



MUNICIPALITY OF TIAONG, QUEZON

CITIZEN'S CHARTER

2026 (1st Edition)



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I. Mandate:

Republic Act No. 7160 (otherwise known as the Local Government Code of 1991) mandates that the local government unit shall ensure and support, among other things, the preservation and enrichment of culture, promote health and safety, enhance the right of the people to a balanced ecology, encourage and support the development of appropriate and self-reliant scientific and technological capabilities, improve public morals, enhance economic prosperity and social justice, promote full employment among their residents, maintain peace and order, and preserve the comfort and convenience of their inhabitants.

II. Vision:

Bilang "Gateway" ng lalawigan ng Quezon, ang Lungsod ng Tiaong ay mayroong matatag at maunlad na ekonomiyang pang-agrikultura, industriya, komersyo at turismo, na may mamamayang malusog, maka-Diyos, masunurin sa batas at may pagkakaisa; naninirahan sa isang malinis, ligtas at mayamang kapaligiran na pinamumunuan ng mahusay, matapat at may dignidad na mga namumuno sa taong 2039.

As the "Gateway" of the Province of Quezon, the Municipality of Tiaong envisions a strong and progressive economy in agriculture, industry, commerce, and tourism, with citizens who are healthy, God-fearing, law-abiding, and united; living in a clean, safe, and prosperous environment under the leadership of competent, honest, and dignified officials by the year 2039.

III. Mission:

Ang pamunuan at kawani ng Pamahalaang Lokal ng Tiaong ay maglilingkod ng matapat, mahusay at may pagkalinga sa taong bayan tungo sa katuparan ng isang mapayapa, malinis at may pagkakaisang pamayanan na may maunlad na ekonomiya, agrikultura at turismo.

The leadership and personnel of the Local Government of Tiaong, Quezon shall provide honest, efficient, and compassionate service to the people, towards the realization of a peaceful, clean, and united community with a progressive economy, agriculture, and tourism.

IV. Service Pledge:

We, the officials and employees of the Municipal Government of Tiaong, Quezon, commit to the delivery of efficient, effective, and client-centered public service in accordance with Republic Act No. 11032, or the Ease of Doing Business and Efficient Government Service Delivery Act of 2018.



We commit to dedicating our time, talents, and abilities to the delivery of genuine and responsive public service.

We shall uphold excellence in all our actions and place utmost value on our constituents and clients by addressing their needs with integrity, efficiency, and professionalism, ensuring their full satisfaction.

We shall promote people-centered governance and foster a client-friendly environment that is accessible, inclusive, and responsive to the needs of all.

We shall continuously improve and re-engineer our systems and procedures to reduce processing time and minimize regulatory burden for both business and non-business transactions.

We shall simplify requirements, eliminate unnecessary steps, and actively reduce red tape to expedite government services.

We shall establish and maintain effective feedback and grievance mechanisms to promptly address concerns, resolve complaints, and further enhance service delivery.

We shall attend to all clients within the municipal premises promptly and courteously, without interruption during office hours, including lunch breaks, until the end of the official working day.

We shall be prompt, polite, courteous, facilitative, and cooperative in serving every constituent of the Municipality, thereby upholding the dignity, value, and importance of our clients.

We shall deliver fair, impartial, and unconditional public service for the general welfare, regardless of creed, race, gender, belief, political affiliation, or social status.

We shall ensure that public funds are managed responsibly, judiciously, and transparently, and are utilized solely for effective service delivery and the sustainable development of the Municipality.

We shall uphold and fulfill the standards set forth in the Citizen's Charter as our guide toward achieving excellence in public service.

So help us God.



V. LIST OF SERVICES

Office of the Municipal Mayor

External Services	Page 10
Application for Marriage	Page 11
Certifications, Clearances, Endorsements and Permits	Page 12
Educational Assistance	Page 14
Pantawid Pasada Program	Page 16
Application for Registration and Organizational Support And Assistance of Registered Cooperatives	Page 17
Application for Registration and Organizational Support And Assistance of Newly-Registered Cooperatives	Page 18

Internal Services	Page 19
Annual Investment Plan (AIP)	Page 20
Augmentation	Page 21
Checks	Page 22
Disbursement Voucher	Page 23
Leave Application, Locator Slip and Travel Authority	Page 24
Oath of Office	Page 25
Office Performance Commitment and Review (OPCR)	
Individual Performance Commitment and Review (IPCR)	Page 26
Program of Works	Page 27
Project Proposal/Activity Design	Page 28
Sangguniang Bayan Endorsements	Page 29

Office of the Human Resource Management Officer

External Services	Page 30
Admission of Applicants for Vacant Positions In the Municipal Government	Page 31
Appointment Processing	Page 33

Internal Services	Page 36
HR General Services	Page 37
Job Order Payroll Preparation	Page 38
Regular Payroll Preparation	Page 39

Office of the Municipal Accountant

External Services	Page 41
Issuance of Certificate of Taxes Withheld From Suppliers/Contractors	Page 42
Issuance of Certification in Obtaining Tax Clearance Certificate For Final Settlement of Government Contracts from BIR	Page 43
Pre-Audit of Disbursement Vouchers for Procurement of Infrastructure, Consultancy and Goods Through Public Bidding	Page 45
Pre-Audit of Disbursement Vouchers of Simple Transactions for Procurement of Goods, Infrastructure and Other Money Claims	Page 47
Transmittal of Financial Transaction Documents by Barangays	Page 49

Internal Services	Page 51
Bookkeeping of Municipality's Disbursements	Page 52
Bookkeeping of Municipality's Receipts and Collections of Revenues	Page 53



Issuance of Certificate of Outstanding Cash Advance	Page 55
Pre-Audit of Employees' Payroll	Page 56

Office of the Municipal Assessor

External Services **Page 58**

Updating and Issuance of Tax Declaration from Transferred Properties	Page 59
Issuance of New Tax Declaration for General Purposes	Page 62
Issuance of Certified True Copy of Tax Declaration/Certificate of Land Holdings/Certificate of No Improvement/Certificate of No Property/Certificate of Assessment	Page 64
Request for Cancellation of Assessment Record	Page 66
Verification of Real Property Assessment Record	Page 68

Internal Services **Page 70**

Assessment Roll	Page 71
-----------------	---------

Office of the Municipal Budget Officer

External Services **Page 72**

Barangay Budget	Page 73
Sangguniang Kabataan (SK) Budget	Page 75

Internal Services **Page 77**

Annual Budget	Page 78
Electronic Report of Statement of Receipts & Expenditures	Page 79
Utilization Report of the Local Disaster Risk Reduction and Management Fund (LDRRMF)	Page 80
Obligation Request	Page 81

Office of the Municipal Civil Registrar

External Services **Page 83**

Affidavit of Admission of Paternity and Acknowledgement	Page 84
Affidavit to Use the Surname of the Father	Page 85
Application of Marriage License	Page 86
Certificate of Death (Delayed Registration)	Page 89
Certificate of Legal Capacity to Contract Marriage	Page 91
Certificate of Live Birth (Delayed Registration)	Page 92
Certificate of Marriage (Delayed Registration)	Page 95
Change of First Name under R.A. No. 9048	Page 97
Correction of Clerical Error (republic Act No. 9048)	Page 100
Correction of Entry Sex under Republic Act No.10172	Page 103
Correction of Entry on Day or Day and Month of Birth under Republic Act No. 10172	Page 106
Court Decree or Order (Cancellation of Entries and Correction of Entries not within the scope of Clerical Error Law)	Page 109
Court Order or Decree (Decree on Nullity of Marriage and Absolute Decree of Nullity of Marriage)	Page 111
Issuance of certified transcription and copy of birth, marriage, and death	Page 113
Legitimation	Page 115
Registration of Civil Registry Document	Page 117



Office of the Municipal Engineer

External Services **Page 119**

Certificate of Final Electrical Inspection (CFEI) /
Temporary Service Connection Page 120

Processing and Issuance of Building Permit and
Other Ancillary Permits-Complex Page 121

Processing and Issuance of Building Permit and
Other Ancillary Permits – Highly Technical Page 124

Processing and Issuance of Building Permit and
Other Ancillary Permits – Simple Page 127

Processing and Issuance of an Occupancy Permit Page 130

Internal Services **Page 132**

Program of Works for Barangay Projects Page 133

Program of Works for Municipal Projects Page 134

Program of Works for National Trust Fund Projects Page 135

Office of the Municipal Planning and Development Coordinator

External Services **Page 136**

Issuance of Locational Clearance Page 137

Issuance of Zoning Certification Page 139

Internal Services **Page 141**

Assessment of Office Performance Commitment Review (OPCR) Page 142

Review of Barangay Gender and Development Plan
(BGAD) Plan and Budget Page 143

Office of the Municipal Social Welfare and Development Officer

External Services **Page 144**

Assistance to Individuals in Crisis Situation (AICS) Page 145

Issuance of Social Case Study Report Page 147

Issuance of Certification/Certificate of Indigency Page 149

Provision of Special Social Services and Social Work
Interventions to Women Page 150

Issuance of Identification Card to Senior Citizens and
Person with Disability Page 151

Issuance of Identification Card to and Solo Parent Page 153

Issuance of Purchase Booklets for Senior Citizens
and Persons with Disability Page 158

Issuance of Pre – Marriage Orientation and Counselling
Certificate (PMOC) Page 159

Issuance of Solicitation Permit for Local Fund Drives Page 161

Domestic Administrative Adoption Process Page 162

Petition for Administrative Adoption Page 165

Provision of Temporary Custody and Other Appropriate
Assistance Page 168

Office of the Municipal Health Officer

External Services **Page 169**

Animal Bite Treatment Page 170



Death Certificate	Page 171
Dental Services Procedure	Page 172
Drinking Water Analysis	Page 173
Family Planning Program/Pre-Marital Counseling	Page 175
Adolescent Friendly Health Facility	Page 177
Issuance of Health Certificate	Page 179
Issuance of Medical Certificate	Page 180
Issuance of Medico – Legal and Post Mortem Certificate	Page 181
Issuance of Sanitary Permit	Page 182
Issuance of Transfer Permit	Page 183
Maternal and Child Health Services	Page 184
Medicine Dispensing Procedure	Page 185
Minor Operation	Page 186
National Immunization Program	Page 188
National Tuberculosis Program	Page 189
Normal Deliveries	Page 191
Outpatient Department (OPD) Consultation	Page 193
X-Ray Services	Page 194
Laboratory Procedure	Page 195
Emergency Care	Page 197

Internal Services **Page 199**

Animal Bite Treatment	Page 200
Dental Services Procedure	Page 201
Family Planning Program Procedure / Pre-Marital Counseling	Page 202
Issuance of Medical Certificate	Page 204
Maternal and Child Health Services	Page 205
Medicine Dispensing Procedure	Page 206
Minor Operation	Page 207
National Tuberculosis Program	Page 209
Outpatient Department (OPD) Consultation	Page 211
X-Ray Services	Page 212
Laboratory Procedure	Page 213
Emergency Care	Page 215

Office of the Municipal Agriculturist

External Services **Page 217**

Animal Vaccination	Page 218
Assistance to Rural – Based Organizations	Page 219
Crops and Livestock Insurance Application & Claims	Page 220
Farmers Registration with RSBSA	Page 222
Issuance of Certification	Page 223
Provision of Support Services	Page 224
Provision of Technical Assistance	Page 225
Issuance of Certificate for Fruit Tree Cutting	Page 227

Internal Services **Page 228**

Employee’s Pet Vaccination	Page 229
----------------------------	----------

Office of the Municipal Environment and Natural Resources Officer

External Services **Page 230**

Attending to Complaint and Provision of Technical Assistance	Page 231
Information, Education, Communication (IEC) Campaign	



on Solid Waste Management Program	Page 232
Issuance of Certificate for Environmental Issues/Concerns	Page 234
Issuance of Certification for Tree Cutting	Page 235
Issuance of Environmental Clearance for Business Permit Application	Page 237
Tree Planting Assistance and Provision of Planting Materials	Page 240
Issuance of Environmental Compliance Certificate	Page 241

Internal Services	Page 242
Tree Planting Activity During Arbor Day Celebration	Page 243

Office of the Municipal Treasurer

External Services	Page 244
--------------------------	-----------------

Onsite Application, Assessment and Collection and Issuance of Business Tax/Permit	Page 245
Online Application, Assessment and Collection and Issuance of Business Tax/Permit (thru the eGovPH App)	Page 247
Real Property Tax (RPT) Assessment and Collection	Page 249
Issuance of Accountable Form No. 51-C for Regulatory Fees, Service/User Charges, Secretary and Other Fees	Page 251
Issuance of Certification (Certificate of No Business)	Page 252
Issuance of Certification (Termination of Business)	Page 253
Issuance of Community Tax Certificate (Corporation)	Page 255
Issuance of Community Tax Certificate	Page 257
Issuance of Duplicate Copy of Business Permit	Page 259
Issuance of PhilHealth Receipt	Page 260
Issuance of Tax Clearance	Page 261
Issuance of Business Permit for Shared Passive Telecommunication Tower Infrastructure (PTTI)	Page 263
Issuance of Certified True Copy of Business Permit	Page 264
Issuance of Additional Line of Business (same Location/Area)	Page 266
Issuance of Business Permit on the Line of Business (in case of Additional Change of Area)	Page 267
Request for Certification of Business Record	Page 269
Issuance of Revised Business Permit Based on Transfer of Location/Business Address	Page 270
Request for Sealing of Metric Instruments of Weights	Page 272
Request for Sealing of Gasoline Pumps	Page 273
Payment of Transfer Tax of Real Property Ownership	Page 274

Internal Services	Page 276
--------------------------	-----------------

Acceptance of Order of Payment from Different Offices	Page 277
Issuance of Community Tax Certificate	Page 278
Receiving of Disbursement Voucher for Preparation of Check	Page 280

Market and Slaughterhouse

External Services	Page 281
--------------------------	-----------------

Issuance of Cash Tickets	Page 282
Issuance of Certification (Renewal of Business)	Page 284
Issuance of Official Receipt (51-C) for Electric Bill	Page 285
Issuance of Official Receipt (51-C) for Market Rental Fees	Page 286



Application to Lease Market Stall	Page 287
Request for Sealing of Metric Instruments of Weights	Page 288
Issuance of Official Receipt (51-C) for Slaughter Fees	Page 289

Public Employment Service Office

External Services	Page 290
Issuance of Company Accreditation	Page 291
Issuance of Referral Letter and Recommendation	Page 292
Employment Assistance – Job Fair & Local Recruitment Activity	Page 293
Provision of Financial Assistance to Distressed/Displaced OFWs	Page 294

Office of the Local Disaster Risk Reduction and Management Officer

External Services	Page 296
Emergency Response 24/7	Page 297
Emergency Response to Disaster-Related Incidents	Page 298
Medical Emergency/Assistance	Page 299
Conduct of Capacity Development (Drills, Training & Seminars)	Page 300

Internal Services	Page 301
Capacity Development Activity for Municipal Officials & Employees	Page 302

Office of the Municipal Agricultural and Biosystems Engineer

External Services	Page 303
Provision of Farm Machinery, Equipment and Small-Scale Irrigation Projects	Page 304
Requests for Farm-to-Market Road	Page 306
Provision of Technical Assistance	Page 307
Inspection of Projects	Page 309
Inspection of Procured Agricultural Facilities	Page 310

Internal Services	Page 311
Program of Works for Agricultural Facilities	Page 312

Office of the Secretary to the Sangguniang Bayan

External Services	Page 313
Issuance of Certification	Page 314
Issuance of Certified Copy of Legislative Document/s	Page 315
Releasing of Approved Barangay Ordinances and Appropriation Ordinances	Page 316
Releasing of Approved Municipal Ordinance for Reclassification of Lot	Page 317

Internal Services	Page 318
Issuance of Certification	Page 319
Issuance of Certified Copy of Legislative Documents	Page 321
Releasing of Approved Barangay Ordinances	Page 323

Feedback and Complaints	Page 325
List of Offices	Page 327



**Office of the Municipal Mayor
External Services**



1. Application for Marriage

Application for Marriage is applied for by qualified parties aiming to live together legally.

Office or Division:	Office of the Municipal Mayor			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Marriage License (1 original)		Municipal Civil Registrar		
2. CENOMAR (1 original)		PSA		
3. Official Receipt (1 original)		Municipal Treasurer's Office (Window 6 & 7)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the logbook at the Mayor's Office	1. Give the logbook to the Client	None	2 Minutes	<i>Administrative Officer III</i> Office of the Mayor
2. Submit filled-up application form for the schedule of date and time of marriage	2. Receive Application Form for marriage and check requirements for completeness	None	5 Minutes	
3. Pay the required fees at the Municipal Treasurer's Office	3. Accept payment and issue the Official Receipt	PHP 300.00	3 Minutes	<i>Revenue Collection Clerk I or Administrative Aide III</i> Window 12 Office of the Municipal Treasurer
4. Present Official Receipt to the Office of the Mayor	4. Check the Official Receipt	None	1 Minute	<i>Administrative Officer III</i> Office of the Mayor
5. Get confirmation for date and time of marriage	5. Confirm the date and time of marriage	None	2 Minutes	
	TOTAL	PHP 300.00	13 Minutes	



2. Certifications, Clearances, Endorsements and Permits

The Office of the Municipal Mayor grants clearances and permits, and issues certifications and other documents to clients upon submission of necessary requirements.

Office or Division:	Office of the Municipal Mayor			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. <i>For Issuance of Mayor's Clearance/Permit - Barangay Clearance; Police Clearance (1 original each)</i>		Barangay Hall; PNP		
2. <i>For Issuance of Certifications – Filled-out request form or request letter; Barangay Clearance; Community Tax Certificate; Two (2) Valid Government IDs</i>		Office of the Mayor; Barangay Hall; Municipal Treasurer's Office; Client's Personal Document		
3. <i>For Issuance of Mayor's Tricycle Permit and Special Authority - O.R.; LTO Certificate of Registration; Barangay Clearance; Receipt of Payment (1 original each)</i>		LTO; Barangay Hall; Office of the Municipal Treasurer		
4. <i>For Issuance of Letter/Endorsement/ Recommendation - Barangay Clearance; Police Clearance (1 original each)</i>		Barangay Hall; PNP		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the logbook at the Mayor's Office	1. Give the logbook to the client	None	2 minutes	<i>Administrative Officer III</i> or <i>Administrative Aide VI</i>
2. Submit the requirements for evaluation	2. Receive the requirements and check for completeness 2.1 Start processing the request	None	5 minutes	
3. Pay the required fees at the Municipal Treasurer's Office	3. Accept the payment 3.1 Issue Official Receipt (OR)	For Mayor's Permit, Clearance and Certification Php 50.00 For Mayor's Permit (for tricycle): PHP 325.00 For Tricycle Franchise Fee: PHP 400.00 (new)	3 minutes	<i>Revenue Collection Clerk I</i> or <i>Administrative Aide III</i> Window 12 Office of the Municipal Treasurer



		PHP 350.00 (renewal) For dropping of franchise: PHP 50.00 For tricycle plate: PHP 120.00 For Exhumation Permit: PHP 200.00 For SALN (barangay officials): PHP 50.00 For No Pending Case: PHP 50.00		
4. Present OR to the Office of the Mayor and receive affidavit	4. Check the Official Receipt 4.1 Release document		2 minutes	<i>Administrative Officer III or Administrative Aide VI</i> Office of the Mayor
	TOTAL		12 Minutes	



3. Educational Assistance

The agency recognizes the right of each child to education, and an indigent student enrolled in college is granted educational assistance.

Office or Division:	Office of the Municipal Mayor			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	Qualified students of the municipality			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Application Form (3 original)		Office of the Municipal Mayor		
2. 2 x 2 Picture (2 copies)		Photo Studio		
3. School Identification Card (2 photocopies)		School where student is enrolled		
4. Duly signed Registration Form (2 photocopies)		School where student is enrolled		
5. Class Card/Report Card of previous School Year or Semester (2 photocopies)		School where student was enrolled		
6. Barangay Endorsement (1 original, 1 photocopy)		Barangay Hall		
7. Receipt of Payment (if any)		School where student is enrolled		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit necessary requirements	1. Receive the necessary requirements	None	1 minute	Community Affairs Assistant II Or Administrative Aide VI
	1.1 Check requirements for completeness and validate		5 minutes	
2. Receive document/s (receiving copy for complete requirements or incomplete requirements for student's completion)	2. Issue receiving copy	None	1 Minute	Office of the Mayor
	2.1 Return requirements if incomplete			
	2.2 Prepare Masterlist of Students	None	1 day	
	2.3 Prepare Voucher and OBR		5 minutes	
	2.4 Prepare Payroll		2 hours	
	2.5 Post announcement of release of financial assistance on various social		30 minutes	



	media accounts			
3. Receive financial assistance	3. Release financial assistance	None	3 minutes	<i>Municipal Treasurer</i> Office of the Municipal Treasurer
	TOTAL	None	1 Day 2 Hours 45 minutes	



4. Pantawid Pasada Program

This office extends assistance to members of tricycle operators and drivers associations who are franchise and permit holders.

Office or Division:	Office of the Municipal Mayor			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	Qualified TODA members of the municipality			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Special Authority and/or Mayor's Permit		Office of the Municipal Mayor		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit necessary requirements	1. Receive the requirements and evaluate for completeness of details	None	5 minutes	<i>Administrative Assistant V</i>
	1.1 Encode the details		2 minutes	<i>Community Affairs Assistant II</i>
	1.2 Prepare Masterlist of qualified TODA members		1 day	
	1.3 Prepare Voucher and OBR		5 minutes	Office of the Mayor
	1.4 Prepare payroll		2 hours	
2. Receive financial assistance	2. Release financial assistance	None	3 Minutes	<i>Disbursing Officer</i> Office of the Municipal Treasurer
	TOTAL		1 Day 2 Hours 15 Minutes	



5. Application for Registration and Organizational Support and Assistance of Registered Cooperatives

Cooperatives are registered organizations of persons united voluntarily to meet their common needs. The LGU provides support and assistance to these organizations to ensure that their projects are implemented.

Office or Division:	Office of the Municipal Mayor			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	BODs and officers of different cooperatives			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Photocopy of Certificate of Compliance		Applicant (issued by Cooperative Development Authority)		
2. Photocopy of reportorial requirements		Applicant (issued by Cooperative Development Authority)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requirements	1. Receive the requirements and verify as to completeness	None	5 minutes	MENRO or SEMS Municipal Environment and Natural Resource Office
	2. Prepare the supporting documents	None	2 hours	
3. Receive assistance/support	3. Granting of assistance/support	None	30 minutes	
	TOTAL	None	2 Hours 35 minutes	



6. Application for Registration and Organizational Support and Assistance of Newly-Registered Cooperatives

Newly-organized cooperatives need to register with the Cooperative Development Authority for its legal identity. The LGU provides assistance to these cooperatives through technical support.

Office or Division:	Office of the Municipal Mayor			
Classification:	Complex			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	BODs and officers of different cooperatives			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Photocopy of CDA Certificate of Registration		Applicant (issued by Cooperative Development Authority)		
2. Photocopy of Articles of Cooperation		Applicant (issued by Cooperative Development Authority)		
3. Photocopy of By-Laws		Applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requirements	1. Receive the requirements and verify as to completeness	None	5 minutes	MENRO or SEMS Municipal Environment and Natural Resource Office
	2. Prepare the supporting documents	None	2 days	
3. Receive assistance/support	3. Granting of assistance/support	None	2 days	
	TOTAL	None	4 days 5 minutes	



**Office of the Municipal Mayor
Internal Services**



1. Annual Investment Plan (AIP)

The Annual Investment Program (AIP) is the work and financial plan of the Local Government Unit for the period of one year. It is imperative for LGU to prepare the Annual Investment Program as it is from which the LGU administers and provides budgetary support to its Comprehensive Development Plan (CDP) and Local Development Investment Program (LDIP). This mandated document contains the programs/projects/activities fitted for the following year, streamlined from a long master list of projects that were generated through the tedious series of sectoral planning workshops up to the grand plenary.

Office or Division:	Office of the Municipal Mayor			
Classification:	Simple			
Type of Transaction:	G2G- Government to Government			
Who may avail:	MPDC			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Annual Investment Plan (AIP) (1 original)		MPDC		
2. Transmittal Letter (1 original, 1 receiving copy)		MPDC		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Annual Investment Plan (AIP) for review	1. Receive AIP	None	5 Minutes	<i>Supervising Administrative Officer</i>
	1.1. Forward to the mayor for review		1 Day	
	1.2. Endorse to Local Development Council for approval		5 Minutes	Office of the Municipal Mayor
	TOTAL	None	1 Day 10 Minutes	



2. Augmentation

Augmentation is a procedure for increasing appropriation of a fund with the express intent of employing previously unbudgeted resource of fund for carrying out the increased appropriation.

Office or Division:	Office of the Municipal Mayor			
Classification:	Simple			
Type of Transaction:	G2G- Government to Government			
Who may avail:	Municipal Budget Office			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Request for Augmentation (1 original, 1 receiving copy)		Municipal Budget Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the letter of request	1. Received the letter of request	None	1 Minute	<i>Administrative Aide VI</i> Office of the Municipal Mayor
	1.1. Forward letter of request to the Mayor for review and approval		10 Minutes	
2. Receive approved request	2. Release approved request		1 Minute	<i>Administrative Aide VI</i> Office of the Municipal Mayor
	TOTAL	None	12 Minutes	



3. Checks

Check is a document that orders a bank to pay a specific amount of money to an individual or company/entity from the municipality's account. It is signed by the Municipal Treasurer and the Municipal Mayor.

Office or Division:	Office of the Municipal Mayor			
Classification:	Simple			
Type of Transaction:	G2G- Government to Government			
Who may avail:	Municipal Treasurer's Office			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Checks (all original)		Municipal Treasurer Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the check/s for signature	1. Receive the check/s	None	2 Minutes	<i>Administrative Aide VI</i> Office of the Municipal Mayor
	1.1. Forward to the mayor for approval and signing		10 Minutes	
2. Receive signed check/s	2. Return check to the Municipal Treasurer		3 Minutes	<i>Administrative Aide VI</i> Office of the Municipal Mayor
	TOTAL	None	15 Minutes	



4. Disbursement Voucher

The Disbursement Voucher is a form used to pay an obligation to employees/individuals/agencies/creditors for purchased goods or services rendered.

Office or Division:	Office of the Municipal Mayor			
Classification:	Simple			
Type of Transaction:	G2G- Government to Government			
Who may avail:	Various Offices/Departments			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Disbursement Voucher (1 original, 1 duplicate)		Respective Offices		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the disbursement voucher (DV) for signature	1. Receive the disbursement voucher	None	1 Minute	<i>Administrative Assistant V or Community Affairs Asst. II</i>
	1.1. Forward DV to the mayor for approval and signing		10 Minutes	Office of the Municipal Mayor
2. Receive approved DV	2. Return approved DV		1 Minute	<i>Administrative Assistant V or Community Affairs Asst. II</i>
				Office of the Municipal Mayor
	TOTAL	None	12 Minutes	



5. Leave Application, Locator Slip, Travel Authority

Application for Leave and to do official business outside the office should be approved by the Mayor.

Office or Division:	Office of the Municipal Mayor			
Classification:	Simple			
Type of Transaction:	G2G- Government to Government			
Who may avail:	All Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Application For Leave CS Form No. 6 (1 original, 1 duplicate) 2.Locator Slip (1 original, 1 duplicate) 3.Travel Authority (1 original, 1 duplicate)		Office of the HRMO Office of the HRMO Office of the HRMO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the documents for approval and signature	1. Receive the documents	None	1 Minute	<i>Administrative Aide VI</i> Office of the Municipal Mayor
	1.1. Forward the documents to the mayor for approval and signing		3 Minutes	
2.Receive approved application	2.Return approved application		1 Minute	<i>Administrative Aide VI</i> Office of the Municipal Mayor
	TOTAL	None	5 Minutes	



6. Oath of Office

Oath or affirmation of a new employee is made before the Mayor prior to undertaking official duties in an office.

Office or Division:	Office of the Municipal Mayor			
Classification:	Simple			
Type of Transaction:	G2G- Government to Government			
Who may avail:	Newly-hired employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Appointment (1 original)		Office of the HRMO		
2.Oath of Office (1 original, 1 duplicate)		Office of the HRMO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the logbook at the Mayor's Office	1. Give logbook to client/employee	None	2 Minutes	<i>Supervising Administrative Officer Office of the Municipal Mayor</i>
2. Present the required documents	2. Receive the required documents and check for completeness	None	5 Minutes	<i>Supervising Administrative Officer Office of the Municipal Mayor</i>
	2.1 Inform the mayor of request to take an oath		1 Minute	
3. Make an Oath in the presence of the Mayor	3. Conduct oath-taking of new employee	None	5 Minutes	<i>Municipal Mayor</i>
	TOTAL	None	13 Minutes	



7. Office Performance Commitment and Review (OPCR)/ Individual Performance Commitment and Review (IPCR)

The Department Head and Individual Employee's commitment to perform and deliver services and the agreement to be rated on the attainment of the proposed targets in accordance with the indicated measures.

Office or Division:	Office of the Municipal Mayor			
Classification:	Simple			
Type of Transaction:	G2G- Government to Government			
Who may avail:	All Department Heads and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. OPCR / IPCR (1 original, 1 duplicate)		Respective offices		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit OPCR and IPCR for evaluation/signature	1. Receive OPCR and IPCR	None	1 Minute	Administrative Officer I or Administrative Assistant V or Community Affairs Asst. II Office of the Municipal Mayor
	1.1. Check if OPCR has been reviewed by MPDC and PMT, and if IPCR has been reviewed and approved by the Department Head 1.2. Forward to the mayor for review, approval and signing		3 Minutes 10 Minutes	
2. Receive approved/signed OPCR/IPCR	2. Return approved/signed OPCR/IPCR	None	1 Minute	Administrative Officer I or Administrative Assistant V or Community Affairs Asst. II Office of the Municipal Mayor
	TOTAL	None	15 Minutes	



8. Program of Works

Program of works is a document that shows the comprehensive implementation of a project, with list of activities, timelines, materials and costs of project.

Office or Division:	Office of the Municipal Mayor			
Classification:	Simple			
Type of Transaction:	G2G- Government to Government			
Who may avail:	Municipal Engineering Office			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Program of Works (1 original, 1 receiving copy)		Municipal Engineer's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Program of Work for approval and signature	1. Receive the Program of Work	None	1 Minute	<i>Community Affairs Assistant II</i> or <i>Administrative Assistant V</i>
	1.1. Forward to the mayor for review, approval and signing		15 Minutes	Office of the Municipal Mayor
2. Receive approved Program of Work	2. Return/Release approved Program of Work		1 Minute	<i>Community Affairs Assistant II</i> or <i>Administrative Assistant V</i> Office of the Municipal Mayor
	TOTAL	None	17 Minutes	



9. Project Proposal/Activity Design

Project proposal consists of all the details of the proposed project which includes date and time, participants, people involved, rationale, objectives and budgetary requirements. It should be approved by the Mayor.

Office or Division:	Office of the Municipal Mayor			
Classification:	Simple			
Type of Transaction:	G2G- Government to Government			
Who may avail:	All departments			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Project Proposal (1 original, 2 duplicate copies)		Respective offices		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Project Proposal/Activity Design for evaluation and approval	1. Receive Project Proposal/Activity Design 1.1. Forward to the mayor for evaluation, approval and signing	None	1 Minute 10 Minutes	<i>Administrative Officer III</i> or <i>Community Affairs Assistant II</i> Office of the Municipal Mayor
2. Receive approved Project Proposal/Activity Design	2. Return/Release approved Project Proposal/Activity Design	None	1 Minute	<i>Administrative Officer III</i> or <i>Community Affairs Assistant II</i> Office of the Municipal Mayor
	TOTAL	None	12 Minutes	



10. Sangguniang Bayan Endorsements

The Sangguniang Bayan is the local legislative branch that is responsible for passing ordinances and resolutions. The Mayor approves or vetoes the passing of an ordinance.

Office or Division:	Office of the Municipal Mayor			
Classification:	Simple			
Type of Transaction:	G2G- Government to Government			
Who may avail:	Sangguniang Bayan Members/Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Endorsement / Resolution (1 original, 1 receiving copy)		Sangguniang Bayan Staff		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the document for signature	1. Receive the document	None	1 Minute	<i>Administrative Officer III</i> Office of the Municipal Mayor
	1.1. Forward to the mayor for review, approval and signing		15 Minutes	
2. Receive approved and signed document	2. Return/release approved document		1 Minute	<i>Administrative Officer III</i> Office of the Municipal Mayor
	TOTAL	None	17 Minutes	



**Office of the Human Resource
Management Officer
External Services**



1. Admission of Applicants for Vacant Positions in the Municipal Government

The Human Resource Management Officer is the officer in-charge of the recruitment, selection and placement in the Agency. He is responsible in receiving and checking the completeness of all the documents required by the Civil Service Commission from the applicants.

Office or Division:	Office of the Human Resource Management Officer			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	All qualified applicants who meet the Qualification Standards; For department head positions indicated in the Local Government Code: Residents of the municipality only			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Application Letter (1 copy)		Applicant		
Personal Data Sheet - Civil Service Form No. 212 Revised 2017 (1 copy)		CSC website		
Performance Rating in the last rating period if government employee (1 photocopy)		Government agency where applicant is employed		
Certificate of Eligibility/Rating/License (1 photocopy)		CSC, PRC		
Transcript of Records (1 photocopy)		School Registrar		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Logbook of HR Office	1. Give the Logbook to the client	None	3 Minutes	<i>Administrative Officer V</i> Or <i>Administrative Aide II</i> Office of the Human Resource Management Officer
2. Submit Application Letter and all the other requirements	2. Receive the Application Letter and other requirements	None	2 Minutes	<i>Administrative Officer V</i> Or <i>Administrative Aide II</i> Office of the Human Resource Management Officer
3. Wait while requirements are checked for completeness and fitness for the position	3. Check completeness of requirements and fitness of applicant for the position	None	10 Minutes	<i>MGDH I (HRMO)</i> Office of the Human Resource Management Officer
<i>For qualified Applicant:</i> 4. Undergo preliminary	4. Conduct preliminary	None	15 Minutes	<i>MGDH I (HRMO)</i> Office of the Human Resource



interview	interview			Management Officer
	TOTAL		30 Minutes	



2. Appointment Processing

The Human Resource Management Officer thoroughly reviews and checks the veracity, authenticity and completeness of all the requirements and supporting papers in connection with all cases of appointments before submitting the same to the Commission.

Office or Division:	Office of the Human Resource Management Officer		
Classification:	Simple		
Type of Transaction:	G2C – Government to Citizen G2G- Government to Government		
Who may avail:	All Qualified Applicants		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Appointment Transmittal and Action Form – Civil Service Form No. 1, Revised 2018 (1 electronic file, 2 printed copies)		Office of the HRMO of LGU-Tiaong, Quezon	
Appointment Form - Civil Service Form No. 33-A, Revised 2018 (3 original)		Office of the HRMO of LGU-Tiaong, Quezon	
Personal Data Sheet - Civil Service Form No. 212, Revised 2017 (3 original)		CSC Website, Office of the HRMO of LGU-Tiaong, Quezon	
Authenticated Certificate of Eligibility/Rating/License (1 original)		CSC, PRC	
Position Description Form – DBM-CSC Form No. 1, Revised 2017 (3 original)		Office of the HRMO of LGU-Tiaong, Quezon	
AND FOR SPECIFIC CASES:			
Original Appointment, Transfer and Reemployment			
Medical Certificate – Civil Service Form No. 211, Revised 2018 (1 original)		Any licensed government physician	
Scholastic Record/Academic Record (1 certified true copy of diploma or transcript of records)		School Registrar	
Original Appointment and Reemployment			
Certificate of Live Birth (1 authenticated copy)		LCR, PSA	
NBI Clearance (1 original)		NBI	
Promotion, Reappointment or Transfer involving movement from one department/agency to another and Reemployment			
Clearance from Money, Property and Work-Related Accountabilities – Civil Service Form No. 7, Revised 2018 (1 original)		Appointee's former office	
Promotion or Transfer			
Performance Rating of at least Very Satisfactory (VS) in the last rating period (1 original or certified machine copy)		Appointee's Office/Department	
Married employee			
Marriage Contract/Certificate (1 authenticated copy)		LCR, PSA	



Erasures or Alterations on Appointments				
Certification of Erasures/Alteration on Appointment – Civil Service Form No. 3, series of 2017 (1 original)		Office of the HRMO of LGU-Tiaong, Quezon		
Appointee With Decided Administrative/Criminal Case				
Decision issued (1 certified true copy)		Mother Agency/Office, Court, Tribunal		
Discrepancy in Name, Date/Place of Birth as appearing in the Report of Rating or Certificate of Eligibility				
Resolution or Order correcting the discrepancy		Civil Service Commission Regional Office		
Change of Civil Status on account of Marriage				
Marriage Contract/Certificate (1 original)		LCR, PSA		
Change of Civil Status on account of Annulment or Declaration of Nullity of the same				
Court Order (1 authenticated copy)		Court		
Marriage Contract/Certificate with annotation (1 authenticated copy)		LCR, PSA		
Ban on Issuance of Appointment During Election Period				
Resolution granting exemption from the prohibition		COMELEC		
Appointment to head of department or office				
Sangguniang Bayan Resolution embodying the concurrence of the majority of the members		Office of the Sangguniang Bayan Secretary		
Creation and reclassification of positions and appropriation of funds				
Sangguniang Bayan Resolution/Ordinance		Office of the Sangguniang Bayan Secretary		
Temporary Appointment				
Certification vouching the absence of an applicant who meets all the qualification requirements of the position – Civil Service Form No. 5, Revised 2018		Appointing Authority		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements as prescribed by the 2025 Omnibus Rules on Appointments and Other Human Resource Actions (ORA-OHRA)	1. Receive requirements	None	5 Minutes	<i>Administrative Officer V</i> Or <i>Administrative Aide II</i> Office of the Human Resource Management Officer
	1.1 Review requirements for		2 Hours	<i>MGDH I (HRMO)</i> Office of the Human Resource Management Officer



	<p>its veracity, authenticity and completeness</p> <p>1.2 Prepare Appointment and other pertinent documents</p> <p>1.3 Forward Appointment Paper to the Mayor's Office for signing</p>		<p>30 Minutes</p> <p><i>*Depends on the availability of the Mayor/ Appointing Authority</i></p>	<p>Administrative Officer V Office of the Human Resource Management Officer</p> <p><i>MGDH I (HRMO)</i> Office of the Human Resource Management Officer</p>
2. Receive copy of the Appointment (appointee's copy) and sign at the bottom page	2. Furnish appointee with a photocopy of the signed appointment (appointee's copy)	None	3 Minutes	<i>MGDH I (HRMO)</i> Office of the Human Resource Management Officer
3. Receive the original copy of appointment acted upon by the Commission	3. Transmit to the appointee the original copy of appointment once acted upon by the Commission	None	2 Minutes	<i>Administrative Aide II</i> Office of the Human Resource Management Officer
	TOTAL	None	2 Hours 40 Minutes	



**Office of the Human Resource
Management Officer
Internal Services**



1. HR GENERAL SERVICES (Leave Application, Travel Authority, Locator Slip, Pass Slip, Service Record, Certificate of Leave Credits, Certificate of Employment and Compensation, Certificate of Completion of OJT, Copy of Payroll, Copy of Payslip, Copy of NOSA and NOSI, Endorsement Letter for new ATM Account, Landbank BC List, CitySavings Loan Application, Pag-IBIG Fund Loan Application)

A standard procedure for requesting various services of HR. This procedure covers all services rendered by HR to all municipal officials and employees, retirees, and separated employees.

Office or Division:	Office of the Human Resource Management Officer			
Classification:	Simple			
Type of Transaction:	G2G- Government to Government			
Who may avail:	All Municipal Officials and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Filled out Logbook		Office of the Human Resource Management Officer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Logbook	1. Give Logbook to the Client	None	3 Minutes	<i>Administrative Aide II</i> Office of the Human Resource Management Officer
2. Inform assigned personnel of request and undergo quick interview for verification or clarification of request	2. Verify request by conducting a quick interview with requesting party	None	5 Minutes	<i>HRMO Assistant Or Administrative Assistant I Or Administrative Aide II</i> Office of the Human Resource Management Officer
	2.1 Prepare requested document or act on requested service		10 Minutes	
3. Receive requested document	3. Issue requested document		2 Minutes	
	TOTAL	None	20 Minutes	



2. Job Order Payroll Preparation

Preparation of payroll for the payment of wages/salary of Job Order Personnel.

Office or Division:	Office of the Human Resource Management Officer			
Classification:	Simple			
Type of Transaction:	G2G- Government to Government			
Who may avail:	All Job Orders			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Daily Time Record (1 Original)		Job Order Personnel		
2. Accomplishment report (1 Original)		Job Order Personnel		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Daily Time Record with signature of Job Order personnel and Department Head/Supervisor	1. Receive Daily Time Record and review for completeness	None	2 Minutes	<i>HRMO Assistant</i> Or <i>Accounting Clerk I</i> Or <i>Administrative Aide II</i> Office of the Human Resource Management Officer
	2. Prepare Payroll		2 Days and 7 Hours	
	3. Endorse Payroll for pre-audit by Accounting Office		3 Minutes	
	TOTAL	None	2 Days 7 Hours 5 Minutes	



3. Regular Payroll Preparation

Preparation of payroll for the payment of salary of Regular Employees (Permanent, Elective and Cotermious).

Office or Division:	Office of the Human Resource Management Officer			
Classification:	Simple			
Type of Transaction:	G2G- Government to Government			
Who may avail:	All Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Daily Time Record (1 Original)		Human Resource Management Office		
2. Billing (1 Original)		Banks, Lending Institutions		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Daily Time Record and/or Sign Biometric Attendance <i>For Collecting Agencies:</i>	1. Receive Daily Time Record and/or Biometric Attendance	None	2 Minutes	<i>Administrative Officer V</i> Office of the Human Resource Management Officer
2. Send Billing Statement for Employees' Loans	2. Receive Billing Statement		3 Minutes	
	2.1 Encode amounts for deduction from the Billing Statement/s sent by different banks and lending institutions		2 Hours	
	2.2 Prepare Payroll		2 Days and 2 Hours	
	2.3 Endorse Payroll for pre-audit by Accounting Office		3 Minutes	
	2.4 Prepare Financial Data Entries for Landbank's Financial Data Entry System (FinDES)		2 Hours	
	2.5 Upload Payroll on Landbank's weAccess		7 Minutes	
				<i>MGDH I (HRMO)</i> Office of the Human



	2.6 Authorize ATM Payroll Transaction via Landbank's weAccess		5 Minutes	Resource Management Officer
	TOTAL	None	2 Days 6 Hours 20 Minutes	



Office of the Municipal Accountant
External Services



1. ISSUANCE OF CERTIFICATE OF TAXES WITHHELD FROM SUPPLIERS/CONTRACTORS

Every payor required to deduct and withhold taxes under this subsection shall furnish each payee, a withholding tax statement, in triplicate, within twenty (20) days from the close of the quarter. The prescribed form (BIR Form No. 2307 for creditable withholding tax and BIR Form 2306 for final withholding tax) shall be used, showing the monthly income payments made, the quarterly total, and the amount of taxes withheld. Provided, however, that upon request of the payee, the payor must furnish such statement, simultaneously with the income payment.

Legal Basis: BIR Revenue Regulations 11-2018 dated January 31, 2018

Office/Division	Office of the Municipal Accountant			
Email/Contact Number	accounting@tiaong.gov.ph (042) 545-9603			
Classification	Simple			
Type of Transaction	G2B – Government to Businesses			
Who May Avail	All Suppliers/Contractors from whom taxes are withheld/Bureau of Internal Revenue			
CHECKLIST REQUIREMENTS		WHERE TO SECURE		
1. BIR Form 2306 and BIR Form 2307 (1 copy each)		Download from BIR Website		
2. Monthly Alphalist of Payees (MAP) (1 copy)		Accounting Office		
3. Summary of Alphalist of Withholding Tax (SAWT) (1 copy)		Accounting Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for copy of Certificate of Taxes Withheld (BIR Form 2306 and/or BIR Form 2307)	1. Release to the payee the requested Certificate of Taxes Withheld 1.1 Maintain records of released documents	None	15 Minutes	<i>Administrative Aide II</i> Office of the Municipal Accountant <i>Administrative Aide II</i> Office of the Municipal Accountant
TOTAL			15 Minutes	



2. ISSUANCE OF CERTIFICATION IN OBTAINING TAX CLEARANCE CERTIFICATE FOR FINAL SETTLEMENT OF GOVERNMENT CONTRACTS (TCFG) FROM BUREAU OF INTERNAL REVENUE

A Tax Clearance Certificate for Final Settlement of Government Contracts (TCFG) is mandatory for contractors before receiving final payment from government agencies. It proves compliance with all tax obligations and is required under E.O. No. 398 and RR No. 17-2024. Applications are submitted to the BIR with proof of tax compliance.

Legal Basis: BIR Revenue Regulations 17-2024 dated September 17, 2024

Office/Division	Office of the Municipal Accountant			
Email/Contact Number	accounting@tiaong.gov.ph (042) 545-9603			
Classification	Simple			
Type of Transaction	G2B – Government to Businesses			
Who May Avail	All Suppliers/Contractors from whom certification is required by the Bureau of Internal Revenue			
CHECKLIST REQUIREMENTS			WHERE TO SECURE	
1. Copy of Contract or Purchase Order			Accounting Office/Supplier	
2. Copy of Disbursement Voucher			Accounting Office/Supplier	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for Certification	1. Receive the request for certification	None	5 Minutes	<i>Administrative Officer IV</i> Office of the Municipal Accountant
	1.1 Prepare the endorsement slip to the Office of the Municipal Treasurer for the payment of documentary stamp tax.		15 minutes	<i>Administrative Officer IV</i> Office of the Municipal Accountant
	1.2 Sign the endorsement slip		5 Minutes	<i>Municipal Accountant</i> Office of the Municipal Accountant
	1.3 Release endorsement slip		5 Minutes	<i>Administrative Officer IV</i> Office of the Municipal Accountant



2. Forward to the Office of the Municipal Treasurer for the payment of Documentary Stamp Tax	2. Receive payment 2.1 Issue Official Receipt	PhP 80.00		<i>Revenue Collection Clerk I</i> Office of the Municipal Treasurer
3. Present the Official Receipt	3. Check the Official Receipt and prepare the certification		20 Minutes	<i>Administrative Officer IV</i> Office of the Municipal Accountant
	3.1 Sign and release the certification		5 Minutes	<i>Municipal Accountant</i> Office of the Municipal Accountant
	3.2 Maintain records of certifications issued		5 Minutes	<i>Administrative Officer IV</i> Office of the Municipal Accountant
TOTAL		PhP 80.00	1 Hour	



3. PRE-AUDIT OF DISBURSEMENT VOUCHERS FOR PROCUREMENT OF INFRASTRUCTURE, CONSULTANCY AND GOODS THROUGH PUBLIC BIDDING

Claims against government funds shall be supported with complete documentation
 Legal Basis: COA Circular 2012-001/R.A. 9184/ R.A. 7160

Office/Division	Office of the Municipal Accountant			
Email/Contact Number	accounting@tiaong.gov.ph (042) 545-9603			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen			
Who May Avail	All Suppliers/Contractors/Commission on Audit			
CHECKLIST REQUIREMENTS		WHERE TO SECURE		
Documentary requirements as specified in COA Circular 2012-001 and Republic Act 9184-Government Procurement Act, Internal Audit Rules and Policies and other governing laws.		Requesting Officers, Suppliers/Contractors, Bids and Awards Committee		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required supporting documents to Accounting	1. Receive documents and record all incoming DVs; forward DVs to respective pre-audit team.	None	15 Minutes	<i>Administrative Aide II</i> Office of the Municipal Accountant
	1.1 Attach checklist and make an initial evaluation of completeness of documents		1 Hour	<i>Administrative Officer IV</i> Office of the Municipal Accountant
	1.2 Check charging of account; obligate fund; encode and initial		15 Minutes	
	1.3 Check the Disbursement Voucher if supporting documents are complete and valid; initial on Box A of DV if complete.		4 Hours	



<p>(For previously submitted documents found to be incomplete)</p> <p>1.1 Resubmit previously submitted documents with complete supporting documents</p>	<p>If incomplete, return DV to requesting officer, supplier/contractor</p>			
	<p>1.4 Check computation of taxes and make accounting entries.</p>		20 Minutes	<p><i>Administrative Officer IV</i> Office of the Municipal Accountant</p>
	<p>1.5 Prepare BIR Form 2307 and/or BIR Form 2306, initial and forward to Municipal Accountant for signature.</p>		10 Minutes	
	<p>1.6 Sign Box A of DV and return to receiving clerk</p>		15 Minutes	<p><i>Municipal Accountant</i> Office of the Municipal Accountant</p>
	<p>1.7 Record outgoing approved DV and transmit to the Office of the Municipal Treasurer for issuance of check.</p>		15 Minutes	<p><i>Administrative Aide II</i> Office of the Municipal Accountant</p>
TOTAL			6 Hours 30 Minutes	



4. PRE-AUDIT OF DISBURSEMENT VOUCHERS OF SIMPLE TRANSACTIONS FOR PROCUREMENT OF GOODS, INFRASTRUCTURE AND OTHER MONEY CLAIMS

Claims against government funds shall be supported with complete documentation.
 Legal Basis: COA Circular 2012-001/R.A. 9184/ R.A. 7160

Office/Division	Office of the Municipal Accountant				
Email/Contact Number	accounting@tiaong.gov.ph (042) 545-9603				
Classification	Simple				
Type of Transaction	G2C – Government to Citizen				
Who May Avail	All Suppliers/Contractors/Commission on Audit				
CHECKLIST REQUIREMENTS		WHERE TO SECURE			
Documentary requirements as specified in COA Circular 2012-001 and Republic Act 9184-Government Procurement Act, Internal Audit Rules and Policies and other governing laws.		Requesting Officers, Suppliers/Contractors, Bids and Awards Committee			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Submit the required supporting documents to Accounting	1. Receive and record all incoming DVs; forward DVs to respective pre-audit team.	None	15 Minutes	<i>Administrative Aide II</i> Office of the Municipal Accountant	
	1.1 Attach checklist and make an initial evaluation of completeness of documents		10 Minutes		<i>Administrative Officer IV</i> OR <i>Administrative Assistant II</i> OR <i>Administrative Aide VI</i> Office of the Municipal Accountant
	1.2 Check charging of Account; obligate fund; encode and initial		10 Minutes		
	1.3 Check the Disbursement Voucher if supporting documents are		30 Minutes		



<p>(For previously submitted documents found to be incomplete)</p> <p>1.1 Resubmit previously submitted documents with complete supporting documents</p>	<p>complete and valid; initial on Box A of DV if complete.</p> <p>If incomplete, return DV to requesting officer, supplier/contractor</p> <p>1.4 Check computation of taxes and make accounting entries.</p> <p>1.5 Prepare BIR Form 2307 and/or BIR Form 2306, initial and forward to Municipal Accountant for signature.</p> <p>1.6 Sign Box A of DV and return to receiving clerk</p> <p>1.7 Record outgoing approved DV and transmit to the Office of the Municipal Treasurer for issuance of check.</p>		<p>15 Minutes</p> <p>15 Minutes</p> <p>10 Minutes</p> <p>15 Minutes</p>	<p><i>Administrative Officer IV</i> OR <i>Administrative Assistant II</i> OR <i>Administrative Aide VI</i> Office of the Municipal Accountant</p> <p><i>Municipal Accountant</i> Office of the Municipal Accountant</p> <p><i>Administrative Aide II</i> Office of the Municipal Accountant</p>
<p>TOTAL</p>		<p>2 Hours</p>		



5. TRANSMITTAL OF FINANCIAL TRANSACTION DOCUMENTS BY BARANGAYS

Within ten (10) days after the end of each month, the Barangay Treasurer shall prepare a Transmittal Letter together with the financial transaction documents and submit to the Local Accountant.

Legal Basis: (COA Circular 2019-001 dated January 30, 2019 – Providing Control Mechanism to Enforce Submission of Barangay Financial Transactions and Discontinuance of the Use of the COA Auditor's Advice.

Office/Division	Office of the Municipal Accountant			
Email/Contact Number	accounting@tiaong.gov.ph (042) 545-9603			
Classification	Simple			
Type of Transaction	G2G – Government to Government			
Who May Avail	All barangays/Commission on Audit			
CHECKLIST REQUIREMENTS		WHERE TO SECURE		
<p>A. Transmittal Letter of financial transaction documents together with 1 copy of the following:</p> <ol style="list-style-type: none"> 1. Report of Collections and Deposits 2. Duplicate copies of the Official Receipts Issued and deposit slips 3. Original Copies of Disbursement Vouchers with its supporting documents and duplicate copies of the Checks 4. Bank Statements 5. Punong Barangay Certification 		<p>Barangay Treasurer</p> <p>Barangay Treasurer</p> <p>Barangay Treasurer</p> <p>Barangay Treasurer</p> <p>Authorized Depository Bank</p> <p>Punong Barangay</p>		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Transmittal Letter together with financial transaction documents for review and evaluation.	1. Receive the financial transaction documents and check for completeness	None	15 Minutes	<i>Administrative Aide IV</i> Office of the Municipal Accountant
	1.1 Review and journalize the required documents.		2 Hours	<i>Administrative Aide IV</i> OR <i>Accountant III</i>



				Office of the Municipal Accountant
2. Forward to the Municipal Accountant the reviewed, evaluated and journalized financial transaction documents and Transmittal Letter for signature	2. Approve and sign Transmittal Letter and supporting documents	None	10 Minutes	<i>Municipal Accountant</i> Office of the Municipal Accountant
3. Acknowledge receipt of signed documents	3. Release copy of signed documents for barangay	None	5 Minutes	<i>Administrative Aide IV</i> Office of the Municipal Accountant
TOTAL			2 Hours 30 Minutes	



Office of the Municipal Accountant
Internal Services



1. BOOKKEEPING OF MUNICIPALITY'S DISBURSEMENTS

The Office of the Accountant shall record the transactions to the registries or to the corresponding books of original entry. Posting to the books of final entry and preparation of the financial reports shall also be undertaken. It shall render their accounts in accordance with Commission on Audit regulations.

Legal Basis: RA 7160, P.D. 1445, Phil. Public Sector Accounting System (PPSAS)

Office/Division	Office of the Municipal Accountant			
Email/Contact Number	accounting@tiaong.gov.ph (042) 545-9603			
Classification	Simple			
Type of Transaction	G2G – Government to Government			
Who May Avail	Commission on Audit			
CHECKLIST REQUIREMENTS		WHERE TO SECURE		
For General Fund, Special Education Fund and Trust Fund: Disbursement Vouchers (1 original) Liquidation Report (1 original) Debit Memo (1 original) Obligation Request (1 original) Report of Checks Issued (1 original)		Office of the Municipal Treasurer Disbursing Officer Authorized Depository Bank Office of the Municipal Budget Officer Office of the Municipal Treasurer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Municipal Treasurer submits the returned Disbursement Vouchers together with the Report of Checks Issued and Liquidation Reports daily.	1. Receive and maintain records of returned Disbursement Vouchers, Report of Checks Issued and Liquidation Reports for the day	None	15 Minutes	<i>Administrative Aide II</i> Or <i>Administrative Aide III</i> Office of the Municipal Accountant
	1.1 Encode all disbursements and liquidation of cash advances for the day in the database system		3 Hours	<i>Administrative Aide II</i> Office of the Municipal Accountant
TOTAL			3 Hours 15 Minutes	



2. BOOKKEEPING OF MUNICIPALITY'S RECEIPTS AND COLLECTIONS OF REVENUE

The Office of the Accountant shall record the transactions to the registries or to the corresponding books of original entry. Posting to the books of final entry and preparation of the financial reports shall also be undertaken. It shall render their accounts in accordance with Commission on Audit regulations.

Legal Basis: RA 7160, P.D. 1445, Phil. Public Sector Accounting System (PPSAS)

Office/Division	Office of the Municipal Accountant			
Email/Contact Number	accounting@tiaong.gov.ph (042) 545-9603			
Classification	Simple			
Type of Transaction	G2C – Government to Government			
Who May Avail	Commission on Audit			
CHECKLIST REQUIREMENTS			WHERE TO SECURE	
<p>For General Fund, Special Education Fund and Trust Fund, 1 copy of the following:</p> <p>Report of Collections and Deposits (RCD) Duplicate Copies of Official Receipts Report of Accountability for Accountable Forms (RAAF) Abstract of Real Property Collections Abstract of Local Revenue Collections Form 60 Credit Memo</p>			<p>Office of the Municipal Treasurer</p> <p>Authorized Depository Bank</p>	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Municipal Treasurer submits required documents daily to the Accounting Office	1. Receive and record all incoming required documents 1.1 Journalize and verify daily collections of revenues based on Abstract of Daily Collections 1.2 Journalize and verify deposits made by Municipal Treasurer based on Deposit Slips 1.3 Compute shares of Province, Municipal	None	35 Minutes 30 Minutes 20 Minutes 20 Minutes	<i>Administrative Assistant II</i> Office of the Municipal Accountant



	and Barangay from real property tax collections			
	1.4 Record Credit Memo received from authorized depository bank		15 Minutes	
	1.5 Encode accounting entries in the database		5 Hours	<i>Administrative Aide II</i> Office of the Municipal Accountant
TOTAL			7 Hours	



3. ISSUANCE OF CERTIFICATE OF OUTSTANDING CASH ADVANCE (CA)

A Certification issued by the Municipal Accountant to officials and employees who are requesting cash advances. It must be observed that all previous cash advances must be liquidated and accounted for in the books before granting another cash advance.

Legal Basis: Section 1.0 of COA Circular 2012-001

Office/Division	Office of the Municipal Accountant			
Email/Contact Number	accounting@tiaong.gov.ph (042) 545-9603			
Classification	Simple			
Type of Transaction	G2G – Government to Government			
Who May Avail	All municipal officials and employees			
CHECKLIST REQUIREMENTS		WHERE TO SECURE		
1. Request Form for the issuance of a Certification of Outstanding and/or No Unliquidated Cash Advance (1 original)		Requesting Officials or Employees		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Request Form to Accounting Office	1. Receive Request Form	None	10 Minutes	<i>Administrative Aide II</i> Office of the Municipal Accountant
	1.1 Verify Schedule of Cash Advances and Subsidiary Ledgers		20 Minutes	
	1.2 Prepare the Certification, put initials and forward to Municipal Accountant		20 Minutes	
	1.3 Sign Certification		5 Minutes	<i>Municipal Accountant</i> Office of the Municipal Accountant
2. Receive Certification of No Unliquidated CA or Outstanding CA	2. Release Certification of No Unliquidated CA or Outstanding CA	None	5 Minutes	<i>Administrative Aide II</i> Office of the Municipal Accountant
TOTAL			1 Hour	



4. PRE-AUDIT OF EMPLOYEES' PAYROLL

Rendition of accounts by accountable officers. Local treasurers, accountants and other accountable officers shall render their accounts in accordance with Commission on Audit regulations taking into consideration that claims against government funds shall be supported with complete documentation

Legal Basis: RA 7160, COA Circular 2012-001, P.D. 1445, Phil. Public Sector Accounting System (PPSAS)

Office/Division	Office of the Municipal Accountant			
Email/Contact Number	accounting@tiaong.gov.ph (042) 545-9603			
Classification	Simple			
Type of Transaction	G2G – Government to Government			
Who May Avail	Commission on Audit/Regular Employees, Elective Officials, Co-terminus Employees, Job Order Employees			
CHECKLIST REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> Signed Payroll/Disbursement Voucher (2 copies) Approved Obligation Request (2 copies) Daily Time Record (1 copy) Authority to Debit Account (ADA) to credit to the accounts of the employees (2 copies) 		HRMO/Originating Office/ MBO Originating Office HRMO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. HRMO forwards the required documents to Accounting	1.1 Receive and log the required documents	None	15 Minutes	<i>Administrative Assistant II</i> Office of the Municipal Accountant
	1.2 Review, journalize and recapitulate payroll		3 Hours	
	1.3 Verify the correctness of Cash Advances and/or Authority to Debit Account (ADA)		15 Minutes	
	1.4 Forward the ADA/Cash Advances to signing officials		15 Minutes	
	1.5 Approve, sign the ADA/Cash Advances and forward to Municipal Treasurer		15 Minutes	
				<i>Municipal Accountant</i> Office of the Municipal Accountant <i>Administrative</i>



	1.6 Prepare, approve and deliver Accountant's Advice		15 minutes	Assistant II Office of the Municipal Accountant
TOTAL			4 Hours 15 Minutes	



**Office of the Municipal Assessor
External Services**



1. Updating and Issuance of Tax Declaration from Transferred Properties

The Office of the Municipal Assessor updates the current status of the tax declaration based on the transferred property together with all the documentary requirements.

Office or Division:	Office of the Municipal Assessor
Classification:	Complex
Type of Transaction:	G2C- Government to Citizen G2B - Government to Businesses G2G - Government to Government
Who may avail:	Real Property Unit Owner, Authorized Representative
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Principal	
1. Current Transfer Certificate of Title (TCT) (Certified True Copy within six months from the issuance of the original copy of TCT)	Registry of Deeds (RD)
2. Notarized Conveyance (Deed of Sale/Donation/Extrajudicial Settlement)	Real Property Unit Owner
3. Transfer Tax Receipt and Issuance Fee	Office of the Municipal Treasurer/Provincial Treasurer
4. Certificate Authorizing Registration (CAR)	Bureau of Internal Revenue (BIR)
5. Receipt on Updated Real Property Tax Payment	Office of the Municipal Treasurer/Provincial Treasurer
6. Issuance of Tax Declaration Receipt	Office of the Municipal Treasurer
7. Previous Tax Declaration	Real Property Unit Owner/Office of the Municipal Assessor
8. Affidavit of Request	Real Property Unit Owner, Notary Public
9. Approved Subdivision or Consolidation Plan, Technical Descriptions per lot (<i>if the property is for segregation or consolidation</i>)	Department of Environment and Natural Resources (DENR)/Provincial Environment and Natural Resources Office (PENRO)
10. Notarized Sworn Statement of the True Current and Fair Market Value of Real Properties	Office of the Municipal Assessor
Representative	
11. Special Power of Attorney (SPA)/ Authorization Letter	Real Property Unit Owner/ Notary Public/Authorized Representative
12. Government Issued Identification Card of the authorized representative and of the person being represented	BIR, Post Office, COMELEC, DFA, PSA, SSS, GSIS



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all the documentary requirements (3 sets) and fill out Data Collection Sheet (DCS) form provided by the Office of the Municipal Assessor	<p>1. Receive and review all the submitted documents and encode in the computerized log</p> <p>If Complete: Provide Order of Payment</p> <p>If Not Complete: Return the documents to the tax payer/authorized representative (The "Client")</p> <p>1.1 Interview the Client using the DCS Form</p>	None	15 minutes	<i>Assessment Clerk II</i> Or <i>Administrative Aide IV</i> Office of the Municipal Assessor
2. Pay the Issuance Fee	<p>2. Receive payment and provide Official Receipt (OR)</p> <p>2.1 Process the request (<i>Field Inspection, Encoding, Review, and Approval</i>)</p>	<p>Php 100.00 per tax declaration</p> <p>None</p>	<p>5 minutes</p> <p>5 days</p>	<p><i>Revenue Collection Clerk I</i> Office of the Municipal Treasurer</p> <p><i>Assessment Clerk II</i> Or <i>Administrative Aide IV</i> Or <i>Asst. Municipal Assessor</i> Or <i>Municipal Assessor</i> Office of the Municipal Assessor</p>
3. Receive the updated copy of tax declaration	3. Release the owner's copy of the updated tax declaration	None	5 minutes	<i>Assessment Clerk II</i> Office of the Municipal Assessor
TOTAL		Php 100.00 per	5 Days 25 Minutes	



	tax declaration		
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Remarks: *The documents will be released within six (6) working days because of the field/ocular inspection, review and assessment of the authorized personnel.*



2. Issuance of New Tax Declaration for General Purposes

The Office of the Municipal Assessor provides new tax declaration for the new appraisal and assessment (discovery), reassessment, and revision or correction of assessment. These includes land, building and other structures, machinery and other equipment.

Office or Division:	Office of the Municipal Assessor			
Classification:	Complex			
Type of Transaction:	G2C- Government to Citizen G2B - Government to Businesses G2G - Government to Government			
Who may avail:	Real Property Unit Owner, Authorized Representative			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Principal				
1. Approved Building Plan, Building Permit, Certificate of Completion and Occupancy, Bill of Materials		Office of the Municipal Engineer		
2. Zoning Certificate/Clearance		Office of the Municipal Planning and Development Coordinator		
3. List of Machineries and Equipment		Real Property Unit Owner		
4. Affidavit of Request		Real Property Unit Owner, Notary Public		
5. Receipt on Updated Real Property Tax Payment and Issuance Receipt of Payment		Office of the Municipal Treasurer		
5. Notarized Sworn Statement of the True Current and Fair Market Value of Real Properties		Office of the Municipal Assessor		
Representative				
6. Special Power of Attorney (SPA)/ Authorization Letter		Real Property Unit Owner/ Notary Public/Authorized Representative		
7. Government Issued Identification Card of the authorized representative and of the person being represented		BIR, Post Office, COMELEC, DFA, PSA, SSS, GSIS		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all the documentary requirements (3 sets) and fill out Data Collection Sheet (DCS) form provided by the Office of the Municipal Assessor	1. Receive and review all the submitted documents and encode in the computerized log If Complete: Provide Order of Payment	None	15 minutes	Assessment Clerk II Or Administrative Aide IV Office of the Municipal Assessor



	<p>If Not Complete: Return the documents to the tax payer/authorized representative (The "Client")</p> <p>1.1 Interview the Client using the DCS Form</p>			
2. Pay the Issuance Fee	<p>2. Receive payment and provide Official Receipt (OR)</p> <p>2.1 Process the request (<i>Field Inspection, Encoding, Review, and Approval</i>)</p>	<p>Php 100.00 per tax declaration</p> <p>None</p>	<p>5 minutes</p> <p>5 days</p>	<p><i>Revenue Collection Clerk I</i> Office of the Municipal Treasurer</p> <p><i>Assessment Clerk II</i> Or <i>Administrative Aide IV</i> Or <i>Assistant Municipal Assessor</i> Or <i>Municipal Assessor</i> Office of the Municipal Assessor</p>
3. Receive the owner's copy of tax declaration	3. Release the owner's copy of the updated tax declaration	None	5 minutes	<i>Assessment Clerk II</i> Office of the Municipal Assessor
TOTAL		Php 100.00 per tax declaration	5 Days 25 Minutes	

Remarks: *The documents will be released within six (6) working days because of the field/ocular inspection, review and assessment of the authorized personnel. However, if the new tax declaration is for the approval of the Office of the Provincial Assessor, the processing time will depend on their specific timeline/Citizen's Charter.*



3. Issuance of Certified True Copy of Tax Declaration/Certificate of Land Holdings/Certificate of No Improvement/Certificate of No Property/Certificate of Assessment

This pertains to all certifications relative to real properties issued by the Office of the Municipal Assessor.

Office or Division:	Municipal Assessor's Office			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen G2B - Government to Businesses G2G - Government to Government			
Who may avail:	Real Property Unit Owner, Authorized Representative			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Principal				
1. Receipt on Updated Real Property Tax Payment and Issuance Receipt of Payment		Office of the Municipal Treasurer		
2. Notarized Sworn Statement of the True Current and Fair Market Value of Real Properties		Office of the Municipal Assessor		
Representative				
3. Special Power of Attorney (SPA)/ Authorization Letter		Real Property Unit Owner/ Notary Public/Authorized Representative		
4. Government Issued Identification Card of the authorized representative and of the person being represented		BIR, Post Office, COMELEC, DFA, PSA, SSS, GSIS		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all the documentary requirements	1. Review all the submitted documents and encode in the computerized log If Complete: Provide Order of Payment If Not Complete: Return the documents to the tax payer/authorized representative (The "Client")	None	8 minutes	<i>Assessment Clerk II</i> Or <i>Administrative Aide IV</i> Office of the Municipal Assessor



2. Pay the Issuance Fee	2. Receive payment and provide Official Receipt (OR)	Php 100.00 per certification	5 minutes	<i>Revenue Collection Clerk I</i> Office of the Municipal Treasurer
	2.1 Process the request	None	10 minutes	<i>Assessment Clerk II</i> Or <i>Administrative Aide IV</i> Or <i>Assistant Municipal Assessor</i> Or <i>Municipal Assessor</i> Office of the Municipal Assessor
3. Receive the requested certification	3. Release the requested certification	None	3 minutes	<i>Assessment Clerk II</i> Office of the Municipal Assessor
TOTAL		Php 100.00 per certification	26 Minutes	

Remarks: Each certification will be released within twenty-six (26) minutes.



4. Request for Cancellation of Assessment Record

This pertains to the cancellation of record of assessment on real property unit by the Office of the Municipal Assessor to reflect the current status of the property. These include Tax Declaration of Building and Other Improvement, Machineries and Other Equipment.

Office or Division:	Office of the Municipal Assessor			
Classification:	Complex			
Type of Transaction:	G2C- Government to Citizen G2B - Government to Businesses G2G - Government to Government			
Who may avail:	Real Property Owner, Authorized Representative			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Affidavit of Request		Real Property Unit Owner, Notary Public		
2. Receipt on Updated Real Property Tax Payment and Issuance Receipt of Payment		Office of the Municipal Treasurer		
3. Barangay Certification		Office of the Barangay Chairman/Brgy. Secretary		
4. Other document/s may be required		As Needed		
Representative				
5. Special Power of Attorney (SPA)/ Authorization Letter		Real Property Unit Owner/ Notary Public/Authorized Representative		
6. Government Issued Identification Card of the authorized representative and of the person being represented		BIR, Post Office, COMELEC, DFA, PSA, SSS, GSIS		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all the documentary requirements (3 sets)	1. Review all the submitted documents and encode in the computerized log If Complete: Provide Order of Payment If Not Complete: Return the documents to the tax payer/authorized representative	None	15 minutes	Assessment Clerk II Or Administrative Aide IV Office of the Municipal Assessor
2. Pay the Issuance Fee	2. Receive payment and	Php 100.00/ Notice of	5 minutes	Revenue Collection Clerk I



	provide Official Receipt (OR)	Cancellation		Office of the Municipal Treasurer
	2.1 Process the request (<i>Field Inspection, Inspection Report, Review, and Approval, Cancellation both Manual and Computerized Records</i>)	None	5 working days	Assessment Clerk II Or Administrative Aide IV Or Assistant Municipal Assessor Or Municipal Assessor Office of the Municipal Assessor
3. Receive the owner's copy of Notice of Cancellation	3. Release the owner's copy of Notice of Cancellation	None	5 minutes	Assessment Clerk II Office of the Municipal Assessor
TOTAL		Php 100.00/ Notice of Cancellation	5 Days 25 Minutes	

Remarks: *The documents will be released within six (6) working days because of the field/ocular inspection, review, preparation of inspection report, cancellation of assessment records both manual and computerized to be done by the authorized personnel.*



5. Verification of Real Property Assessment Record

This pertains to the verification of assessment records on real property unit. This includes the location of the property, trace backing of records, and other information/data relative to a certain real property.

Office or Division:	Office of the Municipal Assessor			
Classification:	Complex			
Type of Transaction:	G2C- Government to Citizen G2B - Government to Businesses G2G - Government to Government			
Who may avail:	Real Property Unit Owner, Authorized Representative			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Transfer Certificate of Title (TCT) or Copy of Tax Declaration or Real Property Tax Receipt		Real Property Unit Owner		
2. Other document/s may be required		As Needed		
Representative				
3. Special Power of Attorney (SPA)/ Authorization Letter		Real Property Unit Owner/ Notary Public/Authorized Representative		
4. Government Issued Identification Card of the authorized representative and of the person being represented		BIR, Post Office, COMELEC, DFA, PSA, SSS, GSIS		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all the documentary requirements	1. Review all the submitted documents and encode in the computerized log If Complete: Process the request If Not Complete: Return the documents to the tax payer/authorized representative (The "Client")	None	3 minutes	<i>Assessment Clerk II</i> Or <i>Administrative Aide IV</i> Office of the Municipal Assessor



	1.1 Process the request	None	8 minutes per tax declaration and per General Revision Year	Assessment Clerk II Or Administrative Aide IV Or Administrative Aide II Or Administrative Aide I Office of the Municipal Assessor
	1.2 Inform the Client of the result of the verification	None	3 minutes	Assessment Clerk II Office of the Municipal Assessor
	TOTAL	None	14 Minutes per tax declaration and per GR Year	

Remarks: Fourteen (14) minutes will be allotted per tax declaration and per General Revision Year being verified or trace back. Also, if the Client needs a certified true copy of tax declaration, refer to the Issuance of Certified True Copy of Tax Declaration Process Flow.



**Office of the Municipal Assessor
Internal Services**



1. ASSESSMENT ROLL

This document pertains to the master list of all real property tax declarations including taxable, exempt, idle lands and properties with restrictions with complete details such as real property tax declaration number, property identification number, title number, property owner's name, address of property owner, area, lot number, market value, assessed value, previous assessed value, previous real property tax declaration and effective date.

Office or Division:	Office of the Municipal Assessor			
Classification:	Simple			
Type of Transaction:	G2G- Government to Government			
Who may avail:	Concerned Government Office			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. New/Transferred/Reclassified/General Revision Real Property Tax Declaration (1 Copy)		Requesting Office / Department		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the New/Transferred/Reclassified/General Revision Real Property Tax Declaration to Municipal Assessor's Office Staff	1. Receive the required documents and check for completeness	None	2 Minutes	<i>Municipal Assessor or Assessment Clerk III or Administrative Aide IV or Bookbinder II Office of the Municipal Assessor</i>
	1.1 Return to client for incomplete document requirements.		1 Minute	
	1.2 Start processing/Encoding assessment roll		17 Minutes	
	TOTAL	None	20 Minutes	



Office of the Municipal Budget Officer
External Services



1. Barangay Budget

The Municipal Budget Officer assists the Sangguniang Bayan in reviewing the proposed budget of all the Barangay of the Local Government Unit.

Office or Division:	Office of the Municipal Budget Officer			
Classification:	Simple			
Type of Transaction:	G2G- Government to Government			
Who may avail:	All Barangays of the Local Government Unit			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Documents as stated in the Barangay Budget Operations Manual 2018 Edition (1 Original, 1 Receiving Copy): <ul style="list-style-type: none"> • BBP Form No. 1 Expenditures & Source of Financing • BBP Form No.2 Program appropriation by PPAs, Expense Class, Object of Expenditures and expected result • BBP Form No.2-A List of Projects chargeable against 20% Development Fund • BBP Form No. 3 Plantilla of Personnel • BBP Form No.4 Statement of Indebtedness(if any) 		Respective Barangays Respective Barangays Respective Barangays Respective Barangays Respective Barangays		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the proposed Barangay Budget	1. Receive the Barangay Budget	None	5 Minutes	<i>Administrative Assistant II</i> Office of the Municipal Budget Officer
	1.1. Check the supporting documents attached to Barangay Annual/ Supplemental Budget for review		10 Minutes	
	1.2. Review the Barangay Budget		1 Day	
	1.3. Prepare Review Action Letter		25 Minutes	
	1.4. Certify & sign the Review Action Letter		10 Minutes	<i>Municipal Budget Officer</i> Office of the Municipal Budget Officer



	1.5. Forward to the Municipal Planning and Development Coordinator and Treasurer's Office for signature		30 Minutes	<i>Administrative Assistant II</i> Office of the Municipal Budget Officer
	1.6. Forward the reviewed Annual Budget to the Sangguniang Bayan		10 Minutes	
	TOTAL		1 Day 1 Hour 30 minutes	



2. Sangguniang Kabataan (SK) Budget

The Municipal Budget Officer assists the Sangguniang Bayan in reviewing the proposed budget of all the Sangguniang Kabataan of the Local Government Unit.

Office or Division:	Office of the Municipal Budget Officer			
Classification:	Simple			
Type of Transaction:	G2G- Government to Government			
Who may avail:	All SKs of the Local Government Unit			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Documents necessary on the Appropriation, Release, Planning and Budgeting process for the SK Funds (JMC No. 1 S. 2019): <ul style="list-style-type: none"> • Fund Certification from Barangay Treasurer • Expenditures Program • Annual Barangay Youth Investment Program (ABYIP) • Personnel Schedule 		Respective Barangays Respective Barangays Respective Barangays Respective Barangays		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the proposed SK Budget	1. Receive the SK Budget	None	5 Minutes	<i>Administrative Assistant II</i> Office of the Municipal Budget Officer
	1.1. Check the supporting documents attached to SK Budget for review		10 Minutes	
	1.2. Review the SK Budget		3 Hours	<i>Administrative Assistant II</i> Office of the Municipal Budget Officer
	1.3. Prepare Review Action Letter		25 Minutes	
	1.4. Certify & sign the Review Action Letter		10 Minutes	<i>Municipal Budget Officer</i> Office of the Municipal Budget Officer



	1.5. Forward to the Municipal Planning and Development Coordinator and Treasurer's Office for signature		30 Minutes	<i>Administrative Assistant II</i> Office of the Municipal Budget Officer
	1.6. Forward the reviewed SK Budget to the Sangguniang Bayan		10 Minutes	
	TOTAL		4 Hours 30 Minutes	



**Office of the Municipal Budget Officer
Internal Services**



1. Annual Budget

The Office of the Municipal Budget Officer assists in the preparation of budget and is in-charge in the review and consolidation of budget proposals of different departments of the Local Government Unit.

Office or Division:	Office of the Municipal Budget Officer			
Classification:	Highly Technical			
Type of Transaction:	G2G- Government to Government			
Who may avail:	Different departments of the Local Government Unit			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Documents as stated in the Budget Operations Manual for Local Government Units 2016 Edition (1 original, 1 receiving copy): LBP Form #1 LBP Form #2 LBP Form #2a LBP Form #4 Project Procurement Management Plan		Respective Departments/Offices Respective Departments/Offices Respective Departments/Offices Respective Departments/Offices Respective Departments/Offices		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1-Submit requirements	1.Receive requirements	None	10 Minutes	<i>Administrative Assistant II</i> Office of the Municipal Budget Officer
	1.1 Prepare the expenditure portion of LBP Form #1		5 Days	<i>Municipal Budget Officer</i> Office of the Municipal Budget Officer
	1.2 Review and consolidate Budget proposals		4 Days	<i>Municipal Budget Officer</i> Office of the Municipal Budget Officer
	1.3 Prepare Local Expenditures Program and BESF		10 Days	<i>Municipal Budget Officer</i> Office of the Municipal Budget Officer
	1.4 Forward the Executive Budget to the Local Chief Executive		10 Minutes	<i>Administrative Assistant II</i> Office of the Municipal Budget Officer
	TOTAL		19 Days 20 Minutes	



2. Electronic Report of Statement of Receipts & Expenditures (ESRE)

The Office of the Municipal Budget Officer submits the Electronic Report of Statement of Receipts and Expenditures (ESRE) to the Department of Budget and Management (DBM).

Office or Division:	Office of the Municipal Budget Officer			
Classification:	Simple			
Type of Transaction:	G2G- Government to Government			
Who may avail:	Office of the Municipal Treasurer, Bureau of Local Government Finance			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Office of the Municipal Treasurer to secure ESRE data from MBO	1.Prepare/Encode the report	None	2 Days	<i>Administrative Aide IV</i> Office of the Municipal Budget Officer
	1.1 Approve the report		1 Hour	<i>Municipal Budget Officer</i> Office of the Municipal Budget Officer
	1.2 Generate and package the report for data sharing with the Municipal Treasurer		1 Hour	<i>Administrative Aide IV</i> Office of the Municipal Budget Officer
	1.3 Submit the report to BLGF Central		1 Hour	<i>Administrative Aide IV</i> Office of the Municipal Budget Officer
	TOTAL		2 Days 3 Hours	



3. Utilization Report of the Local Disaster Risk Reduction and Management Fund (LDRRMF)

The Office of the Municipal Budget Officer prepares the Utilization Report of the LDRRM Fund as requested by the Office of the Local Disaster Risk Reduction and Management Officer (LDRRMO).

Office or Division:	Office of the Municipal Budget Officer			
Classification:	Simple			
Type of Transaction:	G2G- Government to Government			
Who may avail:	Office of the Local Disaster Risk Reduction and Management Officer			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Office of the LDRRMO to secure DRRM Utilization data from MBO	1.Prepare/Encode the report	None	1 Day	<i>Administrative Assistant II</i> Office of the Municipal Budget Officer
	1.1 Review and approve the report		2 Hours	<i>Municipal Budget Officer</i> Office of the Municipal Budget Officer
	1.2 Submit/Furnish the report to the Office of the LDRRMO		5 Minutes	<i>Administrative Aide IV</i> Office of the Municipal Budget Officer
	TOTAL		1 Day 2 hours 5 minutes	



4. Obligation Request

The Office of the Municipal Budget Officer is in-charge of certifying (box B) on Obligation Request as to the existence of available appropriation.

Office or Division:	Office of the Municipal Budget Officer			
Classification:	Simple			
Type of Transaction:	G2G- Government to Government			
Who may avail	All employees of different departments/offices in the LGU			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Approved Travel Order/Approved Itinerary of Travel (1 original)		Concerned Department/HRMO		
2.Billing Statement (1 original)		Utility & Telecommunication companies		
3.Purchase Request (1 original)		Requesting Office/Department		
4.Program of Works / Bill of Materials (1 original)		Office of the Municipal Engineer		
5.Training/ Project/ Activity Proposal (1 original)		Requesting Office/Department		
6.Purchase Request (1 original)		Requesting Office/Department		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Obligation Request	1. Receive the Obligation Request from the Client	None	1 Minute	<i>Administrative Aide IV</i> Office of the Municipal Budget Officer
	1.1 Check the required supporting documents		5 Minutes	<i>Administrative Officer V</i> or <i>Administrative Assistant II</i> Office of the Municipal Budget Officer
	1.2 Verify if the Obligation Request is duly filled up and signed		2 Minutes	
	1.3 Check the existence/availability of appropriation		5 Minutes	
	1.4 Provide the proper office and account code		3 Minutes	
	1.5 Assign control number in the Obligation Request		2 Minutes	
	1.6 Record in the Obligation Request Logbook		4 Minutes	



	1.7 Certify and sign as to existence of appropriation		5 Minutes	<i>Municipal Budget Officer</i> Office of the Municipal Budget Officer
	1.8 Forward the Obligation Request to the next concern department		3 Minutes	<i>Administrative Aide IV</i> Office of the Municipal Budget Officer
	TOTAL		30 Minutes	



Office of the Municipal Civil Registrar

External Services



1. Affidavit of Admission of Paternity and of Acknowledgment

It is a legal instrument required whose birth of the child was already recorded and registered with unknown father and the child was registered using the mother's surname or child will be register but the father of the child cannot sign on the Affidavit provided on the Municipal Form No.102.

Office or Division:	Office of the Municipal Civil Registrar			
Classification:	G2C-Government to Citizens			
Type of Transaction:	Simple			
Who may avail:	Child, if of legal age and parent of the child registered with unknown father			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Original PSA copy of Certificate of Live Birth (1 copy)		Philippine Statistics Authority		
2.Certified local copy of COLB (3 copies)		Office of the Municipal Civil Registrar		
3.Affidavit of Admission of Paternity (3 original copies)		Notary Public		
4.Affidavit of Acknowledgment (3 original copies)		Notary Public		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Sign in client's logbook	1.Give logbook to the client		2 minutes	Administrative Aide IV (Bookbinder II) Office of the Municipal Civil Registrar
2.Submit requirements	2. Check and evaluate requirements		5 minutes	-do-
	2.1 Verify birth record		10 minutes	
3.Pay prescribed fee	3. Receive official receipt	Php200.00	15 minutes	-do-
	3.1 Register the instrument			
	3.2 Prepare certificate of registration			
4.Receive copy of document	3.3 Annotate on the affected COLB		5 minutes	
	3. Issue/release copy to client		10 minutes	
	TOTAL	Php200.00	50 minutes	



2. Affidavit to Use the Surname of the Father

It is a legal instrument giving remedy by which the child born out of wedlock can use the surname of the father by virtue of Republic Act No. 9255, an act allowing the illegitimate child to use the surname of the father amending for the purpose, Article 176 of the Executive Order No. 309.

Office or Division:	Office of the Municipal Civil Registrar			
Classification:	G2C-Government to Citizens			
Type of Transaction:	Simple			
Who may avail:	Child born out of wedlock, if of legal age or the mother or guardian of the child			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Child's Certificate of Live Birth (1 original copy)		Philippine Statistics Authority		
1.1 Child's COLB (3 certified local copies)		Office of the Municipal Civil Registrar		
2.Valid ID of mother/guardian/child if of age		Concerned agencies issuing Ids		
3.Affidavit to Use the Surname of the Father (3 original copies)		Notary Public		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Sign in client's logbook	1. Give logbook to the client		2 minutes	Administrative Aide IV (Bookbinder II) Office of the Municipal Civil Registrar
2.Submit requirements	2. Check and evaluate requirements 2.1 Verify birth record of child		5 minutes 10 minutes	-do-
3.Pays prescribed fee	3. Receive official receipt 3.1 Register AUSF 3.2 Prepare certificate of registration 3.3 Annotate on the affected COLB	Php200.00	15 minutes 5 minutes 10 minutes	-do-
4.Receive copy of document	4. Issue/release copy to the client		3 minutes	-do-
	TOTAL	Php200.00	50 minutes	



3. Application for Marriage License

A sworn application filed by the contracting parties before the Local Civil Registrar of whom one or both of them habitually resides in the municipality with the submission of requirements and supporting certificates required before the issuance of marriage license.

Office or Division:	Office of the Municipal Civil Registrar			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizens			
Who may avail:	All would be couples ages 18 years and above			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Certificate of No Marriage (CENOMAR) with Official Receipt (1 original copy per contracting party)		Philippine Statistics Authority		
2.Certificate of Live Birth (1 original or certified copy)		Office of the Municipal Civil Registrar		
3.Community Tax Certificate (original copy)		Office of the Municipal Treasurer		
4.Consent of the father, mother, surviving parent or guardian in the order mentioned, if the applicant ages between 18 and 21(2 original copy)		Office of the Municipal Civil Registrar		
5.Parental advice if the applicant ages between more than 21 and 25(2 original copy)		-do-		
6. Legal Capacity to contract marriage if either or both applicants is/are foreigner (1 original copy)		Philippine Embassy		
7.Certificate of Death, if the applicant is widow or widower (1certified copy)		Office of the Municipal Civil Registrar		
8.Court decision with certificate of finality, certificate of registration and authenticity (1 certified copy)		Office of the City/Municipal Civil Registrar where the court decision was promulgated		
9.Certificate of Pre Marriage Orientation and Counselling (1 original copy)		PMOC Team c/o Population Officer		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Sign client's logbook	1. Give logbook to the client		2 minutes	Asst. Registration Officer or
	1.1 Interview applicants		4 minutes	Administrative Aide VI (Clerk III) Office of the Municipal Civil



				Registrar
2. Submit requirements	2. Check/verify completeness and accuracy of requirements		10 minutes	-do-
3. Fill up information sheet	3. Check completeness of entries		5 minutes	-do-
	3.1 Prepare Municipal Form No. 90 and attachment depending on the age of applicant (consent or advice)		(for MF No. 90) 15 minutes (attachments) 5 minutes	-do-
4. Proofread accuracy and completeness of entries	4. Print Municipal Form		5 minutes	-do-
5. Sign on the Application form 5.1 Sign the consent form/advice form (father/parents)	5. Assign registry number 5.1 Sign by the Municipal Civil Registrar		2 minutes	-do-
6. Pay prescribed fees	6. Receive Official Receipt 6.1 Advise the applicant to go to Population Officer for PMOC seminar schedule and will come back after the 10 days posting period upon filing their application with PMOC certificate 6.2 Give claim stub to applicant	Php400.00	2 minutes 5 minutes	Office of the Municipal Treasurer Asst. Registration Officer or Administrative Aide VI (Clerk III) Office of the Municipal Civil Registrar
6.1 Receive claim				



stub				
	TOTAL	PHP 400.00	55 minutes	
After the 10 days posting period applicant will-- 1. Present claim stub 1.1 Submit PMOC certificate	1. Receive claim stub 1.1 Check submitted certificate		2 minutes	Asst. Registration Officer or Administrative Aide VI (Clerk III) Office of the Municipal Civil Registrar
2. Pay prescribed fees 2.1 Receive Marriage License	2. Receive Official receipt 2.1 Sign the Marriage License by MCR 2.2 Issue Marriage License to applicant	Php50.00	3 minutes	MTO Asst. Registration Officer or Administrative Aide VI (Clerk III) Office of the Municipal Civil Registrar
	TOTAL	PHP 50.00	5 minutes	



4. Certificate of Death (Delayed Registration)

A record of one person passes away or died. It is to be registered within 30 days after the death of any individual, if registration made beyond the required 30 days period, the process refers to delayed registration.

Office or Division:	Office of the Municipal Civil Registrar			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizens			
Who may avail:	Family/Relative of the deceased			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.PSA negative certification (1 original copy)		Philippine Statistics Authority		
2.Certification from the church or brgy captain (1 original copy)		Church or Office of the Sanggunian Barangay		
3.Affidavit of 2 disinterested witnesses (2 original copy)		Notary Public		
4.OR of Funeral Service (1 original or certified copy)		Funeral Homes Service		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Sign in the client's logbook	1. Give logbook to client		2 minutes	Administrative Aide IV (Clerk II) Office of the Municipal Civil Registrar
2.Submit requirement with accomplished Municipal Form 103	2. Evaluate submitted requirements 2.1 Check completeness of entries 2.2 Sign on the received portion of MF No. 103 2.3 Advise client to come after 10 days posting period 2.4 Give client claim stub		5 minutes 10 minutes 3 minutes	-do-
2.1 Receive client stub				
3.Present claim stub	3. Register the document 3.1 Assign registry number 3.2 Sign registered		3 minutes	-do-



3.2 Receive copy of Municipal Form No. 103	portion 3.3 Issue copy of MF No. 103 to client		2 minutes	
	TOTAL	None	25 minutes	



5. Certificate of Legal Capacity to Contract Marriage

It is a legal instrument required when either or both of the contracting party/ies is foreign national applying for a license to contract marriage.

Office or Division:	Office of the Municipal Civil Registrar			
Classification:	G2C-Government to Citizens			
Type of Transaction:	Simple			
Who may avail:	Foreign national contracting marriage to Filipino			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Certificate of Legal Capacity to Contract Marriage or Affidavit issued in lieu of Certificate of Legal Capacity (1 original copy with 2 photocopies)		Philippine Embassy		
2.Passport (1 photocopy)		Diplomatic country		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Sign in client's logbook	2.Give logbook to the client		2 minutes	Asst. Registration Officer or Registration Officer I Office of the Municipal Civil Registrar
2.Submit requirements	2.Check submitted requirements		5 minutes	-do-
3.Pay prescribed fees	3.Receive Official Receipt	Php200.00		-do-
	3.1 Register the Certificate		10 minutes	
	3.2 Prepare Certificate of registration		5 minutes	
4.Receive copy of registered instrument	4. Issus/release copy to client		3 minutes	-do-
	TOTAL	PHP 200.00	25 minutes	



6. Certificate of Live Birth (Delayed Registration)

A record or document presenting facts about an individual such as person's name, date and place of birth, parent's name and religion, citizenship, among other. It is to be registered within 30 days after the child's birth. If it is done beyond the 30 days required period, process is referred to as delayed registration.

Office or Division:	Office of the Municipal Civil Registrar	
Classification:	Simple	
Type of Transaction:	G2C- Government to Citizen	
Who may avail:	All whose birth is not duly registered	
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	
1. PSA Negative Certification (1 original and photocopy)	Philippine Statistics Authority	
2. Certificate of Marriage, if married (1 certified copy)	Civil Registry Office where marriage is recorded	
3. Valid ID of registrant	Concerned office or agency	
4. 2x2 picture (white background) (4 copies)	Photo Studio	
5. Barangay certificate of residency	Office of the Barangay	
6. Any 2 of the following showing the date and place of birth of the registrant-		
a. Baptismal Certificate (1 original and photocopy)	Church	
b. School Record (Form 137/TOR) (1 original or certified copy with photocopy)	School	
c. Voter Registration Record (2 certified copies)	COMELEC	
d. PhilHealth MDR (1 original or certified copy with photocopy)	PhilHealth	
e. SSS Record (E-1 or E-4) (1 original or 1 certified copy with photocopy)	Social Security System	
f. Medical Record (1 original or certified copy with photocopy)	Hospital or RHU/Barangay Health Center	
g. Senior Citizen Membership Record (1 original or certified copy with photocopy)	OSCA	
7. Any 2 documents showing the identity of the parents –		
a. Birth certificate	Civil registry office where birth is recorded	
b. Marriage Certificate	Civil registry office where marriage is record	



c. Valid ID, or d. Death certificate, if applicable	Concerned office or agency Civil registry office where death is recorded			
8. Death certificate if the registrant is already deceased	Civil registry office where death is recorded			
9. National ID of registrant	PhilSys Registration Center			
10. Affidavit of 2 disinterested witnesses (2 original copies)	Notary Public			
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the client's logbook	1. Give logbook to client		2 minutes	Administrative Aide IV (Clerk II) or Admin Aide II (Bookbinder I) Office of the Municipal Civil Registrar
2. Apply for delayed registration of birth	2. Interview client		3 minutes	-do-
3. Submit requirements	3. Evaluate the requirements 3.1 Verify if there is no record on file		10 minutes	-do-
4. Fill up information sheet	4. Check completeness of filled up sheet		5 minutes	-do-
	4.1 Prepare Municipal Form No. 102		5 minutes	-do-
5. Proofread data on MF No. 102	5. Check data on MF No. 102		15 minutes	-do-
6. Attendant at birth and informant sign at the Municipal Form No. 102	6. Clerk signs prepared and received portion of the Municipal Form No. 102		3 minutes	-do-
7. Pay prescribed fees	7. Receive Official Receipt 7.1 Advise client to	Cert. Fee 50.00	2 minutes	-do-



	<p>come back after the ten days posting period</p> <p>7.2 Give client the claim stub</p>	<p>Form 1-A 50.00</p>		
<p>8. Present claim stub</p> <p>8.2 Receive registrant's copy</p>	<p>8. Register document after the 10 days posting period</p> <p>8.1 Assign registry number</p> <p>8.2 Sign registered portion of MF No. 102</p> <p>8.3 Issue copy of MF No. 102 to the client and Form 1-A</p>		<p>5 minutes</p>	<p>-do-</p>
	TOTAL	Php100.00	50 minutes	



7. Certificate of Marriage (Delayed Registration)

A record or document that establishes change in status and who the legal spouse is. It is to be registered 15 days after the solemnization period if the marriage has the marriage license and 30 days after its solemnization if the marriage is in exceptional character, if registration made beyond its required period, the process refers to delayed registration.

Office or Division:	Office of the Municipal Civil Registrar			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizens			
Who may avail:	All whose marriage is not duly registered			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.PSA negative certification (1 original copy)		Philippine Statistics Authority		
2.Original or certified copy of COM, if available (1 copy)		Church/Mayor's Office/MTC from where marriage was solemnized		
3.If COM is not available, certification from Solemnizing Officer		Church		
4. Affidavit of contracting party/ies with attestation of 2 witnesses, if #s 2 and 3 are not available (3 original copy)		Notary Public		
5.Birth certificate of children with an entry on date and place of marriage of parents (1 certified copy)		Office of the Municipal Civil Registrar		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the client's logbook	1. Give logbook to client		2 minutes	Administrative Aide IV (Clerk II) Office of the Municipal Civil Registrar
2. Submit requirements	2. Receive requirements 2.1 Evaluate requirements 2.2 Prepare Municipal Form No. 97		3 minutes 10 minutes 10 minutes	
3.Proofread entries on Municipal Form No. 97	3. Check completeness of entries 3.1 Sign receiving clerk		3 minutes	



3.1 Receive claim stub	on the MF No. 97 3.2 Advise client to come back after the 10 days posting period 3.3 Give client the claim stub		2 minutes	
4. Present claim stub 4.1 Receive registered document	4. Register the document after 10 days posting period 4.1 Assign registry number 4.2 Sign registered portion 4.3 Issue copy of Municipal Form No. 97		3 minutes 2 minutes	
	TOTAL	None	35 minutes	



8. Change of First Name under R. A. No. 9048

It is inclusive in the authority granted to Municipal Civil Registrar under Republic Act No. 9048 to process change of first name of nickname in the Certificate of Live Birth of any individual without filing any court proceedings.

Office or Division:	Office of the Municipal Civil Registrar			
Classification:	G2C-Government to Citizens			
Type of Transaction:	Highly Technical			
Who may avail:	Document owner, parents, siblings, spouse, child (of age) or authorized representative			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.PSA Certificate of Live Birth (1 original & 3 photocopies)		Philippine Statistics Authority		
1.1. Local copy of Certificate of Live Birth (7 photocopies)		Office of the Municipal Civil Registrar		
2.Baptismal Certificate (1 original & 2 photocopies)		Church		
3.Voter Registration Record (3 certified copies)		COMELEC		
4.Certificate of Marriage (3 certified copies)		Office of the Municipal Civil Registrar		
5.Certificate of Live Birth Of children (3 certified copies)		Office of the Municipal Civil Registrar		
6.Police Clearance (1 original & 2 photocopies)		Municipal Police Station		
7.NBIClearance (1 original & 2 photocopies)		National Bureau of Investigation		
8.Certificate of Employment, if employed (1 original & 2 photocopies)		Employer		
8.1 Affidavit of Unemployment, if not employed (1 original & 2 photocopies)		Notary Public		
9.Valid ID of petitioner (1 copy)		Issuing agency/office		
10.Special Power of Attorney, if filed by representative (3 original copies)		Notary Public		
		Philippine Consulate, if executed abroad		
11.Publication-Affidavit of publisher and clippings (3 original copies)		Any newspaper of general circulation		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Sign in client's logbook	1.Give logbook to the client		2 minutes	Asst. Registration Officer or



2.Submit requirements	2.Verify and check Certificate of Live Birth 2.1 Check and evaluate completeness of requirements		15 minutes 1 hour	Registration Officer I Office of the Municipal Civil Registrar
3.Sign the Petition forms and brings to Notary Public	3.Prepare Petition For Change of First Name 3.1Check verified Petition		30 minutes 3 minutes	Registration Officer I or Municipal Civil Registrar Office of the Municipal Civil Registrar
4.Pay prescribed fees	4.Receive Official Receipt	Php3000.00		
	4.1 Prepare Record Sheet and Notice of Posting 4.2 Record Petition in the Logbook/Control Sheet 4.3 Post of Notice of Posting		5 minutes 3 minutes	Municipal Civil Registrar Administrative Aide II
5. Receive transaction slip	5.Give transaction slip to client 5.1 Advise client to follow up after 88 days to 132 days		2 minutes	Registration Officer I
	TOTAL	Php3000.00	2 hours	



<p>In the Implementing Rules and Regulations of the Clerical Error Law, the Petition being acted by the Municipal Civil Registrar is subject for review and approval of the Office of the Civil Registrar General of the Philippine Statistics Authority and the process shall be at PSA Legal Services Division.</p>	<p>A. Prepare Certificate of Posting (to be done after the required 10 days posting period)</p> <p>A.1 Act/decide on the action taken (to be done after 10 days upon submission of the publication)</p> <p>A.2 Submit acted petition with requirements to PSA Legal Services Division</p>			<p>Municipal Civil Registrar</p> <p>Office of the Municipal Civil Registrar</p>
	<p>B. Receive affirmed petition from PSA-LSD</p> <p>B.1 Prepare Certificate of Finality and Record Sheet</p> <p>B.2 Annotate on the Certificate of Live Birth</p>			<p>Municipal Civil Registrar</p> <p>Registration Officer I or Municipal Civil Registrar</p> <p>Office of the Municipal Civil Registrar</p>
<p>Present transaction slip</p>	<p>Issue affirmed petition with complete attachments</p>			<p>-do-</p>

Note: In case the document owner was born from other municipality and now residing in this municipality, he/she can file the petition as Migrant Petition (MP) and there is prescribed service fee of Php1000.00.



9. Correction of Clerical Error (Republic Act No. 9048)

A law expanding on the basic quasi-judicial duties and functions of the Municipal Civil Registrar by granting authority to correct clerical error in the civil registry documents without the need of a judicial order.

Office or Division:	Office of the Municipal Civil Registrar			
Classification:	G2C-Government to Citizens			
Type of Transaction:	Highly Technical			
Who may avail:	Document owner, parents, siblings, spouse, child (of age) or authorized representative			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
A. Error on middle name and last name B. Error on first name C. Error on child's misplaced full name D. Error on death of birth/age on Certificate of Marriage and on Certificate of Death				
1. PSA and MCRO copy		Philippine Statistics Authority and Office of the Municipal Civil Registrar		
2. At least 2 public or private document showing the correct entry or entries				
a. Baptismal certificate b. Voter registration record c. Medical record d. Certificate of Marriage e. School record f. SSS records g. Business record		Church Comelec Hospital PSA/MCR School SSS BIR/DTI/Mayor's Office		
3. Other relevant documents which the petitioner of C/MCR may consider relevant and necessary for the approval of the petition		MCR		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign on client's logbook	1. Give logbook to client		2 minutes	Asst. Registration Officer or Registration Officer Office of the Municipal Civil



				Registrar
2.Submit requirements	2.Verify registry document and checks the alleged errors 2.1Evaluate and check completeness of requirements		15 minutes 1 hour	-do-
3.Sign the Petition form 3.1 Bring Petition Form to the Notary Public	3.Prepare appropriate Petition Form 3.1 Check verified petition		30 minutes 3 minutes	Registration Officer I or Municipal Civil Registrar Office of the Municipal Civil Registrar
4.Pay of prescribed fees	4.Receive official receipt 4.1Prepare Record Sheet and Notice of Posting 4.2 Record Petition in Logbook/Control Sheet 4.3 Post Notice of Posting	Php1000.00	5 minutes 3 minutes	Municipal Civil Registrar Office of the Municipal Civil Registrar
5.Receive transaction slip	5.Give transaction slip to client 5.1 Advise client to follow up after 88 days to 132 days		2 minutes	-do-
	TOTAL	Php1000.00	2 hours	



<p>In the Implementing Rules and Regulations of the Clerical Error Law, the petition being acted by the Municipal Civil Registrar is subject for review and approval of the Office of the Civil Registrar General of the Philippine Statistics Authority and the process shall be at PSA Legal Services Division.</p>	<p>A. Prepare of Certificate of Posting (to be done after the required 10 days posting period)</p> <p>A.1 Act/decide on the action taken</p> <p>A.2 Submit acted petition with requirements to PSA Legal Services Division</p>			<p>Municipal Civil Registrar</p> <p>Office of the Municipal Civil Registrar</p>
	<p>B. Receive affirmed petition from PSA-LSD</p> <p>B.1 Prepare of Certificate of Finality and Record Sheet</p> <p>B.2 Annotate on the affected document</p>			<p>-do-</p> <p>Registration Officer I</p> <p>or</p> <p>Municipal Civil Registrar</p>
<p>Present transaction slip</p>	<p>Issue affirmed petition to client with complete attachments</p>			<p>-do-</p>

Note: In case the document owner was born from other municipality and now residing in this municipality, he/she can file the Petition as Migrant Petition (MP), and there is prescribed service fee of Php500.00.



10. Correction of Entry of Sex Under Republic Act No. 10172

It is an amendatory bill and law enacted for the error on sex that can be corrected administratively without any court proceedings.

Office or Division:	Office of the Municipal Civil Registrar			
Classification:	G2C-Government to Citizens			
Type of Transaction:	Highly Technical			
Who may avail:	Document owner			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.PSA Certificate of Live Birth (1 original & 3 photocopies)		Philippine Statistics Authority		
1.1 Local copy of Certificate of Live Birth (7 photocopies)		Municipal Civil Registrar		
2.Baptismal Certificate (1 original copy & 2 photocopies)		Church		
3.Earliest school record-elementary (3 certified copies)		School		
4.Earliest Medical Records (3 certified copies)		Hospital/Clinic		
5.Police Clearance (1 Original & 2 photocopies)		Municipal Police Station		
6.NBI Clearance)1 original copy & 2 photocopies)		National Bureau of Investigation		
7.Certificate of Employment, if employed (1 original & 2 photocopies)		Employer		
7. 1 Affidavit of Unemployment, if not employed (1 original & 2 photocopies)		Notary Public		
8. Medical Certificate		Municipal Health Office		
9. Certificate of Authenticity		Office of the Municipal Civil Registrar		
10. Publication-Affidavit of Publisher and clippings (3 original copies)		Any newspaper of general circulation		
11. Valid ID of petitioner (1 copy)		Issuing agency/office		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Sign in client's logbook	1.Give logbook to the client		2 minutes	Asst. Registration Officer or Registration Officer I Office of the



<p>In the Implementing Rules and Regulations of the Clerical Error Law, the petition being acted by the Municipal Civil Registrar is subject for review and approval of the Office of the Civil Registrar General of the Philippine Statistics Authority and the process shall be at PSA Legal Services Division.</p>	<p>A. Prepare Certificate of Posting (to be done after the 10 days posting period)</p> <p>A.1 Act/decide on the action taken (to be done after 10 days upon submission of publication)</p> <p>A.2 Submit acted petition with requirements to PSA Legal Services Division</p>			<p>-do-</p>
	<p>B. Receive affirmed petition from PSA-LSD</p> <p>B.1 Prepare Certificate of Finality and Record Sheet</p> <p>B.2 Annotate on the birth certificate</p>			<p>-do-</p> <p>Registration Officer I or Municipal Civil Registrar</p>
<p>Present transaction slip</p>	<p>Issue affirmed petition to client with complete attachments</p>			<p>-do-</p>



11. Correction of Entry on Day or Day and Month of Birth Under Republic Act No. 10172

It is an amendatory bill and law enacted for the error on day or day and month of birth that can be corrected administratively without any court proceedings.

Office or Division:	Office of the Municipal Civil Registrar			
Classification:	G2C-Government to Citizens			
Type of Transaction:	Highly Technical			
Who may avail:	Document owner, parent, sibling, spouse, child (of age) or authorized representative			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.PSA Certificate of Live Birth (1 original & 3 photocopies)		Philippine Statistics Authority		
1.1 Local copy of Certificate of Live Birth (7 photocopies)		Municipal Civil Registrar		
2.Baptismal Certificate (1 original copy & 2 photocopies)		Church		
3.Earliest school record-elementary (3 certified copies)		School		
4.Earliest Medical Records (3 certified copies)		Hospital/Clinic		
5.Police Clearance (1 Original & 2 photocopies)		Municipal Police Station		
6.NBI Clearance)1 original copy & 2 photocopies)		National Bureau of Investigation		
7.Certificate of Employment, if employed (1 original & 2 photocopies)		Employer		
7. 1 Affidavit of Unemployment, if not employed (1 original & 2 photocopies)		Notary Public		
8. Publication-Affidavit of Publisher and clippings (3 original copies)		Any newspaper of general circulation		
9. Valid ID of petitioner (1 copy)		Issuing agency/office		
10. Special Power Attorney, if filed by representative (3 original copies)		Notary Public		
		Philippine Consulate, if executed abroad		
CLIENTS STEPS	AGENCY	FEES TO	PROCESSING	PERSON



	ACTIONS	BE PAID	TIME	RESPONSIBLE
1. Sign in client's logbook	1. Give logbook to the client		2 minutes	Asst. Registration Officer or Registration Officer I Office of the Municipal Civil Registrar
2. Submit requirements	2. Verify registry document and the alleged error 2.1 Evaluate and check completeness of requirements		15 minutes 1 hour	-do-
3. Sign and bring Petition Form to the Notary Public	3. Prepare Petition Form 3.1 Receive and check verified Petition		30 minutes 3 minutes	Registration Officer I or Municipal Civil Registrar Office of the Municipal Civil Registrar
4. Pay prescribed fees	4. Receive Official Receipt 4.1 Prepare Record Sheet and Notice of Posting 4.2 Record Petition in the Logbook/Control Sheet 4.3 Post Notice of Posting	Php3000.00	5 minutes 3 minutes	Municipal Civil Registrar
5. Receives transaction slip	5. Give Transaction slip to client 5.1 Advise client to follow up after 88 days to 132 days		2 minutes	-do-



<p>In the Implementing Rules and Regulations of the Clerical Error Law, the petition being acted by the Municipal Civil Registrar is subject for review of the Office of the Civil Registrar General of the Philippine Statistics Authority and the process shall be at PSA Legal Services Division.</p>	<p>A. Prepare Certificate of Posting (to be done after the 10 days posting period)</p> <p>A.1 Act/decide on the action taken (to be done after 10 days upon submission of publication)</p> <p>A.2 Submit acted petition with requirements to PSA Legal Services Division</p>			<p>-do-</p>
	<p>TOTAL</p>	<p>Php3000.00</p>	<p>2 hours</p>	
	<p>B. Receive affirmed petition from PSA-LSD</p> <p>B.1 Prepare Certificate of Finality and Record Sheet</p> <p>B.2 Annotate on the birth certificate</p>			<p>-do-</p> <p>Registration Officer I or Municipal Civil Registrar</p> <p>-do-</p>
<p>Presents transaction slip</p>	<p>Issue affirmed petition to client with complete attachments</p>			<p>-do-</p>

Note: In case the document owner was born from other municipality and now residing in this municipality, he/she can file the petition as Migrant Petition and there is prescribed service fee of Php1000.00.



12. Court Decree or Order (Cancellation of Entries and Correction of Entries Not Within the Scope of Clerical Error Law)

A decree or order promulgated by any Regional Trial Court affecting the correction of entry in the civil registry document not falling under the scope of R.A No. 9048 and R. A. No. 10172.

Office or Division:	Office of the Municipal Civil Registrar			
Classification:	G2C-Government to Citizens			
Type of Transaction:	Simple			
Who may avail:	Client who underwent court proceedings			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Court Decree/Order (1 original copy)		Regional Trial Court		
2.Certificate of Finality/Entry of Final Judgment (1 original copy & 2 certified copies)		Regional Trial Court		
3.Court Decree/Order (2 certified copies)		Office of the City/Municipal Civil Registrar where the court is functioning		
4. Certificate of Registration (2 original copies)		-do-		
5. Certificate of Authenticity (2 original copies)		-do-		
6. Civil registry document (6 certified copies)		Office of the Municipal Civil Registrar		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Sign in client's logbook	1.Give logbook to client		2 minutes	Administrative Aide IV (Clerk II) Office of the Municipal Civil Registrar
2.Submit requirements	2.Check/evaluate submitted requirements 2.1 Verify affected document on files		45 minutes 15 minutes	Municipal Civil Registrar Office of the Municipal Civil Registrar
3.Pay prescribed fees	3. Receive official receipt 3.1 Annotate on the affected document 3.2 Prepare certification and	Php300.00	10 minutes	-do-



	endorsement to OCRG-PSA		5 minutes	
4. Receive copy of the document	4. Issue/release the document to client		3 minutes	-do-
	TOTAL	Php300.00	1 hour & 20 minutes	



13. Court Order or Decree (Decree on Nullity of Marriage and Absolute Decree of Nullity of Marriage)

An order or decree promulgated from the court and to be registered upon submission of the required documents.

Office or Division:	Office of the Municipal Civil Registrar			
Classification:	G2C-Government to Citizens			
Type of Transaction:	Simple			
Who may avail:	Client who underwent Court proceedings			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Court Order/Decree (1 original copy)		Regional Trial Court		
2.Certificate of Finality/Entry of Final Judgment (1 original copy and 2 certified copies)		Regional Trial Court		
3.Court Order/Decree (2 certified copies)		Office of the City/Municipal Civil Registrar where the court is functioning		
4. Certificate of Registration (2 original copies)		-do-		
5. Certificate of Authenticity (2 original copies)		-do-		
6. Certificate of Marriage (6 certified copies)		Office of the Municipal Civil Registrar		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Sign in client's logbook	1.Give logbook to the client		2 minutes	Administrative Aide VI (Clerk III) Office of the Municipal Civil Registrar
2.Submit requirements	2.Receive and check/evaluate submitted requirements 2.1 Verify certificate of marriage on files		45 minutes 15 minutes	Municipal Civil Registrar Office of the Municipal Civil Registrar
3.Pay prescribed fees	3.Receive official receipt 3.1 Register court order or decree 3.2 Annotate on the Certificate 3.3 Prepare	Php500.00	10 minutes 10 minutes	-do-



	endorsement to OCRG-PSA		5 minutes	
4.Receive copy of the document	4.Issue/release copy to client		3 minutes	-do-
	TOTAL	Php500.00	1 hour & 30 minutes	



14. Issuance of Certified Transcription and Copy of Birth, Marriage and Death

Civil registry document or record filed in the Office can be issued upon the request of the document owner or by his/her authorized representative.

Office or Division:	Office of the Municipal Civil Registrar	
Classification:	G2C-Government to Citizens	
Type of Transaction:	Simple	
Who may avail:	Document owner, legal spouse, parent, child (of legal age), guardian, nearest kin, authorized representative, or institution (child caring agency)	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
A. For Document owner – Valid ID (1 original copy)		Issuing agency/office
B. For legal spouse – 1. Valid ID (1 original copy) 2. Certificate of Marriage (1 certified copy)		Issuing agency/office Office of the Municipal Civil Registrar
C. For parent – 1. Valid ID (1 original copy)		Issuing agency/office
D. For child, of legal age – 1. Valid ID (1 original copy) 2. Requester's birth certificate {to verify that he/she is a child of the document owner} (1 certified copy)		Issuing agency/office Office of the Municipal Civil Registrar
E. For guardian {grandparent, older brother or sister, over 21 years of age, or child's actual custodian, over 21 years of age} – 1. Valid ID (1 original copy) 2. Affidavit of Guardianship		Issuing agency/office Notary Public
F. For nearest kin – 1. Valid ID (1 original copy) 2. Affidavit of Kinship		Issuing agency/office Notary Public
G. For Authorized Representative – 1. Valid ID of document owner 2. Valid ID of representative 3. Letter of Authorization or		Issuing agency/office -do- Document Owner



3.1 Special Power of Attorney		Notary Public		
H. For Institution (Child Caring Agency) – 1. Valid ID of requester (1 original copy) 2. Letter of Authorization		Issuing agency/office Regional Director of Department of Social Welfare and Development		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in client's logbook	1. Give logbook to the client		2 minutes	Admin Aide VI (Clerk III) or Admin Aide IV (Clerk II) or Admin Aide II (Bookbinder I) Office of the Municipal Civil Registrar
2. Submit requirements	2. Check the requirements		3 minutes	-do-
3. Fill up verification slip	3. Verify record thru data search on CRIS or PHILCRIS)		7 minutes	-do-
	3.2 Verify record on files thru manual verification		15 minutes	
4. Pay prescribed fees	4. Receive Official Receipt	Local 50.00	1 minute	-do-
	4.1 Print appropriate Civil Registry Form	Abroad 100.00		
5. Receive requested copy	5. Issue requested copy to client		2 minutes	-do-
	TOTAL	Local 50.00 Abroad 100.00	30 minutes	



15. Legitimation

It is a legal instrument giving remedy to those who in fact were not born in wedlock and therefore considered legitimate by subsequent marriage of parents, hence it is a process by which a child was born out of wedlock and the parents subsequently contracted with a valid marriage.

Office or Division:	Office of the Municipal Civil Registrar			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizens			
Who may avail:	Child, if of legal age or parents of the child born out of wedlock and subsequently married			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Certificate of No Marriage with Official Receipt (CENOMAR of parents (1 original copy each parent)		Philippine Statistics Authority		
2.Certificate of Live Birth of child (1 original copy) 2.1 Child's COLB (3 certified local copies)		Philippine Statistics Authority Office of the Municipal Civil Registrar		
3.Valid ID of parents (1 copy)		COMELEC, OSCA, Company, SSS, LTO		
4.Certificate of Marriage (3 certified copies)		Office of the City/Municipal Civil Registrar		
5.Joint Affidavit of Legitimation (3 original copies)		Notary Public		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Sign on client's logbook	1. Give logbook to client		2 minutes	Administrative Aide IV (Bookbinder II) Office of the Municipal Civil Registrar
2.Submit requirements	2. Check and evaluate requirements 2.1 Verify birth record of child		15 minutes 10 minutes	-do-
3.Pay prescribed fees	3. Receive Official Receipt 3.1 Register Affidavit of Legitimation 3.2 Prepare	Php200.00	15 minutes	-do-



	Certificate of Registration 3.3 Annotate on the affected COLB		5 minutes 10 minutes	
4.Receive copy of document	4. Issue/release copy to the client		3 minutes	-do-
	TOTAL	Php200.00	1 hour	



16. Registration of Civil Registry Document

A timely registration of civil registry document is made when vital event occurred and registered within the 30 days required period of its registration such as birth and death and marriage of exceptional in character and 15 days for marriage having marriage license.

Office or Division:	Office of the Municipal Civil Registrar			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizens			
Who may avail:	All (Birth record) Family/Relative of deceased (Death record) Solemnizing Officer (Marriage record)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Accomplished Municipal Form 102 - Certificate of Live Birth (4 original copies)		Lying in Clinic or Birthing Home Facility Hospital		
1.1 Certificate of Marriage of parents, if married (1 certified copy)		Office of the Municipal Civil Registrar where marriage was recorded		
2.Accomplished Municipal Form No. 103- Certificate of Death (4 original copies)		MHO Lying in Clinic or Hospital		
3.Accomplished Municipal form No. 97- Certificate of Marriage (4 original copies) 3.1 Duly notarized affidavit if marriage was solemnized without marriage license (1 original copy)		Solemnizing Officer (Priest, Pastor, Minister, Municipal Mayor)		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Sign on client's logbook	1. Give logbook to client		2 minutes	Admin Aide II (Bookbinder I) or Admin Aide IV (Clerk II) Office of the Municipal Civil Registrar
2.Submit accomplished applicable Municipal Form	2. Check accuracy and completeness of entries		8 minutes	-do-
3.Pay required fees (burial or transfer fee-Certificate of Death)	3. Receive Official Receipt	Php100.00		
4. Proofread the	4. Register the			



entries on the document	document 4.1 Assigns registry number 4.2 Signs on the received and registered portion		3 minutes	-do-
5. Receive copy of the registered document	5. Issue/release copy to client		2 minutes	-do-
	TOTAL	Php100.00	15 minutes	

NOTE: If preparation of Municipal Form No. 102 (Certificate of Live Birth) will be done in the MCRO, there will be additional processing time of 15 minutes.



Office of the Municipal Engineer External Services



1. Certificate of Final Electrical Inspection (CFEI) / Temporary Service Connection

Issued to all individuals, group or corporation to have service of Electricity within their premises provided that there is feasibility for connection.

Office or Division:	Office of the Municipal Engineer			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen G2G- Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Yellow Card (1 Original copy)		MERALCO		
2. Picture of Establishment with the Owner and Photocopy of ID (1 Original Picture)		Owner		
3. Certificate of Electrical Inspection (1 Original Copy)		Engineering Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Office of the Municipal Engineer then present the needed requirements	1 Receive the requirements of the Client	None	2 Minutes	<i>Draftsman I or Administrative Aide II</i> (Office of the Municipal Engineer)
	1.1 Check requirements		4 Minutes	<i>Draftsman I or Electrical Engineer</i> (Office of the Municipal Engineer)
	1.2 Conduct inspection		1 Day	(Office of the Municipal Engineer)
2. Pay fees	2. Receive payment	Depending on the Load Schedule (Residential/ Commercial)	4 Minutes	<i>Revenue Collection Clerk I</i> (Treasurer's Office)
3. Receive Certificate of Electrical Inspection	3. Issuance of Certificate of Final Electrical Inspection (CFEI)		1 Day	<i>Municipal Engineer</i> (Office of the Municipal Engineer)
	TOTAL		2 Days and 10 Minutes	



2. Processing and Issuance of Building Permit and Other Ancillary Permits - Complex

Building Permit is issued to all individual, group or corporation that are permitted to construct building and other structures under the rules and regulation stipulated in PD 1096 otherwise known as the National Building Code of the Philippines.

Office or Division:	Office of the Municipal Engineer
Classification:	Complex
Type of Transaction:	G2C- Government to Citizen G2G- Government to Government
Who may avail:	All
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Five (5) Sets of Building plans - prepared, signed and sealed: <ul style="list-style-type: none"> • Architectural and Structural plans • Plumbing, sanitary installation plans • Electrical plans • Mechanical plans • Duly accomplished Building permit application form signed & sealed • Duly accomplished Architectural permit application form signed and sealed • Duly accomplished Civil/Structural permit application form signed and sealed • Duly accomplished Electrical permit application form signed and sealed • Duly accomplished Sanitary permit application form signed and sealed • Duly accomplished Mechanical permit application form signed and sealed • Photocopy of PRC ID and PTR (5 copies signed and sealed) 	- Duly licensed Architect or Civil Engineer
	- Duly licensed Sanitary Engineer or Master Plumber
	- Duly licensed Professional Electrical Engineer
	- Duly licensed Professional Mechanical Engineer
	- Architect / Civil Engineer, in case of full-time inspector & supervisor of construction works (Box 2 and Box 5), applicant and or authorize representative (Box 3)
	- Duly licensed Architect who designed architectural plan in case of Architectural permit
	- Duly licensed Civil Engineer who designed structural plan in case of Civil/Structural permit
	- Professional Electrical Engineer who designed electrical plan and a registered electrical practitioner for person-in-charge in case of Electrical permit
	- Sanitary Engineer in case of Sanitary permit
	- Professional Mechanical Engineer in case of Mechanical permit
- Architect / Engineers who signed & sealed the plans	
2. Five (5) copies of Transfer Certificate of Title (TCT)	- Owner/Client
3. Five (5) copies of Tax	- Owner/Client or Office of the Municipal Assessor



Declaration	
4. Five (5) copies of Tax Receipt of Current Year	- Owner/Client or Office of the Municipal Assessor
5. Certificate of Zoning Compliance/Locational Clearance	- Office of the Municipal Planning and Development Coordinator / Zoning Administrator
6. Barangay Clearance	- Barangay where the project is located
7. Fire Code Clearance (FSEC)	- Bureau of Fire Protection
8. DOLE Clearance (Construction Safety and Health Program)	- DOLE Provincial Office
9. DPWH Clearance (if Project is along National Road)	- DPWH 2nd DEO
10. Five (5) copies of Bill of Materials & Cost Estimates (signed & sealed)	- Architect / Civil Engineer
11. Five (5) copies of Technical Specifications (signed & sealed)	- Architect / Civil Engineer
12. Five (5) copies of Structural Design Analysis / Structural Computation (signed & sealed) <i>Note: for two (2) Storey Bldgs. and above</i>	- Civil / Structural Engineers
13. Two (2) copies of Certification regarding structural stability/integrity <i>Note: In case of additional floor</i>	- Civil / Structural Engineers
14. Two (2) copies of Certification regarding structural stability/integrity <i>Note: in case of structures that is more than 15 years old</i>	- Civil / Structural Engineers
15. Boring Test/Load Test <i>Note: For structures three (3) storey and above</i>	- Geotechnical Engineer
16. Standard Construction Signboard / Tarpaulin	- Client
<i>If Applicable (depending on project type, use, height and location)</i>	
17. Environmental Compliance Certificate (ECC) Clearance	- Department of Environment and Natural Resources (DENR)
18. Department of Health (DOH) Clearance	- Department of Health (DOH)
19. Air Traffic Clearance (*structure >50m in height)	- Air Traffic Organization (ATO)
20. National Telecommunication Company Clearance (*for cell sites, towers/radio)	- National Telecommunications Commission (NTC)
21. Sanitary Treatment Plant (STP) with DOLE Clearance	- Sanitary Engineer/DOLE
<i>If property is not registered under the name of the applicant, submit five (5) copies of the following:</i>	
22. Duly Notarized Copy of Deed of Absolute Sale, or Lease Contract or Contract to Sell	- Client



23. Duly notarized copy of Special Power of Attorney (SPA) or Authorization Letter		- Client		
24. Duly notarized copy of Affidavit of Consent of the Lot Owner for the construction of building/house or Authority to Construct (whichever is applicable)		- Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Office of the Municipal Engineer then present the requirements	1. Receiving of request & checking of requirements.		20 Minutes	<i>Draftsman I or Admin. Aide II</i> (Office of the Municipal Engineer)
	1.1 Conduct Site Inspection		1 Day	<i>Draftsman I</i> (Office of the Municipal Engineer)
	1.2. Evaluation and Assessment:	Depending upon building area and structure	3 Days & 5 hours & 35 minutes	<i>Municipal Engineer / Buiding Official</i>
2. Proceed to Treasurer's Office for the payment process.	2. Payment of fees	None	10 Minutes	<i>Revenue Collection Clerk I</i> (Treasurer's Office)
3. Proceed to Office of the Municipal Engineer then present the original copy of receipt	3. Processing and Issuance of Permit	None	2 hours	<i>Administrative Aide II & Municipal Engineer/Building Official</i> (Office of the Municipal Engineer)
	TOTAL	Depending upon building area and structure	5 Days & 5 minutes	



3. Processing and Issuance of Building Permit and Other Ancillary Permits – Highly Technical

Building Permit is issued to all individual, group or corporation that are permitted to construct building and other structures under the rules and regulation stipulated in PD 1096 otherwise known as the National Building Code of the Philippines.

Office or Division:	Office of the Municipal Engineer
Classification:	Highly Technical
Type of Transaction:	G2C- Government to Citizen G2G- Government to Government
Who may avail:	All
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Five (5) Sets of Building plans - prepared, signed and sealed: <ul style="list-style-type: none"> • Architectural and Structural plans • Plumbing, sanitary installation plans • Electrical plans • Mechanical plans • Duly accomplished Building permit application form signed & sealed • Duly accomplished Architectural permit application form signed and sealed • Duly accomplished Civil/Structural permit application form signed and sealed • Duly accomplished Electrical permit application form signed and sealed • Duly accomplished Sanitary permit application form signed and sealed • Duly accomplished Mechanical permit application form signed and sealed • Photocopy of PRC ID and PTR 	- Duly licensed Architect or Civil Engineer
	- Duly licensed Sanitary Engineer or Master Plumber
	- Duly licensed Professional Electrical Engineer
	- Duly licensed Professional Mechanical Engineer
	- Architect / Civil Engineer, in case of full-time inspector & supervisor of construction works (Box 2 and Box 5), applicant and or authorize representative (Box 3)
	- Duly licensed Architect who designed architectural plan in case of Architectural permit
	- Duly licensed Civil Engineer who designed structural plan in case of Civil/Structural permit
	- Professional Electrical Engineer who designed electrical plan and a registered electrical practitioner for person-in-charge in case of Electrical permit
	- Sanitary Engineer in case of Sanitary permit
	- Professional Mechanical Engineer in case of Mechanical permit
- Architect / Engineers who signed & sealed the plans	
2. Five (5) copies of Transfer Certificate of Title (TCT)	- Owner/Client
3. Five (5) copies of Tax Declaration	- Owner/Client or Office of the Municipal Assessor



4. Five (5) copies of Tax Receipt of Current Year	- Owner/Client or Office of the Municipal Assessor
5. Certificate of Zoning Compliance/Locational Clearance	- Office of the Municipal Planning and Development Coordinator / Zoning Administrator
6. Barangay Clearance	- Barangay where the project is located
7. Fire Code Clearance (FSEC)	- Bureau of Fire Protection
8. DOLE Clearance (Construction Safety and Health Program)	- DOLE Provincial Office
9. DPWH Clearance (if Project is along National Road)	- DPWH 2nd DEO
10. Five (5) copies of Bill of Materials & Cost Estimates (signed & sealed)	- Architect / Civil Engineer
11. Five (5) copies of Technical Specifications (signed & sealed)	- Architect / Civil Engineer
12. Five (5) copies of Structural Design Analysis / Structural Computation (signed & sealed) <i>Note: for two (2) Storey Bldgs. and above</i>	- Civil / Structural Engineers
13. Two (2) copies of Certification regarding structural stability/integrity <i>Note: In case of additional floor</i>	- Civil / Structural Engineers
14. Two (2) copies of Certification regarding structural stability/integrity <i>Note: in case of structures that is more than 15 years old</i>	- Civil / Structural Engineers
15. Boring and Plate Load Tests <i>Note: For structures three (3) storey and above</i>	- Geotechnical Engineer
16. Standard Construction Signboard / Tarpaulin	- Client
<i>If Applicable (depending on project type, use, height and location)</i>	
17. Environmental Compliance Certificate (ECC) Clearance	Environmental Compliance Certificate (ECC) Clearance
18. Department of Health (DOH) Clearance	Department of Health (DOH) Clearance
19. Air Traffic Clearance (*structure >50m in height)	Air Traffic Clearance (*structure >50m in height)
20. National Telecommunication Company Clearance (*for cell sites, towers/radio)	National Telecommunication Company Clearance (*for cell sites, towers/radio)
21. Sanitary Treatment Plant (STP) with DOLE Clearance	Sanitary Treatment Plant (STP) with DOLE Clearance
<i>If property is not registered under the name of the applicant, submit five (5) copies of the following:</i>	
22. Duly Notarized Copy of Deed of Absolute Sale, or Lease Contract or Contract to Sell	- Client



23. Duly notarized copy of Special Power of Attorney (SPA)		- Client		
24. Duly notarized copy of Affidavit of Consent of the Lot Owner for the construction of building/house or Authority to Construct (whichever is applicable)		- Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Office of the Municipal Engineer then present the requirements	1. Receiving of request & checking of requirements.		30 Minutes	<i>Draftsman I or Admin. Aide II</i> (Office of the Municipal Engineer)
	1.1 Conduct Site Inspection		1 Day	<i>Draftsman I</i> (Office of the Municipal Engineer)
	1.2. Evaluation and Assessment:	Depending upon building area and structure	7 Days & 5 hours & 35 minutes	<i>Municipal Engineer / Building Official</i>
2. Proceed to Treasurer's Office for the payment process.	2. Payment of fees	None	10 Minutes	<i>Revenue Collection Clerk I</i> Treasurer's Office
3. Proceed to Office of the Municipal Engineer then present the original copy of receipt	3. Processing and Issuance of Permit	None	2 hours	<i>Administrative Aide II & Municipal Engineer/Building Official</i> (Office of the Municipal Engineer)
	TOTAL	Depending upon building area and structure	9 Days & 15 minutes	



4. Processing and Issuance of Building Permit and Other Ancillary Permits – Simple

Building Permit is issued to all individual, group or corporation that are permitted to construct building and other structures under the rules and regulation stipulated in PD 1096 otherwise known as the National Building Code of the Philippines.

Office or Division:	Office of the Municipal Engineer
Classification:	Simple
Type of Transaction:	G2C- Government to Citizen G2G- Government to Government
Who may avail:	All
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Five (5) Sets of Building plans - prepared, signed and sealed: <ul style="list-style-type: none"> • Architectural and Structural plans • Plumbing, sanitary installation plans • Electrical plans • Mechanical plans • Duly accomplished Building permit application form signed & sealed • Duly accomplished Architectural permit application form signed and sealed • Duly accomplished Civil/Structural permit application form signed and sealed • Duly accomplished Electrical permit application form signed and sealed • Duly accomplished Sanitary permit application form signed and sealed • Duly accomplished Mechanical permit application form signed and sealed • Photocopy of PRC ID and PTR 	- Duly licensed Architect or Civil Engineer
	- Duly licensed Sanitary Engineer or Master Plumber
	- Duly licensed Professional Electrical Engineer
	- Duly licensed Professional Mechanical Engineer
	- Architect / Civil Engineer, in case of full-time inspector & supervisor of construction works (Box 2 and Box 5), applicant and or authorize representative (Box 3)
	- Duly licensed Architect who designed architectural plan in case of Architectural permit
	- Duly licensed Civil Engineer who designed structural plan in case of Civil/Structural permit
	-Professional Electrical Engineer who designed electrical plan and a registered electrical practitioner for person-in-charge in case of Electrical permit
- Sanitary Engineer in case of Sanitary permit	
2. Five (5) copies of Transfer Certificate of Title (TCT)	- Owner/Client
3. Five (5) copies of Tax Declaration	- Owner/Client or Office of the Municipal Assessor
4. Five (5) copies of Tax Receipt	- Owner/Client or Office of the Municipal Assessor



of Current Year	
5. Certificate of Zoning Compliance/Locational Clearance	- Office of the Municipal Planning and Development Coordinator / Zoning Administrator
6. Barangay Clearance	- Barangay where the project is located
7. Fire Code Clearance (FSEC)	- Bureau of Fire Protection
8. DOLE Clearance (Construction Safety and Health Program)	- DOLE Provincial Office
9. DPWH Clearance (if Project is along National Road)	- DPWH 2nd DEO
10. Five (5) copies of Bill of Materials & Cost Estimates (signed & sealed)	- Architect / Civil Engineer
11. Five (5) copies of Technical Specifications (signed & sealed)	- Architect / Civil Engineer
12. Five (5) copies of Structural Design Analysis / Structural Computation (signed & sealed) <i>Note: for two (2) Storey Bldgs. and above</i>	- Civil / Structural Engineers
13. Two (2) copies of Certification regarding structural stability/integrity <i>Note: In case of additional floor</i>	- Civil / Structural Engineers
14. Two (2) copies of Certification regarding structural stability/integrity <i>Note: in case of structures that is more than 15 years old</i>	- Civil / Structural Engineers
15. Boring and Plate Load Tests <i>Note: For structures three (3) storey and above</i>	- Geotechnical Engineer
16. Standard Construction Signboard / Tarpaulin	- Client
<i>If Applicable (depending on project type, use, height and location)</i>	
17. Environmental Compliance Certificate (ECC) Clearance	Environmental Compliance Certificate (ECC) Clearance
18. Department of Health (DOH) Clearance	Department of Health (DOH) Clearance
19. Air Traffic Clearance (*structure >50m in height)	Air Traffic Clearance (*structure >50m in height)
20. National Telecommunication Company Clearance (*for cell sites, towers/radio)	National Telecommunication Company Clearance (*for cell sites, towers/radio)
21. Sanitary Treatment Plant (STP) with DOLE Clearance	Sanitary Treatment Plant (STP) with DOLE Clearance
<i>If property is not registered under the name of the applicant, submit five (5) copies of the following:</i>	
22. Duly Notarized Copy of Deed of Absolute Sale, or Lease Contract or Contract to Sell	- Client
23. Duly notarized copy of Special Power of Attorney (SPA)	- Client
24. Duly notarized copy of Affidavit	



of Consent of the Lot Owner for the construction of building/house or Authority to Construct (whichever is applicable)		- Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Office of the Municipal Engineer then present the requirements	1. Receiving of request & checking of requirements.	Depending upon building area and structure	20 Minutes	<i>Draftsman I or Admin. Aide II</i> (Office of the Municipal Engineer)
	1.1 Conduct Site Inspection		1 Day	<i>Draftsman I</i> (Office of the Municipal Engineer)
	1.2. Evaluation and Assessment:		1 Day	Municipal Engineer / Buiding Official
2. Proceed to Treasurer's Office for the payment process.	2. Payment of fees	None	5 Minutes	<i>Revenue Collection Clerk I</i> Treasurer's Office
3. Proceed to Office of the Municipal Engineer then present the original copy of receipt	3. Processing and Issuance of Permit	None	2 hours	<i>Administrative Aide II & Municipal Engineer/Building Official</i> (Office of the Municipal Engineer)
	TOTAL	Depending upon building area and structure	2 Days & 2 Hours & 25 minutes	



5. Processing and Issuance of an Occupancy Permit

Occupancy Permit is required before any building/structure is used or occupied. It is usually secured after the completion of a structure. It is also required if there is any change in existing use or occupancy classification of a building, structure or any portion thereof.

Office or Division:	Office of the Municipal Engineer			
Classification:	Complex			
Type of Transaction:	G2C- Government to Citizen G2G- Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Unified Form and Certificate of Completion (3 Original Copies)		- Office of the Municipal Engineer / Office of the Building Official		
2. Logbook of building construction and Building Inspection Sheet duly accomplished (1 original)		- Contractor (if undertaken by contract) and signed and sealed by the Architect		
3. Certificate of Final Electrical Inspection (1 original)		- Office of the Municipal Engineer / Office of the Building Official		
4. Final Fire Safety Inspection Report (1 original)		- Bureau of Fire Protection		
5. As Built Plans (for any deviations from the approved plans) (1 original)		- Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Office of the Municipal Engineer then present the requirements	1. Receiving of request & checking of requirements.	Depending upon building area and structure	20 Minutes	<i>Draftsman I or Admin. Aide II</i> (Office of the Municipal Engineer)
	1.1 Conduct Site Inspection		1 Day	<i>Draftsman I</i> (Office of the Municipal Engineer)
	1.2. Evaluation and Assessment:		2 hours	Municipal Engineer / Building Official
2. Proceed to Treasurer's Office for the payment process.	2. Payment of fees	None	5 Minutes	<i>Revenue Collection Clerk I</i> Treasurer's Office
3. Proceed to Office of the Municipal Engineer then present the original copy of receipt	3. Processing and Issuance of Permit	None	2 hours	<i>Draftsman I or Administrative Aide II</i> (Office of the Municipal Engineer)



	TOTAL	Depending upon building area and structure	1 Day & 4 Hours & 25 minutes	
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**Office of the Municipal Engineer
Internal Services**



1. Program of Works for Barangay Projects

Program of works is a document that shows the comprehensive implementation of a project, with list of activities, timelines, materials and costs of project.

Office or Division:	Office of the Municipal Engineer			
Classification:	Simple			
Type of Transaction:	G2G- Government to Government			
Who may avail:	Barangay Officials			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request of Program Works		Barangay Officials		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Office of the Municipal Engineer then present the request	1. Receive the Client	None	2 Minutes	<i>Draftsman I or Admin. Aide II</i> (Office of the Municipal Engineer)
	1.1 Inspection, Preparation and approval for Program of works		1 Day	Office of the Municipal Engineer
	1.2 Issuance of Program works		5 Minutes	Office of the Municipal Engineer
	TOTAL	None	1 Days and 7 Minutes	



2. Program of Works for Municipal Projects

Program of works is a document that shows the comprehensive implementation of a project, with list of activities, timelines, materials and costs of project.

Office or Division:	Office of the Municipal Engineer			
Classification:	Complex			
Type of Transaction:	G2G- Government to Government			
Who may avail:	Municipal Officials			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request of Program Works		LGU		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Office of the Municipal Engineer then present the request	1. Receive the Client	None	2 Minutes	<i>Draftsman I or Admin. Aide II</i> Office of the Municipal Engineer
	1.1 Inspection, Preparation of Detailed Engineering Design with Supporting Documents and Approval for Program of works		5 Days	Office of the Municipal Engineer
	1.2 Issuance of Program works		5 Minutes	Office of the Municipal Engineer
	TOTAL	None	5 Days and 7 Minutes	



3. Program of Works for National Trust Fund Projects

Program of works is a document that shows the comprehensive implementation of a project, with list of activities, timelines, materials and costs of project.

Office or Division:	Office of the Municipal Engineer			
Classification:	Complex			
Type of Transaction:	G2G- Government to Government			
Who may avail:	LGU			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request of Program Works		Concerned National Agency		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Office of the Municipal Engineer then present the request	1. Receive the Client	None	3 Minutes	<i>Draftsman I or Admin. Aide II</i> Office of the Municipal Engineer
	1.1 Inspection, Preparation of Detailed Engineering Design with Supporting Documents/ Certifications, and Approval for Program of works		7 Days	Office of the Municipal Engineer
	1.2 Issuance of Program works		7 Minutes	Office of the Municipal Engineer
	TOTAL	None	7 Days and 10 Minutes	



**Office of the Municipal Planning and
Development Coordinator
External Services**



1. Issuance of Locational Clearance

Locational clearance is a clearance or an approval document issued by the Municipal Planning and Development Coordinator that serves as a prerequisite in the issuance of Building/Business Permit to guarantee structure's compliance with the Municipality's Comprehensive Land Use and Zoning Ordinance.

Office or Division:	Office of the Municipal Planning and Development Coordinator			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizens G2C-Government to Businesses			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Zoning Certificate		OMPDC		
2. Filled up and notarized Unified Application Form		Owner		
3. Title Certificate (Certified True Copy) or any proof of ownership: - Deed of Sale (Certified True Copy) - Contract of Lease - Notarized Affidavit of Consent (Kapahintulutan) by the Land Owner		Owner/ Lessee/ Lessor		
4. Tax Declaration (1 photocopy)		Owner		
5. Current Tax Receipts/Tax Clearance for the current year (1 photocopy)		Owner/ Lessee/ Lessor		
6. Vicinity Map/Site Development plan drawn to appropriate scale		Owner		
7. Building Plans with Bill of Materials and Cost Estimates signed and sealed by Architect and Engineers (CE, PEE-REE, SE) and conformed by the owner- 5 sets		Owner		
8. Barangay Construction Permit		Concerned Barangay		
9. Special Power of Attorney, Notarized Authorization or Sectary's Certificate if in case the applicant is a mere representative with photocopy of I.D.		Owner		
<i>If applicable</i>				
10. Clearance from Department of Public Works and Highways (DPWH): if structure is along National Highway and other major roads		DPWH		
11. Neighborhood Consent		Concerned Barangay		
12. Water Permit from National Water Resources Board (NWRB)/ Local Water District Clearance		NWRB / Tiaong Water District		
13. DAR clearance		DAR		
14. Department of Energy Clearance		DOE		
15. National Grid Corporation of the Philippines (NGCP) Clearance		NGCP		
16. DOH Clearance		DOH		
17. NTC Clearance		NTC		
18. MGB Clearance		MGB		
19. SEC Registration / Cooperative Certificate of Registration		Corporation / Cooperative		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Application with complete requirements	1. Receive Application and review for completeness of requirements.	None	30 minutes	<i>MPDC Planning Officer II Statistician I</i>
	1.1 Conduct site inspection as per schedule (Tuesday and Thursday only)	None	30 minutes (excluding travel time)	<i>Planning Officer II Statistician I</i>



	1.2 Compute and issue Order of Payment	Fees as per HLURB Guidelines 2013	5 minutes	<i>MPDC Planning Officer II Statistician I Office of the MPDC</i>
2. Receive the Order of Payment and proceed to Treasurer's Office	2. Receive Payment 2.1 Issue Official Receipt	As provided in the 2019 Revenue Code of Tiaong, Quezon based on HLURB Guidelines 2013	10 minutes	<i>Revenue Collection Clerk Office of the Municipal Treasurer</i>
3. Submit the Official Receipt	3. Receive Official receipt 3.1 Prepare Locational Clearance		5 minutes	<i>MPDC Planning Officer II Statistician I Office of the MPDC</i>
4. Get Locational Clearance	4. Release Locational Clearance		5 minutes	
	TOTAL		1 hour 25 minutes	



2. Issuance of Zoning Certification

Zoning certification is a certification issued to the applicant/land owner indicating the zoning classification of a certain parcel of land in need of certification.

Office or Division:	Office of the Municipal Planning and Development Coordinator			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizens G2B-Government to Businesses			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Duly Accomplished and Notarized Application Form			Owner	
2. Title Certificate (Certified True Copy) or any proof of ownership: - Deed of Sale (Certified True Copy) - Contract of Lease - Notarized Affidavit of Consent (Kaphintulutan) by the Land Owner			Owner	
3. Photocopy of Tax Declaration			Owner	
4. Photocopy of Tax Receipt Tax Clearance for the current year			Owner/Assessor's Office	
5. Approved Lot Plan signed by a Geodetic Engineer			Owner	
6. Special Power of Attorney, Notarized Authorization or Sectary's Certificate if in case the applicant is a mere representative with photocopy of I.D.			Owner	
7. Letter from DENR-CENRO (if for Titling)			DENR-CENRO	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Application for Zoning Certification with complete requirements	1. Receive Application together with complete requirements 1.1 Evaluate Requirements as to completeness and accuracy	None	20 Minutes	<i>MPDC Planning Officer II Statistician I Office of the MPDC</i>
2. Get Order of Payment	2. Prepare Order of Payment 2.1 Issue Order of Payment	Fees as per HLURB Guidelines 2013	5 Minutes	<i>Planning Officer II Statistician I Office of the MPDC</i>
3. Proceed to the Treasurer's Office to pay appropriate fees	3. Receive Payment 3.1 Issue Official Receipt	As provided in the 2019 Revenue Code of Tiaong, Quezon based on HLURB Guidelines 2013	10 Minutes	<i>Revenue Collection Clerk Office of the Municipal Treasurer</i>



4. Submit the Official Receipt	4. Receive Official Receipt 4.1 Prepare Site Zoning Certificate		15 Minutes	<i>Planning Officer II</i> <i>Statistician I</i> Office of the MPDC
5. Get Zoning Certificate	5. Release Zoning Certificate		5 Minutes	<i>Planning Officer II</i> <i>Statistician I</i> Office of the MPDC
	TOTAL		55 Minutes	



**Office of the Municipal Planning and
Development Coordinator
Internal Services**



1. Assessment of Office Performance Commitment Review (OPCR)

The Office Performance Commitment Review (OPCR) pertains to the performance of each department of the agency on the delivery of their core functions consisting of targets and accomplishments. The Municipal Planning and Development Coordinator is tasked to assess the OPCR of each department of the Executive and Legislative Branch of the LGU.

Office or Division:	Office of the Municipal Planning and Development Coordinator			
Classification:	Simple			
Type of Transaction:	G2G- Government to Government			
Who may avail:	All LGU Executive Department Heads, SB Secretary and Vice Mayor's Office			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. OPCR Copy (1 original, 1 duplicate)		All LGU Departments/Offices		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit OPCR (Target and Accomplishment)	1. Receive and record submitted OPCR	None	3 Minutes	MPDC, Planning Officer II Planning Officer I Office of the MPDC
	1.1 Review OPCR		20 Minutes per OPCR	
	1.2 Indorse the reviewed OPCR to the Office of the Mayor		3 minutes	
	1.3 Furnish copy of approved and signed OPCR to the Office of the HRMO		2 minutes	
	TOTAL		30 Minutes	



2. Review of Barangay Gender and Development (BGAD) Plan, Budget and Accomplishment Report

The MPDC is tasked to review and check the alignment of Barangay Gender and Development Plan and Budget if it is in accordance with the priorities of the LGU's Annual Investment Plan (AIP).

Office or Division:	Office of the Municipal Planning and Development Coordinator			
Classification:	Simple			
Type of Transaction:	G2G- Government to Government			
Who may avail:	All barangays			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Copy of BGAD Plan and Budget; and Accomplishment Report (1 copy)		Barangay Local Government Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit copies of BGAD Plan and Budget and Accomplishment Report (AR)	1. Receive and record submitted BGAD Plan and Budget and AR	None	3 Minutes	<i>MPDC</i> <i>Planning Officer I</i> Office of the MPDC
	1.1 Review the submitted BGAD Plan and Budget and AR		15 Minutes per Barangay	
	1.2 Indorse the reviewed BGAD Plan and Budget and AR to the Office of the MLGOO		10 minutes	
	TOTAL		28 Minutes	



Office of the Municipal Social Welfare and Development Officer

External Services



1. Assistance to Individuals in Crisis Situation (AICS)

The Municipal Social Welfare and Development Office (MSWDO) is tasked with delivering protective and supportive services to indigent, marginalized, and vulnerable individuals or families experiencing crisis situations brought about by illness, natural disasters, man-made calamities, or other emergencies.

Eligible beneficiaries may avail themselves of financial assistance to address various needs, including medical treatment, burial services, transportation, and other emergency-related expenses. Applicants must comply with the prescribed requirements and undergo a social case assessment conducted by a social worker. The social worker's recommendation will then be submitted for approval by the Local Chief Executive prior to the release of assistance.

Office or Division:	Municipal Social Welfare and Development Office / Meaksyon Agad Center		
Classification:	Simple		
Type of Transaction:	G2C- Government to Citizen		
Who may avail:	All qualified beneficiaries		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
For MEDICAL ASSISTANCE			
<ol style="list-style-type: none"> 1. Medical Certificate/ Abstract/Clinical Abstract (1 original and 1 photocopy) 2. Prescriptions (for medicines) (2 photocopy) 3. Billing Statement (for hospital bill) (2 copies) 4. Treatment Protocol/Quotation/ (1 original and 1 photocopy) 5. Laboratory Request/Medical Procedures (2 photocopy) 6. Any valid ID of claimant (2 photocopy) 		<p>Hospital/clinics, attending Physicians, Municipal Health Officer/Rural Health Units</p> <p>Client/Authorized Representative</p>	
For BURIAL ASSISTANCE			
<ol style="list-style-type: none"> 1. Certified copy of Death Certificate (2 photocopy) 2. Funeral Contract or receipt (2 photocopy) 3. Permit to transfer/health permit (for transfer of cadaver) (2 photocopy) 4. Barangay Certificate (optional) (1 original and 1 photocopy) 5. Any valid ID of claimant/Authorized immediate family member of the deceased (2 photocopy) 		<p>Local Civil Registrar, Hospital Owner of Funeral Homes and Service Municipal Health Office</p> <p>Barangay of residency</p> <p>Client</p>	
For TRANSPORTATION ASSISTANCE			
<ol style="list-style-type: none"> 1. Proof of emergency concerns if there's any (1 original and 1 photocopy) 6. Barangay Certificate(1 original and 1 photocopy) 7. Any valid ID (1 photocopy) 		<p>Client</p> <p>Barangay of residency</p> <p>Client</p>	
For EMERGENCY SHELTER ASSISTANCE			
<ol style="list-style-type: none"> 1. Form 200-A or Social Case Study Report (2 Original Copy) 2. Picture of damaged property (1 original and 1 photocopy) 3. Barangay Certification(1 original and 1 photocopy) 4. Any valid ID of the claimant (2 photocopy) 		<p>MSWD Social Workers/or authorized MSWD Personnel</p> <p>Client</p> <p>Barangay of residency</p> <p>Client/claimant</p>	



For FINANCIAL AID 1. Social Case Study Report 2. Letter of Request 3. Quotation/or financial statement from the agency/institution		MSWD Social Workers From Referring agency/institution		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the appropriate requirements for the assistance needed	1. 1 Register the name of clients in the logbook	None	2 Minutes	Social Workers Staff of MSWD & MEAKSYON Agad Center
	1.2 Check the completeness and authenticity of the documents presented by the client	None	3 Minutes	Social Workers Staff of MSWD & MEAKSYON Agad Center
2. Provide essential information during the conduct of intake interview	2. Prepare & Filled Out the General Intake Form/ or the Social Case Study Report	None	15 minutes	Social Workers Staff of MSWD & MEAKSYON Agad Center
3. Claim the financial assistance, when cash is available	3.1 Release of the approved financial assistance to client	none	5 minutes	Staff of Meaksyon Agad Center
	3.2 Facilitate the processing of the documents to other concerned agencies/offices, when cash is not available		2 days	MSWD Staff
	TOTAL	None	2 Days and 25 Minutes	



2. Issuance of Social Case Study Report

The Municipal Social Welfare and Development Office (MSWDO) is responsible for the preparation and issuance of the Social Case Study Report (SCSR) upon request of a client. This report may be used to support the client's application for assistance from other welfare institutions and agencies, or when requested by other entities for the assessment and evaluation of the client's eligibility for their programs and services.

Office or Division:	Municipal Social Welfare and Development Office			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	All qualified beneficiaries			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For MEDICAL ASSISTANCE 1. Medical Certificate/ Abstract/Clinical Abstract (1 photocopy) 2. Billing Statement (for hospital bill) (1 photocopy) 3. Treatment Protocol/Quotation (1 photocopy)		Hospital/clinics, attending Physicians, Local Health Offices		
For BURIAL ASSISTANCE 1. Death Certificate (1 Photocopy) 2. Funeral Contract (1 Photocopy) 3. Barangay Indigency (1 Photocopy)		Local Civil Registrar, Hospital Owner of Funeral Homes and Service Barangay of residency		
For EDUCATIONAL ASSISTANCE 1. Proof of Enrolment (1 Photocopy) 2. School ID (1 Photocopy) 3. Barangay Indigency (1 Photocopy)		School where client enrolled <i>1. Barangay of residency</i>		
For LEGAL ASSISTANCE 1. Docketed Investigation Data (1 Photocopy) 2. Checklist from Public Attorney's Office (1 copy) 3. Barangay Indigency (1 copy)		Court/PNP Public Attorney's Office Barangay of residency		
For REFERRAL TO OTHER AGENCIES CONCERNING CASES OF CHILDREN 1. Court Order/Subpoena (1 copy) 2. Referral Letter (1 copy) 3. Birth Certificate of the Child (1 photocopy) 4. Medico Legal Certificate (1 photocopy)		Family Court From referring party Parents/Guardian Public Doctor/Physician		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the applicable requirements based on the needed assistance	1. Accept, check the validity of the presented documents	None	2 Minutes	SWO-III/OIC-MSWDO SWO-II SWO-I Social Welfare Officers Help Desk Officer
2. Fill Out General Intake Sheet (GIS Form)	2. Conduct Intake Interview and assessment (for simple SCSR)	None	15 Minutes	SWO-III/OIC-MSWDO SWO-II SWO-I Social Welfare Officer



	2. 1 Conduct interviews with clients and significant others, including home visits if necessary.	None	1 hour	SWO-III/OIC-MSWDO SWO-II SWO-I Social Welfare Officer
	2.2 Prepare a Simple Social Case Study Report for referral to other agencies for assistance 2.3 Prepare a Comprehensive Social Case Study Report for court-related and legal cases.	None	1 hour Depends upon the status of the case	SWO-III/OIC-MSWDO SWO-II SWO-I Social Welfare Officer
3. Receive the prepared Social Case Study Report	3. Release or submit the Prepared Social Case Report to client or to the requesting agency/s	none	2 minutes (for walk-in client)	SWO-III/OIC-MSWDO SWO-II SWO-I Social Welfare Officers
	TOTAL	None	2 hrs & 19 minutes	



3. Issuance of Certification/Certificate of Indigency

The Municipal Social Welfare and Development Office (MSWDO) is responsible for establishing and implementing procedures for the issuance of Certifications or Certificates of Indigence and Eligibility to qualified individuals requesting assistance.

Office or Division:	Municipal Social Welfare and Development Office			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	All qualified applicants			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Certificate of Indigency from the Barangay (1 Photocopy)		Barangay of Residency		
2. Certification from the Municipal Assessor's Office (1 Photocopy)		Municipal Assessor's Office		
3. Certification from Municipal Treasurer's office (1 Photocopy)		Municipal Treasurer's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the requirements to the MSWD Office	1. Accept and Verify the Validity of the Submitted Documents	None	2 Minutes	SWO-III/OIC-MSWDO SWO-II SWO-I Social Welfare Officers Help Desk Officer
2. Fill Out General Intake Sheet (GIS Form)	2. Conduct interview and assessment and prepare the Certification/ Certificate of Indigency	None	30 Minutes	SWO-III/OIC-MSWDO SWO-II SWO-I Social Welfare Officers
3. Receive of the requested certification	3. Released of prepared certification	None	2 Minutes	SWO-III/OIC-MSWDO SWO-II SWO-I Social Welfare Officers
	TOTAL	None	34 Minutes	



4. Provision of Special Social Services and Social Work Interventions to Women in Especially in Difficult Circumstances (WEDC), Children in Need of Special Protection (NCSP), Children at-Risk (CAR), Children in-Conflict with the Law (CICL)

The Municipal Social Welfare and Development Office (MSWDO) is responsible for establishing procedures to ensure that reported or referred cases involving women and children are addressed promptly and effectively. This includes providing the appropriate interventions, protection, and assistance tailored to the needs of the individuals involved.

Office or Division:	Municipal Social Welfare and Development Office			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	Women and Children in need of special protection and services			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Police Report or Barangay Referral from BCPC/VAW Desk Officer (1 Original Copy)		PNP and Barangay of Residency		
2. Result of Physical/Medical/ Psychological examination (1 Original Copy) (If needed)		Government Doctor and other Licensed Institutions		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Report the incident of abused to the Office of the MSWD or to PNP- Women and Children's Protection Desk	1. Facilitate client interview for further identification of the helping process.	None	2 Hours	SWO- III/OIC-MSWDO SWO-II
2. Client undergoes medical examination and or Psychological/ Psychiatric assessment (if necessary or upon request of the court)	2. Referral and provision of assistance	None	1 day	SWO- III/OIC-MSWDO SWO-II
3. Submit Required Documents to the Court	3. 1 Assist and support client in filing a Case	None	1 Day	SWO- III/OIC-MSWDO SWO-II
	3.2 Conduct Case management	none	Throughout the handling of case	SWO- III/OIC-MSWDO SWO-II
	3.3 Provide Temporary Custody or referral to other institutions for the safety of the clients (if necessary)	none	Throughout the handling of case	SWO- III/OIC-MSWDO SWO-II



	TOTAL	None	2 Days 2 Hours	
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5. Issuance of Identification Card to Senior Citizens and Person with Disability

The Municipal Social Welfare and Development Office (MSWDO), in coordination with the Office of Senior Citizens Affairs (OSCA) and Office of the Person with Disability Affairs (OPDA) is responsible for supervising programs for various sectors, including Senior Citizens, Persons with Disabilities (PWDs).

The office also establishes procedures for issuing Identification Cards to ensure that individuals in these sectors can access the benefits and privileges provided by law.

Office or Division:	Municipal Social Welfare and Development Office/ Office of the Senior Citizens Affairs (OSCA) Office of the Person with Disability Affairs (OPDA)
Classification:	Simple
Type of Transaction:	G2C- Government to Citizen
Who may avail:	Filipino Citizens-60 years old and above for Senior Citizens All Persons with Disabilities
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
For SENIOR CITIZENS (New Applicant) <ol style="list-style-type: none"> Duly Accomplished Application Form (1 Copy) Birth Certificate. If not available any legal documents with proof of date of birth like Baptismal Certificate/Marriage Certificate (1 photocopy) Photo 2X2 (1copy) for the Application Form For SENIOR CITIZENS (Lost ID) <ol style="list-style-type: none"> Affidavit of Loss 	Office of the Senior Citizens Affair (OSCA) Local Civil Registrar Office, Philippine Statistic Authority (PSA), Church Notary Public
For PERSON WITH DISABILITY <ol style="list-style-type: none"> Duly accomplished Application Form (1 Copy) Any Valid Identification Card Medical Certificate of Disability (1 original Copy) If non-apparent Birth Certificate. If not available any legal documents with proof of date of birth like Baptismal Certificate/Marriage Certificate (1 photocopy) Barangay Certification (1 original copy) If no any valid ID Authorization Letter of the representative Photo -1x1 (1 Copy) for the ID and 2X2 (1copy) for the Application 	Office of the Person with Disability Affair (PDAO) Applicant of ID Attending Physician, Municipal Health Officer, Local Civil Registrar, PSA/ Church Barangay of residency Applicant of the ID Applicants of ID



Form				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Application Form from the office concerned	1. Provide Application Form and list of supporting documents	None	2 Minutes	SC Focal Persons OSCA Office Designated PDAO PWD –Focal Person OPDA Office
2. Fill Out and Submit Application and supporting documents	2. Accept and Verify Submitted Documents	None	10 Minutes	SC Focal Persons OSCA Office Designated PDAO PWD –Focal Person OPDA Office
3. For SC: Receive SC Identification Card upon completion of application (If supplies is available)	3. Prepare and Release of Senior Citizen Identification Card (for New and replacement SC ID)	None	5 minutes	OSCA
	Prepare and Release of Senior Citizen Identification Card (for the Lost SC ID)	100.00	5 minutes	OSCA
4. For PWD: Applicant will be notified when Identification Card is ready to release	4.1 Fill out client's information on the Identification Card	None	5 minutes	Designated PDAO PWD –Focal Person OPDA Office
	4.2 Process PWD ID Card for LCE Signature	none	1 day	Designated PDAO PWD –Focal Person OPDA Office
	4.3. Notify applicants for the release of duly signed PWD ID	none	2 minutes	Designated PDAO PWD –Focal Person OPDA Office
	TOTAL	None	27 minutes/ 1 day	



6. Issuance of Identification Card to and Solo Parent

The Municipal Social Welfare and Development Office (MSWDO) is responsible for supervising programs and services for various sectors, including Solo Parents.

The office establishes procedures for issuing Identification Cards to ensure that Solo Parents can access the benefits and privileges provided by law.

Office or Division:	Municipal Social Welfare and Development Office	
Classification:	Complex	
Type of Transaction:	G2C- Government to Citizen	
Who may avail:	All Qualified Solo Parents	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<p>Primary Requirements: (Except Code f) <i>(All documents must submit 1 Original copy)</i></p> <ol style="list-style-type: none"> 1. Duly accomplished Application Form 2. Birth Certificate of the Child/children 3. Affidavit of barangay official attesting that the solo parent is a resident of the barangay and the child/children is/are under the parental and support of the solo parent 4. Solo Parents Orientation Seminar Certificate of Attendance 5. 1 copy of 2x 2 picture 		<p>MSWD Office Local Civil Registrar, Philippine Statistic Authority (PSA) Barangay of Residency</p> <p>MSWD Focal Person</p> <p>Applicant</p>
Additional Requirements based on the Category		
<p>For: <u>Code a1- Birth of a Child as consequence of rape</u></p> <ol style="list-style-type: none"> 1. Complaint Affidavit 2. Medical Record on the incident of rape 3. Sworn Affidavit declaring that the Solo Parent has the sole parental care and support of the child 		<p>PNP/MSWD Quezon Medical Center WCPU-Lucena City</p> <p>Notary Public</p>
<p>For Code a2 - <u>Widow/Widower</u></p> <ol style="list-style-type: none"> 1. Marriage Certificate 2. Death Certificate of the Spouse 3. Sworn Affidavit declaring that the Solo Parent is not cohabiting with a partner or co-parent, and has the sole parental care and support of the child/children 		<p>Local Civil Registrar, Philippine Statistic Authority (PSA)</p> <p>Notary Public</p>
<p>For Code a3 - <u>Spouse of Person Deprived of Liberty</u></p> <ol style="list-style-type: none"> 1. Marriage Certificate 2. Certificate of Detention or a certification that the spouse is serving a sentence at least three (3) months or commitment order by the court 		<p>Local Civil Registrar, Philippine Statistic Authority (PSA) Law Enforcement Agency having actual custody of the detainee/Court</p>



<p>pursuant to a conviction of the spouse</p> <p>3. Sworn Affidavit declaring that the Solo Parent is not cohabiting with a partner or co-parent, and has the sole parental care and support of the child/children</p>	<p>Notary Public</p>
<p><u>For Code a4 - Spouse of Person with Physical or Mental Incapacity</u></p> <p>1. Marriage Certificate or affidavit of cohabitation</p> <p>2. Medical Records, Medical Abstract or a Certificate of Confinement in the National Center for Mental Health or any medical hospital or facility as a result of spouse physical and mental incapacity which record, medical abstract or certificate of confinement of the incapacitated spouse should have been issued not more than three months before the submission, or valid PWD ID issued pursuant to RA No. 10754 and RA No. 7277 or the Magna Carta for Disabled Persons</p> <p>3. Sworn Affidavit declaring that the Solo Parent is not cohabiting with a partner or co-parent, and has the sole parental care and support of the child/children</p>	<p>Local Civil Registrar, Philippine Statistic Authority (PSA) Hospital/Facility where he/she was confined (Medical Records)</p> <p>PDAO Office for PWD ID</p> <p>Notary Public</p>
<p><u>For Code a5 - Due to legal separation or de facto separation</u></p> <p>1. Marriage Certificate</p> <p>2. Judicial decree of legal separation of the spouses or, in the case of the de facto separation, an affidavit of two (2) disinterested persons attesting to the de facto separation of the spouses</p> <p>3. Sworn Affidavit declaring that the Solo Parent is not cohabiting with a partner or co-parent, and has the sole parental care and support of the child/children</p>	<p>Local Civil Registrar, Philippine Statistic Authority (PSA) Court/Notary Public Notary Public</p>
<p><u>For Code a6 - Due to nullity or annulment of marriage</u></p> <p>1. Marriage Certificate, annotated with the fact of declaration of nullity of marriage or annulment of marriage</p> <p>2. Judicial decree of nullity o annulment of marriage or judicial recognition of foreign divorce</p> <p>3. Sworn Affidavit declaring that the Solo Parent is not cohabiting with a partner or co-parent, and has the sole parental care and support of the child/children</p>	<p>Local Civil Registrar, Philippine Statistic Authority (PSA)</p> <p>Court</p> <p>Notary Public</p>
<p><u>For Code a7 - Abandonment by the</u></p>	



<p style="text-align: center;"><u>Spouse</u></p> <ol style="list-style-type: none"> 1. Marriage Certificate or affidavit of the applicant Solo Parent 2. Affidavit of two (2) disinterested persons attesting to the fact of abandonment of the spouse 3. Police of barangay record of the fact of abandonment 4. Sworn Affidavit declaring that the Solo Parent is not cohabiting with a partner or co-parent, and has the sole parental care and support of the child/children 	<p>Local Civil Registrar, Philippine Statistic Authority (PSA)</p> <p>Notary Public</p> <p>PNP Station or Barangay of Residency</p> <p>Notary Public</p>
<p style="text-align: center;"><u>For Code b1 - Spouse of OFW and b2 - Relative of OFW</u></p> <ol style="list-style-type: none"> 1. Birth Certificate/s of the dependents 2. Marriage Certificate if the applicant is the spouse of the OFW, or the Birth Certificate or the other competent proof of relationship between the applicant and the OFW, if the applicant is family member of the OFW 3. Philippine Overseas Employment Administration Standard Employment Contract or its equivalent 4. Photocopy of the OFWs passport with stamps showing continuous twelve (12) months of overseas work or a certification from the Bureau of Immigration 5. Proof of Income of the OFW's spouse of family members 	<p>Local Civil Registrar, Philippine Statistic Authority (PSA)</p> <p>POEA</p> <p>Applicant</p> <p>Employer</p>
<p style="text-align: center;"><u>For Code c - Unmarried Person</u></p> <ol style="list-style-type: none"> 1. Certificate of No Marriage (CENOMAR) 2. Sworn Affidavit declaring that the Solo Parent is not cohabiting with a partner or co-parent, and has the sole parental care and support of the child/children 	<p>Philippine Statistics Authority</p> <p>Notary Public</p>
<p style="text-align: center;"><u>For Code d - Legal Guardian/Adoptive Parent/Foster Parent</u></p> <ol style="list-style-type: none"> 1. Proof of guardianship, such as the decision granting legal guardianship issued by the court, proof of adoption, such as the decree of adoption issued by the court, or order of Adoption issued by the DSWD of the National Authority on Child Care (NACC); proof of foster care such as Foster Parent License issued by the NACC. 	<p>Court/ NACC</p>



<p><u>For Code e - Relative within the fourth (4th) civil degree of consanguinity or affinity</u></p> <p>1. Death Certificate, certificate of incapacity or judicial declaration of absence or presumptive death of the parents or legal guardian, police or barangay records evidencing the fact of disappearance or absence of the parent or legal guardian for at least six (6) months</p> <p>2. Proof of relationship of the relative to the parent or legal guardian, such as birth certificate, marriage certificate, family records, or other similar or analogous proof of relationship</p>		<p>Local Civil Registrar, Philippine Statistic Authority (PSA)/Court</p> <p>Local Civil Registrar, Philippine Statistic Authority</p>		
<p><u>For Code f - Pregnant Woman</u></p> <p>1. Medical Record of her Pregnancy</p> <p>2. Sworn Affidavit declaring that the Solo Parent is not cohabiting with a partner or co-parent, who is providing support to the pregnant woman</p>		<p>Hospital/Health Clinic</p> <p>Notary Public</p>		
<p><u>For Loss Solo Parent ID</u></p> <p>1. Affidavit of Loss</p> <p>2. Sworn Affidavit</p> <p>3. Affidavit of barangay</p>		<p>Notary Public</p> <p>Barangay of Residency</p>		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Attend Face to Face Orientation Seminar	1. The SPO or Solo Parent Coordinator conduct face to face orientation seminar to applicants 2. Issue Certificate of Attendance	None	2 hours	Solo Parent Coordinator in the barangay Social Worker
2. Secure Application Form to the MSWD Office or to Solo Parent Coordinator in the barangay	2. Provide Application Form and list of supporting documents based on client's category	None	3 Minutes	SP Focal Person SWO- Focal Person Solo Parent Coordinator in the brgy.
3. Fill up and submit application form and appropriate supporting documents	3. Accept and Verify Submitted Documents	None	10 Minutes	SP Focal Person SWO- Focal Person
4. Qualified Solo Parent applicants will inform for the data	3. Prepare and Release of SP Identification	none	Within 6 working days from the	SP Focal Person SWO- Focal



capture and issuance of SPIC; - Notice of Disapproval will send to not qualified applicants to be a solo parents	Card Prepare and issue Notice of Disapproval		receipt of the complete documents	Person
	TOTAL	None	6 Days 2 hours 13 Minutes	



7. Issuance of Purchase Booklets for Senior Citizens and Persons with Disability

The **Municipal Social Welfare and Development Office (MSWDO)**, through the **Office of the Senior Citizens Affairs (OSCA)** and the **Office of the Persons with Disability Affairs (OPDA)**, is responsible for the **issuance of medicine and grocery booklets to Senior Citizens and Persons with Disabilities (PWDs)**.

These booklets enable beneficiaries to **avail of discounts on medicines and selected basic commodities**, as provided by law.

Office or Division:	Municipal Social Welfare and Development Office			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	All Registered Senior Citizens and Persons with Disabilities			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Senior Citizen and Person with Disability Identification Card (1 photocopy)		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client presents identification card	1.1 Assist Client and Determine Requested Booklet	None	3 Minutes	SC Focal Persons OSCA Office
	1.2 Fill Out Client Information		3 minutes	Designated PDAO PWD –Focal Person
	1.2 Issue the Requested Booklet		2 minutes	OPDA Office
TOTAL		None	8 Minutes	



8. Issuance of Pre - Marriage Orientation and Counselling (PMOC) Certificate

As a member of the Local Pre-Marriage Orientation and Counseling (PMOC) Team, the Municipal Social Welfare and Development Office (MSWDO) is responsible for conducting Pre-Marriage Orientation and Counseling sessions for couples applying for marriage.

The PMOC aims to equip prospective couples with essential knowledge and guidance to help them prepare for the realities and responsibilities of married life. The orientation covers topics related to marital roles and responsibilities, family relationships, responsible parenthood, and the social and legal aspects of marriage.

Office or Division:	Municipal Social Welfare and Development Office			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	All applicants for Marriage License			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approved Application for Marriage License (1 copy)		Municipal Civil Registrar		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the approved application for Marriage License to MSWD Office and Fill-out PMOC Application Form and Marriage Expectation Inventory Form	1.1.Register the would-be couples for the PMOC Session 1.2 Conduct interview and orientation to applicants for PMOC	None	30 Minutes	Social Welfare Aide
2. All registered contracting parties are required to personally attend the scheduled Pre-Marriage Orientation and Counseling (PMOC) session.	2. Conduct of Pre-Marriage Orientation Session and Pre-marriage Counselling to contracting parties with one or both parties who are 18-25 years old	None	2 Hours 2 Hours	PMOC Team: Office of the Municipal Social Welfare and Development Municipal Health Office PMOC Counselor/ Solemnizing Officer
3. Receive the Certificate of Compliance and Certificate of Counselling and submit these certificate to Local Civil Registrar	3. Issue PMOC Certificates to Contracting Parties	none	2 minutes	PMOC Team Office of the Municipal Social Welfare and Development Municipal Health Office



				PMOC Counselor/ Solemnizing Officer
	TOTAL	None	4 Hours and 32 Minutes	



9. Issuance of Solicitation Permit for Local Fund Drives

The Municipal Mayor, through the Local Social Welfare and Development Office (MSWDO), has the authority to regulate the issuance of public solicitation permits to organizations, agencies, or individuals conducting activities for charitable or welfare purposes within the municipality's jurisdiction.

Office or Division:	Municipal Social Welfare and Development Office			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	Individuals/Association/Organization/Agency			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> 1. Duly accomplished Application Form (1 original Copy) 2. Certified copy of Constitution & By-Laws (if available) or Minutes of the Meeting with attendance (1 photocopy) 3. Comment and recommendation from the Highest Official (1 original Copy) 4. Sample of Tickets/ballot/signature campaign & receipt to be used in the fund drives 5. If there's previous solicitation, submit the following: 6. Fund Utilization Report of its proceeds and expenditures 7. Photo documents 8. Previous Issued Solicitation permit (1 photocopy each) 		<p>MSWD Office</p> <p>To the organization/association/agency applicant for SP</p> <p>To the head of the organization/association/agency applicant for SP</p> <p>Applicant for SP</p> <p>To the organization/association/agency applicant for SP</p>		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Head of the Organization or authorized representative submit documents at the MSWD Office	<ol style="list-style-type: none"> 1.1 Receive documents submitted by the applicants 1.2 Assess and evaluate the validity of the documents 	none	20 minutes	SWO-III
2. Pay the Permit Fee to the Municipal Treasurer's Office	2. Advise the applicant to pay Solicitation Permit	500.00	10 minutes	Municipal Treasurer's Staff Office of the Municipal Treasurer
3. Client/Applicant receives the Solicitation Permit	3. Issue the Solicitation Permit		Within 2 days after the filing	SWO-III/OIC-MSWDO
	TOTAL	None	2 days 30 Minutes	



10. Domestic Administrative Adoption Process

The Municipal Social Welfare and Development Office (MSWDO) is responsible for assisting and guiding prospective adoptive parents throughout the administrative adoption process. This includes providing information on adoption requirements, conducting initial interviews and assessments, facilitating the submission and verification of required documents, and preparing the necessary social case study reports. The MSWDO also ensures that the welfare and best interests of the child are protected by coordinating with the appropriate agencies, conducting home visits when necessary, and endorsing qualified applicants to the proper authority for further evaluation and approval. Additionally, the office provides post-adoption monitoring and support services to ensure the successful adjustment and well-being of the child in the adoptive family.

Office or Division:	Municipal Social Welfare and Development Office
Classification:	Highly Technical
Type of Transaction:	G2C- Government to Citizen
Who may avail:	Individuals/Association/Organization/Agency
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
<p>For Prospective Adoptive Parents (PAPs):</p> <ol style="list-style-type: none"> 1. Duly accomplished Application Form for Adoption (1 original copy) 2. Birth Certificate of the applicant(s) (1 original copy 1 photocopy) 3. Marriage Certificate (if married) or proof of civil status (1 original copy 1 photocopy) 4. Latest Income Tax Return (ITR) or proof of financial capability (certificate of employment, pay slip, business permit, etc. (1 original copy 1 photocopy) 5. Medical Certificate indicating physical and mental fitness to adopt (1 original copy 2 photocopies) 6. National Bureau of Investigation (NBI) Clearance or Police Clearance (1 original copy 1 photocopy) 7. Barangay Clearance / Certificate of Good Moral Character (1 original copy 1 photocopy) 8. Recent family photograph and photos of the home environment (2 copies) 9. Consent of legitimate and adopted children (if 10 years old and above), if applicable (1 original copy 1 photocopy) 10. Home Study Report (to be prepared by the Social Worker) (2 copies) <p>For the Child (if applicable):</p> <ol style="list-style-type: none"> 1. Birth Certificate or Foundling Certificate 	<p>RACCO/MSWDO</p> <p>Local Civil Registrar/ Philippine Statistic Authority</p> <p>BIR / Employer</p> <p>Physician/ Psychologist</p> <p>NBI/ PNP</p> <p>Barangay of Residency</p> <p>Applicant</p> <p>Applicant</p> <p>Social Workers (LSWDO/RACCO)</p> <p>Local Civil Registrar/ Philippine Statistic Authority</p> <p>Regional Alternative Child Care (RACCO)</p>



(1 original copy 1 photocopy) 2. Certificate Declaring a Child Legally Available for Adoption (CDCLAA) or proof of adoptability (1 original copy 1 photocopy) 3. Social Case Study Report of the Child (2 copies) 4. Medical and psychological records of the child (1 original copy 1 photocopy) 5. Consent of the child (if 10 years old and above) (1 original copy 1 photocopy) Additional Documents (when applicable): <ul style="list-style-type: none"> • Affidavit of Consent from biological parents or legal guardian (1 original copy 1 photocopy) • Deed of Voluntary Commitment (1 original copy 1 photocopy) • Proof of residency 		Social Workers (LSWDO/RACCO) Physician/ Psychologist Applicant Notary Public Applicant Barangay of Residency		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Initial Inquiry at MSWDO	1. Provide information about the adoption process	none	15 minutes	Social Worker Adoption Focal Person
2. Attend Online Adoption Forum conducted by RACCO every first Friday of the month	2. Provide the link to PAPs	none	1 day	Social Worker Adoption Focal Person
3. Submit the required documents to the MSWDO	3. 1 Accept and examine the application and its supporting documents	none	7 working days	Social Worker Adoption Focal Person
	3.2 Conduct interviews and home visits 3.3 Prepare Child Study Report & Home Study Report	none	30 working Days	Social Worker Adoption Focal Person
	3.4 Submit and endorse the complete documents to Regional Alternative Child	none	1 day	Social Worker Adoption Focal Person



	Care Office (RACCO)			
4. Attend in the Matching process	4.1 Inform and assist PAPs in the cross- matching process	none	1 day	RACCO and MSWD Social Workers
5. Provide trial custody to the child	5. Supervise the child placed with the PAPs	none	6 months	RACCO and MSWD Social Worker
6. Prepare the filling of petition for adoption	6. Assist PAPs in filling of petition for adoption	none		RACCO and MSWD Social Worker
7. Attend mandatory Appearance to RACCO	7. Inform and assists the PAPs	none	1 day	RACCO
8. Receive the Order of Adoption	8.1 Facilitate the issuance of the Official Order of Adoption	none	1 day	NCC/RACCO and MSWD Social Worker
	8.2 Conduct follow-up visits and monitoring	none	Every 2 months for 3 months	RACCO and MSWD Social Worker
			10 months/ 11 days/3 hours & 15 minutes	



11. Petition for Administrative Adoption with Application for Rectification of Simulated Birth Records (May be filed within the period of 29 March, 2019 to 29, March, 2029) Under RA 11222

The Municipal Social Welfare and Development (MSWD) Office is responsible for ensuring that the rectification of simulated birth certificates prioritizes the best interest of the child. It conducts case assessments, verifies the child's identity and circumstances, and prepares the necessary social case study reports.

The MSWD also provides counseling and guidance to all concerned parties, ensuring they understand the legal process and implications. In coordination with relevant agencies, it assists in facilitating the proper legal procedures for correction or adoption.

Office or Division:	Municipal Social Welfare and Development Office			
Classification:	Highly Technical			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	Individuals/Association/Organization/Agency			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Birth Certificate of PAPs and Child (1 original PSA Copy 1 photocopy) 2. Affidavit of Admission by 3 rd person (1 original 2 photocopy) 3. Barangay Certification (1 original 2 photocopy) 4. CDCLAA issued by the RACCO (for non-relative) (1 original 2 photocopy) 5. Consent of Biological Parents (if available) 6. Notarized Affidavit of at least two (2) disinterested persons (1 original 2 photocopy) 7. Marriage Contract, Decree of annulment, Declaration of Nullity of Marriage or Decree of Legal Separation (1 original 2 photocopy) 8. Physical and Medical Evaluation of the adopter (s) (1 original 2 photocopy) 9. Psychological Evaluation Report of the adopter (s) (1 original 2 photocopy) 10. NBI or police clearance of the applicant (1 original 2 photocopy) 11. Latest Income Tax Return or Proof Financial Capacity (1 original 2 photocopy) 12. Negative Certification of Birth (1 original 2 photocopy) 13. Receipts as proof of payment of the socialized fees (1 original 2 photocopy) 14. For foreigner: Three (3) year residency & Legal Capacity		Philippine Statistics Office (PSA) Notary Public Barangay of Residency RACCO Child's Biological Parents Notary Public Philippine Statistics Authority /Regional Trial Court Physician Licensed Psychologist National Bureau of Investigation (NBI) Office/Philippine National Police (PNP)Office BIR / Employer Philippine Statistics Authority RACCO or Municipal Treasurer's Office Applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Inquiry and Consultation to MSWD office	1. Provide Orientation and Checklist	none	30 minutes	Social Worker Adoption Focal Person
2. File the Petition	2.1 Examines the petition	none	7 days	Social Worker Adoption Focal Person
	2.2 Endorse to complete documents to RACCO	1,000.00 socialized fees	3 days	Social Worker Adoption Focal Person
	2.3 Review the petition and prepares recommendations		30 working days	Regional Alternative Child Care Office (RACCO) Social Worker/s
	2.4 Endorse to NACC Executive Director	none		Regional Alternative Child Care Office (RACCO) Social Worker/s
	2.5 Executive Director Issues an Order of Adoption	none	30 working days	National Alternative Child Care (NACC)
	2.6 Transmit the Order of Adoption to RACCO and COF	none	15 days of the receipt of AL	National Alternative Child Care (NACC)
3. Await Decision/ approval	3.1 Provide copies of Order and COF to the Petitioner and concerned LCRs	none		RACCO Social Worker
	3.2 Stamp the Certificate of Live Birth (COLB) "cancelled" for the Issuance of Rectified COLB)	500.00		Local Civil Registrar
4. Receipt of Documents	4.1 Issuance of New COLB to petitioner	None	4 hours	Local Civil Registrar
	4.2 Record, register and issues a new COLB	none		Local Civil Registrar
	4.3 Endorse the rectified and new COLB to PSA			Local Civil Registrar
			2 months, 23 days, 4 hours,	



			30 minutes	
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12. Provision of temporary custody and other appropriate assistance to the abused women and children in the Crisis Intervention Center

A Crisis Intervention Center is a specialized unit that operates 24 hours a day, serving as an action center that responds immediately to individuals and families in crisis situations. It provides integrated services, including rescue and protection, direct financial assistance, and referrals for urgent medical, legal, and psychosocial support. The center may also offer temporary shelter to ensure the safety and well-being of its clients.

Office or Division:		Municipal Social Welfare and Development Office		
Classification:		Simple		
Type of Transaction:		G2C- Government to Citizens		
Who may avail:		Women and Children victims of abused		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Court order 2. Commitment Order from Law Enforcement Agency 3. Police Investigation Reports		Family Court Presiding Judge Chief of Police Women and Children's Protection Desk Officer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Voluntary commitment of client to stay in the Crisis Intervention Center	1. Conduct pre-admission conference	none	1 Day	SWO-II SWO-III/OIC-MSWDO
1. Strictly follow the rules and regulations imposed in the Crisis Center	2. Provide support and assistance based on client's needs	none	Throughout client's stay in the Crisis Center	SWO-II SWO-III/OIC-MSWDO
	3. Ensure safety and protection of the client	none	Throughout client's stay in the Crisis Center	SWO-II SWO-III/OIC-MSWDO
	4. Conduct Case Management	none	Throughout client's stay in the Crisis Center	SWO-II SWO-III/OIC-MSWDO
3. Re-integration of client to his/her family	5. Conduct post Case Conference and turned over client to the family	none	1 day	SWO-II SWO-III/OIC-MSWDO
			1 Day	



Office of the Municipal Health Officer

External Services



1. Animal Bite Treatment

Rabies is a deadly viral infection that is spread by infected animals such as dogs, cats or bats. It is transmitted through direct contact with infected saliva of a rabid animal from bites or scratches. The only way to prevent rabies infection is to be vaccinated. For those

who were bitten or scratched by rabid animals, anti-rabies vaccine and tetanus toxoid are injected to the victim/patient.

Office or Division:	Municipal Health Office			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Clinical Record		Animal Bite Treatment Center		
Post exposure prophylaxis card		Animal Bite Treatment Center		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Animal Bite Treatment Center and register	1. Interview patient and do history-taking 1.1 Create clinical record	None	2 minutes	<i>Nurse I/ABTC Coordinator</i> Municipal Health Office
	1.2. Take vital signs (blood pressure, temperature, weight, respiratory rate)		3 minutes	<i>Nurse I/ABTC Coordinator</i> Municipal Health Office
	1.3. Examine patient to be able to categorize type of exposure		5 minutes	<i>Municipal Health Officer</i> Municipal Health Office
	1.4. Provide necessary treatment (Anti-Rabies vaccination and tetanus toxoid) and ERIG injection if needed		10 minutes	<i>Nurse I/ABTC Coordinator / Municipal Health Officer</i> Municipal Health Office
	1.5. Giving of advice as to when to come back for the schedule of next doses of Anti-Rabies Vaccination		3 minutes	<i>Nurse I/ABTC Coordinator</i> Municipal Health Office
2. Get prescribed medicine from the pharmacy	2. Give prescribed medicine, if any.		2 minutes	<i>Pharmacist</i> Municipal Health Office
	TOTAL		25 minutes	



2. Death Certificate

Issuance of Death Certificate to a family member of the deceased. This document contains details such as date and cause of death.

Office or Division:	Municipal Health Office			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	Relatives or authorized representatives of the deceased person			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Certificate of Place of Death (1 original)		Barangay Hall		
2. Medical certificate or medical abstract (1 original)		Hospital where patient died		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Municipal Health Office and present requirements	1. Receive certificate of place of death and medical certificate/ abstract (if any)	None	2 minutes	<i>Sanitation Inspector</i> Municipal Health Office
2. Sign attestation form for unattended death by a Physician	2. Give attestation form for signing	None	2 minutes	<i>Sanitation Inspector</i> Municipal Health Office
3. Proceed for interview for cause of death	3. Conduct interview (verbal autopsy) to determine cause of death	None	10 minutes	Medical Doctor Municipal Health Office
4. Validate information of the deceased	4. Prepare certificate		3 minutes	<i>Sanitation Inspector</i> Municipal Health Office
5. Receive certificate of death	5. Release certificate of death		1 minute	<i>Sanitation Inspector</i> Municipal Health Office
6. Forward to MHO for signing	6. Signing of Death Certificate		2 minutes	Municipal Health Officer
7. Register at Municipal Civil Registrar	7. Receive and validate Death certificate 7.1 Process registration		10 minutes	<i>Registration Officer I</i> Municipal Registrar's Office
8. Pay Death Certificate fee	8. Receive payment and issue Official Receipt	PHP 100.00	2 minutes	<i>Revenue Collection Clerk I</i> Municipal Treasurer's Office
9. Present Official Receipt	9. Check Official Receipt		1 minute	<i>Registration Officer I</i> Municipal Registrar's Office
10. Receive registered Death Certificate	10. Release registered Death Certificate		1 minute	<i>Registration Officer I</i> Municipal Registrar's Office
	TOTAL	PHP 100.00	34 Minutes	



3. Dental Services Procedure

Dental caries (or tooth decay) and gum disease are the two common oral health diseases in the Philippines. The Municipal Health Office provides dental services such as tooth extraction and tooth filling for patients with tooth problems.

Office or Division:	Municipal Health Office			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Oral Health form (1 copy)		Municipal Health Office (Dental Service)		
2. Dental certificate (1 copy)		Municipal Health Office (Dental Service)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get number and wait for your number to be called	1. Give cue number	None	1 minute	<i>Dentist/Dental Aide</i> Municipal Health Office
	1.1 Fill-up individual treatment record form		5 minutes	
	1.2. Conduct interview/ history-taking		2 minutes	
	1.3. Take blood pressure		2 minutes	
	1.3. Conduct dental procedure: > injection of anesthesia > extraction > irrigation/drain cleaning > prescription of medicine > post-operative instruction		30 minutes	
	TOTAL	None	40 Minutes	



4. Drinking Water Analysis

Safe water supply is important in disease prevention and for maintaining the health of the community. Water sources and distribution must be protected to prevent contamination. Thus, the Sanitation Inspector gets water samples to check for water safety.

Office or Division:	Municipal Health Office			
Classification:	Complex			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	All households with water supply			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Sterilized bottles (1 small sample bottle)		Municipal Health Office Sanitation Inspector		
2. Water samples		Residence or establishment where water need to be checked/analyzed		
3. Request form (1 original)		Municipal Health Office Sanitation Inspector		
4. EHS form 127 (1 original)		Municipal Health Office Sanitation Inspector		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present request form and water samples	1. Collection of H ₂ O samples	None	10 minutes	<i>Sanitation Inspector</i> Municipal Health Office
2. Payment of laboratory fee for water samples	2. Receive payment of laboratory fee for drinking water analysis	PHP 500.00/ Sample for a establishment ; None for Households under LGU allocation	5 minutes	IPHO/ DOH Licensed Laboratories for Drinking Water Analysis.
	2.1. Submission of H ₂ O samples to IPHO/ DOH Licensed Laboratories for Drinking Water Analysis	N/A	4 hours	<i>Sanitation Inspector</i> Municipal Health Office
	2.2. Examination of H ₂ O samples	N/A	7 working days	IPHO/ DOH Accredited H ₂ O Lab.
3. Payment of Certificate of Potability fee	3. Receive payment	Gratis	N/A	N/A
4. Present Official Receipt	4. Check Official Receipt	N/A	N/A	N/A
5. Receive result of water analysis and Certificate of Potability	5. Issue results of analysis and Certificate of Potability	N/A	5 minutes	<i>Sanitation Inspector</i> Municipal Health Office
	TOTAL	PHP 500.00	7 working days, 4	



			hours and 43 minutes	
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5. Family Planning Program/Pre-Marital Counseling

Family Planning is a program which enables couples and an individual to decide freely and responsibly, and have access to a full range of safe, affordable, effective, non-abortion, modern, natural and artificial methods of planning pregnancy.

Office or Division:	Municipal Health Office				
Classification:	Simple				
Type of Transaction:	G2C- Government to Citizen				
Who may avail:	All				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
1. Family Planning Service Record Form			Municipal Health Office		
2. Cervical Screening Forms/Referral Forms			Municipal Health office		
3. Pre-Marriage Orientation and Counseling			Municipal Health Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Sign in the Client Logbook in the Office	1. Give Logbook to the Client	None	5 Minutes	Family Planning Coordinator / Nurse/ Midwife Municipal Health Office	
2. Approach RHU Staff for taking of vital signs	2. Take vital signs	None	15 Minutes	Family Planning Coordinator / Nurse/ Midwife Municipal Health Office	
3. Approach RHU Staff for interview and history taking	3. Secure the record. 3.1. For new clients, fill up Family Planning Service Record client's history. 3.2. For old clients, secure file from midwife's copy	None	15 Minutes	Family Planning Coordinator / Nurse/ Midwife Municipal Health Office	
4. Undergo physical examination/ assessment	4. Assess and conduct physical examination	None	20 Minutes	Family Planning Coordinator / Nurse/ Midwife/ Municipal Health Officer Municipal Health Office	
5. Undergo counseling	5. Facilitate Informed choice and volunteerism to client on different methods: 5.1 Artificial Family Planning Methods *Pills (COC, POP) *Injectable *Condom 5.2 Semi-Permanent Family Planning Method *IUD *Implants	None	30 Minutes	Family Planning Coordinator / Nurse/ Midwife/ Municipal Health Officer Municipal Health Office	



	<p>5.3 Natural Family Planning Method</p> <ul style="list-style-type: none"> *Billing Ovulation method/Cervical mucous method *Basal Body Temperature *Symptothermal Method *Standard Days Method *Lactational Amenorrhea Method <p>5.4 Permanent Family Planning Method</p> <ul style="list-style-type: none"> *Ligation *Vasectomy 			
6. Decide on method of choice.	6. Provide the chosen method with emphasis on proper adherence and side effects	None	15 Minutes	<i>Family Planning Coordinator / Nurse/ Midwife/ Municipal Health Officer Municipal Health Office</i>
	TOTAL	None	1 Hour and 40 Minutes	



6. ADOLESCENT FRIENDLY HEALTH FACILITY

This service is for all adolescents ages 10 to 19 years old who wants to seek counselling with our Adolescent Health and Development Program Focal Person.

Office or Division:	Municipal Health Office			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Referral		BHS, other Public or Private Health Facilities		
2. Adolescent registration form		Adolescent Health and Development Program - Focal Person Municipal Health Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Admitting area	1. Admit patient.	None	1 minute	Nurse on duty
2. Received by Adolescent Health and Development focal person	2. Provide patient privacy.	None	1 minute	Adolescent Health and Development Program - Focal Person Municipal Health Office
3. Old patient- retrieval of record New- proper fill up of registration	3. Retrieval of records.	None	5 minutes	Adolescent Health and Development Program - Focal Person Municipal Health Office
4. Vital signs taking	4. Take vital signs.	None	3 minutes	Adolescent Health and Development Program - Focal Person Municipal Health Office
5. Rapid HEADSSS assessment (Home, Education/ Employment, Activities, Drugs, Sex and relationship, self harm and depression, Safety and abuse)	5. Conduct Rapid HEADSSS Assessment.	None	10 minutes	Adolescent Health and Development Program - Focal Person Municipal Health Office
6. Consultation, counseling and health education	6. Conduct counselling.	None	20 minutes	Adolescent Health and Development Program - Focal Person Municipal Health Office
7. follow up schedule/ referrals	7. Provide follow-up schedule or referrals if needed.		10 minutes	Adolescent Health and Development Program - Focal Person Municipal Health Office



	TOTAL	PHP 0.00	50 minutes	
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7. Issuance of Health Certificate

The Municipal Health Office issues Health Certificate to requesting clients for employment, travel and other purposes.

Office or Division:	Municipal Health Office			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Filled-out Application Form		Municipal Health Office		
2. X-ray result (valid for 1 year)		Municipal Health Office or Private Laboratories		
3. Stool Examination result		Municipal Health Office or Private Laboratories		
4. Hepa-A Examination Result		Municipal Health Office or Private Laboratories		
5. For new applicant: Attend the food handler's class		Municipal Health Office/ Environmental Health Sanitation		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a duly accomplished application form	1. Receive the application form and check for completeness of details	None	2 minutes	<i>Sanitation Inspectors</i> Municipal Health Office
2. Get schedule and attend the food handler's class (if needed)	2. Advise the new applicants to attend the food handler's class on assigned schedule		2 minutes	<i>Sanitation Inspectors</i> Municipal Health Office
3. Submit documents such as X-ray, Hepa-A and stool examination result and seminar certificate for Food handlers	3. Validate the documents and prepare the Health Certificate	PHP 50.00	5 minutes	<i>Sanitation Inspectors</i> Municipal Health Office
4. Receive Health Certificate (Health Card)	5. Issue Health certificate (Health Card)		2 minutes	<i>Sanitation Inspectors</i> Municipal Health Office
	TOTAL	PHP 50.00	11 Minutes	



8. Issuance of Medical Certificate

The Municipal Health Officer or medical doctor issues a medical certificate that indicates the medical condition of the patient and other details related to the medical examination, consultation or treatment.

Office or Division:	Municipal Health Office			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Medical Certificate Form (1 copy)		Municipal Health Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Admitting area for number assignment and vital signs taking	1. Record patient in client logsheet ang assign client number. 1.1 Call the number of every patient in order 1.2 Taking of vital signs and other health measurements		1 minute	<i>Health Assistant</i> Municipal Health Office
2. Undergo registration and interview	2. Conduct history taking and Interview to the patient		10 minutes	<i>Nurse or Midwife</i> Municipal Health Office
3. Undergo medical examination	3. Conduct medical consultation and provide the signed Medical Certificate to health staff		10 minutes	<i>MHO/Medical Officer</i> Municipal Health Office
4. Pay fee for medical certificate	4. Receive payment and issue Official Receipt	PHP 100.00	2 minutes	<i>Revenue Collection Clerk I</i> Municipal Treasurer's office
5. Go back to Health Office and present Official Receipt	5. Check Official Receipt		1 minute	<i>Nurse/ Midwife/ Health Assistant</i> Municipal Health Office
6. Receive Medical Certificate	6. Present the issued Medical Certificate to the client		1 minute	<i>Nurse/ Midwife/ Health Assistant</i> Municipal Health Office
	TOTAL	PHP 100.00	23 Minutes	



9. Issuance of Medico-Legal and Post Mortem Certificate

The Municipal Doctor conducts autopsy or post-mortem examination of a body after death to determine the cause of patient's death. The result is indicated in a post-mortem certificate.

Office or Division:	Municipal Health Office			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen G2G – Government to Government			
Who may avail:	Parties involved in Medico-Legal cases			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Medico-Legal Form (1 copy)		Municipal Health Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present police request for medico-legal examination	1. Receive request	None	1 minute	<i>Nurse/ Midwife / Health Assistant</i> Municipal Health Office
	1.1 Conduct interview		5 minutes	<i>Municipal Health Officer</i> Municipal Health Office
	1.2. Conduct examination of Medico-Legal Examination or Post-Mortem exam to the cadaver		30 minutes	<i>Municipal Health Officer</i> Municipal Health Office
	1.3 Fill-up of medico-legal form		10 minutes	<i>Municipal Health Officer</i> Municipal Health Office
2. Pay medico-legal fee	2. Receive payment and issue Official Receipt	PHP 100.00	2 minutes	<i>Revenue Collection Clerk I</i> Municipal Treasurer's Office
3. Present Official Receipt	3. Check Official Receipt		1 minute	<i>Nurse/ Midwife / Health Assistant</i> Municipal Health Office
4. Receive medico-legal certificate	4. Issue medico-legal certificate		1 minute	<i>Municipal Health Officer</i> Municipal Health Office
	TOTAL	PHP 100.00	50 Minutes	



10. Issuance of Sanitary Permit (Onsite/Walk-in Application)

Food and non-food business establishments are required to secure sanitary permit to make sure they observe the standard of the Sanitary Code of the Philippines.

Office or Division:	Municipal Health Office			
Classification:	Simple			
Type of Transaction:	G2B- Government to Businesses			
Who may avail:	All establishments			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. For New Application – Zoning clearance		MPDC		
2. Barangay Clearance		Barangay Hall		
3. Health Certificate/ Health Card (Updated)		Municipal Health Office		
4. Laboratory result of employees: For Food Establishment * Chest X-ray (1 year validity) * Hepa A (1 year validity) * Fecalysis/ Stool Exam (6 months validity) For Non-Food Establishment * Chest X-ray (1 year validity)		Clinical Laboratory and X-ray		
5. FDA: License to Operate Product Registration (Industrial Establishment/ Manufacturing) if needed		Food and Drug Administration		
6. Certificate of Water Potability (Water Station)		Municipal Health Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit application form and other requirements	1. Receive and review duly accomplished application form and requirements and check for completeness.		5 minutes	<i>Sanitation Inspector</i> Municipal Health Office
	1.1 Encode to Registry logbook		2 minutes	<i>Sanitation Inspector</i> Municipal Health Office
	1.2. Processing and printing of Sanitary Permit		5 minutes	<i>Sanitation Inspector</i> Municipal Health Office
2. Receive Sanitary Permit	2. Issuance of Sanitary Permit to applicant		2 minutes	<i>Sanitation Inspector/ Municipal Health Officer</i> Municipal Health Office
	TOTAL		14 Minutes	



11. Issuance of Transfer Permit

A transfer Permit is issued to establishments to be able to transfer water or milk/dairy products

Office or Division:	Municipal Health Office			
Classification:	Simple			
Type of Transaction:	G2B- Government to Businesses			
Who may avail:	Business establishments			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Application form (1 original)		Municipal Health Office		
2. EHS form no. 106 (1 original)		Municipal Health Office		
3. Official Receipt (1 copy)		Municipal Treasurers Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present application forms	1. Receive and check application forms		2 minutes	<i>Sanitation Inspector</i> Mun. Health Office
2. Pay transfer fee for water and milk products	2. Receive payment	PHP 200.00	2 minutes	<i>Revenue Collection Clerk I</i> Treasurer's Office
3. Present Official Receipt	3. Check Official Receipt		1 minute	<i>Sanitation Inspector</i> Mun. Health Office
4. Receive Transfer Permit	4. Issue Transfer Permit		1 minute	<i>Sanitation Inspector</i> Mun. Health Office
	TOTAL	PHP 200.00	30 Minutes	



12. Maternal and Child Health Services

Maternal health services refer to a range of services that covers care during the prenatal period, during childbirth or delivery and the post partum.

Office or Division:	Municipal Health Office			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	All pregnant women			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Maternal Record/ HBMR (1 copy)		Municipal Health Office/ Brgy. Health Stations		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get number and wait for your number to be called	1. Give cue number	None	2 minutes	<i>Nurse / Midwife</i> Municipal Health Office / BHS
	1.1 Conduct history taking		2 minutes	
	1.2. Take vital signs		2 minutes	
	1.3. Conduct Leopolds Maneuver		3 minutes	
	1.4. Check Fetal Heart Tone		3 minutes	
	1.5. Give schedule vaccination		2 minutes	
	1.6. Give needed maternal supplementation		2 minutes	
	1.7. Conduct health education		4 minutes	
	TOTAL		20 minutes	



13. Medicine Dispensing Procedure

This procedure covers all dispensing of medicines from the pharmacy

Office or Division:	Municipal Health Office			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Prescription Paper (Original copy, 1 page)		Municipal Health Office		
2. Medicine Dispensing Logbook		Municipal Health Office		
3. Electronic Medical record		Municipal Health Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure prescription	1. Issue prescription of medicine/s	None	5 Minutes	<i>Municipal Health Officer</i> Municipal Health Office
2. Submit prescription to the Pharmacy	2. Verify availability of prescribed medicine 2.1. Record in the Medicine Dispensing Logbook and/or electronic medical record	None	5 Minutes	<i>Pharmacist</i> Municipal Health Office
3. Receive prescribed medicine/s.	3. Dispense the prescribed medicine/s	None	3 Minutes	<i>Pharmacist</i> Municipal Health Office
TOTAL		None	13 Minutes	



14. Minor Operation

The Municipal Health Office performs minor surgeries such as incision and stitching of wounds, and removal of mass.

Office or Division:	Municipal Health Office			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Patient record form (1 copy)		Municipal Health Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to RHU Minor Treatment Area	1. Assess initial client's health status and provide immediate wound care		3 minutes	<i>Nurse/ Midwife/ Health Assistant</i> Municipal Health Office
2. Give personal details	2. Accomplish clinical record and take vital signs and other health measurements		3 minutes	<i>Nurse/ Midwife/ Health Assistant</i> Municipal Health Office
3. Sign consent form	3. Give consent form		1 minute	<i>Nurse/ Midwife</i> Municipal Health Office
4. Undergo procedure	<ul style="list-style-type: none"> > Prepare supplies and materials > Facilitate patient's comfort and safety > Conduct of wound suturing > Wound Dressing > Provide prescription and discharge instructions 		10 minutes	<i>MHO / Medical Officer</i> Municipal Health Office
5. Pay procedure fee	5. Receive payment and issue Official Receipt	PHP 300.00	2 minutes	<i>Revenue Collection Clerk /</i> Municipal Treasurer's office
6. Present Official Receipt	6. Check Official Receipt		1 minute	<i>Nurse/ Midwife/ Health Assistant</i> Municipal Health Office
7. Get final instructions	<ul style="list-style-type: none"> 7. Discharge patient > Facilitate administration of prescribed 		5 minutes	<i>Nurse/ Midwife</i> Municipal Health Office



	medicines, if any. >Advised for follow-up			
8. Get prescribed medicines	8. Dispense medications as prescribed		2 minutes	<i>Pharmacist</i> Municipal Health Office
	TOTAL	PHP 300.00	27 Minutes	



15. National Immunization Program

National Immunization Program aims to reduce neonatal, infant and child mortality due to vaccine preventable diseases and ensure normal growth and development of infants by increasing resistance against infection and preventing malnutrition.

Office or Division:	Municipal Health Office			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	Children 0-59 months			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Early Childhood Care and Development card (1 copy)		Municipal Health Office and Barangay Health Stations		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get number and wait for your number to be called	1. Give cue number	None	2 minutes	<i>Nurse/ Midwife on duty</i> Municipal Health Office /BHS
	1.1 Fill-up Early Childhood Care and Development Card		2 minutes	
	1.2. Take vital signs (weight, temperature, respiratory rate) and other health measurements		2 minutes	
	1.2. Prepare vaccines		2 minutes	
	1.3. Inject vaccine		2 minutes	
	1.4. Conduct health education		2 minutes	
	TOTAL	None	12 minutes	



16. National Tuberculosis Program

Tuberculosis is an infectious disease that primarily affects the lung; this is commonly known as Pulmonary TB. The Municipal Health Office provides treatment and preventive measures for this disease.

Office or Division:	Municipal Health Office			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	All eligible population			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Referral slip (1 original)		MHO, BHS, Public Health Facility, Private facility		
2.DSSM Laboratory Request form (1 original)		Tiaong TB-DOTS Center		
3.TB Laboratory Registry (1 original)		Tiaong TB-DOTS Center		
4.Presumptive TB Registry (1 original)		Tiaong TB-DOTS Center		
5.NTP treatment card (1 original)		Tiaong TB-DOTS Center		
6.NTP ID Card (1 original)		Tiaong TB-DOTS Center		
7.Chest X-ray result (1 original)		Any laboratory		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present referral slip	1. Take referral slip 1.1 Do history-taking	None	4 minutes	NTP Nurse Coordinator/ Nurse/ Midwife Municipal Health Office
2.Present chest X-Ray result	1. Examine X-Ray result 2.1 Take vital signs		2 minutes	NTP Nurse Coordinator/ Nurse/ Midwife Municipal Health Office
3. Get referral for sputum exam	3. Make referral for sputum exam > Instruct to come back after 2 days with sputum result		2 minutes	NTP Nurse Coordinator/ Nurse/ Midwife Municipal Health Office
4. Start treatment for sputum positive and X-ray positive cases	4. Do health education and ask patient to sign treatment agreement		10 minutes	Municipal Health Officer / NTP Physician/ NTP Nurse Coordinator Municipal Health Office
	4.1 Start treatment for sputum positive and X-Ray positive cases, as prescribed by the Physician.		5 minutes	NTP Nurse Coordinator Municipal Health Office
	4.2 Make daily provision of medicine		2 minutes	Nurse/ Midwife as Treatment Partner



				Municipal Health Office
	TOTAL		25 Minutes	



17. Normal Deliveries

All pregnancies, particularly low-risk pregnancies, pursuant to DOH Guidelines covering procedures allowed in lying-in clinics, should be delivered only by adequately trained health personnel in a health facility or a DOH accredited birthing facility.

Office or Division:	Municipal Health Office			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	Pregnant women about to give birth			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Home Based Mother Record (1 copy)		Tiaong RHU Lying-in Clinic		
2. Mothers and Baby chart (1 copy)		Tiaong RHU Lying-in Clinic		
3. Partograph form (1 copy)		Tiaong RHU Lying-in Clinic		
1. Birth certificate form		Tiaong RHU Lying-in Clinic		
4. NBS Filter Card (1 copy)		Tiaong RHU Lying-in Clinic		
2. Discharge slip		Tiaong RHU Lying-in Clinic		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Home-Based Mother Record and other relevant medical records for admission to the facility	1. Receive and check record 1.1 Admit patient 1.2 Fill-up of clinical record 1.3 Take vital signs (BP, Temperature, Weight, Height) and other health measurements		5 minutes	Midwife I, II or III Municipal Health Office Tiaong Lying In Clinic
	1.4. Examine the patient > Leopold's Maneuver, FHT, FHR, Internal examination		5 minutes	
	1.5. Transfer to labor room > Monitoring of labor progress (Partograph)		2 hours	
	1.6. Transfer to delivery room > NSD, Administration of Oxytocin IM, Placental Delivery, Perineal care, Assessment for laceration		2 hours	
	1.7. Transfer of baby to the Nursery > Perform essential Newborn Care -APGAR / Ballard, cord care, measurement, weighting, administration of eye ointment, Vitamin K and newborn vaccines, ensure safety and rooming-in		10 minutes	
	1.8. Transfer of mother and newborn to OB ward > Vital signs monitoring, Medications as prescribed, Health education, Promotion of		10 minutes	



	breastfeeding			
	1.9. Registration of Birth		10 minutes	
2. Pay fees (if non-PhilHealth member)	2. Receive Payment	PHP 2,500.00	5 minutes	Revenue Collection Clerk I Municipal Treasurer's Office
3. Child undergoes newborn screening	3. Conduct newborn screening		10 minutes	NBS Coordinator
4. Hearing Test	1.Fill up logbook 2.Hearing test process 3.Releasing of result 4.Health education/ information	none	20 minutes	Hearing Test Coordinator
5. Get prescription and endorsement	4. Discharge patient (after 24 hrs) >Prescription of medicine >Health Education > Endorsement of newborn and mother to assigned BHS		5 minutes	Midwife I, II or III Municipal Health Office Tiaong Lying In Clinic
	TOTAL	PHP 2,500.00	5 hours and 20 minutes	



18. Outpatient Department (OPD) Consultation

This service only requires normal doctor's visit for availing a specific treatment. It does not require a patient to be confined or hospitalized. Prescriptions and free medicines (if available) are given to patients.

Office or Division:	Municipal Health Office			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Clinical Forms and health-related forms			Municipal Health Office	
2. Electronic Medical Record			Municipal Health Office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Admitting area for number assignment and vital signs taking	1. Record patient in client logsheet ang assign client number. 1.1 Call the number of every patient in order 1.2 Taking of vital signs and other health measurements		1 minute	<i>Health Assistant</i> Municipal Health Office
2. Undergo registration and interview	2. Conduct history taking and Interview to the patient		10 minutes	<i>Nurse or Midwife</i> Municipal Health Office
3. Undergo medical examination	3. Conduct medical consultation 3.1 Request Laboratory test as needed 3.2. Prescribed medications 3.3 Provide health education and schedule for next follow-up		10 minutes	<i>MHO/Medical Officer</i> Municipal Health Office
4. Undergo Laboratory test as requested	4. Perform laboratory test requested 4.1 Release Laboratory results		3 minutes	<i>Medical Technologist</i> Municipal Health Officer
5. Get prescribed medicine/s from the pharmacy	5. Give prescribed medicine	None	3 minutes	<i>Pharmacist</i> Municipal Health Office
	TOTAL		27 mins	



19. X-Ray Services

This service is for all patients who have an X-ray request from our Municipal Health Officer or Medical Officers.

Office or Division:	Office of the Municipal Health Officer			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Xray request		Municipal Health Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach Radtech for checking of x-ray request, interview and history taking.	1. Take patient's date and encode in the x-ray logbook and system	None	1 minute	<i>Radiologic Technologist</i> Municipal Health Officer
2. Undergo x-ray procedure	2. Conduct x-ray procedure	None	5 minutes	<i>Radiologic Technologist</i> Municipal Health Officer
3. Claim result	3. Release x-ray result	none	2 minutes	<i>Radiologist/ Radiologic Technologist</i> Municipal Health Officer
	TOTAL		8 minutes	



20. Laboratory Procedure

This service is for all clients who have a Laboratory request from our municipal health doctors and/or nurses/midwife.

Office or Division:	Office of the Municipal Health Officer			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Laboratory request form		Municipal Health Office		
2. Electronic Medical Record		Municipal Health Office		
CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present valid ID and laboratory request form. Provide necessary personal information.	1. Verify request form 1.1 Laboratory Request Form upon walk-in with registration 1.2 Requests via Electronic Medical Record 1.3 Pre-test instruction (fasting, urine collection etc.)	None	2 minutes	Medical Technologist Municipal Health Office
2. Pay fees (if non-PhilHealth member)	2. Receive Payment	CBC – Php 80; UA – Php 59; Fecalalysis Php 50	5 minutes	Revenue Collection Clerk / Municipal Treasurer's Office
3. Specimen Collection. Proceed to designated collection area.	3. Verify patient/client identity. 3.1 Collect specimen (blood, urine, stool, sputum, etc) 3.2 Label specimen properly.		5 minutes	Medical Technologist Municipal Health Office
4. Wait for the laboratory results	4. Receive and log specimen 4.1 Perform requested laboratory test 4.2 Validate results by Medical Technologist. 4.3 Review and sign by Pathologist 4.4 Record the patients result to laboratory logbook and to electronic medical record		Routine Test: 4 hours. Blood chem: 1 day GeneXpert: 1 day	Medical Technologist / Pathologist Municipal Health Office



5. Receive laboratory results.	5. Verify identity before release 5.1 Log in releasing logbook then release.		2 minutes	Medical Technologist Municipal Health Office
	TOTAL		Routine Test: 4 hours and 14 minutes GeneXpert and Blood Chemistry: 1 day 14 mins	



21. EMERGENCY CARE

The Municipal Health Office performs necessary medical intervention for clients requiring immediate needs.

Office or Division:	Municipal Health Office			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Patient record form (1 copy)		Municipal Health Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to RHU Treatment Area	1. Assess initial client's health status and determine the urgency and severity of condition and refer to medical doctor as needed		2 minutes	<i>Nurse/ Midwife/ Health Assistant</i> Municipal Health Office
2. Give personal details	2. Accomplish clinical record and take vital signs and other health measurements		3 minutes	<i>Nurse/ Midwife/ Health Assistant</i> Municipal Health Office
3. Undergo medical examination	3. Conduct medical consultation 3.1 Request Laboratory test as needed 3.2. Prescribed medications 3.3 Provide health education and schedule for next follow-up 3.4 Refer patient to medical specialist or higher health facility for re-evaluation and management as needed.		10 minutes	<i>MHO/Medical Officer</i> Municipal Health Office
4. Undergo Laboratory test as requested	4. Perform laboratory test requested 4.1 Release Laboratory results		3 minutes	<i>Medical Technologist</i> Municipal Health Officer



5. Get final instructions	7. Discharge patient > Facilitate administration of prescribed medicines, if any. >Advised for follow-up		5 minutes	<i>Nurse/ Midwife</i> Municipal Health Office
6. Get prescribed medicines	8. Dispense medications as prescribed		2 minutes	<i>Pharmacist</i> Municipal Health Office
	TOTAL		25 minutes	



**Office of the Municipal Health Officer
Internal Services**



1. Animal Bite Treatment

Rabies is a deadly viral infection that is spread by infected animals such as dogs, cats or bats. It is transmitted through direct contact with infected saliva of a rabid animal from bites or scratches. The only way to prevent rabies infection is to be vaccinated. For those who were bitten or scratched by rabid animals, anti-rabies vaccine and tetanus toxoid are injected to the victim/patient.

Office or Division:	Municipal Health Office			
Classification:	Simple			
Type of Transaction:	G2G- Government to Government			
Who may avail:	All Government Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Clinical Record		Animal Bite Treatment Center		
Post exposure prophylaxis card		Animal Bite Treatment Center		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Animal Bite Treatment Center and register	1. Interview patient and do history-taking 1.1 Create clinical record	None	2 minutes	<i>Nurse I/ABTC Coordinator Municipal Health Office</i>
	1.2. Take vital signs (blood pressure, temperature, weight, respiratory rate)		3 minutes	<i>Nurse I/ABTC Coordinator Municipal Health Office</i>
	1.3. Examine patient to be able to categorize type of exposure		5 minutes	<i>Municipal Health Officer Municipal Health Office</i>
	1.4. Provide necessary treatment (Anti-Rabies vaccination and tetanus toxoid) and ERIG injection if needed		10 minutes	<i>Nurse I/ABTC Coordinator / Municipal Health Officer Municipal Health Office</i>
	1.5. Giving of advice as to when to come back for the schedule of next doses of Anti-Rabies Vaccination		3 minutes	<i>Nurse I/ABTC Coordinator Municipal Health Office</i>
2. Get prescribed medicine from the pharmacy	2. Give prescribed medicine, if any.		2 minutes	<i>Pharmacist Municipal Health Office</i>
	TOTAL		24 minutes	



2. Dental Services Procedure

Dental caries (or tooth decay) and gum disease are the two common oral health diseases in the Philippines. The Municipal Health Office provides dental services such as tooth extraction and tooth filling for patients with tooth problems.

Office or Division:	Municipal Health Office			
Classification:	Simple			
Type of Transaction:	G2G- Government to Government			
Who may avail:	All Government Employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
7. Oral Health form (1 copy)			Municipal Health Office (Dental Service)	
8. Dental certificate (1 copy)			Municipal Health Office (Dental Service)	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get number and wait for your number to be called	1. Give cue number	None	1 minute	<i>Dentist/Dental Aide</i> Municipal Health Office
	1.1 Fill-up individual treatment record form		5 minutes	
	1.2. Conduct interview/history-taking		2 minutes	
	1.3. Take blood pressure		2 minutes	
	1.3. Conduct dental procedure: > injection of anesthesia > extraction > irrigation/drain cleaning > prescription of medicine > post-operative instruction		30 minutes	
	TOTAL	None	41 Minutes	



3. Family Planning Program/Pre-Marital Counseling

Family Planning is a program which enables couples and an individual to decide freely and responsibly, and have access to a full range of safe, affordable, effective, non-abortion, modern, natural and artificial methods of planning pregnancy.

Office or Division:	Municipal Health Office			
Classification:	Simple			
Type of Transaction:	G2G- Government to Government			
Who may avail:	All Government Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Family Planning Service Record Form		Municipal Health Office		
2. Cervical Screening Forms/Referral Forms		Municipal Health office		
3. Pre-Marriage Orientation and Counseling		Municipal Health Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Logbook in the Office	1. Give Logbook to the Client	None	5 Minutes	Family Planning Coordinator / Nurse/ Midwife Municipal Health Office
2. Approach RHU Staff for taking of vital signs	2. Take vital signs	None	15 Minutes	Family Planning Coordinator / Nurse/ Midwife Municipal Health Office
3. Approach RHU Staff for interview and history taking	3. Secure the record. 3.1. For new clients, fill up Family Planning Service Record client's history. 3.2. For old clients, secure file from midwife's copy	None	15 Minutes	Family Planning Coordinator / Nurse/ Midwife Municipal Health Office
4. Undergo physical examination/ assessment	4. Assess and conduct physical examination	None	20 Minutes	Family Planning Coordinator / Nurse/ Midwife/ Municipal Health Officer Municipal Health Office
5. Undergo counseling	5. Facilitate Informed choice and volunteerism to client on different methods: 5.1 Artificial Family Planning	None	30 Minutes	Family Planning Coordinator / Nurse/ Midwife/ Municipal Health Officer Municipal Health Office

	<p>Methods</p> <ul style="list-style-type: none"> *Pills (COC, POP) *Injectable *Condom <p>5.2 Semi-Permanent Family Planning Method</p> <ul style="list-style-type: none"> *IUD *Implants <p>5.3 Natural Family Planning Method</p> <ul style="list-style-type: none"> *Billing Ovulation method/Cervical mucous method *Basal Body Temperature *Symptothermal Method *Standard Days Method *Lactational Amenorrhea Method <p>5.4 Permanent Family Planning Method</p> <ul style="list-style-type: none"> *Ligation *Vasectomy 			
6. Decide on method of choice.	6. Provide the chosen method with emphasis on proper adherence and side effects	None	15 Minutes	<i>Family Planning Coordinator / Nurse/ Midwife/ Municipal Health Officer Municipal Health Office</i>
	TOTAL	None	1 Hour and 40 Minutes	



4. Issuance of Medical Certificate

The Municipal Health Officer or medical doctor issues a medical certificate that indicates the medical condition of the patient and other details related to the medical examination, consultation or treatment.

Office or Division:	Municipal Health Office			
Classification:	Simple			
Type of Transaction:	G2G- Government to Government			
Who may avail:	All Government Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Medical Certificate Form (1 copy)		Municipal Health Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Admitting area for number assignment and vital signs taking	1. Record patient in client logsheet ang assign client number. 1.1 Call the number of every patient in order 1.2 Taking of vital signs and other health measurements		1 minute	<i>Health Assistant</i> Municipal Health Office
2. Undergo registration and interview	2. Conduct history taking and Interview to the patient		10 minutes	<i>Nurse or Midwife</i> Municipal Health Office
3. Undergo medical examination	3. Conduct medical consultation and provide the signed Medical Certificate to health staff		10 minutes	<i>MHO/Medical Officer</i> Municipal Health Office
4. Pay fee for medical certificate	4. Receive payment and issue Official Receipt	PHP 100.00	2 minutes	<i>Revenue Collection Clerk I</i> Municipal Treasurer's office
5. Go back to Health Office and present Official Receipt	5. Check Official Receipt		1 minute	<i>Nurse/ Midwife/ Health Assistant</i> Municipal Health Office
6. Receive Medical Certificate	6. Present the issued Medical Certificate to the client		1 minute	<i>Nurse/ Midwife/ Health Assistant</i> Municipal Health Office
	TOTAL	PHP 100.00	24 Minutes	



5. Maternal and Child Health Services

Maternal health services refer to a range of services that covers care during the prenatal period, during childbirth or delivery and the post partum.

Office or Division:	Municipal Health Office			
Classification:	Simple			
Type of Transaction:	G2G- Government to Government			
Who may avail:	All Government Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Maternal Record/ HBMR (1 copy)		Municipal Health Office/ Brgy. Health Stations		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get number and wait for your number to be called	1. Give cue number	None	2 minutes	<i>Nurse / Midwife</i> Municipal Health Office / BHS
	1.1 Conduct history taking		2 minutes	
	1.2. Take vital signs		2 minutes	
	1.3. Conduct Leopolds Maneuver		3 minutes	
	1.4. Check Fetal Heart Tone		3 minutes	
	1.5. Give schedule vaccination		2 minutes	
	1.6. Give needed maternal supplementation		2 minutes	
	1.7. Conduct health education		4 minutes	
	TOTAL		21 minutes	



6. Medicine Dispensing Procedure

This procedure covers all dispensing of medicines from the pharmacy

Office or Division:	Municipal Health Office			
Classification:	Simple			
Type of Transaction:	G2G- Government to Government			
Who may avail:	All Government Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Prescription Paper (Original copy, 1 page)		Municipal Health Office		
2. Medicine Dispensing Logbook		Municipal Health Office		
3. Electronic Medical record		Municipal Health Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure prescription	1. Issue prescription of medicine/s	None	5 Minutes	<i>Municipal Health Officer</i> Municipal Health Office
2. Submit prescription to the Pharmacy	2. Verify availability of prescribed medicine 2.1. Record in the Medicine Dispensing Logbook and/or electronic medical record	None	5 Minutes	<i>Pharmacist</i> Municipal Health Office
3. Receive prescribed medicine/s.	3. Dispense the prescribed medicine/s	None	3 Minutes	<i>Pharmacist</i> Municipal Health Office
TOTAL		None	13 Minutes	



7. Minor Operation

The Municipal Health Office performs minor surgeries such as incision and stitching of wounds, and removal of mass.

Office or Division:	Municipal Health Office			
Classification:	Simple			
Type of Transaction:	G2G- Government to Government			
Who may avail:	All Government Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Patient record form (1 copy)		Municipal Health Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to RHU Minor Treatment Area	1. Assess initial client's health status and provide immediate wound care		3 minutes	<i>Nurse/ Midwife/ Health Assistant Municipal Health Office</i>
2. Give personal details	2. Accomplish clinical record and take vital signs and other health measurements		3 minutes	<i>Nurse/ Midwife/ Health Assistant Municipal Health Office</i>
3. Sign consent form	3. Give consent form		1 minute	<i>Nurse/ Midwife Municipal Health Office</i>
4. Undergo procedure	<ul style="list-style-type: none"> > Prepare supplies and materials > Facilitate patient's comfort and safety > Conduct of wound suturing > Wound Dressing > Provide prescription and discharge instructions 		10 minutes	<i>MHO / Medical Officer Municipal Health Office</i>
5. Pay procedure fee	5. Receive payment and issue Official Receipt	PHP 300.00	2 minutes	<i>Revenue Collection Clerk / Municipal Treasurer's office</i>
6. Present Official Receipt	6. Check Official Receipt		1 minute	<i>Nurse/ Midwife/ Health Assistant Municipal Health Office</i>
7. Get final instructions	7. Discharge patient <ul style="list-style-type: none"> > Facilitate administration of prescribed 		5 minutes	<i>Nurse/ Midwife Municipal Health Office</i>



	medicines, if any. >Advised for follow-up			
8. Get prescribed medicines	8. Dispense medications as prescribed		2 minutes	<i>Pharmacist</i> Municipal Health Office
	TOTAL	PHP 300.00	28 Minutes	



8. National Tuberculosis Program

Tuberculosis is an infectious disease that primarily affects the lung; this is commonly known as Pulmonary TB. The Municipal Health Office provides treatment and preventive measures for this disease.

Office or Division:	Municipal Health Office			
Classification:	Simple			
Type of Transaction:	G2G- Government to Government			
Who may avail:	All Government Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Referral slip (1 original)		MHO, BHS, Public Health Facility, Private facility		
2.DSSM Laboratory Request form (1 original)		Tiaong TB-DOTS Center		
3.TB Laboratory Registry (1 original)		Tiaong TB-DOTS Center		
4.Presumptive TB Registry (1 original)		Tiaong TB-DOTS Center		
5.NTP treatment card (1 original)		Tiaong TB-DOTS Center		
6.NTP ID Card (1 original)		Tiaong TB-DOTS Center		
7.Chest X-ray result (1 original)		Any laboratory		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present referral slip	1. Take referral slip 1.1 Do history-taking	None	4 minutes	NTP Nurse Coordinator/ Nurse/ Midwife Municipal Health Office
2.Present chest X-Ray result	2. Examine X-Ray result 2.2 Take vital signs		2 minutes	NTP Nurse Coordinator/ Nurse/ Midwife Municipal Health Office
3. Get referral for sputum exam	3. Make referral for sputum exam > Instruct to come back after 2 days with sputum result		2 minutes	NTP Nurse Coordinator/ Nurse/ Midwife Municipal Health Office
4. Start treatment for sputum positive and X-ray positive cases	4. Do health education and ask patient to sign treatment agreement		10 minutes	Municipal Health Officer / NTP Physician/ NTP Nurse Coordinator Municipal Health Office
	4.1 Start treatment for sputum positive and X-Ray positive cases, as prescribed by the Physician.		5 minutes	NTP Nurse Coordinator Municipal Health Office
	4.2 Make daily provision of		2 minutes	Nurse/ Midwife as Treatment



	medicine			Partner Municipal Health Office
	TOTAL		25 Minutes	



9. Outpatient Department (OPD) Consultation

This service only requires normal doctor's visit for availing a specific treatment. It does not require a patient to be confined or hospitalized. Prescriptions and free medicines (if available) are given to patients.

Office or Division:	Municipal Health Office			
Classification:	Simple			
Type of Transaction:	G2G- Government to Government			
Who may avail:	All Government Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Clinical Forms and health-related forms		Municipal Health Office		
2. Electronic Medical Record		Municipal Health Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Admitting area for number assignment and vital signs taking	1. Record patient in client logsheet ang assign client number. 1.1 Call the number of every patient in order 1.2 Taking of vital signs and other health measurements		1 minute	<i>Health Assistant</i> Municipal Health Office
2. Undergo registration and interview	2. Conduct history taking and Interview to the patient		10 minutes	<i>Nurse or Midwife</i> Municipal Health Office
3. Undergo medical examination	3. Conduct medical consultation 3.1 Request Laboratory test as needed 3.2. Prescribed medications 3.3 Provide health education and schedule for next follow-up		10 minutes	<i>MHO/Medical Officer</i> Municipal Health Office
4. Undergo Laboratory test as requested	4. Perform laboratory test requested 4.1 Release Laboratory results		3 minutes	<i>Medical Technologist</i> Municipal Health Officer
5. Get prescribed medicine/s from the pharmacy	5. Give prescribed medicine	None	3 minutes	<i>Pharmacist</i> Municipal Health Office
	TOTAL		27 mins	



10. X-Ray Services

This service is for all patients who have an X-ray request from our Municipal Health Officer or Medical Officers.

Office or Division:	Office of the Municipal Health Officer			
Classification:	Simple			
Type of Transaction:	G2G- Government to Government			
Who may avail:	All Government Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
2. Xray request		Municipal Health Office		
CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Approach Radtech for checking of x-ray request, interview and history taking.	1. Take patient's date and encode in the x-ray logbook and system	None	1 minute	<i>Radiologic Technologist</i> Municipal Health Officer
2. Undergo x-ray procedure	2. Conduct x-ray procedure	None	5 minutes	<i>Radiologic Technologist</i> Municipal Health Officer
3. Claim result	3. Release x-ray result	none	2 minutes	<i>Radiologist/ Radiologic Technologist</i> Municipal Health Officer
	TOTAL		8 minutes	



11. Laboratory Procedure

This service is for all clients who have a Laboratory request from our municipal health doctors and/or nurses/midwife.

Office or Division:	Office of the Municipal Health Officer			
Classification:	Simple			
Type of Transaction:	G2G- Government to Government			
Who may avail:	All Government Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Laboratory request form		Municipal Health Office		
2. Electronic Medical Record		Municipal Health Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present valid ID and laboratory request form. Provide necessary personal information.	1. Verify request form 1.1 Laboratory Request Form upon walk-in with registration 1.2 Requests via Electronic Medical Record 1.3 Pre-test instruction (fasting, urine collection etc.)	None	2 minutes	Medical Technologist Municipal Health Office
2. Pay fees (if non-PhilHealth member)	2. Receive Payment	CBC – Php 80; UA – Php 59; Fecalysis Php 50	5 minutes	Revenue Collection Clerk I Municipal Treasurer's Office
3. Specimen Collection. Proceed to designated collection area.	3. Verify patient/client identity. 3.1 Collect specimen (blood, urine, stool, sputum, etc) 3.2 Label specimen properly.		5 minutes	Medical Technologist Municipal Health Office
4. Wait for the laboratory results	4. Receive and log specimen 4.1 Perform requested laboratory test 4.2 Validate results by Medical Technologist. 4.3 Review and sign by Pathologist 4.4 Record the patients result to laboratory logbook and to electronic medical record		Routine Test: 4 hours. Blood chem: 1 day GeneXpert: 1 day	Medical Technologist / Pathologist Municipal Health Office



5. Receive laboratory results.	5. Verify identity before release 5.1 Log in releasing logbook then release.		2 minutes	Medical Technologist Municipal Health Office
	TOTAL		Routine Test: 4 hours and 14 minutes GeneXpert and Blood Chemistry: 1 day 14 mins	



12. EMERGENCY CARE

The Municipal Health Office performs necessary medical intervention for clients requiring immediate needs.

Office or Division:	Municipal Health Office			
Classification:	Simple			
Type of Transaction:	G2G- Government to Government			
Who may avail:	All Government Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Patient record form (1 copy)		Municipal Health Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to RHU Treatment Area	1. Assess initial client's health status and determine the urgency and severity of condition and refer to medical doctor as needed		2 minutes	<i>Nurse/ Midwife/ Health Assistant</i> Municipal Health Office
2. Give personal details	2. Accomplish clinical record and take vital signs and other health measurements		3 minutes	<i>Nurse/ Midwife/ Health Assistant</i> Municipal Health Office
3. Undergo medical examination	3. Conduct medical consultation 3.1 Request Laboratory test as needed 3.2. Prescribed medications 3.3 Provide health education and schedule for next follow-up 3.4 Refer patient to medical specialist or higher health facility for re-evaluation and management as needed.		10 minutes	<i>MHO/Medical Officer</i> Municipal Health Office
4. Undergo Laboratory test as requested	4. Perform laboratory test requested 4.1 Release Laboratory results		3 minutes	<i>Medical Technologist</i> Municipal Health Officer



5. Get final instructions	7. Discharge patient > Facilitate administration of prescribed medicines, if any. >Advised for follow-up		5 minutes	<i>Nurse/ Midwife</i> Municipal Health Office
6. Get prescribed medicines	8. Dispense medications as prescribed		2 minutes	<i>Pharmacist</i> Municipal Health Office
	TOTAL		25 minutes	



Office of the Municipal Agriculturist

External Services



1. ANIMAL VACCINATION

Animal vaccination is a regular program of the Municipal Agriculture Office (MAO) which is being provided to pet owners and poultry raisers. Individual pet owners could bring their pets to the office to avail of the service. Mass vaccination of animals especially anti-rabies for dogs and cats and vaccine against New Castle Disease for backyard poultry is also being done.

Office or Division:	Office of the Municipal Agriculturist			
Classification:	Simple			
Type of Transaction	G2C – Government to Citizen			
Who may avail:	All Pet Owners and Backyard Poultry Raisers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Client sign-in to client logbook	1.Receive client and facilitate log-in to the client's logbook	None	1 minute	<i>Utility Worker</i>
2.Give information to attending technician	2.Interview client 2.1 Issue Payment Order Form	None	2 minutes 1 minute	<i>Agricultural Technologist</i>
3.Proceed to Treasury Office for payment	3.Receive payment and issue official receipt	PHP 50.00	2 minutes	<i>Revenue Collection Clerk I Municipal Treasury Office</i>
4.Present official Receipt	4.Check official receipt Inject animal with vaccine	None	3 minutes	<i>Livestock Technician/ Agricultural Technologist</i>
5.Provide information of animal	5.Fill up vaccination form and preparation of Vaccination Certificate	None	3 minutes	<i>Livestock Technician/ Farm Worker / Agricultural Technologist</i>
6.Receive pet vaccination record	6.Release vaccination record to pet owner	None	1 minute	<i>Livestock Technician/ Farm Worker Agricultural Technologist</i>
	TOTAL	PHP 50.00	13 minutes	



2. ASSISTANCE TO RURAL- BASED ORGANIZATIONS

Among the organizations being catered by the Office of the Municipal Agriculturist are the **Farmers Association (FA)**, **Rural Improvement Clubs (RIC)** which was compose of women and the young farmers, **the 4-Hclub**. The office provides these associations with livelihood projects and other support projects and subsidies for the group sustenance and assistance to its members.

Office or Division:	Office of the Municipal Agriculturist			
Classification:	Simple			
Type of Transaction	G2C – Government to Citizen			
Who may avail:	All Rural Based Organizations			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client sign-in to clients' logbook	1. Facilitate log-in of client in the client's logbook	None	1 minute	<i>Utility Worker</i>
2. Farmer Leaders to discuss the purpose /requests as the case maybe	2. Interview the group leader /Take note of the requests	None	15 minutes	<i>Agricultural Technologist</i>
	2.1 Prepare the necessary documents	None	2 days	<i>Agricultural Technologist</i>
	TOTAL		2 days and 16 minutes	



3. CROPS AND LIVESTOCK INSURANCE APPLICATION & CLAIMS

The farmers who are willing to avail of insurance for their crops and livestock are being assisted by the Agricultural Extension Workers (AEW) in coordination with the Philippine Crop Insurance Company (PCIC) which is the government agency in-charge of the insurance.

Office or Division:	Office of the Municipal Agriculturist			
Classification:	Simple			
Type of Transaction	G2C – Government to Citizen			
Who may avail:	All farmers registered in RSBSA			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<p>For insurance application:</p> <ol style="list-style-type: none"> RSBSA registration (1 original) Pictures of animal for livestock insurance <p>For insurance claims for animal disease:</p> <ol style="list-style-type: none"> Notice of Loss Report (for animals) (1 original) Veterinary Disease Report signed by Veterinarian / Livestock Inspector (1 original) Livestock Death Certificate (1 original) Necropsy Report (1 original) Joint Affidavit of two Disinterested Persons (1 original) Photograph of Dead animal (whole body) Photocopy of ID of applicant <p>For indemnity claim for Damage Crop:</p> <ol style="list-style-type: none"> Picture of damage crop Notice of Loss (1 original) 		<p>MAO</p> <p>Applicant / Photo Studio</p> <p>Municipal Agriculture Office</p> <p>Private veterinarian or MAO</p> <p>Private Veterinarian or MAO</p> <p>Private veterinarian or MAO Community residence</p> <p>Applicant/Photo Studio</p> <p>Applicant/Photocopying Stand</p> <p>Applicant/Photo Studio</p>		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p><i>For filing insurance:</i></p> <p>1. Client sign-in</p>	<p>1. Receive client and facilitate log-in to the</p>	<p>None</p>	<p>1 minute</p>	<p><i>Utility Worker</i></p>



to clients' logbook	client's logbook			
2. Give the information needed for the insurance	2. Interview client and fill up insurance form	None	10 minutes	<i>Agricultural Technologist</i>
	2.1. Affix the necessary signature	None	2 minutes	<i>Agricultural Technologist</i>
TOTAL			13 minutes	
<i>For filing indemnity claim:</i>				
1. Client report damage to crop or animal death (any case therein)	1. Interview client and fill up the Claim for Indemnity	None	5 minutes	<i>Agricultural Technologist</i>
2. Submit pictures of crop damage or picture of dead animal	2. Scan the form and the picture and send to PCIC thru email	None	5 minutes	<i>Agricultural Technologist</i>
TOTAL			10 minutes	



4. FARMERS REGISTRATION WITH RSBSA

All farmers and fisher folks are being encouraged to register with the Registry System for Basic Sector in Agriculture (RSBSA). This is a requirement before any farmer could avail or receive interventions from any government agencies especially the Department of Agriculture.

Office or Division:	Office of the Municipal Agriculturist			
Classification:	Simple			
Type of Transaction	G2C – Government to Citizen			
Who may avail:	All farmers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> 2x2 ID picture (2 copies) Government-issued ID (1 photocopy) Any document or proof of ownership (1 photocopy); or Documents of usage of farmland (1 original or photocopy); or Barangay Certificate (1 original) 		Photo Studio Proper agencies Proper agencies Landowner/ landlord MAO (with prescribed form)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client sign-in to clients' logbook	1. Facilitate log-in of client's in the logbook	None	1 minute	<i>Utility Worker</i>
2. Give information to the agricultural technologist	2. Interview client and fill up Registry System for Basic Sector in Agriculture (RSBSA) form and Brgy. Certification Form	None	10 minutes	<i>Agricultural Technologist</i>
3. Take out the filled-up form for signature of the Brgy. Chairman and submit back to MAO with the supporting documents	3. 1 Receive and review the forms	None	2 minutes	<i>Agricultural Technologists</i>
	3. 2. Affix MA's signature for authenticity	None	1 minute	<i>Municipal Agriculturist</i>
	4. Encoding of application form in the transmittal and generation of Reference Code	None	1 minute	Designated RSBSA Encoder
	5. Submission and checking of all transmitted application form		1 hours	DA – RFO IV-Staff / LGU-RSBSA Encoder
TOTAL			16 minutes	



5. ISSUANCE OF CERTIFICATION

The Office of the Municipal Agriculturist has also the tasks of assisting farmers and other clients who needs certification for particular transaction. Among the certification being issued are Animal Inspection Certificate (AIC), Animal Clearance and Farmers' Certification for credit facilities.

Office or Division:	Office of the Municipal Agriculturist			
Classification:	Simple			
Type of Transaction	G2C – Government to Citizen			
Who may avail:	All farmers and Livestock Haulers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client sign-in to clients' logbook	1. Receive client and facilitate log-in to the client's logbook	None	1 minute	<i>Utility Worker</i>
2. Give information to attending AEW	2. Interview client	None	5 minutes	<i>Agricultural Technologist</i>
3. Proceed to treasury office for payment	3. Issue Payment order form	PHP 50.00	5 minutes	<i>Agricultural Technologist / Municipal Treasury Office</i>
4. Present official Receipt	4. Prepare certification 4.1. Sign the certification	None	5 minutes	<i>Agricultural Technologist / Municipal Agriculturist</i>
5. Receive the document	5. Release certification	None	1 minute	<i>Agricultural Technologist</i>
6. Signed the receiving copy	6. Get the office file copy	None	1 minute	<i>Agricultural Technologist</i>
	TOTAL	PHP 50.00	18 minutes	



6. PROVISION OF SUPPORT SERVICES

It includes distribution of agricultural inputs such as Certified Palay seeds, vegetable seeds, seedlings, fertilizer and other agricultural inputs either provided by the National and Provincial Office and purchase by the Local Government Unit.

Office or Division:	Office of the Municipal Agriculturist			
Classification:	Simple			
Type of Transaction	G2C – Government to Citizen			
Who may avail:	All pre-listed farmers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Listed in the master list of recipients		OMA		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client sign-in to clients' logbook	1. Give the logbook to the client	None	1 minute	<i>Utility Worker</i>
2. Give information to attending AEW	2. Interview client	None	3 minutes	<i>Agricultural Technologist</i>
3. Sign in the distribution sheet	3. Encode in the prescribe forms the information provided by the client	None	2 minutes	<i>Agricultural Technologist</i>
4. Receive the items requested	4. Provide the clients with the inputs needed	None	5 minutes	<i>Agricultural Technologist /Utility Worker</i>
	TOTAL		11 minutes	



7. PROVISION OF TECHNICAL ASSISTANCE

The farmers/clients could request for **technical assistance** from the Office of the Municipal Agriculturist in relation to crops and livestock production. Farmers were given information on cultural crop management including pest and disease control and also assist in marketing through linkages with other agencies. Technical know-how on livestock production was also provided by this office. Technical assistance could be done either through **Face-to-face Consultation** or **Actual field inspection**

Office or Division:	Office of the Municipal Agriculturist			
Classification:	Simple			
Type of Transaction	G2C – Government to Citizen			
Who may avail:	All farmers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<i>Thru Consultation:</i>				
1. Client sign-in to clients' logbook	1. Give the logbook to the client	None	1 minute	<i>Utility Worker</i>
2. Give information to assigned technologist	2. Interview farmers 2.1. Provide recommendation	None	30 minutes	<i>Agricultural Technologist</i>
	TOTAL		31 minutes	
<i>Thru Field Inspection:</i>				
1. Client contact the AEW in-charge in the barangay	1. AEW in-charge received the report and note the information	None	3 minutes	<i>Agricultural Technologist</i>
2. Give information to technologist and assist in field inspection	2. Interview client 2.1. Conduct field visit and Inspection 2.2. Provide recommendation	None None	10 minutes 30 minutes	<i>Agricultural Technologist</i>
	TOTAL		43 minutes	



<p><i>Thru Field Lecture/seminar:</i></p> <p>1. Farmer attends meetings with MAO and participate in the planning</p>	<p>1. MAO initiates planning with farmers thru meetings and consultations</p>	<p>None</p>	<p>1 hour</p>	<p><i>Agricultural Technologist/ Municipal Agriculturist</i></p>
	<p>2. Prepare proposal for funding</p>	<p>None</p>	<p>1 hour</p>	<p><i>Agricultural Technologist / Municipal Agriculturist</i></p>
<p>3. Attends seminar/ lecture</p>	<p>3. Facilitates the seminar/ lecture</p>	<p>None</p>	<p>1 day (or more depending on the type of seminar being implemented)</p>	<p><i>Agricultural Technologist / Municipal Agriculturist / Invited Resource Person</i></p>
	<p>TOTAL</p>		<p>1 day and 2 hours</p>	



8. ISSUANCE OF CERTIFICATION FOR FRUIT TREE CUTTING

Certification is being issued to a lot owner or requisitioning party to allow the cutting of fruit trees.

Office or Division:	Office of the Municipal Agriculturist			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizens			
Who may avail:	Individuals, Institutions, Government Agencies, Business Owners			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Tax Declaration		Municipal Assessor's Office		
2. Letter of Request		Applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up client's logbook	1. Give the logbook to the client	none	1 Minute	<i>Utility Worker</i>
2. Answer interview questions /	2. Interview client	None	10 minutes	<i>Agricultural Technologist</i>
3. Assist in field/site inspection	2. Conduct ocular, site and field inspection of the fruit trees requested for cutting	none	2 hours	<i>Agricultural Technologist</i>
3. Pay the required fee to the Office of the Municipal Treasurer	3. Receive payment and issue Official Receipt	PHP 50.00	1 Minute	<i>Revenue Collection Officer I</i> Office of the Municipal Treasurer
4. Receive the certification	4. Issue the certification and/or endorsement to CENRO-DENR		15 minutes	<i>Agricultural Technologist</i> <i>Municipal Agriculturist</i>
	TOTAL	PHP 50.00	2 hours and 27 minutes	



Office of the Municipal Agriculturist

Internal Services



1. Employee's Pet Vaccination

Animal vaccination is a regular program of the Municipal Agriculture Office (MAO) which is being provided to pet owners and poultry raisers. Individual pet owners could bring their pets to the office to avail of the service. Mass vaccination of animals especially anti-rabies for dogs and cats and vaccine against New Castle Disease for backyard poultry is also being done.

Classification:	Simple			
Type of Transaction:	G2C- Government to Government			
Who may avail:	All Municipal Employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Client sign-in to client logbook	1.Receive client and facilitate log-in to the client's logbook	None	1 minute	<i>Agricultural Technologist</i>
2.Give information to attending technician	2.Interview client 2.1Issue Payment Order Form	None	2 minutes 1 minute	<i>Agricultural Technologist</i>
3.Proceed to Treasury Office for payment	3.Receive payment and issue official receipt	PHP 50.00	2 minutes	<i>Revenue Collection Clerk I Municipal Treasury Office</i>
4.Present official Receipt	4.Check official receipt 4.1Inject animal with vaccine	None	2 minutes	<i>Livestock Technician/Farm Worker I</i>
5.Provide information of animal	5.Fill up vaccination form/List in the record book	None	3 minutes	<i>Livestock Technician/Farm Worker I</i>
6.Receive pet vaccination record	6.Release vaccination record to pet owner	None	1 minute	<i>Livestock Technician/Farm Worker I</i>
	TOTAL	PHP 50.00	12 minutes	



Office of the Municipal Environment and Natural Resources Officer

External Services



1. ATTENDING TO COMPLAINT AND PROVISION OF TECHNICAL ASSISTANCE

Attending to complaint and provision of technical assistance is facilitated to client to address environmental concerns and issues.

Office or Division:	Office of the Municipal Environment and Natural Resources Officer			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of complaint (1 copy)		Client/Complainant		
2. Endorsement letter from the Sangguniang Barangay (1 copy)		Office of the Sangguniang Barangay		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of complaint and endorsement from the Sangguniang Barangay	1. Receive the letter of complaint and endorsement and record to logbook	None	2 Minutes	Senior Environmental Management Specialist or Administrative Aide IV
	1.2 Interview the client		5 Minutes	
2. Assist during the field/site inspection and investigation	2. Conduct ocular inspection and investigation 2.1. Respond to complaint and make necessary action 2.2. Provide inspection report	None	30 Minutes	MENRO or Senior Environmental Management Specialist or Administrative Aide IV Office of the Municipal Environment and Natural Resource Officer
	TOTAL	None	37 Minutes	



2. INFORMATION, EDUCATION, COMMUNICATION (IEC) CAMPAIGN ON SOLID WASTE MANAGEMENT PROGRAM

This pertains to educating the populace/general public on proper waste management; segregation of wastes, proper waste disposal and incentives granted.

Office or Division:	Office of the Municipal Environment and Natural Resources Officer			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request letter or coordination to Barangay Officials (1 copy)		Office of the Sangguniang Baragay; Institutions/Establishment owner or representative		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the request letter from the Sangguniang Barangays, establishments' owner/operator and head of institution to conduct IEC campaign	1. Receive the request and schedule the IEC campaign	None	5 Minutes	<i>MENRO</i> or <i>Administrative Aide IV</i> or <i>Administrative Aide I</i> Office of the Municipal Environment and Natural Resource Officer
2. Attending the IEC campaign	2. IEC campaign (any of the following whichever is/are applicable): > house to house campaign > sitio meeting > barangay assembly > distribution of flyers and other reading materials > dialogue to establishments and institutions > training-workshop	None	3 Hours	<i>MENRO</i> or <i>Senior Environmental Management Specialist</i> or <i>Administrative Aide IV</i> or <i>Administrative Aide I</i> Office of the Municipal Environment and Natural Resource Officer
3. Signing on attendance sheet	3. Facilitate the signing of attendance	None	5 Minutes	<i>Senior Environmental Management Specialist</i> or



				<i>Administrative Aide IV or Administrative Aide I Office of the Municipal Environment and Natural Resource Officer</i>
	TOTAL	None	3 Hours 10 Minutes	



3. ISSUANCE OF CERTIFICATION FOR ENVIRONMENTAL ISSUES/CONCERNS

Certification is issued to clients needing this document in relation to environmental concerns, issues and situations.

Office or Division:	Office of the Municipal Environment and Natural Resources Officer			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen G2B – Government to Businesses G2G – Government to Government			
Who may avail:	Individuals, Institutions, Government Agencies, Business Owners			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter (1 copy)		Requisitioning Agency		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present formal request and sign in the logbook (Request can also be through electronic mail.)	1. Receive the request letter and give logbook for proper documentation and recording	None	1 Minute	<i>MENRO</i> or <i>Administrative Aide IV</i>
	1.1 Prepare certification		5 Minutes	<i>MENRO</i> Office of the Municipal Environment and Natural Resource Officer
2. Sign on receiving logbook of certification	2. Issue certification		1 Minute	<i>MENRO</i> or <i>Administrative Aide IV</i> Office of the Municipal Environment and Natural Resource Officer
	TOTAL	None	7 Minutes	



4. ISSUANCE OF CERTIFICATION FOR TREE CUTTING

Certification is issued to a lot owner or requisitioning party to allow the cutting of trees.

Office or Division:	Office of the Municipal Environment and Natural Resources Officer			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	Individuals, Institutions, Government Agencies, Business Owners			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request letter from the lot owner or requisitioning party to cut trees. Included in the request letter are details such as: what kind of tree/s, number of tree/s, what and where it will be used, under title number of the lot, and purpose of cutting. (1 copy)		Client		
2. Authorization Letter from the owner (If the requestor/requisitioning party is not the owner) (1 copy)		Lot Owner		
3. Barangay Certification (1 original)		Barangay Hall		
4. Photographs of trees requested for cutting with coordinates		Client		
5. Land title or any proof of ownership of the land where the trees are planted (1 photocopy)		Client		
6. Compliance to Pambayang Kautusan 2012-004 "Pag-reregula sa pagpuputol ng anumang uri ng puno kahoy sa nasasakaupan ng pribadong lupa dito sa Bayan ng Tiaong" Artikulo III. Pagtatanim muna ng 2 puno sa bawat isang puno na puputulin bago mabigyan ng kaukulang sertipikasyon o permiso		Client		
7. Chainsaw Registration (1 photocopy)		Client/Chainsaw owner		
8. Official Receipt (1 original)		Office of the Municipal Treasurer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requirements	1. Receive the complete requirements 1.1. Issue the payment order form	None	1 Minute	<i>MENRO</i> or <i>Senior Environmental Management Specialist</i> or <i>Administrative Aide IV</i> Office of the Municipal Environment and Natural Resource Officer
2. Assist in field/site	2. Conduct	None	15 Minutes	<i>MENRO</i>



inspection	ocular, site and field inspection of the trees requested for cutting			<i>or</i> <i>Senior Environmental Management Specialist</i> Office of the Municipal Environment and Natural Resource Officer
3. Pay the required fee to the Office of the Municipal Treasurer	3. Receive payment and issue Official Receipt	PHP 50.00	1 Minute	<i>Revenue Collection Clerk I (Window 4) or Window 8)</i> Office of the Municipal Treasurer
4. Receive the certification	4. Issue the certification and/or endorsement to CENRO-DENR		3 minutes	<i>MENRO</i> Office of the Municipal Environment and Natural Resource Officer
	TOTAL	PHP 50.00	20 Minutes	



5. ISSUANCE OF ENVIRONMENTAL CLEARANCE FOR BUSINESS PERMIT APPLICATION

Environmental Clearance is issued to business owners/applicants to ensure that environmental laws and existing municipal ordinances are properly implemented.

Office or Division:	Office of the Municipal Environment and Natural Resources Officer			
Classification:	Simple			
Type of Transaction:	G2B- Government to Businesses			
Who may avail:	Business owners/operators			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Business Permit Application Form (1 original)		Office of the Municipal Treasurer (or downloadable form)		
2. Barangay Business Permit (1 original)		Barangay Hall		
3. If needed, Sangguniang Barangay Resolution (1 copy) and/or Public Hearing		Office of the Sangguniang Barangay		
4. Official Receipt (1 original)		Office of the Municipal Treasurer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Business Permit Application form	1. Receive Business Permit Application form		1 Minute	MENRO or Senior Environmental Management Specialist or Administrative Aide IV
	1.1. Interview client		5 Minutes	MENRO or Senior Environmental Management Specialist or Administrative Aide IV
	1.2. Discuss compliance to environmental laws and municipal ordinances		5 minutes	MENRO or Senior Environmental Management Specialist or Administrative Aide IV
	1.3. Sign application form		1 Minute	MENRO or Senior Environmental



				<i>Management Specialist or Administrative Aide IV Office of the Municipal Environment and Natural Resource Officer</i>
2. Pay Environmental Clearance fee	2. Receive payment	₱ 50.00	2 Minutes	<i>Revenue Collection Clerk I (Window 4) or Window 8) Office of the Municipal Treasurer</i>
3. Present Official Receipt	3. Check Official Receipt		1 Minute	<i>Senior Environmental Management Specialist or Administrative Aide IV Office of the Municipal Environment and Natural Resource Officer</i>
4. Receive Environmental Clearance	4. Issue Environmental Clearance		1 Minute	<i>Senior Environmental Management Specialist or Administrative Aide IV Office of the Municipal Environment and Natural Resource Officer</i>
	TOTAL	₱ 50.00	16 Minutes	
For Environment-Related Businesses: (Ensuring that their establishments are following the guidelines and in accordance to existing ordinances)				
1. Submit Business Permit Application form	1. Receive Business Permit Application form		1 Minute	<i>MENRO or Senior Environmental Management Specialist or Administrative Aide IV</i>



	1.1 Conduct ocular, site and field inspection of the establishments		15 Minutes	<i>MENRO or Senior Environmental Management Specialist</i>
	1.2. Discuss with client the importance of compliance to environmental laws and municipal ordinances		30 Minutes	<i>MENRO or Senior Environmental Management Specialist</i>
	1.3. Sign application form		1 minute	<i>MENRO Office of the Municipal Environment and Natural Resource Officer</i>
2.Pay Environmental Clearance fee	2.Receive payment	₱ 50.00	2 Minutes	<i>Revenue Collection Clerk I (Window 4) or Window 8) Office of the Municipal Treasurer</i>
3.Present Official Receipt	3.Check Official Receipt		1 Minute	<i>Senior Environmental Management Specialist or Administrative Aide IV Office of the Municipal Environment and Natural Resource Officer</i>
4.Receive Environmental Clearance	4. Issue Environmental Clearance		1 Minute	<i>MENRO or Senior Environmental Management Specialist or Administrative Aide IV Office of the Municipal Environment and Natural Resource Officer</i>
	TOTAL	₱ 50.00	51 Minutes	



6. TREE PLANTING ASSISTANCE AND PROVISION OF PLANTING MATERIALS

The Municipal Environment and Natural Resources Office provides assistance in conducting tree planting activities. Planting materials are provided to clients for use in the activity.

Office or Division:	Office of the Municipal Environment and Natural Resources Officer			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request letter		Requisitioning individual, group, institution		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request letter	1. Receive the request letter	None	1 Minute	<i>MENRO or Senior Environmental Management Specialist or Administrative Aide IV</i>
	1.1 Interview the client		3 Minutes	
	1.2 Assign tree planting site if the client has no proposed area		1 Minute	
2. Pick-up of planting materials	2. Provide planting materials	None	3 minutes	<i>Senior Environmental Management Specialist or Administrative Aide IV or Administrative Aide I</i>
	2.1 Record the planting materials given in the receiving form		2 Minutes	
3. Conduct tree planting	3. Orient client/s on the importance of the activity, proper handling of the planting materials, and caring and maintenance of the trees planted	None	15 minutes	<i>MENRO or Senior Environmental Management Specialist or Administrative Aide IV Office of the Municipal Environment and Natural Resource Officer</i>
	3.1. Supervision of the activity		1 Hour	
	TOTAL	None	1 Hour 25 Minutes	



7. ISSUANCE OF ENVIRONMENTAL COMPLIANCE CERTIFICATE

Environmental Compliance Certificate or ECC is a document issued by the DENR-EMB that allows proposed project to proceed to the next stage of project planning. It is a planning tool and not a permit.

Office or Division:	Office of the Municipal Environment and Natural Resources Officer			
Classification:	Simple			
Type of Transaction:	G2B- Government to Businesses			
Who may avail:	Business owner/operator			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly accomplished request form or written request		MENRO		
2. Duly notarized EIA Report		Client		
3. Proof of compatibility with the existing Land Use Plan (Zoning Clearance/Zoning Viability)		MPDC/Client		
4. Proof of Authority over the project site (Title – OCT, TCT, TD, Lease Agreement)		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requirements	1. Receive the requirements and verify the completeness	None	2 minutes	<i>MENRO</i> Office of the Municipal Environment and Natural Resource Officer
2. Assist the personnel conducting inspection	2. Conduct field inspection if needed	None	22 minutes	or <i>EMB-DENR</i> Department of Environment and Natural Resources
3. Pay the required fee	3. Receive payment 3.1 Issue Official Receipt	None	2 minutes	<i>Revenue Collection Clerk I (Window 4) or Window 8)</i> Office of the Municipal Treasurer
4. Receive the inspection report	4. Issue the Inspection Report		10 minutes	<i>MENRO</i> or <i>Senior Environmental Management Specialist</i> Office of the Municipal Environment and Natural Resource Officer
5. Receive clearance	5. Issue clearance		4 minutes	
	TOTAL	None	40 Minutes	



Office of the Municipal Environment and Natural Resources Officer

Internal Services



1. TREE PLANTING ACTIVITY DURING ARBOR DAY CELEBRATION

The Office of the Municipal Environment and Natural Resources Officer provides assistance to municipal employees in conducting a tree planting activity during the Arbor Day celebration. Seedlings and planting materials are provided to employees for use in the activity.

Office or Division:	Office of the Municipal Environment and Natural Resources Officer			
Classification:	Simple			
Type of Transaction:	G2G- Government to Government			
Who may avail:	Municipal/Government Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request letter		Requisitioning office/department		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request letter	1. Receive the request letter	None	1 Minute	<i>MENRO or Senior Environmental Management Specialist or Administrative Aide IV</i>
	1.1 Interview the client		3 Minutes	
	1.2 Assign tree planting site if the client has no proposed area		1 Minute	
2. Pick-up of planting materials	2. Provide planting materials	None	3 minutes	<i>Senior Environmental Management Specialist or Administrative Aide IV or Administrative Aide I</i>
	2.1. Record the planting materials given in the receiving form		2 Minutes	
3. Conduct tree planting	3. Orient client/s on the importance of the activity, proper handling of the planting materials, and caring and maintenance of the trees planted	None	15 minutes	<i>MENRO or Senior Environmental Management Specialist or Administrative Aide IV Office of the Municipal Environment and Natural Resource Officer</i>
	3.1 Supervision of the activity		1 Hour	
	TOTAL	None	1 Hour 25 Minutes	



Office of the Municipal Treasurer External Services



1. Onsite Application, Assessment, Collection and Issuance of Business Tax/Permit

Persons who establish, operate, and conduct business within the municipality shall secure business permit to operate.

Office or Division:	Office of the Municipal Treasurer/Business Permit and Licensing Office			
Classification:	Simple			
Type of Transaction:	G2B – Government to Businesses			
Who may avail:	All			
LIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Unified Application Form for Business Permit (1 original copy)		BOSS/BPLO		
2. Statement of Gross Sales (Renewal) 2.1 Paid up capital (New)		Business Owner/Taxpayer		
3. Barangay Clearance (1 original copy)		Barangay Hall		
4. DTI for Sole Proprietor (1 photocopy)		DTI Negosyo Center -BPLO		
5. SEC for Corporation (1 photocopy)		SEC Manila		
6. Market Clearance (for stall holders)		Market Office		
7. Tax Clearance (1 copy)		Office of the Municipal Treasurer		
8. Zoning Clearance (1 copy)		Office of the MPDC		
9. Environmental Certificate (1 copy)		Office of the MENRO		
10. Assessor's Clearance (1 copy)		Office of the Municipal Assessor		
11. Building Inspection Permit (1 copy)		Office of the Building Official/MEO		
12. Sanitary Permit/Health Clearance (1 copy)		Office of the Municipal Health Officer		
13. Valid Fire Safety Inspection Certificate		Office of the BFP		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the required documents	1. Receive the required documents 1.1 Process application 1.2 Compute fees	None	15 minutes	<i>Revenue Collection Clerk I</i> Or <i>Administrative Assistant IV</i> Office of the Municipal Treasurer
2. Pay the computed business	2. Receive payment 2.1 Issue Official	*Depends on the Gross	10 minutes	<i>Revenue Collection Clerk I</i>



tax	Receipt 2.2 Print Mayor's Permit	Sales (Renewal) and Capital Investment (New)		Or <i>Administrative Assistant IV</i> Office of the Municipal Treasurer
3. Get printed Mayor's Permit with signature	3. Release Business Permit	None	5 minutes	<i>Administrative Assistant IV</i> Office of the Municipal Treasurer
	TOTAL	*Depends on the Gross Sales (Renewal) and Capital Investment (New)	30 Minutes	<i>Revenue Collection Clerk I</i> Or <i>Administrative Assistant IV</i> Office of the Municipal Treasurer

*Depends on the Gross Sales of a Business Enterprise based on the Municipal Tax Code

*For the New Business: Capital Investment but no corresponding business tax.



2. Online Application, Assessment, Collection and Issuance of Business Tax/Permit (thru the eGovPH App for e-LGU System)

Office or Division:	Office of the Municipal Treasurer/Business Permit and Licensing Office			
Classification:	Simple			
Type of Transaction:	G2B – Government to Businesses			
Who may avail:	All			
LIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Unified Application Form for Business Permit		e-LGU System		
2. Statement of Gross Sales (Renewal) 2.1 Paid up capital (New)		Business Owner/Taxpayer		
3. Upload Barangay Clearance		Barangay Hall		
4. Upload DTI for Sole Proprietor		DTI Negosyo Center -BPLO		
5. Upload SEC for Corporation		SEC Manila		
6. Upload Market Clearance (for stall holders)		Market Office		
7. Tax Clearance (upload and approved by concerned endorsing office)		Office of the Municipal Treasurer		
8. Zoning Clearance (upload and approved by concern endorsing office)		Office of the MPDC		
9. Environmental Certificate (upload and approved by endorsing office)		Office of the MENRO		
10. Assessor's Clearance (upload and approved by endorsing office)		Office of the Municipal Assessor		
11. Building Inspection Permit (upload and approved by endorsing office)		Office of the Building Official/MEO		
12. Sanitary Permit/Health Clearance (upload and approved by endorsing office)		Office of the Municipal Health Officer		
13. Valid Fire Safety Inspection Certificate		Office of the BFP		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Upload the required documents thru the eGovPH App for e-LGU System	1. Evaluate documents and approve by endorsing offices 1.1 Compute fees	None	One day	Revenue Collection Clerk I Or Administrative Assistant IV Office of the



	and generate Statement of Account (SOA)			Municipal Treasurer
2. Pay the computed business tax	2. Receive payment 2.1 Issue Official Receipt 2.2 Print Mayor's Permit	*Depends on the Gross Sales (Renewal) and Capital Investment (New)	Half day	Revenue Collection Clerk I Or Administrative Assistant IV Office of the Municipal Treasure
3. Get printed Mayor's Permit with signature	3. Release Business Permit	None	Half day	Administrative Assistant IV Office of the Municipal Treasurer
	TOTAL	Depends on the Gross Sales (Renewal) and Capital Investment (New)	2 days	Revenue Collection Clerk I Or Administrative Assistant IV Office of the Municipal Treasure

*Depends on the Gross Sales of a Business Enterprise based on the Municipal Tax Code.

*For the New Business: Capital Investment but no corresponding business tax.



3. Real Property Tax (RPT) Assessment and Collection

Real Property Taxes are computed based on the assessed value of the property given by the Office of the Municipal Assessor. Taxes are due and payable on the first day of January of each year. Penalties are imposed depending on the length of time of delinquency. However, said taxes may be paid in four equal installments without interest at the option of the taxpayers as follows:

- 1st installment on or before March 31 of the current year
- 2nd installment on or before June 30 of the current year
- 3rd installment on or before September 30 of the current year
- 4th installment on or before December 31 of the current year

Office or Division:	Office of the Municipal Treasurer			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
LIST OF REQUIREMENTS			WHERE TO SECURE	
1. Updated Tax Declaration (1 Photocopy)			Office of the Municipal Assessor	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure queuing number from Window 7	1. Issue queuing number	None	2 minutes	<i>Administrative Aide II</i> Office of the Municipal Treasurer
2. Present the necessary document for assessment at Window 9 or 11	2. Receive document 2.1 Encode the necessary data 2.2 Print and issue the Statement of Account	None	8 minutes	<i>Administrative Aide IV</i> Or <i>Administrative Aide III</i> Office of the Municipal Treasurer
3. Pay the Real Property Tax and claim the Official Receipt at Window No. 10 or 11	3. Receive payment 3.1 Issue Official Receipt	Assessed Value (AV) x 2% Failure to pay within the payment period shall subject the taxpayer to 2% interest per month, not exceeding 36 months, or a maximum of 72%	5 minutes	<i>Revenue Collection Clerk I</i> Or <i>Administrative Aide IV</i> Or <i>Administrative Aide II</i> Office of the Municipal Treasurer



	TOTAL	Based on the computation indicated above*	15 Minutes	
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*Real Property Tax computation depends on the assessed value of properties.



4. Issuance of Accountable Form No. 51-C for Regulatory Fees, Service/User Charges, Secretary and Other Fees

Official Receipts are issued for individuals paying fees and charges

Office or Division:	Office of the Municipal Treasurer			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
LIST OF REQUIREMENTS			WHERE TO SECURE	
1. Order of Payment (1 copy) 1.1 Clearances 1.2 Certification 1.3 Mayor's Permit (employment) 1.4 Building Permit			Concerned Agencies	
1.5 Secretary fees 1.6 Medical/Health fees 1.7 Other permit fees enumerated on the Municipal Tax Code				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Order of Payment	1. Receive Order of Payment	None	1 minute	Revenue Collection Clerk I Or Administrative Aide IV Or Administrative Aide III Office of the Municipal Treasurer
2. Pay the required amount	2. Receive payment 2.1 Issue Official Receipt	*Based on the Municipal Tax Code	4 minutes	Revenue Collection Clerk I Or Administrative Aide IV Or Administrative Aide II Office of the Municipal Treasurer
	TOTAL		5 Minutes	



5. Issuance of Certification (Certificate of No Business)

Certificate of No Business is issued to an individual who has no business registered nor any business transaction in the municipality.

Office or Division:	Office of the Municipal Treasurer/Business Permit and Licensing Office			
Classification:	Simple			
Type of Transaction:	G2B – Government to Businesses			
Who may avail:	Business owners			
LIST OF REQUIREMENTS			WHERE TO SECURE	
1. Barangay Clearance (1 copy)			Barangay Hall	
2. Official Receipt (1 copy)			Office of the Municipal Treasurer	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the required documents needed for Certificate of No Business	1. Receive requirements 1.1 Evaluate requirements 1.2 Prepare certification 1.3 Sign certification	None	2 hours	<i>Business Permit and Licensing Officer Or Administrative Assistant IV Or Administrative Aide IV Office of the Municipal Treasurer</i>
2. Pay Certification Fee	2. Receive Payment 2.1 Issue Official Receipt	Php 50.00	5 minutes	<i>Revenue Collection Clerk I Office of the Municipal Treasurer</i>
3. Get Certificate of No Business	3. Release Certificate of No Business		25 minutes	<i>Local Revenue Collection Officer II Or Administrative Assistant IV Office of the Municipal Treasurer</i>
	TOTAL	Php 50.00	2 Hours 30 Minutes	



6. Issuance of Certification (Termination of Business)

Business Termination Certificate is issued to an owner of a business establishment who declares business closure.

Office or Division:	Office of the Municipal Treasurer/Business Permit and Licensing Office			
Classification:	Simple			
Type of Transaction:	G2B – Government to Businesses			
Who may avail:	Business Establishments/Owners			
LIST OF REQUIREMENTS			WHERE TO SECURE	
1. Accomplished application form for retirement of business			BPLO	
2. Sworn Statement of gross receipts, indicate the reason and date of retirement			Client	
3. Original Business Permit and official receipts issued by the Treasury Department			Client	
4. Sales Book			Client	
5. Board Resolution regarding the closure (for corporation)			Client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Barangay certification for business closure, sworn statement, previous business permit and other issued documents by the LGU	1. Receive Requirements 1.1 Evaluate requirements and inspect the establishment 1.2 Compute fees	Depends on the computation of Business Tax covering the period of operation until it is closed.	1 day	<i>Administrative Assistant IV</i> Or <i>BPLO</i> Or <i>Administrative Aide IV</i> Office of the Municipal Treasurer
2. Pay the corresponding business tax	2. Receive payment 2.1 Issue Official Receipt 2.2 Prepare Certification		30 minutes	<i>Municipal Treasurer</i> Or <i>BPLO</i> Or <i>Revenue Collection Clerk I</i> Or <i>Administrative Assistant IV</i> Office of the Municipal Treasurer
3. Get the signed	3. Check	None	5 minutes	<i>Administrative</i>



Certificate of Business Closure	Official Receipt 3.1 Issue Certificate of Business Closure			<i>Assistant IV Or Administrative Aide IV Office of the Municipal Treasurer</i>
	TOTAL	Depends on the computation of Business Tax covering the period of operation until it is closed.	1 Day 35 Minutes	



7. Issuance of Community Tax Certificate (Corporation)

Every Corporation, no matter how it was created or organized, whether domestic or resident-foreign, engaged in or doing business in the Philippines, whose principal office is located in this municipality, shall pay an annual Community Tax Certificate (CTC).

Office or Division:	Office of the Municipal Treasurer			
Classification:	Simple			
Type of Transaction:	G2B – Government to Businesses			
Who may avail:	All Business Establishments (Corporate in Nature)			
LIST OF REQUIREMENTS			WHERE TO SECURE	
1. Data Information Sheet (1 copy)			Client	
2. Annual Gross Income of Company			Client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present required documents to Window 4	1. Receive required documents 1.1 Verify the information 1.2 Compute fees	CTC=additional 2.00 for every 5,000.00 annual gross income plus 500.00	4 minutes	<i>Revenue Collection Clerk I</i> Or <i>Administrative Aide IV</i> Or <i>Administrative Aide II</i> Office of the Municipal Treasurer
2. Pay the required amount	2. Receive payment 2.1. Prepare Community Tax Certificate	CTC=additional 2.00 for every 5,000.00 annual gross income plus 500.00	2 minutes	<i>Revenue Collection Clerk I</i> Or <i>Administrative Aide IV</i> Or <i>Administrative Aide II</i> Office of the Municipal Treasurer
3. Affix thumb mark and signature	Give CTC for client's thumb mark and signature	None	3 minutes	<i>Revenue Collection Clerk I</i> Or <i>Administrative Aide IV</i> Or <i>Administrative Aide II</i> Office of the Municipal Treasurer
4. Receive CTC	Issue CTC	None	1 minute	<i>Revenue Collection Clerk I</i>



				Or Administrative Aide IV Or Administrative Aide II Office of the Municipal Treasurer
	TOTAL		10 Minutes	

For corporation, Community Tax Certificate depends on the Annual Gross Income of the business. Thus, no specific amount is indicated above.



8. Issuance of Community Tax Certificate

Community Tax Certificate (CTC) is issued to an individual as proof that he has paid the dues arising from his income derived from business, exercise of profession and ownership of real properties in the area.

Office or Division:	Office of the Municipal Treasurer			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	All residents of the Municipality of Tiaong who are of legal age			
LIST OF REQUIREMENTS			WHERE TO SECURE	
1. Data Slip (1 copy)			Office of the Municipal Treasurer (Window 4)	
2. Valid ID (1 original)			Client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get data slip at Window 4 and fill it out	1. Give data slip	None	2 minutes	<i>Revenue Collection Clerk I</i> Or <i>Administrative Aide IV</i> Or <i>Administrative Aide II</i> Office of the Municipal Treasurer
2. Submit accomplished data slip	2. Receive accomplished data slip 2.1 Compute fees	$CTC = Glx12x.001+5$	3 minutes	<i>Revenue Collection Clerk I</i> Or <i>Administrative Aide IV</i> Or <i>Administrative Aide II</i> Office of the Municipal Treasurer
3. Pay the required amount	3. Receive payment 3.1. Prepare Community Tax Certification (CTC)	$CTC = Glx12x.001+5$	2 minutes	<i>Revenue Collection Clerk I</i> Or <i>Administrative Aide IV</i> Or <i>Administrative Aide II</i> Office of the Municipal Treasurer
4. Affix thumbmark	4. Give CTC	None	2 minutes	<i>Revenue</i>



and signature	for client's thumbmark and signature			<i>Collection Clerk I Or Administrative Aide IV Or Administrative Aide II Office of the Municipal Treasurer</i>
5. Receive CTC	Issue CTC	None	1 minute	<i>Revenue Collection Clerk I Or Administrative Aide IV Or Administrative Aide II Office of the Municipal Treasurer</i>
	TOTAL	CTC=Gix12x.001+5	10 Minutes	

For Individuals, Community Tax Certificate depends on the Gross Income of an individual. Thus, no specific amount is indicated above.



9. Issuance of Duplicate Copy of Business Permit

Duplicate copy of Business Permit is issued upon presentation of satisfactory proof that the original copy of permit has been lost, stolen or destroyed.

Office or Division:	Office of the Municipal Treasurer/Business Permit and Licensing Office			
Classification:	Simple			
Type of Transaction:	G2B – Government to Businesses			
Who may avail:	Business Owners			
LIST OF REQUIREMENTS			WHERE TO SECURE	
1. Copy of Business Permit (1 Original)			Owner	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present required documents	1. Receive required documents 1.1 Evaluate requirements	None	1 Hour	<i>Administrative Assistant IV</i> or <i>Administrative Aide IV</i> Office of the Municipal Treasurer
2. Pay the required amount	2. Receive payment 2.1 Issue Official Receipt 2.2 Prepare duplicate copy of Business Permit	Php 300.00	10 minutes	<i>Local Revenue Collection Officer II</i> Or <i>Revenue Collection Clerk I</i> Or <i>Administrative Assistant IV</i> Or <i>Administrative Aide IV</i> Office of the Municipal Treasurer
3. Get duplicate copy of Business Permit	3. Check Official Receipt 3.1 Issue duplicate copy of Business Permit	None	5 minutes	<i>Administrative Assistant IV</i> or <i>Administrative Aide IV</i> Office of the Municipal Treasurer
	TOTAL	Php 300.00	1 Hour 15 Minutes	



10. Issuance of PhilHealth Receipt

Acceptance of PhilHealth payment and issuance of official receipt.

Office or Division:	Office of the Municipal Treasurer			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All PhilHealth members			
LIST OF REQUIREMENTS			WHERE TO SECURE	
1. Philhealth valid ID (1 original)			Client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present valid ID of PhilHealth at Window 1	1. Receive valid ID and check	None	2 minutes	<i>Local Treasury Operations Officer I Or Administrative Aide III Office of the Municipal Treasurer</i>
2. Pay required amount	2. Receive payment 2.1 Issue Official Receipt	Php 1,500.00/quarter.	3 minutes	<i>Local Treasury Operations Officer I Or Administrative Aide III Office of the Municipal Treasurer</i>
	TOTAL	Php 1,500.00	5 Minutes	



11. Issuance of Tax Clearance

Tax Clearance is issued to a real property tax owner to certify that the real property tax is currently paid. It includes Tax Payer's Name, Tax Declaration Number, Location, Tax Due, Year Paid, Basic & Special Education Fund (SEF), Total Amount Paid and Real Property Tax (RPT) Official Receipt Number.

Office or Division:	Office of the Municipal Treasurer			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All Real Property Owners with Updated Account in the Municipality of Tiaong			
LIST OF REQUIREMENTS		WHERE TO SECURE		
1. Any Government-Issued or Valid Identification Card		Issuing Agency		
2. Latest RPT Official Receipt (AF No. 56) (1 Original)		Office of the Municipal Treasurer		
If Representative:				
1. Special Power of Attorney (SPA) from the Owner		Real Property Owner		
2. Valid ID of the Representative		Representative		
3. Valid ID of the Person Being Represented (1 Photocopy)		Real Property Owner		
4. Secretary's Certificate/Supporting Documents Relating Property to the Transaction (if applicable)		Real Property Owner		
If Buyer of the Property:				
1. Photocopy of Notarized Deed of Sale		Real Property Owner/Buyer		
2. Valid ID of Buyer (1 Photocopy)		Buyer		
If Property Owner/s is/are Deceased:				
1. Extra Judicial Settlement/SPA from Rightful Heirs		Rightful Heirs of the Real Property Owner		
2. Valid ID of Representative (1 Photocopy)		Representative		
3. Valid ID of Person Being Represented (1 Photocopy)				
If Property is Owned by Multiple Persons:				
1. SPA from Co-Owners		Real Property Owners/Co-Owners		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present required documents and provide necessary information	1. Receive required documents 1.1 Verify	None	5 minutes	<i>Administrative Assistant II Or Revenue Collection Clerk I</i>



	record of payment			Office of the Municipal Treasurer
2. Pay the required amount	2. Receive payment 2.1 Issue Official Receipt 2.2 Prepare Tax Clearance	Php 80.00 including documentary stamp	3 minutes	<i>Revenue Collection Clerk I</i> Or <i>Administrative Aide IV</i> Office of the Municipal Treasurer
3. Get Tax Clearance	3. Issue Tax Clearance		2 Minutes	<i>Administrative Aide III</i> Office of the Municipal Treasurer
	TOTAL	Php 50.00	10 Minutes	



12. Issuance of Business Permit for Shared Passive Telecommunication Tower Infrastructure (PTTI)

Business permit is issued to Mobile Network Operators for the construction of telecommunication towers in the municipality.

Office or Division:	Business Permit and Licensing Office/Office of the Municipal Treasurer			
Classification:	Simple			
Type of Transaction:	G2C – Government to Businesses			
Who may avail:	Business Owners			
LIST OF REQUIREMENTS			WHERE TO SECURE	
1. Accomplished Unified Application Form			BPLO	
2. Copy of existing business permit			Client/Applicant	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit accomplished unified application form with complete requirements	1. Receive document and check for completeness		15 minutes	<i>Administrative Assistant IV</i> or <i>Administrative Aide IV</i> Business Permit and Licensing Office
2. Pay the required amount	2. Prepare SOA 2.1 Receive payment 2.2 Issue official receipt	Depends on the size of the area occupied by the tower	15 minutes	<i>Administrative Assistant IV</i> or <i>Administrative Aide IV</i> Business Permit and Licensing Office
3. Receive copy of Business Permit	3. Issue Business Permit		30 minutes	<i>Administrative Assistant IV</i> or <i>Administrative Aide IV</i> Business Permit and Licensing Office
	TOTAL	Depends on the size of the area occupied by the tower	1 Hour	



13. Issuance of Certified True Copy of Business Permit

Certified True Copy of Business Permit is issued upon request of the taxpayer who lost his/her copy of the original business permit or to be used in other legal purposes.

Office or Division:	Business Permit and Licensing Office/Office of the Municipal Treasurer			
Classification:	Simple			
Type of Transaction:	G2C – Government to Businesses			
Who may avail:	Business Owners			
LIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Request Form for Certification If transacted thru a Representative: a. Letter of Request b. Authorization Letter with Owner, Manager and/or President's signature, or Secretary's Certificate (if corporation)		BPLO Client/Applicant		
2. Business Permit and/or Brgy. Clearance to be Certified (Original and Photocopy)		Applicant		
3. Notarized Affidavit of Loss (in case of lost Business Permit and/or Brgy. Clearance)		Applicant; Notary Public		
4. Valid ID of Requesting Owner, Manager and/or President of the establishment or Authorized Representative (1 Photocopy)		Applicant		
5. Proof of Incorporation (for corporations)		Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request letter, photocopy of original Business Permit or notarized Affidavit of Loss (in case of lost business permit)	1. Receive request letter and photocopy of Business Permit or notarized Affidavit of Loss 1.1 Check the authenticity of Business Permit	None	1 Hour	<i>Administrative Assistant IV</i> or <i>Administrative Aide IV</i> Business Permit and Licensing Office



2. Pay the corresponding amount	2. Receive payment 2.1 Issue official receipt 2.2 Prepare the copy of Business Permit	Php 50.00	5 minutes	<i>Local Revenue Collection Officer II</i> or <i>Revenue Collection Clerk I</i> Business Permit and Licensing Office
3. Get copy of Business Permit	3. Issue the Certified True Copy of Business Permit		5 minutes	<i>Administrative Assistant IV</i> or <i>Administrative Aide IV</i> Business Permit and Licensing Office
	TOTAL	Php 50.00	1 Hour 10 Minutes	



14. Issuance of Additional Line of Business (Same Location/Area)

This service caters to clients who request additional line of business activity.

Office or Division:	Business Permit and Licensing Office/Office of the Municipal Treasurer			
Classification:	Simple			
Type of Transaction:	G2C – Government to Businesses			
Who may avail:	Business Owners			
LIST OF REQUIREMENTS			WHERE TO SECURE	
1. Accomplished unified application form indicating the line of business to be added			BPLO	
2. Copy of existing business permit			Applicant	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit accomplished unified application form with complete documents	1. Receive the application form 1.1 Check for completeness of documents 1.2 Prepare Statement of Account (SOA)	None	1 hour	<i>Administrative Assistant IV</i> or <i>Administrative Aide IV</i> <i>BPLO</i> Business Permit and Licensing Office
2. Pay the required amount based on the SOA issued	2. Receive payment 2.1 Issue official receipt 2.2 Prepare the copy of Business Permit	Depends on the declared gross sales	10 minutes	<i>Local Revenue Collection Officer II</i> or <i>Revenue Collection Clerk I</i> Business Permit and Licensing Office
3. Get copy of Business Permit	3. Issue Business Permit		5 minutes	<i>Administrative Assistant IV</i> or <i>Administrative Aide IV</i> Business Permit and Licensing Office
	TOTAL	Depends on the declared gross sales	1 Hours 15 Minutes	



15. Issuance of Business Permit on the Line of Business (In Case of Additional Change of Area)

Business Permit issued when there is a change in the size of the establishment being occupied by the business owner.

Office or Division:	Business Permit and Licensing Office/Office of the Municipal Treasurer			
Classification:	Simple			
Type of Transaction:	G2C – Government to Businesses			
Who may avail:	Business Owners			
LIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished unified application form for Business Permit		BOSS/BPLO		
2. Paid up Capital		Business Owner/Taxpayer		
3. Barangay Clearance		Barangay Hall		
4. DTI for Sole Proprietor		DTI Negosyo Center – BPLO		
5. SEC for Corporation		SEC Manila		
6. Market Clearance		Market Office		
7. Tax Clearance		Municipal Treasurer's Office		
8. Zoning Clearance		Office of the MPDC		
9. Environmental Certificate		Office of the MENRO		
10. Assessor's Clearance		Office of the Municipal Assessor		
11. Building Inspection Permit		Office of the Municipal Engineer		
12. Sanitary Permit/Health Clearance		Office of the Municipal Health Officer		
13. Valid Fire Safety Inspection Certificate		Bureau of Fire Protection		
CLIENT STEPS	AGENCY ACTION	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit accomplished unified application form with complete documents	1. Receive the unified application form 1.1 Check for completeness of documents 1.2 Prepare the Statement of Account (SOA)		1 hour	<i>Administrative Assistant IV or Administrative Aide IV</i> <i>BPLO Business Permit and Licensing Office</i>
2. Pay the required amount based on the SOA issued	2. Receive payment 2.1 Issue official	Depends on the size of the area declared	10 minutes	<i>Local Revenue Collection Officer II or</i>



	receipt 2.3 Prepare the copy of Business Permit			<i>Revenue Collection Clerk I Business Permit and Licensing Office</i>
3. Get copy of Business Permit	3. Issue Business Permit		5 minutes	<i>Administrative Assistant IV or Administrative Aide IV Business Permit and Licensing Office</i>
	TOTAL	Depends on the size of the area declared	1 Hour 15 Minutes	



16. Request for Certification of Business Record

This certification is issued to the requesting business owner as a proof of his/her registered business in the municipality

Office or Division:	Office of the Municipal Treasurer			
Classification:	Simple			
Type of Transaction:	G2C – Government to Businesses			
Who may avail:	Business Owners			
LIST OF REQUIREMENTS			WHERE TO SECURE	
1. Request Letter or Authorization Letter (if representative)			Client/Applicant	
2. Photocopy of ID of the requestor and/or its Manager or President			Client	
4. Consent Letter from the Owner of the Business (if Sole Proprietor)			Client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the request letter	1. Receive the request letter 1.1 Verify records	None	30 minutes	<i>Administrative Assistant IV or Administrative Aide IV</i> Business Permit and Licensing Office
2. Pay the required amount	2. Receive payment 2.1 Issue official receipt 2.3 Prepare the certification	Php 50.00	10 minutes	<i>Local Revenue Collection Officer II or Revenue Collection Clerk I</i> Business Permit and Licensing Office
3. Get certification	3. Check official receipt 3.1 Issue the certification		5 minutes	<i>Administrative Assistant IV or Administrative Aide IV</i> Business Permit and Licensing Office
	TOTAL		45 Minutes	



17. Issuance of Revised Business Permit Based on Transfer of Location/Business Address

A revised Business Permit is issued to clients when there is a change in the address/location of their business.

Office or Division:	Office of the Municipal Treasurer			
Classification:	Simple			
Type of Transaction:	G2C – Government to Businesses			
Who may avail:	Business Owners			
LIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished application form		BPLO		
2. Letter of request for transfer of business address		Client		
3. Lease Contract (if lessee)		Client		
4. DTI Registration (if applicable)		Client		
5. Business Permit (Original Copy)		Client		
6. Location of business (sketch/map)		Client		
7. Fires Safety Inspection Certificate (FSIC) for business operation		Bureau of Fire Protection		
8. Barangay Business Clearance Where the Business Location Transferred		Barangay Hall		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the accomplished unified application form with complete required documents	1. Receive the accomplished application form 1.1 Check required documents for completeness and verify the submitted documents		1 hour	<i>Administrative Assistant IV</i> or <i>Administrative Aide IV</i> Business Permit and Licensing Office
2. Pay the corresponding fee	2. Receive payment 2.1 Issue official receipt 2.2 Prepare the Revised Business Permit	Php 300.00	10 minutes	<i>Local Revenue Collection Officer II</i> or <i>Revenue Collection Clerk I</i> Business Permit and Licensing Office



3. Get copy of Revised Business Permit	3. Check Official Receipt 3.1 Issue the Revised Business Permit		5 minutes	<i>Administrative Assistant IV</i> or <i>Administrative Aide IV</i> Business Permit and Licensing Office
	TOTAL		1 Hour 15 Minutes	



18. REQUEST FOR THE SEALING OF METRIC INSTRUMENTS OF WEIGHTS

Business owners within the municipality using instruments of weights and measures for business, service, commercial or other transactions with the public shall have them sealed and pay the corresponding fee.

Office or Division:	Office of the Municipal Treasurer			
Classification:	Simple			
Type of Transaction:	G2C – Government to Businesses			
Who may avail:	Store Owners with weights and measures			
LIST OF REQUIREMENTS			WHERE TO SECURE	
1. Letter request			Applicant	
2. Official Receipt			Office of the Municipal Treasurer/Market Administration Office	
3. Weighing Scale			Applicant	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of request to conduct testing/sealing	1. Receive letter of request		2 minutes	<i>Local Revenue Collection Officer II</i> Office of the Municipal Treasurer
2. Pay the required fee	2. Receive payment 2.1 Issue Official Receipt	Depends on the weight capacity of the device	4 minutes	<i>Local Revenue Collection Officer II</i> Office of the Municipal Treasurer
3. Get your measuring device tested/sealed	3. Conduct testing and sealing 3.1 Issue tested/sealed measuring device		10 minutes	<i>Local Revenue Collection Officer II</i> Office of the Municipal Treasurer
	TOTAL	Depends on the weight capacity of the device	16 Minutes	



19. REQUEST FOR THE SEALING OF GASOLINE PUMPS

This is to ensure that exact quantity of fuel is being dispensed from the pumps and that all readings are completely accurate and fully in line with the readings showing in the pump system. Fuel dispensing/Pump testing and sealing in the municipality is regularly implemented once every six months.

Office or Division:	Office of the Municipal Treasurer			
Classification:	Simple			
Type of Transaction:	G2C – Government to Businesses			
Who may avail:	Gasoline Station Owners			
LIST OF REQUIREMENTS			WHERE TO SECURE	
1. Letter request			Applicant	
2. Official Receipt			Office of the Municipal Treasurer	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of request for testing/sealing	1. Receive letter of request		2 minutes	<i>Local Revenue Collection Officer</i> // Office of the Municipal Treasurer
2. Pay the required fee	2. Receive payment 2.1 Issue Official Receipt	Php 500.00/nozzle	4 minutes	<i>Local Revenue Collection Officer</i> // Office of the Municipal Treasurer
3. Get your fuel pumps tested/sealed	3. Conduct testing and sealing		10 minutes	<i>Local Revenue Collection Officer</i> // Office of the Municipal Treasurer
	TOTAL	PHP 500.00/nozzle	16 minutes	



20. PAYMENT OF TRANSFER TAX OF REAL PROPERTY OWNERSHIP

The Municipal Treasurer's Office is responsible for receiving payment and issuance of Transfer Tax of Real Property Ownership.

Office or Division:	Office of the Municipal Treasurer			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens			
Who may avail:	All Real Property Owners with Updated Account in the Municipality of Tiaong			
LIST OF REQUIREMENTS		WHERE TO SECURE		
<p>1. Whichever is applicable.</p> <p><input type="checkbox"/> Photocopy of Deed of Absolute Sale</p> <p><input type="checkbox"/> Photocopy of Deed of Donation</p> <p><input type="checkbox"/> Photocopy of Extra Judicial Settlement</p> <p>2. Electronic Certification Authorizing Registration (eCAR) - BIR Payment or Claim Stub</p> <p>Note: Special Power of Attorney and Valid IDs shall be required if availed via a representative</p> <p>3. Photocopy of Latest Tax Declaration (House and Lot)</p> <p>4. Photocopy of Certificate of No Improvement (if no building)</p> <p>5. Photocopy of Latest Tax Clearance (House and Lot)</p>		<p>Owner</p> <p>Owner</p> <p>Owner</p> <p>Office of the Municipal Assessor</p> <p>Office of the Municipal Assessor</p> <p>Office of the Municipal Assessor</p>		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Window No. 9 and submit the requirements.	<p>1. Receive requirements</p> <p>1.1 Verify submitted requirements</p> <p>1.1 Approve and Issue Tax Order of Payment (TOP)</p>	None	15 minutes	<i>Administrative Aide IV</i> Office of the Municipal Treasurer
2. Proceed to Window No. 8 for payment of corresponding taxes	<p>2. Receive payment</p> <p>2.1 Issue official receipt</p>	As stated in the TOP, 0.0050 of the selling price or Fair Market Value, whichever is higher, if the tax payer	5 minutes	<i>Administrative Assistant II</i> or <i>Revenue Collection Clerk I</i> Office of the Municipal Treasurer



		failed to pay transfer tax within 60 days from execution date or date of death, an additional 25% surcharge and 2% penalty per month will be imposed		
	TOTAL		20 Minutes	



**Office of the Municipal Treasurer
Internal Services**



1. Acceptance of Order of Payment from Different Offices

Payments for various matters/concerns are received and issued with Official Receipt.

Office or Division:	Office of the Municipal Treasurer			
Classification:	Simple			
Type of Transaction:	G2G- Government to Government			
Who may avail:	Municipal/Government Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Order of Payment (1 copy)		Concerned Department/Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the Order of Payment	1. Receive the Order of Payment 1.1 Prepare Official Receipt		2 Minutes	<i>Revenue Collection Clerk I</i> or <i>Administrative Aide IV</i> or <i>Administrative Aide II</i> Office of the Municipal Treasurer
2. Pay corresponding amount	2. Receive payment 2.1 Issue Official Receipt	Depends on the Order of Payment	5 minutes	<i>Revenue Collection Clerk I</i> or <i>Administrative Aide IV</i> or <i>Administrative Aide II</i> Office of the Municipal Treasurer
	TOTAL	Depends on the Order of Payment	7 Minutes	

- *There is no specific amount indicated above since it will depend on the order of payment coming from the concerned department.*



2. Issuance of Community Tax Certificate

The Municipal Treasurer's Office is responsible for the issuance of Community Tax Certificate to municipal employees. Computation of fees is based on the employees' salary reflected on the Plantilla or Payroll.

Office or Division:	Office of the Municipal Treasurer			
Classification:	Simple			
Type of Transaction:	G2G- Government to Government			
Who may avail:	Municipal/Government Employees			
LIST OF REQUIREMENTS			WHERE TO SECURE	
1. Data Slip (1 copy) 2. Valid ID (1 original)			Office of the Municipal Treasurer (Window 4) Client	
CLIENT STEPS	AGENCY ACTION	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get data slip at Window No. 4	1. Give data slip	None	2 minutes	<i>Revenue Collection Clerk I</i> or <i>Administrative Aide IV</i> or <i>Administrative Aide II</i> Office of the Municipal Treasurer
2. Submit accomplished data slip	2. Receive accomplished data slip 2.1 Compute fees	$CTC = Glx12x.001+5$	3 minutes	<i>Revenue Collection Clerk I</i> or <i>Administrative Aide IV</i> or <i>Administrative Aide II</i> Office of the Municipal Treasurer
3. Pay the required amount	3. Receive payment 3.1. Prepare Community Tax Certification (CTC)	$CTC = Glx12x.001+5$	2 minutes	<i>Revenue Collection Clerk I</i> or <i>Administrative Aide IV</i> or <i>Administrative Aide II</i> Office of the Municipal Treasurer



4. Affix thumbmark and signature	Give CTC for client's thumbmark and signature	None	2 minutes	<i>Revenue Collection Clerk I</i> or <i>Administrative Aide IV</i> or <i>Administrative Aide II</i> Office of the Municipal Treasurer
5. Receive CTC	Issue CTC	None	1 minute	<i>Revenue Collection Clerk I</i> or <i>Administrative Aide IV</i> or <i>Administrative Aide II</i> Office of the Municipal Treasurer
	TOTAL	CTC=Gix12x.001+5	10 Minutes	

**Amount to be paid for the Community Tax Certificate (CTC) depends on the Gross Income of an individual. Thus, no specific amount is indicated above.*



3. Receiving of Disbursement Voucher for Preparation of Check

Checks are prepared based on the approved Disbursement Vouchers received by the office.

Office or Division:	Office of the Municipal Treasurer			
Classification:	Simple			
Type of Transaction:	G2G- Government to Government			
Who may avail:	Municipal/Government Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Completely signed vouchers (1 Original, 1 Duplicate)		Concerned agencies		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the signed Disbursement Voucher	1.Receive the signed Disbursement Voucher	None	3 Minutes	<i>Revenue Collection Clerk I</i>
	1.1.Prepare check		5 Minutes	<i>or Administrative Aide IV</i>
	1.2 Municipal Treasurer signs the prepared check		2 Minutes	<i>or Administrative Aide II</i>
	1.3 Forward the Disbursement Voucher and Check to the Office of the Mayor for signature			Office of the Municipal Treasurer
	TOTAL	None	10 Minutes	



MARKET AND SLAUGHTERHOUSE

External Services



1. ISSUANCE OF CASH TICKETS

Ambulant vendors and delivery truck drivers are required to pay cash tickets as their permit to sell and to deliver their products.

Office or Division	Market and Slaughterhouse			
Classification	Simple			
Type of Transaction	G2C - Government to Citizens G2B – Government to Businesses			
Who may avail	Ambulant Vendors and Delivery Truck Drivers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Pay the required amount	1. Receive payment	For ambulant vendor (temporary): PHP 30.00 per 3 x 2 sq.m. For six-wheeler trucks: PHP 500.00 For closed van: PHP 300.00 For jeep: PHP 200.00 For tricycle: PHP 30.00	2 Minutes	<i>Administrative Aide I</i> Office of the Municipal Market or <i>Revenue Collection Clerk I</i> Office of the Municipal Market
2. Receive Cash Ticket	2. Issue Cash Ticket		1 Minute	<i>Administrative Aide I</i> Office of the Municipal Market or <i>Revenue Collection Clerk I</i> Office of the Municipal Market
	TOTAL	For ambulant vendor (temporary): PHP 30.00 per 3 x 2 sq.m. For six-	3 Minutes	



		wheeler trucks: PHP 500.00 For closed van: PHP 300.00 For jeep: PHP 200.00 For tricycle: PHP 30.00	
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2. ISSUANCE OF CERTIFICATION (RENEWAL OF BUSINESS)

Certification for the renewal of business is issued to a market stallholder needing this document which states that he/she is the registered owner of the stall.

Office or Division	Market and Slaughterhouse			
Classification	Simple			
Type of Transaction	G2B- Government to Businesses			
Who may avail	Market Stallholders			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Application for business permit (1 copy)		BPLO		
Barangay Business Permit (1 copy)		Barangay		
CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Market Office and present the requirements needed for the Certification of Renewal of Business	1. Receive requirements and check for completeness		1 Minute	<i>Administrative Aide I</i> Office of the Municipal Market or
	1.1 Prepare certification		5 Minutes	<i>Revenue Collection Clerk I</i> Office of the Municipal Market
2. Pay Certification Fee	2. Receive payment and issue Official Receipt	PHP 50.00	2 Minutes	<i>Administrative Aide I</i> Office of the Municipal Market or <i>Revenue Collection Clerk I</i> Office of the Municipal Market
3. Present Official Receipt	3. Check Official Receipt		1 Minute	<i>Administrative Aide I</i> Office of the Municipal Market or <i>Revenue Collection Clerk I</i> Office of the Municipal Market
4. Receive Certification	4. Issue Certification		1 Minute	<i>Administrative Aide I</i> Office of the Municipal Market or <i>Revenue Collection Clerk I</i> Office of the Municipal Market
	TOTAL	PHP 50.00	10 Minutes	



3. ISSUANCE OF OFFICIAL RECEIPT (51-C) FOR ELECTRIC BILL

Official Receipt is issued to market stallholders for their payment of their electric bill.

Office or Division	Market and Slaughterhouse			
Classification	Simple			
Type of Transaction	G2B - Government to Businesses			
Who may avail	Market Stallholders			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Electric Bill based on sub-meter (1 original)		Public Market Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Electric Bill and payment	1. Receive payment and issue Official Receipt	PHP 10.50 per kilowatt hour	5 Minutes	<i>Administrative Aide I</i> Office of the Municipal Market or <i>Revenue Collection Clerk I</i> Office of the Municipal Market
	TOTAL	PHP 10.50 per kilowatt hour	5 Minutes	



4. ISSUANCE OF OFFICIAL RECEIPT (51-C) FOR MARKET RENTAL FEES

Market Stallholders (Building A, B, C, Ambulant and Excess Stalls) are required to pay Market Rental Fees as their obligation for occupying the stalls.

Office or Division	Market and Slaughterhouse			
Classification	Simple			
Type of Transaction	G2B - Government to Businesses			
Who may avail	Market Stallholders (Building A, B, C, Ambulant and Excess Stalls)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Pay Market Rental	1. Receive payment and issue Official Receipt	PHP 5.00 per sq.m.	5 Minutes	<i>Administrative Aide I Office of the Municipal Market or Revenue Collection Clerk / Office of the Municipal Market</i>
	TOTAL	PHP 5.00 per sq.m.	5 Minutes	



5. APPLICATION TO LEASE MARKET STALL

This pertains to the transfer of rights to lease stall by the stallholders with a valid award permitting them to start business operations.

Office or Division:	Office of the Municipal Treasurer			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens			
Who may avail:	Store Owners			
LIST OF REQUIREMENTS			WHERE TO SECURE	
1. Letter request			Applicant	
2. ID			Applicant	
3. Duly accomplished Application Form			Market Office	
4. Official Receipt			Market Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of intent	1. Receive letter of intent		1 hour	<i>RCC 1</i> Market Administration Office
2. Fill up application Form	2. Receive application form and verify the accuracy of details provided by the applicant		1 hour	<i>RCC 1</i> Market Administration Office
3. Pay goodwill rights	3. Receive goodwill payment 3.1 Issue Official Receipt	Depending on the area size of the chosen stall	30 minutes	<i>RCC 1</i> Market Administration Office
4. Sign lease contract and start operation of business	4. Issue lease contract duly signed by the stall holder & Municipal Mayor		30 minutes	<i>Municipal Mayor</i> Office of the Municipal Mayor
	TOTAL	Depending on the size of area of the stall	2 hours	



6. REQUEST FOR THE SEALING OF METRIC INSTRUMENTS OF WEIGHTS

Business owners within the municipality using instruments of weights and measures for business, service, commercial or other transactions with the public shall have them sealed and pay the corresponding fee.

Office or Division:	Market Administration Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens			
Who may avail:	Store Owners with weights and measures			
LIST OF REQUIREMENTS			WHERE TO SECURE	
1. Letter request			Applicant	
2. Official Receipt			Municipal Treasurer's Office/Market Administration Office	
3. Weighing Scale			Applicant	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of request to conduct testing/sealing	1. Receive letter of request		1 minute	RCC 1 Market Administration Office
2. Pay the required fee	2. Receive payment 2.1 Issue Official Receipt	Depending on the weight capacity of the device	2 minutes	RCC 1 Market Administration Office
3. Receive tested/sealed measuring device	3. Conduct testing and sealing 3.1 Issue tested/sealed measuring device		7 minutes	RCC 1 Market Administration Office
	TOTAL	Depending on the weight capacity of the device	10 minutes	



7. ISSUANCE OF OFFICIAL RECEIPT (51-C) FOR SLAUGHTER FEES

Official receipts are issued to meat vendors for their hogs and cattles that are slaughtered at the Municipal Slaughterhouse.

Office or Division	Market and Slaughterhouse			
Classification	Simple			
Type of Transaction	G2C - Government to Citizens G2B – Government to Businesses			
Who may avail	Meat Vendors			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Pay slaughter fee	1. Receive payment and issue Official Receipt	For hogs: PHP 3.00 (ante mortem) PHP 20.00 (post mortem) PHP 100.00 (permit fee to slaughter) PHP 100.00 (slaughter fee) PHP 75.00 (corral fee) For cattles: PHP 5.00 (ante mortem) PHP 50.00 (post mortem) PHP 150.00 (permit fee to slaughter) PHP 150.00 (slaughter fee) PHP 100.00 (corral fee)	5 Minutes	<i>Administrative Aide I</i> Office of the Municipal Market or <i>Revenue Collection Clerk I</i> Office of the Municipal Market
	TOTAL		5 Minutes	



Public Employment Service Office External Services



1. Issuance of Company Accreditation

To secure the legality of the papers submitted by the company before they are allowed to join in job matching activities and posting job vacancies.

Office or Division:	Municipal Public Employment Service Office			
Classification:	Complex			
Type of Transaction:	G2B- Government to Businesses			
Who may avail:	All Business/Company Owners			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. FOR LOCAL COMPANY <ul style="list-style-type: none"> Request Letter Company Profile Business Permit SEC Registration / DTI Certificate of compliance from DOLE (GLS & OSHS) Phil. Job Net Registration List of Job Vacancies DO18-A Certificate (for Agency) Other Permit / Document (e.g. No pending Cases/BIR/SSS etc.) 		Respective Company for LOCAL Recruitment		
2. FOR OVERSEAS COMPANY <ul style="list-style-type: none"> Request Letter Company Profile Business Permit SEC Registration / DTI Certificate of Compliance from DOLE (GLS & OSHS) Phil Job-Net Registration Certificate Of Accreditation from POEA (License) Approved Manpower-Job Order from POEA Other Permit / Document (eg. No pending Cases / BIR / SSS etc.) 				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requirements	1.Receive and assess the requirements	None	5 Minutes	<i>PESO MANAGER/ PESO Staff PESO Office</i>
	1.1. Verify the submitted documents and conduct inspection if needed	None	1 Week	<i>PESO MANAGER/ PESO Staff PESO Office</i>
2. Receive the document	2.Release the document	None	2 Minutes	<i>PESO MANAGER/ PESO Staff PESO Office</i>
	TOTAL	None	1 Week 7 Minutes	



2. Issuance of Referral Letter and Recommendation

The Public Employment Service Office issues a Referral Letter or Recommendation to be used by individuals residing in the municipality for local employment .

Office or Division:	Municipal Public Employment Service Office			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. ISSUANCE OF REFERRAL LETTER FOR COMPANY AND RECOMMENDATION FOR OTHER MUNICIPALITIES <ul style="list-style-type: none"> Accomplished Request Slip (1 copy) Resume (1 copy) Barangay Certificate (1 original) Other Credentials (if any) 		PESO Office Applicant Respective Barangay Applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requirements	1.Receive and assess the requirements	None	15 Minutes	<i>PESO MANAGER/ PESO Staff PESO Office</i>
	1.1 Process the request	None	20 Minutes	
2. Receive the document	2.Issue the document	None	5 Minutes	<i>PESO MANAGER/ PESO Staff PESO Office</i>
	TOTAL	None	40 Minutes	



3. Employment Assistance - Job Fair and Local Recruitment Activity (LRA)

The Job Fair is a service provided by the Public Employment Service Office (PESO) to connect job seekers with local employers. It ensures transparent and efficient recruitment by offering a venue for interviews, referrals, and immediate hiring opportunities.

Office or Division:	Municipal Public Employment Service Office			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	Job Seekers from Tiaong; Employers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Job Fair/Local Recruitment Activity (LRA) <ul style="list-style-type: none"> Updated Resume 		Job seekers		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register at the job fair desk	1. Facilitate registration of the participants	None	3 Minutes	PESO MANAGER/ PESO Staff PESO Office
2. Fill out and submit the NSRP Form	2. Receive the accomplished NSRP Form	None	30 minutes	PESO MANAGER/ PESO Staff PESO Office
3. Receive Orientation	3. Conduct simple orientation	None	15 Minutes	PESO MANAGER/ PESO Staff PESO Office
JOB FAIR				
4. Proceed to employers' station, submit resume, undergo screening and receive feedback or job offer	4. Conduct screening/ interview and give feedback or job offer	None	2 hours	Company Representatives
	TOTAL	None	2 Hours 48 Minutes	
LOCAL RECRUITMENT ACTIVITY				
4. Proceed to employer's station, submit resume, undergo screening and receive feedback or job offer	4. Conduct screening/ interview and give feedback or job offer	None	30 minutes	Company Representatives
	TOTAL	None	1 Hour 18 Minutes	



4. Provision of Financial Assistance to Distressed/Displaced OFWs

The government provides welfare programs and financial assistance to distressed Overseas Filipino Workers (OFWs).

Office or Division:	Municipal Public Employment Service Office			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizens			
Who may avail:	Distressed/Displaced OFWs			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. PROVISION OF FINANCIAL ASSISTANCE TO DISTRESSED/DISPLACED OFWs <ul style="list-style-type: none"> • OWWA Endorsement Letter • Proof of Overseas Employment (contract, OEC, work visa) • Travel Documents (Passport, airline ticket – departure and arrival) • Certificate of Indigency • Incident Report or supporting documents - medical certificate - police report - repatriation papers 		OWWA Region IV-A Office Employer/Agency OFW - Respective Barangay - Doctor or attending physician at the hospital or clinic where OFW received treatment - Local police authority in the country where the incident occurred - DMW, OWWA or Philippine Embassy/Consulate		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the log book and submit the requirements	1. Receive and check the completeness of documents	None	30 Minutes	PESO MANAGER/ PESO Staff PESO Office
2. Interview/ Assessment	2. Interview the applicant & fill out the case intake sheet	None	30 minutes	PESO MANAGER/ PESO Staff PESO Office
	2.1 Forward the documents and endorse the client for case study	None	3 minutes	SWO 1 MSWDO
	2.2 Receive the documents with case study and process the voucher	None	8 Minutes	PESO MANAGER/ PESO Staff PESO Office
3. Receive Financial Assistance	3. Issue financial assistance (Note: Processing of	None	3 minutes	Administrative Aide I/LTOO I Office of the Municipal



	<i>financial documents may take 2 weeks. The release of checks is subject to their availability)</i>			Treasurer
	TOTAL	None	1 Hour 14 Minutes	



**Office of the Local Disaster Risk Reduction and
Management Officer
External Services**



1. Emergency Response 24/7

Provision of immediate response to any untoward incident reported or monitored and providing first aid and, if necessary, transferring injured individual to the appropriate and nearest health facility.

Office or Division:		Office of the Local Disaster Risk Reduction and Management Officer		
Classification:		Simple		
Type of Transaction:		G2C- Government to Citizens, G2G- Government to Government		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Any Valid ID		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Report to MDRRMO emergencies such as vehicular accidents, fire, armed conflict, etc.	1. Receive report of emergency and gather vital information like exact place, specific landmark, nature of incident, number of identified victims, extent of injury, name and address of the caller. Advise the caller not to leave the victim until team arrives	None	Immediate Response	<i>MGDH I (LDRRMO), LDRRMO III, LDRRMO I or LDRRM Assistant Office of the LDRRMO</i>
	1.1 Alert the team on duty about the situation from the call and dispatch the responders	None		<i>MGDH I (LDRRMO), LDRRMO III, LDRRMO I or LDRRM Assistant Office of the LDRRMO</i>
	1.2 Upon arrival at the scene, identify the victims for tagging; inform barangay officials/ relative of the patient regarding the present condition; inform the PNP and other agencies as necessary	None		<i>DRRM Staff/ Responders Office of the LDRRMO</i>
	1.3 Provide necessary care to the victim from the site to the hospital; identify key action to maintain or preserve life of the victim; conduct thorough assessment of the victim; endorse the victim to the physician or nurse on duty			<i>DRRM Staff/ Responders/ Driver Office of the LDRRMO</i>
	TOTAL			Immediate Response



2. Emergency Response to Disaster-Related Incidents

Actual provision of necessary rescue and response to the general public in any form of disaster caused by natural hazard such as flood/flash flood, landslide or human-induced hazard such as fire.

Office or Division:	Office of the Local Disaster Risk Reduction and Management Officer			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizens, G2G- Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Any Valid ID		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Report to MDRRMO any form of natural disaster (typhoon, flood, earthquake, etc.)	1. Receive report of natural disaster and gather vital information	None	Immediate Response	<i>MGDH I (LDRRMO), LDRRMO III, LDRRMO I or LDRRM Assistant</i> Office of the LDRRMO
	1.1 Prepare rescue equipment appropriate to specific incident	None		<i>DRRM Staff</i> Office of the LDRRMO
	1.2 Alert the team on duty about the situation from the call and dispatch the responders	None		<i>MGDH I (LDRRMO), LDRRMO III, LDRRMO I or LDRRM Assistant</i>
	1.3 Upon arrival at the scene, survey the scene, identify victims for tagging, maintain communication with the responders, endorse the case to other sectors if necessary.	None		<i>DRRM Staff/ Responders/ Driver</i> Office of the LDRRMO
	1.4 Provide necessary care for the victim from the site to the hospital, identify key action to maintain or preserve life of the victim, conduct thorough assessment of the victim, endorse the victim to the physician or nurse on duty.	None		<i>DRRM Staff/ Responders/ Driver</i> Office of the LDRRMO
	1.5 Dispense medical supplies and equipment needed or requested by the team.	None		<i>DRRM Staff</i> Office of the LDRRMO
	TOTAL			Immediate response



3. Medical Emergency/Assistance

Provision of emergency service and public assistance during or immediately after a disaster.

Office or Division:	Office of the Local Disaster Risk Reduction and Management Officer			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizens, G2G- Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Any Valid ID		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request medical assistance from MDRRMO	1.Receive request and gather vital information like exact place and present health condition of the patient, name and relation of the caller to the patient; advice the caller to monitor the patient while waiting for the team to arrive	None		<i>MGDH I (LDRRMO), LDRRMO III, LDRRMO I or LDRRM Assistant Office of the LDRRMO</i>
	1.1.Alert the team on duty about the situation from the call and dispatch the responders	None		<i>DRRM Staff/ Responders Office of the LDRRMO</i>
	1.2.Transport patient to the nearest hospital or medical facility	None	1 day	<i>DRRM Responders/ Driver Office of the LDRRMO</i>
	TOTAL		1 day	
			<i>Note: Time may take longer depending on the distance of nearest hospital or medical facility</i>	



4. Conduct of Capacity Development Activity (Drills, Trainings & Seminars)

Provision of needed capacitation to the requesting person, organizational group or entity.

Office or Division:	Office of the Local Disaster Risk Reduction and Management Officer			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizens G2B- Government to Businesses G2G- Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Any Valid ID		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request letter with complete training details addressed to the Office of the Mayor thru the LDRRMO	1.Receive and review the request as to what kind of training, the date, time and possible venue	None	5 minutes	<i>MGDH I (LDRRMO), LDRRMO III, LDRRMO I or LDRRM Assistant</i> Office of the LDRRMO
	1.1 Forward letter of request to the Office of the Mayor and seek approval.	None	10 minutes	<i>MGDH I (LDRRMO), LDRRMO III</i> Office of the LDRRMO
	1.2 Coordinate and confirm with the requesting party regarding the approved training or seminar.	None	5 minutes	<i>MGDH I (LDRRMO), LDRRMO III or LDRRMO I</i> Office of the LDRRMO
	1.3 Coordinate with other agencies the request for resource speakers or trainers.	None	1 day	<i>LDRRM Assistant</i> Office of the LDRRMO
	1.4 Prepare the needed materials for the training.	None	1 day	<i>LDRRMO I or LDRRM Assistant and DRMM Staff</i> Office of the LDRRMO
2. Conduct the training/seminar	2.Facilitate the training/seminar.	None	Depends on the prescribed number of days by DOH, OCD or other facilitating agency.	<i>MGDH I (LDRRMO) or LDRRMO III</i> Office of the LDRRMO
	TOTAL	300	2 days 20 minutes	



**Office of the Local Disaster Risk Reduction and
Management Officer
Internal Services**



1. Conduct of Capacity Development Activity for Municipal Officials and Employees

Provision of needed capacitation to the employees of the municipal government.

Office or Division:	Office of the Local Disaster Risk Reduction and Management Officer			
Classification:	Simple			
Type of Transaction:	G2G- Government to Government			
Who may avail:	Municipal Officials and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request letter for the required training, seminar or drills	1.Receive and review the request as to what kind of training, the date, time and possible venue	None	5 minutes	<i>MGDH I (LDRRMO), LDRRMO III, LDRRMO I or LDRRM Assistant</i> Office of the LDRRMO
	1.1 Coordinate with other partner agencies for the resource speakers or trainers	None	1 day	<i>MGDH I (LDRRMO), LDRRMO III or LDRRMO I</i> Office of the LDRRMO
	1.2 Prepare activity design for the said training/seminar	None	2 hours	<i>MGDH I (LDRRMO), LDRRMO III, LDRRMO I</i> Office of the LDRRMO
	1.3 Prepare the needed materials for the training	None	1 day	<i>LDRRMO I or LDRRM Assistant and DRMM Staff</i> Office of the LDRRMO
2.Conduct the training/seminar	2.Facilitate the training/seminar		Depends on the prescribed number of days by DOH, OCD or other facilitating agency.	<i>MGDH I (LDRRMO) or LDRRMO III</i> Office of the LDRRMO
	TOTAL		2 days 2 hours 5 minutes	



**Office of the Municipal Agricultural and
Biosystems Engineer
External Services**



1. PROVISION OF FARM MACHINERY, EQUIPMENT AND SMALL-SCALE IRRIGATION PROJECTS

The Municipal Agricultural and Biosystems Engineering offers support in acquiring machinery, post-harvest facilities and irrigation projects by evaluating the technical feasibility, as well as the institutional and financial capacity, of potential project beneficiaries. The agricultural facilities typically provided by the office include hand tractors, multi-tiller, rice thresher, rice transplanter, solar-powered irrigation system (SPIS), shallow tubewell (STW) and pump irrigation system open source (PISOS).

Office or Division:	Office of the Municipal Agricultural and Biosystems Engineer			
Classification:	Complex			
Type of Transaction	G2C – Government to Citizens			
Who may avail:	Organized Farmer Associations/Organizations			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Intent		Association		
Board Resolution stating the need for the project and the capacity of the applicant to maintain and operate the machinery/equipment/facility signed by majority members of the Board of Director		Association		
List of members of the association with corresponding signatures and service area		Association		
SEC/CDA/DOLE Certificate of Registration		SEC/CDA/DOLE		
SEC/CDA/DOLE Certificate of Good Standing		SEC/CDA/DOLE		
Profile of Farmers Organization		MAO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client sign-in to clients' logbook	1. Assist the client in signing into the clients' logbook	None	5 minutes	<i>MGDH I (Agricultural and Biosystems Engineer) Office of the MABE</i>
2. Discuss the specific facility needed	2. Interview the client and take note of the requests	None	30 minutes	<i>MGDH I (Agricultural and Biosystems Engineer) Office of the MABE</i>
3. Submit the complete	3.1 Receive requests 3.2 Review as to	None	20 minutes	<i>MGDH I (Agricultural and Biosystems</i>



requirements	completeness of submitted documents 3.2.a For incomplete attachment return for compliance			<i>Engineer</i> <i>Office of the MABE</i>
	4.Validate the service area and the farmer beneficiaries	None	3 days	<i>MGDH I</i> <i>(Agricultural and Biosystems Engineer)</i> <i>Office of the MABE</i>
	5.Prepare validation report (for review and approval)	None	2 days	<i>MGDH I</i> <i>(Agricultural and Biosystems Engineer)</i> <i>Office of the MABE</i>
	TOTAL		5 days and 55 minutes	

*Provision of Farm Machinery, Equipment and Small-Scale Irrigation Projects is under multi-stage processing.



2. REQUESTS FOR FARM-TO-MARKET ROAD

The Farm-to-Market Road Projects include construction of new barangay roads, and upgrading/improvement of roads.

Office or Division:	Office of the Municipal Agricultural and Biosystems Engineer			
Classification:	Complex			
Type of Transaction	G2C – Government to Citizens			
Who may avail:	Proponents			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Intent stating the need for connecting the production area to the market through the construction of FMR;		Proponents		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client sign-in to clients' logbook	1. Assist the client in signing into the clients' logbook	None	5 minutes	<i>MGDH I (Agricultural and Biosystems Engineer) Office of the MABE</i>
2. Discuss the proposed project	2. Interview the client and take note of the requests	None	30 minutes	<i>MGDH I (Agricultural and Biosystems Engineer) Office of the MABE</i>
3. Submit the requirement	3. Receive requests	None	5 minutes	<i>MGDH I (Agricultural and Biosystems Engineer) Office of the MABE</i>
	4. Validate the site and conduct ground mapping	None	3 days	<i>MGDH I (Agricultural and Biosystems Engineer) Office of the MABE</i>
	5. Prepare validation report (for review and approval)	None	2 days	<i>MGDH I (Agricultural and Biosystems Engineer) Office of the MABE</i>
	TOTAL		5 days and 40 minutes	

*Provision of Farm-to-Market Roads is under multi-stage processing.



3. PROVISION OF TECHNICAL ASSISTANCE

The farmers can seek technical assistance from the Municipal Agricultural and Biosystems Engineering Office regarding agricultural facilities. The office provides farmers with information on farm mechanization and also offers expertise on the operation and maintenance of various facilities. This assistance can be delivered through consultations or on-site field demonstration.

Office or Division:	Office of the Municipal Agricultural and Biosystems Engineer			
Classification:	Simple			
Type of Transaction	G2C – Government to Citizens			
Who may avail:	All farmers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<i>Thru Consultation:</i>				
1. Client sign-in to clients' logbook	1. Assist the client in signing into the clients' logbook	None	5 minutes	<i>MGDH I (Agricultural and Biosystems Engineer) Office of the MABE</i>
2. Provide information	2. Interview the client 2.1. Provide recommendations	None	30 minutes	<i>MGDH I (Agricultural and Biosystems Engineer) Office of the MABE</i>
	TOTAL		35 minutes	
<i>Thru Inspection:</i>				
1. Client sign-in to clients' logbook	1. Assist the client in signing into the clients' logbook	None	5 minutes	<i>MGDH I (Agricultural and Biosystems Engineer) Office of the MABE</i>
2. Provide information	2. Interview the client 2.1. Conduct inspection of agricultural facilities 2.2. Provide recommendation	None None	30 minutes 1 day	<i>MGDH I (Agricultural and Biosystems Engineer) Office of the MABE</i>



	TOTAL		1 day and 35 minutes	
<i>Thru On-Site Field Demonstration/ Training</i>				
1. Client sign-in to clients' logbook	1. Assist the client in signing into the clients' logbook	None	5 minutes	<i>MGDH I (Agricultural and Biosystems Engineer) Office of the MABE</i>
2. Provide information	2. Interview the client	None	25 minutes	<i>MGDH I (Agricultural and Biosystems Engineer) Office of the MABE</i>
	3. Prepare proposal for funding	None	2 hours	<i>MGDH I (Agricultural and Biosystems Engineer) Office of the MABE</i>
	4. Facilitate the demonstration of the operation and maintenance of agricultural facility	None	2 days	<i>MGDH I (Agricultural and Biosystems Engineer) Office of the MABE</i>
	TOTAL		2 days and 2.5 hours	



4. INSPECTION OF PROJECTS

Project inspections for billing purposes serve as a method to confirm that work is executed in accordance with the approved plans, designs, and specifications.

Office or Division:	Office of the Municipal Agricultural and Biosystems Engineer			
Classification:	Simple			
Type of Transaction	G2C – Government to Citizens G2B – Government to Businesses			
Who may avail:	Suppliers and Contractors			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request for Payment		Requesting Party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the request for payment	1. Review the request and conduct site inspection	None	1 day	<i>MGDH I (Agricultural and Biosystems Engineer) Office of the MABE</i>
	2. Prepare inspection report	None	1 day	<i>MGDH I (Agricultural and Biosystems Engineer) Office of the MABE</i>
	3. Submit inspection report for review and approval; and issuance of Certificate of Completion	None	1 day	<i>MGDH I (Agricultural and Biosystems Engineer) Office of the MABE</i>
	TOTAL		3 days	



5. INSPECTION OF PROCURED AGRICULTURAL FACILITIES

Inspections serve as a method to ensure that the delivered machinery and equipment conforms to the required specifications.

Office or Division:	Office of the Municipal Agricultural and Biosystems Engineer			
Classification:	Simple			
Type of Transaction	G2B – Government to Businesses G2G – Government to Government			
Who may avail:	Suppliers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Delivery Receipt		Requesting Party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit Delivery Receipt	1.Review the items and number of units and other important details on the delivery receipt	None	2 hours	<i>MGDH I (Agricultural and Biosystems Engineer) Office of the MABE</i>
	2.Affix signature on the Delivery Receipt	None	10 minutes	<i>MGDH I (Agricultural and Biosystems Engineer) Office of the MABE</i>
	TOTAL		2 hrs and 10 mins	



**Office of the Municipal Agricultural and
Biosystems Engineer
Internal Services**



1. PROGRAM OF WORKS FOR AGRICULTURAL FACILITIES

The Municipal Agricultural and Biosystems Engineering Office involves in the preparation of Program of Works (POW) and Detailed Engineering Designs (DED) for the construction and rehabilitation of agricultural facilities.

Office or Division:	Office of the Municipal Agricultural and Biosystems Engineer			
Classification:	Complex			
Type of Transaction	G2G – Government to Government			
Who may avail:	Municipal Officials, LGU			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Intent		Requesting Party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Client sign-in to clients' logbook	1.Assist the client and receive requests	None	10 minutes	<i>MGDH I (Agricultural and Biosystems Engineer) Office of the MABE</i>
	2. Conduct site validation, inspection, preparation of Detailed Engineering Design and approval of Program of Works	None	7 days	<i>MGDH I (Agricultural and Biosystems Engineer) Office of the MABE</i>
	3.Issue Program of Works	None	10 minutes	<i>MGDH I (Agricultural and Biosystems Engineer) Office of the MABE</i>
	TOTAL		7 days and 20 minutes	



**Office of the Secretary to the Sangguniang
Bayan
External Services**



1. Issuance of Certification

The certification is issued by the Office of the Secretary to the Sangguniang Bayan to individuals lawfully in need of the same.

Office or Division:	Office of the Secretary to the Sangguniang Bayan			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizens			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter (1 Copy)		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit written request	1. Logbook Entry 1.1 If records are available, issue Order of Payment 1.2 Prepare the certification	None	45 Minutes	<i>Administrative Aide IV</i> Office of the Secretary to the Sangguniang Bayan
2. Proceed to the Treasurer's Office for payment	2. Issuance of Official Receipt	None	5 Minutes	<i>Revenue Collection Clerk I</i> Office of the Municipal Treasurer
3. Present the Official Receipt and wait for the release of documents	3. Record the O.R. No. in the logbook. Sign/ certify and affix the dry seal to the documents	PHP 100.00	5 Minutes	<i>Secretary</i> Office of the Sangguniang Bayan
	TOTAL	PHP 100.00	55 Minutes	



2. Issuance of Certified Copy of Legislative Documents

The Office of the Secretary to the Sangguniang Bayan is responsible for the issuance of certified copy of any legislative documents.

Office or Division:	Office of the Secretary to the Sangguniang Bayan			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizens			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter (1 Copy)		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit written request	1. Logbook Entry 1.1 If records are available, issue Order of Payment 1.2 Photocopy/reproduce the requested documents	None	45 Minutes	<i>Administrative Aide II</i> Office of the Secretary to the Sangguniang Bayan
2. Proceed to the Treasurer's Office for payment	2. Issuance of Official Receipt	None	5 Minutes	<i>Revenue Collection Clerk I</i> Office of the Municipal Treasurer
3. Present the Official Receipt and wait for the release of documents	3. Record the O.R. No. in the logbook. Sign/certify and affix the dry seal to the documents	PHP 100.00	5 Minutes	<i>Secretary</i> Office of the Sangguniang Bayan
	TOTAL	PHP 100.00	55 Minutes	



3. Releasing of Approved Barangay Ordinances and Appropriation Ordinances

Reviewed and Approved Barangay Ordinance is released by the Office of the Secretary to the Sangguniang Bayan to the corresponding barangays.

Office or Division:	Office of the Secretary to the Sangguniang Bayan			
Classification:	Simple			
Type of Transaction:	G2G- Government to Government			
Who may avail:	Any barangay official or secretary who will request for the copy of the ordinance			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter (1 Copy)		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit written request	1. Logbook Entry 1.1 Retrieve copy from the file 1.2 Prepare hard copy	None	10 Minutes	<i>Administrative Aide IV</i> Office of the Secretary to the Sangguniang Bayan
2. Receive hard copy of the ordinance and sign in the logbook	2. Release hard copy of ordinance and give logbook for signing	None	5 Minutes	<i>Administrative Aide IV</i> Office of the Secretary to the Sangguniang Bayan
	TOTAL	None	15 Minutes	



4. Releasing of Approved Municipal Ordinance for Reclassification of Lot

The Municipal Ordinances are reviewed and approved by the Sangguniang Bayan over the course of one (1) month if the requirements submitted by the applicants are complete. The Office of the Secretary to the Sangguniang Bayan is responsible for the release of a copy of the approved Municipal Ordinance to the corresponding applicants.

Office or Division:	Office of the Secretary to the Sangguniang Bayan			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizens			
Who may avail:	Investors where property is located within non-conforming zone			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Ask copy of the Municipal Ordinance approving the request for reclassification of lot	1. Logbook Entry 1.1 Retrieve copy from the file 1.2 Prepare and Release the copy of the approved Municipal Ordinance	None	45 Minutes	<i>Administrative Aide IV</i> Office of the Secretary to the Sangguniang Bayan
	TOTAL	None	45 Minutes	



**Office of the Secretary to the Sangguniang
Bayan
Internal Services**



1. Issuance of Certification

Considering the nature of the services of the legislative department, there are instances that certifications are vital in some government agencies, such as but not limited to certifications as to the status of submitted documents, number of resolutions and ordinances enacted and those which are pending for deliberations.

Office or Division:	Office of the Secretary to the Sangguniang Bayan			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Any office, individual who will request for appropriate certification kept in our records			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Written request for specific certification		From the requesting agency, office or officials		
2. 1 Valid ID of the requesting party				
3. 1 Valid ID and written authorization if the request is by a representative		From the principal requesting party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit written request	1. Logbook Entry 1.1 If records are available, issue Order of Payment to the Client 1.2 Prepare and print the certification 1.3 Affix signature by the Secretary to the Sangguniang Bayan 1.4 Affix the dry seal to the certificate	None	45 Minutes	<i>Administrative Officer III</i> Office of the Secretary to the Sangguniang Bayan or <i>Secretary to the Sangguniang Bayan</i> Office of the Secretary to the Sangguniang Bayan
2. Proceed to the Treasurer's Office for payment	2. Issuance of Official Receipt	PHP 100.00	5 Minutes	<i>Revenue Collection Clerk I</i> Office of the Municipal Treasurer
3. Present the Official Receipt and wait for the release of the documents	3. Record the O.R. No. in the logbook 3.1. Release/ issue the requested	None	5 Minutes	<i>Administrative Officer III</i> Office of the Secretary to the Sangguniang Bayan



	document			
	TOTAL	PHP 100.00	55 Minutes	



2. Issuance of Certified Copy of Legislative Documents

Legislative documents such as but not limited to minutes of sessions, resolutions and ordinances are among the documents that can be utilized as reference by any government officials, national and provincial agencies as well as heads of offices and employees of a local government unit. These documents are considered public documents.

Office or Division:	Office of the Secretary to the Sangguniang Bayan			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Barangay Officials, Heads of Offices and Departments within the MLGU and other interested government agencies, both national and provincial.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Written request for Certified Copy of Legislative document/s		Requesting party.		
2. 1 Valid ID of the requesting party		From the principal requesting party		
3. 1 Valid ID of the representative and written authorization if the request is by representative				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit written request	1. Logbook Entry 1.1 If records are available, issue Order of Payment to the Client 1.2 Photocopy/ reproduce the requested document 1.3. Affix the signature of the Secretary to the Sangguniang Bayan 1.4. Affix dry seal to the document	None	45 Minutes	<i>Administrative Officer III</i> Office of the Secretary to the Sangguniang Bayan or <i>Secretary to the Sangguniang Bayan</i> Office of the Secretary to the Sangguniang Bayan
2. Proceed to the Treasurer's Office for payment	2. Issuance of Official Receipt	Php 100.00	5 Minutes	<i>Revenue Collection Clerk I</i> Office of the Municipal Treasurer
3. Return to the Office of the SB Secretary and present the Official Receipt and wait for the release of documents	3. Record the O.R. No. in the logbook 3.1. Sign/certify and affix the dry seal to the documents	None	5 Minutes	<i>Administrative Officer III</i> Office of the Secretary to the Sangguniang Bayan or <i>Secretary to the</i>



	3.2 Issue/release the requested documents			<i>Sangguniang Bayan</i> Office of the Secretary to the Sangguniang Bayan
	TOTAL	PHP 100.00	55 Minutes	



3. Releasing of Approved Barangay Ordinances

Ordinances enacted by the Sangguniang Barangay are subject to review and approval of the Sangguniang Bayan. Upon approval, these ordinances will be released to the respective Sangguniang Barangay for their implementation within their territorial jurisdiction.

Office or Division:	Office of the Secretary to the Sangguniang Bayan			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Any Barangay official or secretary who will request for the copy of the ordinance			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Written request for specific ordinance 2. Valid ID of the requesting party 3. Valid ID and written authorization if the request is by representative		Requesting BLGU From the Punong Barangay or any officials making the request		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit written request and wait for the release of the hard copy of the ordinance and Sangguniang Bayan resolution approving the same.	1. Check the records of the Sang. Bayan approved barangay ordinance/s 1.1. If the ordinance has been approved, retrieve the hard copy of barangay ordinance and Sangguniang Bayan resolution approving the said ordinance with affixed signature of the SB Secretary, Municipal Vice Mayor and Municipal Mayor 1.2. Affix the dry seal to the resolution 1.3. Release the hard copy of the ordinance	None	45 Minutes	<i>Administrative Officer III</i> Office of the Secretary to the Sangguniang Bayan
2. Sign in the Client in the receiving logbook of the office	2. Assist the client	None	5 Minutes	<i>Administrative Officer III</i> Office of the Secretary to the Sangguniang



				Bayan
	TOTAL	None	50 Minutes	



VI. Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<p>Answer the Client Satisfaction Measurement (CSM) form and drop it at the designated drop box in every office or at the Public Assistance and Complaints Desk.</p> <p>Contact Info: (042) 545-9601</p>
How feedbacks are processed	<p>Every Friday, the Secretary of the Committee on Anti-Red Tape (CART) opens the drop box and compiles and records all feedbacks submitted.</p> <p>Feedbacks requiring answers are forwarded to the relevant offices and are required to answer within three days upon receipt of the feedback.</p> <p>The answer of the office is then relayed to the citizen.</p> <p>For inquiries and follow-ups, clients may reach: (042) 545-9601</p>
How to file a complaint	<p>Answer the Client Complaint Form and drop it at the designated drop box in every office or at the Public Assistance and Complaints Desk.</p> <p>Complaints can also be filed via telephone. Make sure to provide the following information:</p> <ul style="list-style-type: none"> * Name of Person being Complained * Date and Time of Incident * Details of Complaint * Evidence (if any) <p>For inquiries and follow-ups, clients may reach: (042) 545-9601</p>
How complaints are processed	<p>CART secretary opens the complaints drop box on a daily basis and submits the complaints forms to the focal person of CART.</p> <p>Upon evaluation, the focal person shall forward the complaint to the relevant office for its explanation. An investigation shall be conducted if necessary.</p> <p>The focal person will create a report after the investigation and shall submit it to the Head of Agency for appropriate action.</p>



	<p>The focal person will give the feedback to the client.</p> <p>For inquiries and follow-ups, clients may reach: (042) 545-9601</p>
Contact Information of ARTA, CCB, PCC,	<p>ARTA: complaints@arta.gov.ph 1-ARTA (2782) 8478-5091 8478-5093 8478-5099 CCB: 0908-881-6565 (SMS) PCC: 8888</p>



VII. List of Offices

Office	Address	Contact Information
Office of the Municipal Mayor	Don V. Robles Street, Poblacion III, Tiaong Quezon	(042) 545-7001/545-9275
Office of the Human Resource Management Officer	Don V. Robles Street, Poblacion III, Tiaong Quezon	(042) 545-9601
Office of the Municipal Accountant	Don V. Robles Street, Poblacion III, Tiaong Quezon	(042) 545-9603
Office of the Municipal Assessor	Don V. Robles Street, Poblacion III, Tiaong Quezon	(042) 545-9612
Office of the Municipal Budget Officer	Don V. Robles Street, Poblacion III, Tiaong Quezon	(042) 545-9602
Office of the Municipal Civil Registrar	Don V. Robles Street, Poblacion III, Tiaong Quezon	(042) 545-7516
Office of the Municipal Engineer	Don V. Robles Street, Poblacion III, Tiaong Quezon	(042) 545-7980
Office of the Municipal Planning and Development Coordinator	Don V. Robles Street, Poblacion III, Tiaong Quezon	(042) 545-9567
Office of the Municipal Social Welfare and Development Officer	Don V. Robles Street, Poblacion III, Tiaong Quezon	(042) 545-9774
Office of the Municipal Health Officer	Don V. Robles Street, Poblacion III, Tiaong Quezon	(042) 545-8088
Office of the Municipal Agriculturist	Don V. Robles Street, Poblacion III, Tiaong Quezon	(042) 545-8265
Office of the Municipal Environment and Natural Resources Officer	Don V. Robles Street, Poblacion III, Tiaong Quezon	(042) 545-8265
Office of the Municipal Treasurer	Don V. Robles Street, Poblacion III, Tiaong Quezon	(042) 545-9309
Public Market Office	Tiaong Public Market – Lalig, Tiaong, Quezon	(042) 545-9333
Public Employment Service Office	Don V. Robles Street, Poblacion III, Tiaong Quezon	(042) 545-7465
Office of the Local Disaster Risk Reduction and Management Officer	Don V. Robles Street, Poblacion III, Tiaong Quezon	(042) 545-6990
Office of the Municipal Agricultural and Biosystems Engineer	Don V. Robles Street, Poblacion III, Tiaong Quezon	(042) 545-8265
Office of the Secretary to the Sangguniang Bayan	Don V. Robles Street, Poblacion III, Tiaong Quezon	(042) 545-6382

