition of non-migrant petitioner to PSA Provincial Office</p>			
4. Proceed to the Municipal Civil Registrar Office and claim the documents	4. Prepare the owner's copy	None	5 minutes	<i>Registration Officer II MCRO</i>
5. Receive the copy of petition	<p>5.1 Release the copy of petition</p> <p>5.2 Advise the client to come back after 4-6 months for the issuance of Annotated Certificate of Birth/Report of Birth by the Civil Registrar-General</p>	None	10 minutes	<i>Registration Officer II MCRO</i>
6. Receive the copy of petition	6. Release the copy of petition	None	5 minutes	<i>Registration Officer II MCRO</i>
	Total	None	2 hours, 30 minutes	



4. COURT DECREES (CD)

- Adoption/Rescission of Adoption
- Annulment of Marriage
- Declaration of Absolute Nullity of Marriage
- Dissolution of Marriage
- Legal Separation/Court Order setting aside the decree of legal separation
- Correction of Entry (excluded coverage of RA 9048)

Is a court order which is registrable. It has undergone a hearing and the petition was approved by a competent court.

Office of Division	Municipal Civil Registrar’s Office (MCR)			
Classification	Highly Technical			
Type of Transaction	G2C – Government to Citizen			
Who May Avail	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Certified True Copy (CTC) of Court Decision		1. Competent Court		
2. Copy of the Certificate of Finality		2. Competent Court		
3. Copy of the Certificate of Registration of Court Decree		3. Municipal Civil Registrar Office		
4. Copy of the Annotated Document (COLB/COM/COD)		4. Municipal Civil Registrar Office		
5. Copy of Un-annotated Document		5. Municipal Civil Registrar Office		
6. Original copy of the COLB/COM/COD		6. Philippine Statistics Authority		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Municipal Civil Registrar to submit the necessary requirements	1.1 Accept and evaluate the requirements submitted  1.2 Issue order of payment	None	40 minutes	Registration Officer II MCRO
2. Proceed to the Municipal Treasury Office for payment	2.1 Accept payment  2.2 Issue official receipt  2.3 Advise the client to go back to the Municipal Civil Registrar Office	Refer to Table of Fees	5 minutes	Administrative Aide III MTO
3. Proceed to the Municipal Civil Registrar Office and present official receipt	3.1 Prepare the documents  3.2 Forward prepared document to the Municipal Civil Registrar  3.3 Evaluate and approve the documents	None	40 minutes	Registration Officer II, Municipal Civil Registrar MCRO



	3.4 Advise the client to return after 4-5 months for the release of Annotated Certificate of Live Birth/Marriage/Death from Civil Registrar-General			
4. Return to the Municipal Civil Registrar Office to claim the annotated document	4. Release the annotated document	None	3 minutes	Administrative Aide II, Administrative Aide IV, Registration Officer II MCRO
	Total	Refer to Table of Fees	1 hour, 28 minutes	

Municipal Civil Registrar Office Table of Fees			
Services	Details	Currency	Amount
Court Decrees and Orders	Adoption	Php	550.00
	Annulment of Marriage	Php	550.00
	Divorce or Legal Separation	Php	550.00
	Naturalization	Php	550.00
	Application for Filipino Citizenship	Php	3,300.00
	Emancipation of Minor	Php	1,000.00

5. DEATH

Is a permanent disappearance of all evidence of life at any time after live birth has taken place (post natal cessation of vital functions without capability of resuscitation).

Office of Division	Municipal Civil Registrar's Office (MCR)		
Classification	Simple		
Type of Transaction	G2C – Government to Citizen		
Who May Avail	All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
<b>ON TIME REGISTRATION:</b>			
1. Barangay Certification		1. Office of the Barangay Captain	
2. Confirmation of Death		2. Concerned Barangay Health Worker (BHW)	
3. Police/Spot Report (if needed)		3. Police Station	
<b>LATE REGISTRATION:</b> (strictly implementing 10-day posting period from the date of filing as per A.O. No. 1 s. 1993)			
<b>ADDITIONAL REQUIREMENTS:</b>			



1. Affidavit of Delayed Registration		1. Notary Public		
2. PSA Certification		2. Philippine Statistics Authority (PSA)		
3. At least any two (2) of the following essential requirements: -picture of the land mark (lapida) -picture during funeral ceremony -certification from the Local Economic Enterprise		-Personal file -Personal file -Office of the Local Economic Enterprise (if there is any) in place of burial		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Municipal Civil Registrar Office and submit the requirements for evaluation	1.1 Accept and scrutinize the requirements submitted  1.2 Issue an information sheet and request client to fill-up the data needed	None	7 minutes	Administrative Aide II, Administrative Aide IV Registration Officer II MCRO
2. Submit the fully-filled up information sheet	2.1 Review the supplied information  2.2 Prepare the document  2.3 Give back the document to the client for review	None	10 minutes	Administrative Aide II, Administrative Aide IV Registration Officer II MCRO
3. Review the document, for signature of the informant's and attendant at birth	3.1 Prepare the document  3.2 Instruct the client to proceed to Municipal Health Office and Funeral Parlor for certification and review of Health Officer and Embalmer	None	30 minutes	Administrative Aide II, Administrative Aide IV Registration Officer II MCRO
4. Return the document to the Municipal Civil Registrar Office	4.1 Receive and forward the document to the Municipal Civil Registrar  4.2 Issue order of payment	None	5 minutes	Administrative Aide II, Administrative Aide IV, Registration Officer II MCRO
5. Proceed to the Municipal Treasury Office for payment	5.1 Receive payment  5.2 Issue official receipt	Refer to Table of Fees	5 minutes	Administrative Aide III MTO
6. Return to the Municipal Civil Registrar Office	6.1 Receive the official receipt  6.2 Forward the document to the	None	3 minutes	Administrative Aide II, Administrative Aide IV, Registration Officer II



	Municipal Civil Registrar			MCRO
7. Claim the registered document	7. Release the registered document	None	2 minutes	Administrative Aide II, Administrative Aide IV, Registration Officer II MCRO
	Total	Refer to Table of Fees	1 hour, 2 minutes	

Municipal Civil Registrar Office Table of Fees			
Services	Details	Currency	Amount
Death	On date	Php	110.00
	Late		
	1 month – 6 months	Php	165.00
	6 months and 1 day – 1 year	Php	220.00
	1 year and 1 day - above	Php	275.00 + 50.00 per year

6. LEGITIMATION

Is a remedy by means of which those who in fact were not born in wedlock and should, therefore, be considered illegitimate, are by fiction considered legitimate.

Office of Division	Municipal Civil Registrar's Office (MCR)		
Classification	Highly Technical		
Type of Transaction	G2C – Government to Citizen		
Who May Avail	All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Joint Affidavit of Legitimation (AOL)		1. Notary Public or Municipal Civil Registrar	
2. Supplemental Affidavit (minority of parent/s did not mention in AOL)		2. Notary Public or Municipal Civil Registrar	
3. Affidavit of Acknowledgement (child was not acknowledged by minor parents on the record of birth)		3. Notary Public or Municipal Civil Registrar	
4. Affidavit of Non-acknowledging Parent/s (child was born before August 3, 1988, not acknowledged by the father or mother on the record of birth)		4. Notary Public or Municipal Civil Registrar	
5. Certificate of Registration of the Affidavit of Legitimation		5. Municipal Civil Registrar Office where the instrument is executed	
6. Certificate of Marriage of Parents		6. MCR	
7. UN-annotated Certificate of Live Birth/Report of Birth		7. MCR	



8. Annotated Certificate of Live Birth/Report of Birth		8. PSA		
<b>OTHER REQUIREMENTS:</b>				
9. CENOMAR		9. MCR/PSA		
10. Certificate of Death of the Deceased Spouse		10. MCR/PSA		
11. Annotated Certificate/s of Marriage/s by reason of IP dissolution or a judicial pronouncement of nullity, annulment, or recognition of foreign divorce, divorce papers or presumptive death of the absent spouse		11. MCR/PSA		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Municipal Civil Registrar Office submit the necessary requirements	1.1 Accept and scrutinize the requirements submitted  1.2 Prepare the annotated document and endorsement letter  1.3 Give the prepared documents for review	None	35 minutes	<i>Administrative Aide II, Administrative Aide IV, Registration Officer II MCRO</i>
2. Review and return the prepared documents	2.1 Receive the document and forward to the Municipal Civil Registrar for signature  2.2 Issue order of payment slip	None	15 minutes	<i>Administrative Aide II, Administrative Aide IV, Registration Officer II MCRO</i>
3. Proceed to the Municipal Treasury Office for payment	3.1 Accept payment  3.2 Issue official receipt  3.3 Advise client to return to Municipal Civil Registrar Office	Php 250.00 Migrant  Php 1,000.00 Non Migrant	5 minutes	<i>Administrative Aide III MTO</i>
4. Proceed to Municipal Civil Registrar Office and submit official receipt	4.1 Accept and photocopy the official receipt of payment  4.2 Advise the client to follow up the Annotated Certificate of Birth/Report of Birth	None	5 minutes	<i>Administrative Aide II, Administrative Aide IV, Registration Officer II MCRO</i>



	by the Civil Registrar-General after 4-6 months			
5. Claim and receive the annotated documents	5. Release the annotated documents	None	5 minutes	Administrative Aide II, Administrative Aide IV, Registration Officer II MCRO
	Total	Php 250.00 Migrant  Php 1,000.00 Non Migrant	1 hour, 5 minutes	

7. MARRIAGE

Is a special contract of permanent union between a man and a woman entered into in family life.

Office of Division	Municipal Civil Registrar's Office (MCR)		
Classification	Complex		
Type of Transaction	G2C – Government to Citizen		
Who May Avail	All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
<b>ON TIME REGISTRATION</b> Necessary requirements:  1. Certificate of Marriage		1. Office of the Solemnizing Officer/Religious Authorities	
2. Certificate of Registration and Authority to Solemnize Marriage (CRASM)		2. Philippine Statistics Authority	
<b>LATE REGISTRATION</b> (strictly implementing 10-day posting period from the date of filing as per A.O. No. 1 s. 1993)  Additional Requirements: 1. Affidavit of Delayed Registration		1. Notary Public	
2. PSA Certification		2. Philippine Statistics Authority	
3. At least any two (2) of this essential requirements: -pictures during rites -certification of solemnizing officer		3.  -personal file -religious authorities	





CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Municipal Civil Registrar Office and submit the requirements	1.1 Accept and scrutinize the requirements 1.2 Issue order of payment 1.3 Advise the client to pay at the Municipal Treasury Office	None	10 minutes	Administrative Aide II, Administrative Aide IV, Records Officer II MCRO
2. Proceed to the Municipal Treasury Office for payment	2.1 Receive the payment 2.2 Issue official receipt 2.3 Advise client to return to the Municipal Treasury Office	Refer to Table of Fees	5 minutes	Administrative Aide III MTO
3. Return to the Municipal Civil Registrar Office and submit the official receipt	3.1 Receive the official receipt 3.2 Forward the document to the Municipal Civil Registrar for registration	None	3 minutes	Municipal Civil Registrar MCRO
4. Claim the registered document	4. Release the registered document	None	3 minutes	Administrative Aide II, Administrative Aide IV, Records Officer II MCRO
	Total	Refer to Table of Fees	21 minutes	

Municipal Civil Registrar Office Table of Fees			
Services	Details	Currency	Amount
Registration of Marriage	On date	Php	220.00
	Late		
	1 month – 6 months	Php	275.00
	6 months and 1 day – 1 year	Php	330.00
	1 year and 1 day - above	Php	330.00 + 50.00 per year





## 8. MARRIAGE LICENSE

<b>Office of Division</b>	Municipal Civil Registrar's Office (MCR)	
<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. Any of the following: -Certificate of Birth -Baptismal/Dedication Certificate -Voter's Certification -Driver's License -Passport -Valid ID		1. File
2. Certificate of No Marriage (CENOMAR)		2. Philippine Statistics Authority (PSA)
3. Barangay Certification		3. Office of the Barangay Captain
4. Marriage Counselling Certificate/Pre-Cana Certificate		4. Issued by Imam, Pastor, Minister or Priest authorized to solemnized marriage
5. Family Planning Certificate		5. Issued by marriage counsellor duly accredited by the proper government agency
<b>In case either or both contracting parties not having been emancipated by previous marriage, they shall, in addition to the requirements:</b>		
6. Parental Consent (between the age of 18 and 21 in the date of application)		6. Office of the Municipal Civil Registrar/Notary Public
7. Parental advice (between the age of 21 and 1 day and 25 in the date of application)		7. Office of the Municipal Civil Registrar/Notary Public
<b>In case either of the contracting parties the applicant shall be required to furnish:</b>		
8. Certificate of Death of the Deceased Spouse		8. File/Philippine Statistics Authority
9. Judicial Decree of Absolute Divorce (Previous Marriage)		9. Competent Court and Certificate of Finality duly registered by the Office of the Municipal Civil Registrar where the said court is located
10. Judicial Decree of Annulment		
<b>Note:</b> -Notice shall be posted for 10-consecutive days on a bulletin board outside the Office of the Municipal Civil Registrar located in a conspicuous place within the building and accessible to the general public -Notice shall request all person having knowledge to advise the Civil Registrar thereof -Marriage License shall be issued after the completion of the period of publication		



-Marriage License is valid for 120 days from the date of issuance to anywhere in the Philippines				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Contracting parties will proceed to the Municipal Civil Registrar Office	1.1 Scrutinize initial requirements submitted 1.2 Instruct to fill in the information sheer	None	20 minutes	<i>Administrative Aide II, Administrative Aide IV, Registration Officer II MCRO</i>
2. Check if the information needed is properly written	2.1 Let the applicants to sign the application form 2.2 Submit to MCR for subscription of sworn statement 2.3 Issue payment order and advice applicant to proceed to the Municipal Treasury Office for payment	None	15 minutes	<i>Administrative Aide II, Administrative Aide IV, Registration Officer II, Municipal Civil Registrar MCRO</i>
3. Proceed to Municipal Treasury Office for payment	3.1 Receive the payment and issue official receipt 3.2. Advice the applicant to submit the official receipt to the Municipal Civil Registrar	Refer to Table of fees	5 minutes	<i>Administrative Aide III MTO</i>
4. Submit official receipt	4.1 Receive and check the official receipt 4.2 Advise the contracting parties to submit the lacking requirements	None	2 minutes	<i>Administrative Aide II, Administrative Aide IV, Registration Officer II MCRO</i>
5. Submit the requirements	5.1 Accept and verify the submitted requirements 5.2 Post the notice and schedule the release of marriage license	None	8 minutes	<i>Administrative Aide II, Administrative Aide IV, Registration Officer II MCRO</i>
6. Receive the Marriage License	6.1 Sign for the issuance of Marriage License	None	5 minutes	<i>Municipal Civil Registrar, Administrative Aide II,</i>



	6.2 Release the Marriage license			Administrative Aide IV, Registration Officer II, MCRO
	Total	Refer to table of fees	50 minutes	

Municipal Civil Registrar Office Table of Fees			
Services	Details	Currency	Amount
Application for Marriage Licenses	Both parties are resident of Braulio E. Dujali	Php	500.00
	A party is not a resident but not a foreigner	Php	600.00
	A party is a foreigner	Php	3,000.00
Marriage License Fee		Php	385.00

9. RA 9048 – CLERICAL ERROR AND CHANGE OF FIRST NAME

Office of Division	Municipal Civil Registrar’s Office (MCR)			
Classification	Highly Technical			
Type of Transaction	G2C – Government to Citizen			
Who May Avail	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<b>Basic:</b>				
1. PSA/SECPA of Certificate of Birth		1. Philippine Statistics Office (PSA)		
2. PSA/SECPA of Certificate of Marriage		2. Philippine Statistics Office (PSA)		
3. PSA/SECPA of Certificate of Death		3. Philippine Statistics Office (PSA)		
<b>Additional Requirements:</b>				
4. Certificate of Birth		4. Philippine Statistics Office (PSA)		
5. Certificate of Marriage		5. Philippine Statistics Office (PSA)		
6. Certificate of Death		6. Philippine Statistics Office (PSA)		
7. Baptismal/Dedication Certificate		7. Religious Authorities		
8. Voter’s Certification		8. COMELEC		
9. School/Transcript of Records		9. Schools/Universities/Colleges		
10. Driver’s License		10. Personal File		
<b>Additional Documentary Evidences:</b>				
11. Passport/VisaNBI Clearance		11. Department of Foreign Affairs (DFA)		
12. Land Title		12. NBI		
13. Newspaper Clippings		13. Publisher		
14. Affidavit of Publisher		14. Publisher		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Municipal Civil Registrar Office	1.1 Accept and scrutinize requirements submitted	None	40 minutes	Registration Officer II MCRO



and submit requirements	<p>1.2 Prepare petition</p> <p>1.3 Issue order of payment</p> <p>1.4 Advise client to pay at Municipal Treasury Office</p>			
2. Proceed to the Municipal Treasury Office for payment	<p>2.1 Accept payment</p> <p>2.2 Issue official receipt</p> <p>2.3 Advise client to return to Municipal Civil Registrar Office</p>	Refer to Table of Fees	5 minutes	<i>Administrative Aide III MTO</i>
3. Return to the Municipal Civil Registrar Office and submit the official receipt and affix the signature in the petition	<p>3.1 Receive the official receipt of payment</p> <p>3.2 Send notice to publish to the competent publisher</p> <p>3.3 Prepare Notice, record sheet and authenticate the submitted documents</p> <p>3.5 Advise the client to go back after the 10 days publication</p> <p>3.6 Submit the petition to the Municipal Civil Registrar for approval</p> <p>3.7 Sign and approve the annotated Certificate of Birth/Marriage/ Death and/or documents of migrant petitioner and petition to the PSA Provincial Office</p> <p>3.8 Send copies of Petition of Migrant Petitioner to the</p>	None	1 hour and 30 minutes	<i>Registration Officer II, Municipal Civil Registrar MCRO</i>



	records keeping office			
	3.9 Submit granted petition of non-migrant petitioner to PSA Provincial Office			
4. Proceed to the Municipal Civil Registrar Office and claim the documents	4.1 Inform the client of the compliance of the 10 days publication period  4.2 Prepare the owner's copy	None	5 minutes	Registration Officer II MCRO
5. Claim the copy of petition	5.1 Release the copy of granted petition  5.2 Advise the client to come back after 4-6 months for the issuance of Annotated Certificate of Birth/Report of Birth by the Civil Registrar-General	None	10 minutes	Registration Officer II MCRO
	Total	Refer to Table of Fees	2 hours, 30 minutes	

Municipal Civil Registrar Office Table of Fees			
Services	Details	Currency	Amount
RA 9048	Change of First Name		
	Non Migrant Filing Fee (TF)	Php	3,000.00
	Non Migrant Filing Fee (GF)	Php	300.00
	Migrant Service Fee (TF)	Php	1,000.00
	Migrant Service Fee (GF)	Php	300.00
	Correction of Entry		
	Non Migrant Filing Fee (TF)	Php	1,000.00
	Non Migrant Filing Fee (GF)	Php	300.00
	Migrant Service Fee (TF)	Php	500.00
	Migrant Service Fee (GF)	Php	500.00

10. RA 10172 - CORRECTION OF GENDER, DATE, MONTH OF BIRTH

Office of Division	Municipal Civil Registrar's Office (MCR)
Classification	Complex
Type of Transaction	G2C – Government to Citizen
Who May Avail	All



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<b>Basic:</b>		1. Philippine Statistics Office (PSA) 2. Philippine Statistics Office (PSA) 3. Philippine Statistics Office (PSA)		
1. PSA/SECPA of Certificate of Birth				
2. PSA/SECPA of Certificate of Marriage				
3. PSA/SECPA of Certificate of Death		3. Philippine Statistics Office (PSA)		
<b>Additional Requirements:</b>				
4. Medical Certificate (earlier records)		4. Government Physician		
5. School/Transcript of Records		5. Schools/Universities/Colleges		
6. SSS Record		6. Social Security System (SSS)		
7. Baptismal/Dedication Certificate		7. Philippine Statistics Office (PSA)		
8. Passport/Visa		8. Department of Foreign Affairs (DFA)		
9. NBI Clearance		9. NBI		
10. Land Title		10. Personal File		
11. Newspaper Clippings		11. Publisher		
12. Affidavit of Publisher		12. Publisher		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Municipal Civil Registrar Office and submit requirements	1.1 Accept and scrutinize the submitted requirements  1.2 Prepare petition  1.3 Advise the client to proceed to Municipal Health Office	None	40 minutes	Registration Officer II MCRO
2. Proceed to Municipal Health Office	2.1 Conduct physical health examination  2.2 Issue medical certificate  2.3 Advise client to return to Municipal Civil Registrar Office	None	45 minutes	Municipal Health Officer MHO
3. Proceed to the Municipal Civil Registrar Office and submit physical health certificate	3.1 Receive the physical health Certificate  3.2 Issue order of payment  3.3 Advise client to pay at Municipal Treasury Office	None	8 minutes	Registration Officer II MCRO
4. Proceed to Municipal Treasury Office for payment	4.1 Receive payment  4.2 Issue official receipt	Filing Fee Php 3,000.00 GF  Php	5 minutes	Administrative Aide III MTO



	4.3 Advise the client to return to the Municipal Civil Registrar Office	1,000.00 TF		
5. Proceed to Municipal Civil Registrar Office to submit official receipt and sign the petition	<p>5.1 Receive official receipt and the signed petition</p> <p>5.2 Advise the client to come back after the 10 days publication period</p> <p>5.3 Send notices to competent publisher</p> <p>5.4 Prepare Notice, record sheet and authenticate the documents</p> <p>5.5 Submit the petition to the Municipal Civil Registrar for approval and signature Of the petition and sign the Certificate of Birth/Marriage/ Death</p> <p>5.6 Approve and sign the petition and annotated Certificate of Birth/Marriage/ Death</p>	None	1 hour, 25 minutes	<i>Registration Officer II, Municipal Civil Registrar MCRO</i>
6. Proceed to the Municipal Civil Registrar Office and claim the documents	<p>6.1 Inform the client of the compliance of the 10 days publication period</p> <p>6.2 Prepare the owner's copy</p>	None	5 minutes	<i>Registration Officer II MCRO</i>
7. Receive the copy of petition	7.1 Release the copy of petition	None	10 minutes	<i>Registration Officer II MCRO</i>
	Total	<p>Filing Fee Php 3,000.00 GF</p> <p>Php 1,000.00 TF</p>	3 hours, 18 minutes	





# 11. RA 9255 – AO 1, S 2016 ACKNOWLEDGMENT OR ADMISSION OF PATERNITY

Office of Division	Municipal Civil Registrar's Office (MCR)			
Classification	Highly Technical			
Type of Transaction	G2C – Government to Citizen			
Who May Avail	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Affidavit to use surname of the father (AUSF)		1. Notary Public/Municipal Civil Registrar (MCR)		
2. Certificate of Registration of AUSF		2. Municipal Civil Registrar (MCR)		
3. Un-annotated Certificate of Live		3. Municipal Civil Registrar (MCR)		
4. Birth/Report of Birth				
5. Other requirements, if applicable: -Public handwritten instrument and the supporting documents				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Municipal Civil Registrar Office and submit the requirements	1.1 Accept the requirements submitted 1.2 Annotate the document 1.3 Forward the document to the Municipal Civil Registrar 1.4 Issue order of payment 1.5 Advise the client to pay at Municipal Treasury Office	None	35 minutes	Administrative Aide II, Administrative Aide IV, Registration Officer II MCRO
2. Proceed to the Municipal Treasury Office for payment	2.1 Accept the payment 2.2 Issue official receipt 2.3 Advise the client to go back to Municipal Civil Registrar Office	Php 400.00	5 minutes	Administrative Aide III MTO
3. Proceed to Municipal Civil Registrar Office and submit official receipt	3.1 Receive the official receipt 3.2 Forward the document to the Municipal Civil	None	5 minutes	Administrative Aide II, Administrative Aide IV, Registration Officer II





	Registrar signature for			MCRO
	3.3 Advice the client to go back after 4-6 months			
4. Claim the annotated document	4.1 Release the annotated document	None	3 minutes	Administrative Aide II, Administrative Aide IV, Registration Officer II MCRO
	Total	Php 400.00	48 minutes	

12. SUPPLEMENTAL REPORT

Use to supply entries information in the Certificate of Live Birth, Certificate of Marriage, Certificate of Fetal Death, which are inadvertently omitted when the document was registered.

Office of Division	Municipal Civil Registrar's Office (MCR)			
Classification	Complex Transactions			
Type of Transaction	G2C – Government to Citizen			
Who May Avail	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Affidavit to use surname of the father (AUSF)		1. Notary Public/Municipal Civil Registrar		
2. Affidavit of Admission of Paternity		2. Notary Public/Municipal Civil Registrar		
3. Certificate of Registration of Affidavit of Admission of Paternity		3. Notary Public/Municipal Civil Registrar		
4. Certificate or Registration of AUSF		4. Municipal Civil Registrar		
5. Unannotated Certificate of Live Birth/Report of Birth		5. Municipal Civil Registrar		
6. Annotated Certificate of Live Birth/Report of Birth		6. Municipal Civil Registrar		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Municipal Civil Registrar Office and submit the requirements for evaluation	1.1 Accept and scrutinize the requirements submitted  1.2 Annotate the document and forward the document to the Municipal Civil Registrar  1.3 Issue order of payment	None	35 minutes	Administrative Aide II, Administrative Aide IV, Registration Officer II MCRO



	1.4 Advise the client to proceed to the Municipal Treasury Office			
2. Proceed to the Municipal Treasury Office for payment	2.1 Accept the payment and issue official receipt  2.2 Advise the client submit the official receipt at Municipal Civil Registrar Office	Php 200.00 Migrant  Php 1,000.00 Non Migrant	5 minutes	<i>Administrative Aide III MTO</i>
3. Proceed to the Municipal Civil Registrar Office and submit official receipt	3.1 Receive official receipt  3.2 Forward the annotated  3.3 document to the Municipal Civil Registrar for signature  3.4 Advise the client to go back after 4-6 months	None	5 minutes	<i>Registration Officer II, Municipal Civil Registrar MCRO</i>
4. Claim the annotated document	4.1 Release the annotated document	None	3 minutes	<i>Administrative Aide II, Administrative Aide IV, Registration Officer II MCRO</i>
	Total	Php 200.00 Migrant  Php 1,000.00 Non Migrant	48 minutes	

### 13. REGISTRATION OF LEGAL INSTRUMENT

Are sworn statement in form of affidavit which affect the civil status of persons. These act are executed without an order from the court.

<b>Office of Division</b>	Municipal Civil Registrar's Office (MCR)
<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. Affidavit of Reappearance(absent of spouse who was previously declared by court as presumptive dead)		1. Notary Public			
2. Affidavit of Legitimation (registered child born out of wedlock is considered legitimate by fiction of law due to the subsequent marriage)					
3. Republic Act 9858 (Legitimation of Children to Minor Parents)					
4. Acknowledgment/Admission of Paternity (if the acknowledgment is not done in Certificate of Live Birth of the illegitimate child)					
5. Republic Act 9255 (allows illegitimate children to use surname of the father if acknowledged at the back of the COLB or acknowledged in separate public document or in private handwritten instrument)					
6. Affidavit to Use Surname of the Father (AUSF). Affidavit is executed in order to use the surname of the father.  The following are other examples of legal instruments: a. Acquisition of Citizenship b. Option to Elect Philippine Citizenship c. Affidavit of Repatriation d. Certificate of Legal Capacity to contract marriage e. Authorization and ratification of artificial insemination f. Marriage Settlements and any modification thereof h. Repatriation document with oath of allegiance i. Voluntary emancipation of minor j. Waiver of rights/interests of absolute community of property					
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Present the documents	1.1 Accept and scrutinize the documents  1.2 Register the documents  1.3 Issue order of payment	None	3 minutes	Administrative Aide II, Administrative Aide IV, Registration Officer II MCRO	
2. Proceed to the Office of the Municipal Treasurer for payment	2.1 Receive and issue official receipt of payment	None	5 minutes	Administrative Aide III MTO	



	2.2 Advise to proceed to Municipal Civil Registrar and present official receipt			
3. Return at the Municipal Civil Registrar and wait for the annotated documents for checking	3.1 Process the documents for annotation 3.2 Release the document	None	10 minutes	Administrative Aide II, Administrative Aide IV, Registration Officer II MCRO
4. Receive the document and submit to any authorities (qualified to sign the subscription for civil registration purposes (R.A. 9255, AUSF, Acknowledgment/ Admission of Paternity.				Administrative Aide II, Administrative Aide IV, Registration Officer II MCRO
	Total	None	18 minutes	



# **MUNICIPAL ENGINEERING OFFICE**

## **External Services**



# 1. BUILDING, ELECTRICAL AND MECHANICAL PERMIT

**Building Permit:** Serves as official consent to commence any construction, demolition, and addition or renovation of property or building. **Electrical Permit:** Serves as a requirement for installing, replacing, removing, connecting, disconnecting or repairing electrical works except replacing fuses, receptacles, switches, and utilization equipment. **Plumbing and Sanitary Permit:** Serves as requirement before the construction of new or additional, or altering existing plumbing installations, water supply, storm drainage, water purification and sewerage treatment plant. For new buildings, this is part of Building Permit application.

Office of Division	Municipal Engineering Office (MEO)			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen			
Who May Avail	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Barangay Certification, 4 copies		1. Barangay		
2. Tax Clearance, 4 copies		2. Municipal Treasury Office		
3. Tax Receipts, 4 copies		3. Land Owner		
4. Tax Declaration, 4 copies		4. Municipal Assessor's Office		
5. Certificate of Land Title		5. Land Owner		
6. Deed of Sale		6. Land Owner		
7. Municipal Agrarian Reform Certification		7. Municipal Agrarian Reform Office		
8. Affidavit of Consent, if not the Owner of land		8. Notary Public		
9. Zoning Certification		9. Municipal Planning & Development Office		
10. Location Clearance		10. Municipal Planning & Development Office		
11. Building Plan		11. Licensed Civil Engineer or Architect		
12. Fire Safety Evaluation Clearance (FSEC)/Fire Safety Inspection Certificate		12. BFP Online		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Engineering Office and ask for the forms	1.1 Provide the forms to the client  1.2 Instruct the client how to fill up the forms	None	5 minutes	Building Inspector MEO
2. Fill up all the forms and submit all the requirements	2.1 Receive and review all the accomplished forms  2.2 If complete documents is submitted, advise the client to proceed to the Treasury Office  2.3 Give the payment slip	None	30 minutes	Building Inspector MEO



3. Proceed to the Treasury Office, submit the payment slip and pay the amount	3.1 Receive the payment slip and the cash payment  3.2 Issue official receipt  3.3 Advise the client to return to the Engineering Office	Refer to Table of Fees	15 minutes	<i>Administrative Aide III MTO</i>
4. Proceed to the Engineering Office and present the official receipt of payment	4.1 Receive and check the official receipt  4.2 Entry details of payment in the logbook  4.3 Forward the documents to the Head, for signature	None	30 minutes	<i>Building Inspector, Municipal Engineer MEO</i>
5. Proceed to BFP Office for Application of Evaluation	5. Receive application of Building Permit, Electrical and other related permit	None	5 minutes	<i>BFP Staff</i>
6. Receive the approved building, electrical and mechanical permit	6.1 Release the approved building, electrical and mechanical permit  6.2 Advise the client to come back upon completion of the building for the issuance of Certificate of Final Inspection	None	5 minutes	<i>Building Inspector MEO</i>
	Total	Refer to Table of Fees	1 hour, 30 minutes	

**IF BUILDING ALREADY CONSTRUCTED:**

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Engineering Office and ask for the forms	1.1 Provide the forms to the client  1.2 Instruct the client how to fill up the forms	None	5 minutes	<i>Building Inspector MEO</i>
2. Fill up all the forms and submit with all	2.1 Receive and review all the accomplished forms	None	30 minutes	<i>Building Inspector MEO</i>



the requirements	2.2 Evaluate other requirements  2.3 Advise the client to return the next day after the actual inspection and assessment			
3. Return to the Engineering Office	3.1 Present to the client the fees to be paid as per conduct of actual inspection and assessment of the building  3.2 Advise the client to proceed to Notary Public for notarial of application for building permit forms	None	20 minutes	<i>Administrative Aide III MEO</i>
4. Proceed to Notary Public and return to the Engineering Office	4. Receive the notarized application for building permit forms	None	20 minutes	<i>Building Inspector MEO</i>
5. Proceed to the Treasury Office, submit the payment slip and pay the amount	5.1 Receive the payment slip and the cash payment  5.2 Issue official receipt  5.3 Advise the client to return to the Engineering Office	Refer to Table of Fees	15 minutes	<i>Administrative Aide III MTO</i>
6. Proceed to the Engineering Office and present the official receipt of payment	6.1 Receive and check the official receipt  6.2 Entry details of payment in the logbook  6.3 Forward the documents to the Head, for signature	None	20 minutes	<i>Building Inspector MEO</i>
7. Proceed to BFP Office for Application of Evaluation	7. Receive application of Building Permit, Electrical and other related permit	None	5 minutes	<i>BFP Staff</i>
8. Receive the approved building, electrical and	8.1 Release the approved building, electrical and mechanical permit	None	5 minutes	<i>Building Inspector MEO</i>





mechanical permit	8.2 Advise the client to come back upon completion of the building for the issuance of Certificate of Final Inspection			
	Total	Refer to Table of Fees	2 hours	

2.CERTIFICATE OF FINAL INSPECTION FOR BUILDING AND ELECTRICAL PERMIT

Formally marks the completion of the project where the electrical inspector had inspected and agreed with the proper installation of electrical wirings

Office of Division	Municipal Engineering Office (MEO)			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen			
Who May Avail	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Engineering Office and request for the Certificate of Final Inspection	1. Record the request of the client in the logbook  1.2 Advise the client to return the next day after the conduct of final inspection of the building	None	5 minutes	Administrative Aide III, Building Inspector MEO
2. Proceed to BFP Office and request for Certificate of Inspection	2. Receive Request for Certificate of Inspection	None	5 minutes	BFP Staff
3. Return to the Engineering Office	3.1 Prepare the Certificate of Final Inspection  3.2 Forward the Certificate of Final Inspection to the Head, for signature	None	20 minutes	Administrative Aide III, Municipal Engineer MEO
4. Receive the Certificate of Final Inspection	4.1 Entry details of the Certificate of Final Inspection in the logbook	None	5 minutes	Administrative Aide III MEO



	4.2 Release the Certificate of Final Inspection to the client			
	Total	None	30 minutes	

3. CERTIFICATE OF OCCUPANCY

Serves to certify a building’s compliance in accordance with applicable building codes and other laws, and indicating it to be in a condition suitable for occupancy.

Office of Division	Municipal Engineering Office			
Classification	Highly Technical			
Type of Transaction	G2C-Government to Citizen, G2B-Government to Business, G2G-Government to Government			
Who May Avail	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approved Building Permit		Municipal Engineer’s Office		
Approved Electrical Permit		Municipal Engineer’s Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements	1.1 Evaluate Documents Submitted	None	15 Minutes	<i>Administrative Aide, Building Inspector, Municipal Engineer MEO</i>
	1.2 Conducts inspection for the readiness of occupancy	None	2 Days depending on the project location	
	1.3 Process Certificate of Occupancy after 15 days upon completion of the building	None	15 Days and 15 Minutes	
	1.4 Issues Certificate of Occupancy	None	15 Minutes	
2. Receives Certificate of Occupancy and signs log book	2. Release of Certificate of Occupancy	None	2 Minutes	<i>Building Inspector MEO</i>
	Total	None	17 days, 47 minutes	



MUNICIPAL ENGINEER'S OFFICE FEES		
Forms		
- Building Permit Form	Php	55.00 per set
- Certificate of Completion	Php	55.00 per set
- Electrical Permit	Php	55.00 per set
- Certificate of Final Inspection	Php	55.00 per set
Certification		
- first two (2) pages	Php	55.00
- every succeeding page	Php	5.00
Reproduction of Office Documents, per document	Php	55.00
Program of Works	Php	1% of the total project cost
Drawing of Plan	Php	550.00 per sheet
Exclusive Blue Printing – Bond Paper Size	Php	55.00 per sheet
Inspection Fee		
- Annual Inspection Fee for Business Permit	Php	165.00



# **MUNICIPAL HEALTH OFFICE**

## **External Services**



1. CERTIFICATION OF NON-PUM

Given to clients who will travel outside of the municipality or as required by employment

Office of Division		Municipal Health Office- Outpatient Department		
Classification		Simple		
Type of Transaction		G2C-Government to Citizen		
Who May Avail		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Barangay Certification (1 copy-original)		1. Barangay		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client or Representative submits barangay certification at window 1	1. Reviews Barangay certification, and reviews updated Person Under Monitoring (PUM) List	None	10 minutes	Administrative Aide Municipal Health Office
2. Receives payment order for the certificate request	2. Issues payment order and refers to Cashier	None	3 minutes	Administrative Aide Municipal Health Office
3. Pays at the cashier and receives official receipt	3. Receives payment and issues official receipt	Php 100.00	3 minutes	Administrative Aide Municipal Health Office
4. Receives the certificate and goes home	4. Issues Certificate of NonPUM	None	9 minutes	Administrative Aide Municipal Health Office
	Total	Php 100.00	25 minutes	

2. DEATH CERTIFICATE

All Death Certificate needs the attestation of the Local Health Officer to the best of his/her knowledge that the person named on the certificate died from the cause or causes of death stated.

Office of Division		Municipal Health Office (MHO)		
Classification		Simple		
Type of Transaction		G2C – Government to Citizen		
Who May Avail		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Death Certificate		1. Municipal Civil Registrar		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Proceed to the Health Office and submit the Death Certificate	1.1 Receive and check the Death Certificate  1.2 Advise the client to proceed to the Office of the Health Officer	None	10 minutes	<i>Administrative Aide MHO</i>
2. Proceed to the Office of the Health Officer and submit the Death Certificate	2.1 Receive and review the Death Certificate  2.2 Interview the immediate family about cause of death  2.3 Sign the Death Certificate  2.4 Give the Death Certificate and advise the client to return to the receiving personnel	None	20 minutes	<i>Municipal Health Officer MHO</i>
3. Return to the receiving personnel and submit the signed Death Certificate	3. Receive the Death Certificate and record the details in the logbook	None	5 minutes	<i>Administrative Aide MHO</i>
4. Receive the signed Death	4.1 Release the signed Death Certificate  4.2 Advise the client to proceed to the Embalmer and submit the Death Certificate, for signature then return to the Civil Registrar's Office	None	5 minutes	<i>Administrative Aide MHO</i>
	Total	None	40 minutes	

### 3. HEALTH CARD

Issued to ensure proper hygiene and fitness of all who prepare and cook foods for business

<b>Office of Division</b>	Municipal Health Office– Environmental Sanitation
<b>Classification</b>	Simple
<b>Type of Transaction</b>	G2C-Government to Citizen
<b>Who May Avail</b>	All food establishment owners and food handlers



(personal appearance)				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Stool Examination Result (Original copy)			Rural Health Unit	
2. Chest X-ray result (Original copy)			Laboratory Section	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client registers on logbook at Table 1	1. Hands in logbook and refers to Table 2	None	3 minutes	Administrative Aide Municipal Health Office
2. Proceeds to Table 2 and submits the requirements	2. Checks the requirements and issues payment order	None	3 minutes	Administrative Aide Municipal Health Office
3. Pays at the cashier and receives official receipt	3. Receives payment and issues official receipt	Php 50.00	5 minutes	Administrative Aide Municipal Health Office
4. Presents OR at Table 2, receives health card and goes home	4.1 Checks official receipt and issues health card  4.2 Logs in client data to Health Card Log book	None	5 minutes	Sanitary Inspector Municipal Health Office
	Total	Php 50.00	16 minutes	

#### 4. HEALTH CERTIFICATE

The Municipal Health Office issues the Health Certificate to individuals needing this document that states that he/she is in good or not good health condition usually for employment purposes.

Office of Division	Municipal Health Office (MHO)			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen			
Who May Avail	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Laboratory Results		1. Municipal Health Office		
2. Official Receipt - Health Certificate		2. Municipal Treasury Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE





1. Proceed to the Health Office and register	<p>1.1 Give the logbook to the client to register data</p> <p>1.2 Get the client's vital signs and entry to Individual Treatment Record</p> <p>1.3 Give the laboratory request</p> <p>1.4 Advise the client to proceed to the Treasury Office and pay laboratory request fees</p>	None	10 minutes	<i>Sanitation Inspector</i> <i>MHO</i>
2. Proceed to the Treasury Office and pay the required amount	<p>2.1 Receive the laboratory request and receive payment</p> <p>2.2 Issue official receipt</p> <p>2.3 Advise client to return to the Laboratory Room, Health Office</p>	Refer to table of fees	15 minutes	<i>Administrative Aide III</i> <i>MTO</i>
3. Proceed to the Laboratory Room, Health Office and submit laboratory request and official receipt of payment	<p>3.1 Receive the laboratory request and official receipt of payment</p> <p>3.2 Record data of official receipt to the logbook</p> <p>3.3 Give the priority number and the vials</p>		10 minutes	<i>Medical Technologist</i> <i>MHO</i>
4. Receive the priority number and the vials	4. Advise the client to submit the specimens	None	30 minutes	<i>Medical Technologist</i> <i>MHO</i>
5. Submit the specimens	<p>5.1 Receive and label the submitted specimens</p> <p>5.2 Advise the client about the time to get the laboratory result</p> <p>5.3 Conduct laboratory procedures</p>	None	<p>Sputum</p> <p>4 hours</p> <p>CBC</p> <p>Fecalysis</p> <p>Blood Smear</p> <p>Malarial Parasite</p> <p>HBsAg</p> <p>1 hour</p> <p>Urinalysis</p> <p>FBS</p> <p>Cholesterol</p> <p>Triglycerides</p> <p>Pregnancy Test</p>	<i>Medical Technologist</i> <i>MHO</i>



			Blood Typing Gram Stain 30 minutes	
6. Proceed to the Treatment Room after claiming the laboratory result	6.1 Conduct Physical Examination  6.2 Interpret Laboratory Results 6.3 Advise client to proceed to the Waiting Area	None	15 minutes	<i>Municipal Health Officer MHO</i>
7. Proceed to the Waiting Area	7.1 Assess the completeness of the requirements  7.2 Entry data of client in the Health Card and in the logbook	None	15 minutes	<i>Municipal Health Officer MHO</i>
8. Receive the Health Certificate and sign in the logbook	8. Release the Health Certificate (either negative or normal results)	None	5 minutes	<i>Municipal Health Officer MHO</i>
	Total	Refer to table of fees	6 hours, 40 minutes	

HEALTH AND LABORATORY SERVICE FEES		
Laboratory Fees		
-Urinalysis	Php	75.00
-Fecalysis		
*Kato Katz for schistosomiasis and heterophydiasis	Php	70.00
*Microscopic search for parasites, eggs, abnormal Cells, flagellates, amoeba, cyst, etc.	Php	70.00
*Determination of occult blood or other chemical tests	Php	25.00
-Sputum (direct smear examination for TB)	Php	150.00
-CBC	Php	75.00
-BSMP (Malaria Smear)	Php	150.00
-Platelet Count	Php	50.00
-Clotting Time and bleeding time	Php	150.00
-Widal Test	Php	60.00
-Hemoglobin (HBG)	Php	100.00
-Hematocrit Count	Php	50.00
-RBS/FBS	Php	100.00
-Pregnancy Test	Php	100.00
-Blood Typing and Matching	Php	150.00
-Blood Typing	Php	100.00
-Semen Analysis	Php	200.00
-Gram Stain	Php	150.00
-Pap Smear	Php	200.00



## 5. IMMUNIZATION OF 0-11 MONTHS INFANTS AND CHILDREN AND PREGNANT MOTHERS

The personnel of the Municipal Health Office, this municipality, regularly conducts immunization of all pregnant women, infants of 0 to 11 months old and Early Childhood Care Children.

<b>Office of Division</b>		Municipal Health Office (MHO)		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2C – Government to Citizen		
<b>Who May Avail</b>		Infants, 0 to 11 months Early Childhood Care Children Pregnant Mothers		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Home Based Mother's Record (HBMR)		1. Municipal Health Office		
2. Early Childhood Care Development (ECCD) Card		2. Day Care Center		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to the Health Office and register	1.1 Give the logbook to the client to register  1.2 Ask data of the infant, child or pregnant mother to be immunized  1.3 Review the history of the immunization as per ECCD and HBMR Card	None	10 minutes	Midwife I MHO
2. Receive the vaccines	2. Gives the appropriate immunization and give post immunization instruction to the client	None	10 minutes	Midwife I MHO
3. Receive the ECCD or HBMR Card	3.1 Return the ECCD or HBMR Card  3.2 Advise the client of the next schedule of immunization	None	5 minutes	Midwife I MHO
	Total	None	25 minutes	



6. LABORATORY SERVICES

This municipality through the Municipal Health Office is providing laboratory services to its constituents deemed it necessary for health monitoring, job application, business operation and any other purpose.

Office of Division	Municipal Health Office (MHO)			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen			
Who May Avail	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Laboratory Request 2. Official Receipt - Laboratory Test		1. Requesting Physician 2. Municipal Treasury Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Laboratory Room, Health Office and submit laboratory request and official receipt of payment	1.1 Receive the laboratory request and official receipt of payment  1.2 Record data of official receipt to the logbook  1.3 Give the priority number and the vials	Refer to table of fees	10 minutes	Medical Technologist MHO
2. Receive the priority number and the vials	2. Advise the client to submit the specimens	None	30 minutes	Medical Technologist MHO
3. Submit the specimens	3.1 Receive and label the submitted specimens  3.2 Advise the client about the time to get the laboratory result  3.3. Conduct laboratory procedures	None	Sputum 4 hours  CBC Fecalysis Blood Smear Malarial Parasite HBsAg 1 hour  Urinalysis FBS Cholesterol Triglycerides Pregnancy Test Blood Typing Gram Stain 30 minutes	Medical Technologist MHO



4. Return to the Laboratory Room, Health Office	4. Record the laboratory result in the logbook	None	3 minutes	Medical Technologist MHO
5. Receive the laboratory result	5.1 Release the laboratory result  5.2 Advise the client to bring the laboratory result to the requesting physician, for interpretation	None	5 minutes	Medical Technologist MHO
	Total	Refer to table of fees	5 hours, 30 minutes	

HEALTH AND LABORATORY SERVICE FEES		
Laboratory Fees		
-Urinalysis	Php	75.00
-Fecalysis		
*Kato Katz for schistosomiasis and heterophydiasis	Php	70.00
*Microscopic search for parasites, eggs, abnormal Cells, flagellates, amoeba, cyst, etc.	Php	70.00
*Determination of occult blood or other chemical tests	Php	25.00
-Sputum (direct smear examination for TB)	Php	150.00
-CBC	Php	75.00
-BSMP (Malaria Smear)	Php	150.00
-Platelet Count	Php	50.00
-Clotting Time and bleeding time	Php	150.00
-Widal Test	Php	60.00
-Hemoglobin (HBG)	Php	100.00
-Hematocrit Count	Php	50.00
-RBS/FBS	Php	100.00
-Pregnancy Test	Php	150.00
-Blood Typing and Matching	Php	100.00
-Blood Typing	Php	100.00
-Semen Analysis	Php	200.00
-Gram Stain	Php	150.00
-Pap Smear	Php	200.00

7. MATERNAL CARE SERVICES

Service given to pregnant women, in active stage of labor, who qualifies according to DOH/ Philhealth Criteria for normal delivery in the Safe Birthing Facility (SBF)

Office of Division	Municipal Health Office- Safe Birthing Facility
Classification	Highly Technical



<b>Type of Transaction</b>		G2C-Government to Citizen		
<b>Who May Avail</b>		All pregnant women to give birth of their 2 <sup>nd</sup> -4 <sup>th</sup> child, in active stage of labor (personal appearance)		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Mother's Booklet		1. Barangay Health Station		
2. Philhealth papers		2. Philhealth Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Pregnant women about to give birth submit the prenatal booklet/ prenatal card to midwives on duty at the receiving desk for interview and vital signs taking at pre-natal room	1. Checks requirements, interviews and takes Patient's vital signs	None	5 Minutes	Midwife I Municipal Health Office
2. For internal examination at I.E room	2. Does Internal Examination	None	10 minutes	Midwife I Municipal Health Office
3. Register on consultation logbook if patient is in active labor	3. Registers patient on logbook if in active labor	None	3 minutes	Midwife I Municipal Health Office
4. For monitoring of progress of labor at Labor Room	4. Monitors progress of labor	None	7 hours	Midwife I Municipal Health Office
5. Proceeds to delivery room (DR) if the patient is about to deliver	5. Assists patient to DR; assists during delivery, does postpartum care and aftercare	None	2 hours	Midwife I Municipal Health Office
6. Patient ushered to the Ward for postpartum monitoring	6. Ushers patient and newborn to Ward for monitoring	None	24 hours	Midwife I Municipal Health Office
7. If non-PhilHealth, patient receives billing statement and pays at the SBF Receiving Desks  If patient is a Philhealth	7. Gives billing statement;	Refer to table of fees	5 Minutes	Midwife I Municipal Health Office



member, shall finalize and secure all the requirements	Receives payment from non-Philhealth patient; issues OR			
8. Receives discharge instructions; goes home	8. Gives discharge instructions, sends patient home	None	5 minutes	Midwife I Municipal Health Office
	Total	Refer to table of fees	33 hours, 28 minutes	

8. MEDICAL CERTIFICATE

Issued to clients certifying that patient was seen and examined with the noted findings and recommendations of the physician

Office of Division		Municipal Health Office		
Classification		Simple		
Type of Transaction		G2C-Government to Citizen		
Who May Avail		All (personal appearance)		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Patient/Watcher submits referral form and registers on logbook answers interview and will have vital signs taken at Table 1	1. Reviews referral, hands in logbook Interviews client, fills out ITR, takes vital signs	None	3 minutes	Administrative Aide Municipal Health Office
2. For Check-up and consultation by doctor at consultation room	2. Doctor examines and interviews watcher/patient, gives advice and makes prescriptions and/or referrals	None	10 minutes	Municipal Health Officer Municipal Health Office
3. Proceed to table 2 and receive payment order for the medical certificate request	3. Issues payment order and refers to Cashier	None	3 minutes	Administrative Aide Municipal Health Office
4. Pays at the cashier and receives Official Receipt	4. Receives payment and	Refer to table of fees	3 minutes	Administrative Aide





	issues      Official Receipt			<i>Municipal Health Office</i>
5. Presents OR at Table 2, receives the medical certificate and patient is instructed and goes home or higher facility (if referred)	5.1      Issues medical certificate  5.2      Instructs patient/watcher  5.3 Keeps RHU copy of medical certificate and medical records	None	5 minutes	<i>Administrative Aide Municipal Health Office</i>
	Total	Refer to table of fees	24 minutes	

HEALTH AND LABORATORY SERVICE FEES		
Health Certificate		
-Medico Legal Cases	Php	300.00
-Non Medico Legal/Physical Fitness	Php	100.00
-Additional copy for medical certificate	Php	50.00
- For food handlers, barbers, lady barbers/helpers	Php	100.00
-Naturalization, Legitimation, Adoption, Annulment of Marriage	Php	300.00
-Travel abroad	Php	200.00
-Delayed renewal of health certificate	Php	50.00
-All others	Php	50.00
Laboratory Fees		
-Urinalysis	Php	75.00
-Fecalalysis		
*Kato Katz for schistosomiasis and heterophydiasis	Php	70.00
*Microscopic search for parasites, eggs, abnormal Cells, flagellates, amoeba, cyst, etc.	Php	70.00
*Determination of occult blood or other chemical tests	Php	25.00
-Sputum (direct smear examination for TB)	Php	150.00
-CBC	Php	75.00
-BSMP (Malaria Smear)	Php	150.00
-Platelet Count	Php	50.00
-Clotting Time and bleeding time	Php	150.00
-Widal Test	Php	60.00
-Hemoglobin (HBG)	Php	100.00
-Hematocrit Count	Php	50.00
-RBS/FBS	Php	100.00
-Pregnancy Test	Php	150.00
-Blood Typing and Matching	Php	100.00
-Blood Typing	Php	100.00
-Semen Analysis	Php	200.00
-Gram Stain	Php	150.00
-Pap Smear	Php	200.00





9. MEDICAL CERTIFICATE OF NO COVID-19 SIGNS AND SYMPTOMS

Given to clients who travel outside Davao del Norte repetitively due to basic good deliveries and other identified individuals as exempted to mandatory quarantine

Office of Division		Municipal Health Office- Outpatient Department		
Classification		Simple		
Type of Transaction		G2C-Government to Citizen		
Who May Avail		All (personal Appearance or Authorized representative)		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Barangay Certification (1 copy-original)		1. Barangay		
2. Chest X-ray result		2. Licensed Laboratory Facility		
3. Complete Blood Count		3. Licensed Laboratory Facility		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client/Representative submits barangay certification at window 1	1. Reviews Barangay certification, and reviews updated Person Under Monitoring (PUM) List	None	10 Minutes	Administrative Aide Municipal Health Office
2. Undergoes interview and checkup	2. Physician interviews and checks patient for COVID19 signs and symptoms at Window 1	None	10 Minutes	Municipal Health Officer Municipal Health Office
3. Receives payment order for the certificate request	3. Issues payment order and refers to cashier	None	3 Minutes	Administrative Aide Municipal Health Office
4. Pays at the cashier and receives official receipt	4. Receives payment and issues OR	Php 100.00	2 Minutes	Administrative Aide Municipal Health Office
5. Receives the certificate and goes home	5. Issues Certificate of Non-PUM	None	5 Minutes	Administrative Aide Municipal Health Office
	TOTAL	Php 100.00	25 minutes	

10. MEDICAL CONSULTATION

Adult/children consultation and physical examination



<b>Office of Division</b>		Municipal Health Office– Outpatient Department		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2C-Government to Citizen		
<b>Who May Avail</b>		All (personal appearance)		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. BHS Referral Form (1 copy-original)		1. Barangay Health Center		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Patient and/or Watcher submits referral form and registers on logbook answers interview and will have vital signs taken at Table 1	1. Reviews referral, hands in logbook Interviews client, fills out ITR, takes vital signs	None	5 minutes	<i>Administrative Aide Municipal Health Office</i>
2. For Check-up and consultation by doctor at consultation room	2. Doctor examines and interviews watcher/patient, gives advice and makes prescriptions and/or referrals	None	15 minutes	<i>Municipal Health Officer Municipal Health Office</i>
3. Proceed to Table 2 for further instructions on Doctors advice and prescriptions; patient given medicines (if available)	3. Instructs patients; carries out doctor's orders; gives medicines	None	<b>Steps 3-6</b> 10 minutes	<i>Administrative Aide Municipal Health Office</i>
4. Signs the medicine logbook at Table 2	4. Logs medicines availed	None		<i>Administrative Aide Municipal Health Office</i>
5. Takes medicines/prescriptions and/or referral (if applicable) at Table 2	5. Advises patient/watcher to go home or to higher health facility (if referred)	None		<i>Administrative Aide Municipal Health Office</i>
6. Patient goes home or to higher health facility (if referred)	6. Logs patient data and diagnosis	None		<i>Administrative Aide Municipal Health Office</i>
	Total	None	30 minutes	



11. NEWBORN SCREENING

Given to Newborns delivered at Safe Birthing Facility (SBF) or Newborns born outside the facility

Office of Division		Municipal Health Office- Safe Birthing Facility		
Classification		Simple		
Type of Transaction		G2C-Government to Citizen		
Who May Avail		All newborn from this municipality’s Safe Birthing Facility, out born babies from outside facility (personal appearance)		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Discharge clearance		1. Safe Birthing Facility		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Mother/Watcher presents discharge clearance to Midwife at SBF receiving desk	1. Checks Discharge clearance record data to logbook	None	3 minutes	Midwife I Municipal Health Office
2. Proceeds to NBS area	2. Ushers mother/watcher with newborn at NBS area; Fills out the data to NBS Filter Paper;Prepares NBS kits & supplies; Performs Newborn Screening Blood extraction	None	10 minutes	Midwife I Municipal Health Office
3. Pays at the SBF Receiving Desk; Receives OR	3. Gives order of payment, receives payment; Issues official receipt	see payment matrix	3 minutes	Midwife I Municipal Health Office
4. Receives instruction for the result; Goes home	4. Give instruction to mother regarding the NBS result	None	3 minutes	Midwife I Municipal Health Office
	Total	see payment matrix	19 minutes	

PAYMENT MATRIX FOR MEDICAL CERTIFICATION

PHIC Package	None
Non PHIC	P 1,800.00



## 12. PRE-NATAL EXAMINATION

The Municipal Health Office issues the Health Certificate to individuals needing this document that states that he/she is in good or not good health condition usually for employment purposes.

<b>Office of Division</b>		Municipal Health Office (MHO)		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2C – Government to Citizen		
<b>Who May Avail</b>		Pregnant Women		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Home Based Mother’s Record		1. Municipal Health Office		
2. Brown Envelop, Long		2. Stores Nearby		
3. Official Receipt for Pre-Natal		3. Municipal Treasury Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to the Health Office and register	1.1 Get the data of the client and entry in the Individual Treatment Record  1.2 Weigh the client  1.3 Give priority number and advise client to proceed to the examination room	None	10 minutes	<i>Barangay Health Worker on Duty</i>
2. Proceed to the examination room	2.1 Get the vital signs  2.2 Conduct interview  2.3 Conduct pre-natal examination  2.4 Give counseling  2.5 Advise the client to proceed to the Laboratory Room	None	30 minutes	<i>Midwife I MHO</i>
3. Proceed to the Laboratory Room, Health Office	3.1 Issue the laboratory request  3.2 Give the priority number and the vials	None	10 minutes	<i>Medical Technologist MHO</i>
4. Receive the priority number, the vials and the laboratory request	4. Advise the client to proceed to the Treasury Office and pay the required fees	None	5 minutes	<i>Medical Technologist MHO</i>



5. Proceed to the Treasury Office, submit the laboratory request and pay the required fees	<p>5.1 Receive the laboratory requests and the payment</p> <p>5.2 Issue official receipt</p> <p>5.3 Advise the client to proceed to the Laboratory Room, Health Office</p>	See Table for Health and Laboratory Service Fees	30 minutes	<i>Administrative Aide III MTO</i>
6. Return to the Laboratory Room, Health Office and submit the official receipt and the specimens	<p>6.1 Receive official receipt and specimens</p> <p>6.2 Label the submitted specimens</p> <p>6.3 Advise the client about the time to get the laboratory result</p> <p>6.4 Conduct laboratory procedures</p>	None	<p>CBC HBsAg 1 hour</p> <p>Urinalysis Blood Typing Pregnancy Test 30 minutes</p>	<i>Medical Technologist MHO</i>
7. Return to the Laboratory Room, Health Office	7. Record the laboratory result in the logbook	None	3 minutes	<i>Medical Technologist MHO</i>
8. Receive the laboratory result	<p>8.1 Release the laboratory result</p> <p>8.2 Advise the client to bring the laboratory result to the Midwife, for interpretation</p>	None	5 minutes	<i>Medical Technologist MHO</i>
9. Return to the Midwife and submit laboratory result	<p>9.1 Receive and evaluate the laboratory result</p> <p>9.2 Entry the laboratory result in the logbook</p> <p>9.3 Advise the client when is the next pre-natal schedule</p>	None	5 minutes	<i>Midwife I MHO</i>



10. Receive the laboratory result	10. Return the laboratory result	None	3 minutes	Midwife I MHO
	Total	See table health and laboratory fees	3 hours, 11 minutes	

HEALTH AND LABORATORY SERVICE FEES		
Laboratory Fees		
-Urinalysis	Php	75.00
-CBC	Php	150.00
-Hemoglobin (HBG)	Php	50.00
-Pregnancy Test	Php	100.00
-Blood Typing	Php	100.00

13. SANITARY PERMIT

Issued to ensure that business establishments practice proper hygiene and sanitation

<b>Office of Division</b>		Municipal Health Office– Environmental Sanitation		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2C-Government to Citizen		
<b>Who May Avail</b>		All business establishment owners (personal appearance or authorized person)		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Health Card of the employees		1. Municipal Health Office		
2. Original Copy of the business permit		2. Municipal Business Permit and Licensing Office		
3. Official Receipt of Business Permit		3. Personal		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client registers on logbook at Table 1	1. Hands in logbook and refers to Table 2	None	5 minutes	Administrative Aide MHO
2. Proceeds to Table 2 and submits the requirements	2. Checks the requirements and issues sanitary Permit	None	5 minutes	Sanitary Inspector MHO
3. Receives Sanitary Permit and goes home	3. Logs in client data to Sanitary Permit Log book	None	3 minutes	Sanitary Inspector MHO
	Total	None	13 minutes	



# 14. TUBERCULOSIS DIRECTLY OBSERVED SHORT COURSE (TB-DOTS) SERVICES

A control strategy to stop the spread of TB and provide treatment to infected patients

<b>Office of Division</b>		Municipal Health Office– Outpatient Department		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2C-Government to Citizen		
<b>Who May Avail</b>		Presumptive tuberculosis patients (personal appearance)		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Presumptive TB Client submits referral form, registers on logbook, submits to interview, will have vital signs taken at Table 1	1. Checks referral, hands in logbook, interviews patient and fills out Individual Treatment Record (ITR) and takes vital signs	None	5 minutes	<i>Administrative Aide MHO</i>
2. Approach the TB-DOTS nurse coordinator	2. Check the ITR, review laboratory results and refers to MHO	None	5 minutes	<i>Nurse I TB DOTS Coordinator Municipal Health Office</i>
3. Approach the Municipal Health Officer at the Consultation Room	3.1 Assess and examine patient and take history, proper physical examination and request additional laboratory exams if needed.  3.2 Make the proper disease diagnosis and administer proper management  3.3 If client is for 6-month treatment, refers to TB DOTS Nurse	None	10 minutes	<i>Nurse I TB DOTS Coordinator MHO</i>



4. If client is for 6 months TB Treatment, return to TB-DOTS nurse for further instructions and goes home	4.1 Check ITR, completeness of lab results and doctors order  4.2 Lecture on the basic facts about tuberculosis and its mode of transmission.  4.3 Instructs patient for the treatment process	None	15 minutes	Nurse I TB DOTS Coordinator Municipal Health Office
	Total	None	35 Minutes	





# **MUNICIPAL LOCAL GOVERNMENT OPERATIONS OFFICE**

## **External Services**



1. CERTIFICATE OF INCUMBENCY OF LOCAL OFFICIALS

(for general purposes like Death and Burial Benefits, Civil Service Eligibility, Scholarships and Medical Benefits)

Office of Division	Department of the Interior Local Government (DILG)			
Classification	Simple			
Type of Transaction	G2G – Government Officials			
Who May Avail	Sangguniang Bayan Members Barangay Officials Sangguniang Kabataan Officials			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter Request		1. Client		
2. Photocopy of valid ID of the Official		2. Client		
3. Certification of Services Rendered issued by the Barangay (For Barangay Officials only)		3. Barangay		
4. In case of discrepancy in the name, client must secure any of the following: a. Oath of Office b. Joint Affidavit of Two (2) Disinterested Persons c. Photocopy of Birth Certificate/Marriage Certificate		4. Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request letter and requirements	1.1 Receiving/recording of documents	None	3 minutes	Administrative Aide
	1.2 Hands in logbook to client		2 minutes	Administrative Aide
	1.3 MLGOO evaluation, processing and preparation of endorsement and/or letter of denial or disapproval to client for incomplete documents		10 minutes	MLGOO
	1.4 MLGOO's signature and releasing of Certification for Incumbency		5 minutes	MLGOO
Total		None	20 minutes	

Note: Processing time subject to availability of signatory MLGOO



## 2. CERTIFICATE FOR FOREIGN TRAVEL AUTHORITY OF LOCAL GOVERNMENT OFFICIALS AND EMPLOYEES

Office of Division	Department of the Interior Local Government (DILG)		
Classification	Simple		
Type of Transaction	G2G – Government Official or employee		
Who May Avail	Local Government Officials and employee		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Endorsement from the: a. Local Chief Executive ( if applicant is a Component and Municipal Mayor, Vice Governor, Vice Mayor, Punong Barangay and LG employees) a. Vice Mayor (if applicant is a Sangguniang Panlalawigan Member, Sangguniang Panlungsod and Sangguniang Bayan, and Sanggunian employees) b. Punong Barangay (Sangguniang Barangay Member and Barangay employees including Sangguniang Kabataan)		1. Local Chief Executive/ Vice Mayor/ Punong Barangay	
2. A duly notarized affidavit attesting that no administrative charge or criminal case has been filed or pending against the applicant or Oath of Undertaking, when the applicant has a pending case.		2. Court	
3. Clearance from Money and Property Accountabilities		3. Head of the agency	
4. Medical Certificate for medical reasons		4. Medical Health Unit	
Additional Requirements For Study Trip a. Invitation Letter from the host country or sponsoring agency and/or		Sponsoring Agency	
b. Acceptance letter from CHED, TESDA, LGA, organizer or donor, as applicable		CHED/TESDA	
Additional Requirements For Non-Study Trip a. Attendance to a Training, Seminar and Workshop: Invitation Letter from the host country or sponsoring agency		Host Country or sponsoring agency	
b. Attendance to an event that promotes Local Government Technical Exchange and Cooperation:		Host Country or sponsoring agency	



- Invitation Letter from the host country or sponsoring agency; and -Copy of the Memorandum of Agreement, or Memorandum of Understanding					
<b>Additional Requirements For Personal/Private Trip</b> a. Governors, Mayors of Highly Urbanized Cities and Independent Component Cities: Duly Accomplished Application Form for Leave of Absence		HRMO			
b. Other Elected Officials and LGU Department Heads (travel that exceeds to more than 3 months or during a period of emergency or crisis): Approved Leave of Absence		HRMO			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Submit request letter and requirements	1.1 Receiving/ recording of documents	None	3 minutes	Administrative Aide	
	1.2 Hands inlogbook to client		2 minutes	Administrative Aide	
	1.3 MLGOO evaluation, processing and preparation of endorsement and/or letter of denial or disapproval to client for incomplete documents		15 minutes	MLGOO	
	1.4 MLGOO's signature and releasing of Endorsement to DILG Provincial Office		2 minutes	MLGOO	
	Total	None	22 minutes		

*Note: Processing time subject to availability of signatory MLGOO*

**3. DEPARTMENT AUTHORITY TO LOCAL GOVERNMENT UNIT (LGU) FOR THE PURCHASE OF MOTOR VEHICLES**

Office of Division	Department of the Interior Local Government (DILG)
Classification	Simple



<b>Type of Transaction</b>		G2C – Government Officials		
<b>Who May Avail</b>		LGU		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. LCE Request		1. Local Chief Executive		
2. Certificate of Availability of Funds from Local Accountant, or the Head of the Accounting Unit, or in case of his/her absence, the Local Treasurer or Budget Officer ( with date of issuance, fund source and the appropriated amount)		2. Municipal Accountant Municipal Budget Officer		
3. Certified true copy of Local Appropriation Ordinance approving the purchase (i.e, first two and last pages of the said Ordinance and the page indicating the appropriated amount, per vehicle, to be purchased)and/or current and Sanggunian Resolution on fund utilization in case of trust funds such as unexpended DRRM fund balances from the previous years, and funds transferred/donated to the requesting- LGU from higher-level LGUs, government corporations, etc.		3. Sangguniang Bayan		
4. Original updated inventory of existing motor vehicles signed by the property/ supply officer or GSO (current calendar year)		4. General Services 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 letter and requirements	1.1 Receiving/ recording of documents	None	3 minutes	Administrative Aide
	1.2 Hands in logbook to client	None	2 minutes	Administrative Aide
	1.3 MLGOO evaluation, processing and preparation of endorsement and/or letter of denial or disapproval to client for incomplete documents	None	15 minutes	MLGOO
	1.4 MLGOO's signature	None	5 minutes	MLGOO
		None	5 minutes	MLGOO



	1.5 Releasing of Endorsement to DILG Provincial Office			
	Total	None	30 minutes	

*Note: Processing time subject to availability of signatory MLGOO and availability of internet connection*

**4. DEPARTMENT AUTHORIZATION TO UTILIZE ADDITIONAL CONFIDENTIAL FUNDS OF LOCAL GOVERNMENT UNIT (LGU)**

<b>Office of Division</b>	Department of the Interior Local Government (DILG)		
<b>Classification</b>	Simple		
<b>Type of Transaction</b>	G2C – Government Officials		
<b>Who May Avail</b>	LGU		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
1. Duly approved Three-Year Peace and Order and Public Safety Plan		1. Municipal Planning and Development Office	
2. Local Peace and Order Council Resolution duly approved by two-thirds (2/3) of the total membership approving the release and use of additional CF		2. MPOC Secretariat/ DILG	
3. Certification from the concerned PNP Chief of the locality relative to the peace and order situation highlighting in concrete details the circumstances which require the urgency in allocating confidential activities		3. Local PNP Station	
4. Annual and Supplemental Appropriations Ordinance indicating the appropriations for CF		4. Sangguniang Bayan	
5. Certification from the Local Budget Officer as to the availability of appropriations		5. Municipal Budget Officer	
6. Statement of itemized POP duly certified by the Local Budget Officer		6. Municipal Budget Officer	
7. Certification of compliance with the Full Disclosure Policy posting requirement in at least three (3) conspicuous places for the last 2 quarters, duly signed by the DILG Field Office concerned and noted by the DILG Regional Director and attested by the CSO Representative		7. DILG Field Office	
8. Physical and Financial Plan, for both the original allocation for CF and the		8. MPDO/LCE	



subject request, indicating the proposed amount allocated for each program, activity and project				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request letter and requirements	1.1 Receiving/ recording of documents	None	3 minutes	Administrative Aide
	1.2 Hands in logbook to client		2 minutes	Administrative Aide
	1.3 MLGOO evaluation, processing and preparation of endorsement and/or letter of denial or disapproval to client for incomplete documents		15 minutes	MLGOO
	1.4 MLGOO's signature		5 minutes	MLGOO
	1.5 Releasing of Endorsement to DILG Provincial Office		5 minutes	MLGOO
	Total	None	30 minutes	

*Note: Processing time subject to availability of signatory MLGOO and availability of internet connection*

**5. ONLINE PROCESSING OF REGIONAL DEATH BENEFITS CLAIMS FOR DECEASED BARANGAY OFFICIALS (DBCDBOS) FOR FUND ALLOCATION BY THE DEPARTMENT BUDGET MANAGEMENT**

Office of Division	Department of the Interior Local Government (DILG)	
Classification	Simple	
Type of Transaction	G2G – Government Officials	
Who May Avail	Beneficiaries of Deceased Barangay Officials	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Duly accomplished Application DILG-DBC Form 001		1. Client/ claimant
2. Oath of Office		2. Client/ claimant
3. Certificate of Incumbency		3. Department of Interior and Local Government
4. Certified true copy of death Certificate of the Deceased Barangay Officials (DBO)		



<b>Other necessary Documents to support the Claim:</b> a. Certified True Copy of Marriage Certificate (If the claimant is the widow/widower of the DBO); a. Birth Certificate (if the claimant is the son/daughter of the DBO) b. Certified True Copy of Birth Certificate of the deceased or affidavit of two (2) disinterested parties (if the deceased barangay official is single and the claimant is his/her parent/brother/sister) c. Waiver of rights if there is more than one beneficiary in case of siblings d. Affidavit of guardianship if the deceased is the widow/widower/single if the claimant is the guardian of the children who are minors.		CLIENT/ CLAIMANT  CLIENT/ CLAIMANT  CLIENT/ CLAIMANT  CLIENT/ CLAIMANT  CLIENT/ CLAIMANT		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request letter and requirements	1.1 Receiving/ recording of documents	None	2 minutes	<i>Administrative Aide</i>
	1.2 Hands in logbook to client		2 minutes	<i>Administrative Aide</i>
	1.3 MLGOO evaluation, processing and preparation of endorsement and/or letter of denial or disapproval to client for incomplete documents		15 minutes	<i>MLGOO</i>
	1.4 MLGOO's signature and releasing of Certification for Incumbency		5 minutes	<i>MLGOO</i>
	1.5 Scanned all requirements and submit to DILG Portal Barangay Officials Death Claims		10 minutes	<i>MLGOO</i>
	1.6 MLGOO submit list of names of deceased Barangay Officials and Endorsement for		15 minutes	<i>MLGOO</i>





	DILG Provincial Office			
	Total	None	50 minutes	

*Note: Processing time subject to availability of signatory MLGOO and availability of internet connection*



## **MUNICIPAL MAYOR'S OFFICE**

### **External Services**



1. ACCEPTANCE OF JOB APPLICATIONS

Jobseekers submits application letter for any job opening in this local government unit. The application contains details of applicant’s qualifications including most relevant skills and potentials that highlights applicant’s suitability for the position applied.

Office of Division		Human Resource and Management Office (HRMO)		
Classification		Simple		
Type of Transaction		G2C – Government to Client G2G – Government to Government		
Who May Avail		Government Employees All Jobseekers		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Application Letter				
2. Personal Data Sheet				
3. Photocopy of Eligibilities				
4. Photocopy of Transcript of Records				
5. Certification of Employment				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Human Resource and Management Office, sign in the logbook and submit the application letter and attachments	1.1 Give the logbook to the applicant and receive the documents  1.2 Check the completeness of the documents:  If incomplete, return to the client and inform about the lacking documents  If complete, forward to the head of office	None	2 minutes	Administrative Aide II HRMO
2. Proceed to the Human Resource Management Officer	2.1 Conduct assessment of the documents and initial interview  2.2 Advice the applicant when to report for the next selection process	None	15 minutes	Administrative Aide II HRMO
	Total	None	17 minutes	



2. ALTERNATIVE LEARNING SYSTEM MAPPING, ENROLLMENT, ORIENTATION

Address to all school learner, Out of School Youth (OSY), Out of School Age (OSA), Dropped outs, factory workers, functional illiterates from the Municipality.

Office of Division		Mayor's Office- Community Learning Center		
Classification		Simple		
Type of Transaction		G2C-Government to Citizen		
Who May Avail		All Out of School Youth		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Community Learning Center (CLC)	1. A&E orientation program to all new learners both secondary & elementary levels from different learning centers	None	60 minutes	District Alternative Learning System Coordinator (DALSC), Alternative Learning System Mobile Teacher, Instructional Manager
2. Proceed for enrollment	2. Conducts assessment test/FLT to all dropouts oriented as for their entrance test.	None	1 day	Administrative Aide ALS
	Total	None	1 day, 60 minutes	

3. BIDDING DOCUMENTS

Document issued to suppliers, contractors and consultants in order to participate in the bidding.

Office of Division		Mayor's Office- Procurement Services Section		
Classification		Simple		
Type of Transaction		G2B-Government to Business		
Who May Avail		All Suppliers, Contractors and Consultants		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Request of Availability of Bidding Documents	1. Issues Payment Order Slip and advise to proceed to Municipal Treasurer's Office	None	5 minutes	Administrative Aide Procurement Services Section
2. Proceed to Municipal Treasurer's Office to pay the bidding document fee	2. Receives payment and issue official receipt	Refer to table below	5 Minutes	Administrative Aide III Municipal Treasurer's Office
3. Presents official receipt to BAC-Secretariat and receives Bid Doc's	3. Checks official receipt and issue bidding document	None	3 Minutes	Administrative Aide Procurement Services Section
	Total	Refer to table below	13 minutes	

**BIDDING DOCUMENTS FEE**

Approve Budget for the Contract	Maximum Cost of Bidding Documents (In Philippine Peso)
500,000 and below	500.00
More than 500,000 up to 1 Million	1,000.00
More than 1 Million up to 5 Million	5,000.00
More than 5 Million up to 10 Million	10,000.00
More than 10 Million up to 50 Million	25,000.00
More than 50 Million up to 500 Million	50,000.00
More than 500 Million	75,000.00
Special Permit (Valid for One (1) year	1,200.00 (Public Bidding) 400.00 (RFQ's)

**4. BURIAL ASSISTANCE**

This service aids the needs of the families/individual who are in crisis situation and comes to the office or referred to avail for assistance in order to cope up with his present problems due to socio-economic difficulties and eventually to attain normal functioning.

Office of Division	Mayor's Office	
Classification	Simple	
Type of Transaction	G2C-Government to Citizen	
Who May Avail	All	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE



1. Certified True Copy of Death Certificate (1 Original, 3 Certified True Copies)		1. Local Civil Registrar		
2. Statement of Account (2 photocopies)		2. Attending Funeral Home		
3. Barangay Certificate of Indigence (1 Original, 1 Photocopy)		3. Barangay where the client resides		
4. Valid I.D. (1 Photocopy)		4. Transacting client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Signs logbook and presents documents/requirement for a brief interview and	1. Hand-in logbook and check the completeness and validity of the documents/requirements  1.2 Refer to MSWD Office	None	5 minutes	<i>Administrative Aide Mayor's Office</i>
2. Proceed to MSWDO Front desk Officer to sign up the client's logbook and submit all documentary requirements & appear for interview	2.1 Facilitate client in signing the Logbook  2.2 Review all the submitted documentary requirements and Interview client for the preparation of Social Case Summary.	None	12 minutes	<i>Social Welfare Officer MSWDO  Social Welfare Assistant MSWDO</i>
3. Affix Signature as conformity to the accomplished social case summary.	3. Signs the social case summary	None	5 minutes	<i>MGDH I-MSWDO</i>
4. Receive the documents & proceed to Mayor's Office for the release of the claims.	4. Release documents for client's claim.	None	3 minutes	<i>Social Welfare Assistant MSWDO</i>
5. Proceed to Office of the Mayor and present the Social Case Summary and Disbursement voucher	5. Check the Social Case Summary and disbursement voucher and prepare the assistance	None	5 minutes	<i>Administrative Aide Mayor's Office</i>



6. Signs the Disbursement voucher and receives the Burial Assistance	6. Releases the approved amount of the assistance and log-in entry to cashbook	None	5 minutes	Administrative Aide Mayor's Office
	Total	None	35 minutes	

5. CERTIFICATION OF CHANGE OF BUSINESS NAME

A certificate issued to individual or juridical business entity certifying that business trade name has been changed

Office or Division		Mayor's Office- Business Permits & License Section		
Classification		Simple		
Type of Transaction		G2B-Government to Business		
Who may avail		Business establishment owner		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Business Tradename Registration		1. Department of Trade and Industry – Prov'l Capitol or at Negosyo Center, Kapalong		
2. Current Business Permit		2. Applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceeds and submits requirements to business assessor for interview	1. Verifies completeness of requirements, interviews and issues order of payment and advice applicant to pay at Municipal Treasurer's Office	None	2 minutes	Administrative Aide Business Permit and Licensing Section
2. Proceeds to Municipal Treasurer's Office to pay certification fee	2. Accepts payment of certification fee and issues official receipt, advice applicant to proceed back to BPLS after paying	Php50.00	5 minutes	Administrative Aide III Municipal Treasurer's Office



3. Submits official receipt of certification fee	3. Processes and advice the client to wait for the release of approved new business permit and certification	None	20 minutes	Administrative Aide Business Permit and Licensing Section
4. Signs at logbook and receive the certificate	4. Hands in logbook and releases approved certificate	None	2 minutes	Licensing Officer II Business Permit and Licensing Section
	Total	Php 50.00	29 minutes	

6. CERTIFICATION OF NO BUSINESS AND HAS BUSINESS

A certification required in the application for scholarship, and SPES workers

Office or Division		Mayor’s Office- Business Permits & License Section		
Classification		Simple		
Type of Transaction		G2C-Government to Citizen		
Who may avail		Scholarship and SPES Worker Applicants, All Other Applicants		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Certificate of No Landholding		1. Municipal Assessor’s Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits Requirements	1. Verifies completeness of requirements, issues order of payment and advice applicant to pay at Municipal Treasurer’s Office	None	1 minute	Licensing Officer II Business Permit and Licensing Section
2. Proceeds to Treasurer’s Office to pay certification fee (if not yet paid)	2. Accepts payment of certification fee and issue official receipt, advice applicant to proceed back to BPLS after paying	Php 50.00	5 minutes	Administrative Aide III Municipal Treasurer’s Office
3. Submits official receipt of occupational permit	3. Process the requested clearance and advice the client to wait for the release of approved occupational permit	None	10 minutes	Licensing Officer II Business Permit and Licensing Section





4. Signs logbook and receives the requested occupational permit	4. Release Occupational Permit	None	2 minutes	Licensing Officer II Business Permit and Licensing Section
	TOTAL	Php 50.00	18 minutes	

7. CERTIFICATE OF RATING, DIPLOMA AND CERTIFICATION FOR PASSERS (A&E NATIONAL TEST)

Office of Division	Mayor's Office- Community Learning Center			
Classification	Simple			
Type of Transaction	G2C-Government to Citizen			
Who May Avail	All learners from Different Barangay of the municipality who passed the A&E National Test			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Request (1 original, 1 photocopy)		1. Requesting party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of request to the ALS Office	1.1 Gives the original copy of request and receive the photocopy of request letter  1.2 Records document in logbook for official received documents 1.3 Interview the client for the purpose	None	15 minutes	Administrative Aide, Instructional Manager ALS
2. Claims the approved request	2. Releases the approved request	None	1 minute	Administrative Aide ALS
	Total	None	16 minutes	

8. CIVIL WEDDING TO BE OFFICIATED BY THE MAYOR

The office personnel schedule the preferred date of wedding ceremony of the would be couples to be officiated by the Municipal Mayor.

Office of Division	Mayor's 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. Complete Requirements of Marriage Application (please refer to the Office of the Municipal Civil Registrar for the requirements on Marriage Application)			1. Office of the Municipal Civil Registrar		
<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 completed requirements to the Office of the Mayor	1. Check the completeness and validity of the requirements	None	3 minutes	Administrative Aide I Mayor's Office	
2. Inquire for the availability of your preferred marriage ceremony schedule	2.1 Give the available schedule  2.2 Finalize the time, date and venue of the marriage ceremony (subject for deliberation depending on the Mayor's availability);  2.3 Give instructions to client on what to bring during the marriage ceremony	None	10 minutes	Administrative Aide I Mayor's Office	
	Total	None	13 minutes		

9. DISASTER RISK REDUCTION AND MANAGEMENT 24/7 SEARCH AND RESCUE OPERATION

The immediate action of MDRRM Operation Center 24/7 Operation in response to all types of emergencies

<b>Office of Division</b>	Disaster Risk Reduction and Management Office
<b>Classification</b>	Simple
<b>Type of Transaction</b>	G2C-Government to Citizen G2B-Government to Business G2G-Government to Government
<b>Who May Avail</b>	All
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
None	None



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Call for emergency incidents (all types)	1.1 Receive call, indicating complete detail including name, age, address, type of incident or case	None	2 Minutes	Rescue Team, Administrative Aide I, LDRRMO II MDRRMO
	1.2 Deployment of Response Team	None	Within 10 minutes upon the time of call on set of incidents required 5 minutes	
	1.3 Conduct Emergency Response in the site of incident	None		
	1.4 Return and logging of incident in the Operation center	None		
	Total	None	As per call time	

10. DISASTER RISK REDUCTION AND MANAGEMENT PLAN REVIEW AND ENDORSEMENT

Barangay Disaster Risk Reduction and Management Plan process for the approval to the Sangguniang Bayan adhering to the prescribed template and Program, Activities and Project as mandated in RA 10121.

Office of Division	Disaster Risk Reduction and Management Office			
Classification	Simple			
Type of Transaction	G2C-Government to Citizen			
Who May Avail	BDRRMC in the Municipality			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. EO Organizing BDRRMC		1. Respective Barangays		
2. BDRRMC and Sangguniang Barangay Resolution				
1. Barangay Endorsement				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign Log -in Log Book at MDRRMO	1. Gives Logbook to Client	None	1 minute	Administrative Aide I, LDRRMO II MDRRMO
2. Client to Reviewing In- Charge	2. Entertain Client & review the draft plan for final printing	None	10 minutes	Administrative Aide I, LDRRMO II MDRRMO



3. Endorsement of BDRRM Plan to in charge	3.1 Receives sets of BDRRM Plans indicating time and date	None	1 minute	
	3.2 Endorses to the Sangguniang Bayan for agenda /concurrence	None	5 minutes	
4. Receive the SB approved and adopted BDRRM Plan	4.1 Facilitates receiving the copies of BDRRM Plan to BDRRMC Representative	None	1 minute	Administrative Aide I, LDRRMO II MDRRMO
	4.2 Archiving file copy of approved plan			
	Total	None	19 minutes	

11. DISASTER RISK REDUCTION AND MANAGEMENT TRAININGS AND INFORMATION EDUCATION CAMPAIGN

Serving as resource person in multi-sectoral conduct of capability building, information education campaign on DRRM and disaster preparedness, hazard and risk assessment.

Office of Division	Disaster Risk Reduction and Management Office			
Classification	Simple			
Type of Transaction	G2C-Government to Citizen G2B-Government to Business G2G-Government to Government			
Who May Avail	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request letter		1. Requesting party		
2. Approved Program/ Activity Design (Government)		2. Requesting party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign Log -in Log Book at MDRRMO	1. Give Logbook to Client	None	1 minute	Administrative Aide I, LDRRMO II MDRRMO
2. Endorse Client to Training In-Charge	2. Entertain Client on the Scheduling of Training	None	5 minutes	Administrative Aide I, LDRRMO II MDRRMO
	Total	None	5 minutes	



**12.EMERGENCY EMPLOYMENT PROGRAM OR TULONG PANGHANAP-BUHAY SA ATING DISPLACED/DISADVANTAGED WORKERS (TUPAD)**

TUPAD or Tulong Panghanapbuhay sa ating disadvantaged/Displaced Workers is a community-based package of assistance that provides emergency employment for displaced workers, underemployed and seasonal workers, for a minimum period of 10 days, but not to exceed a maximum of 30 days, depending on the nature of work to be performed.

<b>Office of Division</b>		Mayor's Office- Public Employment Service Office (PESO)		
<b>Classification</b>		Highly Technical		
<b>Type of Transaction</b>		G2C-Government to Citizen G2B-Government to Business G2G-Government to Government		
<b>Who May Avail</b>		Displaced Workers, Target Beneficiaries		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. 1x1 or 2x2 latest photo				
2. Any Gov't issued ID (1 photocopy)				
3. Personal/ Group Accident Insurance (can be acquired at any remittance centers) (1 photocopy)		3. Palawan, Mlhuiller, Cebuana Lhuiller, RD Pawnshop		
4. Fill out NSRP form (National Skills Registration Program)		4. PESO Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fills out National Skills Registration Program (NSRP) Form	1. Requires applicant to fill out the NSRP (National Skills Registration Program) form and the Individual Profile Form	None	2 minutes	<i>Administrative Aide, PESO Manager PESO</i>
2. Submit the NSRP form, Individual form and other required documents for validation	2.1 Receives the NSRP form, Individual form and other required documents for validation  2.2 Schedule TUPAD Orientation and Contract Signing  2.3 Encodes NSRP (National Skills Registration Program) form in the PEIS (PESO Employment Information System)	None	33 minutes	<i>Administrative Aide, PESO Manager PESO</i>



3. Receives Notification of TUPAD Orientation	3. Informs applicant of the schedule of TUPAD Orientation and Contract Signing	None	2 minutes	Administrative Aide, PESO Manager PESO
4. Attends TUPAD Orientation	4. Facilitates the conduct of TUPAD Orientation and Contract Signing	None	3 hours	Administrative Aide, PESO Manager PESO DOLE Personnel
5. Reports to area of assignments	5.1 Facilitates area of work assignment 5.2 Monitoring of attendance, performance & behavior	None	10 days	Administrative Aide, PESO Manager PESO
6. Submits DTR and accomplishment report	6.1 Prepares DTR and accomplishment reports and other documents for submission to DOLE field office  6.2 Submits documents to DOLE (Department of Labor and Employment) office  6.3 DOLE schedules the date of release for the TUPAD salary	None	2 days	Administrative Aide, PESO Manager PESO
7. Receives Notification and Reference Number for payment of salary	Facilitate the releasing of reference number	None	2 minutes	Administrative Aide, PESO Manager PESO
	Total	None	12 days, 3 hours, 39 minutes	

13. EMPLOYMENT FACILITATION (LOCAL AND OVERSEAS)

This local government unit through the Public Employment and Services Office provides free employment facilitation service like job referral and placement to active job seekers and assistance to prospective employers in search of manpower.

Office of Division	Public Employment Services Office (PESO)
Classification	Simple
Type of Transaction	G2C – Government to Client



<b>Who May Avail</b>		All Jobseekers		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Community Tax Certificate		1. Barangay		
2. Purok or Barangay Clearance or Certification of FJS (First Job Seekers)		2. Purok Chairman or Barangay Chairman		
3. Latest 2x2 ID picture				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to the PESO and submit requirements	1.1 Receive and check the requirements  1.2 Give the NSRP form	None	5 minutes	PESO Employment Staff
2. Receive the form and fill up	2. Assist the client	None	5 minutes	PESO Employment Staff
3. Submit the accomplished form	3.1 Check the accomplished form  3.2 Conduct a brief interview with the client  3.3 Advise the client to wait for the referral	None	20 minutes	PESO Employment Staff
4. Wait for the issuance of referral	4.1 Prepare the employment referral  4.2 Facilitate the signing of the referral	None	20 minutes	PESO Employment Staff
5. Receive the referral	5. Release the Employment Referral	None	3 minutes	PESO Employment Staff
	Total	None	53 minutes	

#### 14. EMERGENCY SHELTER ASSISTANCE (ESA)

This assistance is given to the people who are indigent that needs medicines or hospitalization

Office of Division	Mayor's Office		
Classification	Simple		
Type of Transaction	G2C-Government to Citizen		
Who May Avail	Indigent constituent		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Report of MDRRMC (1 original copy)		1. MDRRM Office	





2. Barangay Certificate of Indigence (1 original copy)		2. Office of the Punong Barangay		
3. Report of BFP (if cause of fire) (1 original)		3. BFP Station		
4. Photos of the damage property (1 colored copy)		4. BFP / MDRRMO		
5. Valid ID (1 photocopy)		5. Claimant / Recipient		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements /documents	1. Verify/check the completeness of the documents and refer to MSWDO	None	20 minutes	Administrative Aide Mayor's Office
2. Proceed to Municipal Social Welfare Development Office	2. Conduct Interview and make case summary	None	20 minutes	Social Welfare Assistant MSWDO
3. Go back to Mayor's / Admin Office present the case summary	3. Check the case summary and prepare the assistance	None	15 minutes	Administrative Aide Mayor's Office
4. Sign the logbook and received the assistance	4. Release the assistance	None	10 minutes	Administrative Aide Mayor's Office
	Total	None	1 hour, 5 minutes	

15. FINANCIAL ASSISTANCE (MEDICAL)

This assistance is given to the people who are indigent that needs medicines or hospitalization

Office of Division	Mayor's Office			
Classification	Simple			
Type of Transaction	G2C-Government to Citizen			
Who May Avail	Indigent constituent			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Medical Certificate / Medical Abstract Certificate of Confinement (1 original copy)		1. Hospital where admitted / checked-up		
2. Barangay Certificate of Indigence (1 original copy)		2. Barangay		
3. Valid ID (1 photocopy)		3. Claimant / Recipient		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE





1. Submit Requirements and documents	1. Verify/checks the completeness of the documents and refer to MSWDO	None	20 minutes	Administrative Aide Mayor's Office
2. Proceed to Municipal Social Welfare Development Office	2. Conducts Interview and make case summary	None	20 minutes	Social Welfare Assistant MSWDO
3. Go back to Mayor's/ Admin. Office present the case summary	3. Checks the case summary and prepare the assistance	None	15 minutes	Administrative Aide Mayor's Office
4. Sign the logbook and received the assistance	4. Releases assistance	None	10 minutes	Administrative Aide Mayor's Office
	Total	None	1 hour, 5 minutes	

### 16. MAYOR’S CLEARANCE

Mayor’s clearance is issued for jobseekers, applicant for Armed Forces of the Philippines (AFP), Philippine National Police (PNP), Bureau of Fire Protection (BFP), Bureau of Jail Management and Penology (BJMP)

Office of Division	Mayor’s Office			
Classification	Simple			
Type of Transaction	G2B-Government to Business			
Who May Avail	Jobseekers, other applicants but not limited to AFP/PNP/BFP/BJMP (Residents of the Municipality)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. PNP Clearance, or		1. PNP Office		
2. NBI Clearance – Photocopy		2. NBI Tagum Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits Requirements	1. Verifies completeness of requirements, issues order of payment and advice applicant to pay at treasurer’s office	None	1 minute	Licensing Officer II Business Permit and Licensing Section
2. Proceeds to	2.1 Accept payment and issue official receipt	Php 50.00	5 minutes	Administrative Aide III



Treasurer's Office to pay clearance fee	2.2 Advise client to proceed to BPLS			Municipal Treasurer's Office
1. Submits Official Receipt of Clearance	3. Process the requested clearance and advise the client to wait for the release of approved Mayor's clearance	None	10 minutes	Licensing Officer II Business Permit and Licensing Section
4. Signs logbook and receives the requested mayor's clearance	4. Hands in logbook and releases the Mayor's clearance	None	2 minutes	Licensing Officer II Business Permit and Licensing Section
	Total	Php 50.00	18 minutes	

17. MAYOR'S CERTIFICATION

The Mayor's Certification is issued to affirm the validity of the information.

Office of Division		Municipal Mayor's Office (MMO)		
Classification		Simple		
Type of Transaction		G2C – Government to Client		
Who May Avail		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Barangay Clearance		1. Barangay Treasurer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Mayor's Office and request and submit requirements for Mayor's Certification	1.1 Receive and check the requirements  1.2 Advise the client to proceed to the Treasury Office for the payment	None	5 minutes	Private Secretary II Mayor's Office
2. Proceed to the Treasury Office and pay	2.1 Receive the payment  2.2 Issue official receipt  2.3 Advise the client to return to the Mayor's Office	Php 50.00	15 minutes	Private Secretary II Mayor's Office
3. Return to the Mayor's Office and submit the official receipt	3.1 Receive the official receipt	None	20 minutes	Private Secretary II Mayor's Office



	3.2 Prepare the Mayor's Permit  3.3 Facilitate the signing of the Municipal Mayor  3.4 Advise the client to wait			
4. Wait for the issuance	4. Record the details of the Mayor's Permit in the logbook	None	5 minutes	Private Secretary II Mayor's Office
5. Receive the Mayor's Permit with the official receipt	5. Released the approved Mayor's Permit	None	2 minutes	Private Secretary II Mayor's Office
	Total	Php 100.00	47 minutes	

18. MAYOR’S PERMIT

Every person who shall conduct, or hold any program or activity involving the grouping of people within the jurisdiction of this municipality shall obtain a Mayor’s Permit for every occasion of not more than twenty-four hours.

Office of Division		Municipal Mayor's Office (MMO)		
Classification		Simple		
Type of Transaction		G2C – Government to Client		
Who May Avail		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter Request		1. Requisitioning Person/Office		
2. Barangay Clearance		2. Barangay		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Mayor's Office and present letter request	1.1 Receive the letter request  1.2 Check the other requirements  1.3 Advise the client to proceed to the Treasury Office for the payment	None	5 minutes	Private Secretary II Mayor's Office
2. Proceed to the Treasury Office and pay	2.1 Receive the payment  2.2 Issue official receipt	Php 100.00	15 minutes	Administrative Aide III MTO



	2.3 Advise the client to return to the Mayor's Office			
3. Return to the Mayor's Office and submit the official receipt	3.1 Receive the official receipt 3.2 Prepare the Mayor's Permit 3.3 Facilitate the signing of the Municipal Mayor 3.4 Advise the client to wait	None	20 minutes	Private Secretary II Mayor's Office
4. Wait for the issuance	4.1 Record the details of the Mayor's Permit in the logbook	None	5 minutes	Private Secretary II Mayor's Office
5. Receive the Mayor's Permit with the official receipt	5. Released the approved Mayor's Permit	None	2 minutes	Private Secretary II Mayor's Office
	Total	Php 100.00	47 minutes	

19. MAYOR’S PERMIT FOR BUSINESS OPERATION

The Mayor’s Permit also known as Business Permit ensures that individual is granted the authority to operate a business, pursue an occupation or calling, or undertake an activity within the municipality.

Office of Division	Business Permit & Licensing Section			
Classification	Simple			
Type of Transaction	G2B – Government to Business Entity			
Who May Avail	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Barangay Certification		1. Barangay		
2. Trade Name		2. Department of Trade and Industry		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Business Permit and Licensing Section of the Business One Stop Shop (BOSS) and submit requirements	1.1 Receive the requirements 1.2 Interview the client 1.3 Process application, encode Data of Applicant in the ETRACS	None	35 minutes	Licensing Officer II BPLO



	1.4 Assess the application of the client  1.5 Provide assessment record to the client to determine the fees and taxes  1.6 Advise client to proceed to the Treasury Office			
2. Proceed to the Treasury Office and pay the assessment fees	2.1 Receive the payment  2.2 Issue official receipt  2.3 Advise the client to return to the Business Permit and Licensing Section of the Business One Stop Shop (BOSS)	Php 100.00	20 minutes	<i>Administrative Aide III MTO</i>
3. Return to the Business Permit and Licensing Section of the Business One Stop Shop (BOSS) for the printing and release of permit	3.1 Receive the official receipt of payment  3.2 Prepare the Business Permit  3.3 Release the approved Business Permit	None	25 minutes	<i>Licensing Officer II BPLO</i>  <i>Municipal Mayor</i>
	TOTAL	Php 100.00	1 hour, 20 minutes	

20. MAYOR’S PERMIT FOR BUSINESS - NEW APPLICANT

The Mayor’s Permit also known as Business Permit ensures that individual is granted the authority to operate a business, pursue an occupation or calling, or undertake an activity within the municipality.

Office of Division	Business Permit & Licensing Section	
Classification	Simple	
Type of Transaction	G2B – Government to Business Entity	
Who May Avail	All	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Community Tax Certificate		1. Barangay
2. Barangay Certification		2. Barangay
1. Building Permit		3. Municipal Engineering Office



2. Zoning Certification		4. Municipal Planning and Development Office		
3. Police Clearance		5. Philippine National Police		
4. Sanitary Permit		6. Municipal Health Office		
5. Health Certificate		7. Municipal Health Office		
6. Tax Clearance		8. Municipal Assessor's Office		
7. Bureau of Fire Protection Certification		9. Bureau of Fire Protection		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Business Permit and Licensing Office and secure Application Form	1. Give Application Form and instruct the client to fill up the form	None	5 minutes	Licensing Officer II BPLO
2. Fill up the Application Form and submit later to the Business Permit and Licensing Section (BPLS)	2.1 Receive, check and assess the application form and other requirements  2.3 Advise client to proceed to the Municipal Treasury Office	None	30 minutes	Licensing Officer II BPLO
3. Proceed to the Municipal Treasury Office and wait for the computation of the taxes and other fees	3.1 Prepare and compute the business and real property taxes and other fees to be paid by the client  3.2 Present the amount computed	None	30 minutes	Administrative Aide III MTO
4. Pay the total amount computed	4.1 Receive the payment  4.2 Issue official receipt  4.3 Advise the client to return to the BPLS	Refer to table of fees	20 minutes	Administrative Aide III MTO
5. Receive the official receipt and return to the BPLS	5.1 Receive the official receipt of payment  5.2 Advise the client to proceed to Notary Public for notarial of Application Forms	None	30 minutes	Licensing Officer II BPLO
6. Proceed to the Notary Public and return to the Business Permit and Licensing Office	6.1 Receive the notarized application forms  6.2 Prepare the Business Permit and	None	30 minutes	Licensing Officer II BPLO Municipal Mayor



	forward to the Local Chief Executive for signature			
7. Receive the approved Business Permit	7. Release the approved Business Permit	None	5 minutes	<i>Licensing Officer II BPLO</i>
	Total	Refer to table of fees	2 hours, 30 minutes	

TABLE FOR MAYOR'S PERMIT FEES			
Business Asset Size			Amount of Tax per Annum
Cottage A	250,000.00 - below	Php	250.00
Cottage B	250,001.00 – 500,000.00	Php	500.00
Small A	500,001.00 – 1,000,000.00	Php	1,000.00
Small B	1,000,001.00 – 5,000,000.00	Php	3,500.00
Medium A	5,000,001.00 – 10,000,000.00	Php	5,000.00
Medium B	10,000,001.00 – 20,000,000.00	Php	7,500.00
Large	Over 20,000,001.00	Php	7,500.00 + 3.00 for every in excess of 20M
On Banks			
Rural, Thrift and Savings Bank		Php	2,500.00
Commercial, Industrial and Development Banks		Php	3,500.00
Universal Banks		Php	6,000.00
On Other Financial Institutions:			
Pawnshops		Php	1,000.00
Lending Institutions		Php	1,500.00
On Contractors Service Establishments			
Class A-AAA		Php	2,500.00
Class B-BBB		Php	2,000.00
Class C-CCC		Php	1,500.00
On Wholesalers/Retailers/Dealer or Distributors			
Cottage A		Php	200.00
Cottage B		Php	300.00
Small A		Php	800.00
Small B		Php	1,500.00
Medium A		Php	3,000.00
Medium B		Php	5,000.00
Large		Php	5,000.00 + 3.00 for every 10,000.00 in excess of 20M
On Transloading Operations			
Medium		Php	2,000.00
Large		Php	4,000.00
Other Businesses			
Cottage		Php	100.00
Small		Php	400.00
Medium		Php	800.00
Large		Php	1,000.00





21. MAYOR’S PERMIT TO CONDUCT CARAVAN SALE

A permit issued to individual or juridical business entity for the purpose of selling merchandise outside of their business location.

Office or Division		Mayor’s Office- Business Permits & License Section		
Classification		Simple		
Type of Transaction		Government to Business		
Who may avail		All individuals or juridical business entities selling merchandise outside of their business location		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceeds to receiving clerk	1.1 Issues order of payment and advice client to proceed to Municipal Treasurer’s Office to pay permit fee	None	1 Minutes	Administrative Aide I Business Permit and Licensing Section
2. Proceeds to treasurer’s office to pay permit fee	2. Accept payment of permit fee and issue official receipt, advice applicant to proceed back to BPLS after paying	Php 200.00 Per day Permit fee, and Garbage fee Php60.00	5 Minutes	Administrative Aide III Municipal Treasurer’s Office
3. Submits official Receipt of permit fee	3. Processes advice the client to wait for the release of approved permit	None	10 Minutes	Administrative Aide I Business Permit and Licensing Section
4. Signs at logbook and receive the permit	4. Hands in logbook and approved Permit releases	None	2 Minutes	Administrative Aide I Business Permit and Licensing Section
	Total	Php 200.00 per day and Php60.00 garbage fee	19 minutes	





22. MEDICAL REFERRAL

The office provides medicines to individuals/residents of the Municipality who have inadequate resources to purchase medicines prescribed for their medication.

Office of Division		Mayor's Office		
Classification		Simple		
Type of Transaction		G2C-Government to Citizen		
Who May Avail		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Doctor's Prescription (1 Original)		1. Hospital where the sick person was confined/checked up		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents doctor's prescription or to the Office of the Mayor	1. Receive the doctor's prescription, interview the client and check for the availability of the medicine prescribed by the doctor.	None	5 minutes	Administrative Aide I Mayor's Office
2. Receive the medicine	2. Give the available medicine to the client/patient	None	5 minutes	Administrative Aide I Mayor's Office
	Total	None	10 minutes	

23. MICRO LOAN FOR LIVELIHOOD PROGRAM

This program undertaken jointly by the Department of Labor and Employment Region XI and the Local Government Unit of Kapalong strengthened by both parties in the memorandum of Agreement, designed to help the Informal Sector Workers access to financial assistance and capability trainings to augment their existing business capitalization and harness entrepreneurial capabilities. It is aimed at reducing poverty and creating employment opportunities for the Informal Sector Workers for the attainment of economic empowerment for both male and female and the Lesbian, Gay by sexual Transgender (LGBT) for economic and entrepreneurial development.

Office of Division		Mayor's Office- Public Employment Service Office (PESO)		
Classification		Complex		
Type of Transaction		G2C-Government to Citizen G2B-Government to Business		
Who May Avail		Informal Sector Workers		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Barangay Clearance with Dry Seal (1 original copy)		1. Respective Barangay		
2. Latest Cedula (3 photocopies)		2. Respective Barangay or MTO		
3. Philhealth ID/MDR (3 pcs photocopy)		3. Applicant		



4. Certificate of Low-Income Statement (1 original copy)		4. MSWD Office		
5. 1x 1 ID picture (1 pc.)		5. Applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Signs logbook and fill out application form	1.1 Provide application form to applicant  1.2 Interview and orientation for new and renewal applicants	None	3 minutes	<i>Administrative Aide, PESO Manager PESO</i>
2. Submits filled out application form together with requirements	2.1 Receives application form and evaluate documents submitted by applicants  2.2 Assessment with TWG and LCE approval  2.3 Preparation of Utilization Report and voucher for processing of check	None	3 days	<i>Administrative Aide, PESO Manager PESO Municipal Mayor</i>
3. Claim Loan Proceeds	3. Releases checks	None	3 minutes	<i>Administrative Aide, PESO Manager PESO</i>
	Total	None	3 days, 6 minutes	

**24. NO OBJECTION FOR CERTIFICATION FOR SPECIAL RECRUITMENT ACTIVITY (SRA)**

One of the major roles of PESO is to guide & assist Employers concerning their recruitment activities and this is being done through the conduct of Job Fair & provincial/Special Recruitment Activity (PRA/SRA). Issuance of No Objection Certificate is pre-requisite prior to conduct of the said activities.

Office of Division	Mayor’s Office- Public Employment Service Office (PESO)	
Classification	Simple	
Type of Transaction	G2C-Government to Citizen G2B-Government to Business G2G-Government to Government	
Who May Avail	Agencies	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE



1. Original copies of Letter of Intent (2 copies)		1. Agency		
2. Photocopy of Business Permit (1 copy)		2. Agency		
3. Photocopy Authority to Operate Branch (1 copy)		3. POEA (Philippine Overseas Employment Administration)		
4. Updated/latest Job Order (1 copy)		4. POEA (Philippine Overseas Employment Administration)		
5. Photocopy of Certificate of Renewal of POEA Permit (I copy)		5. POEA (Philippine Overseas Employment Administration)		
6. Original Copy of Affidavit of Undertaking (1 copy)		6. POEA (Philippine Overseas Employment Administration)		
7. Photocopy of PHILJOBNET Certificate (For Skilled) (1 copy)		7. DOLE (Department of labor and Employment)		
8. Original copy of Deployment Report (1 copy)		8. Agency		
6. Original copy of SRA Authority		9. POEA (Philippine Overseas Employment Administration)		
10.Photocopy of Special Permit/Special Permit (1 copy)		10.BPLS (Business Permits and Licensing Section)		
11.Photocopy of Valid Id (Agency Representatives) (1 copy)		11.Agency		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits Letter of Intent indicating preferred dates of schedule to conduct Special Recruitment Activity (SRA) & submit required documents	1.1 Receives Letter of intent and documents.  1.2 Evaluates documents submitted by agency  1.3 Checks availability of schedule of SRA Activity	None	10 minutes	Administrative Aide, PESO Manager PESO
2. Receives No Objection Certificate (NOC)	2. Issue No Objection Certificate (NOC) to agency representative (for those with complete documents) and advise them to pay SRA Fee at MTO	None	15 minutes	Administrative Aide, PESO Manager PESO
3.Pay SRA Fee	3. Received payment and Issue official receipt	Php 1,000.00 SRA Permit	5 minutes	Administrative Aide III MTO



4. Present Official Receipt to BPLO and Receives SRA Permit	4. Prepares and Issue SRA Permit	None	5 minutes	Licensing Officer II Business Permit and Licensing Section
5. Conducts Special Recruitment Activity (SRA)	5. Provide area for SRA 5.2 Provide NSRP form to agency	None	1 minute	Administrative Aide, PESO Manager PESO
6. Submits Terminal Report and NSRP Form	6. Get terminal Report from Agency 6.1 Collect filled out NSRP Form	None	2 minutes	Administrative Aide, PESO Manager PESO
	Total	Php 1,000.00 SRA Permit	38 minutes	

25. OCCUPATIONAL PERMIT

Occupational permit is issued for every person who shall engage in the practice of occupation or calling not requiring government examination

Office of Division	Mayor's Office- Business Permits & License Section			
Classification	Simple			
Type of Transaction	Government to Citizen			
Who May Avail	All workers or employees of privately owned business establishment whether working on temporary or permanent basis except all professionals who are subject to the provincial tax imposition pursuant to Section 139 of the Local Government Code and government employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. PNP Clearance, or		1. PNP		
2. NBI Clearance – Photocopy		2. NBI Tagum Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits Requirements	1. Verifies completeness of requirements, issues order of payment and advice applicant to pay at the Municipal Treasurer's office	None	1 minute	Licensing Officer II Business Permit and Licensing Section
2. Proceeds to	2.1 Accepts payment for clearance	Php 300.00	5 minutes	Administrative Aide III



Treasurer's Office to pay clearance fee	2.2 Issue official receipt,  2.3 Advice the applicant to proceed to BPLS			Municipal Treasurer's Office
3. Submits official receipt of occupational permit	3. Process the requested clearance and advice the client to wait for the release of approved occupational permit	None	10 minutes	Licensing Officer II Business Permit and Licensing Section
4. Signs logbook and receives the requested occupational permit	4. Hands in logbook and releases the occupational permit	None	2 minutes	Licensing Officer II Business Permit and Licensing Section
	Total	Php 300.00	18 minutes	

26. OVERSEAS FILIPINO WORKERS (OFW) HELP DESK

The communities of OFWs will be economically and socially developed through investment of migrant earning in productive and viable economic activities that would stimulate the local economy and provide jobs and alternative sources of income for OFWs, their families and the entire community. This help desks are established at the local level to attend the problems and concerns of the OFWs and their families and to provide information on all aspect of overseas employment.

Office of Division	Mayor's Office- Public Employment Service Office (PESO)			
Classification	Complex			
Type of Transaction	G2C-Government to Citizen G2B-Government to Business G2G-Government to Government			
Who May Avail	OFW, OFW Family			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Government Issued ID (1 photocopy)		1. Personal/File		
2. OFW Travel documents (if any) (1 photocopy)		2. OFW or agency (if any)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Signs logbook and fills out assistance form	1.1 Issue request assistance form to applicants to be filled out  1.2 Conduct interview  1.3 Receives documents  1.4 Give initial report to OWWA (Overseas Workers Welfare Administration) , POEA (Philippines Overseas Employment Administration)	None	2 hours	Administrative Aide, PESO Manager PESO OWWA POEA
2. Submit required documents	2.1 Receive submitted documents  2.2 Evaluate documents  2.3 Scan and email the documents to OWWA (Overseas Workers Welfare Administration)  2.4 Advice client to follow-up the case after 3 days	None	3 days	Administrative Aide, PESO Manager PESO
3. Receives updates	3. Informs the client about the case base on the updates provided by OWWA and other related agencies	None	1 hour	Administrative Aide, PESO Manager PESO
	Total	None	3 days, 3 hours	

**27. “OWNERSHIP AND POSSESSION” OF MARKET STALL**

This local government through the Municipal Local Economic Enterprise Office is offering public market stalls for Ownership and Possession. Certificate of Ownership and Possession will be issued to all aspiring stall owners upon compliance of necessary documents.





<b>Office of Division</b>		Municipal Local Economic Enterprise Office (MLEEO)		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2C – Government to Client		
<b>Who May Avail</b>		All Resellers		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Community Tax Certificate		1. Barangay Treasury or Municipal Treasury Office (MTO)		
2. Proof of residency (Voter's Certificate of Registry		2. COMELEC		
3. Receipt of Goodwill				
4. One (1) Government Issued ID				
<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 log book	1. Give the logbook	None	1 minute	<i>LEE Incharge, Administrative Aide II LEEEO</i>
2. Undergo the initial interview	2.1 Conduct the initial interview 2.2 Advice client to proceed to waiting area	None	8 minutes	<i>LEE Incharge, Administrative Aide II LEEEO</i>
3. Receive and accomplish the NSRP, PIS Form	3.1 Give the NSRP, PIS Form 3.2 Instruct the client how to accomplish the form	None	15 minutes	<i>LEE Incharge, Administrative Aide II LEEEO</i>
4. Submit requirements together with NSRP and PIS form	4. Receive and validate the requirements	None	2 minutes	<i>LEE Incharge, Administrative Aide II LEEEO</i>
5. Receive contract of lease	5. Issue contract of lease and instruct client how to accomplish and the what is the notarial procedure	None	5 minutes	<i>LEEEO Designate, Administrative Aide II LEEEO</i>
	Total	None	31 minutes	

## 28. PUBLIC MARKET OPERATION

The public market is one of the economic enterprises of LGU as the center of trade where buying and selling of commodities are engaged. This generates revenue through imposition of fees and rentals.

<b>Office or Division</b>	Economic Enterprise Development & Management Office
<b>Classification</b>	Simple
<b>Type of Transaction</b>	G2B-Government to Business



<b>Who may avail</b>		G2C-Government to Citizen		
		All		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Signs the client logbook	1. Give the logbook and make it sign.	None	2 Minutes	LEE Incharge, Administrative Aide II LEEO
2. Request of monthly billing for rental	2. Prepares and issues monthly billing to the client.	None	15 Minutes	LEE Incharge, Administrative Aide II LEEO
3. Pays monthly rental	3. Issues Official Receipts.	None	3 Minutes	LEE Incharge, Administrative Aide II LEEO
	Total	None	20 minutes	

29. PUBLIC TERMINAL OPERATION

<b>Office or Division Classification</b>	Economic Enterprise Development & Management Office			
	Simple			
<b>Type of Transaction</b>	G2B-Government to Business			
<b>Who may avail</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Signs the logbook for arrival and departure	1. Log in arrivals and departure of PUJ and PUB	None	2 Minutes	LEE Incharge, Administrative Aide II LEEO
2. Pay toll fee	2. Issue cash tickets for departure	Php10.00 for PUJ  Php15.00 for PUB	2 minutes	LEE Incharge, Administrative Aide II LEEO
	Total	Php10.00 for PUJ  Php15.00 for PUB	4 minutes	





30. QUICK RESPONSE CODE

Issued to each constituent to fast track the contact tracing of the possible Covid-19 virus carrier.

Office or Division		Mayor's Office- Information Technology Section		
Classification		Simple		
Type of Transaction		G2C-Government to Citizen		
Who may avail		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Barangay master list of members.				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Bring unit (hardware/software) to Information, Communication Technology Office	1. Hand in logbook for request	None	2 minutes	Administrative Aide II IT Section
2. Fill up the logbook	2. Check the issue of the unit -computer -printer -others	None	15 minutes	Administrative Aide II IT Section
3. Wait for the result	3. Advise client about the result -repair, deposit the unit -replacement	None	3 minutes	Administrative Aide II IT Section
	Total	None	8 minutes	

31. REGISTRATION OF WORKERS ASSOCIATION

Under PD 442 of the Labor Code of the Philippines, as amended, the DOLE is mandated to process the application for registration of workers' association organized for the mutual aid and protection of its member or for other legitimate purposes except collective bargaining in order for them to acquire legal personality.

Office of Division	Mayor's Office- Public Employment Service Office (PESO)	
Classification	Highly Technical	
Type of Transaction	G2C-Government to Citizen G2B-Government to Business G2G-Government to Government	
Who May Avail	Associations	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1 . Application Form		1. PESO



2. Name of the association officers and their addresses (1 original and 6 photocopies)		2. Association		
3. Minutes of Organizational Meeting (1 original and 6 photocopies)		3. Association		
4. List of members (1 original and 6 photocopies)		4. Association		
5. Financial Report if in existence for at least one (1) year (1 original and 6 photocopies)		5. Association		
6.If less than 1 year, and has not collected any amount, a certification to this effect		6. Association		
7. Minutes of Organizational Meeting (1 original and 6 photocopies)		7. Association		
8. Constitution and by-laws accompanied by the names and signature of ratifying members (1 original and 6 photocopies)		8. Association		
9. Minutes of adoption or ratification of the constitution and by-laws, date/s when ratification was made and list of ratifying members (1 original and 6 photocopies)		9. Association		
10 Minutes of adoption or ratification (1 original and 6 photocopies) NOTE: Not required if it's done simultaneously with the organizational meeting and the same is reflected in the minutes of the organizational meeting including the date/s when ratification was made and list of ratifying members.		10 Association		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to PESO and signs in the logbook	1.1 Hands in logbook and Issue Guideline/Checklist for registration to DOLE 1.2 Schedules date for consultation with organization officers and members	None	5 minutes	<i>Administrative Aide, PESO Manager PESO</i>
2. Receives Consultation Services	2.1 Schedule date for consultation  2.2 Conducts Consultation with members of association	None	30 minutes	<i>Administrative Aide, PESO Manager PESO</i>



	2.3 Advise them to notarized their Registration Form and Constitution and Bylaws to a notary public			
3. Submits documents for registration	3.1 Receive, evaluate documents for registration  3.2 Submits documents and pay registration fee at DOLE  3.3 Follow up of Certificate Registration at DOLE	None  Php70.00	20 days	Administrative Aide, PESO Manager PESO
4. Receives Certificate	4. Releases of Certificate Registration to Organization	None	3 minutes	Administrative Aide, PESO Manager PESO
	Total	Php 70.00	20 days, 38 minutes	

32. REQUEST FOR INFORMATION AND COMMUNICATION TECHNOLOGY SUPPORT

Issued to each constituent to fast track the contact tracing of the possible Covid-19 virus carrier.

Office of Division	Mayor's Office- Information Technology Section			
Classification	Simple			
Type of Transaction	G2C-Government to Citizen			
Who May Avail	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Barangay master list of members		1. Barangay/ Requesting party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits Master list	1.1 Receives and Verifies the completeness of the data submitted.	None	14 minutes	Administrative Aide II IT Section
	1.2 Encode information and assign Quick Response (QR) Code.	None	15 minutes	Administrative Aide II IT Section



2. Receive the QR Code	2. Release the QR	None	2 minutes	<i>Administrative Aide II IT Section</i>
	Total	None	31 minutes	

**33. RETIREMENT OF BUSINESS AND ISSUANCE OF CERTIFICATION FOR RETIREMENT**

For the purpose, this means that the business operations are stopped completely

<b>Office or Division</b>	Mayor’s Office- Business Permits and Licensing Section			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2B-Government to Business			
<b>Who may avail</b>	All persons, juridical entities who conduct or engage in any business trade within the territorial jurisdiction of the municipality			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Sworn Statement of gross sales of the current year		1. Applicant		
2. Current/latest business permit		2. Applicant		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits Requirements	1.1. Verifies completeness of requirements, assess payment of taxes and charges. Submit on-line the assessment to the BPLO for final assessment and approval (thru ETRACS system)  1.2 Reviews the submitted (on-line) unified form and approval of assessment. If not approved, the unified form shall be returned (on-line) to the business assessor for reassessment. If approved, the BPLO shall change the status (on-line) to for payment  1.3 The business assessor prints the	None	14 minutes	<i>Administrative Aide Business Permit and Licensing Section</i>



	unified form and require the client to affix its signature on the space provided, advice the client to proceed to Municipal Treasurer's Office to pay taxes and charges as computed			
2. Proceeds to Treasurer's Office to pay taxes and charges, as computed	2. Accepts payment of business tax and charges and advice to proceed back to BPLS to claim certification for business retirement	Php50.00	5 minutes	Revenue Collection Clerk I Municipal Treasurer's Office
3. Submit unified form with official receipt and sign at logbook indicating receipt of retirement of business certification	3. Process the release of approved certification of retirement of business	None	5 minutes	Administrative Aide I Bureau of Permits and Licensing Office
	Total	Php50.00	24 minutes	

34. SCREENING, MATCHING AND ISSUANCE OF REFERRAL LETTER

The PESO provides employment assistance to job seekers through referral. Career guidance and counseling are also offered to assist the applicants in going about the recruitment process in different companies.

Office of Division	Mayor's Office- Public Employment Service Office (PESO)			
Classification	Simple			
Type of Transaction	G2C-Government to Citizen G2B-Government to Business G2G-Government to Government			
Who May Avail	Jobseekers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Resume with 2"x2" picture (1 copy)		Applicant		
2. Photocopy of Transcript of Record or Diploma (1 copy)		Applicant		
3. Photocopy of Form 138 for High School Graduate		Applicant		
4. Training Certificate, if any		Training Provider (if any)		
5. Employment Certificate, if any		Previous Employer (in any)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Fills out referral letter and National Skills Registration Program form	1. Release National Skills Registration Program form to be filled out by jobseekers.	None	5 minutes	Administrative Aide, PESO Manager PESO
2. Submit the National Skills Registration Program form and other documents required for validation	2.1 Receive the NSRP (National Skills Registration Program) form and encode in the PEIS (PESO Employment Information System)  2.2 PESO offers interview tips and guides on writing resume and applications letter  2.3 Assist the clients in choosing the position /job that will match their educational qualification and Skills	None	15 minutes	Administrative Aide, PESO Manager PESO
3. Receives the Referral Letter	3. Issuance of Referral letter	None	2 minutes	Administrative Aide, PESO Manager PESO
	Total	None	22 minutes	

35. SLAUGHTERING OPERATION

Before any animal is slaughtered for public consumption, a permit fee therefore shall be secured from the Office of the Municipal Local Economic Enterprise or the duly authorized representative who will determine whether the animal is fit for human consumption, thru the Municipal Treasurer upon payment of the corresponding fee.

Office of Division	Municipal Local Economic Enterprise Office (MLEEO)		
Classification	Complex		
Type of Transaction	G2C – Government to Client		
Who May Avail	All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Shipping Permit		1. Source of live animal	
2. Veterinary Certificate			
3. Barangay Certification			

2.1 Ante Mortem Inspection

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
--------------	----------------	-----------------	-----------------	--------------------



1. Deliver the animal to be slaughtered and give details and submit requirements	1.1 Receive all the requirements  1.2 Record the details of the animal I the logbook  1.3 Advise the client to pay the fees	None	5 minutes	LEE Incharge, Alternate Meat Inspector, Administrative Aide LEE O
2. Pay the necessary fees	2.1 Receive the payment  2.2 Issue official receipt	Coral Fee Php10.00 Small animals & hogs  Php20.00 large animals	5 minutes	LEE Incharge, Alternate Meat Inspector, Administrative Aide LEE O
3. Receive the official receipt	3.1 Advise the client to come back after 8 hours  3.2 Issue Animal Deposit Slip  3.3 Observe the animal and record observations in the logbook	None	8 hours	LEE Incharge, Alternate Meat Inspector, Administrative Aide LEE O
4. Ask for the observation result	4. Issue the Permit to Slaughter For Animal Fit for Human Consumption or Certification of Condemn Animal: Not Fit for Human Consumption	None	5 minutes	LEE Incharge, Alternate Meat Inspector, Administrative Aide LEE O
	Total	Coral Fee Php10.00 Small animals & hogs  Php20.00 large animals	8 hours, 15 minutes	

**2.2 SLAUGHTERING OF ANIMALS FIT FOR HUMAN CONSUMPTION  
(GOOD HYGIENIC SLAUGHTERING PROCESS)**

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
--------------	----------------	-----------------	-----------------	--------------------





1. Proceed to the slaughter house and sign in the logbook	1.1 Give the logbook  1.2 Advise the client of the schedule of slaughtering	Slaughtering Fee  Php50.00 small animals  Php 100.00 hogs  Php 250.00 large animals	5 minutes	LEE Incharge, Alternate Meat Inspector, Administrative Aide LEEEO
2. Wait at the stall	2. Slaughtering of animal fit for human consumption	None	54 minutes for hogs & small animals  1 hour, 54 minutes for large animals	LEE Incharge, Alternate Meat Inspector, Administrative Aide LEEEO
3. Acknowledge the meat delivery	3.1 Weigh carcass and offals  3.2 Record to logbook  3.3 Deliver meat at stall	None	5 minutes for hogs & small animals  10 minutes for large animals	LEE Incharge, Alternate Meat Inspector, Administrative Aide LEEEO
4. Receive the Meat Delivery Receipt	4. Issue Meat Delivery Receipt	None	3 minutes	LEE Incharge, Alternate Meat Inspector, LEEEO
	Total	Slaughtering Fee  Php50.00 small animals  Php 100.00 hogs  Php 250.00 large animals P250.00 large animals	1 hour, 7 minutes for hogs & small animals  2 hours, 12 minutes for large animals	

**2.3 POST MORTEM INSPECTION**





CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed at the waiting area	1. Conduct inspection of carcass and offals for condemned parts if not fit for human consumption	Php20.00 hogs & small animals Php30.00 large animals	3 minutes	LEE Incharge, Alternate Meat Inspector, Administrative Aide LEEO
2. Receive the carcass and offals	2. Turn over the carcass with Meat Inspection Certificate	None	2 minutes	Meat Inspector MAGRO  LEEO Designate LEEO  Administrative Aide II LEEO
	Total	Php20.00 hogs & small animals  Php30.00 large animals	5 minutes	

### 2.4 MEAT DELIVERY

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Observe the loading of carcass and offals	1. Load carcass and offals properly	None	2 minutes	LEE Incharge, Alternate Meat Inspector, Administrative Aide LEEO
2. Proceed to public market and wait for the delivery of carcass and offals	2. Advise client to wait for the delivery of the carcass and offals at the public market	None	11 minutes	LEE Incharge, Alternate Meat Inspector, Administrative Aide LEEO
3. Receive the carcass and offals and acknowledge the delivery receipt	3.1 Deliver and unload the carcass and offals  3.2 Issued delivery receipt	None	4 minutes	LEE Incharge, Alternate Meat Inspector, Administrative Aide LEEO
	Total	None	17 minutes	



36. SOLICITATION AND OTHER FINANCIAL ASSISTANCE

This assistance is given to the people who are indigent that needs medicines or hospitalization.

Office or Division	Mayor's Office			
Classification	Simple			
Type of Transaction	G2C-Government to Citizen			
Who may avail	Indigent constituent			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of request or Solicitation letter (1 Original, 1 Photocopy)		1. Transacting client/public		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits letter of request or solicitation letter for a brief interview.	1. Affix receive stamp on both original and receiving copy of the letter request or solicitation letter.  1.2. Entry document/s in logbook of official received documents.  1.3. Interview the client for the purpose/s of the letter request or solicitation letter.  1.4. Prepares the request for the releasing of the assistance and inform the client to return on the scheduled date of the release of the assistance.	None	6 days	Administrative Aide I, Private Secretary I Mayor's Office
2. Claim the approved request/solicitation	2. Releases the approved amount for the assistance.	None	2 minutes	Administrative Aide I, Private Secretary I Mayor's Office
	Total	None	6 days, 2 minutes	



37. SPECIAL PERMIT-AMBULANT AND ITINERANT AMUSEMENT OPERATOR

A Permit issued to ambulant and itinerant amusement operator during fiestas and fairs.

Office or Division Classification		Mayor's Office- Business Permits & License Section		
		Simple		
Type of Transaction		G2B-Government to Business		
Who may avail		Ambulant and itinerant amusement operator		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceeds to business assessor for interview	1. Interviews applicant and assess taxes depending on type of amusement and other game machine, issues order of payment and advice to proceed to Municipal Treasurer's Office to pay permit fee and taxes	None	5 minutes	Administrative Aide I Business Permit and Licensing Section
2. Proceeds to Treasurer's office to pay permit fee and taxes	2. Accepts payment of permit fee, taxes and issues official receipt, advice applicant to proceed back to BPLS after paying	P 400.00	5 minutes	Administrative Aide I Business Permit and Licensing Section
3. Submit official receipt of tax and special permit fee	3. Processes and advice the client to wait for the release of approved permit	None	10 minutes	Administrative Aide I Bureau of Permits and Licensing Office
4. Signs at logbook and receive the permit	4. Hands in logbook and releases approved permit	None	2 minutes	Administrative Aide I Bureau of Permits and Licensing Office
	Total	Php 400.00	22 minutes	



38. SPECIAL PROGRAM FOR EMPLOYMENT OF STUDENTS (SPES)

To develop the intellectual capacities of children of poor families and harness their potentials for the country’s well-being; specifically, the Program aims to help poor but deserving students, OSY, and dependents of displaced workers to pursue their education by providing income or augment their income through encouraging their employment.

Office or Division	Mayor’s Office- Public Employment Service Office (PESO)	
Classification	Highly Technical	
Type of Transaction	G2C-Government to Citizen G2B-Government to Business G2G-Government to Government	
Who may avail	Students, Out-of-School Youth (OSY) and Dependents of Displaced or would be Displaced Workers and Private Establishment	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Filled out SPES application form (spes.dole11.net) (3 copies)		1. Personal
2. Birth certificate/ NSO/PSA (1 copy Photocopy)		2. Personal
3. School Report Card (Average passing grade of the last enrollment or a copy of the original class card/Form 138) (1copy)		3. School last attended
4. Additional requirement for OSY, Certificate of Out-of-School-Youth issued by the authorized barangay official where the OSY resides		4. Barangay
5. Barangay Clearance (1 original copy)		5. Barangay
6. BIR Certification (1 original copy) Requirements for BIR Certification: Certificate of No Land Holding – Parents Certificate of No Business Permit – Parents Barangay Certificate of Low Income – Parents		6. BIR (Bureau of Internal Revenue)  Municipal Assessor’s Office  Business Permit and Licensing Office  Barangay
7. For any of the parent/guardian employed: <i>Certified Photocopy of BIR Certification/ ITR with not exceeding the required income of NEDA</i>		7. Employer and Bureau of Internal Revenue
8. 2 x 2 ID picture (2 pieces)		8. Personal



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>A. SCREENING OF APPLICANTS</b>				
1. Fills out NSRP Form	1. Requires SPES Applicant to fill out the NSRP (National Skills Registration Program) form	None	2 minutes	<i>Administrative Aide, PESO Manager PESO</i>
2. Receives notification on the schedule of examination	2.1 Inform SPES applicant of the schedule of SPES examination and interview  2.2 Sets schedule of PESLA, Examination to be conducted by DOLE/PESO  2.3 Sets schedule for phone/virtual or personal interview	None	5 minutes	<i>Administrative Aide, PESO Manager PESO DOLE Personnel</i>
3. Online submission of documents to <a href="http://spes.dole11portal.org">spes.dole11portal.org</a>	3.1 Advise the SPES applicant to upload requirements online for validation  3.2 Pre-oriens the SPES applicant about the program, its purpose and the supporting documents required to avail the program	None	10 minutes	<i>Administrative Aide, PESO Manager PESO</i>
4. Receives Notification of Examination Result	4.1 Informs Qualified SPES applicant  4.2 Sets schedule of SPES Orientation and Contract Signing	None	20 days	<i>Administrative Aide, PESO Manager PESO</i>
5. Attends SPES Orientation and Contract Signing	5. Facilitates the conduct of SPES orientation and contract signing	None	4 hours	<i>Administrative Aide, PESO Manager PESO</i>



6. Reports to Office of Assignment	6. Facilitate the conduct of work of assignment	None	30 minutes	Administrative Aide, PESO Manager PESO
<b>B. POST-EMPLOYMENT</b>				
1. Submits Daily Time Record	1.1 Monitoring of Attendance, performance & behavior  1.2 Facilitates the preparation of Payroll for the 60% salary share from LGU	None	5 days	Administrative Aide, PESO Manager PESO
2. Release of salary	2. MTO facilitates the release of SPES salary	None	5 minutes	Administrative Aide, PESO Manager PESO
3. Signs Termination Report	3. Facilitates the conduct of Signing of Termination report	None	1 minute	Administrative Aide, PESO Manager PESO
4. Participates in Culmination Program	4. Facilitates the conduct of Culmination Program	None	5 hours	Administrative Aide, PESO Manager PESO
	Total	None	25 days, 9 hours, 53 minutes	

**39. SUBMISSION/ RECEIPT OF OPENING OF BID AND BID EVALUATION**

Dropping of bid documents/ legal, financial and technical for the bid and awards committee for checking and evaluation.

<b>Office of Division</b>	Mayor's Office- Procurement Services Section						
<b>Classification</b>	Simple						
<b>Type of Transaction</b>	G2B-Government to Business						
<b>Who May Avail</b>	All Suppliers, Contractors and Consultants						
<table><tr><th>CHECKLIST OF REQUIREMENTS</th><th>WHERE TO SECURE</th></tr><tr><td>1. Eligibility Documents (1 original copy, 4 additional copy)</td><td>1. Applicant/ Supplier</td></tr><tr><td>2. Financial Proposal (1 original copy, 4 additional copy)</td><td>2. Applicant/ Supplier</td></tr></table>		CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	1. Eligibility Documents (1 original copy, 4 additional copy)	1. Applicant/ Supplier	2. Financial Proposal (1 original copy, 4 additional copy)	2. Applicant/ Supplier
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE						
1. Eligibility Documents (1 original copy, 4 additional copy)	1. Applicant/ Supplier						
2. Financial Proposal (1 original copy, 4 additional copy)	2. Applicant/ Supplier						



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceeds to BAC Secretariat Office and signs attendance	1.1 Hands-in attendance sheets.	None	1 minute	Administrative Aide Procurements Services Section Administrative Aide Procurements Services Section
	1.2 Receive the Clients Bid Proposal (Legal, Financial, Technical and Bid Proposal	None	4 minutes	
2. Witness the Opening of Bid	2. Conduct Opening of Bid and Bid Evaluation	None	3 hours	Administrative Aide Procurements Services Section
3. Presents official receipt to BAC-Secretariat and receives Bid Doc's	3. Checks official receipt and issue bidding document	None	3 minutes	Administrative Aide Procurements Services Section
	Total	None	3 hours, 8 minutes	

40. TWO-WAY RADIO COMMUNICATION SYSTEM SERVICE

Service rendered to all two-way radio communication requests.

Office of Division	Municipal Mayor's Office			
Classification	Simple			
Type of Transaction	G2C-Government to Citizen			
Who May Avail	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for immediate response and assistance	1. Promptly and courteously respond to clientele's request and smooth flow in receiving and transmitting of messages to concerned offices and individuals upon receipt.	None	5 minutes	Administrative Aide Mayor's Office
	Total	None	5 minutes	





## **MUNICIPAL MAYOR'S OFFICE**

### **Internal Services**



41. APPLICATION FOR LEAVE OF ABSENCE

A leave of absence is permission for an employee to be away from work for a period of time.

Office of Division	Human Resource and Management Office (HRMO)			
Classification	Simple			
Type of Transaction	G2G – Government to Government			
Who May Avail	Government Employees, this LGU			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. CSC Form No. 6 (Application for Leave, Revised 2020 ), 3 copies		1. Human Resource and Management Office		
2. Medical Certificate, for sick leave exceeding 5 days		2. Physician		
3. Clearance from Money and Property Accountabilities, if 30 Days or more		3. Human Resource and Management Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Human Resource and Management Office and secure Application for Leave Form	1. Give Application for Leave form	None	2 minutes	Administrative Aide, Administrative Aide II HRMO
2. Fill up the form and submit	2.1 Receive the accomplished form and check  2.2 Forward to the Human Resource Management Officer for the certification of leave credits	None	15 minutes	Administrative Aide II HRMO  Administrative Officer IV HRMO
3. Receive the certified Application for Leave Form	3. Release the certified Application for Leave Form	None	5 minutes	Administrative Aide II HRMO
	Total	None	22 minutes	

42. APPOINTMENT AND CONTRACT OF SERVICE

A document that formally and clearly outlines the conditions governing the employment relationship between an employee and employer.

Office of Division	Human Resource and Management Office (HRMO)
Classification	Highly Technical
Type of Transaction	G2C-Government to Citizen



<b>Who May Avail</b>		All newly hired and promoted employees			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>		
1. Duly Accomplished Personal Data Sheet (3 copies)					
2. Passport Size ID Picture (3 pieces)					
3. Transcript of Record/ Diploma					
4. Birth Certificate			4. PSA/ LCR		
5. NBI Clearance			5. Personal		
6. Medical Certificate			6. Personal		
7. Marriage Certificate (if married)			7. Personal		
8. Original Copy of the Authenticated Certificate of Eligibility			8. Personal		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>	
1. Submits required documents for appointment	2.1 Receives the documents for appointment	None	2 minutes	Administrative Aide II HRMO	
	2.2 Verify the completeness of the submitted requirements	None	5 minutes	Administrative Aide II, Administrative Officer IV HRMO	
	2.2 Prepares appointment and other supporting documents for approval of the local chief executive	None	5 days		
2. Receives copy of validated appointment and Position Description Form (PDF)	2. Issues a copy of validated appointment and Position Description Form (PDF)	None	5 minutes	Administrative Aide II HRMO	
	Total	None	5 days, 12 minutes		

### 43. CLEARANCE FROM MONEY AND PROPERTY ACCOUNTABILITIES

The Human Resource and Management Office issues this document to officials and employees of the local government unit and to other government employees in the municipality to confirm the act of releasing an official or employee from responsibility and/or liability due to the money and property granted and/or entrusted to him/her.

Office of Division	Human Resource and Management Office (HRMO)		
Classification	Simple		
Type of Transaction	G2G – Government to Government		
Who May Avail	Current and Former Employees, this LGU Public School Teacher, this municipality		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	



None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Human Resource and Management Office and make request	1. Logbook details of request and issue payment order slip	None	5 minutes	<i>Administrative Aide HRMO</i>
2. Proceed to the Municipal Treasury Office for payment	2.1 Accept payment 2.2 Issue official receipt 2.3 Advise client to return to Human Resource and Management Office, submit the official receipt	Php50.00	5 minutes	<i>Administrative Aide III MTO</i>
3. Return to the Human Resource and Management Office, submit the official receipt of payment	3.1 Receive and check the official receipt	None	5 minutes	<i>Administrative Aide II HRMO</i>
	3.2 Input details of payment and print the document and process the approval 3.3 Inform client by phone call or text once document is ready for pick-up	None	1 day	<i>GSO Incharge GSO</i> <i>Municipal Accountant MACCO</i> <i>Municipal Treasurer MTO</i> <i>Municipal Budget Officer MBO</i> <i>Administrative Officer IV HRMO</i> <i>Municipal Administrator Designate MO</i> <i>Municipal Mayor MO</i>
4. Claim the document	4. Release the document	None	3 minutes	<i>Administrative Aide II HRMO</i>
	Total	none for service record,	1 day, 18 minutes	



		certificati ons  Php 50.00 clearance		
--	--	---	--	--

44. PAYROLL

A payroll consist of list of employees that is entitled to receive payments as well as other work benefits and the amounts that each should receive.

<b>Office of Division</b>		Human Resource Management Office (HRMO)		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2G-Government to Government		
<b>Who May Avail</b>		All Concerned Offices/Departments		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Accomplishment reports				
2. Daily Time Record (DTR)		2. HRMO		
<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 complete requirements	1.1 Receive requirements and check for completeness and verify details	None	5 minutes	<i>Administrative Aide HRMO</i>
	1.2 Prepare Payroll with Certification on Appropriations, Funds, and Obligation of Allotment (CAFOA)		2 days	<i>Aministrative Aide HRMO</i>
	1.3 Hand carry Payroll with Certification on Appropriations, Funds, and Obligation of Allotment (CAFOA) To different offices for signatures		20 minutes	<i>Administrative Aide HRMO</i>
	Total	None	2 days, 25 minutes	



45. SERVICE RECORD AND CERTIFICATION

The Human Resource and Management Office issues a service record which provides a record of years in government service.

Office of Division		Human Resource and Management Office (HRMO)		
Classification		Simple		
Type of Transaction		G2G – Government to Government		
Who May Avail		Current and Former Employees, this LGU		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Human Resource and Management Office and make a request	1.1 Prepare the document requested  1.2 Forward the document to the Human Resource Management Officer for signature	None	5 minutes	Administrative Aide, Administrative Aide II HRMO  Administrative Officer IV HRMO
2. Receive the requested document and acknowledge by signing in the logbook	2.1 Logbook details of the document  2.2 Release the document	None	3 minutes	Administrative Aide II HRMO
	Total	None	8 minutes	



# **MUNICIPAL PLANNING AND DEVELOPMENT OFFICE**

## **External Services**





# 1. ZONING CERTIFICATION AND LOCATIONAL CLEARANCE, FINAL APPROVAL OF SUBDIVISION PLAN & DEVELOPMENT PERMIT

There shall be collected Zoning, Locational Clearance and Development Permit fees at rates fixed by and in accordance with the applicable rules and regulations prescribed by the Department of Human Settlements and Urban Development (DHSUD).

Office of Division	Municipal Planning and Development Office (MPDO)			
Classification	Simple			
Type of Transaction	G2C – Government to Client			
Who May Avail	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Barangay Certification		1. Barangay Government		
2. Certificate of Land Title, Deed of Sale, Deed of Donation as proof of Ownership of Land		2. Land Owner		
3. Affidavit of Consent, if the Applicant is not the owner		3.		
4. Tax Declaration		4. Notary Public		
5. Tax Clearance		5. Municipal Assessor's Office		
6. Building Plan with Project Cost Estimates		6. Municipal Treasury Office		
7. Set of Plan (Subdivision Plan) and Project Cost		7. Licensed Engineer or Architect		
8. Environmental Compliance Certificate (ECC)		8. Licensed Geodetic Engineer or Architect and Environmental Planner		
9. Geo Hazard Certification/Report		9. Environmental Management Bureau (EMB)- Department of Environment and Natural Resources (DENR)		
10.		10. Mines and Geo-sciences Bureau (MGB)- Department of Environment and Natural Resources (DENR)		
11. Barangay Resolution Interposing No Objection		11. Barangay Government		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Municipal Planning and Development Office and submit requirements	1.1 Receive and check requirements 1.2 Give application form	None	5 minutes	Project Development Officer II MPDO
2. Fill up and submit the application form	2.1 Receive and check the application form 2.2 Compute billing 2.3 Advise the client to proceed to the Treasury Office to pay	None	10 minutes	Project Development Officer II MPDO
3. Proceed to the Municipal Treasurer's Office and pay	3.1 Receive payment 3.2 Issue official receipt	See Table of Zoning and Locationa	15 minutes	Administrative Aide III MTO



	3.3 Advise client to return to the Municipal Planning and Development Office	Clearance Fees		
4. Return to the Municipal Planning and Development Office and submit	4.1 Receive and check the official receipt. Advise the client to come back at the given time  4.2 Conduct project site ocular inspection and validation  4.3 Prepare and process evaluate report	None	5 minutes   2 hours   30 minutes	Project Development Officer II MPDO
5. Proceed to the Municipal Planning and Development Office	5. Contact the client to claim the documents	None	5 minutes	Project Development Officer II MPDO
6. Receive the Zoning Certification and Locational Clearance	6. Release the Zoning Certification and Locational Clearance	None	5 minutes	Project Development Officer II MPDO
7. Receive the Subdivision Set of Plan and other Complete documents	7. Endorse to the Sangguniang Bayan (SB) the documents received	None	10 minutes	Municipal Planning and Development Office
	Total		3 hours, 25 minutes	

Note: See Table of Zoning, Locational Clearance and Development Permit Fees

ZONING CERTIFICATION AND LOCATIONAL CLEARANCE FEES			
Application Fee			
Residential	Php		40.00
Commercial	Php		150.00
Institutional	Php		150.00
Agri-Industrial	Php		200.00
Industrial	Php		200.00
Agricultural	Php		200.00
Request for Reclassification	Php		800.00
Residential (Individual), per sq.m. (floor area)	Php		2.00
Commercial, per sq.m.	Php		3.00
Industrial	Php		5.00
Institutional	Php		4.00
Agricultural, per hectare	Php		50.00
Agri-Industrial, per sq.m.	Php		5.00



Telecommunications Towers & Commercial Billboards, per. sq.m.	Php	10.00
Memorial Parks/Cemetery, per sq.m.	Php	3.50
Residential Subdivision Projects, per sq.m.	Php	3.00
<b>Zoning Certification and Locational Clearance</b>		
<b>A. Single Residential</b>		
(Structure Attached or Detached)		
100,000.00 and below	Php	200.00
Over Php 100,000.00 to 200,000.00	Php	500.00+1/10 of 1% in excess of Php 200,000.00
		0.00
Over 200,000.00	Php	
<b>B. Institutional, Project Cost of which is:</b>		
Below 2M	Php	2,000.00
Over 2M	Php	2,000.00+1/10 of 1% of cost in excess of 2M
<b>C. Commercial, Industrial and Agro-Industrial, Project Cost of which is:</b>		
Below 100,000.00	Php	1,000.00
Over 100,000.00 – 500,000.00	Php	1,500.00
Over 500,000.00 – 1M	Php	2,000.00
Over 1M – 2M	Php	3,000.00
Over 2M	Php	5,000.00+1/10 of 1% of cost in excess of 2M
<b>D. Special Uses/Special Projects</b>		
(Gasoline Station, Cell Sites, Slaughter Houses, Treatment Plant etc.)		
Below 2 M	Php	5,000.00
Over 2M	Php	5,000.00+1/10 of 1% of cost in excess of 2M
<b>E. Alteration/Expansion</b>		
(affected areas/cost only)	Php	Same as original application



# **MUNICIPAL SOCIAL WELFARE AND DEVELOPMENT OFFICE**

## **External Services**



1. AID TO INDIVIDUAL IN CRISIS SITUATION (AICS) MEDICAL ASSISTANCE

This service aids the needs of the families/individual who are in crisis situation and comes to the office or referred to avail for assistance in order to cope up with his present problems due to socio-economic difficulties and eventually to attain normal functioning.

Office of Division	Municipal Social Welfare and Development Office			
Classification	Simple			
Type of Transaction	G2C-Government to Citizen			
Who May Avail	All Individual/ Families in Crisis Situation			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Barangay Certificate of Indigency (1 Original & 1 Photocopy)		1. Barangay		
2. Medical Certificate or Medical Confinement (2 Photocopies)		2. Applicant or Hospital where sick person was confined		
3. Mayor's Office Notification				
4. Valid ID of claimant				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Proceed to MSWDO Front desk Officer and express her/his need for financial assistance	1. Conduct intake interview with the client	None	3 minutes	Administrative Aide MSWDO
2.Submit all documentary requirements	2. Review all the submitted documentary requirements and prepare brief Social Case Summary	None	15 minutes	Social Welfare Assistant MSWDO
3. Affix Signature as conformity to the accomplished social case summary.	3. Signs the social case summary.	None	5 minutes	Social Welfare Assistant, Social Welfare Officer Municipal Social Welfare and Development Officer MSWDO
4. Receive the documents & proceed to Mayor's Office for the release of the claims.	4. Release documents for client's claim.	None	3 Minutes	Social Welfare Assistant MSWDO
	Total	None	25 minutes	



## 2. AID TO INDIVIDUAL IN CRISIS SITUATION (AICS) BURIAL ASSISTANCE

This service aids the needs of the families/individual who are in crisis situation and comes to the office or referred to avail for assistance in order to cope up with his present problems due to socio-economic difficulties and eventually to attain normal functioning.

<b>Office of 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 Individual/ Families in Crisis Situation		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Barangay Certificate of Indigency (1 Original Copy & 1 hotcopies)		1. Barangay		
2. Death Certificate of the deceased family member. (2 PHOTOCOPIES)		2. Applicant or Civil Registrar		
3. Mayor's Office Notification		3. Mayor's Office		
4. Valid ID				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to MSWDO Front desk Officer to sign up the client's logbook	1. Facilitate client in signing the Logbook	None	2 Minutes	<i>Administrative Aide MSWDO</i>
2. Submit all documentary requirements & appear for interview	2. Review all the submitted documentary requirements and Interview client for the preparation of Social Case Summary.	None	10 Minutes	<i>Social Welfare Assistant MSWDO</i>
3. Affix Signature as conformity to the accomplished social case summary.	3. Signs the social case summary	None	5 Minutes	<i>Social Welfare Assistant, Social Welfare Officer Municipal Social Welfare and Development Officer MSWDO</i>
4. Receive the documents & proceed to Mayor's Office for the release of the claims.	4. Release documents for client's claim.	None	3 Minutes	<i>Social Welfare Assistant MSWD Office</i>
	Total	None	20 minutes	



### 3. CERTIFICATE OF TRAVEL FOR MINORS

Issued to minors with domestic travels without parental companion

<b>Office of 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>	Minor Clients			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Certificate of Barangay Residency (1 original& 1 Photocopy)		1. Barangay		
2. Affidavit of circumstance stating the reason of travel without minor client's parental companion (1 original)		2. PAO		
3. Birth certificate of the minor (1 photocopy)		3. Applicant or LCR		
4. ID card of the accompanying adult (1 photocopy)		4. Applicant		
5. ID card of the minor client (1 photocopy)		5. Applicant		
6. Travel Details and Flight Reference Number (1 photocopy)		6. Applicant		
7. Personal Appearance both Biological Parents, Traveling Minor and Accompanying Adult				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to MSWDO Front desk Officer to sign up the client's logbook	1. Facilitate client in signing the logbook	None	5 minutes	<i>Administrative Aide MSWDO</i>
2. Proceed to MSWDO Social Worker for documentary requirements submission and fill out accomplish application form	2.1 Review and assess pertinent documentary requirements and receive fill out application form	None	20 minutes	<i>Social Welfare Assistant, Social Welfare Officer Municipal Social Welfare and Development Officer MSWDO</i>
	2.2 Prepare Certificate of Travel	None	15 minutes	
3.Receive and review the correctness of the personal details of the accomplished certificate of travel	3.1 Submit to Department Head for signature	None	5 minutes	<i>Social Welfare Assistant, Social Welfare Officer Municipal Social Welfare and Development Officer MSWDO</i>
	3.2 Release the accomplished certificate of travel			
	Total	None	45 minutes	





4. ENROLLMENT OF GRANT TO PERSON WITH DISABILITY TO AVAIL A PURCHASE BOOKLET

Generally, PWD ID holders are entitled to a 20% discount and value-added tax (VAT) in purchasing goods and other benefits.

Office of Division	Municipal Social Welfare and Development Office			
Classification	Simple			
Type of Transaction	G2C-Government to Citizen			
Who May Avail	All Filipino Citizen, person having difficulty or person with disabilities at any age			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. PWD I.D.		1. Applicant		
2. 1X1 I.D Picture		2. Applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit PWD I.D to the Desk Officer	1.1 Copy Name, Address, I.D No. and Date of Issue  1.2 Prepare Purchase Booklet	None	5 minutes	Administrative Aide MSWDO
2. Received purchase booklet and sign the logbook for the release of the booklet	2. Release the purchase booklet to the client	None	5 minutes	Administrative Aide MSWDO
	Total	None	10 minutes	

5. ENROLLMENT OF GRANT TO SENIOR CITIZEN TO AVAIL A PURCHASE BOOKLET

This service is a grant to every Filipino Senior Citizen to enjoy the special discount on the basic and prime commodities.

Office of Division	Municipal Social Welfare and Development Office			
Classification	Simple			
Type of Transaction	G2C-Government to Citizen			
Who May Avail	All Filipino Senior Citizen (Ages 60 years and above)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. OSCA I.D.		1. Applicant		
2. 1x1 I.D Picture		2. Applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE





1. Submit OSCA I.D to the Desk officer	1.1 Copy Name, Address, I.D No. and Date of Issue  1.2 Prepare Purchase Booklet	None	5 minutes	<i>Administrative Aide MSWDO</i>
2. Received purchase booklet and sign the logbook for the release of the booklet	2. Release the purchase booklet to the client	None	5 minutes	<i>Administrative Aide MSWDO</i>
	Total	None	10 minutes	

### 6. ENROLLMENT OF INDIGENT BENEFICIARY (PHILHEALTH)

This local government unit through the Social Welfare and Development Office shall identify families who have no visible means of income, or whose income is insufficient for family subsistence based on specific criteria. Indigent clients who wanted to avail the Philhealth may signify his/her intention via filling up Application Form and pay its counterpart base in Municipal Ordinance No. 2009-116.

<b>Office of Division</b>	Municipal Social Welfare and Development Office (MSWDO)			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2C – Government to Client			
<b>Who May Avail</b>	All Indigent Beneficiary			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Birth Certificate, if client is solo parent		1. Applicant File		
2. Marriage Certificate		2. Applicant File		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to the Social Welfare and Development Office and submit requirements	1.1 Receive and check the requirements  1.2 Give the Family Data Form	None	5 minutes	<i>Social Welfare Officer II MSWDO</i>
2. Receive, fill up and submit the Family Data Form	2.1 Receive and check the Family Data Form  2.2 Issue billing on 50% PHIC premium counterpart base on Municipal Ordinance No. 2009-116  2.3 Advise the client to proceed to the	None	15 minutes	<i>Social Welfare Officer II MSWDO</i>



	Treasury Office to pay			
3. Proceed to the Treasury Office and pay	3.1 Receive payment  3.2 Issue official receipt  3.3 Advise client to return to the Social Welfare and Development Office	See Table of Social Services Fees	15 minutes	Administrative Aide III MTO
4. Return to the Social Welfare and Development Office and submit the official receipt	4.1 Receive and record details of the official receipt  4.2 Advise the client to come in the MSWDO in case of hospital admission for referral to PHIC office	None	10 minutes	Social Welfare Officer II MSWDO
	Total	None	45 minutes	

7. PRE-MARRIAGE ORIENTATION AND COUNSELING CERTIFICATE

Provide would-be couples with information they will need in performing their roles as husband and wife, and prepare them for the challenges of married life and their responsibilities as spouses, family members, and future parents. It will also give them a better understanding of what marriage is so that they can affirm their decision to get married based on sufficient knowledge and clear expectations.

Office of Division	Municipal Social Welfare and Development Office- MPO			
Classification	Simple			
Type of Transaction	G2C-Government to Citizen			
Who May Avail	Would be Couples at Legal age			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Latest Cedula one (1) for each couple (Photo Copy)		1. Applicant		
2. Philhealth ID or Number, one of the couples (photocopy)		2. Applicant		
3. Receipt of the Payment (Original)		3. Municipal Treasurer’s Office		
4. Clients personal appearance				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to MSWDO Front Desk Officer and Signed in Client’s Logbook &	1.1 Assist the client in signing up the client’s logbook & Prepare the necessary papers for interview	none	3 minutes	Administrative Aide MSWDO



Submit all documentary requirements				
2. Proceed to Mun. Treasurer's Office for payment	2.1 Issue order of payment	(see payment matrix)	5 minutes	<i>Administrative Aide III Municipal Treasurer's Office</i>
3. Submit to PMOC table & Personal appearance of the would be couple for an interview	3.1 Review all submitted documents	None	5 minutes	<i>Social Welfare Assistant, Social Welfare Officer Municipal Social Welfare and Development Officer MSWDO</i>
	3.2 Interview the would be couple	None	15 minutes	
4. Answer the Marriage Expectation and Inventory	4.1 Instruct client how to answer the Marriage Expectation and Inventory	None	15 minutes	<i>Social Welfare Assistant, Social Welfare Officer Municipal Social Welfare and Development Officer MSWDO</i>
5. Attend the PMOC	5.1 Conduct PMOC	None	3.5 hours	PMOC Members and Counselors
6. Affix signature to the PMOC Certificate	6.1 Affix signature for the approval of PMOC Certificate	None	3 minutes	<i>Social Welfare Assistant, Social Welfare Officer Municipal Social Welfare and Development Officer MSWDO</i>
7. Received the PreMarriage Orientation and Counseling Certificate	7.1 Releasing of the Pre-Marriage Orientation and Counseling Certificate	None	Every 1:00 pm after the Pre Marriage Orientation and Counseling	<i>Administrative Aide MSWDO</i>
	Total	See payment matrix	4 hours, 16 minutes	

**PAYMENT MATRIX FOR PRE-MARRIAGE ORIENTATION AND COUNSELING CERTIFICATE**

Regular	P 150.00
Special	P 300.00
Foreigner	P 1,000.00



8. PROVISION OF REFERRALS

The Social Welfare and Development Office is giving referrals on basic social services assistance such as burial, financial, medical and others to other partner agencies such as Congressiona Office, Provincial Social Welfare and Development Office, Department os Social Welfare and Development, Davao Regional Medical Center, Carmen District Hospital and the like.

<b>Office of Division</b>		Municipal Social Welfare and Development Office (MSWDO)		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2C – Government to Client		
<b>Who May Avail</b>		All		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Barangay Certification		1. Barangay		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to the Social Welfare and Development and submit requirements	1.1 Receive and check the requirements  1.2 Interview client and entry details in the intake form  1.3 Advise client to wait  1.4 Prepare and process the Referral Letter	None	20 minutes	<i>Social Welfare Assistant MSWDO</i>
2. Receive the Referral Letter	2.1 Release the Referral Letter  2.2 Advise the client where to endorse the Referral Letter	None	5 minutes	<i>Social Welfare Assistant MSWDO</i>
	Total	See Table of Social Services Fees	25 minutes	

9. REFERRAL TO OTHER AGENCIES

This service aids the needs of the families/individual who are in crisis situation and comes to the office or referred to avail for assistance in order to cope up with his present problems due to socio-economic difficulties and eventually to attain normal functioning.

<b>Office of 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 Individual/ Families in Crisis Situation		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Barangay Certificate of Indigency (1 Original & 1 Photocopy)		1. Barangay		
2. Medical Certificate or Medical abstract (Optional) (2 Photocopies)		2. Applicant or Hospital where sick person was confined		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to MSWDO Frontdesk Officer to sign up the client's logbook	1. Facilitate client in signing the Logbook	None	3 minutes	<i>Administrative Aide MSWDO</i>
2. Submit all documentary requirements & appear for interview to the Social Worker	2.1 The MSWDO Social Worker will review all the submitted documentary requirements of the client.	None	5 minutes	<i>Social Welfare Assistant, Social Welfare Officer Municipal Social Welfare and Development Officer MSWDO</i>
	2.2 Initial interview of the social worker to the client for the Social Case Study Report	None	30 minutes	
	2.3 Home visitation by the Social Worker	None	1 day	
	2.4 Preparation and Approval of Social Case Study Report and Referral Letter	None	2 hours	
	2.5 Get the cellphone number of transacting client and advise to come back after 2 hours			
3. Proceed to MSWDO Office to for the release of accomplished Social Case Study Report and Referral Letter	3. Contact client for release of the Accomplished Referral and Social Case Study Report	None	10 minutes	<i>Social Welfare Assistant, Social Welfare Officer Municipal Social Welfare and Development Officer MSWDO</i>
	Total	None	1 day, 2 hours, 48 minutes	



# 10. REGISTRATION & ISSUANCE OF PERSON WITH DISABILITIES (PWD) IDENTIFICATION CARD

Generally, PWD ID holders are entitled to a 20% discount and value-added tax (VAT) in purchasing goods and other benefits.

Office of Division	Municipal Social Welfare and Development Office- MPO			
Classification	Simple			
Type of Transaction	G2C-Government to Citizen			
Who May Avail	All Filipino Citizen, person having difficulty or person with disabilities at any age			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Barangay Certificate of Residency		1. Barangay		
2. Birth Certificate (Xerox copy)		2. Applicant		
3. Certificate of Disability		3. Medical Doctor/Physician		
4. 1x1 ID Picture (3 pcs)		4. Applicant		
5. Accomplished PWD Registration Form				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to PWD Front desk Officer to sign up the client's logbook	1. Facilitate client in signing the logbook	None	5 minutes	Administrative Aide MSWDO
2. Submit all documentary requirements and personal interview	2 Review all the submitted documentary requirements and interview client for the preparation of PWD I.D.	None	5 minutes	Administrative Aide MSWDO
3. Affix Signature as client's conformity to the accomplished application form	3.1 Affix signatures on filled out & print application form 3.2 Prepare PWD identification card	None	5 minutes	Administrative Aide MSWDO
4. Affix Signature as client's conformity to the accomplished Identification Card.	4.1 Submit the PWD ID to Department Head for signature 4.2 Submit PWD ID to LCE for signature	None	6 minutes	Social Welfare Assistant, Social Welfare Officer Municipal Social Welfare and Development Officer MSWDO Municipal Mayor
5. Receive the PWD ID & affix signature at the Logbook	5.1 Release ID to the client	None	3 minutes	Administrative Aide MSWDO
	Total	None	26 minutes	





# 11. RENEWAL OF PHILHEALTH CARD

The issuance of Philhealth Card under the Indigency Program is subject to renewal.

<b>Office of Division</b>		Municipal Social Welfare and Development Office (MSWDO)		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2C – Government to Client		
<b>Who May Avail</b>		All Indigent Beneficiaries		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Barangay Certification		1. Barangay		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to the Social Welfare and Development Office and submit requirements	1.1 Receive and check the requirements  1.2 Issue billing on 50% PHIC premium counterpart base on Municipal Ordinance No. 2009-116  1.3 Advise the client to proceed to the Treasury Office to pay	None	5 minutes	<i>Social Welfare Assistant MSWDO</i>
2. Proceed to the Treasury Office and pay	2.1 Receive payment  2.2 Issue official receipt  2.3 Advise client to return to the Social Welfare and Development Office	Refer to table of fees	15 minutes	<i>Administrative Aide III MTO</i>
3. Return to the Social Welfare and Development Office and submit the official receipt	3.1 Receive and check the official receipt  3.2 Entry details of the official receipt in the logbook  3.3 Advice to come to MSWDO in case of hospital admission for referral to PHIC office	None	10 minutes	<i>Social Welfare Assistant MSWDO</i>
	Total	Refer to table of fees	30 minutes	





## 12. SENIOR CITIZEN IDENTIFICATION CARD

All Senior Citizen in this municipality is required to register in the Social Welfare and Development Office and shall be issued Identification Card.

<b>Office of Division</b>	Municipal Social Welfare and Development Office (MSWDO)			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2C – Government to Client			
<b>Who May Avail</b>	All Senior Citizen, this municipality			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Office of the Senior Citizen Affairs (OSCA) Form, accomplished		1. Office of the Senior Citizen Affairs (OSCA)		
2. 1x1 ID picture				
3. Birth Certificate or any valid proof of his/her birth date - client				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to the Social Welfare and Development and submit requirements	1.1 Receive and check the requirements  1.2 Advise the client proceed to the Treasury Office to pay	None	5 minutes	<i>Social Welfare Officer II MSWDO</i>
2. Proceed to the Treasury Office to pay	2.1 Receive payment  2.2 Issue the official receipt  2.3 Advise the client to return to the Social Welfare and Development Office	Refer to table of fees	15 minutes	<i>Administrative Aide III MTO</i>
3. Return to the Social Welfare and Development Office and submit official receipt	3.1 Receive and check the official receipt  3.2 Advise the client to wait  3.3. Prepare and process the Senior Citizen ID Card	None	10 minutes	<i>Social Welfare Officer II MSWDO</i>
4. Receive the Senior Citizen ID Card	4. Release the Senior Citizen ID Card	None	5 minutes	<i>Social Welfare Officer II MSWDO</i>
	Total	Refer to table of fees	35 minutes	



SOCIAL WELFARE SERVICES FEES			
Philhealth Indigency	Php		150.00
50% of the Current PHIC Premium Prescribed by PHIC Office based on Municipal Ordinance No. 2009-116	Php		440.00
Identification Card Women's	Php		35.00
Identification Card Senior Citizen	Php		35.00
Day Care Workers	Php		35.00
MSWDO Certification	Php		55.00

13. SOLO PARENT IDENTIFICATION CARD (NOTE: ID IS RENEWABLE EVERY 3 YEARS)

RA 8972 – an act providing benefits and privileges to solo parents and their children, appropriating funds therefore and for other purposes.

Office of Division	Municipal Social Welfare and Development Office			
Classification	Simple			
Type of Transaction	G2C-Government to Citizen			
Who May Avail	Solo Parent			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Barangay certification certifying Solo Parent's and its residency (1 original)		1. Barangay		
2. Affidavit of circumstance stating the reason for becoming a solo parent (1 original)		2. PAO		
3. Birth certificate of children below 18 years old and applicant personal apperance		3. Applicant or LCR		
4. Death certificate of spouse (if applicable) for widow or widower		4. Applicant or LCR		
5. 1x1 picture ID (1 picture)		5. Applicant		
6. Barangay certification certifying Solo Parent's residency (1 original)		6. Barangay		
7. 2x2 picture for the application form		7. Applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to MSWDO Front desk Officer to sign up the client's logbook	1. Facilitate client in signing the Logbook	None	2 minutes	Administrative Aide MSWDO
2. Submit all documentary requirements & interview the client	2.1 Review all the submitted documentary requirements of the client.	None	15 minutes	Social Welfare Assistant, Social Welfare Officer MSWDO



	<p>2.2 Interview client to get pertinent information.</p> <p>2.3 Affix signature on filled out &amp; print application form</p> <p>2.4 Prepare Solo Parent identification card</p>			
<p>3. Affix Signature as client's conformity to the accomplished Identification Card.</p>	<p>3. Submit Solo Parent ID to Department Head for signature</p> <p>3.2 Submit solo parent ID to LCE for signature</p>	<p>None</p>	<p>5 minutes</p>	<p><i>Social Welfare Assistant, Social Welfare Officer Municipal Social Welfare and Development Officer MSWDO</i></p>
<p>4. Receive the SOLO PARENT ID &amp; affix Signature at the Logbook</p>	<p>4. Release ID to the client</p>	<p>None</p>	<p>3 minutes</p>	<p><i>Administrative Aide MSWDO</i></p>
	<p>Total</p>	<p>None</p>	<p>25 minutes</p>	



# **MUNICIPAL TREASURY OFFICE**

## **External Services**



# 1. COLLECTION OF LOCAL TAXES, FEES AND CHARGES

Local Taxes, Fees and Charges are those imposed by a Local Government Unit basing on its duly approved Revised Revenue Code to the individual, corporations, cooperatives and other organizations on the privilege of engaging in business, occupation and other activities within its territorial jurisdiction. The proceeds of these will accrue exclusively to the Local Government Unit that impose them, or when provided by law, may be shared with other local government units.

<b>Office of Division</b>		Office of The Municipal Treasurer		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2C-Government to Citizen G2B-Government to Business Organizations		
<b>Who May Avail</b>		All		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Fees on Business Tax - Approved assessment form		1. Municipal Treasurer's Office Window 4		
2. Violation of Municipal Ordinance 2013-165: - citation ticket pink copy		2. Copy issued by PNP Traffic Officer		
3. Civil Registration Fees: - order of payment/payment slip		3. Local Civil Registrar		
4. Building and Electrical Permit: - building & electrical permit fees billing		4. Municipal Engineering Office		
5. Zoning and Locational Clearance Fees: - Order of Payment/Payment Slip		5. Municipal Planning Development Office		
6. Municipal Health Office Fees and Charges: - Payment Slip		6. Municipal Health Office		
7. Other Local Taxes, Fees and Charges:				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to Window 4, present citation ticket of order of payment/payment slip and pay the corresponding taxes, fees and charges	1.1 Receive payment slip with corresponding amount	(Amount Indicated in the order of payment/payment slip and depending on the traffic violation indicated in the citation ticket)	5 minutes	<i>Administrative Aide III MTO</i>
2. Receives Official Receipts and present the	2.1 Issue Official Receipt	None	5 minutes	<i>Administrative Aide III MTO</i>



Official Receipts to the requisitioning office to complete the transaction				
	Total	As per order of payment/ payment slip or depending on the traffic violation indicated in the citation ticket	10 minutes	

2. COMMUNITY TAX CERTIFICATE

Every inhabitant of the Philippines who is a resident of this municipality, eighteen (18) years of age or over who has been regularly employed on a wage or salary basis for at least thirty (30) consecutive working days during any calendar year or who is engaged in business or corporation, or who owns real property with an aggregate assessed value of One Thousand (Php1,000.00) or more, or who is required by law to file an income tax return shall pay an annual community tax of Five Pesos (Php5.00) and an annual additional tax of One Peso (Php1.00) for every One Thousand Pesos (PHP1,000.00) income regardless of whether from business, exercise of profession or from property which in no case shall exceed Five Thousand Pesos (Php5,000.00).

<b>Office of Division</b>		Municipal Treasury Office (MTO)		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2C – Government to Client		
<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. Proceed to Window 4 and ask for the Community Tax Certificate	1.1 Give to the client the Personal Data Form  1.2 Instruct the client to fill up the form	None	5 minutes	<i>Administrative Aide III (Designated Collector) MTO</i>
2. Receive, accomplish and submit the Personal Data Form	2.1 Receive the accomplished Data Form	None	10 minutes	<i>Administrative Aide III (Designated Collector) MTO</i>



	2.2 Issue Community Tax Certificate			
3. Receive the Community Tax Certificate and give the payment	3. Receive the payment	Php 5.00 Basic Tax + Php 1.00 for every Php1,000.00 of Gross Income	5 minutes	Administrative Aide III (Designated Collector) MTO
	Total	Php 5.00 Basic Tax + Php 1.00 for every Php1,000.00 of Gross Income	19 inutes	

3. MOTORIZED TRICYCLE OPERATOR’S PERMIT (MTO)

A document granting franchise or license to operate issued to a person, natural or juridical, allowing such person to operate motorized tricycle for hire over specified zones within the municipality.

Office of Division	Mayor’s Office- Business Permits & License Section	
Classification	Simple	
Type of Transaction	G2B-Government to Business	
Who May Avail	Any person of legal age, natural or juridical and not contrary to existing laws	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
New:		
1. Community Tax Certificate (CEDULA)		1. Municipal Treasurer’s Office
2. Birth certificate of applicant		2. Personal file copy
3. Insurance policy of unit		3. Any vehicle insurance company
4. Certification from existing T.O.D.A.		4. Existing tricycle operator and driver’s association per zone
5. Picture of the unit- back, front, side		5. Personal file copy
6. LTO certificate of registration (photocopy)		6. Personal file copy
7. LTO official receipt of registration (photocopy)		7. Personal file copy
8. Official receipt for the following fees: a. Annual Registration Fee Php240.00/unit b. Franchise Fee Php350.00/unit c. Annual Zone Fee		8. Municipal Treasurer’s office Window 4





Php 20.00/unit d. Annual Mayor's Permit Php 60.00/unit e. Filing Fee: - For the first 5 units Php 300.00 - For each additional unit Php 100.00				
<b>Renew:</b>				
1. Community tax certificate (CEDULA)		1. Municipal Treasurer's Office		
2. Previous MTOP		2. Personal file copy		
3. Previous LTO OR/CR		3. Personal file copy		
4. Current Insurance Policy of the unit		4. Any vehicle insurance company		
5. Official receipt for the following fees: a. Annual Registration Fee Php240.00/unit b. Franchise Fee Php350.00/unit c. Annual Zone Fee Php120.00/unit d. Annual Mayor's Permit Php60.00/unit e. Filing Fee: - For the first 5 units Php300.00 - For each additional unit Php100.00		5. Municipal Treasurer's office Window 4		
<b>For MTOP Amendment</b>				
1. MTOP amendment fee – P 300.00		1. Municipal Treasurer's Office Window 4		
<b>For Fare Adjustment</b>				
1. Fare Adjustment Fee for increase Php300.00		1. Municipal Treasurer's Office Window 4		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Window 1 and submit the requirements	1. Verifies the completeness of requirements	None	5 minutes	<i>Local Treasury Operation Officer II MTO</i>
2. Proceed to Window 4 and pay the amount	2. Issue Official Receipt and receive the payment	For new and renewal Php 1,070.00 for the first 5 units plus Php 100.00 for each additional unit	8 minutes	<i>Administrative Aide III MTO</i>



		For MTOP amendment Php 300.00  For fare adjustment Php 300.00		
3. Proceed to Window 1 and submit Official Receipt	3. Process the requested MTOP and print the filled MTOP forms, give to the applicant for signature	None	20 minutes	<i>Local Treasury Operation Officer II MTO</i>
4. Proceed to PNP Station for Inspection of the Unit	4. Conduct Inspection of the Unit and sign the Inspection Report form	None		<i>PNP Traffic Officer</i>
5. Proceed to Window 1 and submit the Inspection Report	5.1 Received the Inspection Report, Entry MTOP to Logbook and submit the MTOP forms to the Mayor's Office for approval  5.2 Advise the applicant to wait for the release of the approved MTOP	None	10 minutes	<i>Local Treasury Operation Officer II MTO</i>
6. Signs at logbook and receive the Motorized Tricycle Operator's Permit	6. Hands in logbook and release the permit	None	5 minutes	<i>Administrative Aide III MTO</i>
	Total	For new and renewal Php 1,070.00 for the first 5 units plus Php 100.00 for each	48 minutes	



		additional unit, for MTOP amendment Php 300.00 and for fare adjustment Php 300.00		
--	--	---	--	--

4. PAYMENT OF REAL PROPERTY TAX

The Real Property Tax is an ad valorem tax on real properties such as lands, buildings, other improvements and machinery imposed by this local government.

Office of Division	Municipal Treasury Office (MTO)			
Classification	Simple			
Type of Transaction	G2C – Government to Client			
Who May Avail	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Real Property Tax Bill or Official Receipt of Previous Payment or;		1. Municipal Treasurer’s Office		
2. Real Property Tax Declaration		2. Municipal Assessor’s Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Window 6 and submit requirement/s	1.1 Receive and check the requirements  1.2 Generate the updated real property tax bill from the ETRACS system  1.3 Give the generated updated real property tax bill to the client for payment	None	15 minutes	Administrative Aide III (designated RPT Collector) MTO
2. Receive the generated RPT bill and pay	2.1 Receive the payment  2.2 Issue RPT official receipt	Based on the RPT bill	15 minutes	Administrative Aide III (Designated RPT Collector) Municipal Treasurer’s Office
3. Receive the official receipt	3. Release the official receipt	None	3 minutes	Administrative Aide III



				(Designated RPT Collector) MTO
	Total	Based on RPT Bill	33 minutes	

1. **RELEASING OF CLAIMS (SALARIES AND WAGES, HONORARIUM) AND OTHER PAYROLL CLAIMS, SUPPLIERS AND VOUCHER CLAIMS**

Employees are entitled to receive the salaries and wages, honorariums and other payroll claims as agreed, which is in consonance with existing laws and regulations.

Office of Division	Municipal Treasurer's Office			
Classification	Simple			
Type of Transaction	Government to Government, Government to Business			
Who May Avail	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<b>For Salaries and Wages</b> 1. Identification Card		1. Government issued Identification Card		
<b>For Suppliers Claims</b> 1. Special Power of Attorney (if the claimant is not the business owner)		1. Public Attorney's Office		
2. Official Receipt		2. Official Receipts from the Supplier		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the requirements:  For payroll claims: Proceed to Window 1;  Sign the payroll in the signature column corresponding to name of the claimant.	1.1 Verifies the authenticity of the requirements Presented  1.2 Pay in cash the exact net amount indicated in the payroll.	None	5 Minutes	Local Treasury Operation Officer II MTO
2. For Disbursement Voucher Claims, Proceed to Window 5  Issue Official Receipts (for payee suppliers only) and affix Signature on	2.1 Verifies the authenticity of the requirements presented  2.2 Review Official Receipts (for establishments with valid claims), the signature of the	None	10 Minutes	Administrative Aide MTO



the Received Column of the Disbursement Vouchers and Check Registry	claimant in the Disbursement Voucher and Check Registry, and release the check.			
	Total	None	15 minutes	

2. TAX CLEARANCE

Tax Clearance is issued to individual to serve as a written notification that the taxpayer is religiously paying his/her tax dues.

<b>Office of Division</b>		Municipal Treasury Office (MTO)		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2C – Government to Client		
<b>Who May Avail</b>		All		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Real Property Tax Official Receipt of Latest Payment		1. Taxpayer		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to Window 6 and submit the RPT Official Receipt	1.1 Receive and check the official receipt  1.2 Verify from the system if the payment is updated  1.3 If payment is updated, ask the client for the purpose of the Tax Clearance  1.4 Inform the client of the amount to be paid	None	10 minutes	<i>Administrative Aide III (Designated RPT Collector) MTO</i>
2. Proceed to Window 4 and pay the amount	2.1 Receive the payment  2.2 Issue the official receipt  2.3 Advise the client to wait  2.4 Forward the Official Receipt to Window 6	Php 55.00 Owner's File  Php 82.00 Loan Purpose	20 minutes	<i>Administrative Aide III (Designated Collector) MTO</i>



	2.5 Prepare and process the Tax Clearance			
3. Receive the Tax Clearance	3. Release the Tax Clearance	None	3 minutes	Administrative Aide III (Designated RPT Collector) MTO
	Total	Php 55.00 Owner's File  Php 82.00 Loan Purpose	33 minutes	



# LEGISLATIVE SERVICES

## External Services





1. BARANGAY DISASTER RISK REDUCTION AND MANAGEMENT (BDRRM) ANNUAL AND MULTI-YEAR PLANS

Resolution approving BDRRM Annual and Multi-Year Plans

Office of Division		Legislative Department		
Classification		Highly Technical		
Type of Transaction		Government to Government		
Who May Avail		All Barangay Local Government Units (BLGUs)		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Barangay Disaster Risk Reduction Management Annual and Multi-Year Plans with review indorsement letter from the MDRRMO (LFC/MBO) (14 copies)		2. Barangay concerned through the MDRRMO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit above requirement in 14 copies	1.1 Verify completeness of requirement & receive the same	None	10 minutes	Administrative Aide OSS
	1.2 Record/keep a file copy of the documents received	None	5 minutes	Administrative Officer OSS
	1.3 Calendar the same in the Agenda/Order of Business	None	10 minutes	Senior Administrative Assistant OSS
2. Attend committee review per invitation	2.1 Committee review & plenary deliberation	None	10 days	SB Members
	2.2 Finalization, printing & recording of the approved resolution	None	40 minutes	Senior Administrative Assistant OSS
	2.3 Affixing of signatures on the approved resolution	None	5 minutes each signatory	SB Secretary, Municipal Vice Mayor, Municipal Mayor
3. Receives the final copy of municipal resolution	3.1 Releases the completed resolution to the barangay concerned	None	5 minutes	Administrative Officer IV OSS
	Total	None	10 days, 85 minutes	



2. BARANGAY SUPPLEMENTAL AND ANNUAL BUDGET

Resolution approving Barangay Supplemental/Annual Budgets.

Office of Division	Legislative Department			
Classification	Highly Technical			
Type of Transaction	Government to Government			
Who May Avail	All Barangay Local Government Units (BLGUs)			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Barangay Supplemental or Annual Budgets with review			1. Barangay concerned through the LFC/MBO	
2. Indorsement letter from the Local Finance Committee/Municipal Budget Office (LFC/MBO) (14copies)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit above requirement in 14 copies	1.1 Verify completeness of requirement & receive the same	None	10 minutes	Administrative Aide OSS
	1.2 Record/keep a file documents received	None	5 minutes	Administrative Officer OSS
	1.3 Calendar the same in the Agenda/Order of Business	None	10 minutes	Senior Administrative Assistant OSS
2. Attend committee review per invitation	2.1 Committee review & plenary deliberation	None	10 days	SB Members
	2.2 Finalization, printing & recording of the approved resolution	None	40 minutes	Senior Administrative Assistant OSS
	2.3 Affixing of signatures on the approved resolution	None	5 minutes each resolution or ordinance	SB Secretary, Municipal Vice Mayor, Municipal Mayor
3. Receives the final copy of municipal resolution	3.1 Releases the completed resolution to the barangay concerned	None	5 minutes	Administrative Officer OSS
	Total	None	10 days, 85 minutes	



3. BARANGAY SUPPLEMENTAL AND ANNUAL INVESTMENT PLAN

Resolution approving Barangay Supplemental/Annual Investment Plans (AIPs).

Office of Division	Legislative Department			
Classification	Highly Technical			
Type of Transaction	Government to Government			
Who May Avail	All Barangay Local Government Units (BLGUs)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Barangay Supplemental or Annual Investment Plans with review indorsement letter from the Municipal Planning and Development Office (MPDO) (14 copies)		1. Barangay concerned through the MPDO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit above requirement in 14 copies	1.1 Verify completeness of requirement & receive the same	None	10 minutes	Administrative Aide OSS
	1.2 Record/keep a file copy of the documents received	None	5 minutes	Administrative Officer OSS
	1.3 Calendar the same in the Agenda/Order of Business	None	10 minutes	Senior Administrative Assistant OSS
2. Attend committee review per invitation	2.1 Committee review & plenary deliberation	None	10 days	SB Members
	2.2 Finalization, printing & recording of the approved resolution	None	40 minutes	Senior Administrative Assistant OSS Office
	2.3 Affixing of signatures on the approved resolution	None	5 minutes each resolution or ordinance	SB Secretary, Municipal Vice Mayor, Municipal Mayor
3. Receives the final copy of municipal resolution	3.1 Releases the completed resolution to the barangay concerned	None	5 minutes	Administrative Officer OSS
	Total	None	10 days, 85 minutes	



4. BARANGAY ORDINANCES

Resolution approving Barangay Ordinances

Office of Division	Legislative Department			
Classification	Highly Technical			
Type of Transaction	Government to Government			
Who May Avail	All Barangay Local Government Units			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Barangay Ordinances with indorsement letter, minutes of public hearing, certification of public hearing, & attendance of public hearing (14 copies)		1. Barangay concerned		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit above requirement in 14 copies	1.1 Verify completeness of requirement & receive the same	None	10 minutes	Administrative Aide OSS
	1.2 Record/keep a file copy of the documents received	None	5 minutes	Administrative Officer OSS
	1.3 Calendar the same in the Agenda/Order of Business	None	10 minutes	Senior Administrative Assistant OSS
2. Attend committee review per invitation	2.1 Committee review & plenary deliberation	None	30 days	SB Members
	2.2 Finalization, printing & recording of the approved resolution	None	40 minutes	Senior Administrative Assistant OSS
	2.3 Affixing of signatures on the approved resolution	None	5 minutes each signatory	SB Secretary, Municipal Vice Mayor, Municipal Mayor
3. Receives the final copy of municipal resolution	3. Releases the completed resolution to the barangay concerned	None	5 minutes	Administrative Officer OSS
	Total	None	30 days, 85 minutes	



5. BARANGAY SANGGUNIANG KABATAAN ANNUAL AND SUPPLEMENTAL BUDGETS

Resolution approving Barangay SK Annual/Supplemental Budgets

Office of Division	Legislative Department			
Classification	Highly Technical			
Type of Transaction	Government to Government			
Who May Avail	All Barangay Local Government Units (BLGUs)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Barangay Sangguniang Kabataan Annual/Supplemental Budgets with review indorsement letter from the Municipal Budget Office (MBO) (14 copies)		Barangay SK concerned		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit above requirement in 14 copies	1.1 Verify completeness of requirement & receive the same	None	10 minutes	Administrative Aide OSS
	1.2 Record/keep a file copy of the documents received	None	5 minutes	Administrative Officer OSS
	1.3 Calendar the same in the Agenda/Order of Business	None	10 minutes	Senior Administrative Assistant OSS
2. Attend committee review per invitation	2.1 Committee review & plenary deliberation	None	10 days	SB Members
	2.2 Finalization, printing & recording of the approved resolution	None	40 minutes	Senior Administrative Assistant OSS
	2.3 Affixing of signatures on the approved resolution	None	5 minutes each signatory	SB Secretary, Municipal Vice Mayor, Municipal Mayor
3. Receives the final copy of municipal resolution	3. Releases the completed resolution to the barangay concerned	None	5 minutes	Administrative Officer OSS
	Total	None	10 days, 85 minutes	



6. PROVISION OF AUTHENTICATED COPY OF ORDINANCES, RESOLUTIONS AND OTHER LEGISLATIVE DOCUMENTS

There shall be collected fees for every person requesting for copies of official records from the offices of this municipality.

Office of Division	Legislative Department			
Classification	Simple			
Type of Transaction	G2C – Government to Client			
Who May Avail	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Sangguniang Bayan Office and request for a copy of document	1.1 Give logbook to the client to record request  1.2 Advise the client to proceed to the Treasury Office  1.3 Reproduce the document	None	5 minutes	Records Officer OSS
2. Proceed to the Treasury Office and pay	2.1 Receive the payment  2.2 Issue official receipt  2.3 Advise client to return to the Sangguniang Bayan Office	Php55.00 per resolution or ordinance consisting of 2 pages, Php6.00 per page in excess of 2 pages  Php55.00 per certification first 2 copy, Php11.00 for extra copy	15 minutes	Administrative Aide III MTO
3. Return to the Sangguniang Bayan and submit official receipt	3. Receive the official receipt and record details	None	5 minutes	Administrative Aide III OSS
4. Receive the authenticated documents	4. Release the authenticated documents	None	2 minutes	Records Officer OSS
	Total	Php55.00 per	27 minutes	



		resolution or ordinance consisting of 2 pages, Php6.00 per page in excess of 2 pages  Php55.00 per certification first 2 copy, Php11.00 for extra copy		
--	--	--	--	--

7. PROVISION OF SERVICES ON THE QUASI-JUDICIAL BODY AND OTHER RELATED LEGISLATIVE ACTIONS

There shall be collected fess for every person requesting for legislative action from the Office of the Sangguniang Bayan of this municipality.

Office of Division	Legislative Department				
Classification	Simple				
Type of Transaction	G2C-Government to Client				
Who May Avail	All				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
None			None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Proceed to the Sangguniang Bayan Office and submit a copy of verified documents	1.1 Receive documents and record the same	None	15 minutes	Senior Administrative Assistant OSS	
	1.2 Advise the client to proceed to the Municipal Treasury Office	None	15 minutes	Senior Administrative Assistant OSS	
2. Proceed to the Municipal Treasury Office and pay	2. Receive the payment/filing fee	Php 3,000.00	10 minutes	Administrative Aide III MTO	
3. Return to the Sangguniang	3. Receive the official receipt and record the	None	10 minutes	Administrative Officer	



Bayan and submit official receipt	details and return file copy for the client			OSS
	Total	Php 3,000.00	50 minutes	





<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback	The Public Assistance Complaint Desk (PACD) In-charge provides the Customer Feedback and Complaint Form. Advise the client to accomplish the form and drop inside the feedback and complaint box.
How feedbacks are processed	<p>The Human Resource Management Office through its authorized personnel open the feedback and complaint box every 1st and 3<sup>rd</sup> Monday of the month.</p> <p>The HRMO authorized personnel will consolidate the feedback and complaint form, inform the employee of the feedback and his/her head of office, furnish the local chief executive a report on the feedback, inform the client of the action taken relative to his/her feedback.</p>
How to file a complaint	The Public Assistance Complaint Desk (PACD) In-charge provides the Customer Feedback and Complaint Form. Advise the client to fill-up the form and to drop inside the feedback and complaint box.
How complaints are processed	<p>The Human Resource Management Office through its authorized personnel open the feedback and complaint box every 1st and 3<sup>rd</sup> Monday of the month.</p> <p>The HRMO authorized personnel will record in the logbook the name, address of the client, contact number and the nature and details of the complaint. Contact the client and advise that he/she will be notified and invited with the personnel being complained when and where to appear for the hearing of complaint.</p>
Contact Information of the Human Resource Management Office	0918 570 2143 0967 852 8784 0935 604 0623 0905 629 1395
Contact Information of CCB, PCC, ARTA	8888- Presidential Complaints Center 0908-8816565- CSC Contact Center ng Bayan 8478- 5093- Anti- Red Tape Authority



Republic of the Philippines  
Province of Davao del Norte  
Municipality of Braulio E. Dujali

CUSTOMER FEEDBACK AND COMPLAINT FORM

Daghang Salamat sa pagbisita sa atong munisipyo. Sa tumong nga mas mapa-lambo pa ang among pagserbisyo, palihug sa pagtubag sa mga pangutana kalabot sa imong pagbisita.

1. Pangalan

2. Address

3. Opisina nga gibisita

4. Serbisyo o Katuyuan
- 

Palihug sa pag EKIS sa saktong kahon	Oo	Dili
5. Dali raba matultulan ang opisina?		
6. Limpyo og han-ay ba ang opisina?		
7. Komportable ka ba?		
8. Taas ba ang linya sa kliyente?		
9. Aduna bay saktong karatula sa mga direksiyon?		
10. Naa ba ang empleyado nga in-charge sa imong pag abot?		
11. Natagad ka ba dayon?		
12. Ang empleyado ba may saktong kaalam?		
13. Ang empleyado ba maabi-abihon?		
14. Natubag ba ang imong mga katuyuan?		
15. Nadugay ka ba sa imong transaksyon?		
16. Naa ba ang opisyal nga mopirma sa imong dokumento?		
17. Nadugay ka ba sa imong pagpapirma sa dokumento?		
18. Napahibalo ka ba sa mga rikisitos?		
19. Aduna bay gipangdugang nga mga rikisitos?		
Nahatagan ka ba sa saktong impormasyon sa pagkuha sa		
20. dugang rikisitos?		
21. Napahibalo ka ba sa mga kantidad nga angay pagabayaran?		

KOMENTARYO, REKLAMO OG SUHESTIYON

Daghang Salamat



## LIST OF OFFICES

OFFICES	HEADS	CONTACT NUMBER
Municipal Mayor's Office	Atty Leah Marie M Romano	0917 113 8883
Municipal Vice Mayor's Office	Donna Mae B. Bernadas, Ed.D.	0916 943 0795
Office of the Secretary to the Sanggunian	Girlye F. Apelo, LPT	0997 680 5582
Municipal Planning and Development Office	Jane P. Bantilan, EnP	0917 129 4375
Municipal Civil Registrar Office	Leonardo L. Taladhay Jr.	0909 910 6979
Municipal Budget Office	Sol P. Cagunda	0917 129 5238
Municipal Accounting Office	Ernan M. Funa, CPA	0922 996 6070
Municipal Treasury Office	Rannie D. Lozada	0995 450 6260
Municipal Assessor	Freddie T. Zapata, REA	0922 753 5855
Municipal Agriculture Office	Joey T. Ariola, RA	0906 397 0023
Municipal Health Office	Dr. Cherry T. Dema-ala	0999 995 3868
Municipal Social Welfare and Development Office	Angelina P. Taculin, RSW	0935 484 2543
Municipal Engineering Office	Engr. Jay R. Colaljo	0919 204 9741
Human Resource Management Office	Ermalyn B. Ganotise, MPA	0918 570 2143
Local Economic Enterprise Public Employment Services Office	Abel T. Pagatpat	0909 851 8817