



# **MUNICIPAL GOVERNMENT OF DELFIN ALBANO, ISABELA**

## **CITIZENS CHARTER**

**2019 (1<sup>st</sup> Edition)**



## **I. Mandate:**

The Local Government of Delfin Albano, Isabela shall endeavor to become autonomous and self-reliant and to effectively exercise the powers and discharge the functions vested upon it by the Local Government Code, including devolved functions and responsibilities of national agencies, and those which are necessary, appropriate, or incidental to efficient, effective, and equitable provision of basic services and facilities for its constituents.

## **II. Vision:**

A center of Agro-industrial development in Northern Isabela with God-loving and empowered citizens living in a disaster-resilient communities and ecologically-sound environment with an integrated infrastructure support system and vibrant economy led by responsive and transparent leadership.

## **III. Mission:**

To improve the quality of life for all residents of Delfin Albano by maximizing opportunities for social and economic development in order to become the Agro-industrial center of Northern Isabela while retaining vibrant, secure and sustainable environment.



#### IV. Service Pledge:

We, the Municipal Officials and Employees of the Local Government of Delfin Albano, Isabela, do hereby pledge our firm commitment to perform our duties and functions to:

**S**erve effectively and efficiently our people with utmost respect and with the highest degree of professionalism;

**E**nable and empower our people to become effective partners in our pursuit for sustainable countryside development;

**R**eadily respond to the challenges of local governance and the ever changing environment;

**V**igilantly conduct all our dealings and transactions to ensure that accountability and transparency are observed at all times;

**I**nitiate a model public service marked with excellence and competence that will serve as an example for others to emulate;

**C**atapult Delfin Albano into an exemplary LGU and as the Center of Agro-Industrial Development in Northern Isabela;

**E**nsure that available resources are optimized and judiciously used and that the environment is sustainably developed and preserved for future generations of Delfin Albanians.

So help us God.



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# **EQUITY-ENHANCING SERVICES**





# OFFICE OF THE MAYOR

*The office exercises general supervision and control over all programs, projects, services and activities of the Government. It ensures that the works of the barangays are within the scope of their prescribed powers and functions.*

*The delivery of basic services, provision of adequate facilities the generation and full utilization of resources also include the Office's functions.*



## 1. ISSUANCE OF MAYOR'S CLEARANCE, JOB RECOMMENDATIONS AND CERTIFICATIONS

The Mayor's Clearance is issued to individuals needing this document which states that he/she has no pending case filed within the Municipality. Certifications are issued to affirm the validity of information. Job recommendations are also issued to job seekers.

<b>OFFICE / DIVISION:</b>	Office of the Mayor			
<b>CLASSIFICATION:</b>	Simple			
<b>TYPE OF TRANSACTION:</b>	Government to Government			
<b>WHO MAY AVAIL:</b>	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> <li>Barangay Clearance</li> <li>Residence certificate (current year)</li> <li>Police Clearance</li> <li>Official Receipt</li> </ul> *Job Recommendations – FREE		Respective Barangay Barangay Treasurer/Treasury Office Delfin Albano Municipal Police Station Treasury Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in Client Log Book	1. Give the Log Book to the client	P200.00	10 MINUTES	<b>Rogelio S. Albano Jr.</b> Contract of Service Mayor's Office
2. Submit the required documents for initial assessment and verification.	2. Receive the accomplished forms and check for completeness.		30 MINUTES	<b>Richmond H. Pazzibugan</b> Draftsman <b>Charisma A. Barut</b> Asst. Info. Officer <b>Marichriss C. Reyno</b> Executive Asst. 1 Mayor's Office
3. Pay the required fees at Treasury Office by showing the Order of Payment.	3. Start processing the request.		30 MINUTES	<b>Wendell Agriam</b> License Inspector 1 <b>Christopher T. Gabriel</b> Meter Reader 1 Treasury Office
4. Return to the Mayor's Office for the processing and release of Clearance or Certification	4. Check the Official Receipt		30 MINUTES	<b>Richmond H. Pazzibugan</b> Draftsman <b>Marichriss C. Reyno</b> Executive Asst. 1 <b>Charisma A. Barut</b> Asst. Info. Officer Mayor's Office
5. Affixation of signature of Municipal Mayor	5. Issue the Certificate or Clearance to the client.		1 DAY	<b>Arnold Edward P. Co</b> Municipal Mayor Mayor's Office
	<b>TOTAL</b>	<b>P200.00</b>	<b>1 DAY, 1 HOUR &amp; 40 MINUTES</b>	



## 2. ENDORSEMENT LETTER TO OTHER NON-GOVERNMENTAL AGENCIES FOR MEDICAL AND FINANCIAL ASSISTANCE

Clients that seek aid from the non-governmental organizations such as the Philippine Charity Sweepstakes Office and other agencies are required to secure the endorsement from the Municipal Mayor.

<b>OFFICE / DIVISION:</b>	Office of the Mayor			
<b>CLASSIFICATION:</b>	Simple			
<b>TYPE OF TRANSACTION:</b>	Government to Government/Government to Citizen			
<b>WHO MAY AVAIL:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>Case study obtained from the Social Welfare &amp; Development Office.</li> <li>Medical Abstract</li> </ul>		Municipal Welfare & Development Office  Attending Physician		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sign in Client Log Book	1. Give the Log Book to the client	NONE	10 MINUTES	<b>Rogelio S. Albano Jr.</b> Contract of Service <b>Richmond H. Pazzibugan</b> Draftsman Mayor's Office
2. Submit the required documents.	2. Check the required documents for completeness and receive.		6 HOURS	<b>Richmond H. Pazzibugan</b> Draftsman <b>Charisma A. Barut</b> Asst. Info. Officer Mayor's Office
	2.1 start processing the endorsement letter			<b>Marichriss C. Reyno</b> Executive Asst. 1 <b>Arnold Edward P. Co</b> Municipal Mayor Mayor's Office
	2.2 Affixation of signature of the Municipal Mayor			<b>Arnold Edward P. Co</b> Municipal Mayor Mayor's Office
	<b>TOTAL</b>	<b>NONE</b>	<b>6 HOURS AND 10 MINUTES</b>	



### 3. GRANTING OF TECHNICAL/FINANCIAL ASSISTANCE FOR BARANGAY & CIVIL SOCIETY ORGANIZATIONS (CSO) PROJECTS:

The Government considers the barangays, people and civil society organizations as partners in governance. It encourages them to formulate projects and programs that uplifts the well-being of the community and provides financial assistance to them for the realization of their projects.

<b>OFFICE / DIVISION:</b>	Office of the Mayor			
<b>CLASSIFICATION:</b>	Simple			
<b>TYPE OF TRANSACTION:</b>	Government to Government			
<b>WHO MAY AVAIL:</b>	Barangay/Civil Society Organization			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>Letter of request and project proposal</li> <li>Approved request letter/project proposal</li> <li>Prepared vouchers/personal appearance</li> </ul>		Requesting Party		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sign in client log book	1. Give the Log Book to the client	NONE	10 MINUTES	<b>Rogelio S. Albano Jr.</b> Contract of Service <b>Richmond H. Pazzibugan</b> Draftsman Mayor's Office
2. Present request and proposal to the Mayor for approval	2. Check the request letter or project proposal and receive.		30 MINUTES	<b>Richmond H. Pazzibugan</b> Draftsman <b>Marichriss C. Reyno</b> Executive Asst. 1 <b>Charisma A. Barut</b> Asst. Info. Officer Mayor's Office
	3. Present request letter or project proposal to the Municipal Mayor		2 DAYS	<b>Arnold Edward P. Co</b> Municipal Mayor Mayor's Office
3. Go to accounting office for the preparation of vouchers	4. Start processing the vouchers		3 HOURS	<b>Christy Dela Cruz</b> Admin. Aide VI <b>Julius P. Barut</b> Admin Aide IV <b>Jesica Dumocloy</b> Accounting Clerk <b>Marjorie B. Garro</b> Admin. Aide IV Accounting Office
			6 HOURS	<b>Signatories</b>



4. Signing of vouchers by signatories	5. Release and recording of check		3 HOURS	Henry V. Dumaua, CPA ICO-Municipal Treasurer Treasury Office
5. Present process vouchers				
	<b>TOTAL</b>	<b>NONE</b>	<b>2 DAYS, 12 HOURS AND 40 MINUTES</b>	

#### 4. ENDORSEMENT LETTER FOR PUNONG BARANGAYS AND CIVIL SOCIETY ORGANIZATIONS (CSOs)

All resolutions, project proposals and letter of request are handed to the Office of the Mayor for the LCE's information and notation. (Standard of procedure)

<b>OFFICE / DIVISION:</b>	Office of the Mayor			
<b>CLASSIFICATION:</b>	Simple			
<b>TYPE OF TRANSACTION:</b>	Government to Government, Government to Citizen			
<b>WHO MAY AVAIL:</b>	Barangay/Civil Society Organization			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>Resolutions/Project Proposal/Letter of Request</li> </ul>		Requesting Party		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sign in Client Log Book	1. Give the Log Book to the client	NONE	10 MINUTES	Rogelio S. Albano Jr. Contract of Service Richmond H. Pazzibugan Draftsman Mayor's Office
2. Submit the required documents	2. Check the required documents for completeness and receive  2.1 Start process the endorsement letter  2.2 Affixation of signature of the Municipal Mayor		6 HOURS	Richmond H. Pazzibugan Draftsman Marichriss C. Reyno Executive Asst. 1 Charisma A. Barut Asst. Info. Officer Arnold Edward P. Co Municipal Mayor Mayor's Office
	<b>TOTAL</b>	<b>NONE</b>	<b>6 HOURS, 10 MINUTES</b>	



## 5. GRANTING/PROVIDING OF FINANCIAL ASSISTANCE FOR MEDICAL AND BURIAL REQUEST

This service is intended to grant/provide financial assistance for medical and burial request.

<b>OFFICE / DIVISION:</b>		Office of the Mayor		
<b>CLASSIFICATION:</b>		Simple		
<b>TYPE OF TRANSACTION:</b>		Government to Government		
<b>WHO MAY AVAIL:</b>		All		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>Request letter</li> <li>Medical certificate/Hospital Bill</li> </ul> *For burial: <ul style="list-style-type: none"> <li>Death certificate</li> <li>Barangay Indigency</li> <li>Latest CTC</li> </ul>		Requesting Party Attending Physician or Hospital  MCR Barangay Hall/Punong Barangay Treasury Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sign in Client Log Book	1. Give the Log Book to the client	NONE	10 MINUTES	<b>Rogelio S. Albano Jr.</b> Contract of Service <b>Richmond H. Pazzibugan</b> Draftsman Mayor's Office
2. Submit the required documents	2. Check the required documents for completeness and receive		30 MINUTES	<b>Richmond H. Pazzibugan</b> Draftsman <b>Marichriss C. Reyno</b> Executive Asst. 1 <b>Charisma A. Barut</b> Asst. Info. Officer Mayor's Office
	3. Present request letter with required documents to the Municipal Mayor for approval		1 HOUR	<b>Arnold Edward P. Co</b> Municipal Mayor Mayor's Office
3. Proceed to MSWDO to undergo interview	4. Submit approved request letter  4.1 Interview the client for the case study		4 HOURS	<b>Rosalie L. Marquez</b> MSWDO SWD Office



4. Signing of vouchers by signatories	4.2 Prepare voucher  Affix signature to letter request.		6 HOURS	
5. Present process vouchers	5. Release and recording of Financial assistance		3 HOURS	
	<b>TOTAL</b>	<b>NONE</b>	<b>14 HOURS and 40 MINUTES</b>	

## 6. PROCESSING OF BOJIE RODITO OPPORTUNITIES FOR EDUCATION (BRO) SCHOLARSHIP APPLICATION

The LGU-Delfin Albano, Isabela recognizes the right of each child to quality education thus, BRO scholarship program was established.

<b>OFFICE / DIVISION:</b>	Office of the Mayor			
<b>CLASSIFICATION:</b>	Simple			
<b>TYPE OF TRANSACTION:</b>	Government to Government			
<b>WHO MAY AVAIL:</b>	Students only			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>Filled-up BROE form</li> <li>2x2 pictures</li> <li>Certification in Indigence issued by Punong Barangay/DSWD</li> <li>Photocopy of Birth Certificate</li> <li>Photocopy of Certificate of grade/form 138</li> <li>Photocopy of Certificate of Good Moral Character</li> </ul>		Mayor's Office, Second Floor, Left Side  MSWDO  Barangay Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>



1. Sign in Client Log Book	1. Give the Log Book to the client		5 MINUTES	<b>Rogelio S. Albano Jr.</b> Contract of Service Mayor's Office
2. Fill-up the form.	2. Issue scholarship application form		30 MINUTES	<b>Marichriss C. Reyno</b> Executive Asst. 1 <b>Charisma A. Barut</b> Asst. Info. Officer Mayor's Office
3. Submit accomplished form and requirements for review.	3. Review the accomplished form.		5 MINUTES	<b>Marichriss C. Reyno</b> Executive Asst. 1 <b>Charisma A. Barut</b> Asst. Info. Officer Mayor's Office
4. The clients will pass the reviewed requirements at the Provincial Office			1 DAY	
	<b>TOTAL</b>	<b>NONE</b>	<b>1 DAY, 40 MINUTES</b>	

## 7. MUNICIPAL AMBULANCE SERVICES

The office maintains two (2) units of Ambulance for rescue and emergency medical purposes.

<b>OFFICE / DIVISION:</b>	Office of the Mayor			
<b>CLASSIFICATION:</b>	Simple			
<b>TYPE OF TRANSACTION:</b>	Government to Government			
<b>WHO MAY AVAIL:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>Trip Ticket</li> <li>*Patient(s) will be responsible for the fuel of the ambulance</li> </ul>		Mayor's Office, Second Floor, Left Side		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sign in Client Log Book.	1. Give the Log Book to the client	NONE	10 MINUTES	<b>Rogelio S. Albano Jr.</b> Contract of Service Mayor's Office
2. Inform personnel in-charge of the details and fill-up trip ticket for travelling purposes.	2. Prepare the trip-ticket.		30 MINUTES	<b>Richmond H. Pazzibugan</b> Draftsman <b>Marichriss C. Reyno</b> Executive Asst. 1 <b>Charisma A. Barut</b> Asst. Info. Officer Mayor's Office
3. Inform/	3. Inform the detail of the		30 MINUTES	





coordinate with the Ambulance Driver of the details.	trip to the ambulance driver			<b>Marichriss C. Reyno</b> Executive Asst. 1 <b>Charisma A. Barut</b> Asst. Info. Officer Mayor's Office
4. Affixation of signature of Municipal Mayor	The Municipal Mayor affix his signature to the trip ticket.		30 MINUTES	<b>Arnold Edward P. Co</b> Municipal Mayor Mayor's Office
	<b>TOTAL</b>	<b>NONE</b>	<b>1 HOUR, 40 MINUTES</b>	

## 8. PROCESSING OF VOUCHERS (OFFICE SUPPLIES, REIMBURSEMENT, LIQUIDATION OF CASH ADVANCES)

The Office of the Mayor is the processing center of all vouchers. This will determine the validity of vouchers being transacted.

<b>OFFICE / DIVISION:</b>	Office of the Mayor			
<b>CLASSIFICATION:</b>	Simple			
<b>TYPE OF TRANSACTION:</b>	Government to Government			
<b>WHO MAY AVAIL:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
• Disbursement Voucher(s)		Concerned Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present vouchers	1. Check vouchers	NONE	10 MINUTES	<b>Marichriss C. Reyno</b> Executive Asst. 1 <b>Charisma A. Barut</b> Asst. Info. Officer Mayor's Office
	2. Signing of vouchers		3 HOURS	<b>Arnold Edward P. Co</b> Municipal Mayor Mayor's Office
	3. Record and submit signed vouchers to		40 MINUTES	<b>Rogelio S. Albano Jr.</b> Contract of Service <b>Richmond H. Pazzibugan</b> Draftsman Mayor's Office



	concerned office			
	<b>TOTAL</b>	<b>NONE</b>	<b>3 HOURS, 50 MINUTES</b>	

## 9. PROVISION OF PRESS RELEASE TO PRINT AND BROADCAST MEDIA

The Public Relations and Information Office is responsible in disseminating information on the programs, activities and accomplishments of the municipality to all local radio stations, print and broadcast media within Isabela and outside.

Press releases shall be given to reporters/writers at the Public Relation Office. News/Information with urgency in nature shall be delivered directly to media outlets.

NOTE: For Television/cable news coverage, the Office shall coordinate with the different Municipal Officials and Department Heads concerned for interview.

<b>OFFICE / DIVISION:</b>	Office of the Mayor			
<b>CLASSIFICATION:</b>	Simple			
<b>TYPE OF TRANSACTION:</b>	Government to Citizen			
<b>WHO MAY AVAIL:</b>	Media			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
NONE		NONE		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sign in client Log Book	1. Give the Log Book to the client	NONE	5 MINUTES	<b>Rogelio S. Albano Jr.</b> Contract of Service Mayor's Office
2. Approach the person in-charge and ask for a copy of press releases or interview	2. Prepare the copy of press release or do the interview.		2 HOURS	<b>Charisma A. Barut</b> Asst. Info. Officer Mayor's Office
3. Read newsletter while waiting for the printing of the press release	3. Give client newsletter to read on.			<b>Charisma A. Barut</b> Asst. Info. Officer Mayor's Office



4. Get copy of press release	4. Issue the copy of press release		5 MINUTES	<b>Charisma A. Barut</b> Asst. Info. Officer Mayor's Office
	<b>TOTAL</b>	<b>NONE</b>	<b>2 HOURS, 10 MINUTES</b>	

## 10. TECHNOLOGY FOR EDUCATION, EMPLOYMENT, ENTREPRENEURSHIP AND ECONOMIC DEVELOPMENT (TECH4ED)/COMMUNITY eCENTER (CeC) SERVICES (Tech4ED Web Portal, Digital Literacy)

One of the best practices of LGU-Delfin Albano is to establish sustainable TECH4ED center as a delivery channel for relevant ICT-enabled services and content for socio-economic development of unserved and underserved communities towards improved quality of life.

The Tech4Ed package includes laptops, printer, webcam, CCTV and headsets for use of computer enthusiast given by the Department of Information & Communication Technology (DICT).

<b>OFFICE / DIVISION:</b>	Information & Communication Technology Office			
<b>CLASSIFICATION:</b>	Simple			
<b>TYPE OF TRANSACTION:</b>	Government to Citizen			
<b>WHO MAY AVAIL:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>Valid Identification Card (ID)</li> </ul>		Requesting Party		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sign in client Log Book	1. Give the Log Book to the client	NONE	2 MINUTES	<b>Rhomel G. Salvador</b> <b>Tech4ED Center Manager</b> Tech4Ed Center
2. Log-in at the Tech4ED Web portal	2. Assist the client in logging-in at the Web portal especially the new user (username and password)		2 MINUTES	<b>Rhomel G. Salvador</b> <b>Tech4ED Center Manager</b> Tech4Ed Center
3. The client will choose which services he/she would like to browse.	3. Present the Tech4Ed portal (eEducSkills, eHealth, eFarming,		5 MINUTES	<b>Rhomel G. Salvador</b> <b>Tech4ED Center Manager</b> Tech4Ed Center



4. Log-out at the Tech4Ed Web portal	eGovtServices , etc.) 4. Logging-out of the Tech4Ed Web portal.		2 MINUTES	<b>Rhomel G. Salvador</b> <b>Tech4ED Center</b> <b>Manager</b> Tech4Ed Center
	<b>TOTAL</b>	<b>NONE</b>	<b>11 MINUTES</b>	

## 11. DIGITAL LITERACY

The establishment of multi-purpose community public access points and providing affordable or free of charge access to the various communication resources, notably the internet has addressed digital divide to the community. It seeks to enable, empower and transform communities. Digital literacy is a necessity to every Juan wherein nowadays goes with the Digital World.

<b>OFFICE / DIVISION:</b>	Information & Communication Technology Office			
<b>CLASSIFICATION:</b>	Simple			
<b>TYPE OF TRANSACTION:</b>	Government to Citizen			
<b>WHO MAY AVAIL:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>Valid Identification Card (ID)</li> </ul>		NONE		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sign in client Log Book	1. Give the Log Book to the client	NONE	2 MINUTES	<b>Rhomel G. Salvador</b> Tech4ED Center Manager Tech4Ed Center
2. Attend orientation for the scope of modules.	2. Present the modules comprising of multimedia presentations, Microsoft Word, Microsoft Excel etc.		1 HOUR	<b>Rhomel G. Salvador</b> Tech4ED Center Manager Tech4Ed Center
3. Attend lectures, presentations. *Digital Literacy takes ten (10) days of attending classes and workshops. **Digital Literacy can be cater on-line	3. Lectures/Hands-on on Microsoft Applications, Internet and Social Media			<b>Rhomel G. Salvador</b> Tech4ED Center Manager Tech4Ed Center



4. Get your Certificate of Completion	Issue certificate of Completion		5 MINUTES	<b>Rhomel G. Salvador</b> Tech4ED Center Manager Tech4Ed Center
	<b>TOTAL</b>	<b>NONE</b>	<b>1 HOUR, 7 MINUTES</b>	

## 12. Issuance of Certificate of No Objection to License Recruitment Agencies (Special Recruitment Activity-Overseas)

This activity is granted to an agency to conduct recruitment outside its registered business address approved by the Administration and provide all the necessary documents in accordance with existing rules and regulations.

OFFICE / DIVISION:	Office of the Mayor-PESO			
CLASSIFICATION:	Simple			
TYPE OF TRANSACTION:	G2B-Government to Business entity			
WHO MAY AVAIL:	Licensed Recruitment Agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request letter/letter of Intent ( 1 original copy)		Recruitment Agency		
2. Company Profile ( 1 photocopy)		Recruitment Agency		
3. Updated POEA License ( 1 clear photocopy)		Recruitment Agency		
4. Affidavit of Undertakings ( 1 original copy)		Recruitment Agency		
5. Authority to conduct the activity ( 1 photocopy)		DOLE		
6. Job Orders/List of Job Vacancy (1 photocopy)		Recruitment Agency		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the client log book	1. Give the log book to the client		5 minutes	<b>Rogelio S. Albano Jr.</b> COS <b>Charisma A. Barut</b> AIO/PESO Manger-Designate
2. Submit the required documents	2. Check the required documents for completeness and receive		30 minutes	<b>Charisma A. Barut</b> AIO/PESO Manger-Designate
	3. Verify the status of the		2 hours	<b>Charisma A. Barut</b>



	recruitment agency in the POEA website			AIO/PESO Manager-Designate
	4. Start process the certificate of "no objection" 2.2 Affixation of signature of the Municipal Mayor		2 hours	<b>Charisma A. Barut</b> AIO/PESO Manager-Designate  <b>Arnold Edward P. Co</b> Municipal Mayor
3. Proceed at the Local Treasury Office for payment			2 hours	<b>Wendell Agriam</b> License Inspector I <b>Miriam T. Obedoza</b> Collecting Officer <b>Christopher T. Gabriel</b> Collecting Officer
4. Present receipt of payment	5. Release the certification			<b>Charisma A. Barut</b> AIO/PESO Manager-Designate
	<b>TOTAL</b>	<b>P 200.00</b>	<b>6 HOURS and 35 MINUTES</b>	

## Special Programs

### A. Special Program for Employment of Students (SPES)

The Special Program for Employment of Students (**SPES**) is an employment-bridging program that aims to provide temporary employment to disadvantaged youth to augment their family's income and help ensure that beneficiaries are able to pursue their education. The work duration is 20 days during Christmas or summer vacation.

<b>OFFICE / DIVISION:</b>	Office of the Mayor-PESO
<b>CLASSIFICATION:</b>	Highly Technical
<b>TYPE OF TRANSACTION:</b>	G2C- Government to citizens
<b>WHO MAY AVAIL:</b>	Students (Senior High or College level) or OSY
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
1. Birth Certificate ( 1 photocopy)	Local Registrar Office
2. Form 138 or 137 with GA of 80% (1 photocopy)	School
3.Barangay Certificate of Indigency ( 1 photocopy)	Barangay Hall or Punong Barangay
4. Parent's ITR for wage earners (1 photocopy)	Parent's company or BIR
5. For OSY- Certification of OSY	MSWDO



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the client log book	1. Give the log book to the client	<b>NONE</b>	5 minutes	<b>Rogelio S. Albano Jr.</b> COS <b>Charisma A. Barut</b> AIO/PESO Manger-Designate
2. Submit the required documents	2. Check and verify the required documents and receive.	<b>NONE</b>	1 day	<b>Charisma A. Barut</b> AIO/PESO Manger-Designate
	3. Evaluate qualified applicants	<b>NONE</b>	5 days	<b>Charisma A. Barut</b> AIO/PESO Manger-Designate
	<b>4. Start process the documents of the</b>  <b>students to be submitted at DOLE</b> 4.1 SPES Form 2 4.2 Oath of undertakings 4.3 Employment Contract 4.4 Placement report 4.5 Affixation of signature of Municipal Mayor in the documents		5 days	<b>Charisma A. Barut</b> AIO/PESO Manger-Designate  <b>Arnold Edward P. Co</b> Municipal Mayor
	<b>5. Orientation of the</b>  <b>students as SPES beneficiaries</b>	<b>NONE</b>		<b>Charisma A. Barut</b> AIO/PESO Manger-Designate
	<b>TOTAL</b>	<b>NONE</b>	<b>11 DAYS, 2 HOURS and 5 MINUTES</b>	



## B. Government Internship Program (GIP)

The DOLE-GIP provides 3-6 months internship opportunity for high school, technical-vocational or college graduates who want to pursue a career in public service in either in local or national government.

<b>OFFICE / DIVISION:</b>	Office of the Mayor-PESO			
<b>CLASSIFICATION:</b>	Highly Technical			
<b>TYPE OF TRANSACTION:</b>	G2C- Government to citizens			
<b>WHO MAY AVAIL:</b>	High School Graduates, College Graduates, Vocational Graduate (18-30 years old)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Birth Certificate ( 1 photocopy)		Local Registrar Office		
2. Transcript of records (1 photocopy)		School		
3. Diploma (1 photocopy)		School		
4. Barangay Clearance ( 1 photocopy)		Barangay Hall or Punong Barangay		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sign in the client log book	1. Give the log book to the client		5 minutes	<b>Rogelio S. Albano Jr.</b> COS <b>Charisma A. Barut</b> AIO/PESO Manger-Designate
2. Submit the required documents	2. Check and verify the required documents and receive.		1 day	<b>Charisma A. Barut</b> AIO/PESO Manger-Designate
	3. Evaluate qualified applicants		5 days	<b>Charisma A. Barut</b> AIO/PESO Manger-Designate
	4. Start process the documents to be submitted at DOLE 4.1 Application form 4.2 Internship Agreement 4.3 Memorandum of understanding		5 days	<b>Charisma A. Barut</b> AIO/PESO Manger-Designate  <b>Arnold Edward P. Co</b> Municipal Mayor





	5. Orientation of the qualified GIP beneficiaries		2 hours	<b>Charisma A. Barut</b> AIO/PESO Manger-Designate
	<b>TOTAL</b>	<b>NONE</b>	<b>11 DAYS, 2 HOURS and 5 MINUTES</b>	

### C.DOLE Integrate Livelihood Program or Kabuhayan Program

DILP or Kabuhayan Program is the DOLE's contribution to the governments' agenda of inclusive growth through massive job generation and substantial poverty reduction. It seeks to reduce the vulnerability to risks of the poor, vulnerable and marginalized workers by providing them access to a grant assistance for capacity-building on livelihood ventures either for individual or group undertakings.

<b>OFFICE / DIVISION:</b>	Office of the Mayor-PESO			
<b>CLASSIFICATION:</b>	<b>Highly technical</b>			
<b>TYPE OF TRANSACTION:</b>	G2C- Government to citizens			
<b>WHO MAY AVAIL:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Starter Kit</b>		Local Registrar Office		
1. TESDA NC II ( 1 photocopy)		School		
2. Residents certificate ( current year)		School		
3. 2x2 Picture with white background and collar shirt (1 piece)		Barangay Hall or Punong Barangay		
<b>TUPAD Project</b>		TESDA		
1. Residents certificate ( current year)		Barangay Treasurer or Local Treasury Office		
2. 2x2 Picture with white background and collar shirt (1 piece)		Beneficiary		
3. Valid ID				
<b>Group Livelihood</b>				
1. Letter of intent		Officers of the Organization		
2. Project Proposal		Officers of the Organization		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sign in the client log book	1. Give the log book to the client		5 minutes	<b>Rogelio S. Albano Jr.</b> COS <b>Charisma A. Barut</b> AIO/PESO Manger-Designate
2. Present letter of intent and project proposal	2. Interview and evaluate documents and present to Municipal		3days	<b>Charisma A. Barut</b> AIO/PESO Manger-Designate



	Mayor for approval			
	3. Start process the documents to be submitted at DOLE for approval and affixation of signature of Municipal Mayor		16 days	<b>Charisma A. Barut</b> AIO/PESO Manger-Designate  <b>Arnold Edward P. Co</b> Municipal Mayor
	<b>TOTAL</b>	<b>NONE</b>	<b>19 DAYS, and 5 MINUTES</b>	



# OFFICE OF THE MUNICIPAL ADMINISTRATOR

*Ensures responsive, people friendly administration and accomplishes the quantity and quality of work expected within set limits of cost and time.*



## 1. SIGNING / APPROVAL OF DISBURSEMENT VOUCHERS

Ensures responsive, people friendly administration and accomplishes the quantity and quality of work expected within set limits of cost and time.

<b>OFFICE / DIVISION:</b>	Office of the Municipal Administrator			
<b>CLASSIFICATION:</b>	Simple			
<b>TYPE OF TRANSACTION:</b>	Government to Citizen			
<b>WHO MAY AVAIL:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>Purchase request/Purchase order, Acceptance Reports, Waste Material Support, Obligation Request, Disbursement Vouchers, Checks</li> </ul>		Requesting Party		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sign in client logbook	1. Give the Log Book to the client	NONE	5 MINUTES	<b>Sherwin B. Padre</b> Contract of Service <b>Rizafe R. Ramos</b> Admin. Asst. III Mun. Admin Office
2. The assigned personnel shall present the documents to the Municipal Administrator for affixation of signature	2. Receive documents and check for completeness.		8 HOURS	<b>Jocelyn A. Manibog</b> Municipal Administrator Mun. Admin Office
3. Review and record all signed documents	3. The MA affix his/her signature		5 MINUTES	<b>Sherwin B. Padre</b> Contract of Service <b>Rizafe R. Ramos</b> Admin. Asst. III Mun. Admin Office
	<b>TOTAL</b>	<b>NONE</b>	<b>8 HOURS, 10 MINUTES</b>	

## 2. FINANCIAL ASSISTANCE FOR INDIGENT RESIDENTS (in case the Local Executive is out/has official business)

The program is intended for the indigent families who are in need of medical or burial assistance and other emergency needs.

<b>OFFICE / DIVISION:</b>	Office of the Municipal Administrator
<b>CLASSIFICATION:</b>	Simple



<b>TYPE OF TRANSACTION:</b>		Government to Citizen		
<b>WHO MAY AVAIL:</b>		All		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>Request letter addressed to the Mayor</li> <li>Hospitalization billing statement</li> <li>Residence tax certificate</li> <li>Barangay clearance/certification</li> </ul>		Requesting Party		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sign in client Log Book	1. Give the Log Book to the client	NONE	5 MINUTES	<b>Sherwin B. Padre</b> Contract of Service <b>Rizafe R. Ramos</b> Admin. Asst. III Mun. Admin Office
2. Review the request letter and documents presented	2. Receive documents and check for completeness.		8 HOURS	<b>Sherwin B. Padre</b> Contract of Service <b>Rizafe R. Ramos</b> Admin. Asst. III Mun. Admin Office
3. The assigned personnel shall present the documents to the Municipal Administrator for the affixation of signature	3. The MA affix his/her signature			<b>Jocelyn A. Manibog</b> Municipal Administrator Mun. Admin Office
	3.1 Record all signed documents			<b>Sherwin B. Padre</b> Contract of Service <b>Rizafe R. Ramos</b> Admin. Asst. III Mun. Admin Office
4. Intake the interview for the accomplishment of Form 200	Check duly approved request letter, Medical Certificates/Abstract/Certificate of Confinement/ Certificate of Indigency signed by Punong Barangay/Residence Certificate			<b>Rosalie L. Marquez, RSW</b> MSWDO <b>Vanessa A. Acosta</b> SWO <b>Fresma D. Casayuran</b> SWA/MPO SWD Office
6. Wait at the designated waiting area while MSWDO staff facilitates the processing and signing of documents				



7. Go to Mayor's Office, MBO, Accounting Office for vouchers signature and get financial assistance (cash/check) at the Treasury Office	4. Concerned signatories will affix their signature			<b>Rosalie L. Marquez, RSW</b> MSWDO <b>Haydee G. Viernes</b> SWO II <b>Vanessa A. Acosta</b> SWO <b>Fresma D. Casayuran</b> SWA/MPO SWD Office  <b>Arnold Edward P. Co</b> Municipal Mayor Mayor's Office  <b>Erleigy A. Butay, MPA</b> OIC-MBO Budget Office  <b>Bernard F. Cañero</b> OIC-Mun. Accountant Accounting Office  <b>Henry V. Dumaua, CPA</b> ICO-Municipal Treasurer Treasury Office
	<b>TOTAL</b>	<b>NONE</b>	<b>8 HOURS, 5 MINUTES</b>	

### 3. SIGNING/APPROVAL OF TRAVEL ORDERS/TRIP TICKETS

The program is intended for the indigent families who are in need of medical or burial assistance and other emergency needs.

<b>OFFICE / DIVISION:</b>	Office of the Municipal Administrator			
<b>CLASSIFICATION:</b>	Simple			
<b>TYPE OF TRANSACTION:</b>	Government to Citizen			
<b>WHO MAY AVAIL:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>Travel order, Trip Ticket. Disbursement Vouchers and Obligation Request and communications.</li> </ul>		OFFICE OF THE MUNICIPAL MAYOR		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sign in client Log Book	1. Give the Log Book to the client  1.1 Receive documents and check for completeness	NONE	5 MINUTES	<b>Sherwin B. Padre</b> Contract of Service <b>Rizafe R. Ramos</b> Admin. Asst. III Mun. Admin Office  <b>Sherwin B. Padre</b> Contract of Service <b>Rizafe R. Ramos</b> Admin. Asst. III Mun. Admin Office



2. Signing of documents	2. The MA affix her signature		8 HOURS	<b>Jocelyn A. Manibog</b> Municipal Administrator Mun. Admin Office  <b>Sherwin B. Padre</b> Contract of Service <b>Rizafe R. Ramos</b> Admin. Asst. III Mun. Admin Office
3. Record signed documents			5 MINUTES	
	<b>TOTAL</b>	<b>NONE</b>	<b>8 HOURS, 10 MINUTES</b>	



# OFFICE OF THE MUNICIPAL CIVIL REGISTRAR

*The office is responsible for the civil registration program in the local government unit, pursuant to the civil registry law, the Civil code and other pertinent laws, rules and regulations issued to implement them.*





## 1. ISSUANCE OF CERTIFIED COPY OF BIRTH, MARRIAGE AND DEATH CERTIFICATES

Civil registry documents such as birth, marriage and death certificates may be availed of by securing a certified transcript from the Civil Registry Office.

<b>OFFICE / DIVISION:</b>		Office of the Municipal Civil Registrar		
<b>CLASSIFICATION:</b>		Simple		
<b>TYPE OF TRANSACTION:</b>		Government to Citizen		
<b>WHO MAY AVAIL:</b>		All		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
• NONE		NONE		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sign in client Log Book and conduct interview	1. Give the Log Book to the client	P200.00	2 MINUTES	<b>Annavic D. Battung</b> RCC 1 <b>Evelyn G. Ramos</b> RCC1 <b>Felmar S. Salvador</b> Contract of Service MCR Office
2. Wait for verification of the availability of the civil registry documents in the computer database/register book of birth, marriage and death and get order of payment			10 MINUTES	<b>Marlon T. Mata</b> Municipal Civil Registrar <b>Annavic D. Battung</b> RCC 1 <b>Evelyn G. Ramos</b> RCC1 <b>Felmar S. Salvador</b> Contract of Service MCR Office
3. Pay the required fee at the Municipal Treasury Office	Check Official Receipt		5 MINUTES	<b>Mirriam T. Obedoza</b> Admin. Aide I/Special Collecting Officer <b>Wendel Carl Agriam</b> RCC 1 <b>Christopher T. Gabriel</b> Meter Reader 1/ Special Collecting Officer Treasury Office
4. Get your requested document duly signed by the Municipal Civil Registrar or authorized signatories	Issue document		3 MINUTES	<b>Marlon T. Mata</b> Municipal Civil Registrar <b>Annavic D. Battung</b> RCC 1 <b>Evelyn G. Ramos</b> RCC1 <b>Felmar S. Salvador</b> Contract of Service MCR Office
<b>TOTAL</b>		<b>200.00</b>	<b>20 MINUTES</b>	



## 2. ISSUANCE OF REGISTRATION OF LIVE BIRTH AND MARRIAGE

Republic Act No. 3753 mandates the acts, events, legal instruments and court order/decrees concerning the civil status of persons shall be recorded. The birth of a child must be registered within thirty (30) days from birth at the civil registrar office. The certificate of marriage of a civil or church wedding must be submitted within (15) days after the solemnization of marriage.

<b>OFFICE / DIVISION:</b>		Office of the Municipal Civil Registrar		
<b>CLASSIFICATION:</b>		Simple		
<b>TYPE OF TRANSACTION:</b>		Government to Citizen		
<b>WHO MAY AVAIL:</b>		All		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
• NONE		NONE		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sign in client Log Book and conduct interview	1. Give the Log Book to the client	P200.00	2 MINUTES	<b>Annavic D. Battung</b> RCC 1 <b>Evelyn G. Ramos</b> RCC1 <b>Felmar S. Salvador</b> Contract of Service MCR Office
2. Wait for verification of the availability of the civil registry documents in the computer database/register book of birth, marriage and death and get order of payment			10 MINUTES	<b>Marlon T. Mata</b> Municipal Civil Registrar <b>Annavic D. Battung</b> RCC 1 <b>Evelyn G. Ramos</b> RCC1 <b>Felmar S. Salvador</b> Contract of Service MCR Office
3. Pay the required fee at the Municipal Treasury Office	Check Official Receipt		2 MINUTES	<b>Mirriam T. Obedoza</b> Admin. Aide I/Special Collecting Officer <b>Wendel Carl Agriam</b> RCC 1 <b>Christopher T. Gabriel</b> Meter Reader 1/ Special Collecting Officer Treasury Office
4. Get your requested document duly signed by the Municipal Civil Registrar or authorized signatories	Issue document		1 MINUTE	<b>Marlon T. Mata</b> Municipal Civil Registrar <b>Annavic D. Battung</b> RCC 1 <b>Evelyn G. Ramos</b> RCC1



				<b>Felmar S. Salvador</b> Contract of Service MCR Office
	<b>TOTAL</b>		<b>14 MINUTES</b>	

### 3. ISSUANCE AND REGISTRATION OF DEATH CERTIFICATES

The registration of the Death Certificate (DC) with the Civil Registry Office within the period of thirty (30) days is mandatory.

<b>OFFICE / DIVISION:</b>	Office of the Municipal Civil Registrar			
<b>CLASSIFICATION:</b>	Simple			
<b>TYPE OF TRANSACTION:</b>	Government to Citizen			
<b>WHO MAY AVAIL:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
• NONE		NONE		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sign client logbook	1. Give the Log Book to the client	P200.00	2 MINUTES	<b>Annavic D. Battung</b> RCC I MCR Office
2. Wait for the preparation of Certificate of death			10 MINUTES	<b>Annavic D. Battung</b> RCC I <b>Evelyn G. Ramos</b> RCC I <b>Felmar S. Salvador</b> Contract of MCR Office Service
3. Pay the required fees at the Treasury Office			1 MINUTE	<b>Miriam T. Obedoza</b> Admin. Aide I/ Special Collecting Officer <b>Wendell Agriam</b> RCC I <b>Christopher T. Gabriel</b> Meter Reader I/ Special Collecting Officer Treasury Office
4. Bring the COD to the attending Physician for signature and the MHO for review and signature			25 MINUTES	<b>Client</b>
5. Get death certificate			1 MINUTE	<b>Annavic D. Battung</b> RCC I <b>Evelyn G. Ramos</b> RCC I <b>Felmar S. Salvador</b> Contract of Service MCR Office
	<b>TOTAL</b>	<b>200.00</b>	<b>39 MINUTES</b>	



#### 4. APPLICATION FOR DELAYED REGISTRATION OF BIRTH, MARRIAGE AND DEATH

Delayed registration of birth, marriage or death must be filed at the Civil Registry Office following the lapse of the prescribed period of 30 calendar days from birth, marriage or death.

<b>OFFICE / DIVISION:</b>	Office of the Municipal Civil Registrar			
<b>CLASSIFICATION:</b>	Simple			
<b>TYPE OF TRANSACTION:</b>	Government to Citizen			
<b>WHO MAY AVAIL:</b>	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> <li>For delayed registration of birth: <ul style="list-style-type: none"> <li>-Philippine Statistics Authority negative result</li> <li>-Baptismal certificates/voter's registration record</li> <li>-Marriage certificate if the applicant is married</li> <li>-Affidavit of two disinterested persons</li> <li>- Medical Record</li> <li>-Barangay Certification</li> <li>-School records</li> <li>- Certificate of live birth (prepared by hospitals, midwives, nurses or attending physicians)</li> </ul> </li> <li>For delayed registration of marriage: <ul style="list-style-type: none"> <li>-Philippine Statistics Office negative certification</li> <li>- Affidavit of two disinterested persons</li> <li>-Certificate of marriage</li> </ul> </li> </ul> <p>Schedule of fees:  Birth certificate- P500.00  Marriage certificate – 500.00  Death Certificate - 500.00</p>		Philippine Statistics Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign client logbook	1. Give the Log Book to the client	P500.00	2 MINUTES	<b>Annavic D. Battung</b> RCC I MCR Office
2. Submit documents for review			10 MINUTES	<b>Evelyn G. Ramos</b> RCC I <b>Felmar S. Salvador</b> Contract of Service <b>Marlon T. Mata</b>



3. Return after 10 working days and get order of payment			10 MINUTES	Municipal Civil Registrar MCR Office
4. Pay the required fees at the Treasury Office			2 MINUTES	
5. Get certificate of registration Note: For endorsement and request for security paper			10 MINUTES	<b>Mirriam T. Obedoza</b> Admin. Aide I/ Special Collecting Officer <b>Wendell Agriam</b> RCC I <b>Christopher T. Gabriel</b> Meter Reader I/ Special Collecting Officer Treasury Office
	<b>TOTAL</b>	<b>500.00</b>	<b>27 MINUTES</b>	

## 5. APPLICATION FOR MARRIAGE LICENSE

All couples (either one or both residents of Delfin Albano) of legal age intending to get married must apply for marriage license at the Civil Registry Office. A marriage license is valid in any part of the Philippines for a period of 120 days from the date of issue.

<b>OFFICE / DIVISION:</b>	Office of the Municipal Civil Registrar
<b>CLASSIFICATION:</b>	Highly Technical
<b>TYPE OF TRANSACTION:</b>	Government to Citizen
<b>WHO MAY AVAIL:</b>	All
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> <li>• Birth certificates of applying couple</li> <li>• Personal consent (for applicant 18-20 yrs. Old)</li> <li>• Parental advice for applicant 21-24 years old)</li> </ul> <b>Other requirements:</b> <ul style="list-style-type: none"> <li>• Certificate of legal capacity to contract marriage, for citizens of a foreign country</li> </ul>	



<ul style="list-style-type: none"> <li>• Death certificate of deceased divorce or annulment for applicants who has been previously married</li> <li>• Certificate of no marriage(CENOMAR)</li> </ul>				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign client logbook	1. Give the Log Book to the client	P500.00	2 MINUTES	<b>Annavic D. Battung</b> RCC 1 MCR Office
2. Secure marriage application form			10 MINUTES	<b>Felmar S. Salvador</b> Contract of Service <b>Evelyn G. Ramos</b> RCC1 <b>Annavic D. Battung</b> RCC 1 MCR Office
3. Get order of payment while the LCRO personnel prepare the application.			10 MINUTES	<b>Felmar S. Salvador</b> Contract of Service <b>Evelyn G. Ramos</b> RCC1 <b>Annavic D. Battung</b> RCC 1 MCR Office
4. Pay the required fees at the Treasury Office			3 MINUTES	<b>Mirriam T. Obedoza</b> Admin. Aide I/Special Collecting Officer  <b>Wendel Carl Agriam</b> RCC 1 <b>Christopher T. Gabriel</b> Meter Reader 1/ Special Collecting Officer Treasury Office
5. Go back to the Civil Registry Office for signature of application and signature of MCR			10 MINUTES	<b>Marlon T. Mata</b> Municipal Civil Registrar MCR Office
6. Attend the Pre-marriage counseling (PMC) seminar which is conducted every Friday of the week at the MSWDO office			8 HOURS	<b>Randy B. Coloma, RN</b> Eulador G. Tumamao, RN <b>Rosalie L. Marquez, RSW</b> Counselor Managers



7. Return after 10 working days to get marriage license			10 DAYS	<b>Marlon T. Mata</b> Municipal Civil Registrar MCR Office
	<b>TOTAL</b>	<b>500.00</b>	<b>11 DAYS, 34 MINUTES</b>	

## 6. CHANGE OF FIRST NAME, NICKNAME AND FOR CORRECTION OF CLERICAL OR TYPOGRAPHICAL ERROR

Republic Act 9048 authorized the Municipal Registrar to:

- Correct clerical or typographical errors in an entry
- Change of first name or nickname

In the civil registry without need of a judicial order, However, any petition to correct error that would subsequently change the nationality, age or status of a person is not allowed and must be filed with the proper court.

<b>OFFICE / DIVISION:</b>	Office of the Municipal Civil Registrar		
<b>CLASSIFICATION:</b>	Highly Technical		
<b>TYPE OF TRANSACTION:</b>	Government to Citizen		
<b>WHO MAY AVAIL:</b>	All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
<ul style="list-style-type: none"> <li>Certificate of live birth</li> <li>Certificate of marriage</li> <li>Certificate of Death</li> <li>Change of first name:</li> </ul>		MCR	
Requirements: <ul style="list-style-type: none"> <li>Certificate of the birth in PSA Security paper</li> <li>Certificate of baptism or school records (Form 137, diploma)</li> <li>Police clearance</li> <li>NBI Clearance</li> <li>Employer's clearance with no pending administrative case, if employed or affidavit of no income/affidavit of unemployment, if not employed</li> <li>Voter's registration record/ID or any valid ID</li> <li>Driver's license, (if applicable)</li> <li>Marriage contract (if applicable)</li> <li>Birth certificate of children (if applicable)</li> <li>Business permit, if self employed</li> </ul>		PSA	
Correction of clerical error: <ul style="list-style-type: none"> <li>Certificate of live birth</li> <li>Certificate of live birth in PSA security paper</li> <li>Certificate of baptism</li> </ul>			



<ul style="list-style-type: none"> <li>• School records (Form 137, diploma)</li> <li>• marriage contract, if applicable</li> </ul> <p>Additional requirements for correction of parent's name:</p> <ul style="list-style-type: none"> <li>• Birth certificate of father or mother</li> <li>• Marriage contract of parents and petitioner</li> <li>• birth certificate of at least 2 siblings of father or mother</li> <li>• Voter registration record or valid ID of petitioner</li> <li>• Certificate of marriage</li> <li>• Certificate of marriage in PSA security document</li> <li>• Certificate of live birth in PSA security paper</li> <li>• Certificate of baptism of petitioner</li> <li>• Birth certificate of at least 2 siblings</li> <li>• School records (Form 137, diploma)</li> <li>• Certificate of Death</li> <li>• Certificate of death in PSA security</li> <li>• Certificate of live birth in PSA security paper</li> <li>• Certificate of death from hospital</li> <li>• Certificate of burial rites from church</li> <li>• Certificate of baptism</li> </ul>				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign client logbook	1. Give the Log Book to the client	Change of first name – P3,000.00	3 MINUTES	<b>Annavic D. Battung</b> RCC 1 MCR Office
2. Inform personnel of problems in your registry record		Correction of clerical error- P1,000.00	5 MINUTES	<b>Marlon T. Mata</b> Municipal Civil Registrar <b>Evelyn G. Ramos</b> RCC1 MCR Office
3. MCR personnel prepare the petition			30 MINUTES	<b>Marlon T. Mata</b> Municipal Civil Registrar <b>Annavic D. Battung</b> RCC 1 <b>Evelyn G. Ramos</b> RCC1 MCR Office
4. Pay the required fees at the Treasury Office	Check Official receipt		1 MINUTE	





<p>5. Return to the Civil Registrar office to submit proof of payment</p> <p>6. For petition for change of name have your petition publish in a local newspaper of general circulation for 2 consecutive weeks. Note: For all other correction, disregard Step No. 6</p> <p>7. Return to the MCR Office after two weeks to submit proof of publication</p> <p>8. After three months from submission of proof of publication, get affirmed petition with the certificate of finality to be submitted to the Philippine Statistics Authority</p>			<p>2 WEEKS, 10 CALENDAR DAYS</p> <p>2 MINUTES</p> <p>3 MONTHS OR UPON THE APPROVAL OF THE PSA-OCRG</p> <p>1 MINUTE</p>	<p><b>Miriam T. Obedoza</b> Admin. Aide I/Special Collecting Officer</p> <p><b>Wendel Carl Agriam</b> RCC 1</p> <p><b>Christopher T. Gabriel</b> Meter Reader 1/ Special Collecting Officer Treasury Office</p> <p><b>Marlon T. Mata</b> Municipal Civil Registrar</p> <p><b>Annavic D. Battung</b> RCC 1</p> <p><b>Evelyn G. Ramos</b> RCC1 MCR Office</p> <p><b>Marlon T. Mata</b> Municipal Civil Registrar</p> <p><b>Annavic D. Battung</b> RCC 1</p> <p><b>Evelyn G. Ramos</b> RCC1 MCR Office</p> <p><b>Marlon T. Mata</b> Municipal Civil Registrar</p> <p><b>Annavic D. Battung</b> RCC 1</p> <p><b>Evelyn G. Ramos</b> RCC1 MCR Office</p> <p><b>Marlon T. Mata</b> Municipal Civil Registrar</p> <p><b>Annavic D. Battung</b> RCC 1</p> <p><b>Evelyn G. Ramos</b> RCC1 MCR Office</p>
	<b>TOTAL</b>		<b>3 MONTHS, 2 WEEKS, 42 MINUTES</b>	



## 7. LEGITIMATION OF NATURAL CHILD

Legitimation is a remedy by which those who were born out of wedlock to be considered legitimate. Only children conceived and born outside of wedlock of parents at the time of conception of the former, were not disqualified by any impediment to marry each other, may be legitimated. Legitimation of children by subsequent marriage of parents shall be recorded in the civil registry office where the birth was recorded.

<b>OFFICE / DIVISION:</b>		Office of the Municipal Civil Registrar		
<b>CLASSIFICATION:</b>		Simple		
<b>TYPE OF TRANSACTION:</b>		Government to Citizen		
<b>WHO MAY AVAIL:</b>		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> <li>Joint affidavit of legitimation of parents</li> <li>Certificate of live birth in PSA security paper</li> <li>Marriage contract of parents</li> <li>Affidavit of admission paternity if children is not acknowledged</li> <li>Certificate of no marriage of both parents(CENOMAR)</li> </ul>		Philippine Statistics Authority  MCR		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign client logbook	1. Give the Log Book to the client	Legitimation fee – P500.00 Annotated birth certificate – P100.00	2 MINUTES	<b>Annavic D. Battung</b> RCC 1 <b>Evelyn G. Ramos</b> RCC1
2. Pay the required fee at the Treasury office			4 MINUTES	<b>Wendel Carl Agriam</b> RCC 1 <b>Christopher T. Gabriel</b> Meter Reader 1/ Special Collecting Officer
3. Wait for the processing of the annotated registry document			15 MINUTES	<b>Marlon T. Mata</b> Municipal Civil Registrar <b>Felmar S. Salvador</b> Contract of Service <b>Evelyn G. Ramos</b> RCC1 <b>Annavic D. Battung</b> RCC 1 <b>Aiveeh P. Salvador</b> Admin Aide VI  <b>Marlon T. Mata</b>



4. Return to the Civil Registry Office after the annotated Civil Registry Note: Submit documents to the PSA, Tuguegarao City, Cagayan for endorsement and request for Security Pape (SECPA)			1 MINUTE	Municipal Civil Registrar <b>Felmar S. Salvador</b> Contract of Service <b>Evelyn G. Ramos</b> RCC1 <b>Annavic D. Battung</b> RCC 1 <b>Aiveeh P. Salvador</b> Admin Aide VI
	<b>TOTAL</b>		<b>22 MINUTES</b>	

## 8. LEGITIMATION AND ANNOTATION OF COURT DECREE AND LEGAL INSTRUMENT

Court decisions concerning the status of a person must be registered in the Civil Registry office where the court is functioning within ten (10) days after the court decree/order has become final and executor.

Court decisions that must be registered are the following:

- Decree of adoption
- Decree of nullity of marriage/declaration of nullity of marriage
- Decree of legal separation
- Court decisions or orders to correct, change, cancel or delete entries in any certificate of birth, marriage or death
- Declaration of presumptive death
- Registration or voluntary renunciation of citizenship
- Court decisions recognizing or acknowledging natural children or impugning or denying such recognition or acknowledgement
- Judicial determination of maternity affiliation
- aliases
- Legal instrument that have to be registered
- Affidavit of reappearance
- Marriage settlement
- Admission of paternity and acknowledgement, legitimation, voluntary emancipation of minor, parental authorization or ratification nor artificial insemination
- Acknowledgement
- Acquisition of citizenship
- Option to elect Philippine citizenship
- Partition and distribution of properties of spouses and delivery of the children legitimize
- Waiver of right's interest of absolute community

<b>OFFICE / DIVISION:</b>	Office of the Municipal Civil Registrar
<b>CLASSIFICATION:</b>	Simple
<b>TYPE OF TRANSACTION:</b>	Government to Citizen



<b>WHO MAY AVAIL:</b>		All		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>Certificate of registration issued by the concerned civil registrar where the court order was rendered</li> </ul> For legal instrument <ul style="list-style-type: none"> <li>Affidavit or sworn statement</li> </ul>		Office of the Municipal Civil Registrar, Ground Floor, Center		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sign in client logbook	1. Give the Log Book to the client	For court orders/decreees: Correction of Entry – P1,000.00 Adoption -- P2,000.00 Annulment -P5,000.00 Presumptive death- P1,000.00 Certification Fee - - - P50.00 Certified photocopy - P20.00 For legal instrument : Registration fee - - P100.00 Certification fee - - P50.00	2 MINUTES	<b>Annavic D. Battung</b> RCC 1 <b>Felmar S. Salvador</b> Contract of Service <b>Evelyn G. Ramos</b> RCC1
2. Submit documents for review			30 MINUTES	<b>Marlon T. Mata</b> Municipal Civil Registrar <b>Annavic D. Battung</b> RCC 1 <b>Evelyn G. Ramos</b> RCC1
3. Pay the required fee at the Treasury Office			4 MINUTES	<b>Miriam T. Obedoza</b> Admin. Aide I/Special Collecting Officer <b>Wendel Carl Agriam</b> RCC 1 <b>Christopher T. Gabriel</b> Meter Reader 1/ Special Collecting Officer
4. Return to the Civil registry office after payment of fees and get annotated civil registry document Note. Submit to Philippine Statistics Authority, Tuguegarao City for Security papers(SECPA)			10 MINUTES	<b>Marlon T. Mata</b> Municipal Civil Registrar <b>Annavic D. Battung</b> RCC 1 <b>Evelyn G. Ramos</b> RCC1 <b>Felmar S. Salvador</b> Contract of Service
<b>TOTAL</b>			<b>46 MINUTES</b>	



There are instances when the Philippine Statistics Authority has no available records requested by clients as a last remedy; clients check the availability of records at the Civil Registry office. If the document is available, the Civil Registrar submits civil registry documents to the office of the Civil Registrar General (OCRG).

<b>OFFICE / DIVISION:</b>		Office of the Municipal Civil Registrar		
<b>CLASSIFICATION:</b>		Simple		
<b>TYPE OF TRANSACTION:</b>		Government to Citizen		
<b>WHO MAY AVAIL:</b>		All		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>Philippine Statistics Authority negative Certification result issued within the past 6 months</li> </ul>		Office of the Municipal Civil Registrar, Ground Floor, Center		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sign client logbook	1. Give the Log Book to the client	Birth certificate fee – P200.00 Marriage certificate – P200.00 Death certificate - - - P200.00	3 MINUTES	<b>Annavic D. Battung</b> RCC 1 <b>Felmar S. Salvador</b> Contract of Service <b>Evelyn G. Ramos</b> RCC1
2. Submit documents for endorsement and get order of payment			10 MINUTES	<b>Marlon T. Mata</b> Municipal Civil Registrar <b>Felmar S. Salvador</b> Contract of Service <b>Evelyn G. Ramos</b> RCC1 <b>Annavic D. Battung</b> RCC 1
3. Pay the required fee at the Treasury office	Check Official Receipt		5 MINUTES	<b>Miriam T. Obedoza</b> Admin. Aide I/Special Collecting Officer <b>Wendel Carl Agriam</b> RCC 1 <b>Christopher T. Gabriel</b> Meter Reader 1/ Special Collecting Officer
4. Go back to civil registry office and get registry documents. Note. Submit to Philippine Statistics Authority, Tuguegarao City for endorsement and request for	Issue document/s		2 MINUTES	<b>Marlon T. Mata</b> Municipal Civil Registrar <b>Annavic D. Battung</b> RCC 1 <b>Evelyn G. Ramos</b> RCC1 <b>Felmar S. Salvador</b> Contract of Service



Security Paper(SECPA)				
	<b>TOTAL</b>		<b>11 MINUTES</b>	

## 9. ISSUANCE OF SUPPLEMENTAL REPORT

A supplemental report for birth, death and marriage may be filed to supply information inadvertently omitted when the document was registered.

Every supplemental report shall contain the following items except in the case of Certificate of Marriage wherein items (f) and (g) are not applicable.

- Province
- City/municipality
- Registry no.
- Information inadvertently omitted in the original registration
- Name (of child, deceased or containing parties, as the case may be)
- Informant (of the supplemental report)
- Prepared by
- Received at the office of the civil registrar

<b>OFFICE / DIVISION:</b>	Office of the Municipal Civil Registrar			
<b>CLASSIFICATION:</b>	Simple			
<b>TYPE OF TRANSACTION:</b>	Government to Citizen			
<b>WHO MAY AVAIL:</b>	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> <li>Philippine statistics authority in security paper photocopy of the affected civil registry record (birth, death, marriage)</li> <li>Supplemental affidavit, executed by the document owner of legal age or by the parents if under age</li> <li>Form 137/ID's/baptismal/voter registration record for birth certificate</li> <li>Death certificate (church certification)</li> <li>Joint affidavit of 2 disinterested persons</li> <li>Marriage certificate (affidavit of husband and wife)</li> </ul> <p>Note: All requirements must be submitted in 3 Xerox copies together with the original.</p>		PSA Office of the Municipal Civil Registrar, Ground Floor, Center		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in client logbook	1. Give the Log Book to the client	Birth certificate fee P200.00	3 MINUTES  10 MINUTES	<b>Annavic D. Battung</b> RCC 1 <b>Felmar S. Salvador</b> Contract of Service



<p>2. Submit documents for review and get order of payment</p> <p>3. Pay the required fee at the Treasury office</p> <p>4. Return to Civil registry office and get registry document</p> <p>Note: Submit to Philippine Statistics Authority, Tuguegarao City for endorsement request for Security Paper (SECPA)</p>		<p>Marriage certificate P200.00</p> <p>Death certificate P200.00</p>	<p>4 MINUTES</p> <p>5 MINUTES</p>	<p><b>Evelyn G. Ramos</b> RCC1</p> <p><b>Marlon T. Mata</b> Municipal Civil Registrar</p> <p><b>Felmar S. Salvador</b> Contract of Service</p> <p><b>Evelyn G. Ramos</b> RCC1</p> <p><b>Annavic D. Battung</b> RCC 1</p> <p><b>Mirriam T. Obedoza</b> Admin. Aide I/Special Collecting Officer</p> <p><b>Wendel Carl Agriam</b> RCC 1</p> <p><b>Christopher T. Gabriel</b> Meter Reader 1/ Special Collecting Officer</p> <p><b>Marlon T. Mata</b> Municipal Civil Registrar</p> <p><b>Annavic D. Battung</b> RCC 1</p> <p><b>Evelyn G. Ramos</b> RCC1</p> <p><b>Felmar S. Salvador</b> Contract of Service</p>
	<b>TOTAL</b>		<b>22 MINUTES</b>	



# OFFICE OF THE MUNICIPAL HEALTH SERVICES

*The office formulates the implementation guidelines of the LGU's health program. Its functions also include sanitary inspection of all establishments, conduct of health information campaigns and coordination with concerned entities for the promotion and delivery of appropriate health services*





## 1. MEDICAL CONSULTATION OF OUT-PATIENT

This provides medical assistance to any individual who needs medical attention. This aims to diagnose, treat illnesses and provide appropriate medical assistance.

<b>OFFICE / DIVISION:</b>	Office of the Municipal Health Services			
<b>CLASSIFICATION:</b>	Simple			
<b>TYPE OF TRANSACTION:</b>	Government to Citizen			
<b>WHO MAY AVAIL:</b>	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
NONE		NONE		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign-in the patient's log book	1. Give the Log Book to the client	NONE	5 MINUTES	<b>Marites Ramirez</b> PHN <b>Rose Basa</b> Midwife
2. Wait for the patient's number to be issued	2. Issuance of patient's number		5 MINUTES	<b>Marites Ramirez</b> PHN <b>Rose Basa</b> Midwife
3. Receives OPD Form with vital signs taken	3. Register patient (if new)/retrieval of patient record, and taking of vital signs and chief complaint of the patient		15 MINUTES	<b>Marites Ramirez</b> PHN <b>Rose Basa</b> Midwife
4. Wait for the patient's number to be called for assessment	5. Conducts check-up and prescription of medications		25 MINUTES	<b>Dr. Lurlin B. Pastor</b> DTTB
	<b>TOTAL</b>	<b>NONE</b>	<b>50 MINUTES</b>	

## 2. PROVISION OF BASIC HEALTH SERVICES

- a. Immunization
- b. Pre-natal and Postnatal services
- c. Family planning
- d. Tuberculosis Control
- e. Dengue Control
- f. Control of Non-communicable disease



<b>OFFICE / DIVISION:</b>	Office of the Municipal Health Services			
<b>CLASSIFICATION:</b>	Simple			
<b>TYPE OF TRANSACTION:</b>	Government to Citizen			
<b>WHO MAY AVAIL:</b>	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> <li>Immunization record</li> <li>TB referral form</li> <li>Home-based maternal record</li> </ul> Phil PEN referral Form		RHU Lying In, Left Side of DAMH		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign-in the patient's log book	1. Log in client's name into the OPD Logbook	NONE	5 MINUTES	<b>Marites Ramirez</b> PHN <b>All RHU Midwife</b>
2. Wait for the patient's number to be issued	2. Issuance of patient's number		5 MINUTES	<b>Marites Ramirez</b> PHN <b>All RHU Midwife</b>
3. Receives OPD Form with vital signs taken	3. Register patient (if new)/retrieval of patient record, and taking of vital signs and chief complaint of the patient		15 MINUTES	<b>Marites Ramirez</b> PHN <b>All RHU Midwife</b>
4. Wait for the patient's number to be called for assessment	5. Conducts check-up and prescription of medications		25 MINUTES	<b>Dr. Lurlin B. Pastor</b> DTTB
	<b>TOTAL</b>	<b>NONE</b>	<b>50 MINUTES</b>	

## 2. ISSUANCE OF SANITARY PERMIT

This provides medical assistance to any individual who needs medical attention. This aims to diagnose, treat illnesses and provide appropriate medical assistance.

<b>OFFICE / DIVISION:</b>	Office of the Municipal Health Services
<b>CLASSIFICATION:</b>	Simple
<b>TYPE OF TRANSACTION:</b>	Government to Citizen



<b>WHO MAY AVAIL:</b>		All		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
NONE		NONE		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sign in client's logbook	1. Log in client's name into the OPD Logbook	NONE	5 MINUTES	<b>Jonard F. Cañero</b> Rural Sanitary Inspector
2. Fill out application form	2. Issue Application Form		5 MINUTES	<b>Jonard F. Cañero</b> Rural Sanitary Inspector
3. Receives scheduled date of inspection	3. Issue schedule of inspection		5 MINUTES	<b>Jonard F. Cañero</b> Rural Sanitary Inspector
4. Wait for the release of permit	4. Conduct inspection of establishment		1 DAY	<b>Jonard F. Cañero</b> Rural Sanitary Inspector
	4.1 Prepares Sanitary Permit to operate		15 MINUTES	
	4.2 Approves/Sign Sanitary Permit		3 MINUTES	<b>Dr. Lurlin B. Pastor</b> DTTB
5. Receives Certificate of Sanitary Permit to operate	5. Records and release Sanitary Permit to Operate		5 MINUTES	<b>Jonard F. Cañero</b> Rural Sanitary Inspector
	<b>TOTAL</b>	<b>NONE</b>	<b>1 DAY, 38 MINUTES</b>	

#### 4. ISSUANCE OF MEDICAL CERTIFICATE

<b>OFFICE / DIVISION:</b>		Office of the Municipal Health Services		
<b>CLASSIFICATION:</b>		Simple		
<b>TYPE OF TRANSACTION:</b>		Government to Citizen		
<b>WHO MAY AVAIL:</b>		All		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
NONE		NONE		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sign in patient's logbook	1. Log in patient's name	<b>CBC – P200.00</b>	5 MINUTES	<b>Rose Basa</b> Midwife



	into the OPD Logbook	<b>UA- P100.00 FA- P100.00</b>		
2. Fill out request slip	2. Issue Request Slip		5 MINUTES	<b>Rose Basa</b> Midwife
3. Client receives laboratory request for laboratory examination	3. Undergoes laboratory examination upon the advice of the MHO		1 HOUR	<b>Mary Rose G. Bacani</b> Medical Technologist
4. Pay corresponding laboratory fees	4. Undergoes physical examination and submission of laboratory result		15 MINUTES	<b>Maritess Ramirez</b> PHN
5. Receives Medical Certificate	5. Records and release Medical Certificate	<b>Medical Certificate- P100.00</b>	5 MINUTES	<b>Maritess Ramirez</b> PHN
	<b>TOTAL</b>		<b>2 HOURS</b>	

## 5. PROVISION OF LABORATORY

<b>OFFICE / DIVISION:</b>	Office of the Municipal Health Services			
<b>CLASSIFICATION:</b>	Simple			
<b>TYPE OF TRANSACTION:</b>	Government to Citizen			
<b>WHO MAY AVAIL:</b>	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
NONE		NONE		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in patient's logbook	1. Log in patient's name into the OPD Logbook	CBC – P200.00 UA- P100.00 FA- P100.00 Bld. Typing- P100.00 Preg. Test- P100.00 DNSI- P100.00 RBS- P100.00 FBS- P100.00	5 MINUTES	<b>Mary Rose G. Bacani</b> Medical Technologist



		<b>CHOLE- P100.00 Uric Acid- P200.00</b>		
2. Presents laboratory request for laboratory test	2. Advice patient to pay laboratory fee and obtain official receipt		5 MINUTES	<b>Grace C. Pataray</b> Billing Clerk
3. Patient undergoes specimen collection	3. Labelling and conduct of specimen collection		30 MINUTES	<b>Mary Rose G. Bacani</b> Medical Technologist
4. Wait for the result of the laboratory test	4. Processing and conduct testing of specimen		30 MINUTES	<b>Mary Rose G. Bacani</b> Medical Technologist
5.Receives Laboratory Test result	5. Records laboratory result and releases laboratory test result	<b>Medical Certificate- P100.00</b>	5 MINUTES	<b>Mary Rose G. Bacani</b> Medical Technologist
	<b>TOTAL</b>		<b>2 HOURS &amp; 25 MINUTES</b>	

## 6. ISSUANCE OF CERTIFICATE OF IMMUNIZATION

<b>OFFICE / DIVISION:</b>	Office of the Municipal Health Services			
<b>CLASSIFICATION:</b>	Complex			
<b>TYPE OF TRANSACTION:</b>	Government to Citizen			
<b>WHO MAY AVAIL:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
NONE		NONE		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sign in patient's logbook	1. Log in patient's name into the OPD Logbook	<b>NONE</b>	5 MINUTES	<b>Rose Basa</b> Midwife
2. Fill-up record slip and submit immunization record Note: In the absence of immunization record of client, retrieves record to the	2. Advice patient to pay laboratory fee and obtain official receipt		5 MINUTES	<b>Rose Basa</b> Midwife



Midwife in-charge the particular barangay				
3. Patient undergoes specimen collection	3. Labelling and conduct of specimen collection		30 MINUTES	
4. Wait for the approved certification	4. Processing and conduct testing of specimen		5 MINUTES	<b>Dr. Lurlin B. Pastor</b> DTTB
5.Receives Certificate of Immunization	5. Records laboratory result and releases laboratory test result	<b>Medical Certificate- P100.00</b>	5 MINUTES	<b>Rose Basa</b> Midwife
	<b>TOTAL</b>		<b>50 MINUTES</b>	



# **DELFIN ALBANO COMMUNITY HOSPITAL**



## 1. OUT-PATIENT DEPARTMENT

<b>OFFICE / DIVISION:</b>	Delfin Albano Memorial Hospital			
<b>CLASSIFICATION:</b>	Simple			
<b>TYPE OF TRANSACTION:</b>	Government to Citizen			
<b>WHO MAY AVAIL:</b>	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Health Record Number/Laboratory result (if available)		NONE		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Pulling out previous/old records (if available)			5 MINUTES	Staff Nurse/Nursing Aide/Medical Officer
2. Data Gathering			5 MINUTES	Staff Nurse/Nursing Aide/Medical Officer
3. Consultation proper with the physician on duty		Consultation Fee P100.00	30 MINUTES	Physician on Duty
4. Clinical Laboratory procedure/s (if needed)			5 MINUTES	Medical Technologist
5. Non-pharmacologic Management			5 MINUTES	Physician on Duty
6. Dispensing of home medications				Pharmacist
	<b>TOTAL</b>		<b>50 MINUTES</b>	

## 2. EMERGENCY

<b>OFFICE / DIVISION:</b>	Delfin Albano Memorial Hospital			
<b>CLASSIFICATION:</b>	Simple			
<b>TYPE OF TRANSACTION:</b>	Government to Citizen			
<b>WHO MAY AVAIL:</b>	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
NONE		NONE		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Emergency Cases-Immediate simultaneous assessment and treatment			UNDETERMINED	Physician on Duty, Staff Nurse, Nursing Aide
Urgent Cases-Assessment and treatment			UNDETERMINED	Physician on Duty, Staff Nurse, Nursing Aide
Non-urgent or Ambulatory Case-Assessment and Treatment			UNDETERMINED	Physician on Duty, Staff Nurse, Nursing Aide
	<b>TOTAL</b>			



### 3. ADMISSION

<b>OFFICE / DIVISION:</b>	Delfin Albano Community Hospital			
<b>CLASSIFICATION:</b>	Simple			
<b>TYPE OF TRANSACTION:</b>	Government to Citizen			
<b>WHO MAY AVAIL:</b>	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished CF1		NONE		
Bring the following documents for Philhealth use: Home Based Maternal Record Laboratory results Updated MDR Proof of payment				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Consent for admission				Physician on Duty, Staff Nurse, Nursing Aide
2. Gathering of relevant information and assessment				Physician on Duty, Staff Nurse, Nursing Aide
3. Carrying out Doctor's order				Physician on Duty, Staff Nurse, Nursing Aide
	<b>TOTAL</b>			

### 4. NORMAL SPONTANEOUS DELIVERY

<b>OFFICE / DIVISION:</b>	Delfin Albano Memorial Hospital			
<b>CLASSIFICATION:</b>	Simple			
<b>TYPE OF TRANSACTION:</b>	Government to Citizen			
<b>WHO MAY AVAIL:</b>	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished CF1		NONE		
Bring the following documents for Philhealth use: Home Based Maternal Record Laboratory results Updated MDR Proof of payment				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Pulling out previous/old records (if available)			10 MINUTES	Physician on Duty, Staff Nurse, Nursing Aide
2. Data gathering			1 HOUR	Physician on Duty, Staff Nurse, Nursing Aide



3. Assessment(objective and subjective)			3 HOURS	Physician on Duty, Staff Nurse, Nursing Aide
	<b>TOTAL</b>		<b>4 HOURS, 10 MINUTES</b>	

## 5. ISSUANCE OF MEDICAL CERTIFICATE, MEDICO LEGAL CERTIFICATE, MEDICAL ABSTRACT

<b>OFFICE / DIVISION:</b>	Delfin Albano Memorial Hospital			
<b>CLASSIFICATION:</b>	Simple			
<b>TYPE OF TRANSACTION:</b>	Government to Citizen			
<b>WHO MAY AVAIL:</b>	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Health Record Number		NONE		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Pulling out previous/old records (if available)			10 MINUTES	Staff Nurse/Nursing Aide/Medical Officer
2. Gathering of relevant information and Assessment			1 HOUR	Staff Nurse/Nursing Aide/Medical Officer
3. Consultation proper and issuance of Medical or Medical Legal Certificate or Medical abstract			30 MINUTES	Physician on Duty
	<b>TOTAL</b>		<b>41 MINUTES</b>	



# OFFICE OF THE SOCIAL WELFARE AND DEVELOPMENT OFFICER

*The office covers services for relief and support to the needy, impoverish, underprivileged, of the community. It also takes care of programs to enforce the rights of women, children and disabled. It is in the forefront in relief and rehabilitation activities in times of natural and man-made calamities.*



## 1. PROVISION OF ASSISTANCE TO INDIVIDUAL IN CRISIS SITUATION

<b>OFFICE / DIVISION:</b>		Office of the Municipal Social Welfare & Development		
<b>CLASSIFICATION:</b>		Simple		
<b>TYPE OF TRANSACTION:</b>		Government to Citizen		
<b>WHO MAY AVAIL:</b>		All		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Medical Certificate		Requesting Party, Hospital		
Referral slip from Mayor's Office		Office of the Mayor		
Residence Certificate		Office of the Municipal Treasurer		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sign client logbook		NONE	5 MINUTES	<b>FRESMA D. CASAYURAN</b> SWA/MPO DESIGNATE <b>VANESSA GAY ACOSTA</b> SWO 1 <b>HAYDEE G. VIERNES</b> SWO II SWD Office
2. Intake interview for the accomplishment of Form 200			25 MINUTES	<b>FRESMA D. CASAYURAN</b> SWA/MPO DESIGNATE <b>VANESSA GAY ACOSTA</b> SWO 1 ROSALIE L. MARQUEZ, RSW MSWDO SWD Office
3. Wait for processing of your papers at the designated waiting area while MSWDO staff facilitate processing of documents			30 MINUTES	ROSALIE L. MARQUEZ, RSW MSWDO SWD Office
4. Get financial assistance check at the Treasurer's Office			10 MINUTES	<b>HENRY V. DUMAUA, CPA</b> OIC-Municipal Treasurer Treasury Office
	<b>TOTAL</b>	<b>NONE</b>	<b>1 HOUR, 10 MINUTES</b>	

## 2. EMERGENCY SHELTER ASSISTANCE

To help families whose houses were either partially or totally damaged caused by natural disaster. Material assistance is given to qualified beneficiaries.

<b>OFFICE / DIVISION:</b>		Office of the Municipal Social Welfare & Development		
<b>CLASSIFICATION:</b>		Simple		
<b>TYPE OF TRANSACTION:</b>		Government to Citizen		
<b>WHO MAY AVAIL:</b>		All		



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Certification as Typhoon victim signed by Punong Barangay		Respective Barangay		
Referral Slip from Mayor's Office		Office of the Mayor		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign client logbook		<b>NONE</b>	5 MINUTES	<b>FRESMA D. CASAYURAN</b> SWA/MPO DESIGNATE <b>VANESSA GAY ACOSTA</b> SWO 1 <b>HAYDEE G. VIERNES</b> SWO II SWD Office
2. Undergo interview			15 MINUTES	<b>FRESMA D. CASAYURAN</b> SWA/MPO DESIGNATE <b>VANESSA GAY ACOSTA</b> SWO 1 ROSALIE L. MARQUEZ, RSW MSWDO SWD Office
3. Home visit the client to establish eligibility			4 HOURS	<b>FRESMA D. CASAYURAN</b> SWA/MPO DESIGNATE <b>VANESSA GAY ACOSTA</b> SWO 1 <b>HAYDEE G. VIERNES</b> SWO II SWD Office
4.Wait while MSWDO staff facilitates processing and signing of documents			1 HOUR	ROSALIE L. MARQUEZ, RSW MSWDO SWD Office
5.Get check at the Municipal Treasury Office and pay the materials at the supplier's store			10 MINUTES	<b>HENRY V. DUMAUA, CPA</b> OIC-Municipal Treasurer Treasury Office
6.Wait for the delivery of materials at the site			1 HOUR	General Service Office/Dealer of Construction Materials
	<b>TOTAL</b>	<b>NONE</b>	<b>5 HOURS, 31 MINUTES</b>	

### 3. ISSUANCE OF SENIOR CITIZEN'S IDENTIFICATION CARD (ID)

The Solo Parent's Identification card is issued to individuals identified as beneficiaries to avail of benefits embodied in the solo parent welfare act.

<b>OFFICE / DIVISION:</b>	Office of the Municipal Social Welfare & Development
<b>CLASSIFICATION:</b>	Simple
<b>TYPE OF TRANSACTION:</b>	Government to Citizen
<b>WHO MAY AVAIL:</b>	All



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Birth Certificate		Respective Barangay		
Application Form		Office of the Mayor		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get Application Form from Senior Citizens barangay president and accomplish the same	Give Form	NONE	5 MINUTES	Senior Citizens President Senior Citizen Office
2. Go to the Office of the Senior Citizen Affairs /MSWDO for the signature of the OSCA Head	Affix signature		10 MINUTES	<b>Prucencia M. Dumlaog</b> SCA Secretary/Treasurer Senior Citizen Office
3. Wait while the OSCA Staff facilitate the completion of the Identification Card			20 MINUTES	
4. Get Identification Card	Issue ID		10 MINUTES	<b>NIETO GUILLEN</b> OSCA Chair Senior Citizen Office
<b>TOTAL</b>		<b>NONE</b>	<b>45 MINUTES</b>	

#### 4. ISSUANCE OF SOLO PARENT'S IDENTIFICATION CARD

The Solo Parent's Identification card is issued to individuals identified as beneficiaries to avail of benefits embodied in the solo parent welfare act.

<b>OFFICE / DIVISION:</b>	Office of the Municipal Social Welfare & Development			
<b>CLASSIFICATION:</b>	Simple			
<b>TYPE OF TRANSACTION:</b>	Government to Citizen			
<b>WHO MAY AVAIL:</b>	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Birth Certificate		Respective Barangay		
Application Form		Office of the Mayor		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign client log book	Assist client to log in	NONE	10 MINUTES	ROSALIE L. MARQUEZ, RSW MSWDO <b>HAYDEE G. VIERNES</b> SWO II SWD Office
2. Accomplish application form after which you will be interviewed			20 MINUTES	ROSALIE L. MARQUEZ, RSW MSWDO <b>HAYDEE G. VIERNES</b> SWO II SWD Office
3. Wait for the processing of Identification card			10 MINUTES	ROSALIE L. MARQUEZ, RSW MSWDO <b>HAYDEE G. VIERNES</b> SWO II SWD Office



4. Get Identification Card	Issue ID		5 MINUTES	<b>FRESMA D. CASAYURAN</b> SWA SWD Office
	<b>TOTAL</b>	<b>NONE</b>	<b>45 MINUTES</b>	

## 5. PREPARATION OF SOCIAL CASE STUDY REPORT FOR MEDICAL ASSISTANCE FROM PHILIPPINE CHARITY SWEEPSTAKES OFFICE

This is a requirement for families who wish to avail of medical assistance from the PCSO.

<b>OFFICE / DIVISION:</b>	Office of the Municipal Social Welfare & Development			
<b>CLASSIFICATION:</b>	Simple			
<b>TYPE OF TRANSACTION:</b>	Government to Citizen			
<b>WHO MAY AVAIL:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Referral Slip		Philippine Charity Sweepstakes Office		
Application Form		Office of the Mayor		
Medical Abstract				
Hospital Statement of Account				
Personal Letter Request				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sign client log book		NONE	10 MINUTES	<b>FRESMA D. CASAYURAN</b> SWA <b>HAYDEE G. VIERNES</b> SWO II SWD Office
2. You will be interviewed for the social case study report			10 MINUTES	<b>FRESMA D. CASAYURAN</b> SWA <b>VANESSA GAY ACOSTA</b> SWO 1 <b>HAYDEE G. VIERNES</b> SWO II SWD Office
3. Home visit and preparation of the Social case Study Report			1 DAY	<b>FRESMA D. CASAYURAN</b> SWA <b>VANESSA GAY ACOSTA</b> SWO 1 <b>HAYDEE G. VIERNES</b> SWO II SWD Office
4. Get social case study and go to the Mayor's Office to obtain Mayor's Endorsement			5 MINUTES	<b>FRESMA D. CASAYURAN</b> SWA <b>VANESSA GAY ACOSTA</b> SWO 1 <b>HAYDEE G. VIERNES</b> SWO II SWD Office
	<b>TOTAL</b>	<b>NONE</b>	<b>1 DAY, 25 MINUTES</b>	



## 6. ISSUANCE OF CERTIFICATE OF INDIGENCY

The certification of Indigency is issued to individuals wish to avail financial or legal assistance from other institution/agency.

<b>OFFICE / DIVISION:</b>	Office of the Municipal Social Welfare & Development			
<b>CLASSIFICATION:</b>	Simple			
<b>TYPE OF TRANSACTION:</b>	Government to Citizen			
<b>WHO MAY AVAIL:</b>	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Certification of Indigency duly signed by the Punong Barangay		Respective Barangay		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign client log book		NONE	5 MINUTES	<b>FRESMA D. CASAYURAN</b> SWA SWD Office
2. You will be interviewed for the purpose of securing certification			7 MINUTES	<b>FRESMA D. CASAYURAN</b> SWA <b>VANESSA GAY ACOSTA</b> SWO 1  <b>HAYDEE G. VIERNES</b> SWO II ROSALIE L. MARQUEZ, RSW MSWDO SWD Office
3. Pay the required fee at the Municipal Treasury Office			1 DAY	<b>HENRY V. DUMAUA, CPA</b> ICO-Municipal Treasurer Treasury Office
4. Get the certification of Indigency			5 MINUTES	<b>FRESMA D. CASAYURAN</b> SWA SWD Office
	<b>TOTAL</b>	<b>NONE</b>	<b>1 DAY, 17 MINUTES</b>	

## 7. PRE-MARRIAGE COUNSELING SERVICES

Engaged couples must attend seminar as a pre-requisite for securing marriage license as per P.D. 965.

<b>OFFICE / DIVISION:</b>	Office of the Municipal Social Welfare & Development
<b>CLASSIFICATION:</b>	Simple
<b>TYPE OF TRANSACTION:</b>	Government to Citizen
<b>WHO MAY AVAIL:</b>	All





CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Residence Certificate		Philippine Charity Sweepstakes Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign client log book		NONE	5 MINUTES	<b>FRESMA D. CASAYURAN</b> SWA SWD Office
2. Intake interviews of client			7 MINUTES	<b>FRESMA D. CASAYURAN</b> SWA <b>VANESSA GAY ACOSTA</b> SWO 1 <b>HAYDEE G. VIERNES</b> SWO II ROSALIE L. MARQUEZ, RSW MSWDO SWD Office
3. Conduct Pre-marriage counselling			1 DAY	<b>HENRY V. DUMAUA, CPA</b> ICO-Municipal Treasurer Treasury Office
4. Distribution of marriage inventory of questionnaires			5 MINUTES	<b>FRESMA D. CASAYURAN</b> SWA SWD Office
4, Counselling Proper				<b>RANDY B. COLOMA, RN</b> <b>EULADOT G. TUMAMAO, RN</b> <b>ROSALIE L. MARQUEZ, RSW</b> PMC Counsellors
5. Issuance of Pre-marriage counseling certificate				<b>FRESMA D. CASAYURAN</b> SWA SWD Office
6. Submission of PMC certificate to the Office of the Municipal Civil Registrar			2 MINUTES	<b>MARLON T. MATA</b> MCR MCR Office
	<b>TOTAL</b>	<b>NONE</b>	<b>1 DAY, 19 MINUTES</b>	



# **GROWTH-ORIENTED SERVICES**



# OFFICE OF THE SANGGUNIANG BAYAN SECRETARY

*The Office provides administrative and technical assistance to the members of the Sangguniang Bayan. It also serves as custodian of office and non-confidential records and keeps them open to the public during office hours. Other functions include the assessment, verification as well as issuance of Franchise or Motorized Tricycle Operation Permit (MTOP).*



## 1. RECEIVING & RELEASING OF COMMUNICATIONS & LEGISLATIVE DOCUMENTS

Being the Secretariat to the Sangguniang Bayan, the Office receives legislative documents and communications from the different barangays and agencies which are referred for review/approval and appropriate action of the Sangguniang Bayan.

<b>OFFICE / DIVISION:</b>		Sangguniang Bayan Secretary Office		
<b>CLASSIFICATION:</b>		Simple, Complex, Highly Technical		
<b>TYPE OF TRANSACTION:</b>		G2C- Government to Citizen / G2G – Government to Government		
<b>WHO MAY AVAIL:</b>		All		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>Incoming communications and legislative documents with transmittal or receiving copy</li> </ul>		Office of the SB Secretary, Training Center Building, back of PNP Building		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sign in the Clients Log Book / Logging-in of Clients	1. Give the log book to the client	For Delfin Albano: Annual Franchise Fee-	5 MINUTES	<b>Felisa R. Acosta</b> Admin. Aide II Sb Secretary Office
	2. Receive and record incoming communications & legislative documents.	P300.00 Number Sticker- P50.00 Fare Matrix- P50.00 Penalty:	30 MINUTES	<b>Reden Jake G. Baquing</b> Records Officer I Sb Secretary Office
	3. Route/Refer communications or legislative documents to concerned person/s or committee/s.	P50.00 for 1st month and P10.00 for @ succeeding month	15 MINUTES	<b>Reden Jake G. Baquing</b> Records Officer I Sb Secretary Office or <b>Atty. Ruben M. Dumlaog</b> SB Secretary SB Secretary Office
	4. Action of concerned person/committee	For D.A.- Tumauini: Annual Franchise Fee- P150.00 Number Sticker- P50.00 Penalty:	Within 10 days after receipt of letter -Within 30 days upon receipt of legislative documents	Concerned person/committee Sangguniang Bayan Office
	5. Prepare answer to	P50.00 for 1st month	5 hours for	<b>Aldwin C. Balubal</b> Board Secretary I SB Secretary Office



	received communication or review action to legislative document.	and P10.00 for @ succeeding month	communications; & 30 minutes for review actions	or <b>Jerwel B. Domingo</b> Admin. Aide IV SB Secretary Office
	6. File communication or legislative document in incoming file folder		15 MINUTES	<b>Reden Jake G. Baquing</b> Records Officer I SB Secretary Office or <b>Roderick G. Acojido</b> Admin. Aide II SB Secretary Office
	7. Mail/deliver outgoing communication or review action		1 hour for mailing; 5 hours for delivery	<b>Roderick G. Acojido</b> Admin. Aide II SB Secretary Office
	8. Recording of outgoing communications.		15 MINUTES	<b>Reden Jake G. Baquing</b> Records Officer I SB Secretary Office or <b>Roderick G. Acojido</b> Admin. Aide II SB Secretary Office
	9. File duplicate/received copy in outgoing communication file folder.		10 MINUTES	<b>Reden Jake G. Baquing</b> Records Officer I SB Secretary Office or <b>Roderick G. Acojido</b> Admin. Aide II SB Secretary Office
	<b>TOTAL</b>		<b>30 days and 13 hours</b>	

## 2. ISSUANCE OF FRANCHISE (MOTORIZED TRICYCLE OPERATORS PERMIT-MTOP)

The Office is in-charge of the assessment, verification, and processing of franchise and issuance of stickers of tricycles in the Municipality. Also the Office maintains databases for Franchise operations for the efficient monitoring of tricycle units and operators in the Municipality.

<b>OFFICE / DIVISION:</b>	Sangguniang Bayan Secretary Office
<b>CLASSIFICATION:</b>	Simple
<b>TYPE OF TRANSACTION:</b>	G2C- Government to Citizen



<b>WHO MAY AVAIL:</b>		All		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>Photocopy of latest CR/MVRR issued by LTO for old applicants and Delivery Receipt for New Applicants</li> </ul>		Requesting Party		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Presentation of necessary documents	1. Verify received documents	For Delfin Albano: Annual Franchise Fee-P300.00 Number Sticker-P50.00 Fare Matrix-P50.00	5 MINUTES	<b>Aldwin C. Balubal</b> Board Secretary I SB Secretary Office <b>Or</b> <b>Roderick G. Acojido</b> Admin. Aide II SB Secretary Office
2. Presentation of assessment form	2. Assess fees.	Penalty: P50.00 for 1st month and P10.00 for @ succeeding month	5 MINUTES	<b>Wendell G. Agriam</b> License Inspector I Office of the Mun. Treasurer or <b>Christopher T. Gabriel</b> Meter Reader I Office of the Mun. Treasurer
	3. Pay fees	For D.A.-Tumauini: Annual Franchise Fee-P150.00 Number Sticker-P50.00 Penalty: P50.00 for 1st month and P10.00 for @ succeeding month	30 MINUTES	
3. Presentation of Official Receipt	4. Encode MTOP		10 MINUTES	<b>Jerwel B. Domingo</b> Admin. Aide IV SB Secretary Office <b>Or</b> <b>Roderick G. Acojido</b> Admin. Aide II SB Secretary Office
	5. Verify franchise.		5 MINUTES	<b>Aldwin C. Balubal</b> Board Secretary I SB Secretary Office
	6. Confirm franchise.		5 MINUTES	<b>Atty. Ruben M. Dumlao</b> SB Secretary SB Secretary Office
	7. Approve franchise.		10 MINUTES	<b>Hon. Thomas A. Pua Jr.</b> Municipal Vice Mayor SB Secretary Office



	8.Record and release franchise.		5 MINUTES	<b>Jerwel B. Domingo</b> Admin. Aide IV SB Secretary Office or <b>Roderick G. Acojido</b> Admin. Aide II SB Secretary Office
	9.Issue tricycle stickers & fare matrix.		20 MINUTES	<b>Jerwel B. Domingo</b> Admin. Aide IV SB Secretary Office or <b>Roderick G. Acojido</b> Admin. Aide II SB Secretary Office
	<b>TOTAL</b>		<b>1 hour &amp; 45 minutes</b>	

### 3. PROCESSING OF FINANCIAL REQUEST

This service is intended to assist individuals who are in need of financial assistance from the Sangguniang Bayan members in aid of their medical, educational and other emergency needs.

<b>OFFICE / DIVISION:</b>	Sangguniang Bayan Office
<b>CLASSIFICATION:</b>	Simple
<b>TYPE OF TRANSACTION:</b>	G2C- Government to Citizen, G2G-Government to Government
<b>WHO MAY AVAIL:</b>	Elected Officials
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> <li>• REQUEST FOR MEDICAL ASSISTANCE: Request letter duly noted by the Punong Barangay Medical Certificate Certificate of Indigency Hospital billing statement Estimates of expenses</li> <li>• REQUEST FOR EDUCATIONAL ASSISTANCE: Request letter duly noted by the Punong Barangay Enrollment card Assessment form Copy of grades</li> <li>• REQUEST FOR MISCELANEOUS ASSISTANCE:</li> </ul>	Requesting Party



Request letter duly noted by the Punong Barangay or Agency Head Cost estimates Bill of materials				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the client Log Book / Logging-in of Clients	1. Give the log book to the client	NONE	5 MINUTES	<b>Jayson M. Salvador</b> L.L.S.E. II Sangguniang Bayan Office Or <b>Felisa R. Acosta</b> Admin. Aide II Sangguniang Bayan Office
2. Present request letter	2. Receive and record letter request		15 MINUTES	<b>Jayson M. Salvador</b> L.L.S.E. II Sangguniang Bayan Office Or <b>Felisa R. Acosta</b> Admin. Aide II Sangguniang Bayan Office
3. Proceed to MSWD Office for the assessment of the assistance needed	3. Refer letter request to the concerned official/s		15 MINUTES	<b>Jayson M. Salvador</b> L.L.S.E. II Sangguniang Bayan Office Or <b>Felisa R. Acosta</b> Admin. Aide II Sangguniang Bayan Office
4. Submit request letter to the Vice Mayor & Sangguniang Bayan Members	4. Secure approval of request letter to the Vice Mayor & Sangguniang Bayan Members		30 MINUTES	<b>Jayson M. Salvador</b> L.L.S.E. II Sangguniang Bayan Office Or <b>Felisa R. Acosta</b> Admin. Aide II Sangguniang Bayan Office
5. Proceed to MSWD Office for General Intake Sheet & Signature of the MSWD Officer	5. Prepare voucher for the approved request letter		30 MINUTES	<b>Jayson M. Salvador</b> L.L.S.E. II Sangguniang Bayan Office Or <b>Felisa R. Acosta</b> Admin. Aide II Sangguniang Bayan Office
6. Obtain signature of the Municipal Mayor, Municipal Budget Officer and Municipal Treasurer	6. Sign voucher (by signatories)		15 MINUTES	<b>CONCERNED SIGNATORIES</b>
	7. Release check			





7. Record cash or check released by the Municipal Treasurer			5 MINUTES	Henry V. Dumaua, CPA ICO-Mun. Treasurer Office of the Mun. Treasurer
	8. Record check		5 MINUTES	Jayson M. Salvador L.L.S.E. II Sangguniang Bayan Office Or Felisa R. Acosta Admin. Aide II Sangguniang Bayan Office
	<b>TOTAL</b>		<b>2 HOURS</b>	

#### 4. FILING OF ADMINISTRATIVE COMPLAINT

The Sangguniang Bayan is empowered by the Local Government Code of 1991 (RA 7160) in the exercise of its quasi-judicial functions specially in hearing, trying, and deciding complaints against any elected barangay official. Also, the collegial body is given the authority by law to implement guidelines prescribing the mechanics and protocols to be followed in the conduct of administrative investigations.

<b>OFFICE / DIVISION:</b>	Sangguniang Bayan Secretary Office			
<b>CLASSIFICATION:</b>	Highly Technical			
<b>TYPE OF TRANSACTION:</b>	G2C- Government to Citizen			
<b>WHO MAY AVAIL:</b>	Barangay Officials			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
NONE		NONE		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Complainant files verified complaint at the SB Secretary Office	1. Receiving & recording of verified complaint.	NONE	15 minutes	<b>Aldwin C. Balubal</b> Board Secretary I SB Secretary Office
2. Respondents receives notice	2. Sending of notice to and requiring verified answer from respondent.	NONE	Seven(7) days after the administrative complaints is filed	<b>Atty. Ruben M. Dumlao</b> SB Secretary
3. Respondent files verified answer at the SB Secretary Office	3. Submission of verified answer by the respondent.	NONE	15 days from receipt of the requisition	Respondent

			to submit verified answer; *Unreasonable failure of the respondent to file his verified answer within 15 days from receipt of the complaint shall be considered a waiver of his rights to present evidence in his behalf	
4. Both Complainant & Respondent receive Notice of Conduct of Preliminary Investigation/Hearings/Final Investigation, and attend the same	4. Conduct of: -Preliminary investigation/hearings -Final investigation	NONE	Within 10 days after receipt of the verified answer and shall be terminated within 90 days from the start thereof	Sangguniang Bayan
5.	5. Drafting & adoption of the decision.	NONE	Within thirty (30) days after the end of the investigation	Sangguniang Bayan
6. Both Complainant & Respondent receive copies of decision	6. Serving of the decision.	NONE		Secretariat
7. Complainant and respondent files appeal before the Sangguniang Panlalawigan	7. Filing of appeal to the Sangguniang Panlalawigan.	NONE	Within 30 days from receipt of the decision otherwise the decision shall become	Complainant or respondent



			final and executor	
	<b>TOTAL</b>		<b>1 month, 32 days &amp; 15 minutes</b>	



# **OFFICE OF THE MUNICIPAL PLANNING AND DEVELOPMENT COORDINATOR**

*The Office formulates integrated socio-economic and other development plans of the Municipal Government. It undertakes studies and researches for the innovation of the Municipal plans and programs of development. It prepares the socio-economic profile of the Municipal based on data and statistics gathered up to the barangay level.*



## 1. APPLICATION AND ISSUANCE OF LOCATIONAL / ZONING CLEARANCE FOR ANY CONSTRUCTION, EXPANTION AND RENOVATION AND CHANGE OF USE

All Private Person and Business Enterprises constructing a new building or undergo expansion/renovation are required to apply and secure a locational clearance prior to the application of building permit. This should be done before the start of construction to ensure that the building/business is allowed in the chosen location as per Comprehensive Land Use Plan (CLUP) of the municipality of Delfin Albano.

<b>OFFICE / DIVISION:</b>	Office of the Municipal Planning and Development Coordinator/Zoning Administrator	
<b>CLASSIFICATION:</b>	Highly Technical	
<b>TYPE OF TRANSACTION:</b>	G2C- Government to Citizen, G2G-Government to Government, Government to Business Entity	
<b>WHO MAY AVAIL:</b>	All	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<b>TWO (2) COPIES PER DOCUMENT</b>		Office of the Municipal Planning & Development Coordinator
Duly accomplished and notarized Application Form.		
2. Any of the following requirements:		
2.a. Photocopy of the certificate of title, in case registered in the name of the applicant		
2.b. In the absence of any existing certificate of title in the name of the applicant, submit:		
2.b.1) Certified true copy of the latest tax declaration		Office of the Municipal Assessor
2.b.2) Pro-forma affidavit (see attached form)		Office of the Municipal Planning & Development Coordinator
2.c. In case the property is not registered in the name of the applicant		
2.c.1) Duly Notarized Deed of Sale, or		
2.c.2) Duly Notarized Deed of Donation,		
or		
2.c.3) Contract of Lease, or		
2.c.4) Notarized Authorization to use the Land, plus		
2.c.5) Additional Requirement		
2.c.5.1) Owner's Certificate of Title or Latest Tax Declaration		Office of the Municipal Assessor
2.c.5.2) Pro-forma affidavit as described on item b.		
2.d. In case the land is under the contract of mortgage		



2.d.1) Certificate of Non-objection from the Mortgagor	Mortgagor
2.d.2) All stated requirements on item c whichever is applicable 3. Vicinity Map showing the project location within radius of 500 meters or more from periphery of project lot. Indicate vital buildings, structures, and land marks including land uses surrounding the project lot as basis for inspectors/monitors to easily locate the site and/or for purposes of better assessment of the project area	To be prepared by appropriate Licensed Professional
4. Site Development Plan showing the project lot and its boundaries, and proposed layout of improvements therein. 5. Bill of Materials/Project Cost Estimate	To be prepared by appropriate Licensed Professional
6. Barangay Certificate	Barangay Government where the project is located
<b>ADDITIONAL REQUIREMENTS APPLICABLE</b> (two copies per document)  1. For ALL PROJECTS to be situated in Tenanted rice and/or Corn Lands: 1.1. Endorsement/Recommendation from the Department of Agrarian Reform for the conversion into other uses 2. For manufacturing projects: DESCRIPTION OF INDUSTRY citing among others the following: 2.1. Types and volume of raw material/chemicals used: 2.2. Products manufactured or stored: 2.3. Average production output/capacity per day/week/month: 2.4 Industrial wastes and plans for pollution control: 2.5. Description on process flow or manufacturing processes: 2.6. Manpower Requirement	Department of Agrarian Reform
3. Environmental Compliance Certificate (ECC)/Certificate of Non-Coverage (CNC)	Environmental Management Bureau (EMB) R2
4. For applications filed by authorized representative: 4.1. Sworn Special Power of Attorney for the representative to file/ follow up application, and to claim decision on the application. 5. Other additional documents as may be needed for projects of national significance which require a more exhaustive evaluation.	Notary Public



(Original and/or Certified True Copy)				
Official Receipt of Certification Fee (Original copy)		Office of the Municipal Treasurer		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Log Book	Cause the signing of client in the logbook	NONE	1 MINUTE	<b>Grace D. Acidera</b> Admin. Aide IV <b>Errol M. Briones</b> Contract of Service MPDC Office
2. Secure and Accomplishment of Basic and Additional Requirement for Locational/Zoning Clearance	Give Application form and Pro-forma Affidavit to client	NONE	HALF DAY	<b>Marvin L. Aribbay</b> Planning Officer I or <b>Neil Ryan P. Gamido</b> MPDC/MENRO/ZA MPDC Office
3. Submit Application Form with complete documents ( <i>original &amp; photocopy</i> )	Verification as to completeness of requirements	NONE	1 DAY	<b>Neil Ryan P. Gamido</b> MPDC / MENRO / ZA MPDC Office
4. Wait for the Ocular Inspection Report	Conduct ocular inspection and validation of the project/structure site	NONE	7 DAYS	<b>Marvin L. Aribbay</b> Planning Officer I or <b>Neil Ryan P. Gamido</b> MPDC / MENRO / ZA MPDC Office
5. Wait for the computation of fees and charges	Compute fees and charges and issue order of payment	NONE	1 HOUR	<b>Marvin L. Aribbay</b> Planning Officer I or <b>Mary Joy D. Albano</b> Planning Officer I MPDC Office
6. Pay Locational Clearance and required fees at the Office of the Municipal Treasurer	Issue Official Receipt upon payment	(Computed Locational Fees)	30 MINUTES	<b>Wendell Carl G. Agriam</b> License Inspector I or <b>Christopher T. Gabriel</b> Meter Reader I or <b>Miriam T. Obedoza</b> Admin. Aide I MPDC Office
7. Return to the Office of the MPDC and show proof of payment and wait for the endorsement of application to the Zoning Administrator	Photocopy the Official Receipt, double check the document and give to signatory for review and	NONE	30 MINUTES	<b>Marvin L. Aribbay</b> Planning Officer I or <b>Mary Joy D. Albano</b> Planning Officer I MPDC Office



	affixation of signature.			
8.Wait while document is endorsed for approval of the Zoning Administrator.	Review, approve and affix signature	NONE	20 MINUTES	<b>Neil Ryan P. Gamido</b> MPDC / MENRO / ZA MPDC Office
9.Wait while preparing the Locational/Zoning Clearance ( <i>for conforming projects only</i> )	Affix signature of the MPDC/Zoning Administrator	NONE	3 DAYS	<b>Neil Ryan P. Gamido</b> MPDC / MENRO / ZA MPDC Office
9.1Receive the Locational Clearance	Issue the Locational Clearance			<b>Marvin L. Aribbay</b> Planning Officer I or <b>Mary Joy D. Albano</b> Planning Officer I MPDC Office
	<b>TOTAL</b>	<b>NONE</b>	<b>11 ½ days 3 hours 21 minutes</b>	

## 2. ISSUANCE OF LOCATIONAL / ZONING CERTIFICATE

The Certification is issued to individuals or business entities who desire to secure Locational / Zoning Certificate of their property within the municipality.

OFFICE / DIVISION:	Office of the Municipal Planning and Development Coordinator/Zoning Administrator		
CLASSIFICATION:	Complex		
TYPE OF TRANSACTION:	G2C- Government to Citizen, G2G-Government to Government, Government to Business Entity		
WHO MAY AVAIL:	All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Barangay Certification		Office of the Punong Barangay where the property is located	
2. Proof of ownership: <ul style="list-style-type: none"><li>• Deed of Sale</li><li>• Deed of Donation</li><li>• Certificate of Land Title</li><li>• Latest Copy of Tax Declaration and etc.</li></ul>		Office of the Municipal Assessor	
3. Lot Survey Plan		Owner/Client	
For applications filed by authorized representative		Notary Public	





4. Special Power Of Attorney for the representative to file/ follow up application, and to claim decision on the application.				
Official Receipt of Locational Clearance (Original and Photocopy)		Office of the Municipal Treasurer		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Log Book and inform the staff about the request.	Cause the signing of client into the logbook	NONE	1 MINUTE	<b>Grace D. Acidera</b> Admin. Aide IV <b>Errol M. Briones</b> Contract of Service
2. Present needed requirements (Original and Photocopy)	Verify authenticity of presented documents	NONE	Half Day	<b>Marvin L. Aribbay</b> Planning Officer I or <b>Neil Ryan P. Gamido</b> MPDC/MENRO/ZA
3. Wait for the site/ocular inspection report	Conduct site/ocular inspection report	NONE	5 DAYS	<b>Neil Ryan P. Gamido</b> MPDC / MENRO / ZA Or <b>Marvin L. Aribbay</b> Planning Officer I
4. Wait while validating the request in the Zoning Map after the conduct of site inspection	Verify the location/zone of property in the Zoning Map	NONE	1 HOUR	<b>Marvin L. Aribbay</b> Planning Officer I or <b>Neil Ryan P. Gamido</b> MPDC / MENRO / ZA
5. Wait for the computation of fees and charges	Compute fees and charges and issue order of payment	NONE	1 HOUR	<b>Marvin L. Aribbay</b> Planning Officer I or <b>Mary Joy D. Albano</b> Planning Officer I
6. Pay Locational Certificate and required fees at the Office of the Municipal Treasurer.	Issue Official Receipt upon payment	P 200.00 (if Lot is less than 1 hectare) P 720.00 (if Lot is more than or equal to 1 hectare)	30 MINUTES	<b>Wendell Carl G. Agriam</b> License Inspector I or <b>Christopher T. Gabriel</b> Meter Reader I or <b>Miriam T. Obedoza</b> Admin. Aide I
7. Return to the Office of the MPDC and show proof of payment and wait for the endorsement of Certification to the Zoning Administrator	Photocopy the Official Receipt, prepare the document and give to signatory for review and affixation of signature.	NONE	30 MINUTES	<b>Marvin L. Aribbay</b> Planning Officer I or <b>Mary Joy D. Albano</b> Planning Officer I



8. Wait while document is endorsed for approval of the Zoning Administrator.	Review, approve and affix signature.	NONE	20 MINUTES	Neil Ryan P. Gamido MPDC / MENRO / ZA
9. Receive the Locational / Zoning Certificate	Issue the Locational Clearance	NONE		Neil Ryan P. Gamido MPDC / MENRO / ZA
	<b>TOTAL</b>		<b>5 ½ days 3 hours 21 minutes</b>	

### 3. ISSUANCE OF CERTIFICATION ON EXISTING ROAD

The Certification is issued to individuals/entity who desire to secure Certificate of Existing Road in the municipality.

<b>Office or Division:</b>	Office of the Municipal Planning and Development Coordinator/Zoning Administrator			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C, G2B, G2G			
<b>Who May Avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Barangay Certification		Office of the Punong Barangay where the existing road is located		
2. Lot Survey Plan		Office of the Municipal Assessor		
Official Receipt of Locational / Zoning Certificate (Original and Photocopy)		Office of the Municipal Treasurer		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sign in the Client Log Book and inform the staff about the request.	Cause the signing of client into the logbook	None	1 MINUTE	<b>Grace D. Acidera</b> Admin. Aide IV <b>Errol M. Briones</b> Contract of Service
2. Present needed requirements ( <i>Original and Photocopy</i> )	Verify authenticity of presented documents	None	HALF DAY	<b>Marvin L. Aribbay</b> Planning Officer I or <b>Neil Ryan P. Gamido</b> MPDC / MENRO / ZA
3. Wait for the site/ocular inspection report	Conduct site/ocular inspection report	None	5 DAYS	<b>Marvin L. Aribbay</b> Planning Officer I or



				<b>Neil Ryan P. Gamido</b> MPDC / MENRO / ZA
4. Wait for the computation of fees and charges	Compute fees and charges and issue order of payment	None	1 HOUR	<b>Marvin L. Aribbay</b> Planning Officer I or <b>Mary Joy D. Albano</b> Planning Officer I
5. Pay Certification and required fees at the Office of the Municipal Treasurer	Issue Official Receipt upon payment	P 200.00	30 MINUTES	<b>Wendell Carl G. Agriam</b> License Inspector I or <b>Christopher T. Gabriel</b> Meter Reader I or <b>Miriam T. Obedoza</b> Admin. Aide I
6. Return to the Office of the MPDC and show proof of payment and wait for the endorsement of Certification to the Zoning Administrator	Photocopy the Official Receipt, prepare the document and give to signatory for review and affixation of signature.	None	30 MINUTES	<b>Marvin L. Aribbay</b> Planning Officer I or <b>Mary Joy D. Albano</b> Planning Officer I
7. Wait while document is endorsed for approval of the Zoning Administrator.	Review, approve and affix signature.	None	20 MINUTES	<b>Neil Ryan P. Gamido</b> MPDC / MENRO / ZA
8. Receive the Certificate	Issue the Certificate	None		<b>Neil Ryan P. Gamido</b> MPDC / MENRO / ZA
	<b>TOTAL</b>	<b>NONE</b>	<b>5 ½ days 2 hours 21 minutes</b>	



## 4. PROVISION OF TECHNICAL INFORMATION

The Municipal Government provides technical information such as the Socio-Economic Profile, Development Plans, Investment Plans, Accomplishment Reports and other vital documents to researchers, businessmen and others who need it for specific / legal purpose.

<b>Office or Division:</b>	Office of the Municipal Planning and Development Coordinator/Zoning Administrator			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C, G2B, G2G			
<b>Who May Avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request letter addressed to the Local Chief Executive		➤ Requester / Client		
Official Receipt (Original and Photocopy)		➤ Office of the Municipal Treasurer		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sign in the Client Log Book and inform the staff about the request.	Cause the signing of client into the logbook	none	1 minute	<b>Grace D. Acidera</b> Admin. Aide IV <b>Errol M. Briones</b> Contract of Service
2. Give the request letter for the information of the staff who assist	Receive request letter and prepare the requested documents	None	One Day	<b>Marvin L. Aribbay</b> Planning Officer I or <b>Mary Joy D. Albano</b> Planning Officer I or <b>Neil Ryan P. Gamido</b> MPDC / MENRO / ZA
3. Pay required fees at the Office of the Municipal Treasurer	Compute required fees and issue Official Receipt upon payment.	P 200.00	30 minutes	<b>Wendell Carl G. Agriam</b> License Inspector I or <b>Christopher T. Gabriel</b> Meter Reader I or <b>Miriam T. Obedoza</b> Admin. Aide I
4. Return to the Office of the MPDC and show proof of payment	Check Official Receipt	None	30 minutes	<b>Marvin L. Aribbay</b> Planning Officer I or <b>Mary Joy D. Albano</b>



				Planning Officer I
5. Wait for the MPDC review and approval of the documents request	Review and approve	None	20 minutes	<b>Neil Ryan P. Gamido</b> MPDC / MENRO / ZA
6. Receive the documents request	Issue requested documents	None		<b>Neil Ryan P. Gamido</b> MPDC / MENRO / ZA
	<b>TOTAL</b>	<b>200.00</b>	<b>1 day 1 hour 21 minutes</b>	

## 5. IMPLEMENTATION OF 20% ECONOMIC DEVELOPMENT FUND (EDF)

The Municipal Government monitor the utilization and ensure the full implementation of the 20% Economic Development Fund for developmental projects in the municipality.

<b>Office or Division:</b>	Office of the Municipal Planning and Development Coordinator			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C, G2B, G2G			
<b>Who May Avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Complete set of vouchers		➤ Concerned Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit voucher	Receive the voucher	None	15 minutes	<b>Grace D. Acidera</b> Admin. Aide IV or <b>Errol M. Briones</b> Contract of Service or <b>Mary Joy D. Albano</b> Planning Officer I
2. Wait while the voucher is being recorded by the staff	Check the voucher and record in the 20% EDF logbook	None	One Day	<b>Grace D. Acidera</b> Admin. Aide IV or <b>Errol M. Briones</b> Contract of Service or <b>Mary Joy D. Albano</b> Planning Officer I
3. Wait while the voucher is being reviewed and signed by the MPDC	Review and sign the voucher	None	1 hour	<b>Neil Ryan P. Gamido</b> MPDC / MENRO / ZA



4. Receive approved voucher	Release approved voucher	None		<b>Grace D. Acidera</b> Admin. Aide IV or <b>Errol M. Briones</b> Contract of Service or <b>Mary Joy D. Albano</b> Planning Officer I
	<b>TOTAL</b>	<b>NONE</b>	<b>1 day 1 hour 15 minutes</b>	



# OFFICE OF THE MUNICIPAL ASSESSOR

*The office ensures the implementation of laws and policies governing appraisal and assessment of real properties for taxation purposes. It recommends ways and means to enhance practices in the valuation of real properties.*



## 1. ISSUANCE OF UPDATED TAX DECLARATION

The Tax Declaration (TD) is issued to real property owners needing this document that states among others the updated market value and latest assessed value of real properties. This document is issued to affirm the ownership and updated payment of real property taxes.

<b>Office or Division:</b>	Office of the Municipal Assessor			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C, G2B, G2G			
<b>Who May Avail:</b>	Owners of declared real properties			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Official receipt of Current Year Real Property Tax Payment (Original or photocopy)		Office of the Municipal Treasurer		
Official Receipt of Certification Fee (Original Copy)		Office of the Municipal Treasurer		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sign in client log book	Give the logbook to the client	None	2 MINUTES	<b>Wilma M. Baquing</b> Admin Aide VI Assessor's Office
2. Wait while data is being verified at the Electronic Real Property Tax System's Data Base	Verify name of owner on eRPT Database or FAAS on file	None	2 HOURS	<b>Janice I. Bacuyag</b> Assessment Clerk II Or <b>Eunice A. Gaspar</b> Admin. Aide VI Assessor's Office
3. Pay Real Property Tax and required fees at the Office of the Municipal Treasurer	Compute Real Property Tax and issue Official Receipt upon payment	None		<b>Wendell Carl G. Agriam</b> License Inspector I or <b>Christopher T. Gabriel</b> Meter Reader I or <b>Miriam T. Obedoza</b> Admin. Aide I Treasury Office
4. Return to the Office of the Assessor and show proof of payment and wait while Tax Declaration is being prepared	Check Official Receipt, prepare the document and give to the signatories for review	None	30 MINUTES	<b>Janice I. Bacuyag</b> Assessment Clerk II Or <b>Eunice A. Gaspar</b> Admin. Aide VI Assessor's Office





	and affixation of signature			
5. Wait while document is endorsed for approval of the Municipal Assessor or her alternate Officer	Review, approve and affix signature		10 MINUTES	<b>Arcenyrose S. Rivera</b> Municipal Assessor Or <b>Ohmar L. Amurao</b> LAOO 1 Assessor's Office
6. Wait while TD is being recorded and numbered 6.1 Receive updated Tax Declaration	Record TD  Issue TD		1 MINUTE	<b>Janice I. Bacuyag</b> Assessment Clerk II Or <b>Eunice A. Gaspar</b> Admin. Aide VI Assessor's Office
	<b>TOTAL</b>	<b>NONE</b>	<b>2 hours and 43 minutes</b>	

## 2. ISSUANCE OF CERTIFICATION

The certification is issued to individuals or business entities needing this document that states ownership, aggregate landholding, improvement and others depending on request. This document is issued to affirm the ownership required.

<b>Office or Division:</b>	Office of the Municipal Assessor			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C, G2B, G2G			
<b>Who May Avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Official Receipt of Certification Fee (Original Copy)		Office of the Municipal Treasurer		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sign in client log book and inform the staff about the request	Give the logbook to the client	NONE	1 MINUTE	<b>Wilma M. Baquing</b> Admin Aide VI
2. Wait while data is being verified at the Electronic Real Property	Verify name of owner on Database System or FAAS on file and	NONE	2 HOURS	<b>Janice I. Bacuyag</b> Assessment Clerk II Or <b>Eunice A. Gaspar</b> Admin. Aide VI



Tax System's Data Base	determine the type of certification to be issued			
3. Pay required fees at the Office of the Municipal Treasurer	Compute Real Property Tax and issue Official Receipt upon payment	P200.00		<b>Wendell Carl G. Agriam</b> License Inspector I or <b>Christopher T. Gabriel</b> Meter Reader I or <b>Miriam T. Obedoza</b> Admin. Aide I
4. Return to the Office of the Assessor and show proof of payment and wait while Tax Declaration is being prepared	Check Official Receipt, prepare the document and give to the signatories for review and affixation of signature	NONE	30 MINUTES	<b>Janice I. Bacuyag</b> Assessment Clerk II Or <b>Eunice A. Gaspar</b> Admin. Aide VI
5. Wait while document is endorsed for approval of the Municipal Assessor or her alternate Officer	Review, approve and affix signature	NONE	10 MINUTES	<b>Arcenyrose S. Rivera</b> Municipal Assessor Or <b>Ohmar L. Amurao</b> LAOO 1
6. Wait while TD is being recorded and numbered 6.1 Receive updated Tax Declaration	Record the Certification  Issue TD	NONE	1 MINUTE	<b>Janice I. Bacuyag</b> Assessment Clerk II Or <b>Eunice A. Gaspar</b> Admin. Aide VI
	<b>TOTAL</b>	<b>200.00</b>	<b>2 hours and 42 minutes</b>	

### 3. ISSUANCE OF RECLASSIFICATION OF TAX DECLARATION OF REAL PROPERTY

The certification is issued to individuals or business entities who would like to cancel or correct assessments on their real property. The document states the re-classification of land-use other than the original classification based on actual inspection.



<b>Office or Division:</b>	Office of the Municipal Assessor			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C, G2B, G2G			
<b>Who May Avail:</b>	Real Property Owners with existing record on file			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Official Receipt of Current Year Real Property Tax Payment (Original for validation and one (1) set photocopy for attachments)		Office of the Municipal Treasurer		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sign in client log book and inform the staff about the request	Give the logbook to the client	NONE	2 MINUTES	<b>Wilma M. Baquing</b> Admin Aide VI
2. Wait while data is being verified at the Electronic Real Property Tax System's Data Base	Verify name of owner on Database System or FAAS on file and to check original classification of the land	NONE	1 HOUR	<b>Janice I. Bacuyag</b> Assessment Clerk II Or <b>Eunice A. Gaspar</b> Admin. Aide VI
3. Pay Real Property Tax at the Office of the Municipal Treasurer	Conduct actual inspection	NONE	1 DAY	<b>Wendell Carl G. Agriam</b> License Inspector I or <b>Christopher T. Gabriel</b> Meter Reader I or <b>Miriam T. Obedoza</b> Admin. Aide I
4. Return to the Office of the Assessor and show proof of payment and wait while Tax Declaration is being prepared	Compute Real Property Tax and issue Official Receipt upon payment.	NONE		<b>Janice I. Bacuyag</b> Assessment Clerk II Or <b>Eunice A. Gaspar</b> Admin. Aide VI
5. Wait while document is endorsed for	Check Official Receipt	NONE		<b>Arcenyrose S. Rivera</b> Municipal Assessor Or



approval of the Municipal Assessor or her alternate Officer				<b>Ohmar L. Amurao</b> LAOO 1
6.Wait while employee prepares the document	Prepare the following based on inspection <ul style="list-style-type: none"> <li>- Field Appraisal/Assessment Sheet (FAAS)</li> <li>- Tax Declaration</li> <li>- Notice of Assessment</li> <li>- Actual photos of property</li> </ul>	NONE	2 HOURS	<b>Janice I. Bacuyag</b> Assessment Clerk II Or <b>Eunice A. Gaspar</b> Admin. Aide VI
7.Wait while documents are being signed by the LAOO 1 and the Municipal Assessor for her recommendation to the Provincial Assessor Office	Affix signature	NONE	10 MINUTES	<b>Arcenyrose S. Rivera</b> Municipal Assessor Or <b>Ohmar L. Amurao</b> LAOO 1
8.Wait for approval of documents for approval of the Office of the Provincial Assessor	Submit transaction for approval	NONE	5 DAYS	<b>Ohmar L. Amurao</b> LAOO 1 Or <b>Janice I. Bacuyag</b> Assessment Clerk II
9.Receive copy of Tax Declaration	Issue copy of Tax Declaration	NONE	5 MINUTES	<b>Ohmar L. Amurao</b> LAOO 1 Or <b>Janice I. Bacuyag</b> Assessment Clerk II
	<b>TOTAL</b>	<b>NONE</b>	<b>6 days, 5 hours, 17 minutes</b>	



#### 4. TRANSFER OF OWNERSHIP OF TITLED LAND

The updated owner's copy of Tax Declaration is issued upon transfer of ownership of subject property from the previous to the new owner or as a result of sale, subdivision or consolidation of real property.

<b>Office or Division:</b>	Office of the Municipal Assessor			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C, G2B, G2G			
<b>Who May Avail:</b>	New Owner/ Buyer of Real Property			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Notarized Deed of Sale or Deed of donation or Extra-judicial Sale (two (2) sets photocopy attachment)		Requesting Party		
Approved subdivision Plan ( one (1) set photocopy for attachment)				
Certificate of Land Title (original copy for validation; two (2) sets photocopy for attachment)				
Official Receipt of Real Property Tax (Original copy for validation and one (1) set photocopy for attachment)		Office of the Municipal Treasurer		
Original Copy of BIR CAR (Certificate of Authorizing Registration for Validation ( two (2) sets photocopy for attachment)		Bureau of Internal Revenue		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Sign in client log book	Give the logbook to the client	NONE	2 MINUTES	<b>Wilma M. Baquing</b> Admin Aide VI
2. Present requirements	Validate requirements	NONE	20 MINUTES	<b>Ohmar L. Amurao LAOO 1</b> Or <b>Janice I. Bacuyag</b> Assessment Clerk II
3.Wait while data is being verified at the Electronic Real Property Tax System's Data Base	Verify name of owner on Database System or FAAS on file	NONE	2 HOURS	<b>Janice I. Bacuyag</b> Assessment Clerk II Or <b>Eunice A. Gaspar</b> Admin. Aide VI
4.Present requirements	Evaluate the requirements submitted	NONE	1 HOUR	<b>Ohmar L. Amurao LAOO 1</b> Or <b>Arcenyrose S. Rivera</b> Municipal Assessor

5. Wait while employee prepares the document	Prepare the following based on inspection <ul style="list-style-type: none"> <li>- Field Appraisal/Assessment Sheet (FAAS)</li> <li>- Tax Declaration</li> <li>- Notice of Assessment</li> <li>- Actual photos of property</li> </ul>			<b>Ohmar L. Amurao LAOO 1</b> Or <b>Janice I. Bacuyag</b> Assessment Clerk II
6. Pay Real Property Tax at the Office of the Municipal Treasurer	Compute Real Property Tax and issue Official Receipt upon payment.			<b>Wendell Carl G. Agriam</b> License Inspector I or <b>Christopher T. Gabriel</b> Meter Reader I or <b>Miriam T. Obedoza</b> Admin. Aide I
7. Return to the Office of the Assessor and show proof of payment	Check Official Receipt	NONE		<b>Janice I. Bacuyag</b> Assessment Clerk II Or <b>Eunice A. Gaspar</b> Admin. Aide VI
8. Wait while documents are being signed by the LAOO 1 and the Municipal Assessor for her recommendation to the Provincial Assessor Office	Review, approve and sign the transaction/documents			<b>Ohmar L. Amurao LAOO 1</b> Or <b>Arcenyrose S. Rivera</b> Municipal Assessor
9. Submit documents at the Office of the Provincial Assessor for approval  9.1 Pay transfer tax	Process documents Requires declarant to pay the following:  ➤ Transfer Tax	NONE	2 HOURS	<b>Provincial Assessor's Office</b>         <b>RCC Provincial Treasurer's Office</b>



10. Return to the Office of the Provincial Assessor and present proof of payment  10.1 Leave transaction and proceed to the Office of the Municipal Assessor after six (6) days	Verify payment and process the request  Inform client that approved copy of the transaction will be forwarded to the Local Assessor's Office after six (6) days	NONE	6 DAYS	Provincial Assessor's Office
11. Receive copy of the newly approved Tax Declaration	Issue approved Tax Declaration	NONE	10 MINUTES	Ohmar L. Amurao LAOO 1 Or Janice I. Bacuyag Assessment Clerk II
	<b>TOTAL</b>	<b>NONE</b>	<b>6 DAYS, 7 HOURS, 51 MINUTES</b>	

## 5. TRANSFER OF OWNERSHIP OF UNTITLED LAND

The updated owner's copy of Tax Declaration is issued upon transfer of ownership of subject property from the previous to the new owner or as a result of sale, subdivision or consolidation of real property.

<b>Office or Division:</b>	Office of the Municipal Assessor			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C, G2B, G2G			
<b>Who May Avail:</b>	New Owner/ Buyer of Real Property			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Notarized Waiver of Rights/Document of Deed of transfer (two (2) sets photocopy for attachment)				
Approved subdivision Plan ( one (1) set photocopy for attachment)				
Official Receipt of Real Property Tax (Original copy for validation and one (1) set photocopy for attachment)		Office of the Municipal Treasurer		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sign in client log book	Give the logbook to the client	NONE	1 MINUTE	<b>Wilma M. Baquing</b> Admin Aide VI



2. Present requirements	Validate requirements	NONE	20 MINUTES	<b>Ohmar L. Amurao</b> <b>LAOO 1</b> Or <b>Janice I. Bacuyag</b> Assessment Clerk II
3.Wait while data is being verified at the Electronic Real Property Tax System's Data Base	Verify name of owner on Database System or FAAS on file	NONE	2 HOURS	<b>Janice I. Bacuyag</b> Assessment Clerk II Or <b>Eunice A. Gaspar</b> Admin. Aide VI
4.Present requirements	Evaluate the requirements submitted	NONE	10 MINUTES	<b>Ohmar L. Amurao</b> <b>LAOO 1</b> Or <b>Arcenyrose S. Rivera</b> Municipal Assessor
5. Wait while employee prepares the document	Prepare the following based on inspection - Field Appraisal/Assessment Sheet (FAAS) - Tax Declaration - Notice of Assessment	NONE	1 HOUR	<b>Ohmar L. Amurao</b> <b>LAOO 1</b> Or <b>Janice I. Bacuyag</b> Assessment Clerk II
6. Pay Real Property Tax at the Office of the Municipal Treasurer	Compute Real Property Tax and issue Official Receipt upon payment.		2 HOURS	<b>Wendell Carl G. Agriam</b> License Inspector I or <b>Christopher T. Gabriel</b> Meter Reader I or <b>Miriam T. Obedoza</b> Admin. Aide I
7.Return to the Office of the Assessor and show proof of payment	Check Official Receipt	NONE	10 MINUTES	<b>Janice I. Bacuyag</b> Assessment Clerk II Or <b>Eunice A. Gaspar</b> Admin. Aide VI
8.Wait while documents are being signed by the LAOO 1 and	Review, approve and sign the transaction/documents			<b>Ohmar L. Amurao</b> <b>LAOO 1</b> Or <b>Arcenyrose S. Rivera</b>





the Municipal Assessor for her recommendation to the Provincial Assessor Office				Municipal Assessor
9. Submit documents at the Office of the Provincial Assessor for approval  9.1 Pay transfer tax	Process documents Requires declarant to pay the following:  ➤ Transfer Tax	NONE	6 DAYS	Provincial Assessor's Office  RCC Provincial Treasurer's Office
10. Return to the Office of the Provincial Assessor and present proof of payment  10.1 Leave transaction and proceed to the Office of the Municipal Assessor after six (6) days	Verify payment and process the request  Inform client that approved copy of the transaction will be forwarded to the Local Assessor's Office after six (6) days	NONE	6 DAYS	Provincial Assessor's Office
11. Receive copy of the newly approved Tax Declaration	Issue approved Tax Declaration	NONE	10 MINUTES	Ohmar L. Amurao LAOO 1 Or Janice I. Bacuyag Assessment Clerk II
	<b>TOTAL</b>	<b>NONE</b>	<b>6 DAYS, 7 HOURS and 51 MINUTES</b>	



## 6. APPRAISAL AND ASSESSMENT OF NEW BUILDING OR MACHINERY

This service is requested by a taxpayer who wants to declare his newly constructed building or newly installed machinery and be issued an owner's copy of tax declaration

<b>Office or Division:</b>	Office of the Municipal Assessor			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C, G2B, G2G			
<b>Who May Avail:</b>	Real Property Owners			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Actual pictures of the subject property ( one (1) copy of front , both sides and back)		Requesting Party		
Bill of Materials (if available)				
Building Plan (if available)				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Sign in client log book. Inform the employee about the request	Give the logbook to the client Redirect client to employee responsible of the service	NONE	1 MINUTE	<b>Wilma M. Baquing</b> Admin Aide VI
2. Accompany Staff in the actual inspection of the real property for assessment purposes	Conduct actual inspection	NONE	1 DAY	<b>Ohmar L. Amurao LAOO 1</b> Or <b>Arcenyrose S. Rivera</b> Municipal Assessor
3.Return to the Office of the Assessor the following day and bring required documents.  3.1 Wait while employee prepares the documents	Verify documents submitted and prepare the following based on inspection: - Field Appraisal/Assessment Sheet (FAAS) - Tax Declaration - Notice of Assessment - Attached actual photos of property	NONE	2 HOURS	<b>Janice I. Bacuyag</b> Assessment Clerk II Or <b>Ohmar L. Amurao LAOO 1</b>
4.Wait while documents are being signed by the LAOO 1 and the Municipal Assessor for her recommendation to	Affix signature	NONE	10 MINUTES	<b>Ohmar L. Amurao LAOO 1</b> Or <b>Arcenyrose S. Rivera</b> Municipal Assessor



the Provincial Assessor Office				
5. Wait for approval of documents at the Office of the Provincial Assessor	Submit transaction for approval	NONE	5 DAYS	<b>Eunice A. Gaspar</b> Admin. Aide VI <b>Janice I. Bacuyag</b> Assessment Clerk II Or <b>Ohmar L. Amurao</b> <b>LAOO 1</b>
6. Receive copy of Tax Declaration	Issue copy Tax Declaration	NONE	5 MINUTES	<b>Ohmar L. Amurao</b> <b>LAOO 1</b> Or <b>Janice I. Bacuyag</b> Assessment Clerk II <b>Wilma M. Baquing</b> Admin Aide VI
	<b>TOTAL</b>	<b>NONE</b>	<b>6 DAYS, 2 HOURS and 17 MINUTES</b>	



# OFFICE OF THE MUNICIPAL ENGINEER

*Business enterprises are required to secure Building inspection approval from the Municipal engineer's Office before the start of commercial operations during the annual renewal of business permits. This is part of the process of securing a Business License/Mayor's permit.*



## 1. ISSUANCE OF BUILDING PERMIT

A building permit is required prior to construction, erection, alteration, repair, conversion, use, occupancy, moving or demolition of any building or structure by private persons, firms or corporation including agency or instrumentalities of the government (P.D. 1096 or National Building Code).

The permit becomes null and void if work is not commenced within one (1) year from the date of issuance or if the building work is suspended or abandoned at any time after it has been commenced for period of 120 days.

Refers to applications of any of the following structures whose floor area shall not exceed 1,500 square meters:

- (1) single dwelling residential building of not more than three (3) floor/storey
- (2) commercial buildings of not more than two (2) Floor/ storeys
- (3) Renovation within a mall with issued building permit
- (4) warehouse storing non-hazardous substance

<b>Office or Division:</b>	Office of the Municipal Engineer
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	G2C, G2B, G2G
<b>Who May Avail:</b>	<p>All, Firm, Partnership or Corporation, Agency or any government instrumentality who intend to construct, erect, alter, repair, convert, move or demolish any building may apply for building permit</p> <p>Any person desiring to obtain a building permit and any ancillary/accessory permit/s together with a Building Permit shall file application/s therefor on the prescribed application forms.</p> <p>Together with the accomplished prescribed application form/s, the following shall be submitted to the Office of the Building Official (OBO):</p>
CHECKLIST OF REQUIREMENTS	
<p><b><i>Five (5) sets (printed on A3 size paper) of survey plans, design plans, specifications and other documents prepared, signed and sealed over the printed names of the duly licensed and registered professionals.</i></b></p> <p>➤ Architectural Documents</p> <p>a. Architectural Plans/Drawings</p> <ul style="list-style-type: none"> <li>Vicinity Map/Location Plan within a 2.00 kilometer radius for commercial, industrial, and institutional complex and within a half-kilometer radius for residential buildings, at any convenient scale showing prominent landmarks or major thoroughfares for easy reference.</li> <li>Site Development Plan showing technical description, boundaries, orientation and</li> </ul>	<p><b>WHERE TO SECURE</b></p> <p>Architect for Architectural Plans and documents</p>

position of proposed building/structure in relation to the lot, existing or proposed access road and driveways and existing public utilities/services. Existing buildings within and adjoining the lot shall be hatched and distances between the proposed and existing buildings shall be indicated.

- Perspective drawn at a convenient scale and taken from a vantage point (bird's eye view or eye level).
- Floor Plans drawn to scale of not less than 1:100 showing: gridlines, complete identification of rooms or functional spaces.
- Elevations, at least four (4), same scale as floor plans showing: gridlines; natural ground to finish grade elevations; floor to floor heights; door and window marks, type of material and exterior finishes; adjoining existing structure/s, if any, shown in single hatched lines.
- Sections, at least two (2), showing: gridlines; natural ground and finish levels; outline of cut and visible structural parts; doors and windows properly labeled reflecting the direction of opening; partitions; built-in cabinets, etc.; identification of rooms and functional spaces cut by section lines.
- Reflected ceiling plan showing: design, location, finishes and specifications of materials, lighting fixtures, diffusers, decorations, air conditioning exhaust and return grills, sprinkler nozzles, if any, at scale of at least 1:100.
- Details, in the form of plans, elevations/sections:
  - (a) Accessible ramps
  - (b) Accessible stairs
  - (c) Accessible lifts/elevators
  - (d) Accessible entrances, corridors and walkways
  - (e) Accessible functional areas/comfort rooms
  - (f) Accessible switches, controls
  - (g) Accessible drinking fountains
  - (h) Accessible public telephone booths
  - (i) Accessible audio visual and automatic alarm system
  - (j) Accessible access symbols and directional signs

<p>(k) Reserved parking for disabled persons</p> <p>(l) Typical wall/bay sections from ground to roof</p> <p>(m) Stairs, interior and exterior</p> <p>(n) Fire escapes/exits</p> <p>(o) Built-in cabinets, counters and fixed furniture</p> <p>(p) All types of partitions</p> <ul style="list-style-type: none"> <li>• Schedule of Doors and Windows showing their types, designations/marks, dimensions, materials, and number of sets.</li> <li>• Schedule of Finishes, showing in graphic form: surface finishes specified for floors, ceilings, walls and baseboard trims for all building spaces per floor level.</li> <li>• Details of other major Architectural Elements.</li> </ul> <p>b. Architectural Interiors/Interior Design</p> <ul style="list-style-type: none"> <li>• Space Plan/s or layout/s of architectural interior/s.</li> <li>• Architectural interior perspective/s.</li> <li>• Furniture/furnishing/equipment/process layout/s.</li> <li>• Access plan/s, parking plan/s and the like.</li> <li>• Detail design of major architectural interior elements.</li> <li>• Plan and layout of interior, wall partitions, furnishing, furniture, equipment/appliances at a scale of at least 1:100.</li> <li>• Interior wall elevations showing: finishes, switches, doors and convenience outlets, cross window sections with interior perspective as viewed from the main entrance at scale of at least 1:100.</li> <li>• Floor/ceiling/wall patterns and finishing details.</li> <li>• List of materials used.</li> <li>• Cost Estimates.</li> </ul> <p>c. Plans and specific locations of all accessibility facilities of scale of at least 1:100.</p> <p>d. Detailed design of all such accessibility facilities outside and around buildings/structures including parking areas, and their safety requirements all at scale of 1:50 or any convenient scale.</p>	
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<p>e. Fire Safety Documents</p> <ul style="list-style-type: none"> <li>• Layout plan of each floor indicating the fire evacuation route to safe dispersal areas, standpipes with fire hose, fire extinguishers, first aid kits/cabinets, fire alarm, fire operations room, emergency lights, signs, etc.</li> <li>• Details of windows, fire exits with grilled windows and ladders.</li> <li>• Details of fire-resistive construction of enclosures for vertical openings.</li> <li>• Details of fire-resistive construction materials and interior decorative materials with fire resistive/fire-retardant/fire-spread ratings</li> <li>• Other Related Documents</li> </ul> <p>f. Other related documents</p>	
<p>➤ Civil/ Structural Documents</p> <p>a. Site Development Plan</p> <p>Site Development Plan showing technical description, boundaries, orientation and position of proposed non-architectural horizontal structure such as: sewerage treatment plan (STP), silos, elevated tanks, towers, fences, etc. building/structure in relation to the lot, existing or proposed access road and driveways and existing public utilities/services. Existing buildings within and adjoining the lot shall be hatched and distances between the proposed and existing buildings shall be indicated.</p> <p>b. Structural Plans</p> <ul style="list-style-type: none"> <li>• Foundation Plans and Details at scale of not less than 1:100.</li> <li>• Floor/Roof Framing Plans and Details at scale of not less than 1:100.</li> <li>• Details and Schedules of structural and civil works elements including those for deep wells, water reservoir, pipe lines and sewer system.</li> </ul> <p>c. Structural Analysis and Design for all buildings/structures except for one storey and single</p>	<p>Civil/Structural Engineer for Civil and Structural plans and documents</p>



<p>detached building/structure with a total floor area of 20.00 sq. meters or less.</p> <p>d. Boring and Load Tests</p> <p>Buildings or structures of three (3) storeys and higher, boring tests and, if necessary, load tests shall be required in accordance with the applicable latest approved provisions of the National Structural Code of the Philippines (NSCP). However, adequate soil exploration (including boring and load tests) shall also be required for lower buildings/structures at areas with potential geological/geotechnical hazards. The written report of the civil/geotechnical engineer including but not limited to the design bearing capacity as well as the result of tests shall be submitted together with the other requirements in the application for a building permit. Boring test or load test shall also be done according to the applicable provisions of the NSCP which set forth requirements governing excavation, grading and earthwork construction, including fills and embankments for any building/structure and for foundation and retaining structures.</p> <p>e. Seismic Analysis</p> <p>f. Other related documents</p>	
<p>➤ Electrical Documents</p> <p>Electrical plans and technical specifications containing the following:</p> <p>a. Location and Site Plans</p> <p>b. Legend or Symbols</p> <p>c. General Notes and/or Specifications</p> <p>d. Electrical Layout</p> <p>e. Schedule of Loads, Transformers, Generating/UPS Units (Total kVA for each of the preceding items shall be indicated in the schedule)</p> <p>f. Design Analysis</p> <p>g. One Line Diagram</p>	<p>Electrical Engineer for electrical plan and signed and sealed by Professional Electrical Engineer</p>
<p>➤ Mechanical Documents</p> <p>a. Location Plan and Key Plan</p>	<p>Professional Mechanical Engineer for mechanical documents</p>

- b. General Layout Plan for each floor, drawn to a scale of not less than 1:100, indicating the equipment in heavier lines than the building outline with names of machinery and corresponding brake horsepower shall be indicated.
- c. Longitudinal and Transverse Sections of building and equipment base on the section lines drawn to scale of at least 1:100 showing inter-floor relations and defining the manner of support of machines/equipment. Sections shall run longitudinally and transversely through the building length or width other than particularly detailed section for each machinery/equipment (fired and unfired pressure vessel, elevator, escalator, dumbwaiter, etc.).
- d. Isometric drawing of gas, fuel, oil system showing: Assembly of pipes on racks and supports, Legend and General Notes, Capacity per outlet and Complete individual piping system.
- e. Plans drawn to scale of 1:100 indicating location of store rooms, fuel tanks, fire extinguishing systems, fire doors, fire escape ladders and other protective facilities.
- f. Detailed drawings of all duct work installations, indicating dampers, controls, filters, fireproofing, acoustical and thermal insulation.
- g. Detailed Plans of machinery foundations and supports drawn to scale of at least 1:50.
- h. Detailed Plans of boilers and pressure vessels with a working pressure of above 70 kPa regardless of kilowatt rating.
- i. Design Computations and Detailed Plans of elevators, escalators, and the like drawn to scale of 1:50.
- j. For all installations, additions or alterations involving machinery of at most 14.9 kW, the signature of a duly licensed Mechanical Engineer shall be sufficient except fired and unfired pressure vessels, elevators, escalators, dumbwaiters,

<p>central/split/package type air conditioners and piping systems of steam, gas or fuels.</p> <p>k. Detailed plans of fire suppression systems, location of automatic and smoke detectors and alarm and initiating devices used to monitor the conditions that are essential for the proper operation including switches for the position of gate valves as well as alert and evacuation signals; the detailed layout of the entire safe area to be protected and the heat/smoke ventilation system.</p>	
<p>➤ Sanitary Documents</p> <p>a. For deep well, water purification plants, water collection and distribution systems, reservoirs, drainage and sewer systems, sewage treatment plants, malaria control structures, and sewage disposal systems:</p> <ul style="list-style-type: none"> <li>• Location Plan and Site Plan</li> <li>• Detailed Plan and layout drawings of minimum scale 1:100</li> <li>• Design Analysis and Technical Specifications</li> <li>• Cost Estimates</li> </ul> <p>b. For pest and vermin control, sanitation, and pollution control facilities:</p> <ul style="list-style-type: none"> <li>• Detailed plan, layout and drawing of abatement and control device of minimum scale 1:100</li> <li>• Design analysis and technical specification</li> <li>• Cost Estimates</li> </ul>	<p>Professional Sanitary Engineer for sanitary plans and documents</p>
<p>➤ Plumbing Documents</p> <p>For all plumbing installations, additions and/or alterations involving hot and cold water supply, fixtures, sewage drainage and vent system, storm drainage and sewerage system within or adjacent to the building:</p> <p>a. Location Plan and Site Plan of minimum scale 1:2000</p> <p>b. Plumbing Plans, Layouts and Details, of minimum scale 1:50</p> <p>c. Legend and General Notes</p> <p>d. Isometric drawings of the systems</p> <p>e. Design analysis and technical specifications</p> <p>f. Cost Estimates</p>	<p>Master Plumber for Plumbing plans and documents</p>

<p>➤ Electronics Documents</p> <p>Electronic plans and technical specifications for wired or wireless telecommunications systems, broadcasting systems, including radio and TV broadcast equipment for commercial and training purposes, cable or wireless television systems, information technology (IT) systems, security and alarm systems, electronic fire alarm systems, sound-reinforcement systems, navigational aids and controls, indoor and outdoor signage's, electronically-controlled conveyance systems, electronic/computerized process controls and automation systems, building automation, management and control systems, including, but not limited to the following:</p> <ol style="list-style-type: none"> <li>General layout plans with legends</li> <li>Single line diagram</li> <li>Riser diagram</li> <li>Isometry of the system</li> <li>Equipment specifications</li> <li>Design analysis, as applicable</li> <li>Cost estimates</li> </ol>	<p>Electronics Engineer for electronics Documents</p>
<p>➤ Geodetic Documents</p> <p>Lot Survey Plans, including but not limited to:</p> <ol style="list-style-type: none"> <li>Vicinity Map/Location Plan</li> <li>Lot Plan</li> <li>Relocation Survey Plan and Report</li> <li>Line and Grade</li> <li>Detailed Topographic Plan of the site and immediate vicinity</li> </ol>	<p>Geodetic Engineer for Survey and Lot Plan</p>
<p><b>Clearance from the government agencies exercising regulatory function.</b>  <b>Such regulatory agencies are:</b></p>	
<p>➤ Locational/Zoning Clearance</p>	<p>Municipal Planning and Development Office</p>
<p>➤ Fire Department Certificate</p>	<p>Bureau of Fire Protection</p>
<p>➤ ECC and CNC for commercial, institution, industrial buildings and cell sites</p>	<p>Department of Natural Resources/Environmental Management Bureau</p>
<p>➤ For building/structures exceeding 45m in heights and near airports</p>	<p>Air Transportation Office</p>
<p>➤ For tourist oriented Projects</p>	<p>Philippine Tourism Authority</p>
<p>➤ For Construction Safety and Health Program</p>	<p>Department of Labor and Employment</p>
<p>➤ For projects near or above waterways, creeks and river</p>	<p>Barangay or Sangguniang Panglungsod</p>
<p>➤ Application form for:</p>	



<ul style="list-style-type: none"><li>• Building Permit</li><li>• Electrical Permit</li><li>• Sanitary /Plumbing Permit</li><li>• Mechanical Permit</li><li>• Electronics Permit</li></ul>	Municipal Engineering Office			
<p>➤ Application form for:</p> <ul style="list-style-type: none"><li>• Building Permit</li><li>• Electrical Permit</li><li>• Sanitary /Plumbing Permit</li><li>• Mechanical Permit</li><li>• Electronics Permit</li></ul>	Municipal Engineering Office			
<p><b>In case the applicant is the registered owner of the lot:</b></p> <p>➤ Certified true copy of Original Certificate of Title (OCT)/ Transfer Certificate of title</p> <p>➤ Tax Declaration, and</p> <p>➤ Current Real Property Tax Receipt</p> <p><b>In case the applicant is not the registered owner of the lot:</b></p> <p>➤ Duly notarized copy of Contract of Lease or Deed of Absolute Sale</p>	<p>Registry of Deeds</p> <p>Municipal Assessor’s Office</p> <p>DENR/ LRA Notary Public</p>			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. Secure building permit application Form with the List of requirements.				
1.Sign in client log book	Give the logbook to the client	NONE	2 MINUTES	<b>Katrina Martinez</b> Contract of Service <b>Reynald Acerit</b> Contract of Service <b>Carlo Fontanilla</b> Contract of Service <b>Noel Acoba</b> Contract of Service <b>Boysen Salvador</b> Engineering Aide 1 Elizabeth Pducay, CE Contract of Service Zeus Mark Obedoza, CE Contract of Service Jonathan Sabado, CE Engineer 1 Engineering Office
2. Secure building Permit application Forms with the List of requirements	Provide Application Forms for: Building Permit (6copies) Electrical Permit (2copies) Sanitary /Plumbing Permit (2copies)	NONE	5 MINUTES	<b>Katrina Martinez</b> Contract of Service <b>Reynald Acerit</b> Contract of Service <b>Carlo Fontanilla</b> Contract of Service <b>Noel Acoba</b> Contract of Service

	Mechanical Permit (2copies) Electronics Permit (2copies)			<b>Boysen Salvador</b> <b>Engineering Aide 1</b> Elizabeth Puducay, CE Contract of Service Zeus Mark Obedoza, CE Contract of Service Jonathan Sabado, CE Engineer 1 Engineering Office
<b>B. Complying Building Permit Application</b>				
1. Sign in the Client Log Book and submit Duly accomplished application form, including building requirements with complete clearances for verification and proper evaluation	Give the logbook to the client and received the plans and Documentary requirements for verification	NONE	2 MINUTES	<b>Katrina Martinez</b> Contract of Service <b>Reynald Acerit</b> Contract of Service <b>Carlo Fontanilla</b> Contract of Service <b>Noel Acoba</b> Contract of Service <b>Boysen Salvador</b> <b>Engineering Aide 1</b> Elizabeth Puducay, CE Contract of Service Zeus Mark Obedoza, CE Contract of Service Jonathan Sabado, CE Engineer 1 Engineering Office
2. Wait while the submitted requirements is being verified/assessed by the Building Official/ Staff	Verify/Assessed the Plans and specification submitted if it conforms to the Technical requirements of the National Building Code and other applicable laws and ordinances,	NONE	2 HOURS	Elizabeth Puducay, CE Contract of Service Zeus Mark Obedoza, CE Contract of Service Jonathan Sabado, CE Engineer 1 Engineering Office
3. If the application and supporting documents are found to be in order and has complied with all the requirements, secure amount of regulatory fees/order of payment, otherwise secure evaluation checklist stating the documents needed	<b>If complete:</b> Reviewed and provide order of payment  <b>If Incomplete:</b> provide evaluation checklist stating the documents needed for the completeness of requirements	NONE	1 HOUR	Elizabeth Puducay, CE Contract of Service Zeus Mark Obedoza, CE Contract of Service Jonathan Sabado, CE Engineer 1 Engineering Office



4. Proceed to Treasurers Office, present the order of payment, pay prescribed fee/s and receive official receipt (O.R.) and return to OBO		Refer to Order of Payment	30 MINUTES	<b>Wendell Carl G. Agriam</b> License Inspector I or <b>Christopher T. Gabriel</b> Meter Reader I or <b>Miriam T. Obedoza</b> Admin. Aide I Treasury Office
5. Return to the Office of the Building Officials with the Official Receipt (O.R) to be attached and recorded in the application form	Record official receipt number in the application form and attached photocopy of O.R.	NONE	10 MINUTES	<b>Elizabeth Puducay, CE</b> Contract of Service <b>Zeus Mark Obedoza, CE</b> Contract of Service <b>Jonathan Sabado, CE</b> Engineer 1 Engineering Office
6. Approval of Building Permits including ancillary permits	Review, approve and affixed signature.	NONE	1 MINUTE	<b>Elpidio R. Acido, CE</b> Municipal Engineer Engineering Office
<b>C. Issuance of Building Permit including ancillary permits.</b>				
1. Sign in the Client Log Book	Give the logbook to the client.	NONE	2 MINUTES	<b>Katrina Martinez</b> Contract of Service <b>Reynald Acerit</b> Contract of Service <b>Carlo Fontanilla</b> Contract of Service <b>Noel Acoba</b> Contract of Service <b>Boysen Salvador</b> Engineering Aide 1 <b>Elizabeth Puducay, CE</b> Contract of Service <b>Zeus Mark Obedoza, CE</b> Contract of Service <b>Jonathan Sabado, CE</b> Engineer 1 Engineering Office
2. Secure building Permit application.	Issue approved Building Permit including ancillary permits(Electrical, Sanitary and Mechanical Permit)	NONE	5 MINUTES	<b>Katrina Martinez</b> Contract of Service <b>Reynald Acerit</b> Contract of Service <b>Carlo Fontanilla</b> Contract of Service <b>Noel Acoba</b> Contract of Service <b>Boysen Salvador</b> Engineering Aide 1 <b>Elizabeth Puducay, CE</b> Contract of Service <b>Zeus Mark Obedoza, CE</b> Contract of Service <b>Jonathan Sabado, CE</b> Engineer 1





				Engineering Office
	<b>TOTAL</b>	<b>NONE</b>	<b>3 hours and 57 minutes</b>	

## 2. ISSUANCE OF OCCUPANCY PERMIT

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

<b>Office or Division:</b>	Office of the Municipal Engineer
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	G2C, G2B, G2G
<b>Who May Avail:</b>	All, Firm, Partnership or Corporation, Agency or any government instrumentality who had been issued a building permit may apply for occupancy permit after the building construction has been completed.

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
➤ Approved Permits <ul style="list-style-type: none"> <li>• Building Permit (1 copy)</li> <li>• Electrical Permit (1 copy)</li> <li>• Plumbing Permit (1 copy)</li> <li>• Mechanical Permit (1 copy)</li> <li>• Electronics Permit (1 copy)</li> </ul>	(Secured during application of building permit)	
➤ Certificate of Completion duly signed and sealed by Engr./Arch. in-charge of Construction.	Prepared by Engr./Arch. in-charge of Construction	
➤ As-built Plans duly signed and sealed Engr./Arch. in-charge of Construction (3 sets)	Prepared by Engr./Arch. in-charge of Construction	
➤ Fire Safety Inspection Certificate	Bureau of Fire Protection	
➤ Logbook duly accomplished	Prepared by Engr./Arch. in-charge of Construction	
➤ Pictures showing posting of Building Permit number and date issued on site	Prepared by Engr./Arch. in-charge of Construction	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>A. Secure Occupancy Permit application Form with the List of requirements.</b>				
1. Sign in client log book	Give the logbook to the client	NONE	2 MINUTES	<b>Katrina Martinez</b> Contract of Service  <b>Reynald Acerit</b> Contract of Service  <b>Carlo Fontanilla</b>





				<b>Contract of Service</b>  <b>Noel Acoba</b> Contract of Service  <b>Boysen Salvador</b> Engineering Aide 1  Elizabeth Pducay, CE Contract of Service  Zeus Mark Obedoza, CE Contract of Service  Jonathan Sabado, CE Engineer 1
2. Secure Occupancy Permit application Forms with the List of requirements	Provide Application Forms for: Certificate of Completion Form (2 copies) and give client a short brief in accomplishing the requirements to be submitted.'	NONE	10 MINUTES	<b>Katrina Martinez</b> Contract of Service  <b>Reynald Acerit</b> Contract of Service  <b>Carlo Fontanilla</b> Contract of Service  <b>Noel Acoba</b> Contract of Service  <b>Boysen Salvador</b> Engineering Aide 1  Elizabeth Pducay, CE Contract of Service  Zeus Mark Obedoza, CE Contract of Service  Jonathan Sabado, CE Engineer 1
<b>B. Complying Occupancy Permit Application</b>				
1. Sign in the Client Log Book and submit Duly accomplished application form, including building requirements with complete clearances for verification and proper evaluation	Give the logbook to the client and received the plans and Documentary requirements for verification	NONE	2 MINUTES	<b>Katrina Martinez</b> Contract of Service  <b>Reynald Acerit</b> Contract of Service  <b>Carlo Fontanilla</b> Contract of Service  <b>Noel Acoba</b> Contract of Service  <b>Boysen Salvador</b> Engineering Aide 1  Elizabeth Pducay, CE Contract of Service  Zeus Mark Obedoza, CE Contract of Service  Jonathan Sabado, CE Engineer 1



2. Wait while the submitted requirements is being verified/assessed by the Building Official/ Staff	Verify/Assessed the Plans and specification submitted if it conforms to the Technical requirements of the National Building Code and other applicable laws and ordinances,	NONE	2 HOURS	Elizabeth Puducay, CE Contract of Service  Zeus Mark Obedoza, CE Contract of Service  Jonathan Sabado, CE Engineer 1
3. If the application and supporting documents are found to be in order and has complied with all the requirements, secure amount of regulatory fees/order of payment, otherwise secure evaluation checklist stating the documents needed	<b>If complete:</b> Reviewed and provide order of payment  <b>If Incomplete:</b> provide evaluation checklist stating the documents needed for the completeness of requirements	NONE	1 HOUR	Elizabeth Puducay, CE Contract of Service  Zeus Mark Obedoza, CE Contract of Service  Jonathan Sabado, CE Engineer 1
4. Proceed to Treasurers Office, present the order of payment, pay prescribed fee/s and receive official receipt (O.R.) and return to OBO		Refer to Order of Payment	30 MINUTES	<b>Wendell Carl G. Agriam</b> License Inspector I or <b>Christopher T. Gabriel</b> Meter Reader I or <b>Miriam T. Obedoza</b> Admin. Aide I
5. Return to the Office of the Building Officials with the Official Receipt (O.R) to be attached and recorded in the application form	Record official receipt number in the application form and attached photocopy of O.R.	NONE	10 MINUTES	Elizabeth Puducay, CE Contract of Service  Zeus Mark Obedoza, CE Contract of Service  Jonathan Sabado, CE Engineer 1
6. Approval of Building Permits	Review, approve and affixed signature.	NONE	1 MINUTE	Elpidio R. Acido, CE Municipal Engineer



including ancillary permits				
<b>C. Issuance of Occupancy Permit.</b>				
1. Sign in the Client Log Book	Give the logbook to the client.	NONE	1 MINUTE	<b>Katrina Martinez</b> Contract of Service  <b>Reynald Acerit</b> Contract of Service  <b>Carlo Fontanilla</b> Contract of Service  <b>Noel Acoba</b> Contract of Service  <b>Boysen Salvador</b> Engineering Aide 1  Elizabeth Pducay, CE Contract of Service  Zeus Mark Obedoza, CE Contract of Service  Jonathan Sabado, CE Engineer 1
2. Secure Occupancy Permit application.	Issue approved Occupancy Permit	NONE	5 MINUTES	<b>Katrina Martinez</b> Contract of Service  <b>Reynald Acerit</b> Contract of Service  <b>Carlo Fontanilla</b> Contract of Service  <b>Noel Acoba</b> Contract of Service  <b>Boysen Salvador</b> Engineering Aide 1  Elizabeth Pducay, CE Contract of Service  Zeus Mark Obedoza, CE Contract of Service  Jonathan Sabado, CE Engineer 1
	<b>TOTAL</b>		<b>3 hours and 61 minutes</b>	

### 3. ISSUANCE OF FENCING PERMIT

This Permit shall be secured prior to construction of fence.

<b>Office or Division:</b>	Office of the Municipal Engineer
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C, G2B, G2G



<b>Who May Avail:</b>		All business and property owners of the Municipality.		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
➤ Fencing Permit Application Forms (5 copies)		Municipal Engineering Office		
➤ Fencing Plan (5 sets)		Prepared by concerned Licensed Professional		
➤ Bill of Materials and Cost Estimate (5 copies)		Prepared by concerned Licensed Professional		
➤ Specifications		Prepared by concerned Licensed Professional		
➤ Lot plan signed and sealed		Prepared by Geodetic Engineer		
<b>In case the applicant is the registered owner of the lot:</b> <ul style="list-style-type: none"> <li>➤ Certified true copy of Original Certificate of Title (OCT)/ Transfer Certificate of title</li> <li>➤ Tax Declaration, and</li> <li>➤ Current Real Property Tax Receipt</li> </ul>		Registry of Deeds  Municipal Assessor's Office		
<b>In case the applicant is not the registered owner of the lot:</b> <ul style="list-style-type: none"> <li>➤ Duly notarized copy of Contract of Lease or Deed of Absolute Sale</li> </ul>		DENR/ LRA Notary Public		
➤ If the structure is near creek, river or esteros (C.O. 335) secure: <ul style="list-style-type: none"> <li>➤ Barangay Resolution</li> <li>➤ Sangguniang Panlungsod Resolution</li> </ul>		Barangay or Sangguniang Panlungsod		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>A. Secure Fencing Permit application Form with the List of requirements.</b>				
1. Sign in client log book	Give the logbook to the client	NONE	2 MINUTES	<b>Katrina Martinez</b> Contract of Service  <b>Reynald Acerit</b> Contract of Service  <b>Carlo Fontanilla</b> Contract of Service  <b>Noel Acoba</b> Contract of Service  <b>Boysen Salvador</b> Engineering Aide 1  Elizabeth Puducay, CE Contract of Service  Zeus Mark Obedoza, CE Contract of Service  Jonathan Sabado, CE Engineer 1



2. Secure Fencing Permit application Forms with the List of requirements	Provide Application Forms for: Fencing Permit (Five (5) copies)	NONE	10 MINUTES	<b>Katrina Martinez</b> Contract of Service  <b>Reynald Acerit</b> Contract of Service  <b>Carlo Fontanilla</b> Contract of Service  <b>Noel Acoba</b> Contract of Service  <b>Boysen Salvador</b> Engineering Aide 1  Elizabeth Puducay, CE Contract of Service  Zeus Mark Obedoza, CE Contract of Service  Jonathan Sabado, CE Engineer 1
<b>B. Complying Fencing Permit Application</b>				
1. Sign in the Client Log Book and submit Duly accomplished application form, including building requirements with complete clearances for verification and proper evaluation	Give the logbook to the client and received the plans and Documentary requirements for verification	NONE	2 MINUTES	<b>Katrina Martinez</b> Contract of Service  <b>Reynald Acerit</b> Contract of Service  <b>Carlo Fontanilla</b> Contract of Service  <b>Noel Acoba</b> Contract of Service  <b>Boysen Salvador</b> Engineering Aide 1  Elizabeth Puducay, CE Contract of Service  Zeus Mark Obedoza, CE Contract of Service  Jonathan Sabado, CE Engineer 1
2. Wait while the submitted requirements is being verified/assessed by the Building Official/ Staff	Verify/Assessed the Plans and specification submitted if it conforms to the Technical requirements of the National Building Code and other applicable laws and ordinances,	NONE	5 HOURS	Elizabeth Puducay, CE Contract of Service  Zeus Mark Obedoza, CE Contract of Service  Jonathan Sabado, CE Engineer 1
3. If the application and supporting documents are	<b>If complete:</b> Reviewed and provide order of payment	NONE	5 HOURS	Elizabeth Puducay, CE Contract of Service  Zeus Mark Obedoza, CE Contract of Service



found to be in order and has complied with all the requirements, secure amount of regulatory fees/order of payment, otherwise secure evaluation checklist stating the documents needed	<b>If Incomplete:</b> provide evaluation checklist stating the documents needed for the completeness of requirements			Jonathan Sabado, CE Engineer 1
4. Proceed to Treasurers Office, present the order of payment, pay prescribed fee/s and receive official receipt (O.R.) and return to OBO	Issue Official Receipt	Refer to Order of Payment	30 MINUTES	<b>Wendell Carl G. Agriam</b> License Inspector I or <b>Christopher T. Gabriel</b> Meter Reader I or <b>Miriam T. Obedoza</b> Admin. Aide I
5. Return to the Office of the Building Officials with the Official Receipt (O.R) to be attached and recorded in the application form	Record official receipt number in the application form and attached photocopy of O.R.	NONE	15 MINUTES	Elizabeth Puducay, CE Contract of Service  Zeus Mark Obedoza, CE Contract of Service  Jonathan Sabado, CE Engineer 1
6. Approval of Building Permits including ancillary permits	Review, approve and affixed signature.	NONE	1 MINUTE	Elpidio R. Acido, CE Municipal Engineer
<b>C. Issuance of Fencing Permit.</b>				
1. Sign in the Client Log Book	Give the logbook to the client.	NONE	2 MINUTES	Katrina Martinez Contract of Service Reynald Acerit Contract of Service Carlo Fontanilla Contract of Service Noel Acoba Contract of Service Boysen Salvador Engineering Aide 1 Elizabeth Puducay, CE Contract of Service



				Zeus Mark Obedoza, CE Contract of Service Jonathan Sabado, CE Engineer 1
2. Secure Fencing Permit application.	Issue approved Fencing Permit	NONE	5 MINUTES	Katrina Martinez Contract of Service Reynald Acerit Contract of Service Carlo Fontanilla Contract of Service Noel Acoba Contract of Service Boysen Salvador Engineering Aide 1 Elizabeth Puducay, CE Contract of Service Zeus Mark Obedoza, CE Contract of Service Jonathan Sabado, CE Engineer 1
	<b>TOTAL</b>			

#### 4. ISSUANCE OF DEMOLITION PERMIT

This Permit second prior to dismantling/removal of the structure.

<b>Office or Division:</b>	Office of the Municipal Engineer			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C, G2B, G2G			
<b>Who May Avail:</b>	All, Firm, Partnership, or Corporation, Agency or any government instrumentality			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
➤ Demolition Permit Forms (5 copies)		Municipal Engineering Office		
➤ Sketch plan/Lot plan showing the area to be demolished (5 copies)		Prepared by concerned Licensed Professional		
➤ Certified true copy of Original Certificate of Title (OCT)/ Transfer Certificate of title showing that the applicant is the owner of the building to be demolished.		Registry of Deeds		
➤ Tax Declaration, and		Municipal Assessor's Office		
➤ Current Real Property Tax Receipt				
➤ Site verification if all provisions are complied.		Municipal Engineering Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>C. Secure Fencing Permit application Form with the List of requirements.</b>				
1. Sign in client log book	Give the logbook to the client	NONE	1 MINUTE	Katrina Martinez Contract of Service  Reynald Acerit Contract of Service  Carlo Fontanilla Contract of Service  Noel Acoba Contract of Service



				<b>Boysen Salvador</b> <b>Engineering Aide 1</b>  Elizabeth Puducay, CE Contract of Service  Zeus Mark Obedoza, CE Contract of Service  Jonathan Sabado, CE Engineer 1
2. Secure Demolition Permit application Forms with the List of requirements	Provide Application Forms for: Demolition Permit (Five (5) copies)	NONE	2 MINUTES	<b>Katrina Martinez</b> Contract of Service  <b>Reynald Acerit</b> Contract of Service  <b>Carlo Fontanilla</b> Contract of Service  <b>Noel Acoba</b> Contract of Service  <b>Boysen Salvador</b> <b>Engineering Aide 1</b>  Elizabeth Puducay, CE Contract of Service  Zeus Mark Obedoza, CE Contract of Service  Jonathan Sabado, CE Engineer 1
<b>B. Complying Demolition Permit Application</b>				
1. Sign in the Client Log Book and submit duly accomplished application form, including fencing plans for verification and proper evaluation	Give the logbook to the client and received the plans and Documentary requirements for verification	NONE	1 MINUTE	<b>Katrina Martinez</b> Contract of Service  <b>Reynald Acerit</b> Contract of Service  <b>Carlo Fontanilla</b> Contract of Service  <b>Noel Acoba</b> Contract of Service  <b>Boysen Salvador</b> <b>Engineering Aide 1</b>  Elizabeth Puducay, CE Contract of Service  Zeus Mark Obedoza, CE Contract of Service  Jonathan Sabado, CE Engineer 1
2. Wait while the submitted requirements is	Verify/Assessed the Plans and specification submitted if it conforms to the Technical requirements of the National	NONE	2 HOURS	Elizabeth Puducay, CE Contract of Service  Zeus Mark Obedoza, CE Contract of Service





being verified/assessed by the Building Official/ Staff	Building Code and other applicable laws and ordinances,			Jonathan Sabado, CE Engineer 1
3. If the application and supporting documents are found to be in order and has complied with all the requirements, secure amount of regulatory fees/order of payment, otherwise secure evaluation checklist stating the documents needed	<p><b>If complete:</b> Reviewed and provide order of payment</p> <p><b>If Incomplete:</b> provide evaluation checklist stating the documents needed for the completeness of requirements</p>	NONE	1 HOUR	<p>Elizabeth Puducay, CE Contract of Service</p> <p>Zeus Mark Obedoza, CE Contract of Service</p> <p>Jonathan Sabado, CE Engineer 1</p>
4. Proceed to Treasurers Office, present the order of payment, pay prescribed fee/s and receive official receipt (O.R.) and return to OBO	Issue Official Receipt	Refer to Order of Payment	30 MINUTES	<p><b>Wendell Carl G. Agriam</b> License Inspector I or <b>Christopher T. Gabriel</b> Meter Reader I or <b>Miriam T. Obedoza</b> Admin. Aide I</p>
5. Return to the Office of the Building Officials with the Official Receipt (O.R) to be attached and recorded in the application form	Record official receipt number in the application form and attached photocopy of O.R.	NONE	10 MINUTES	<p>Elizabeth Puducay, CE Contract of Service</p> <p>Zeus Mark Obedoza, CE Contract of Service</p> <p>Jonathan Sabado, CE Engineer 1</p>
6. Approval of Building Permits including ancillary permits	Review, approve and affixed signature.	NONE	1 MINUTE	Elpidio R. Acido, CE Municipal Engineer



<b>C. Issuance of Demolition Permit.</b>				
1. Sign in the Client Log Book	Give the logbook to the client.	NONE	1 MINUTE	<b>Katrina Martinez</b> Contract of Service  <b>Reynald Acerit</b> Contract of Service  <b>Carlo Fontanilla</b> Contract of Service  <b>Noel Acoba</b> Contract of Service  <b>Boysen Salvador</b> Engineering Aide 1  Elizabeth Puducay, CE Contract of Service  Zeus Mark Obedoza, CE Contract of Service  Jonathan Sabado, CE Engineer 1
2. Secure Demolition Permit application.	Issue approved Demolition Permit	NONE	5 MINUTES	<b>Katrina Martinez</b> Contract of Service  <b>Reynald Acerit</b> Contract of Service  <b>Carlo Fontanilla</b> Contract of Service  <b>Noel Acoba</b> Contract of Service  <b>Boysen Salvador</b> Engineering Aide 1  Elizabeth Puducay, CE Contract of Service  Zeus Mark Obedoza, CE Contract of Service  Jonathan Sabado, CE Engineer 1
	<b>TOTAL</b>			

## 5. ISSUANCE OF CERTIFICATE OF ANNUAL INSPECTION

All buildings except residential buildings are subject to annual inspection after 1 year of occupancy to determine their architectural presentation, structural stability, electrical safety, mechanical safety, sanitary requirements and compliance to BP 344/RA 7277.

The issuance of Annual Safety Inspection is required before a building is granted occupancy for renewal of business permit.

<b>Office or Division:</b>	Office of the Municipal Engineer
<b>Classification:</b>	Simple



<b>Type of Transaction:</b>	G2C, G2B, G2G			
<b>Who May Avail:</b>	All establishments (commercial, industrial, institutional and educational)			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
➤ Granted previously occupancy permit			Municipal Engineering Office	
➤ Existence of business			Treasury Office	
➤ Business Permit			Treasury Office	
➤ Sketch of Location			Prepared by concern professional	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>D. Secure Fencing Permit application Form with the List of requirements.</b>				
1. Sign in client log book	Give the logbook to the client	NONE	1 MINUTE	<b>Katrina Martinez</b> Contract of Service  <b>Reynald Acerit</b> Contract of Service  <b>Carlo Fontanilla</b> Contract of Service  <b>Noel Acoba</b> Contract of Service  <b>Boysen Salvador</b> Engineering Aide 1  Elizabeth Pducay, CE Contract of Service  Zeus Mark Obedoza, CE Contract of Service  Jonathan Sabado, CE Engineer 1
2. Secure Certificate of Annual Inspection List of requirements	Provide Checklist	NONE	2 MINUTES	<b>Katrina Martinez</b> Contract of Service  <b>Reynald Acerit</b> Contract of Service  <b>Carlo Fontanilla</b> Contract of Service  <b>Noel Acoba</b> Contract of Service  <b>Boysen Salvador</b> Engineering Aide 1  Elizabeth Pducay, CE Contract of Service  Zeus Mark Obedoza, CE Contract of Service  Jonathan Sabado, CE Engineer 1
<b>B. Complying Certificate of Annual Inspection Application</b>				
1. Sign in the Client Log Book	Give the logbook to the client and received the plans	NONE	1 MINUTE	<b>Katrina Martinez</b> Contract of Service



and submit duly accomplished application form, including fencing plans for verification and proper evaluation	and Documentary requirements for verification			<b>Reynald Acerit</b> Contract of Service  <b>Carlo Fontanilla</b> Contract of Service  <b>Noel Acoba</b> Contract of Service  <b>Boysen Salvador</b> Engineering Aide 1  Elizabeth Puducay, CE Contract of Service  Zeus Mark Obedoza, CE Contract of Service  Jonathan Sabado, CE Engineer 1
2. Wait while the submitted requirements is being verified/assessed by the Building Official/ Staff	Verify/Assessed the Plans and specification submitted requirements	NONE	2 HOURS	Elizabeth Puducay, CE Contract of Service  Zeus Mark Obedoza, CE Contract of Service  Jonathan Sabado, CE Engineer 1
3. If the application and supporting documents are found to be in order and has complied with all the requirements, secure amount of regulatory fees/order of payment, otherwise secure evaluation checklist stating the documents needed	<b>If complete:</b> Reviewed and provide order of payment  <b>If Incomplete:</b> provide evaluation checklist stating the documents needed for the completeness of requirements	NONE	1 HOUR	Elizabeth Puducay, CE Contract of Service  Zeus Mark Obedoza, CE Contract of Service  Jonathan Sabado, CE Engineer 1
4. Proceed to Treasurers Office, present the order of payment, pay prescribed fee/s and receive official		Refer to Order of Payment	30 MINUTES	<b>Wendell Carl G. Agriam</b> License Inspector I or <b>Christopher T. Gabriel</b> Meter Reader I or



receipt (O.R.) and return to OBO				<b>Miriam T. Obedoza</b> Admin. Aide I
5. Return to the Office of the Building Officials with the Official Receipt (O.R) to be attached and recorded in the application form	Record official receipt number in the application form and attached photocopy of O.R.	NONE	10 MINUTES	<b>Elizabeth Puducay, CE</b> Contract of Service  <b>Zeus Mark Obedoza, CE</b> Contract of Service  <b>Jonathan Sabado, CE</b> Engineer 1
	<b>TOTAL</b>			

## 6. ISSUANCE OF A TEMPORARY ELECTRICAL PERMIT AND PERMIT FOR TEMPORARY SERVICE CONNECTION

Installation/Reconnection of temporary lighting facilities such as perimeter and construction lighting, residential structures (such as shanties, and traditional family dwellings) and other temporary structures are subject to the issuance of corresponding electrical permit in order for ISELCO to provide electrical connection.

<b>Office or Division:</b>	Office of the Municipal Engineer			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C, G2B, G2G			
<b>Who May Avail:</b>	All residential, commercial, institutional and industrial buildings			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
➤ Authority from land owner if the structure is on a private lot		Prepared by concerned person		
➤ Photocopy of Transfer Certificate of Title		Prepared by concerned person		
➤ Certification from the barangay captain that the structure is on a public property and not located on a danger zone.		Barangay Hall		
➤ Sketch of Location.		Prepared by concerned professional		
➤ A duly accomplished electrical permit application duly signed by a Master Electrician/Electrical Engineer		Prepared by concerned licensed professional		
➤ Photocopy of Approved building permit for applications involving perimeter and construction lightings		Prepared by concerned person		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>E. Secure Fencing Permit application Form with the List of requirements.</b>				
1. Sign in client log book	Give the logbook to the client	NONE	1 MINUTE	<b>Katrina Martinez</b> Contract of Service  <b>Reynald Acerit</b> Contract of Service



				<b>Carlo Fontanilla</b> Contract of Service  <b>Noel Acoba</b> Contract of Service  <b>Boysen Salvador</b> Engineering Aide 1  Elizabeth Pducay, CE Contract of Service  Zeus Mark Obedoza, CE Contract of Service  Jonathan Sabado, CE Engineer 1
2. Secure Temporary Electrical Permit and Permit for Temporary Service Connection application Forms with the List of requirements	Provide Application Forms for: Temporary Electrical Permit and Permit for Temporary Service Connection (two (2) copies)	NONE	2 MINUTES	<b>Katrina Martinez</b> Contract of Service  <b>Reynald Acerit</b> Contract of Service  <b>Carlo Fontanilla</b> Contract of Service  <b>Noel Acoba</b> Contract of Service  <b>Boysen Salvador</b> Engineering Aide 1  Elizabeth Pducay, CE Contract of Service  Zeus Mark Obedoza, CE Contract of Service  Jonathan Sabado, CE Engineer 1
<b>B. Complying Temporary Electrical Permit and Permit for Temporary Service Connection Application</b>				
1. Sign in the Client Log Book and submit duly accomplished application form, including fencing plans for verification and proper evaluation	Give the logbook to the client and received the plans and Documentary requirements for verification	NONE	1 MINUTE	<b>Katrina Martinez</b> Contract of Service  <b>Reynald Acerit</b> Contract of Service  <b>Carlo Fontanilla</b> Contract of Service  <b>Noel Acoba</b> Contract of Service  <b>Boysen Salvador</b> Engineering Aide 1  Elizabeth Pducay, CE Contract of Service  Zeus Mark Obedoza, CE Contract of Service  Jonathan Sabado, CE Engineer 1



2. Wait while the submitted requirements is being verified/assessed by the Building Official/ Staff	Verify/Assessed the Documentary requirements	NONE	2 HOURS	Elizabeth Puducay, CE Contract of Service  Zeus Mark Obedoza, CE Contract of Service  Jonathan Sabado, CE Engineer 1
3. If the application and supporting documents are found to be in order and has complied with all the requirements, secure amount of regulatory fees/order of payment, otherwise secure evaluation checklist stating the documents needed	<b>If complete:</b> Reviewed and provide order of payment  <b>If Incomplete:</b> provide evaluation checklist stating the documents needed for the completeness of requirements	NONE	1 HOUR	Elizabeth Puducay, CE Contract of Service  Zeus Mark Obedoza, CE Contract of Service  Jonathan Sabado, CE Engineer 1
4. Proceed to Treasurers Office, present the order of payment, pay prescribed fee/s and receive official receipt (O.R.) and return to OBO		Refer to Order of Payment	30 MINUTES	<b>Wendell Carl G. Agriam</b> License Inspector I or <b>Christopher T. Gabriel</b> Meter Reader I or <b>Miriam T. Obedoza</b> Admin. Aide I
5. Return to the Office of the Building Officials with the Official Receipt (O.R) to be attached and recorded in the application form	Record official receipt number in the application form and attached photocopy of O.R.	NONE	10 MINUTES	Elizabeth Puducay, CE Contract of Service  Zeus Mark Obedoza, CE Contract of Service  Jonathan Sabado, CE Engineer 1



6. Approval of Building Permits including ancillary permits	Review, approve and affixed signature.	NONE	1 MINUTE	Elpidio R. Acido, CE Municipal Engineer
<b>C. Issuance of Temporary Electrical Permit and Permit for Temporary Service Connection</b>				
1. Sign in the Client Log Book	Give the logbook to the client.	NONE	1 MINUTE	<b>Katrina Martinez</b> Contract of Service  <b>Reynald Acerit</b> Contract of Service  <b>Carlo Fontanilla</b> Contract of Service  <b>Noel Acoba</b> Contract of Service  <b>Boysen Salvador</b> Engineering Aide 1  Elizabeth Puducay, CE Contract of Service  Zeus Mark Obedoza, CE Contract of Service  Jonathan Sabado, CE Engineer 1
2. Secure Temporary Electrical Permit and Permit for Temporary Service Connection application.	Issue approved Temporary Electrical Permit and Permit for Temporary Service Connection	NONE	5 MINUTES	<b>Katrina Martinez</b> Contract of Service  <b>Reynald Acerit</b> Contract of Service  <b>Carlo Fontanilla</b> Contract of Service  <b>Noel Acoba</b> Contract of Service  <b>Boysen Salvador</b> Engineering Aide 1  Elizabeth Puducay, CE Contract of Service  Zeus Mark Obedoza, CE Contract of Service  Jonathan Sabado, CE Engineer 1
	<b>TOTAL</b>			





# OFFICE OF THE MUNICIPAL TREASURER

*The office takes custody and exercises management of the Municipal Government funds and all others that may be entrusted by law or competent authority. It also maintains and updates the tax information system of the LGU.*



## 1. COLLECTION OF REAL PROPERTY TAXES

Owner of land, machineries and buildings have to pay real property taxes annually. Taxes are base from the property's taxable value. Taxable value is based on the Municipal Assessor's Schedule of Assessed Value. Taxpayers may choose to pay on an Annual or Quarterly basis. Discounts are given to those who pay in prompt and/or advance payment.

<b>OFFICE / DIVISION:</b>	Office of the Municipal Treasurer			
<b>CLASSIFICATION:</b>	Simple			
<b>TYPE OF TRANSACTION:</b>	G2C- Government to Citizen, G2G-Government to Government, Government to Business Entity			
<b>WHO MAY AVAIL:</b>	Real Property Tax Owners			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Notice of assessment or Tax Declaration (one (1) copy)		Office of the Municipal Assessor		
Previous Tax Receipt (One (1) copy)		Office of the Municipal Treasurer		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sign in Client Log Book	Give the logbook to the client	NONE	5 MINUTES	<b>Christopher T. Gabriel</b> Meter Reader I <b>Miriam T. Obedoza</b> Administrative Aide I <b>Evelyn R. Martinez</b> COS Treasury Office
2. Go to Revenue Collection Clerks for verification and computation of Real property tax due	Verify the requirements for last payment and issue statement of account/ computation of taxes	NONE	45 MINUTES	<b>Silas S. Dumlaog</b> LTOO I  <b>Wendell Agriam</b> License Inspector I Treasury Office
3. Pay the amount indicated in the bill/computation & get official receipt Note: For check payment only Manager's check is accepted	Accept the payment and issue Official Receipt	Fees and charges may vary depending on the assessment and record of last payment. <b>a. Basic Real Property Tax=</b>	30 MINUTES	<b>Silas S. Dumlaog</b> LTOO I <b>Wendell Agriam</b> License Inspector I  <b>Christopher T. Gabriel</b> Meter Reader I <b>Miriam T. Obedoza</b> Administrative Aide I



		<p>Assessed Value x 1%</p> <p><b>b.</b> Additional Tax (Special Education Fund) = Assessed Value x 1%</p> <p><b>c.</b> Payment of Real Property Taxes in Installments</p> <p><b>1<sup>st</sup> Installment</b> – on or before March 31</p> <p><b>2<sup>nd</sup> Installment</b> – on or before June 30</p> <p><b>3<sup>rd</sup> Installment</b> – on or before September 30</p> <p><b>4<sup>th</sup> Installment</b> – on or before December 31</p> <p><b>Discount:</b> prompt payment - <b>10%</b> advance payment (in full) - <b>15%</b></p> <p><b>Interest:</b> unpaid Real Property Tax- <b>2%</b> per month but not to exceed <b>72%</b></p>		Treasury Office
	<b>TOTAL</b>		<b>1 HOUR and 20 MINUTES</b>	



## 2. ISSUANCE OF COMMUNITY TAX CERTIFICATE

Community tax certificate is required when an individual or corporation acknowledges any document before a notary public, takes an oath of office upon election or appointment to any position in the government service, receives any license, certificate or permit from a public authority, pays any tax or fee, receives money from any public fund, transacts other official business. Community Tax Certificate can be availed at the Municipal Treasury Office.

<b>OFFICE / DIVISION:</b>	Office of the Municipal Treasurer			
<b>CLASSIFICATION:</b>	Simple			
<b>TYPE OF TRANSACTION:</b>	G2C-Government to Citizen			
<b>WHO MAY AVAIL:</b>	All citizens and must be 18 yrs. and above			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Previous CTC if available)		Office of the Municipal Treasurer		
Any Government issued ID		Concerned government agency.		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to counter and fill up service data form	Give the service data form to the client	NONE	10 MINUTES	<b>Wendell Agriam</b> License Inspector I <b>Christopher T. Gabriel</b> Meter Reader I  <b>Miriam T. Obedoza</b> Administrative Aide I  <b>Evelyn R. Martinez</b> COS
2. Pay the required fee and get Community Tax Certificate	Verify the requirements for last payment and issue statement of account/ computation of taxes	<b>For Individuals-</b> <b>a. Basic Community Tax:</b> P5.00 <b>b. Additional Community Tax:</b> P1.00 for every P1,000.00 gross income but not to exceed P5,000.00. <b>-For corporation –</b> <b>a. Basic</b>	10 MINUTES	<b>Wendell Agriam</b> License Inspector I <b>Christopher T. Gabriel</b> Meter Reader I  <b>Miriam T. Obedoza</b> Administrative Aide I



		<b>Community Tax:</b> P500.00 <b>b. Additional Community Tax:</b> P2.00 for every P5,000.00 gross income -Penalty of 2%/month shall be imposed on individuals or corporations securing their Community Tax Certificate from March 1 up to the end of the year.		
	<b>TOTAL</b>		<b>20 MINUTES</b>	

### 3. ISSUANCE OF PROFESSIONAL TAX RECEIPT (Provincial Imposition)

The Revenue Code provides for the imposition of an annual professional tax on each person in the exercise of practice of his/her profession requiring government examinations or not. Professionals employed in the government sector are exempt from the payment of the tax. The professional tax shall be paid before any profession can be exercised.

<b>OFFICE / DIVISION:</b>	Office of the Municipal Treasurer			
<b>CLASSIFICATION:</b>	Simple			
<b>TYPE OF TRANSACTION:</b>	G2C-Government to Citizen			
<b>WHO MAY AVAIL:</b>	All citizens practicing their professions.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
PRC ID or license of profession		PRC		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to counter	Verifies IDENTIFICATION (ID)		10 MINUTES	<b>Wendell Agriam</b> License Inspector I <b>Christopher T. Gabriel</b> Meter Reader I  <b>Miriam T. Obedoza</b> Administrative Aide I



				<b>Evelyn R. Martinez</b> COS
2. Pay the required fee and get Community Tax Certificate	Accept the payment and issue the official Receipts	Professional license fee P300.00 Governor's Fee -P50.00	10 MINUTES	<b>Wendell G. Agriam</b> License Inspector 1  <b>Christopher T. Gabriel</b> Meter Reader 1  <b>Miriam T. Obedoza</b> Administrative Aide 1
	<b>TOTAL</b>		<b>20 MINUTES</b>	

#### 4. PROCESSING AND ISSUANCE OF BUSINESS PERMITS (for new business)

The business permit is a requirement for all enterprises operating within the territorial jurisdiction of the Municipality. It is a document that affirms the legitimacy of the business as well as a proof that it has complied with mandatory requirements and has settled regulatory fees and taxes due to the local government. The office is equipped with electronic business permit licensing system (eBPLS) and assuming all the requirements are completed and processed.

<b>OFFICE / DIVISION:</b>	Office of the Municipal Treasurer			
<b>CLASSIFICATION:</b>	Simple			
<b>TYPE OF TRANSACTION:</b>	G2C-Government to Citizen			
<b>WHO MAY AVAIL:</b>	All business entity/group with establishment			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Barangay Clearance		Barangay / Muni BPLO		
Community Tax certificate		Barangay / BPLO		
Tax Identification Number		BIR		
DTI Registration (single proprietor) or SEC Registration for Corporation)		DTI / Negosyo Center		
Sanitary Permit Certificate		Rural Health Unit		
BFP Clearance		Bureau of Fire		
Locational Clearance/Zoning		Municipal Planning and Development Office		
Building Permit		Office of the Municipal Engineer		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Accomplish application form of new business.	Gives application form..		20 MINUTES	<b>Rodel A. Galamay</b> Licensing Officer designate



				<b>Wendell G. Agriam</b> License Inspector
2. One-time assessment of Taxes, Fees and Charges	Assessment and encoding of application to the EBPL System.		30 MINUTES	<b>Rodel A. Galamay</b> Licensing Officer designate <b>Wendell G. Agriam</b> License Inspector
3. One-Time payment of Taxes, fees and charges. Get official receipt and claim of Mayor's permit and other regulatory clearances.	Issues official receipt, business plate and permit.	Business Tax shall be base from the EBPLS. For Installment: -First Installment on or before January 20 -Second Installment on or before April 20 -Third Installment on or before July 20 -Fourth Installment on or before October 20 <b>NOTE:</b> Failure to pay within the time required shall subject the taxpayer to a surcharge of twenty-five (25%) of the original amount plus one percent (1%) per month of the unpaid taxes including surcharge until fully paid.	30 MINUTES	<b>Rodel A. Galamay</b> Licensing Officer designate <b>Wendell G. Agriam</b> License Inspector
	<b>TOTAL</b>		<b>1 HOUR &amp; 20 minutes</b>	

## 5. PROCESSING AND ISSUANCE OF BUSINESS PERMITS (for Renewal of business)

The business permit is a requirement for all enterprises operating within the territorial jurisdiction of the Municipality. It is a document that affirms the legitimacy of the business as well as a proof that it has complied with mandatory requirements and has settled regulatory fees and taxes due to the local government. The office is equipped with electronic business permit licensing system (eBPLS) and assuming all the requirements are completed and processed.

<b>OFFICE / DIVISION:</b>	Office of the Municipal Treasurer			
<b>CLASSIFICATION:</b>	Simple			
<b>TYPE OF TRANSACTION:</b>	G2C-Government to Citizen			
<b>WHO MAY AVAIL:</b>	All business entity/group with establishment			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Barangay Clearance		Barangay / Muni BPLO		
Community Tax certificate		Barangay / BPLO		
Tax Identification Number		BIR		
DTI Registration (single proprietor) or SEC Registration for Corporation)		DTI / Negosyo Center		
Sanitary Permit Certificate		Rural Health Unit		
BFP Clearance		Bureau of Fire		
Locational Clearance/Zoning		Municipal Planning and Development Office		
Building Permit		Office of the Municipal Engineer		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish application of renewal of business.	Gives application form.		20 MINUTES	<b>Rodel A. Galamay</b> Licensing Officer designate <b>Wendell G. Agriam</b> License Inspector
4. One-time assessment of Taxes, Fees and Charges	Assessment and encoding of application to the eBPLS System.		30 MINUTES	<b>Rodel A. Galamay</b> Licensing Officer designate <b>Wendell G. Agriam</b> License Inspector
5. One-Time payment of Taxes, fees and charges. Get official receipt and claim of Mayor's permit and other regulatory clearances.	Issues official receipt, business plate and permit.	Business Tax shall be base from the EBPLS. For Installment: -First Installment on or before January 20	25 MINUTES	<b>Rodel A. Galamay</b> Licensing Officer designate <b>Wendell G. Agriam</b> License Inspector





		-Second Installment on or before April 20 -Third Installment on or before July 20 -Fourth Installment on or before October 20 <b>NOTE:</b> Failure to pay within the time required shall subject the taxpayer to a surcharge of twenty-five (25%) of the original amount plus one percent (1%) per month of the unpaid taxes including surcharge until fully paid.		
	<b>TOTAL</b>		<b>1 HOUR &amp; 15 MINUTES</b>	

## 6. CATTLE BRANDING (BARANGAY)

All large cattle's must be branded to ensure proper recording and to be recognize through its mark/brand. Branding of Large Cattle may be held to various barangays depending on the request.

<b>OFFICE / DIVISION:</b>	Office of the Municipal Treasurer			
<b>CLASSIFICATION:</b>	Simple			
<b>TYPE OF TRANSACTION:</b>	G2C-Government to Citizen			
<b>WHO MAY AVAIL:</b>	Large Cattle owners			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request Letter from Barangay Captain		Barangay		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>



1. Go to Treasurer's office for request of schedule for branding	Accepts request letter and gives schedule for branding.	NONE	15 MINUTES	<b>HENRY V. DUMAUA, CPA</b> ICO-Municipal Treasurer  <b>Silas S. Dumlao</b> LTOO I  <b>Wendell Agriam</b> License Inspector I  <b>Christopher T. Gabriel</b> Meter Reader I
2. Branding of Large Cattle (Cow, carabao & horse)  Note: Branding may be held on different barangays upon request of Barangay Captain.	Person responsible will go to barangay for the branding.	none	1 (one) DAY depending on the number of heads to be branded	<b>HENRY V. DUMAUA, CPA</b> ICO-Municipal Treasurer  <b>Silas S. Dumlao</b> LTOO I  <b>Wendell Agriam</b> License Inspector I  <b>Christopher T. Gabriel</b> Meter Reader I
1. Pay the corresponding fee and get Official Receipt & Ownership copy		Ownership- P205.00/head  Transfer- P210.00/head		<b>HENRY V. DUMAUA, CPA</b> ICO-Municipal Treasurer  <b>Silas S. Dumlao</b> LTOO I  <b>Wendell Agriam</b> License Inspector I  <b>Christopher T. Gabriel</b> Meter Reader I
	<b>TOTAL</b>		<b>1 DAY &amp; 15 MINUTES</b>	

## 6. ISSUANCE OF TAX CLEARANCE AND CERTIFICATION

Person/s securing clearances and certifications must pay the corresponding fees.

<b>OFFICE / DIVISION:</b>	Office of the Municipal Treasurer
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<b>CLASSIFICATION:</b>	Simple			
<b>TYPE OF TRANSACTION:</b>	G2C-Government to Citizen			
<b>WHO MAY AVAIL:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
For Tax Clearance - Tax Declaration		Office of the Municipal Assessor		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Go to Treasurer's office for request of Tax Clearance or Certification	Accepts request letter and gives schedule for branding.		30 MINUTES	<b>HENRY V. DUMAUA, CPA</b> ICO-Municipal Treasurer  <b>Silas S. Dumlao</b> LTOO I  <b>Wendell Agriam</b> License Inspector I <b>Christopher T. Gabriel</b> Meter Reader I
2. Pay the corresponding fee, get Official receipt and certification/clearance requested.	Issues Official Receipt and certification or clearances.	Certification Fee – <b>P200.00</b>	30 MINUTES	<b>HENRY V. DUMAUA, CPA</b> ICO-Municipal Treasurer  <b>Silas S. Dumlao</b> LTOO I  <b>Wendell Agriam</b> License Inspector I <b>Christopher T. Gabriel</b> Meter Reader I
	<b>TOTAL</b>		<b>1 HOUR</b>	

## 7. ISSUANCE OF TRICYCLE PERMIT

Any individual who owns or operate tricycle within the territorial jurisdiction of this municipality will be imposed to pay the corresponding fees and charges.

<b>OFFICE / DIVISION:</b>	Office of the Municipal Treasurer
<b>CLASSIFICATION:</b>	Simple
<b>TYPE OF TRANSACTION:</b>	G2C-Government to Citizen
<b>WHO MAY AVAIL:</b>	Tricycle Owners (DATODA)
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>



Certification of the Barangay Captain that you bought or buy the said Large Cattle for Ownership		Barangay		
Certificate of Ownership from previous owner (1 copy)		Office of the Municipal Treasurer		
Community Tax Certificate		Office of the Municipal Treasurer		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to counter for application, processing and computation of tricycle permit.	Verify request and prepares the document for transfer of ownership	NONE	30 MINUTES	<b>HENRY V. DUMAUA, CPA</b> ICO-Municipal Treasurer  <b>Silas S. Dumlao</b> LTOO I  <b>Wendell Agriam</b> License Inspector I  <b>Christopher T. Gabriel</b> Meter Reader I
2. Pay the required fee	Issue Official Receipt	a. For prompt payment –P450 annually.  For late or delayed payment – P450 + 25% of the gross amount P200.00	20 MINUTES          30 MINUTES          20 MINUTES	<b>Silas S. Dumlao</b> LTOO I  <b>Wendell Agriam</b> License Inspector I  <b>Christopher T. Gabriel</b> Meter Reader I
a. Proceed to PNP Building for inspection of tricycle and signing of documents.  b. Return the signed documents to treasurer's Office for approval and issuance of sticker.	After accepting the signed documents, the office will issue the Tricycle Sticker and Tricycle permit.			
	<b>TOTAL</b>		<b>1 HOUR, 40 MINUTES</b>	



## 8. ISSUANCE OF OWNERSHIP AND TRANSFER OF LARGE CATTLE (Walk-in Client)

Requiring all owners of large cattle to secure their document of ownership i acquired from different owner's transfer of ownership is recommended.

<b>OFFICE / DIVISION:</b>		Office of the Municipal Treasurer		
<b>CLASSIFICATION:</b>		Simple		
<b>TYPE OF TRANSACTION:</b>		G2C-Government to Citizen		
<b>WHO MAY AVAIL:</b>		Large Cattle owners		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
MTOP / Franchise		Office of the Sangguniang Bayan Secretary		
Unexpired OR/CR of motorcycle		Land Transportation Office		
Community Tax Certificate		Office of the Municipal Treasurer		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to counter for verification of documents	Verify request and prepares application form and permit	NONE	30 MINUTES	<b>HENRY V. DUMAUA, CPA</b> ICO-Municipal Treasurer  <b>Silas S. Dumlao</b> LTOO I  <b>Wendell Agriam</b> License Inspector I  <b>Christopher T. Gabriel</b> Meter Reader I
2. Pay the corresponding fee and get the Documents	Issue Official Receipt, and the ownership or transfer certificate.	Ownership- P205.00/head  Transfer- P210.00/head	10 MINUTES	<b>Silas S. Dumlao</b> LTOO I  <b>Wendell Agriam</b> License Inspector I  <b>Christopher T. Gabriel</b> Meter Reader I
	<b>TOTAL</b>		<b>40 MINUTES</b>	



## 9. ISSUANCE OF OFFICIAL RECEIPT FOR CLEARANCES AND CERTIFICATIONS (POLICE CLEARANCE, MAYORS CLEARANCE, CERTIFICATE OF NO IMPROVEMENT, CERTIFICATE OF DELINQUENCIES, ETC.)

Person/s securing clearances and certifications must pay the corresponding fees.

<b>OFFICE / DIVISION:</b>		Office of the Municipal Treasurer		
<b>CLASSIFICATION:</b>		Simple		
<b>TYPE OF TRANSACTION:</b>		G2C-Government to Citizen		
<b>WHO MAY AVAIL:</b>		All		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Valid ID		NONE		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to counter.	Verify request	NONE	20 MINUTES	<b>HENRY V. DUMAUA, CPA</b> ICO-Municipal Treasurer  <b>Silas S. Dumlao</b> LTOO I  <b>Wendell Agriam</b> License Inspector I  <b>Christopher T. Gabriel</b> Meter Reader I
2. Pay the exact amount and get Official Receipt.	Issues Official Receipt, and the ownership or transfer certificate.	<b>Police Clearance</b> A. For Employment – P100  B. For Change of Name – P200.00  C. For Application for Filipino Citizenship – P500.00	20 MINUTES	<b>Wendell Agriam</b> License Inspector I  <b>Christopher T. Gabriel</b> Meter Reader I  <b>Miriam T. Obedoza</b> Administrative Aide I  <b>Evelyn R. Martinez</b> COS



		D. For Passport/ Visa Application – P500.00  E. For Firearms Permit Application – P500.00  F. For PLEB Clearance – P200.00  <b>Other Certificates and Clearances</b>  For Clearance/Cer tificate – P200.00		
3. Proceed to the concerned agency/office where the client requested the certification or clearance	Directs clients where to go next.	None	5 MINUTES	
	<b>TOTAL</b>		<b>45 MINUTES</b>	



# OFFICE OF THE MUNICIPAL AGRICULTURIST

*The Office for Agricultural Services focuses on the development of farming, fishery and livestock production. It oversees the implementation and strengthening of the agricultural services to sustain food security and alleviate the quality of life of our present and future generation of farmer-fisher folk and low income consumers. To attain this mission, it focuses on the following mandates:*



## 1. PROVISION OF TECHNICAL TRAININGS/FARMERS CLASS, DEMONSTRATION ON APPROVED TECHNOLOGY SUCH AS:

1. Integrated pest management on Rice and Corn
2. Rice and Corn production
3. Livestock production and health services
4. Fishery development and pond management
5. Soil and water conservation
6. Fish and meat processing
7. HVCDP, vegetable production, cassava production, cassava processing
8. Technical assistance on crop and other assistance provided by NGO's and NGA's

## 2. PROVISION OF TECHNICAL ASSISTANCE ON CROP, FISHERY AND FISH PRODUCTION

<b>OFFICE / DIVISION:</b>		Office of the Municipal Agriculturist		
<b>CLASSIFICATION:</b>		Simple		
<b>TYPE OF TRANSACTION:</b>		G2C-Government to Citizen		
<b>WHO MAY AVAIL:</b>		Farmers		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Farmer's identification(ID)		NONE		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sign in Client Logbook	Give the logbook to the client		10 MINUTES	Marilyn G. Bumanglag Admin. Aide II Mun. Agri. Office
2. Obtain information or technical assistance on: *Crop production technology *Pest & disease management *Soil conservation *Water management *Post-harvest facilities *Demonstration trials *Promotion & development of fishery projects	Give brochure/IEC materials of different crop commodities for the management and control of different field problems for every specific crops		1 HOUR	Emil June R. Ranchez Agricultural Technologist Ferdinand D. Balet Agricultural Technologist Rosemarie C. Obedoza Agricultural Technologist Florencio M. Dumlaog Jr. Municipal Agriculturist Mun. Agri. Office
3. Enrollment /Application to Life and Crop Insurance (rice and corn)	Assist/conduct interview to the client		10 MINUTES	Emil June R. Ranchez Agricultural Technologist Ferdinand D. Balet Agricultural Technologist



				<b>Rosemarie C. Obedoza</b> Agricultural Technologist <b>Florencio M. Dumlaog Jr.</b> Municipal Agriculturist Mun. Agri. Office
4. Pay the required fee at the Treasury Office	Issue the Official receipt	<b>P200.00</b>	10 MINUTES	<b>Wendell Agriam</b> License Inspector I <b>Christopher T. Gabriel</b> Meter Reader I <b>Miriam T. Obedoza</b> Administrative Aide I Treasury Office
5. Request and issuance of Agricultural Certification	Issue signed certificate to client		5 MINUTES	<b>Marilyn G. Bumanglag</b> Admin. Aide I
	<b>TOTAL</b>	<b>200.00</b>	<b>1 HOUR &amp; 40 MINUTES</b>	

### 3. PROVISION OF TECHNICAL ASSISTANCE ON SOIL SAMPLING

<b>OFFICE / DIVISION:</b>	Office of the Municipal Agriculturist			
<b>CLASSIFICATION:</b>	Highly Technical			
<b>TYPE OF TRANSACTION:</b>	G2C-Government to Citizen			
<b>WHO MAY AVAIL:</b>	Farmers			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Farmer's identification(ID)		NONE		
Sample air dried & properly labeled				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sign in Client Logbook	Give the logbook to the client	NONE	10 MINUTES	Agricultural extension workers assigned
2. Fill-up Service Data	Give the sample label to the client		10 MINUTES	Agricultural extension workers assigned
3. Instruct/demonstrate proper soil sampling	Instruct/demonstrate to clients		10 MINUTES	Agricultural extension

	in proper way of soil sampling			workers assigned
4. Instruct/demonstrate proper soil sampling	Receive submitted soil samples for submission to DA-soil laboratory		10 MINUTES	Agricultural extension workers assigned
5. Wait result of soil analysis	Follow-up/pick-up result of soil analysis/recommendation		20 DAYS	<b>Marilyn G. Bumanglag</b> Admin. Aide I
6. Get result of Soil analysis at MAO	Release result of analysis to client		10 MINUTES	<b>Florencio M. Dumlao Jr.</b> Municipal Agriculturist
	<b>TOTAL</b>		<b>20 DAYS &amp; 50 MINUTES</b>	

#### 4. PROVISION OF VETERINARY SERVICES

<b>OFFICE / DIVISION:</b>	Office of the Municipal Agriculturist			
<b>CLASSIFICATION:</b>	Simple			
<b>TYPE OF TRANSACTION:</b>	G2C-Government to Citizen			
<b>WHO MAY AVAIL:</b>	Farmers			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Livestock/poultry/pets for treatment(except home service)		NONE		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sign in Client Logbook	Give the logbook to the client	NONE	10 MINUTES	<b>Emil June B. Ranchez</b> Agricultural Technologist
2. <b>A. In case of Home service:</b> Give LI basic info on animal situation	Conduct investigation thru interview (history taking)		5 HOURS	<b>Emil June B. Ranchez</b> Agricultural Technologist
<b>B. Scheduled services:</b> Next day or any day at the convenience of client	Conduct treatment/administration of medicine		5 HOURS	
<b>C. Urgent request</b> (Calving, furrowing,	Conduct investigation		5 HOURS	



debilitated and wounded animals) Immediate response.	thru interview and immediate render veterinary services			
3.Treatment/vaccination/de-worming/castration	Conduct investigation thru interview for proper diagnosis and medication		5 HOURS	<b>Emil June B. Ranchez</b> Agricultural Technologist
	<b>TOTAL</b>		<b>20 HOURS and 10 MINUTES</b>	

## 5. TROUBLESHOOTING OF FIELD CROP PROBLEMS (PEST AND DISEASES)

<b>OFFICE / DIVISION:</b>	Office of the Municipal Agriculturist			
<b>CLASSIFICATION:</b>	Simple			
<b>TYPE OF TRANSACTION:</b>	G2C-Government to Citizen			
<b>WHO MAY AVAIL:</b>	Farmers			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Specimen sample of reported problem		NONE		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sign in Client Logbook	Give the logbook to the client	NONE	10 MINUTES	<b>Marilyn G. Bumanglag</b> Admin. Aide II
2. Pre-assessment of reported problem	Interview client re: the status of the crops A. Name of crop B. Area C. Location		15 MINUTES	<b>Ferdinand Balete</b> Agricultural Technologist <b>Florencio M. Dumlao Jr.</b> Municipal Agriculturist
3. Field investigation, inspection, verification and confirmation.	Conduct investigation, inspection, verification and confirmation		5 HOURS	<b>Ferdinand Balete</b> Agricultural Technologist <b>Florencio M. Dumlao Jr.</b> Municipal Agriculturist
4. Problem analysis and recommendations	Conduct field analyzation for giving proper recommendation		30 MINUTES	<b>Ferdinand Balete</b> Agricultural Technologist <b>Florencio M. Dumlao Jr.</b>



				Municipal Agriculturist
	<b>TOTAL</b>	<b>NONE</b>	<b>5 HOURS and 55 MINUTES</b>	

## 6. TECHNICAL ASSISTANCE TO FARMER'S NEEDS AND CONCERNS

<b>OFFICE / DIVISION:</b>		Office of the Municipal Agriculturist		
<b>CLASSIFICATION:</b>		Simple		
<b>TYPE OF TRANSACTION:</b>		G2C-Government to Citizen		
<b>WHO MAY AVAIL:</b>		Farmers		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
NONE		NONE		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sign in Client Logbook	Give the logbook to the client	NONE	10 MINUTES	Agricultural Extension Workers assigned
2. Assessment on technical aspects.	A. crops B. fisheries		15 MINUTES	<b>Florencio M. Dumlao Jr.</b> Municipal Agriculturist
3. Resources availability	Give needed information through reading materials such as flyers and IEC for every agricultural commodities		15 MINUTES	<b>Florencio M. Dumlao Jr.</b> Municipal Agriculturist
4. Evaluate competency	Monitor and evaluate the effectiveness of the given technical assistance after 15 days		15 MINUTES	<b>Florencio M. Dumlao Jr.</b> Municipal Agriculturist
	<b>TOTAL</b>	<b>NONE</b>	<b>55 MINUTES</b>	

## 7. ISSUANCE OF DATA/REPORTS TO PERSONS/ENTITY AND STAKEHOLDERS

<b>OFFICE / DIVISION:</b>		Office of the Municipal Agriculturist
<b>CLASSIFICATION:</b>		Simple



<b>TYPE OF TRANSACTION:</b>	G2C-Government to Citizen			
<b>WHO MAY AVAIL:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
NONE		NONE		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sign in Client Logbook	Give the logbook to the client	NONE	1 MINUTE	<b>Marilyn G. Bumanglag</b> Admin. Aide II
2. Assessment of needed report	Assess the needed reports for submission to concern agencies		15 MINUTES	Agricultural Extension Workers assigned
3. Data/Report preparation	Prepare needed reports		1 HOUR	Agricultural Extension Workers assigned
4. Processing/Encoding	Process/encode the needed reports		1 HOUR	Agricultural Extension Workers assigned
5. Verification	Verified the submitted reports		10 MINUTES	<b>Florencio M. Dumlao Jr.</b> Municipal Agriculturist
	<b>TOTAL</b>		<b>2 HOURS, 35 MINUTES</b>	

## 8. ISSUANCE OF ANIMAL HEALTH CERTIFICATE

<b>OFFICE / DIVISION:</b>	Office of the Municipal Agriculturist			
<b>CLASSIFICATION:</b>	Simple			
<b>TYPE OF TRANSACTION:</b>	G2C-Government to Citizen			
<b>WHO MAY AVAIL:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
NONE		NONE		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sign in Client Logbook	Give the Logbook to the client	NONE	3 MINUTES	Agricultural Extension Workers assigned
2. Ownership verification	Verify proof of ownership documents		30 MINUTES	<b>Emil June B. Ranchez</b> Agricultural Technologist
3. Ocular inspection of animal health status	Conduct ocular inspection on the health		5 HOURS	<b>Emil June B. Ranchez</b>



	status of the animals			Agricultural Technologist
10. Verification	Issue health certificate to clients		15 MINUTES	<b>Emil June B. Ranchez</b> Agricultural Technologist
11. Payment of fees	Instruct client to pay for the inspection fee to the Treasury Office		15 MINUTES	<b>Wendell Agriam</b> License Inspector I  <b>Christopher T. Gabriel</b> Meter Reader I  <b>Miriam T. Obedoza</b> Administrative Aide I
12. Issuance of signed certificate	Issue signed permit to the client		5 MINUTES	<b>Emil June B. Ranchez</b> Agricultural Technologist <b>Florencio M. Dumlao Jr.</b> Municipal Agriculturist
	<b>TOTAL</b>	<b>NONE</b>	<b>6 HOURS and 8 MINUTES</b>	



# DELFIN ALBANO WATER SUPPLY SYSTEM

*The Office is in charge in the management and operation of the local economic enterprise of the Local Government Unit in the provision of a safe and potable water supply to its consumers for the whole day.*





## 1. APPLICATION FOR SERVICE CONNECTION

Any individual households and any other institutions must have to apply first prior to avail of the services of Delfin Albano Water Supply System.

<b>OFFICE / DIVISION:</b>	Delfin Albano Water Supply System			
<b>CLASSIFICATION:</b>	Simple			
<b>TYPE OF TRANSACTION:</b>	G2C-Government to Citizen			
<b>WHO MAY AVAIL:</b>	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
NONE				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in Client Logbook	Give the log book to the client	NONE	2 MINUTES	<b>Henry A. Casayuran</b> Meter Reader I <b>Olipio T. Ramos</b> Meter Reader I DAWSS Office
2. Fill up Application Form for Approval and Contract	Verification as to completeness of requirements (CTC No. & photocopy of valid IDs		3 MINUTES	<b>Patrick B. Madrid</b> DAWSS Administrator-Designate DAWSS Office
3. Pay registration fee and cash deposit	Issue Official Receipt upon payments	Registration Fee- P 2,500.00 Cash Deposit- P 2,000.00	3 MINUTES	<b>Henry A. Casayuran</b> Meter Reader I <b>Olipio T. Ramos</b> Meter Reader I DAWSS Office
4. Schedule of service connection and installation.	Prepare available materials for service connection or request purchase request for materials		3 MINUTES	<b>Patrick B. Madrid</b> DAWSS Administrator-Designate DAWSS Office
	<b>TOTAL</b>		<b>13 MINUTES</b>	

## 2. PAYMENT OF WATER BILLS

<b>OFFICE / DIVISION:</b>	Delfin Albano Water Supply System
<b>CLASSIFICATION:</b>	Simple
<b>TYPE OF TRANSACTION:</b>	G2C-Government to Citizen
<b>WHO MAY AVAIL:</b>	All

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Notice of Water Bill/ledger consumer				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to DAWSS Office or see the Bill Collector or consumers Statement of Account	Prepare individual ledger consumer		5 MINUTES	<b>Henry A. Casayuran</b> Meter Reader I <b>JM Bacani</b> Contract of Service <b>Conrado Calacsan</b> Security Guard <b>Ferdinand Mapagu</b> Admin Aide IV
2. Payment of bills	Accepts payment & issue Official Receipt		3 MINUTES	<b>Henry A. Casayuran</b> Meter Reader I <b>Olipio T. Ramos</b> Meter Reader I
	<b>TOTAL</b>		<b>8 MINUTES</b>	

### 3. REQUEST FOR REPAIR OF SERVICE CONNECTION

<b>OFFICE / DIVISION:</b>	Delfin Albano Water Supply System			
<b>CLASSIFICATION:</b>	Simple			
<b>TYPE OF TRANSACTION:</b>	G2C-Government to Citizen			
<b>WHO MAY AVAIL:</b>	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Identify the name of Consumer/Location and assess the Damage				
Consumer to buy/purchase needed materials to be repaired				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go or call/text DAWSS Office  0917-6243233	Report to the Office & contact plumbers	NONE	5 MINUTES	<b>Patrick B. Madrid</b> DAWSS Administrator-Designate
2. Job request for the plumbers to repair of damage	Request & contact the available plumbers		Depending on urgency	DAWSS Plumbers
	<b>TOTAL</b>	<b>NONE</b>	<b>5 MINUTES</b>	



# DELFIN ALBANO PUBLIC MARKET OFFICE

*The Delfin Albano Public Market offers a variety of sections, to wit: dry goods and or RTW Section, grocery section, meat section, fish section, dried and salted marine products section. Fruits and vegetable section, livestock section and miscellaneous section which for occupancy and lease.*



## 1. PROCESSING OF APPLICATIONS FOR MARKET STALLS

<b>OFFICE / DIVISION:</b>	Delfin Albano Public Market Office			
<b>CLASSIFICATION:</b>	Simple			
<b>TYPE OF TRANSACTION:</b>	G2C-Government to Citizen			
<b>WHO MAY AVAIL:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
• Barangay Clearance		Barangay Office		
• Police Clearance		Delfin Albano Municipal Police Station		
• 2 pcs 2x2 picture				
• duly notarized form		Delfin Albano Public Market Office		
For old occupants				
• Certificate of no liability from Market & Treasury Office				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sign in client Logbook	Assist client to sign in the logbook	NONE	3 MINUTES	Public Market Security Guard on-duty
2. Secure and accomplish application form to lease a market stall	Give application form		30 MINUTES	<b>Wendel Carl A. Agriam</b> License Inspector I  <b>Rodel A. Galamay</b> Licensing Officer II-Designate Treasury Office
3. Pay the required fee	Advise client to pay the required fees	P75,000.00/st all	30 MINUTES	<b>Henry V. Dumaau, CPA</b> ICO-Municipal Treasurer Treasury Office  <b>Wendel Carl A. Agriam</b> License Inspector I
4. Submit Accomplished Application form for verification.			30 MINUTES	
5. Wait for the approval of application (You will be notified by the specific committee)			1 DAY	



6. Get order of payment and pay the required fees.			30 MINUTES	
7. Get notice of award and Market Stall and sign contract of lease				
	<b>TOTAL</b>		<b>1 DAY, 2 HOURS &amp; 3 MINUTES</b>	

## 2. ISSUANCE OF MARKET CLEARANCE / CERTIFICATE

<b>OFFICE / DIVISION:</b>	Delfin Albano Public Market Office			
<b>CLASSIFICATION:</b>	Simple			
<b>TYPE OF TRANSACTION:</b>	G2C-Government to Citizen			
<b>WHO MAY AVAIL:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
• Barangay Clearance		Barangay Office		
• Police Clearance		Delfin Albano Municipal Police Station		
• 2 pcs 2x2 picture				
• duly notarized form		Delfin Albano Public Market Office		
For old occupants				
• Certificate of no liability from Market & Treasury Office				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sign in client Logbook	Assist client to sign in the logbook	NONE	3 MINUTES	Public Market Security Guard on-duty
2. Wait for the result of verification	Verify and check documents		1 HOUR	<b>Larry R. Madriaga</b> Market Inspector Treasury Office
3. Pay Clearance / Certification	Advise client to pay clearance/certification		15 MINUTES	<b>Wendell Agriam</b> License Inspector I <b>Christopher T. Gabriel</b> Meter Reader I <b>Miriam T. Obedoza</b> Administrative Aide I Treasury Office
4. Get market Clearance/certification	Proceed to Municipal	200.00	30 minutes	<b>Jocelyn A. Manibog</b>



	Administrator/Licensing Office			Mun. Administrator <b>Rodel A. Galamay</b> Licensing Officer
	<b>TOTAL</b>	<b>200.00</b>	<b>1 HOUR, 48 MINUTES</b>	

### 3. CALIBRATION OF WEIGHTS, SCALES AND MEASURES

All scale, weight, balances and measures used for commercial purposes is to be calibrated and sealed by the Municipal Treasury Office.

### 4. RESPONDING TO COMPLAINTS AGAINST VIOLATORS OF CONSUMERS WELFARE RIGHT

This service shall address complaints against violations of right of consumers

<b>OFFICE / DIVISION:</b>	Delfin Albano Public Market Office			
<b>CLASSIFICATION:</b>	Simple			
<b>TYPE OF TRANSACTION:</b>	G2C-Government to Citizen			
<b>WHO MAY AVAIL:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
NONE				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sign in client Logbook	Assist client to log in the logbook	NONE	3 MINUTES	Public Market Security Guard on-duty
2. Accomplish complaint form.	Assist client and complaint be recorded		30 MINUTES	<b>Larry R. Madriaga</b> Market Inspector
3. Approach the consumer welfare officer for inquiry regarding complaint.	Assist client		1 HOUR	<b>Larry R. Madriaga</b> Market Inspector <b>Jocelyn A. Manibog</b> Mun. Administrator
	<b>TOTAL</b>	<b>NONE</b>	<b>1 HOUR, 33 MINUTES</b>	



# **DELFIN ALBANO SLAUGHTER HOUSE**



## 1. INSPECTION AND CORAL OF FOOD ANIMALS PRIOR TO SLAUGHTER (Ante-Mortem Inspection)

Ante Mortem inspection is a service of the Slaughter House.

<b>OFFICE / DIVISION:</b>	Delfin Albano Slaughter House			
<b>CLASSIFICATION:</b>	Simple			
<b>TYPE OF TRANSACTION:</b>	G2C-Government to Citizen			
<b>WHO MAY AVAIL:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Certification of ownership/Certification of Transfer				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Present the animal to the slaughter house (for hogs only).		NONE	3 MINUTES	<b>Ronnie Nanca Romnick Acojido</b> Christer Miguel Slaughterhouse Guards Mayor's Office
2.In case of large ruminants.			15 MINUTES	<b>Rafael L. Aguinaldo</b> Meat Inspector Mayor's Office
3.Wait for the inspection of the animals. The meat inspector shall conduct inspection of animals.			5 MINUTES	<b>Rafael L. Aguinaldo</b> Meat Inspector Mayor's Office
4.Leave animals in the coral for the quarantine purposes.			4 HOURS	<b>Rafael L. Aguinaldo</b> Meat Inspector Mayor's Office
	<b>TOTAL</b>	<b>NONE</b>	<b>4 HOURS &amp; 15 MINUTES</b>	

## 2. INSPECTION AND BRANDING OF FOOD ANIMALS CARCASSES, ORGAN AND PARTS (POST-MORTEM EXAMINATION)

After the slaughter of hogs and cattle, the Meat Inspector inspect the food animal's carcasses, organ and parts that is not afflicted with any disease or fit for human consumption. After which branding will ensure to show that the meat is inspected and safe when sold at the public market.

<b>OFFICE / DIVISION:</b>	Delfin Albano Slaughter House
<b>CLASSIFICATION:</b>	Simple
<b>TYPE OF TRANSACTION:</b>	G2C-Government to Citizen
<b>WHO MAY AVAIL:</b>	All





CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
NONE				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inspecting and branding		<b>Hogs:</b> Slaughter fee P75.00 Permit to slaughter 50.00 Corral Fee 20.00 Misc. 20.00  <b>Cattle/Carabao:</b> Slaughter fee P200.00 Permit to slaughter 100.00 Corral Fee 20.00 Misc. 30.00	5 MINUTES	<b>Ronnie Nanca Romnick Acojido</b> <b>Christer Miguel</b> Slaughterhouse Guards
2. Inspection of previously inspected carcasses and edible offal at public market.			4 HOURS	<b>Rafael L. Aguinaldo</b> Meat Inspector
3. Pay the required fee.			5 MINUTES	<b>Rafael L. Aguinaldo</b> Meat Inspector
	<b>TOTAL</b>		<b>4 HOURS &amp; 10 MINUTES</b>	



# **INTERNAL SERVICES**



# OFFICE OF THE MUNICIPAL HUMAN RESOURCE MANAGEMENT

*The office is in charge of personnel management and records keeping in accordance with the constitutional provisions on civil service, pertinent laws, rules and regulations thereon, including implementation of personnel mechanisms, policies, guidelines and standards as the Civil Service Commission may established.*

## 1. PROCESSING OF APPLICATION FOR LEAVE OF ABSENCES

Permanent, temporary, and elective municipal government officials and employees are entitled to vacation, sick leave and other privilege leave. Employee accrues leave credits (1.25 days each for vacation and sick leave every month). Actual leaves are deducted from these leave credits. If an employee's leave period exceeds the accrued credits, he/she will not be entitled to pay for the excess. Applications for vacation leave, if possible, must be filed at least 5 days before the leave. For sick leave, the application must be filed immediately upon return of the employee to work accompanied by medical certificate.

<b>OFFICE / DIVISION:</b>	Human Resource Management Office			
<b>CLASSIFICATION:</b>	Simple			
<b>TYPE OF TRANSACTION:</b>	Government to Citizen			
<b>WHO MAY AVAIL:</b>	Employees only			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>2 (two) copies of application for leave form (CSC Form #6, Revise 1984)</li> <li>Medical Certificate for sick leave exceeding 3 days</li> <li>Clearance from Money or Property Accountability if leave will last for 30 calendar days or more</li> </ul>		Human Resource Management Office, Second Floor, Right Side		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill up application for leave form and have it approved by your supervisor		NONE	4 HOURS	<b>Erliegy A. Butay</b> MGDH 1 (MHRMO)
2. Submit the accomplished form for processing to the Administrative Assistant II/Human Resource Management Assistant to record the leave of absence incurred and to be signed by the Municipal Mayor	Accept accomplished form for recording purposes and endorse to the LCE/Municipal Administrator for approval		8 HOURS	<b>Mercibel R. Masiddo</b> HRM Asst. MHRM Office
3. Get approved application for leave	Release approved Application for Leave		2 HOURS	<b>Erliegy A. Butay</b> MGDH 1 (MHRMO)
				<b>Mercibel R. Masiddo</b> HRM Asst. MHRM Office
<b>TOTAL</b>		<b>NONE</b>	<b>14 HOURS</b>	



## 2. APPLYING FOR A JOB WITH THE MUNICIPAL GOVERNMENT

Application for work at the Local Government of Delfin Albano is open to anyone particularly bonafide residents provided that the applicant meets the qualifications required for the job opening. Job openings are posted at the Municipal Hall Bulletin Boards, National Agency Building, Delfin Albano Public Market and at the HRMO and also published at the Civil Service Commission (CSC) Isabela Provincial Field Office I Bulletin of Vacant Positions. Applications should be submitted to the Office of the Local Chief Executive. Human Resource Merit Promotion & Selection Board (HRMPSB) screens applicants particularly on promotion and permanent positions in the Plantilla. The HRMPSB members are the Municipal Mayor or his duly authorized representatives or the Municipal Vice-Mayor if the vacancy is in the Legislative branch (Chairman), Representative from the 1<sup>st</sup> Level Position if the vacant position is in the First Level, Representative from the 2<sup>nd</sup> Level Positions if the vacant position is in the 2<sup>nd</sup> level, Department Head of the department which has the vacancy, the Administrative Assistant II(Human Resource Management Assistant(ex-Officio, Secretariat)and the Chairman of the Committee on Good Governance, Public Ethics and Accountability in the Sangguniang Bayan.

<b>OFFICE / DIVISION:</b>	Human Resource Management Office			
<b>CLASSIFICATION:</b>	Simple/Complex			
<b>TYPE OF TRANSACTION:</b>	Government to Citizen			
<b>WHO MAY AVAIL:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>• Application Letter addressed to Municipal Mayor or Municipal Vice Mayor</li> <li>• Fully accomplished Personnel Data Sheet (PDS) with recent passport-sized picture (CS Form No. 212, Revised 2017)</li> <li>• Performance Rating in the present position for one (1) year (if applicable)</li> <li>• Photocopy of Certificate of Eligibility/ratings/license</li> <li>• Photocopy of Transcript of Records</li> </ul>		NONE		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Inquire/check for Job Vacancy at the: -Human Resource Management Office bulletin board -Civil Service Commission, Ilagan,	Publish list of vacant position/s	NONE		<b>Erliegy A. Butay</b> MGDH 1 (MHRMO) <b>Rhomel G. Salvador</b> AO IV (HRMO II) <b>Mercibel R. Masiddo</b> HRM Asst. MHRM Office



Isabela Field office bulletin board.				
2. Submit Application	Accept application. Assess the qualification of the applicants.			<b>Erliegy A. Butay</b> MGDH 1 (MHRMO) <b>Mercibel R. Masiddo</b> HRM Asst. MHRM Office
3. Wait for Notice of Screening	Give letter for written examination and interview			<b>Erliegy A. Butay</b> MGDH 1 (MHRMO) <b>Rhomel G. Salvador</b> AO IV (HRMO II) <b>Mercibel R. Masiddo</b> HRM Asst. MHRM Office
4. Undergo Human Resource Merit Promotion and Selection	HRMPSB assess the applicant based on QS, written examination, interview and background investigation		4 HOURS	HRMPSB
5. Wait for notification if you were selected by the HRMPSB to fill the vacant position.	Issuance of letter if not selected Issuance of appointment if selected		7 DAYS	<b>Erliegy A. Butay</b> MGDH 1 (MHRMO) <b>Rhomel G. Salvador</b> AO IV (HRMO II) <b>Mercibel R. Masiddo</b> HRM Asst. MHRM Office
<b>TOTAL</b>		<b>NONE</b>	<b>7 DAYS, 4 HOURS</b>	

### 3. ISSUANCE OF APPOINTMENT PAPERS AND OTHER SUPPORTING DOCUMENTS OF NEWLY HIRED AND PROMOTED PERSONNEL

Appointment papers for newly hired employee promoted employees and renewal of appointment for temporary and permanent are prepared by the Administrative Officer IV (Human Resource Management II) and Administrative Assistant II (Human resource Management assistant).



<b>OFFICE / DIVISION:</b>	Human Resource Management Office			
<b>CLASSIFICATION:</b>	Simple			
<b>TYPE OF TRANSACTION:</b>	Government to Citizen			
<b>WHO MAY AVAIL:</b>	Employees only			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>One (1) copy NBI Clearance photo copies of certificate of Eligibility if needed</li> <li>Three (3) (photo copy of Diploma/TOR</li> <li>Birth Certificate</li> <li>Taxpayer Identification Number (TIN)</li> <li>Position Description Form (PDF)</li> <li>Certification Form</li> <li>Appointment Papers</li> </ul>		National Bureau of Investigation  Philippines Statistics Office Bureau of Internal revenue Human Resource Management Office, Second Floor, Right Side		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Get Form 212 or personal Data Sheet(PDS), Statement of Assets, Liabilities & Net Worth (SALN) Form, & Medical Certificate Form (CSC Form 211) from the Human Resource Management Office (for New/Promotion)	Issuance of PDS, SALN and Medical Certificate form	NONE	30 MINUTES	<b>Erliegy A. Butay</b> MGDH 1 (MHRMO) <b>Rhomel G. Salvador</b> AO IV (HRMO II) <b>Mercibel R. Masiddo</b> HRM Asst. MHRM Office
2. Submit the duly accomplished forms under item #1 to the Human Resource Management Office(HRMO) for verification	Accept duly accomplished form for review and verification		4 HOURS	
3. Wait for the Preparation of Appointment Forms	Issue Appointment form		8 HOURS	<b>Erliegy A. Butay</b> MGDH 1 (MHRMO) <b>Rhomel G. Salvador</b> AO IV (HRMO II) <b>Mercibel R. Masiddo</b> HRM Asst. MHRM Office
4. Go to your supervisor for the signing of the Position Description Form	Supervisor fill up signed the Position Description Form		30 MINUTES	
5. Go to the Accounting Office.	Municipal Accountant signed the Certification of		30 MINUTES	<b>Erliegy A. Butay</b> MGDH 1 (MHRMO) <b>Rhomel G. Salvador</b> AO IV (HRMO II) <b>Mercibel R. Masiddo</b> HRM Asst. MHRM Office



6. Have your appointment papers approved by the Mayor for those under the Executive Branch or the Vice Mayor for those under the Legislative Branch	Availability of Funds  Appointment signed by the Local Chief Executive		1 HOUR	<b>Concerned Supervisor</b>  <b>Bernard F. Cañero, CPA</b> OIC-Mun. Accountant Accounting Office  <b>Hon. Arnold Edward P. Co</b> Municipal Mayor Mayor's Office  <b>Hon. Thomas A. Pua Jr.</b> Municipal Vice Mayor V-Mayor's Office
<b>TOTAL</b>		<b>NONE</b>	<b>14 HOURS &amp; 30 MINUTES</b>	

#### 4. ISSUANCE OF SERVICE RECORD, CERTIFICATE OF EMPLOYMENT & OTHER PERSONNEL RECORDS

The Local Government Officials and employees and former employees may request HRMO for copies of service records, certificates of employment and other certifications and personnel records.

These are usually required for salary loans and other forms of loans, credit card applications, Step increments/promotions. Retirement and terminal leave purposes. Employment by other companies/agencies upon resignation from the city government, benefit claims and other purposes not mentioned herein.

<b>OFFICE / DIVISION:</b>	Human Resource Management Office			
<b>CLASSIFICATION:</b>	Simple			
<b>TYPE OF TRANSACTION:</b>	Government to Citizen			
<b>WHO MAY AVAIL:</b>	Retired/Old/New Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
• Request Letter		NONE		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sign Client Log Book	Give the Log Book to the client.	NONE	30 MINUTES	<b>Mercibel R. Masiddo</b> HRM Asst.  <b>Erliegy A. Butay</b> MGDH 1 (MHRMO)





2. Wait for the Printing and signing of Records	Verify the length of service rendered by the employee. Once verified print the document for signature of the LCE or MHRMO	P200.00	30 MINUTES	<b>Rhomel G. Salvador</b> AO IV (HRMO II) <b>Mercibel R. Masiddo</b> HRM Asst.
3. Get Record	Issue the document to the client with the Official LGU Logo.		30 MINUTES	<b>Erliegy A. Butay</b> MGDH 1 (MHRMO) <b>Mercibel R. Masiddo</b> HRM Asst.
<b>TOTAL</b>		<b>200.00</b>	<b>1 HOUR &amp; 30 MINUTES</b>	

## 5. PROCESSING OF DOCUMENTS FOR GOVERNMENT SERVICE INSURANCE SYSTEM (GSIS) MEMBERSHIP AND RETIREMENT, PHILHEALTH MEMBERSHIP, PAG-IBIG FUND MEMBERSHIP AND LOANS FROM PARTNER LENDING INSTITUTIONS

Membership of Local Government Employees (Elective, Permanent, Co-Terminus, and Temporary) to Government Service Insurance System (GSIS), Philhealth, Pag-ibig Fund is mandatory. Loans from GSIS, Pag-ibig and other partner lending institutions are processed by the office.

<b>OFFICE / DIVISION:</b>	Human Resource Management Office			
<b>CLASSIFICATION:</b>	Simple			
<b>TYPE OF TRANSACTION:</b>	Government to Citizen			
<b>WHO MAY AVAIL:</b>	Employees only			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>Application form</li> </ul>		Human Resource Management Office, Second Floor, Right Side		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Multi-purpose loan application ( <b>HDMF</b> )	Issue forms/document	NONE	9 MINUTES	<b>Erliegy A. Butay</b> MHRMO



<ul style="list-style-type: none"> <li>• Fill up the Application form</li> <li>• Photocopy of two (2) valid ID Card</li> <li>• Photo copy of ATM card (Land bank)</li> <li>• Latest Payroll authenticated by the Municipal Accountant</li> <li>• Go to the nearest ATM Machine and perform Balance Inquiry (LBP)</li> </ul>	needed for HDMF Loan.			<b>Rhomel G. Salvador</b> AO IV (HRMO II) <b>Mercibel R. Masiddo</b> HRM Asst.
<b>2. MPL (GSIS)</b> <ul style="list-style-type: none"> <li>• Go to a GW@PS Kiosk at least 48 hours after you validate your eCARD Plus.</li> <li>• Place your eCARD Plus on the card holder of the Kiosk. Select the loan Window icon displayed on the screen.</li> <li>• Select “confirm” to the tentative computation of your Loan.</li> <li>• Inform your Accredited Agency Authorize Officer to confirm in the internet using the GSIS Wireless Automated System.</li> </ul>	Verify the Net Take Home Pay based on the issued GAA  Confirms loan of employee  Signs the Philhealth Form		2 HOURS	<b>Erliegy A. Butay</b> MGDH 1 (MHRMO) <b>Rhomel G. Salvador</b> AO IV (HRMO II)
<b>3. PHILHEALTH</b> Accomplish the Application Form. -Member Data Record Form (MDR)			5 MINUTES	<b>Bernard F. Cañero, CPA</b> OIC-Mun. Accountant
<b>TOTAL</b>		<b>NONE</b>	<b>2 HOURS, 14 MINUTES</b>	



# **OFFICE OF THE MUNICIPAL BUDGET**



*The office's function revolve on the preparation and implementation of the budget in coordination with the Municipal Planning and Development Coordinator, Accountant and Treasurer and is in charge of Local Government Unit concerns on preparation and execution.*

## 1. VERIFICATION OF BALANCES OF APPROPRIATION

OFFICE / DIVISION:	Municipal Budget Office
CLASSIFICATION:	Simple
TYPE OF TRANSACTION:	Government to Citizen
WHO MAY AVAIL:	Employees only
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	



<ul style="list-style-type: none"> <li>Request letter duly approved by the Municipal Mayor</li> </ul>		Municipal Budget Office, Ground Floor, Right Center		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<ul style="list-style-type: none"> <li>Submission of documents to MBO staffs</li> </ul>	Receive the required documents and check for completeness.  Recording of transaction.  Verification of request letter and certification of the existence of available appropriation	NONE	30 MINUTES	<b>Dahlee Joy R. Manzano</b> Admin. Aide II <b>Romillo B. Salvador</b> Budgeting Assistant Budget Office  <b>Dahlee Joy R. Manzano</b> Admin. Aide II <b>Romillo B. Salvador</b> Budgeting Assistant Budget Office  <b>Erliegy A. Butay</b> OIC- Municipal Budget Officer Budget Office
<ul style="list-style-type: none"> <li>Sign in the log upon release of the certified document</li> </ul>	Give the Log Book to the client.			<b>Dahlee Joy R. Manzano</b> Admin. Aide II <b>Romillo B. Salvador</b> Budgeting Assistant Budget Office
<b>TOTAL</b>		<b>NONE</b>	<b>30 MINUTES</b>	

## 2. TECHNICAL ASSISTANCE, PRELIMINARY REVIEW AND ENDORSEMENT OF BARANGAY BUDGET

The Municipal Budget Officer is tasked to assist barangays in the preparation of their annual budget. It ensures compliance with statutory and contractual obligation and budgetary requirements prior to the review and approval by the Sangguniang Bayan. Within ten (10) days from the approval of the Barangay Budget copies of the Annual Budget shall be furnished to the Sangguniang Bayan for review through the Municipal Budget Office.

<b>OFFICE / DIVISION:</b>	Municipal Budget Office
<b>CLASSIFICATION:</b>	Simple
<b>TYPE OF TRANSACTION:</b>	Government to Citizen
<b>WHO MAY AVAIL:</b>	Employees/
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	



<ul style="list-style-type: none"> <li>Actual collection of the Barangay for the next preceding year for the computation of the 55% PS Cap</li> <li>Plantilla of Personnel</li> <li>Estimated IRA &amp; Local revenues for the Budget Year</li> <li>Initial checking of the Barangay Review Forms</li> <li>Transmittal Letter of the Barangay Secretary</li> <li>Budget Message of the Punong Barangay</li> <li>Appropriation Ordinance</li> <li>Plantilla of Personnel</li> <li>Barangay Development Plan</li> <li>LDRRMFIP</li> <li>Youth Development Plan</li> <li>Endorsed GAD Plan and Budget</li> </ul>		Municipal Budget Office, Ground Floor, Right Center		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Give technical assistance on the preparation of Barangay Budget	Receive the required documents and check for completeness.	NONE	1 HOUR	Romillo B. Salvador Budgeting Assistant
	Recording of transaction.			Erleigy A. Butay OIC- Municipal Budget Officer
2. Receive Barangay Budget for review and evaluation	Verification of request letter and certification of the existence of available appropriation		1 HOUR	Romillo B. Salvador Budgeting Assistant
3. Wait for the review and recommendation of the Sangguniang Bayan				Erleigy A. Butay OIC- Municipal Budget Officer
<b>TOTAL</b>		<b>NONE</b>	<b>2 HOURS</b>	



# **OFFICE OF THE MUNICIPAL ACCOUNTANT & INTERNAL AUDIT**



*To take charge of both accounting and internal audit services of the Local Government Unit; to certify the availability of the budgetary allotment to which LGU expenditures and obligations maybe charged.*

## **1. CHECKING AND PROCESSING OF VOUCHER FOR FINANCIAL ASSISTANCE (AICS/AID TO STUDENTS)**

AICS or financial assistance is given to Individual in Crisis Situation. This aims to lessen financial burden of clients.

<b>OFFICE / DIVISION:</b>	Municipal Accounting Office & Internal Audit
<b>CLASSIFICATION:</b>	Simple
<b>TYPE OF TRANSACTION:</b>	Government to Citizen
<b>WHO MAY AVAIL:</b>	Indigent Individual in Crisis Situation
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
<ul style="list-style-type: none"><li>Approved Request Letter (one (1) Original Copy)</li></ul>	Office of the Municipal Mayor





<ul style="list-style-type: none"> <li>Case Study Report (one (1) Original Copy)</li> </ul>		Office of the MSWDO		
<ul style="list-style-type: none"> <li>Cedula (Photocopy)</li> </ul>		Office of the Municipal Treasurer		
<ul style="list-style-type: none"> <li>Barangay Clearance (one (1) original Copy)</li> </ul>		Respective Barangay		
<ul style="list-style-type: none"> <li>Certificate of Indigency (one(1) Original Copy)</li> </ul>		Respective Barangay		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Log Book and inform the employee about the request	Give the Log Book to the client.	NONE	5 MINUTES	<b>Jesica L. Dumocloy</b> Admin. Aide VI Or <b>Marjorie B. Garro</b> Admin. Aide IV Accounting Office
2. Present the requirements	Verify the requirements		10 MINUTES	<b>Cristy M. Dela Cruz</b> Admin. Aide VI or <b>Julius P. Barut</b> Admin Aide IV Accounting Office
3. Wait while voucher is being prepared	Prepare the documents		1 HOUR	<b>Haydee G. Viernes</b> SWO 1 Or <b>Vanessa Gay A. Acosta</b> SWO 1
4. Proceed to the Office of the Municipal Mayor for affixation of signature	Staff review the documents and endorse the documents to the LCE for affixation of signature		1 DAY	<b>Charisma A. Barut</b> Asst. Info. Officer  Or <b>Marichriss C. Reyno</b> Exe. Asst. 1 Mayor's Office
5. Proceed to the Municipal Budget Office for available appropriation	Record the transaction		5 MINUTES	<b>Dahlee Joy B. Manzano</b> Admin. Aide II  <b>Erliegy A. Butay</b>



6. Go back to the Office of the Accounting & Internal Audit for signature	Review, approve and affix signature		1 MINUTE	OIC-MBO Budget Office  <b>Cristy M. Dela Cruz</b> Admin. Aide VI Accounting Office
13. Proceed to the Office of the Municipal Treasurer to receive cash or check	Record transaction and assign ALOBS No.  Affix signature		30 MINUTES	  <b>Bernard F. Cañero</b> OIC-Municipal Accountant Accounting Office  <b>Henry V. Dumaua, CPA</b> ICO-Municipal Treasurer Treasury Office
	<b>TOTAL</b>	<b>NONE</b>	<b>1 DAY, 2 HOURS &amp; 1 MINUTE</b>	

## 2. ISSUANCE OF CERTIFICATE OF NET TAKE HOME PAY

The Certification is issued to individuals needing this document that states the gross compensation less all deductions. This document is issued to support salary loan of clients

<b>OFFICE / DIVISION:</b>	Municipal Accounting Office & Internal Audit			
<b>CLASSIFICATION:</b>	Simple			
<b>TYPE OF TRANSACTION:</b>	Government to Citizen			
<b>WHO MAY AVAIL:</b>	Regular Employees only			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>Original Receipt of Certification Fee</li> </ul>				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sign in the Client Log Book and inform the staff about the request	Give the logbook to the client	NONE	1 MINUTE	<b>Jesica L. Dumocloy</b> Admin Aide II <b>Marjorie T. Bacani</b> Admin. Aide II
2. Pay certification fee at the Office of the Municipal Treasurer	Issue certification upon payment	<b>P200.00</b>	1 HOUR	<b>Wendell Carl G. Agriam</b> License Inspector 1



3. Return to the Office of the Municipal Accountant	Check official receipt, prepare the document and give to signatories for review and affixation of signature		1 DAY	<b>Cristy M. Dela Cruz</b> Admin. Aide VI Or <b>Julius P. Barut</b> Admin Aide IV
4. Sign in client's logbook to accept certification.	Issue the certification			<b>Cristy M. Dela Cruz</b> Admin. Aide VI Or <b>Julius P. Barut</b> Admin Aide IV
	<b>TOTAL</b>	<b>200.00</b>	<b>1 DAY, 1 HOUR &amp; 2 MINUTES</b>	

## VI. Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Answer the client feedback form and drop it at the designated drop box left side of the Municipal Public Information Desk. Contact info:
How feedback is processed	Every Friday, the Assistant Information Officer opens the drop box and compiles and records all feedback forms submitted. Feedback requires answers are forwarded to the relevant offices and they are required to answer within three (3) days after the receipt of the feedback. The answer of the office is then relayed to the citizen.



How to file a complaint	<p>Answer the client Complaint Form and drop it at the designated drop box at the left side of the Public Information desk. Complaints can also be filed via cellular phone: Make sure to provide the following information:</p> <ul style="list-style-type: none"> <li>- Name of person being complained</li> <li>- Incident</li> <li>- Evidence</li> <li>- For inquiries and follow-ups, clients may contact the following number:</li> </ul>
How complaints are processed	<p>The complaints officer opens the complaint drop box on a daily basis evaluated each complaint.</p> <p>Upon evaluation, the Complaints Officer shall start the investigation and forward the complaint to the concerned office for their explanation.</p> <p>The Complaints Officer will create a report after the investigation and shall submit it to the Head of Agency for appropriate action.</p> <p>The Complaints Officer will give the feedback to the client.</p> <p>For inquiries and follow-ups may contact the following number:</p>
Contact information	

## VIII. List of Offices

Office	Address	Contact Information
Office of the Municipal Mayor	Balay na Maguili, Ragan Sur, Delfin Albano, Isabela 3326	09366439080
Office of the Municipal Administrator	Balay na Maguili, Ragan Sur, Delfin Albano, Isabela 3326	06361096030
Office of the Municipal Civil Registrar	Balay na Maguili, Ragan Sur, Delfin Albano, Isabela 3326	09171033054
Office of the Municipal Health Service	Balay na Maguili, Ragan Sur, Delfin Albano, Isabela 3326	09171424236



Office of the Municipal Social & Development	Balay na Maguili, Ragan Sur, Delfin Albano, Isabela 3326	09261666541
Office of the Sangguniang Bayan Secretary	Balay na Maguili, Ragan Sur, Delfin Albano, Isabela 3326	09176714732
Office of the Municipal Planning & Development Coordinator	Balay na Maguili, Ragan Sur, Delfin Albano, Isabela 3326	09262190922
Office of the Municipal Assessor	Balay na Maguili, Ragan Sur, Delfin Albano, Isabela 3326	09058133656
Office of the Municipal Engineer	Balay na Maguili, Ragan Sur, Delfin Albano, Isabela 3326	09750565710
Office of the Municipal Treasurer	Balay na Maguili, Ragan Sur, Delfin Albano, Isabela 3326	09776236560
Office of the Municipal Agriculturist	Balay na Maguili, Ragan Sur, Delfin Albano, Isabela 3326	09068066713
Delfin Albano Water Supply System	Balay na Maguili, Ragan Sur, Delfin Albano, Isabela 3326	09176243233
Delfin Albano Public Market Office	Balay na Maguili, Ragan Sur, Delfin Albano, Isabela 3326	09153807955
Municipal Human Resource Management Office	Balay na Maguili, Ragan Sur, Delfin Albano, Isabela 3326	09268872010
Office of the Municipal Budget	Balay na Maguili, Ragan Sur, Delfin Albano, Isabela 3326	09196830220
Office of the municipal Accounting & Internal Audit	Balay na Maguili, Ragan Sur, Delfin Albano, Isabela 3326	09262858109