



**MUNICIPAL GOVERNMENT
OF
DELFIN ALBANO, ISABELA**

**CITIZEN'S CHARTER
2023 (Revised 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:

Serve effectively and efficiently our people with utmost respect and with the highest degree of professionalism;

Enable and empower our people to become effective partners in our pursuit for sustainable countryside development;

Readily respond to the challenges of local governance and the ever changing environment;



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

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

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

Ensure 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.



List of Service

A. EQUITY- ENHANCING SERVICES

OFFICE OF THE MUNICIPAL MAYOR

EXTERNAL SERVICES

Issuance of Mayor's Clearance, Job Recommendations and Certifications.....	13
Issuance of Endorsement Letter to other Non Governmental Agencies for Medical and Financial Assistance.....	15
Granting of Technical and Financial Assistance for Barangay and CSO Projects	17
Endorsement Letter for Punong Barangays and CSO's.....	19
Granting/Providing of Financial Assistance for Medical and Burial Request.....	20
Municipal Ambulance Services.....	22
The Tech4ED Center	25
Digital Literacy.....	26
Issuance of Certificate of No Objection to License Recruitment Agencies (Special Recruitment Activity-Overseas)	28
Special Program for Employment of Students (SPES)	30
Government Internship Program (GIP)	32
DOLE Integrate Livelihood Program or Kabuhayan Program	33

INTERNAL SERVICES

Processing of Vouchers (Office supplies, reimbursement and liquidation of cash advance)	24
---	----

OFFICE OF THE MUNICIPAL ADMINISTRATOR

INTERNAL SERVICE

Signing/approval of vouchers	37
Financial Assistance for Indigent Residents in case the Local Executive is/out/has official business.....	38
Signing/Approval of Travel Orders and Trip Tickets	41



OFFICE OF THE MUNICIPAL CIVIL REGISTRAR

EXTERNAL SERVICES

Issuance of Certified Copy of Birth, Marriage and Death Certificates.....	44
Issuance and Registration of Live Birth and Marriage Certificates.....	46
Issuance and Registration of Death Certificates.....	48
Application for Delayed Registration of Birth, Marriage and Death	50
Application for Marriage License.....	52
Change of First Name/Nickname and for Correction of Clerical or Typographical Error	56
Legitimation of Natural Child.....	61
Legitimation and Annotation of Court Decree and Legal Instrument.....	63
Issuance of Supplemental Report.....	69

OFFICE OF THE MUNICIPAL HEALTH SERVICE

RURAL HEALTH UNIT

EXTERNAL SERVICES

Medical Consultation of Out-patient	74
Provision of Basic Health Services	75
Issuance of Sanitary permit	77
Issuance of Medical Certificate	78
Provision of Laboratory.....	79
Issuance of Certificate of Immunization	81

DELFIN ALBANO COMMUNITY HOSPITAL

EXTERNAL SERVICES

Medical Consultation of Out-Patient Department	82
Emergency Case Management	86
Admission for Normal Spontaneous Delivery & Other Disease/Illnesses.....	88
In-patient or Emergency Room Discharge and Referral to other Health Institutions.....	91
Issuance of Medical Certificate for Employment/Abstract for other Purposes	96



Issuance of Medico-Legal Certificate	103
Availment of Laboratory and Diagnostic Procedures for Walk-in Patients/clients.....	104
Admission of Covid-19 Suspect, Probable, and Confirmed Asymptomatic and Mild Patient.....	107
Process of Discharge or Referral of Admitted Covid-19 Suspect, Probable, and Confirmed Asymptomatic and Mild Patient.....	108

**OFFICE OF THE MUNICIPAL SOCIAL WELFARE AND DEVELOPMENT OFFICER
EXTERNAL SERVICES**

Provision of Assistance for Individual in Crisis Situation.....	112
Preparation of Social Case Study Report /Assessment for medical/burial/educational assistance from different government agencies	113
Issuance of Senior Citizen’s ID.....	115
Issuance of person with disability (PWD) identification card (ID), Purchase booklet for medicines and groceries	117
Issuance of Solo Parent’s ID Card	118
Issuance of Certificate of Indigency	119
Pre-marriage Counseling Services	120

MUNICIPAL DISASTER RISK REDUCTION AND MANAGEMENT OFFICE

EXTERNAL SERVICES

Request for Emergency Medical Services (EMS) & Search and Rescue (SAR) Assistance.....	123
Request for Emergency Medical Services (EMS) & Search and Rescue with Urgency	125
Request for Disaster Preparedness Trainings and Seminars	128

B. GROWTH-ORIENTED SERVICES

OFFICE OF THE SANGGUNIANG BAYAN SECRETARY

EXTERNAL SERVICES

Receiving and Releasing of Communications and Legislative Documents.....	131
Issuance of Franchise (MTOPI).....	133
Filing of Administrative Complaint.....	136
Processing of Financial Request.....	138



**OFFICE OF THE MUNICIPAL PLANNING AND DEVELOPMENT COORDINATOR
EXTERNAL SERVICES**

Application and Issuance of Locational Clearance for any Construction expansion and renovation and change of use.....	142
Issuance of Locational/Zoning Certificate.....	147
Issuance of Certificate on Existing Road.....	150
Provision of Technical Information.....	152

INTERNAL SERVICE

Implementation of 20% Economic Development Fund	154
---	-----

**OFFICE OF THE MUNICIPAL ASSESSOR
EXTERNAL SERVICES**

Issuance of Updated Tax Declaration.....	158
Issuance of Certification	160
Issuance of Reclassification of Tax Declaration of Real Property.....	162
Transfer of Ownership of Titled Land.....	165
Transfer of Ownership of Untitled Land.....	168
Appraisal and Assessment of New Building or Machinery	171

OFFICE OF THE MUNICIPAL ENGINEER

EXTERNAL SERVICES

Issuance of Building Permit.....	175
Issuance of Occupancy Permit.....	189
Issuance of Fencing Permit.....	194
Issuance of Demolition Permit.....	198
Issuance of Certificate of Annual Inspection.....	202
Issuance of Temporary Electrical Permit and Permit for Temporary Service Connection.....	206



**OFFICE OF THE MUNICIPAL TREASURER
EXTERNAL SERVICES**

Collection of Real Property Taxes.....	212
Issuance of Community Tax Certificate.....	215
Issuance of Professional Tax Receipt (Provincial Imposition)	217
Application of Business Permit for Shared Passive Telecommunication Tower Infrastructure (PTTI).....	219
Processing and Issuance of Business Permit (for renewal of business)	221
Processing and Issuance of Business Permit (for new business)	224
Application of Certified True Copy of Business Permit	226
Application for Additional Line of Business	228
Application for Line of Business in case of Additional Change of Area	230
Application for Certification of Business Record	232
Application for Retiring Business Operation	233
Application for Transfer of Location/Business Address	234
Issuance of Tricycle Permit	235
Application for Occupational Working Permit	238
Cattle Branding (Barangay).....	239
Issuance of Tax Clearance and Certification.....	241
Issuance of Ownership and Transfer of Large Cattle (Walk-in client)	243
Issuance of Official Receipt for clearance and Certification (Police clearance, Mayor's clearance, Certificate of No improvement, certification of Delinquencies, etc.)	245

**OFFICE OF THE MUNICIPAL AGRICULTURIST
EXTERNAL SERVICES**

Provision of Technical Training/Farmers Classes, Demonstration on approved technology.....	249
Provision of Technical Assistance on Crop, Fishery and Fish Production	249
Provision of Technical Assistance on Soil Sampling.....	251
Provision of Veterinary Services.....	252
Troubleshooting of Field Crop Problems (Pest & Diseases)	255
Issuance of Agricultural Certification	256
Issuance of Data Reports/Entity and Stakeholders.....	258
Issuance of Animal Health Certificate.....	259
Issuance for Seedling Disposal on Urban Gardening Lecture Seminar	261



**DELFIN ALBANO WATER SUPPLY SYSTEM
EXTERNAL SERVICES**

Application for Service Connection.....	263
Payment of Water Bills.....	265
Request for Transfer/Re-Installation, Repair of Service Connection.....	266

DELFIN ALBANO PUBLIC MARKET OFFICE

EXTERNAL SERVICES

Processing of Applications for Market Stalls.....	269
Issuance of Market Clearance / Certificate.....	270
Responding to Complaints Against Violators of Consumers Welfare Right	272

DELFIN ALBANO SLAUGHTER HOUSE

EXTERNAL SERVICES

Inspection and Corral of Food Animals Prior to Slaughter (Ante-Mortem Inspection)	274
Inspection and Branding of Food Animals Carcasses, organ and parts (Post-Mortem Examination)	275

C. INTERNAL SERVICES

HUMAN RESOURCE MANAGEMENT OFFICE

EXTERNAL SERVICES

Applying for a Job with the Municipal Government.....	280
---	-----



INTERNAL SERVICES

Processing of Application for Leave of Absences.....	279
Issuance of Appointment Papers and other Supporting Documents of Newly Hired and Promoted Personnel.....	283
Issuance of Services Record, Certificate of Employment and other Personnel Records.....	285
Processing of Documents for Government Service Insurance System (GSIS)	287

OFFICE OF THE MUNICIPAL BUDGET

INTERNAL SERVICES

Verification of Balances of Appropriation	290
Technical assistance, Preliminary review and endorsement of Barangay Annual Budget	291

OFFICE OF THE MUNICIPAL ACCOUNTANT & INTERNAL AUDIT

EXTERNAL SERVICES

Checking and Processing of Voucher for Financial Assistance (AICS/Aid to Students)	294
--	-----

INTERNAL SERVICE

Issuance of Certificate of Net Take Home Pay.....	297
---	-----

V. FEEDBACKS AND COMPLAINTS

Feedbacks and Complaints.....	299
-------------------------------	-----

VI. LIST OF OFFICES

List of Offices.....	300
----------------------	-----



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 includes the Office's functions.



➤ **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.

OFFICE / DIVISION:	Office of the Mayor			
CLASSIFICATION:	Simple			
TYPE OF TRANSACTION:	Government to Government			
WHO MAY AVAIL:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> • Barangay Clearance (1 copy) • Residence certificate (current year) • Police Clearance (1 copy) • Official Receipt *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	None	3 MINUTES	Rogelio s. Albano jr. 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	None	5 MINUTES	Richmond H. Pazzibugan HRM Asst. or Charisma A. Barut Labor and Employment Officer II Mayor’s Office or Grace D. Acidera Asst. Information Officer



3. Pay the required fees at Treasury Office by showing the Order of Payment.	3. Start processing the request.	P 50.00	10 MINUTES	<p>Errol M. Briones License Inspector I or Christopher T. Gabriel Meter Reader I Office of the Municipal Treasurer</p>
4. Return to the Mayor's Office for the processing and release of Clearance or Certification	4. Check the Official Receipt	None	10 MINUTES	<p>Richmond H. Pazzibugan HRM Asst. or Charisma A. Barut Labor and Employment Officer II Mayor's Office or Grace D. Acidera Asst. Information Officer Mayor's Office</p>
5. Affixation of signature of Municipal Mayor	5. Issue the Certificate or Clearance to the client.	None	10 MINUTES	<p>Arnold Edward P. Co Municipal Mayor Mayor's Office</p>
TOTAL		P 50.00	38 MINUTES	



➤ **ISSUANCE OF 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.

OFFICE / DIVISION:	Office of the Mayor			
CLASSIFICATION:	Simple			
TYPE OF TRANSACTION:	Government to Government/Government to Citizen			
WHO MAY AVAIL:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> • Case study obtained from the Social Welfare & Development Office. • Medical Abstract (1 copy) 			Municipal Welfare & Development Office Attending Physician	
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	None	3 MINUTES	Rogelio S. Albano Jr. Contract of service or Richmond H. Pazzibugan HRM Asst. Mayor's office or Grace D. Acidera Asst. Information Officer Mayor's office
2. Submit the required documents.	2. Check the required documents for completeness and receive.	None	5 MINUTES	Richmond H. Pazzibugan HRM Asst. Or



	2.1 start processing the endorsement letter	None	1 HOUR	<p>Charisma A. Barut Labor and Employment Officer II Mayor's office or Grace D. Acidera Asst. Information Officer Mayor's office</p> <p>Richmond H. Pazzibugan HRM Asst. or Charisma A. Barut Labor and Employment Officer II Mayor's office or Grace D. Acidera Asst. Information Officer Mayor's office</p>
	2.2 Affixation of signature of the Municipal Mayor	None	10 MINUTES	<p>Arnold Edward P. Co Municipal Mayor Mayor's Office</p>
	TOTAL	NONE	1 HOUR AND 18 MINUTES	



➤ **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.

OFFICE / DIVISION:	Office of the Mayor			
CLASSIFICATION:	Simple			
TYPE OF TRANSACTION:	Government to Government			
WHO MAY AVAIL:	Barangay/Civil Society Organization			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> • Letter of request and project proposal (1 copy) • Approved request letter/project proposal (1 copy) • Prepared vouchers/personal appearance 		Requesting Party		
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	None	3 MINUTES	Rogelio S. Albano Jr. Contract of Service or Richmond H. Pazzibugan HRM Asst. Mayor's Office
2. Present request and proposal to the Mayor for approval	2. Check the request letter or project proposal and receive.	None	5 MINUTES	Richmond H. Pazzibugan HRM Asst. or Charisma A. Barut Labor and Employment Officer II Mayor's Office or



				<p>Grace D. Acidera Asst. Information Officer Mayor's office</p> <p>Arnold Edward P. Co Municipal Mayor Mayor's Office</p> <p>Christy Dela Cruz Admin. Aide VI or Jesica Dumocloy Accounting Clerk or Marjorie B. Garro Admin. Aide IV Accounting Office</p> <p>Signatories OM/MBO/ACCOUNTING/</p> <p>Henry V. Dumaua, CPA OIC-Municipal Treasurer Office of the Municipal Treasurer</p>
3. Go to accounting office for the preparation of vouchers	3. Present request letter or project proposal to the Municipal Mayor	None	1 HOUR	
	Preparation of vouchers	None	30 MINUTES	
4. Signing of vouchers by signatories	4. Start processing the vouchers/	None	1 HOUR	
5. Present process vouchers	5. Release and recording of check	None	15 MINUTES	
	TOTAL	NONE	2 HOURS AND 53 MINUTES	



➤ **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.

OFFICE / DIVISION:	Office of the Mayor			
CLASSIFICATION:	Simple			
TYPE OF TRANSACTION:	Government to Government, Government to Citizen			
WHO MAY AVAIL:	Barangay/Civil Society Organization			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Resolutions/Project Proposal/Letter of Request (1 copy) 		Requesting Party		
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	None	3 MINUTES	Rogelio S. Albano Jr. Contract of Service Mayor's Office
2. Submit the required documents	2. Check the required documents for completeness and receive	None	30 MINUTES	Richmond H. Pazzibugan HRM Asst. or Charisma A. Barut Labor and Employment Officer II or
	2.1 Start process the endorsement letter	None	30 MINUTES	Grace D. Acidera Asst. Information Officer Mayor's office



	2.2 Affixation of signature of the Municipal Mayor	None	30 MINUTES	Arnold Edward P. Co Municipal Mayor Mayor's Office
	TOTAL	NONE	1 HOUR, 33 MINUTES	

➤ **GRANTING/PROVIDING OF FINANCIAL ASSISTANCE FOR MEDICAL AND BURIAL REQUEST**

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

OFFICE / DIVISION:	Office of the Mayor			
CLASSIFICATION:	Simple			
TYPE OF TRANSACTION:	Government to Government			
WHO MAY AVAIL:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> • Request letter (1 copy) • Medical certificate/Hospital Bill (1 copy) *For burial: <ul style="list-style-type: none"> • Death certificate (1 copy) • Barangay Indigency (1 copy) • Latest CTC (1 copy) 		Requesting Party Attending Physician or Hospital Municipal Civil Registrar Barangay Hall/Punong Barangay Municipal 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	None	2 MINUTES	Rogelio S. Albano Jr. Contract of Service Mayor's office
2. Submit the required documents	2. Check the required documents for	None	5 MINUTES	Richmond H. Pazzibugan HRM Asst. Or



<p>3. Proceed to MSWDO to undergo interview</p>	<p>completeness and receive</p> <p>3. Present request letter with required documents to the Municipal Mayor for approval</p>	<p>None</p>	<p>10 MINUTES</p>	<p>Charisma A. Barut Labor and Employment Officer II Mayor's office or Grace D. Acidera Asst. Information Officer Mayor's office</p> <p>Arnold Edward P. Co Municipal mayor Mayor's office</p>
<p>4. Signing of vouchers by signatories</p>	<p>4. Submit approved request letter</p> <p>4.1 Interview the client for the case study</p> <p>4.2 Prepare voucher</p> <p>Affix signature to letter request.</p>	<p>None</p> <p>None</p> <p>None</p>	<p>1 HOUR</p>	<p>Rosalie L. Marquez MSWDO</p> <p>Municipal Social Welfare and Development Office</p>



5. Present process vouchers	5. Release and recording of Financial assistance	None	5 MINUTES	Henry V. Dumaua, CPA OIC-Municipal Treasurer Office of the Municipal Treasurer
	TOTAL	NONE	1 HOUR and 22 MINUTES	

➤ **MUNICIPAL AMBULANCE SERVICES**

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

OFFICE / DIVISION:	Office of the Mayor			
CLASSIFICATION:	Simple			
TYPE OF TRANSACTION:	Government to Government			
WHO MAY AVAIL:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Trip Ticket (2 copies) *Patient(s) will be responsible for the fuel of the ambulance 		Mayor's Office, Second Floor, Left Side		
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	None	2 MINUTES	Rogelio S. Albano Jr. 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.	None	15 MINUTES	Richmond H. Pazzibugan HRM Asst. or Charisma A. Barut Labor and Employment Officer II Mayor's office



➤ **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.

OFFICE / DIVISION:	Office of the Mayor			
CLASSIFICATION:	Simple			
TYPE OF TRANSACTION:	Government to Government			
WHO MAY AVAIL:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
• Disbursement Voucher(s)			Concerned Office	
CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present vouchers	1. Check vouchers	None	2 MINUTES	Richmond H. Pazzibugan HRM Asst. or Charisma A. Barut Labor and Employment Officer II Mayor's office or Grace D. Acidera Asst. Information Officer Mayor's office
2. None	2. Signing of vouchers 3. Record and submit signed vouchers to	None	1 HOUR	Arnold Edward P. Co Municipal Mayor Mayor's Office



3. None	concerned office	None	10 MINUTES	Rogelio S. Albano Jr. Contract of Service or Richmond H. Pazzibugan HRM Asst. Mayor's Office
	TOTAL	NONE	1 HOUR, 12 MINUTES	

➤ **TECHNOLOGY FOR EDUCATION, EMPLOYMENT, ENTREPRENUERSHIP 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).

OFFICE / DIVISION:	Information & Communication Technology Office			
CLASSIFICATION:	Simple			
TYPE OF TRANSACTION:	Government to Citizen			
WHO MAY AVAIL:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> Valid Identification Card (ID) 			Requesting Party	
CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Sign in client Log Book	1. Give the Log Book to the client	None	2 MINUTES	Rhomel G. Salvador Tech4ED Center Manager 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)	None	2 MINUTES	Rhomel G. Salvador Tech4ED Center Manager Tech4Ed Center
3. The client will choose which services he/she would like to browse.	3. Present the Tech4Ed portal (eEducSkills, eHealth, eFarming, eGovtServises, etc.)	None	5 MINUTES	Rhomel G. Salvador Tech4ED Center Manager Tech4Ed Center
4. Log-out at the Tech4Ed Web portal	4. Logging-out of the Tech4Ed Web portal.	None	2 MINUTES	Rhomel G. Salvador Tech4ED Center Manager Tech4Ed Center
	TOTAL	NONE	11 MINUTES	

➤ 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.



OFFICE / DIVISION:	Information & Communication Technology Office			
CLASSIFICATION:	Simple			
TYPE OF TRANSACTION:	Government to Citizen			
WHO MAY AVAIL:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Valid Identification Card (ID) 		NONE		
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	None	2 MINUTES	Rhomel G. Salvador 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.	None	1 HOUR	Rhomel G. Salvador 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	None	1 HOUR	Rhomel G. Salvador Tech4ED Center Manager Tech4Ed Center
4. Get your Certificate of Completion	Issue certificate of Completion	None	5 MINUTES	Rhomel G. Salvador Tech4ED Center Manager Tech4Ed Center
	TOTAL	NONE	2 HOURS, 7 MINUTES	



➤ **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	None	5 MINUTES	Rogelio S. Albano Jr. COS or Charisma A. Barut Local Employment Officer II /PESO Manger-Designate Mayor's Office
2. Submit the required documents	2. Check the required documents for completeness and receive	None	30 MINUTES	Charisma A. Barut Local Employment Officer II /PESO Manger-Designate Mayor's Office



3. NONE	3. Verify the status of the recruitment agency in the POEA website	None	2 HOURS	Charisma A. Barut Local Employment Officer II /PESO Manger-Designate Mayor's Office
4. NONE	4.1. Start process the certificate of "no objection" 4.2. Affixation of signature of the Municipal Mayor	None	1 HOUR	Charisma A. Barut Local Employment Officer II /PESO Manger-Designate Mayor's Office Arnold Edward P. Co Municipal Mayor Mayor's Office
5. Proceed at the Local Treasury Office for payment		P 200.00	30 MINUTES	Errol M. Briones License Inspector I or Miriam T. Obedoza Collecting Officer or Christopher T. Gabriel Collecting Officer Office of the Municipal Treasurer
6. Present receipt of payment	5. Release the certification	NONE	30 MINUTES	Charisma A. Barut Local Employment Officer II /PESO Manger-Designate Mayor's Office
	TOTAL	P 200.00	4 HOURS and 35 MINUTES	



➤ **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.

OFFICE / DIVISION:	Office of the Mayor-PESO			
CLASSIFICATION:	Simple			
TYPE OF TRANSACTION:	G2C- Government to citizens			
WHO MAY AVAIL:	Students (Senior High or College level) or OSY			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
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	None	5 MINUTES	Rogelio S. Albano Jr. COS or Charisma A. Barut Local Employment Officer II /PESO Manger-Designate Mayor's Office
2. Submit the required documents	2. Check and verify the required documents and receive.	None	30 MINUTES	Charisma A. Barut Local Employment Officer II /PESO Manger-Designate Mayor's Office



3. NONE	3. Evaluate qualified applicants	None	1 DAY	Charisma A. Barut Local Employment Officer II /PESO Manger-Designate Mayor's Office
4. NONE	4. Start process the documents of the qualified students to be submitted at DOLE 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	None	1 DAY	Charisma A. Barut Local Employment Officer II /PESO Manger-Designate Mayor's Office Arnold Edward P. Co Municipal Mayor Mayor's Office
5. NONE	5. Orientation of the qualified students as SPES beneficiaries	None	1 HOUR	Charisma A. Barut Local Employment Officer II /PESO Manger-Designate Mayor's Office
	TOTAL	NONE	2 DAYS, 1 HOURS and 35 MINUTES	



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.

OFFICE / DIVISION:	Office of the Mayor-PESO			
CLASSIFICATION:	Simple			
TYPE OF TRANSACTION:	G2C- Government to citizens			
WHO MAY AVAIL:	High School Graduates, College Graduates, Vocational Graduate (18-30 years old)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Application Form (2 copies)		Office of the Mayor -LGU		
2. 2x2 picture with nametag and signature (2 pcs)		Applicant		
3. Birth Certificate (1 photocopy)		Municipal Civil Registrar		
4. Transcript of records (1 photocopy)		School		
5. Diploma (1 photocopy)		School		
6. Barangay Clearance (1 photocopy)		Barangay Hall or Punong Barangay		
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	None	5 MINUTES	Rogelio S. Albano Jr. COS or Charisma A. Barut Local Employment Officer II /PESO Manger-Designate Mayor's Office
2. Submit the required documents	2. Check and verify the required documents and receive.	None	15 MINUTES	Charisma A. Barut Local Employment Officer II /PESO Manger-Designate Mayor's Office
3. NONE	3. Evaluate qualified	None	15 MINUTES	Charisma A. Barut Local Employment Officer II



	applicants			/PESO Manger-Designate Mayor's Office
4. NONE	4. Start process the documents to be submitted at DOLE 4.1 Application form 4.2 Internship Agreement 4.3 Memorandum of understanding	None	1 DAY	Charisma A. Barut Local Employment Officer II /PESO Manger-Designate Mayor's Office Arnold Edward P. Co Municipal Mayor Mayor's Office
5. NONE	5. Orientation of the qualified GIP beneficiaries	None	1 HOUR	Charisma A. Barut Local Employment Officer II /PESO Manger-Designate Mayor's Office
	TOTAL	NONE	1 DAY, 1 HOUR and 35 MINUTES	

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.



OFFICE / DIVISION:	Office of the Mayor-PESO			
CLASSIFICATION:	Highly technical			
TYPE OF TRANSACTION:	G2C- Government to citizens			
WHO MAY AVAIL:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Starter Kit				
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		
TUPAD Project				
1. Residents certificate (current year)		Barangay Treasurer or Municipal Treasury Office		
2. 2x2 Picture with white background and collar shirt (1 piece)		Beneficiary		
3. Valid ID (1 photocopy)		Beneficiary		
Group Livelihood				
1. Letter of intent (1 copy)		Officers of the Organization		
2. Project Proposal (1 cop)		Officers of the Organization		
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	None	5 minutes	Rogelio S. Albano Jr. COS or Charisma A. Barut Local Employment Officer II /PESO Manger-Designate Mayor's Office
2. Present letter of intent and project proposal	2. Interview and evaluate documents and present to Municipal Mayor for approval	None	5 days	Charisma A. Barut Local Employment Officer II /PESO Manger-Designate Mayor's Office
3. NONE	3. Start process the documents to be	None	25 days	Charisma A. Barut Local Employment Officer II /PESO Manger-Designate



	submitted at DOLE for approval and affixation of signature of Municipal Mayor			Mayor's Office Arnold Edward P. Co Municipal Mayor
	TOTAL	NONE	30 DAYS, and 5 MINUTES	



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.



➤ **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.

OFFICE / DIVISION:	Office of the Municipal Administrator			
CLASSIFICATION:	Simple			
TYPE OF TRANSACTION:	Government to Citizen			
WHO MAY AVAIL:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Purchase request/Purchase order, Acceptance Reports, Waste Material Support, Obligation Request, Disbursement Vouchers, Checks 		Requesting Party		
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	None	5 MINUTES	Twinkle Ed R. Lucero Contract of Service or Rizafe R. Ramos 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.	None	8 HOURS	Jocelyn A. Manibog Municipal Administrator Mun. Admin Office
3. Review and record all signed documents	3. The MA affix his/her signature		5 MINUTES	Twinkle Ed R. Lucero Contract of Service or



		None		Rizafe R. Ramos Admin. Asst. III Mun. Admin Office
	TOTAL	NONE	8 HOURS, 10 MINUTES	

➤ **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.

OFFICE / DIVISION:	Office of the Municipal Administrator			
CLASSIFICATION:	Simple			
TYPE OF TRANSACTION:	Government to Citizen			
WHO MAY AVAIL:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Request letter addressed to the Mayor (1 copy) Hospitalization billing statement (1 copy) Residence tax certificate (current year) Barangay clearance/certification (1 copy) 		Requesting Party Barangay Treasurer/Municipal Treasury Office Barangay Hall		
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	None	5 MINUTES	Twinkle Ed R. Lucero Contract of Service or Rizafe R. Ramos Admin. Asst. III Mun. Admin Office



<p>2. Review the request letter and documents presented</p> <p>3. The assigned personnel shall present the documents to the Municipal Administrator for the affixation of signature</p>	<p>2. Receive documents and check for completeness.</p> <p>3.The MA affix his/her signature</p> <p>3.1 Record all signed documents</p> <p>Check duly approved request letter, Medical Certificates/Abstract/ Certificate of Confinement/Certificate of Indigency signed by Punong Barangay/Residence Certificate</p>	<p>None</p> <p>None</p> <p>None</p> <p>None</p>	<p>2 HOURS</p> <p>1 HOUR</p> <p>1 HOUR</p> <p>1 HOUR</p>	<p>Twinkle Ed R. Lucero Contract of Service or Rizafe R. Ramos Admin. Asst. III Mun. Admin Office</p> <p>Jocelyn A. Manibog Municipal Administrator Mun. Admin Office</p> <p>Twinkle Ed R. Lucero Contract of Service or Rizafe R. Ramos Admin. Asst. III Mun. Admin Office</p> <p>Rosalie L. Marquez, RSW MSWDO or Vanessa A. Acosta SWO or Fresma D. Casayuran SWA/MPO</p> <p>Municipal Social Welfare and Development Office Rosalie L. Marquez, RSW MSWDO</p>
---	--	---	--	---



<p>4. Intake the interview for the accomplishment of Form 200</p> <p>5. Wait at the designated waiting area while MSWDO staff facilitates the processing and signing of documents</p> <p>6. Go to Mayor's Office, MBO, Accounting Office for vouchers signature and get financial assistance (cash/check) at the Treasury Office</p>	<p>4. Concerned signatories will affix their signature</p>	<p>None</p> <p>None</p>	<p>1 HOUR</p>	<p>Or Haydee G. Viernes SWO II or Vanessa A. Acosta SWO or Fresma D. Casayuran SWA/MPO Municipal Social Welfare and Development Office</p> <p>Arnold Edward P. Co Municipal Mayor Mayor's Office</p> <p>Jocelyn A. Manibob Mun. Budget Officer Budget Office</p> <p>Bernard F. Cañero, CPA OIC-Mun. Accountant Accounting Office</p> <p>Henry V. Dumaua, CPA OIC-Municipal Treasurer</p> <p>Office of the Municipal Treasurer</p>
	<p>TOTAL</p>	<p>NONE</p>	<p>8 HOURS, 5 MINUTES</p>	



➤ **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.

OFFICE / DIVISION:	Office of the Municipal Administrator			
CLASSIFICATION:	Simple			
TYPE OF TRANSACTION:	Government to Citizen			
WHO MAY AVAIL:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Travel order, Trip Ticket. Disbursement Vouchers and Obligation Request and communications. 		OFFICE OF THE MUNICIPAL MAYOR		
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	None	5 MINUTES	Twinkle Ed R. Lucero Contract of Service or Rizafe R. Ramos Admin. Asst. III Mun. Admin Office
	1.1 Receive documents and check for completeness	None	5 MINUTES	Twinkle Ed R. Lucero Contract of Service or Rizafe R. Ramos Admin. Asst. III Mun. Admin Office
2. Signing of documents	2. The MA affix her signature	None	8 HOURS	Jocelyn A. Manibog Municipal Administrator Mun. Admin Office



3. Record signed documents		None	5 MINUTES	Twinkle Ed R. Lucero Contract of Service or Rizafe R. Ramos Admin. Asst. III Mun. Admin Office
	TOTAL	NONE	8 HOURS, 15 MINUTES	



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.



➤ **ISSUANCE OF CERTIFIED COPY OF BIRTH, MARRIAGE AND DEATH CERTIFICATES**

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

OFFICE / DIVISION:	Office of the Municipal Civil Registrar			
CLASSIFICATION:	Simple			
TYPE OF TRANSACTION:	Government to Citizen			
WHO MAY AVAIL:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
• NONE		NONE		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in client Log Book and conduct interview	1. Give the Log Book to the client	None	3 MINUTES	Eunice A. Gaspar Registration Officer I Aiveeh P. Salvador Admin. Aide VI Princess Diana P. Tagufa Admin. Aide VI Felmar S. Salvador Messenger 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	2. The MCR staff verify the CRD's if available	None	10 MINUTES	Marlon T. Mata Municipal Civil Registrar Eunice A. Gaspar Registration Officer I Aiveeh P. Salvador



				Admin. Aide VI Princess Diana P. Tagufa Admin. Aide VI Felmar S. Salvador Messenger <i>MCR Office</i>
3. Pay the required fee at the Municipal Treasury Office	3. The MTO receive payment -Check Official Receipt	P 200.00	5 MINUTES	Miriam T. Obedoza Admin. Aide I/Special Collecting Officer Errol M. Briones License Inspector I Christopher T. Gabriel Meter Reader 1/ Special Collecting Officer <i>Treasury Office</i>
4. Get your requested document duly signed by the Municipal Civil Registrar or authorized signatories	4. The MCR staff issue document	None	5 MINUTES	Marlon T. Mata Municipal Civil Registrar Eunice A. Gaspar Registration Officer I Aiveeh P. Salvador Admin. Aide VI Princess Diana P. Tagufa Admin. Aide VI Felmar S. Salvador Messenger
	TOTAL	P 200.00	23 MINUTES	



➤ 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.

OFFICE / DIVISION:	Office of the Municipal Civil Registrar			
CLASSIFICATION:	Simple			
TYPE OF TRANSACTION:	Government to Citizen			
WHO MAY AVAIL:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
• NONE			NONE	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in client Log Book and conduct interview	1. Give the Log Book to the client	None	3 MINUTES	Eunice A. Gaspar Registration Officer I Aiveeh P. Salvador Admin. Aide VI Princess Diana P. Tagufa Admin. Aide VI Felmar S. Salvador Messenger <i>MCR Office</i>
2. Wait for verification of the availability of the civil registry documents in the computer database/register book of birth,	2. The MCR staff verify the CRD's if available	None	25 MINUTES	Marlon T. Mata Municipal Civil Registrar Eunice A. Gaspar Registration Officer I



marriage and death and get order of payment				<p>Aiveeh P. Salvador Admin. Aide VI</p> <p>Princess Diana P. Tagufa Admin. Aide VI</p> <p>Felmar S. Salvador Messenger</p>
3. Pay the required fee at the Municipal Treasury Office	3. The MTO receive payment -Check Official Receipt	P 200.00	2 MINUTES	<p>Miriam T. Obedoza Admin. Aide I/Special Collecting Officer</p> <p>Errol M. Briones License Inspector I</p> <p>Christopher T. Gabriel Meter Reader 1/ Special Collecting Officer <i>Treasury Office</i></p>
4. Get your requested document duly signed by the Municipal Civil Registrar or authorized signatories	4. The MCR staff issue document	None	3 MINUTES	<p>Marlon T. Mata Municipal Civil Registrar</p> <p>Eunice A. Gaspar Registration Officer I</p> <p>Aiveeh P. Salvador Admin. Aide VI</p> <p>Princess Diana P. Tagufa Admin. Aide VI</p> <p>Felmar S. Salvador Messenger</p>
	TOTAL	P 200.00	33 MINUTES	



➤ 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.

OFFICE / DIVISION:	Office of the Municipal Civil Registrar			
CLASSIFICATION:	Simple			
TYPE OF TRANSACTION:	Government to Citizen			
WHO MAY AVAIL:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
• NONE			NONE	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign client logbook	1. Give the Log Book to the client	None	3 MINUTES	Eunice A. Gaspar Registration Officer I Aiveeh P. Salvador Admin. Aide VI Princess Diana P. Tagufa Admin. Aide VI Felmar S. Salvador Messenger <i>MCR Office</i>
2. Wait for the preparation of Certificate of death	2. The MCR staff prepare the documents	None	15 MINUTES	Eunice A. Gaspar Registration Officer I Aiveeh P. Salvador Admin. Aide VI Princess Diana P. Tagufa



				Admin. Aide VI Felmar S. Salvador Messenger <i>MCR Office</i>
3. Pay the required fees at the Treasury Office	3. The MTO receive payment & issue official receipt	P 200.00	2 MINUTES	Miriam T. Obedoza Admin. Aide I/Special Collecting Officer Errol M. Briones License Inspector I Christopher T. Gabriel Meter Reader 1/ Special Collecting Officer <i>Treasury Office</i>
4. Bring the COD to the attending Physician for signature and the MHO for review and signature	4. The MHO review and sign the document	None	25 MINUTES	Client
5. Get death certificate	5. The MCR release the document	None	3 MINUTES	Eunice A. Gaspar Registration Officer I Aiveeh P. Salvador Admin. Aide VI Princess Diana P. Tagufa Admin. Aide VI Felmar S. Salvador Messenger
	TOTAL	P 200.00	48 MINUTES	



➤ **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.

OFFICE / DIVISION:	Office of the Municipal Civil Registrar	
CLASSIFICATION:	Simple	
TYPE OF TRANSACTION:	Government to Citizen	
WHO MAY AVAIL:	All	
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	
<ul style="list-style-type: none"> • For delayed registration of birth: <ul style="list-style-type: none"> -Philippine Statistics Authority negative result -Baptismal certificates/voter's registration record -Marriage certificate if the applicant is married -Affidavit of two disinterested persons - Medical Record -Barangay Certification -School records - Certificate of live birth (prepared by hospitals, midwives, nurses or attending physicians) • For delayed registration of marriage: <ul style="list-style-type: none"> -Philippine Statistics Office negative certification - Affidavit of two disinterested persons -Certificate of marriage <p>Schedule of fees: Birth certificate- P500.00 Marriage certificate – 500.00</p>	<ul style="list-style-type: none"> - Philippine Statistics Authority -Church/COMELEC -PSA/Delfin Albano CRO (if married in D.A.) -Attorney -Hospital -Office of the Barangay Captain -School -Hospital/LCRO - Philippine Statistics Authority -Attorney 	



Death Certificate - 500.00				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign client logbook	1. Give the Log Book to the client		2 MINUTES	Eunice A. Gaspar Registration Officer I Aiveeh P. Salvador Admin. Aide VI Princess Diana P. Tagufa Admin. Aide VI Felmar S. Salvador Messenger <i>MCR Office</i>
2. Submit documents for review	2. The MCR staff check & assess the necessary requirements		15 MINUTES	Marlon T. Mata Municipal Civil Registrar
3. Return after 10 working days and get order of payment	3. Review & check the information on the official receipt		10 working days	Eunice A. Gaspar Registration Officer I Aiveeh P. Salvador Admin. Aide VI Princess Diana P. Tagufa Admin. Aide VI Felmar S. Salvador Messenger <i>MCR Office</i>
4. Pay the required fees at the Treasury Office	4. The MTO receive payment & issue official receipt to the client	P 500.00	2 MINUTES	Mirriam T. Obedoza Admin. Aide I/Special Collecting Officer



				Errol M. Briones License Inspector I Christopher T. Gabriel Meter Reader 1/ Special Collecting Officer <i>Treasury Office</i>
5. Get certificate of registration Note: For endorsement and request for security paper	5. The MCR staff released the approved document		10 MINUTES	Eunice A. Gaspar Registration Officer I Aiveeh P. Salvador Admin. Aide VI Princess Diana P. Tagufa Admin. Aide VI Felmar S. Salvador Messenger <i>MCR Office</i>
	TOTAL	P 500.00	10 DAYS & 34 MINUTES	

➤ **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.



OFFICE / DIVISION:	Office of the Municipal Civil Registrar			
CLASSIFICATION:	Highly Technical			
TYPE OF TRANSACTION:	Government to Citizen			
WHO MAY AVAIL:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> • Birth certificates of applying couple • Personal consent (for applicant 18-20 yrs. Old) • Parental advice for applicant 21-24 years old) <p>Other requirements:</p> <ul style="list-style-type: none"> • Certificate of legal capacity to contract marriage, for citizens of a foreign country • Death certificate of deceased divorce or annulment for applicants who has been previously married • Certificate of no marriage(CENOMAR) 		<ul style="list-style-type: none"> - Philippine Statistics Authority -Both parents -Parents(Father, Mother or Guardian) <ul style="list-style-type: none"> -respective embassy (depend on Foreign Nationals/Citizens) -concerned party/PSA <ul style="list-style-type: none"> - Philippine Statistics Authority 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign client logbook	1. Give the Log Book to the client		3 MINUTES	<p>Eunice A. Gaspar Registration Officer I</p> <p>Aiveeh P. Salvador Admin. Aide VI</p> <p>Princess Diana P. Tagufa Admin. Aide VI</p> <p>Felmar S. Salvador Messenger</p>



				<i>MCR Office</i>
2. Secure marriage application form	2. The MCR staff check the information & other necessary requirements		10 MINUTES	Eunice A. Gaspar Registration Officer I Aiveeh P. Salvador Admin. Aide VI Princess Diana P. Tagufa Admin. Aide VI Felmar S. Salvador Messenger <i>MCR Office</i>
3. Get order of payment while the LCRO personnel prepare the application.	3. The MCR staff prepare the Application for Marriage License		15 MINUTES	Eunice A. Gaspar Registration Officer I Aiveeh P. Salvador Admin. Aide VI Princess Diana P. Tagufa Admin. Aide VI Felmar S. Salvador Messenger <i>MCR Office</i>



4. Pay the required fees at the Treasury Office	4. Proceed to the Treasury Office & present the Official Receipt	P 500.00	3 MINUTES	Miriam T. Obedoza Admin. Aide I/Special Collecting Officer Errol M. Briones License Inspector I Christopher T. Gabriel Meter Reader 1/ Special Collecting Officer <i>Treasury Office</i>
5. Go back to the Civil Registry Office for signature of application and signature of MCR	5. Check the Official Receipt & review the prepared AML		10 MINUTES	Marlon T. Mata Municipal Civil Registrar <i>MCR Office</i>
6. Attend the Pre-marriage counseling (PMC) seminar which is conducted every Friday of the week at the MSWDO office	6. MSWD Staff/Hospital Staff conduct the PMC seminar		1 DAY	Randy B. Coloma, RN Eulador G. Tumamao, RN Rosalie L. Marquez RSW (Counselor Managers)
7. Return after 10 working days to get marriage license	7. The MCR sign & register the document and released the approved document		10 DAYS	Marlon T. Mata Municipal Civil Registrar <i>MCR Office</i>
	TOTAL	P 500.00	11 DAYS & 41 MINUTES	



➤ **CHANGE OF FIRST NAME, NICKNAME AND FOR CORRECTION OF CLERICAL OR TYPOGRAPHICAL ERROR**

Republic Act 9048 authorized the Municipal Registrar to:

- a. Correct clerical or typographical errors in an entry
- b. 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.

OFFICE / DIVISION:	Office of the Municipal Civil Registrar	
CLASSIFICATION:	Highly Technical	
TYPE OF TRANSACTION:	Government to Citizen	
WHO MAY AVAIL:	All	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<ul style="list-style-type: none"> • Certificate of live birth • Certificate of marriage • Certificate of Death • Change of first name: <p>Requirements:</p> <ul style="list-style-type: none"> • Certificate of the birth in PSA Security paper • Certificate of baptism or school records (Form 137, diploma) • Police clearance • NBI Clearance • Employer's clearance with no pending administrative case, if employed or affidavit of no income/affidavit of unemployment, if not employed • Voter's registration record/ID or any valid ID 		<p>MCR Office/PSA</p> <p>- Philippine Statistics Authority</p> <p>-Church/Religious authorities/School</p> <p>-PNP Headquarter</p> <p>-NBI Office</p> <p>-Employer</p>



<ul style="list-style-type: none"> • Driver's license, (if applicable) • Marriage contract (if applicable) • Birth certificate of children (if applicable) • Business permit, if self employed <p>Correction of clerical error:</p> <ul style="list-style-type: none"> • Certificate of live birth • Certificate of live birth in PSA security paper • Certificate of baptism • School records (Form 137, diploma) • marriage contract, if applicable <p>Additional requirements for correction of parent's name:</p> <ul style="list-style-type: none"> • Birth certificate of father or mother • Marriage contract of parents and petitioner • birth certificate of at least 2 siblings of father or mother • Voter registration record or valid ID of petitioner • Certificate of marriage • Certificate of marriage in PSA security document • Certificate of live birth in PSA security paper • Certificate of baptism of petitioner • Birth certificate of at least 2 siblings • School records (Form 137, diploma) • Certificate of Death • Certificate of death in PSA security • Certificate of live birth in PSA security paper • Certificate of death from hospital • Certificate of burial rites from church • Certificate of baptism 	<p>-COMELEC</p> <p>-LTO</p> <p>]- MCR Office/PSA</p> <p>-Licensing Officer</p> <p>]-MCR Office/PSA</p> <p>-Church/Religious Authorities</p> <p>-School</p> <p>-MCR Office/PSA</p> <p>]-MCR Office/PSA</p> <p>-COMELEC</p> <p>]-MCR Office/PSA</p> <p>-Church/Religious Authorities</p> <p>-MCR Office/PSA</p> <p>-School</p>
--	--



				-MCR Office/PSA -Hospital -Church/Religious Authorities
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 Correction of clerical error- P1,000.00	3 MINUTES	Eunice A. Gaspar Registration Officer I Aiveeh P. Salvador Admin. Aide VI Princess Diana P. Tagufa Admin. Aide VI Felmar S. Salvador Messenger <i>MCR Office</i>
2. Inform personnel of problems in your registry record	2. The MCR inform the problem on CRD's		5 MINUTES	Marlon T. Mata Municipal Civil Registrar Eunice A. Gaspar Registration Officer I Aiveeh P. Salvador Admin. Aide VI Princess Diana P. Tagufa Admin. Aide VI Felmar S. Salvador Messenger <i>MCR Office</i>



3. MCR personnel prepare the petition	3. The MCR prepare & process the petition		35 MINUTES	<p>Marlon T. Mata Municipal Civil Registrar</p> <p><i>MCR Office</i></p>
4. Pay the required fees at the Treasury Office	4. The MTO issue Official Receipt		1 MINUTE	<p>Miriam T. Obedoza Admin. Aide I/Special Collecting Officer</p> <p>Errol M. Briones License Inspector I</p> <p>Christopher T. Gabriel Meter Reader 1/ Special Collecting Officer <i>Treasury Office</i></p>
5. Return to the Civil Registrar office to submit proof of payment	5. The MCR check Official receipt		2 WEEKS, 10 CALENDAR DAYS	<p>Marlon T. Mata Municipal Civil Registrar</p> <p>Eunice A. Gaspar Registration Officer I</p> <p>Aiveeh P. Salvador Admin. Aide VI</p> <p>Princess Diana P. Tagufa Admin. Aide VI</p> <p>Felmar S. Salvador Messenger <i>MCR Office</i></p>
6. For petition for change of name have your petition publish in a local newspaper	6. The MCR process petition & publish in Local		2 WEEKS	



<p>of general circulation for 2 consecutive weeks. Note: For all other correction, disregard Step No. 6</p>	Newspaper			<i>Publisher Newspaper</i>
<p>7. Return to the MCR Office after two weeks to submit proof of publication</p>	<p>7. The MCR receive the proof of publication a. Affidavit of publication of editor b. Newspapers where petition was published</p>		<p>3 MONTHS OR UPON THE APPROVAL OF THE PSA-OCRG</p>	<p>Marlon T. Mata Municipal Civil Registrar</p> <p>Eunice A. Gaspar Registration Officer I</p> <p>Aiveeh P. Salvador Admin. Aide VI</p> <p>Princess Diana P. Tagufa Admin. Aide VI</p> <p>Felmar S. Salvador Messenger</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>8. Processing of affirmed petitions indefinite as it depends on the action & return affirmed petitions from PSA Legal Services</p>		<p>10 MINUTES</p>	<p>Marlon T. Mata Municipal Civil Registrar</p> <p>Eunice A. Gaspar Registration Officer I</p> <p>Aiveeh P. Salvador Admin. Aide VI</p> <p>Princess Diana P. Tagufa Admin. Aide VI</p> <p>Felmar S. Salvador Messenger MCR Office</p>



	TOTAL		3 MONTHS, 2 WEEKS, 55 MINUTES	
--	--------------	--	--------------------------------------	--

➤ **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.

OFFICE / DIVISION:	Office of the Municipal Civil Registrar			
CLASSIFICATION:	Simple			
TYPE OF TRANSACTION:	Government to Citizen			
WHO MAY AVAIL:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> • Joint affidavit of legitimation of parents • Certificate of live birth in PSA security paper • Marriage contract of parents • Affidavit of admission paternity if children is not acknowledged • Certificate of no marriage of both parents(CENOMAR) 		<ul style="list-style-type: none"> - Parents of the child -Philippine Statistics Authority -MCR Office/PSA -MCR Office - Philippine Statistics Authority 		
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 –	2 MINUTES	Eunice A. Gaspar Registration Officer I Aiveeh P. Salvador



		P100.00		Admin. Aide VI Princess Diana P. Tagufa Admin. Aide VI Felmar S. Salvador Messenger
2. Pay the required fee at the Treasury office	2. Issue the Official Receipt		4 MINUTES	Mirriam T. Obedoza Admin. Aide I/Special Collecting Officer Errol M. Briones License Inspector I Christopher T. Gabriel Meter Reader 1/ Special Collecting Officer <i>Treasury Office</i>
3. Wait for the processing of the annotated registry document	3. The MCR evaluate & process annotated registry document		30 MINUTES	Marlon T. Mata Municipal Civil Registrar Eunice A. Gaspar Registration Officer I Aiveeh P. Salvador Admin. Aide VI Princess Diana P. Tagufa Admin. Aide VI Felmar S. Salvador Messenger <i>MCR Office</i>



<p>4. Return to the Civil Registry Office after the annotated Civil Registry</p> <p>Note: Submit documents to the PSA, Tuguegarao City, Cagayan for endorsement and request for Security Pape (SECPA)</p>	<p>4. Release the Certified True Copy of annotated Civil Registry Document</p>		<p>1 MINUTE</p>	<p>Marlon T. Mata Municipal Civil Registrar</p> <p>Eunice A. Gaspar Registration Officer I</p> <p>Aiveeh P. Salvador Admin. Aide VI</p> <p>Princess Diana P. Tagufa Admin. Aide VI</p> <p>Felmar S. Salvador Messenger</p>
	<p>TOTAL</p>	<p>Legitimation fee – P500.00 Annotated birth certificate – P100.00</p>	<p>37 MINUTES</p>	

➤ **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

OFFICE / DIVISION:	Office of the Municipal Civil Registrar			
CLASSIFICATION:	Highly Technical			
TYPE OF TRANSACTION:	Government to Citizen			
WHO MAY AVAIL:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> • Certificate of registration issued by the concerned civil registrar where the court order was rendered For legal instrument <ul style="list-style-type: none"> • Affidavit or sworn statement 		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		3 MINUTES	Eunice A. Gaspar Registration Officer I



				<p>Aiveeh P. Salvador Admin. Aide VI</p> <p>Princess Diana P. Tagufa Admin. Aide VI</p> <p>Felmar S. Salvador Messenger <i>MCR Office</i></p>
2. Submit documents for review	2. The MCR evaluate & process annotated registry document	<p>For court orders/decrees: 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:</p>	30 MINUTES	<p>Marlon T. Mata Municipal Civil Registrar</p> <p>Eunice A. Gaspar Registration Officer I</p> <p>Aiveeh P. Salvador Admin. Aide VI</p> <p>Princess Diana P. Tagufa Admin. Aide VI Felmar S. Salvador Messenger <i>MCR Office</i></p>
3. Pay the required fee at the Treasury Office	3. Receive & issue Official Receipt	<p>Registration fee - - P100.00 Certification fee - - P50.00</p>	4 MINUTES	<p>Miriam T. Obedoza Admin. Aide I/Special Collecting Officer</p> <p>Errol M. Briones License Inspector I Christopher T. Gabriel Meter Reader 1/ Special Collecting Officer <i>Treasury Office</i></p>



<p>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)</p>	<p>4. The MCR verify payment & release annotated CRD</p>		<p>10 MINUTES</p>	<p>Marlon T. Mata Municipal Civil Registrar</p> <p>Eunice A. Gaspar Registration Officer I</p> <p>Aiveeh P. Salvador Admin. Aide VI</p> <p>Princess Diana P. Tagufa Admin. Aide VI</p> <p>Felmar S. Salvador Messenger <i>MCR Office</i></p>
	<p>TOTAL</p>	<p>For court orders/decrees: 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:</p>	<p>46 MINUTES</p>	



		Registration fee -- P100.00 Certification fee -- P50.00		
--	--	--	--	--

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).

OFFICE / DIVISION:	Office of the Municipal Civil Registrar			
CLASSIFICATION:	Simple			
TYPE OF TRANSACTION:	Government to Citizen			
WHO MAY AVAIL:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Philippine Statistics Authority negative Certification result issued within the past 6 months 		Office of the Municipal Civil Registrar, Ground Floor, Center		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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	Eunice A. Gaspar Registration Officer I Aiveeh P. Salvador Admin. Aide VI Princess Diana P. Tagufa Admin. Aide VI Felmar S. Salvador Messenger <i>MCR Office</i>



<p>2. Submit documents for endorsement and get order of payment</p>	<p>2. The MCR staff review & evaluate documents and order of payment</p>		<p>10 MINUTES</p>	<p>Marlon T. Mata Municipal Civil Registrar</p> <p>Eunice A. Gaspar Registration Officer I</p> <p>Aiveeh P. Salvador Admin. Aide VI</p> <p>Princess Diana P. Tagufa Admin. Aide VI</p> <p>Felmar S. Salvador Messenger <i>MCR Office</i></p>
<p>3. Pay the required fee at the Treasury office</p>	<p>3. The MTO receive payment & issue official receipt</p>		<p>5 MINUTES</p>	<p>Miriam T. Obedoza Admin. Aide I/Special Collecting Officer</p> <p>Errol M. Briones License Inspector I</p> <p>Christopher T. Gabriel Meter Reader 1/ Special Collecting Officer <i>Treasury Office</i></p>
<p>4. Go back to civil registry office and get registry documents. Note. Submit to Philippine Statistics Authority, Tuguegarao City for endorsement and</p>	<p>4. Issue document/s</p>		<p>2 MINUTES</p>	<p>Marlon T. Mata Municipal Civil Registrar</p> <p>Eunice A. Gaspar Registration Officer I</p> <p>Aiveeh P. Salvador Admin. Aide VI</p>



request for Security Paper(SECPA)				Princess Diana P. Tagufa Admin. Aide VI Felmar S. Salvador Messenger MCR Office
	TOTAL	Birth certificate fee – P200.00 Marriage certificate – P200.00 Death certificate - - - P200.00	20 MINUTES	

➤ **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.

- a. Province
- b. City/municipality
- c. Registry no.
- d. Information inadvertently omitted in the original registration
- e. Name (of child, deceased or containing parties, as the case may be)
- f. Informant (of the supplemental report)



- g. Prepared by
- h. Received at the office of the civil registrar

OFFICE / DIVISION:	Office of the Municipal Civil Registrar			
CLASSIFICATION:	Simple			
TYPE OF TRANSACTION:	Government to Citizen			
WHO MAY AVAIL:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> • Philippine statistics authority in security paper photocopy of the affected civil registry record (birth, death, marriage) • Supplemental affidavit, executed by the document owner of legal age or by the parents if under age • Form 137/ID's/baptismal/voter registration record for birth certificate • Death certificate (church certification) • Joint affidavit of 2 disinterested persons • Marriage certificate (affidavit of husband and wife) <p>Note: All requirements must be submitted in 3 Xerox copies together with the original.</p>		<ul style="list-style-type: none"> - Philippine Statistics Authority -Concerned party -School -MCR Office/PSA -Concerned party -MCR Office/PSA 		
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 Marriage certificate P200.00	3 MINUTES	Eunice A. Gaspar Registration Officer I Aiveeh P. Salvador Admin. Aide VI



		Death certificate P200.00		Princess Diana P. Tagufa Admin. Aide VI Felmar S. Salvador Messenger <i>MCR Office</i>
2. Submit documents for review and get order of payment	2. The MCR staff review documents		10 MINUTES	Marlon T. Mata Municipal Civil Registrar Eunice A. Gaspar Registration Officer I Aiveeh P. Salvador Admin. Aide VI Princess Diana P. Tagufa Admin. Aide VI Felmar S. Salvador Messenger <i>MCR Office</i>
3. Pay the required fee at the Treasury office	3. The MTO receive payment & issue official receipt		4 MINUTES	Miriam T. Obedoza Admin. Aide I/Special Collecting Officer Errol M. Briones License Inspector I Christopher T. Gabriel Meter Reader 1/ Special Collecting Officer <i>Treasury Office</i>
4. Return to Civil registry office and get registry	4. The MCR release the civil		5 MINUTES	Marlon T. Mata Municipal Civil Registrar



document Note: Submit to Philippine Statistics Authority, Tuguegarao City for endorsement request for Security Paper (SECPA)	registry document			<p>Eunice A. Gaspar Registration Officer I</p> <p>Aiveeh P. Salvador Admin. Aide VI</p> <p>Princess Diana P. Tagufa Admin. Aide VI</p> <p>Felmar S. Salvador Messenger MCR Office</p>
	TOTAL	Birth certificate fee P200.00 Marriage certificate P200.00 Death certificate P200.00	(1-2 months) 22 MINUTES	



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



RURAL HEALTH UNIT

➤ 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.

OFFICE / DIVISION:	Office of the Municipal Health Services			
CLASSIFICATION:	Simple			
TYPE OF TRANSACTION:	Government to Citizen			
WHO MAY AVAIL:	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	Marites Ramirez Public Health Nurse/Nurse I or Rose Basa Midwife Rural Health Unit
2. Wait for the patient's number to be issued	2. Issuance of patient's number	None	5 MINUTES	Marites Ramirez Public Health Nurse/Nurse I or Rose Basa Midwife Rural Health Unit



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	None	15 MINUTES	Marites Ramirez Public Health Nurse/Nurse I or Rose Basa Midwife Rural Health Unit
4. Wait for the patient's number to be called for assessment	4. Conducts check-up and prescription of medications	None	25 MINUTES	Dr. Jennifer C. Begonia Doctor to the Barrio Rural Health Unit
	TOTAL	NONE	50 MINUTES	

➤ **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

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



WHO MAY AVAIL:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> • Immunization record • TB referral form • Home-based maternal record Phil PEN referral Form		Rural Health Unit 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	Marites Ramirez Public Health Nurse/Nurse I All RHU Midwife Rural Health Unit
2. Wait for the patient's number to be issued	2. Issuance of patient's number	None	5 MINUTES	Marites Ramirez Public Health Nurse/Nurse I All RHU Midwife Rural Health Unit
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	None	15 MINUTES	Marites Ramirez Public Health Nurse/Nurse I All RHU Midwife Rural Health Unit
4. Wait for the patient's number to be called for assessment	4. Conducts check-up and prescription of medications	None	25 MINUTES	Dr. Jennifer C. Begonia Doctor to the Barrio Rural Health Unit
TOTAL		NONE	50 MINUTES	



➤ 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.

OFFICE / DIVISION:	Office of the Municipal Health Services			
CLASSIFICATION:	Simple			
TYPE OF TRANSACTION:	Government to Citizen			
WHO MAY AVAIL:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
NONE		NONE		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in client's logbook	1. Log in client's name into the OPD Logbook	None	5 MINUTES	Jonard F. Cañero Rural Sanitary Inspector Rural Health Unit
2. Fill out application form	2. Issue Application Form	None	5 MINUTES	Jonard F. Cañero Rural Sanitary Inspector Rural Health Uni
3. Receives scheduled date of inspection	3. Issue schedule of inspection	None	5 MINUTES	Jonard F. Cañero Rural Sanitary Inspector Rural Health Unit
4. Wait for the release of permit	4. Conduct inspection of establishment 4.1 Prepares Sanitary	None	1 DAY	Jonard F. Cañero Rural Sanitary Inspector



	Permit to operate 4.2 Approves/Sign Sanitary Permit	None	15 MINUTES	Jonard F. Cañero Rural Sanitary Inspector
		None	3 MINUTES	Dr. Jennifer C. Begonia Doctor to the Barrio Rural Health Unit
5. Receives Certificate of Sanitary Permit to operate	5. Records and release Sanitary Permit to Operate	None	5 MINUTES	Jonard F. Cañero Rural Sanitary Inspector Rural Health Unit
	TOTAL	NONE	1 DAY, 38 MINUTES	

➤ **ISSUANCE OF MEDICAL CERTIFICATE**

OFFICE / DIVISION:	Office of the Municipal Health Services			
CLASSIFICATION:	Simple			
TYPE OF TRANSACTION:	Government to Citizen			
WHO MAY AVAIL:	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	None	5 MINUTES	ROSE BASA Midwife



2. Fill out request slip	2. Issue Request Slip	None	5 MINUTES	Rose Basa Midwife Rural Health Unit
3. Client receives laboratory request for laboratory examination	3. Undergoes laboratory examination upon the advice of the MHO	None	1 HOUR	Mary Rose G. Bacani Medical Technologist Delfin Albano Memorial Hospital
4. Pay corresponding laboratory fees	4. Undergoes physical examination and submission of laboratory result	CBC – P200.00 UA- P100.00 FA- P100.00	15 MINUTES	Marites Ramirez Public Health Nurse/Nurse I Rural Health Unit
5. Receives Medical Certificate	5. Records and release Medical Certificate	Medical Certificate- P100.00	5 MINUTES	Marites Ramirez PHN Rural Health Unit
	TOTAL	Depends on the transaction	2 HOURS	

➤ **PROVISION OF LABORATORY**

OFFICE / DIVISION:	Office of the Municipal Health Services	
CLASSIFICATION:	Simple	
TYPE OF TRANSACTION:	Government to Citizen	
WHO MAY AVAIL:	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	None	5 MINUTES	Mary Rose G. Bacani Medical Technologist Delfin Albano Memorial Hospital
2. Presents laboratory request for laboratory test	2. Advice patient to pay laboratory fee and obtain official receipt	None	5 MINUTES	Grace C. Pataray Billing Clerk Delfin Albano Memorial Hospital
3. Patient undergoes specimen collection	3. Labelling and conduct of specimen collection	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 CHOLE-P100.00 Uric Acid-P200.00	30 MINUTES	Mary Rose G. Bacani Medical Technologist Delfin Albano Memorial Hospital
4. Wait for the result of the laboratory test	4. Processing and conduct testing of specimen	None	30 MINUTES	Mary Rose G. Bacani Medical Technologist Delfin Albano Memorial Hospital
5. Receives Laboratory Test result	5. Records laboratory result and releases laboratory test result	Medical Certificate- P100.00	5 MINUTES	Mary Rose G. Bacani Medical Technologist Delfin Albano Memorial Hospital
	TOTAL	Depends on the transaction	2 HOURS & 25 MINUTES	



➤ **ISSUANCE OF CERTIFICATE OF IMMUNIZATION**

OFFICE / DIVISION:	Office of the Municipal Health Services			
CLASSIFICATION:	Complex			
TYPE OF TRANSACTION:	Government to Citizen			
WHO MAY AVAIL:	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	None	5 MINUTES	Rose Basa Midwife Rural Health Unit
2. Fill-up record slip and submit immunization record Note: In the absence of immunization record of client, retrieves record to the Midwife in-charge the particular barangay	2. Advice patient to pay laboratory fee and obtain official receipt	None	5 MINUTES	Rose Basa Midwife Rural Health Unit
3. Patient undergoes specimen collection	3. Labelling and conduct of specimen collection	None	30 MINUTES	Rose Basa Midwife Rural Health Unit
4. Wait for the approved certification	4. Processing and conduct testing of specimen	None	5 MINUTES	Dr. Jennifer C. Begonia DTTB Rural Health Unit
5.Receives Certificate of	5. Records	Medical	5 MINUTES	Rose Basa



Immunization	laboratory result and releases laboratory test result	Certificate- P100.00		Midwife Rural Health Unit
	TOTAL	P 100.00	50 MINUTES	

DELFIN ALBANO MEMORIAL HOSPITAL

➤ MEDICAL CONSULTATION OF OUT-PATIENT

OFFICE / DIVISION:	Delfin Albano Community Hospital			
CLASSIFICATION:	Simple			
TYPE OF TRANSACTION:	Government to Citizen			
WHO MAY AVAIL:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Health Record Number (If available) PWD Identification Card (If applicable) Senior Citizen Identification Card (If applicable) Health Declaration (if applicable)		Delfin Albano Memorial Hospital		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Triage Area and Present Health Declaration (if applicable)	Assess and Interview the patient or SO using the COVID 19 interview sheet. Decide and instruct patient where to proceed.	NONE	3 MINUTES	Triage Nurse Delfin Albano Memorial Hospital



2. Proceed to the records section and present Health Record Number (If available)	Pull out previous/old records or issue health record number for new patient.	NONE	5 MINUTES	Staff nurse/Nursing Aide/Medical Records Officer/Clerk. Delfin Albano Memorial Hospital
3. Wait for the out-patient form and give it to the OPD Nurse/Aide	Gather data and take vital signs. <i>For pregnant who is about to deliver: Further assessment should be done by Midwife or Staff nurse (Fundic height measurement, Internal examination and others.) then follow the steps for admission process if necessary.)</i>	NONE	15 MINUTES	Staff Nurse, Midwife Delfin Albano Memorial Hospital
4. Wait for name/turn to and proceed to the consultation room.	Call the patient to proceed to the consultation room. The Physician will check the patient, provide lab/diagnostic request (if necessary) and instruct to proceed to Billing Section		15 MINUTES	Staff Nurse/Nursing Aide/Physician on Duty Delfin Albano Memorial Hospital
5. Proceed to the Billing Section and pay for the	Receives the laboratory/diagnostic	CBC- Php 200	3 MINUTES	Grace C. Pataray Billing Clerk



corresponding amount.	request, payment, provide Official receipt and instruct patient to proceed to the laboratory or radiology department.	Urinalysis- Php100		Delfin Albano Memorial Hospital
		Fecalysis- Php100		
		Blood Typing- Php100		
6. Present the laboratory/diagnostic request and official receipt. Wait for further instructions.	Receives laboratory/diagnostic request and execute the procedures and examination. Provide laboratory/diagnostic results and Instruct the patient to proceed to the out-patient department.		2 HOURS – Laboratory examination and procedures 1 DAY – X-ray Examination and procedure	Medical Technologist Radiologic Technologist Delfin Albano Memorial Hospital
7. Give the laboratory/diagnostic results to OPD Nurse/Aide and wait for instructions.	OPD Nurse/Aide will call on the patient to proceed to the consultation room. The physician will check on laboratory/diagnostic results and instruct the patient for home medications. <i>Initiate non-pharmacologic and/or pharmacologic management (if necessary).</i> For Admission: Follow		1 HOUR	Staff Nurse/Nursing Aide and Physician on Duty.



	the admission process For non-admission; Provide prescription and instruct patient to proceed to the pharmacy.			Delfin Albano Memorial Hospital
8. Proceed to the pharmacy and present prescription.	Receives prescription, dispense medicines (if available) and instruct patient.	Consultation Fee: Php100 (except for stat medications)	5 MINUTES	Lorraine Rodriguez Pharmacist Delfin Albano Memorial Hospital
9. Proceed to billing section.	Receives consultation fee and provide official receipt.		3 MINUTES	Grace C. Pataray Billing Clerk Delfin Albano Memorial Hospital
	TOTAL	Depends on consultation/ medications	Consultation with laboratory procedures and examinations- 3 HOURS and 49 MINUTES. Consultation with diagnostic procedure and examination- 1 DAY, 3 HOURS and 49 MINUTES	



➤ **EMERGENCY CASE MANAGEMENT**

OFFICE / DIVISION:	Delfin Albano Community Hospital			
CLASSIFICATION:	Simple			
TYPE OF TRANSACTION:	Government to Citizen			
WHO MAY AVAIL:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The patient may bring to the triage and treatment area provided in front of the hospital.	<p>Triage Nurse or Staff will classify the patient according to the following categories:</p> <p>a.) Emergency Case-Immediate simultaneous assessment and treatment.</p> <p>b.) Urgent Case-Assessment and treatment</p>	None	15 MINUTES	<p>Triage Nurse/Staff Nurse</p> <p>Physician on Duty, Staff Nurse, Nursing Aide</p>



	c.) Non-urgent or Ambulatory Case-Assessment and Treatment.		60 MINUTES	Physician on Duty, Staff Nurse, Nursing Aide
			3 HOURS	Physician on Duty, Staff Nurse, Nursing Aide Delfin Albano Memorial Hospital
2. Wait for further instructions.	<p>The Physician will inform the patient and/or the Significant others on what to do. (Inform the patient or Significant Others the need for admission or referral to other health facility and/or special procedures to be done). The Nurse will carry out Doctor's orders.</p> <p>For admission: follow the admission process/steps For referral: follow</p>	None	10 MINUTES	Physician on Duty, Staff Nurse



	<i>the referral process/steps</i>			Delfin Albano Memorial Hospital
	TOTAL	NONE	Emergent Case- 25 MINUTES Urgent Case- 70 MINUTES Non-urgent- 3 HOURS and 10 MINUTES	

➤ **ADMISSION FOR NORMAL SPONTANEOUS DELIVERY AND OTHER DISEASES/ILLNESSES**

OFFICE / DIVISION:	Delfin Albano Community Hospital		
CLASSIFICATION:	Simple		
TYPE OF TRANSACTION:	Government to Citizen		
WHO MAY AVAIL:	All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
PWD Identification Card (If applicable) Senior Citizen Identification Card (If applicable) PhilHealth Identification Card or Updated Member Data Record (If available) Proof of payment contribution to PhilHealth (if applicable) Properly Accomplished CF1 (if applicable) Health Declaration (if applicable) For Normal Spontaneous Delivery, submit copy of the			



following additional documents: Home Based-Maternal Records Birth certificate of Newborn				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign into the consent form	Explain the importance of consent form to the patient. Secure signature of patient or Significant Others on the consent form before admission.	None	5 MINUTES	Physician on Duty/ Staff Nurse Delfin Albano Memorial Hospital
2. Answer necessary questions.	The Physician will Gather additional information like patient and family history. Fill up assigned pages on the admission chart and hand over to the staff nurse.	None	15 MINUTES	Physician on Duty Delfin Albano Memorial Hospital
3. Wait for further instructions and management. Provide necessary documents if needed.	Receives the admission chart, log the patient in the admission logbook, fill up other entries in the admission forms and carry out Doctor's orders. If the patient is a member or dependent with active PhilHealth- secure	None	1 HOUR	Staff Nurse



	PhilHealth ID or Member Data Record, fill up member eligibility form and instruct the Significant Other to proceed to the PhilHealth Assistance Desk.			Delfin Albano Memorial Hospital
4. The Significant Other will proceed to the PhilHealth Assistance Desk and give the filled-up Member Eligibility Form.	Log in to the PhilHealth Portal and check for member eligibility. Print out PhilHealth Benefit Eligibility Form (PBEF) and hand over to Significant Other. Update the patient with information provided by PhilHealth and instruct to proceed to the Emergency Room or Treatment Room.	None	10 MINUTES	Grace C. Pataray Billing Clerk, PhilHealth In-charge Delfin Albano Memorial Hospital
5. Give the printed PhilHealth Benefit Eligibility Form (PBEF) and wait for assistance.	Receives printed PhilHealth Benefit Eligibility Form (PBEF) and attach to the admission forms. Assist the patient to the designated area. <i>For Normal Spontaneous Delivery:</i>	None	10 MINUTES	Staff Nurse, Midwife, Institutional worker



	<i>Labor Room/Delivery Room</i>			
	<i>For Other Cases: Ward</i>			Delfin Albano Memorial Hospital
	TOTAL:	NONE	1 HOUR and 40 MINUTES	

➤ **IN-PATIENT OR EMERGENCY ROOM DISCHARGE S AND REFERRAL TO OTHER HEALTH INSTITUTIONS**

OFFICE / DIVISION:	Delfin Albano Community Hospital			
CLASSIFICATION:	Simple			
TYPE OF TRANSACTION:	Government to Citizen			
WHO MAY AVAIL:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
PWD Identification Card (If applicable) Senior Citizen Identification Card (If applicable) PhilHealth Identification or Updated Member Data Record (If applicable) Proof of payment contribution to PhilHealth (if applicable) Properly Accomplished CF1 (if applicable) For Normal Spontaneous Delivery- bring the following additional documents: Home Based-Maternal Records Birth certificate of Newborn				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Wait for the order of the	The Physician will	None	15 MINUTES	Physician on Duty



physician on duty if for referral to other health facility or for discharge (May Go Home).	assess and inform the patient and Significant Other the need for referral or for discharge (May Go Home).			Delfin Albano Memorial Hospital
2. Wait for the ward Nurse for further instructions.	Nurse will carry out doctor's order and prepare Statement of Account and discharge slip. The nurse will also instruct the Significant Other. to proceed to the billing section together with the Statement of Account (SOA), discharge slip, and printed PhilHealth Eligibility Form (PBEF) if available.	None	15 MINUTES	Staff Nurse, Nursing Aide Delfin Albano Memorial Hospital
3. Proceed to the Billing section and give the documents to the billing clerk. Pay for the corresponding amount.	Checks the data input in accounting system Statement of Account (SOA) to ensure the accuracy of final bill. calculate bills receivable (Order amounts, discount	FOR IN-PATIENT AND EMERGENCY ROOM DISCHARGE OR MAY GO HOME (MGH) :	15 MINUTES	Grace C. Pataray Billing Clerk, PhilHealth In-charge



	<p>rates, etc.).</p> <p>If with valid PhilHealth, the Statement of Account (SOA) and other attached documents will be forwarded to the PhilHealth In-charge.</p> <p>If without PhilHealth and for referral to other hospital- receives payment and issue official receipt and instruct the Significant Other to proceed to ward or Emergency Room.</p>	<p><u>Confinement Fee for In-patient-</u> Php 300 (excluding used medicines, supplies, laboratory and diagnostics, and other procedures)</p> <p><u>Emergency Room Fee for ER Patient-</u> Php 100 <i>Free for patient with active PhilHealth</i></p> <p><i>Other Municipality</i> <u>Confinement Fee for In-patient-</u> Php 400 (excluding used medicines, supplies, lab and diagnostics, and other</p>		
--	--	--	--	--



		<p>procedures)</p> <p><u>Emergency Room Fee for ER Patient-</u> Php 100 <i>Free for patient with active PhilHealth</i></p> <p>FOR PATIENT REFERRAL TO OTHER HEALTH INSTITUTION-</p> <p><u>Confinement Fee for In-patient-</u> Php 300 (excluding used medicines, supplies, lab and diagnostics, and other procedures)</p> <p><u>Emergency Room Fee for ER Patient-</u> Php 100</p>		
--	--	--	--	--



		<p>Other Municipality Confinement fee- Php 400 (excluding used medicines, supplies, lab and diagnostics, and other procedures)</p> <p><u>Emergency Room Fee for ER Patient-</u> Php 100</p> <p><u>Ambulance Conduction Fee-</u> Php 500 (within the province). Outside the province and the region-the gasoline consumption will be shouldered by the patient.</p>		Delfin Albano Memorial Hospital
4. Sign in the PhilHealth Claim or Pay in Cash and proceed to Emergency Room or Ward. Wait for	Receives and check the accomplished PhilHealth claim, Official Receipt, and	None	20 MINUTES	Staff Nurse, Ambulance Driver



<p>further instructions.</p>	<p>discharge slip.</p> <p>For In-patient and emergency room discharge/May Go Home (MGH) <i>-discharge and instruct home medications and facilitate health teaching.</i></p> <p>For Patient Referral to other health institution <i>-transfer patient to other health facility using the ambulance service.</i></p>			
	TOTAL:	Depends on medication	1 HOUR and 5 MINUTES	Delfin Albano Memorial Hospital

➤ **ISSUANCE OF MEDICAL CERTIFICATE FOR EMPLOYMENT AND ISSUANCE OF MEDICAL CERTIFICATE/ABSTRACT FOR OTHER PURPOSES.**

OFFICE / DIVISION:	Delfin Albano Community Hospital
CLASSIFICATION:	Simple
TYPE OF TRANSACTION:	Government to Citizen
WHO MAY AVAIL:	All
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	



Health Record Number (If available) PWD Identification Card (If applicable) Senior Citizen Identification (If applicable)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the records section and present Health Record Number (If available) NOTE: For client securing medical certificate for employment-follow the steps from 1 to 7. For client securing medical certificate/abstract for other purposes- follow the steps from 1 to 4.	Pull out previous/old records or issue health record number for new patient.	None	5 MINUTES	Staff nurse/Nursing Aide/Medical Records Officer/Clerk Delfin Albano Memorial Hospital
2. Wait for OPD form and health record number and present it to the OPD Nurse/Aide	For issuance of med. Cert. for employment- Gather data and take vital signs. Instruct the patient/client to wait for his/her turn. For issuance of medical	None	10 minutes	Staff Nurse, Midwife



	<p>certificate/abstract for other purposes- receives OPD form and take note of concerns. Instruct patient to wait for his or her turn.</p> <p>Call the patient to proceed to the consultation room.</p>			Delfin Albano Memorial Hospital
3. Wait for your name/turn to be called and proceed to consultation room.	<p>Call the patient to proceed to the consultation room.</p> <p>The Physician will conduct the following according to patient needs:</p> <p>For issuance of med. Cert. for employment - The Physician will check the</p>	None	15 MINUTES	Staff Nurse/Nursing Aide/Physician on Duty.



	<p>patient, instruct and provide laboratory/diagnostic request and instruct the patient to proceed to the billing section.</p> <p>For issuance of medical certificate/abstract for other purposes- issue medical certificate/abstract and instruct patient to proceed to the billing section.</p>			
4. Proceed to the Billing Section. Pay for the corresponding amount.	For issuance of med. Cert. for employment - receives the laboratory/diagnostic request, payment, provide Official receipt and instruct patient to proceed to the	<p>CBC- Php 200</p> <p>Urinalysis- Php 100</p> <p>Fecalysis- Php100</p> <p>Blood Typing- Php100</p> <p>Pregnancy Test- Php 100</p> <p>NS1-</p>	5 MINUTES	<p>Delfin Albano Memorial Hospital</p> <p>Grace C. Pataray Billing Clerk</p>



<p>laboratory department and/or to the radiology department room.</p> <p>For issuance of medical certificate/abstract for other purposes- receives the properly filled up medical certificate/abstract and payment. Log into the medical certificate logbook and provide control number. Produce a copy for filling. Release the said document to the patient or significant other.</p> <p>Receives laboratory/diagn</p>	<p>Php 350</p>		
	<p>RBS- Php 100</p>		
	<p>FBS- Php 100</p>		
	<p>Cholesterol- Php 100</p>		
	<p>Uric Acid- Php 200</p>		
	<p>ECG- Php 150</p>		
	<p>X-ray- Php 350/view</p>		
	<p>Rapid Antigen- Php 1,200</p>		
<p>Med. Cert- Php 100</p>			



	<p>ostic request and execute laboratory/diagnostic procedures and procedures. Provide laboratory/diagnostic results and Instruct the patient to proceed to the out-patient department.</p>			<p>Delfin Albano Memorial Hospital</p>
<p>5. Present the laboratory/diagnostic request and official receipt. Wait for further instructions</p>	<p>Call the patient to proceed to the consultation room. The physician will check on laboratory/diagnostic results and issue medical certificate <i>if applicable</i>. Instruct the patient to proceed to the billing section.</p>		<p>2 HOURS – Laboratory examination and procedures 1 DAY – X-ray Examination and procedure</p>	<p>Medical Technologist Radiologic Technologist</p> <p>Delfin Albano Memorial Hospital</p>



6. Give the laboratory/diagnostic results to OPD Nurse/Aide and wait for further instructions.	Receives the medical certificate, and payment. Log into the med. cert. logbook and provide control number. Produce a copy for filling. Release the said document to the patient/client.		15 MINUTES	Staff Nurse/Nursing Aide and Physician on Duty. Delfin Albano Memorial Hospital
7. Proceed to billing section. Pay for the corresponding amount.		Php 100	3 MINUTES	Grace C. Pataray Billing Clerk Delfin Albano Memorial Hospital
	TOTAL	Depends on medication	For issuance of med. Cert. for employment (steps 1 to 7)- 1 DAY, 3 HOURS and 28 MINUTES For issuance of medical certificate/abstract for other	



2. Receive the copy of medico-legal certificate and proceed to the billing section. Pay for the corresponding amount.	Check the medico-legal certificate, produce a copy for filling, and secure receiving notes. Issue Official Receipt.	Php 100	5 MINUTES	Grace C. Pataray Billing Clerk Delfin Albano Memorial Hospital
	TOTAL	P 100.00	20 MINUTES	

➤ **AVAILMENT OF LABORATORY AND DIAGNOSTIC PROCEDURES FOR WALK-IN PATIENTS/CLIENTS**

OFFICE / DIVISION:	Delfin Albano Community Hospital			
CLASSIFICATION:	Simple			
TYPE OF TRANSACTION:	Government to Citizen			
WHO MAY AVAIL:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Laboratory and/or Diagnostic Request form				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the laboratory or diagnostic request to the OPD/ER Nurse/Aide	Check on the request and instruct the patient to proceed to the billing section.	None	2 MINUTES	Staff Nurse/Nursing Aide Delfin Albano Memorial Hospital
2. Give the request to the billing clerk and pay for the corresponding	Checks the request, calculate	CBC- Php 200	3 MINUTES	GRACE C. PATARAY Billing Clerk



amount.	the total amount of the procedures to be done, receive the payment and issue official receipt. Instruct the patient to proceed to laboratory and/or to radiology department.	Urinalysis- Php 100	Delfin Albano Memorial Hospital
		Fecalysis- Php100	
		Blood Typing- Php100	
		Pregnancy Test- Php 100	
		NS1- Php 350	
		RBS- Php 100	
		FBS-P Php 100	
		Cholesterol- Php 100	
		Uric Acid- Php 200	
		ECG- Php 150	
		X-ray- Php 350/view	
		Rapid Antigen- Php 1,200	



<p>3. Present the laboratory/diagnostic request and official receipt. Wait for further instructions.</p>	<p>Receives laboratory/diagnostic request and execute the procedures. Provide lab results and Instruct the patient to proceed to the out-patient department.</p>	<p>None</p>	<p>2 HOURS – Laboratory examination and procedures 1 DAY – X-ray Examination and procedure</p>	<p>Medical Technologist, Radiologic Technologist Delfin Albano Memorial Hospital</p>
	<p>TOTAL</p>	<p>Depends on diagnostic procedures</p>	<p>Availment of Laboratory procedures and examinations – 2 HOURS and 5 MINUTES Availment of Diagnostic procedures and examinations – 1 DAY and 5 MINUTES</p>	



➤ **ADMISSION OF COVID-19 SUSPECT, PROBABLE, AND CONFIRMED ASYMPTOMATIC AND MILD PATIENT**

OFFICE / DIVISION:	Delfin Albano Community Isolation Unit			
CLASSIFICATION:	Simple			
TYPE OF TRANSACTION:	Government to Citizen			
WHO MAY AVAIL:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Patient shall be brought to the DACIU by Ambulance and proceed to DACIU admission room.	Receive and assess patient and refer to Physician on duty.	None	15 MINUTES	Staff Nurse/Nursing Aide Delfin Albano Memorial Hospital
2. Sign in to Consent Form	1. Secure consent for admission 2. Carry out Doctor's Orders 3. Collect specimen for routine laboratory and endorse to Medical technologist 4. Receive lab result and refer to patient.	None	1 HOUR	Staff Nurse/Nursing Aide



	5. Provide Health Education			Medical Technologist, Radiologic Technologist Delfin Albano Memorial Hospital
3. Proceed to designated room	Assist and Inform patient for the facility rules and regulations and emphasize minimum health standards.	None	30 MINUTES	Staff Nurse/Nursing Aide Delfin Albano Memorial Hospital
	TOTAL	NONE	1 HOUR and 45 MINUTES	

➤ **PROCESS OF DISCHARE OR REFERRAL OF ADMITTED COVID-19 SUSPECT, PROBABLE, AND CONFIRMED ASYMPTOMATIC AND MILD PATIENT**

OFFICE / DIVISION:	Delfin Albano Community Isolation Unit			
CLASSIFICATION:	Simple			
TYPE OF TRANSACTION:	Government to Citizen			
WHO MAY AVAIL:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receive notification from Nurse on duty for possible	1. Carry out Doctors order of possible discharge or referral	None	5 MINUTES	Physician/Staff Nurse/Nursing Aide



<p>discharge or referral.</p>	<p>For May Go Home (MGH)</p> <ol style="list-style-type: none"> 1. Health teachings should be done 2. Inform Patient what time he/she will be picked up by relatives. 3. Home meds shall be given if applicable <p>For Transfer to other Facility:</p> <ol style="list-style-type: none"> 1. Inform patient and relatives for possible transfer. 2. Inform other staff like IW and ambulance driver 3. Communi-cate and endorse patient to referral facility. 4. Conduct transfer of patient. 		<p>1 hour</p> <p>It depends on the availability of slot of the referral facility</p>	<p>Physician/Staff Nurse/Nursing Aide</p> <p>Physician/Staff Nurse/Nursing Aide</p>
-------------------------------	--	--	--	---



	TOTAL	NONE	For MGH patient- 1 HOUR and 5 MINUTES For Transfer of Patient- It depends on the availability of slot of the referral facility	
--	--------------	-------------	---	--



OFFICE OF THE MUNICIPAL SOCIAL WELFARE AND DEVELOPMENT

The office is the frontline in the provision of basic social services and support to the needy, vulnerable, disadvantaged individuals, families and communities. It also takes care of programs to enforce the rights of women, children, elderly, youth and disabled. It is in the forefront in relief and rehabilitation activities in times of natural and man-made calamities.



➤ **PROVISION OF ASSISTANCE TO INDIVIDUAL IN CRISIS SITUATION**

OFFICE / DIVISION:		Office of the Municipal Social Welfare & Development		
CLASSIFICATION:		Simple		
TYPE OF TRANSACTION:		Government to Citizen		
WHO MAY AVAIL:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Medical Certificate		Requesting Party, Hospital		
Referral slip from Mayor's Office		Office of the Mayor		
Residence Certificate		Office of the Municipal Treasurer		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign client logbook	Assist client to sign-in	None	5 MINUTES	Officer of the day Warren D. Ressurreccion Contract of Service Social Welfare Development Office
2. Intake interview for the accomplishment of Form 200	Accomplish intake form	None	10 MINUTES	Mary Ann A. Puyot Admin Aide III Jayson F. Hernandez Admin. Aide III Marites B. Obedoza Social Welfare Aide Fresma D. Casayuran SWA/MPO-Designate



				Vanessa Gay A. Acosta, RSW SWO I Haydee G. Viernes, RSW SWO II Social Welfare Development Office
3. Wait for processing of your papers at the designated waiting area while MSWDO staff facilitate processing of documents	Prepare & accomplish form 200 & vouchers	None	15 MINUTES	Rosalie I. Marquez, RSW MSWDO Social Welfare Development Office
4. Get financial assistance cash/ check at the Treasurer's Office	Ensure that client receive his/her financial assistance	None	10 MINUTES	Henry V. Dumaua, CPA OIC-Municipal Treasurer Treasury office
	TOTAL	NONE	40 MINUTES	

➤ **PREPARATION OF SOCIAL CASE STUDY REPORT/ ASSESSMENT FOR MEDICAL / BURIAL / EDUCATIONAL ASSISTANCE FROM DIFFERENT GOVERNMENT AGENCIES**

This is a requirement for families who wish to avail of medical / burial/ educational assistance from the different government agencies.

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



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Medical Abstract/ medical certificate				
Hospital Statement of Account				
Personal Letter Request				
Prescriptions				
Certificate of indigency				
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	Officer of the Day Warren Resurrecion COS Jayson F. Hernandez Admin Aide III Social Welfare Development Office
2. You will be interviewed for the social case study report	Interview client & accomplish intake form	None	10 MINUTES	Fresma D. Casayuran SWA Mary Ann A. Puyot Admin Aide III Marites B. Obedoza Social Welfare Aide Social Welfare Development Office
3. Home visit and preparation of the Social case Study Report	Conduct home visitation & validation	None	1 DAY	Vanessa Gay A. Acosta, RSW SWO I



				Haydee G. Viernes, RSW SWO II Social Welfare Development Office
4. Get social case study and go to the Mayor's Office to obtain Mayor's Endorsement		None	5 MINUTES	Fresma D. Casayuran SWA Vanesa Gay A. Acosta, RSW SWO I Haydee G. Viernes, RSW SWO II Rosalie L. Marquez, RSW MSWDO Social Welfare Development Office
	TOTAL	NONE	1 DAY, 25 MINUTES	

➤ **ISSUANCE OF SENIOR CITIZEN'S IDENTIFICATION CARD (ID)**

The senior citizen's identification card, purchase booklet for groceries and medicines is issued to individuals identified as beneficiaries to avail of benefits embodied in the senior citizen's law.

OFFICE / DIVISION:	Office of the Municipal Social Welfare & Development
CLASSIFICATION:	Simple
TYPE OF TRANSACTION:	Government to Citizen
WHO MAY AVAIL:	All
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE



Birth Certificate Application Form		Respective Barangay 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	None	10 MINUTES	Vanesa Gay Acosta, RSW SWO-I Marites B. Obedoza Social Welfare Aide Senior Citizen Office
3. Wait while the OSCA Staff facilitate the completion of the Identification Card		None	20 MINUTES	Vanesa Gay Acosta, RSW SWO-I Marites B. Obedoza Social Welfare Aide
4. Get Identification Card	Issue ID	None	10 MINUTES	Vanesa Gay Acosta, RSW SWO I Marites B. Obedoza Social Welfare Aide Nieto M. Guillen OSCA Head Senior Citizen Office
	TOTAL	NONE	45 MINUTES	



➤ **ISSUANCE OF PERSON'S WITH DISABILITY (PWD) IDENTIFICATION CARD (ID), PURCHASE BOOKLET FOR MEDICINES AND GROCERIES**

The PWD ID, purchase booklet for groceries and medicines is issued to individuals identified as beneficiaries to avail of benefits embodied in the PWD law.

OFFICE / DIVISION:	Office of the Municipal Social Welfare & Development			
CLASSIFICATION:	Simple			
TYPE OF TRANSACTION:	Government to Citizen			
WHO MAY AVAIL:	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 PDAO /PWD Focal Person	Assist client to fill up form	None	5 MINUTES	Marites B. Obedoza Social Welfare Aide
2. Go to the Persons Disability Affairs Office for signature	Affix signature	None	10 MINUTES	
3. Wait while the Staff facilitate the completion of the Identification Card and purchase booklet for medicine/groceries		None	20 MINUTES	Warren D. Resurreccion Contract of Service
4. Get Identification Card & purchase booklet	Issue ID & purchase booklet	None	10 MINUTES	Vanessa Gay A. Acosta SWO-I
	TOTAL	NONE	45 MINUTES	



➤ 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.

OFFICE / DIVISION:	Office of the Municipal Social Welfare & Development			
CLASSIFICATION:	Simple			
TYPE OF TRANSACTION:	Government to Citizen			
WHO MAY AVAIL:	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	Officer of the day or Warren D. Resurreccion Contract of Service Social Welfare Development Office
2. Accomplish application form after which you will be interviewed		None	20 MINUTES	Jayson F. Hernandez Job Order Employee Mary Ann A. Puyot Admin Aide III Haydee G. Viernes, RSW SWO II



3. Wait for the processing of Identification card		None	10 MINUTES	Rosalie L. Marquez, RSW MSWDO or Haydee G. Viernes SWO II Social Welfare Development Office
4. Get Identification Card	Issue ID	None	5 MINUTES	Haydee G. Viernes SWO-II Social Welfare Development Office
	TOTAL	NONE	45 MINUTES	

➤ **ISSUANCE OF CERTIFICATE OF INDIGENCY**

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

OFFICE / DIVISION:	Office of the Municipal Social Welfare & Development			
CLASSIFICATION:	Simple			
TYPE OF TRANSACTION:	Government to Citizen			
WHO MAY AVAIL:	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	2 MINUTES	Officer of the Day Warren D. Resurreccion Contract of Service



				Social Welfare Development Office
2. You will be interviewed for the purpose of securing certification		None	7 MINUTES	Mary Ann A. Puyot Admin. Aide III or Rosalie L. Marquez MSWDO Social Welfare Development Office
3. Get the certification of Indigency		None	1 MINUTE	Jayson F. Hernandez Admin Aide III Social Welfare Development Office
	TOTAL	NONE	10 MINUTES	

➤ PRE-MARRIAGE COUNSELING SERVICES

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

OFFICE / DIVISION:	Office of the Municipal Social Welfare & Development			
CLASSIFICATION:	Simple			
TYPE OF TRANSACTION:	Government to Citizen			
WHO MAY AVAIL:	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	Warren D. Resurreccion Contract of Service



				Social Welfare Development Office
2. Intake interviews of client		None	7 MINUTES	Fresma D. Casayuran SWA/MPO Designate
3. Conduct marriage expectation and inventory		None	10 MINUTES	Social Welfare Development Office
4. Counseling Proper		None	4 HOURS	Randy B. Coloma, RN Eulador G. Tumamao, RN Rosalie L. Marquez, RSW PMC Counselors
5. Issuance of Pre-marriage counseling certificate		None	3 MINUTES	Fresma D. Casayuran SWA/MPO Designate Social Welfare Development Office
6. Submission of PMC certificate to the Office of the Municipal Civil Registrar		None	2 MINUTES	Marlon T. Mata MCR MCR Office
	TOTAL	NONE	4 HOURS, 27 MINUTES	



OFFICE OF THE MUNICIPAL DISASTER RISK REDUCTION AND MANAGEMENT (MDRRMO)



➤ **REQUEST FOR EMERGENCY MEDICAL SERVICES (EMS) & SEARCH AND RESCUE (SAR) ASSISTANCE**

OFFICE / DIVISION:	Municipal Disaster Risk Reduction and Management Office (MDRRMO) & Delfin Albano Rescue Team 13 (DART13)			
CLASSIFICATION:	Simple			
TYPE OF TRANSACTION:	Government to Citizens; Agency to Agency			
WHO MAY AVAIL:	Anyone			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
NONE				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Call the Delfin Albano Rescue Team 13 Hotlines or Walk – in; Letter of Request for EMS/SAR Assistance) if available	1. Let the Client Sign-in on the Logbook. 2. Received the Letter of Request (if available) 3. Ask the details of the event/s that needs EMS Assistance For the Preparation before the day of the	None	5 Minutes	Patrick B. Madrid LDRRMO II or Ligaya A. Agcaoili LDRRMA or Jhon Eric M. Salvador Comm. Equip. Optr II/Operations and Warning Officer-Designate or Heherson Ecludyer F. Baquiran, RN Rescue Chief, DART13 or Nathaniel G. Barrozo Admin. Aide III / Admin & Training Officer – Designate or Norelyn B. Argonza COS/DRRM Staff



	<p>Event:</p> <ol style="list-style-type: none"> 1. Activation of Incident Command System (ICS) 2. Incident Briefing 3. Tactics Meeting 4. Preparing for Planning Meeting 5. Planning Meeting 6. Incident/Event Action Plan Preparation and Approval 7. Operational Period Briefing 8. Execute Plan & Assess Progress 9. Check -In (ICS Form 211) 10. Deployment 11. Demobilization (ICS Form 221) 		30 minutes	<p>DRRM and DART13 Personnel (Augmentation)</p> <p>(Other Frontliners like BFP, PNP and other EMS/SAR allied personnel may include in augmentation)</p>
	TOTAL	None	35 minutes	



➤ **REQUEST FOR EMERGENCY MEDICAL SERVICES (EMS) & SEARCH AND RESCUE with URGENCY**

OFFICE / DIVISION:	Municipal Disaster Risk Reduction and Management Office (MDRRMO) & Delfin Albano Rescue Team 13 (DART13)			
CLASSIFICATION:	Simple			
TYPE OF TRANSACTION:	Government to Citizens; Agency to Agency			
WHO MAY AVAIL:	All			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
NONE				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Call the Delfin Albano Rescue Team 13 Hotlines and tell the emergency situation / Walk-in: Specific Location or landmarks of the Incident/Accident;</p> <p>Details on Mechanism of Injury (MOI) or Nature of Illness (NOI)</p> <p>Number of patients involved;</p> <p>Name of Caller(s)</p> <p>For SAR: Detailed identity of victim/s, Age,</p>	<p>Received call and verifying the MOI and NOI</p> <p>For Trauma and Medical: Do the Primary Assessment</p> <p>For Trauma: Rapid Trauma Assessment (Head to Toe – Detailed Examination)</p> <p>Check Vital Signs</p>	<p>None</p>	<p>2 Minutes</p> <p>1 minute on the scene (if critical)</p> <p>10 minutes golden time in</p>	<p>DART13 On-Duty Dispatcher / Call Taker</p> <p>DART13 On-duty Emergency Medical Responders</p> <p>For SAR: On-call SAR Technician</p>



	<p>Upon enroute: (for conscious patients) Secondary Assessment OPQRST (Onset, Provocation, Quality, Radiation, Severity, and Time);</p> <p>And</p> <p>SAMPLE History (Signs and Symptoms, Allergies, Medication, Past Medical History, Last Oral Intake, Events leading to Illness)</p> <p>Drowning Incident For Search & Retrieval Operation: Augmentation, Activation of ICS and Preposition of</p>		<p>2 minutes BLS-CPR with Automated External Defibrillator (5 cycles)</p>	<p>DART13 On-duty Emergency Medical Responders</p>
--	---	--	---	---



	SAR Equipment For Unconscious Patient/Victim: Perform Basic Life Support with AED			
	TOTAL	None	15 minutes	

➤ **REQUEST FOR DISASTER PREPAREDNESS TRAININGS AND SEMINARS**

OFFICE / DIVISION:	Municipal Disaster Risk Reduction and Management Office (MDRRMO) & Delfin Albano Rescue Team 13 (DART13)			
CLASSIFICATION:	Simple			
TYPE OF TRANSACTION:	Government to Citizens; Agency to Agency			
WHO MAY AVAIL:				
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
Communication Letter				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Letter of Request on conduct of Training	1. Let the Client Sign-in on the Logbook. 2. Received the Letter of Request 3. Ask how many participants and venue (Training Preparations)	None	5 Minutes -	Patrick B. Madrid LDRRMO II or Ligaya A. Agcaoili LDRRMA or Nathaniel G. Barrozo Admin. Aide III / Admin & Training Officer – Designate or Norelyn B. Argonza COS/DRRM Staff
	TOTAL	None	5 minutes	



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 (MTO).



➤ 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.

Office or Division:	Sangguniang Bayan Secretary Office			
Classification:	Simple, Complex, Highly Technical			
Type of Transaction:	G2C- Government to Citizen / G2G – Government to Government			
Who may Avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Incoming communications and legislative documents with transmittal or receiving copy		None		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Clients Log Book / Logging-in of Clients	1. Give the log book to the client	none	5 minutes	Felisa R. Acosta Admin. Aide II Sb Secretary Office
	2. Receive and record incoming communications & legislative documents.	none	20 minutes	Jayson M. Salvador Records Officer I Sb Secretary Office
	3. Route/Refer communications or legislative documents to concerned person/s or committee/s.	none	15 minutes	Jayson M. Salvador Records Officer I Sb Secretary Office or Atty. Ruben M. Dumlao SB Secretary SB Secretary Office
	4. Action of concerned	none	-Within 10 days after receipt of	Concerned person/committee



	person/committee.		letter -Within 30 days upon receipt of legislative documents	Sangguniang Bayan Office
	5. Prepare answer to received communication or review action to legislative document.	none	5 hours for communications; & 30 minutes for review actions	Aldwin C. Balubal Board Secretary I SB Secretary Office or Abegail R. Aguinaldo Admin. Aide IV SB Secretary Office
	6. File communication or legislative document in incoming file folder	none	15 minutes	Jayson M. Salvador Records Officer I SB Secretary Office or Maricris R. Buela Admin. Aide II SB Secretary Office
	7. Mail/deliver outgoing communication or review action	none	1 hour for mailing; 5 hours for delivery	Maricris R. Buela Admin. Aide II SB Secretary Office
	8. Recording of outgoing communications.	none	15 minutes	Jayson M. Salvador Records Officer I SB Secretary Office or Roderick G. Acojido L.L.S.E.II SB Secretary Office
	9. File duplicate/received copy in outgoing	none	10 minutes	Jayson M. Salvador Records Officer I SB Secretary Office



	communication file folder.			Or Maricris R. Buela Admin. Aide II SB Secretary Office
	TOTAL:		30 days and 12 hours	

➤ **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.

Office or Division	: Sangguniang Bayan Secretary Office			
Classification	: Simple			
Type of Transaction	: G2C- Government to Citizen			
Who may Avail	: All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Photocopy of latest CR/MVRR issued by LTO for old applicants and Delivery Receipt for New Applicants		Applicant's documents		
Community Tax Certificate for Current Year		Municipal Treasurer's Office – Clerk Section		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presentation of necessary documents	1. Verify received documents	None	5 minutes	Aldwin C. Balubal Board Secretary I SB Secretary Office



	2. Assess fees.	None	5 minutes	or Roderick G. Acojido L.L.S.E. II SB Secretary Office or Abegail R. Aguinaldo Admin. Aide IV
2. Presentation of assessment form	3. Pay fees	<u>For Delfin Albano:</u> Annual Franchise Fee-P300.00 Number Sticker-P50.00 Fare Matrix-P50.00 Penalty: P50.00 for 1 st month and P10.00 for @ succeeding month <u>For D.A.- Tumauni:</u> Annual Franchise Fee-P150.00 Number Sticker-P50.00 Penalty:	30 minutes	Errol M. Briones License Inspector I Office of the Mun.Treasurer or Christoper T. Gabriel Meter Reader I Office of the Mun.Treasurer



		P50.00 for 1 st month and P10.00 for @ succeeding month		
3. Presentation of Official Receipt	4. Encode MTOP	None	10 minutes	Abegail R. Aguineldo Admin. Aide IV SB Secretary Office or Roderick G. Acojido L.L.S.E. II Sb Secretary Office
	5. Verify franchise.	None	5 minutes	Aldwin C. Balubal Board Secretary I SB Secretary Office
	6. Confirm franchise.	None	5 minutes	Atty. Ruben M. Dumlaog SB Secretary SB Secretary Office
	7. Approve franchise.	None	10 minutes	Hon. Thomas A. Pua Jr. Municipal Vice Mayor SB Secretary Office
	8. Record and release franchise.	None	5 minutes	Abegail R. Aguineldo Admin. Aide IV SB Secretary Office or Roderick G. Acojido L.L.S.E. II SB Secretary Office
	9. Issue tricycle stickers & fare matrix.	None	20 minutes	Abegail R. Aguineldo Admin. Aide IV SB Secretary Office or Roderick G. Acojido



				L.L.S.E. II SB Secretary Office
	TOTAL:		1 Hour & 45 minutes	

➤ **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, specifically 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.

Office or Division	: Sangguniang Bayan Secretary Office			
Classification	: Highly Technical			
Type of Transaction	: G2C- Government to Citizen			
Who may Avail	: Barangay Officials			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Verified (notarized) complaint which shall contain the following: a. Full name and address of the complainant b. Full name, address and position of the person complained c. Narrative of the relevant and material facts which shows the acts or omissions allegedly committed; d. Certified true copies of documentary evidence and affidavits of his witnesses, if any; and e. Certification or statement of non-forum shopping.				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Complainant files verified complaint at the SB Secretary Office	1.Receiving & recording of verified complaint.	None	15 minutes	Aldwin C. Balubal 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	Atty. Ruben M. Dumlao 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 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	Respondent
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	Sangguniang Bayan



			start thereof	
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 final and executor	Complainant or respondent
	TOTAL:		1 month, 32 days & 15 minutes	

➤ 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.

Office or Division	:	Sangguniang Bayan Office
Classification	:	Simple
Type of Transaction	:	G2C- Government to Citizen , G2G – Government to Government
Who may Avail	:	All
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Request for medical Assistance:		
Request letter duly noted by the Punong Barangay		Client/ Barangay Office
Medical Certificate		Hospital (Private/Public)



Certificate of Indigency		Barangay			
Hospital billing statement		Hospital (Private/Public)			
Estimates of expenses		Hospital (Private/Public)			
Request for Educational Assistance:					
Request letter duly noted by the Punong Barangay		Client/ Barangay Office			
Enrollment card		School (Private/Public)			
Assessment form		School (Private/Public)			
Copy of grades		School (Private/Public)			
Request for miscellaneous Assistance:					
Request letter duly noted by the Punong Barangay or Agency Head		Office of the Punong Barangay			
Cost estimates		Office of the Municipal Engineer			
Bill of materials		Office of the Municipal Engineer			
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	Roderick G. Acojido L.L.S.E. II Sangguniang Bayan Office Or Felisa R. Acosta Admin. Aide II Sangguniang Bayan Office	
2. Present request letter	2. Receive and record letter request	None	15 minutes		
3. Proceed to MSWD Office for the assessment of the assistance needed	3. Refer letter request to the concerned official/s	None	15 minutes		
4. Submit request letter to the Vice Mayor & Sangguniang Bayan Members	4. Secure approval of request letter to the Vice Mayor & Sangguniang Bayan Members	None	30 minutes		
5. Proceed to MSWD	5. Prepare voucher for	None	30 minutes		



Office for General Intake Sheet & Signature of the MSWD Officer	the approved request letter			
6. Obtain signature of the Municipal Mayor, Municipal Budget Officer and Municipal Treasurer	6. Sign voucher (by signatories)	None	15 minutes	Concerned Signatories
7. Record cash or check released by the Municipal Treasurer	7. Release check	None	5 minutes	Henry V. Dumaua, CPA OIC-Mun. Treasurer Office of the Mun. Treasurer
	8. Record check	None	5 minutes	Roderick G. Acojido L.L.S.E. II Sangguniang Bayan Office Or Felisa R. Acosta Admin. Aide II Sangguniang Bayan Office
	TOTAL:		2 hours	



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.



➤ **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.

OFFICE / DIVISION:	Office of the Municipal Planning and Development Coordinator/Zoning Administrator	
CLASSIFICATION:	Highly Technical	
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
	<p>BASIC REQUIREMENTS (two copies per document)</p> <p>1. <i>Duly accomplished and notarized Application Form.</i></p> <p>2. <i>Any of the following requirements:</i></p> <p style="padding-left: 20px;">a. If the property is registered in the name of applicant</p> <p style="padding-left: 40px;">a.1) Certificate of Tittle or Latest Tax Declaration</p> <p style="padding-left: 40px;">a.2) Pro-forma affidavit</p> <p style="padding-left: 20px;">b. In case the property is not registered in the name of the applicant</p> <p style="padding-left: 40px;">b.1) Duly Notarized Deed of Sale, or</p> <p style="padding-left: 40px;">b.2) Duly Notarized Deed of Donation, or</p> <p style="padding-left: 40px;">b.3) Contract of Lease, or</p> <p style="padding-left: 40px;">b.4) Affidavit of No Rental, or</p> <p style="padding-left: 40px;">b.5) Notarized Authorization to use the Land, plus</p> <p style="padding-left: 40px;">b.6) Additional Requirement</p> <p style="padding-left: 60px;">b.6.1) Owner's Certificate of Tittle or Latest Tax Declaration</p>	<ul style="list-style-type: none"> ➤ Office of the Municipal Planning & Development Coordinator ➤ Office of the Municipal Assessor ➤ Office of the Municipal Planning & Development Coordinator ➤ Owner/Client



<p>b.6.2) Pro-forma Affidavit as described on item a. b.6.3) Affidavit of Heirship c. In case the Land is under the contract of mortgage c.1) Certificate of Non-Objection from the Mortgage c.2) All stated requirements on item b which is applicable</p> <p>3. <i>Vicinity Map</i> 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</p> <p>4. <i>Site Development Plan</i> showing the project lot and its boundaries, and proposed layout of improvements therein.</p> <p>5. <i>Bill of Materials/Project Cost Estimate</i></p> <p>6. <i>Barangay Certificate</i></p> <p>ADDITIONAL REQUIREMENTS APPLICABLE (two copies per document)</p> <p>1. For <i>ALL PROJECTS</i> 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</p> <p>2. For manufacturing projects:</p>	<ul style="list-style-type: none">➤ Office of the Municipal Assessor➤ Office of the Municipal Planning & Development Coordinator➤ Mortgagor➤ To be prepared by appropriate Licensed Professional➤ To be prepared by appropriate Licensed Professional➤ To be prepared by appropriate Licensed Professional➤ Barangay Government where the project is located
---	--



<p><i>DESCRIPTION OF INDUSTRY</i> citing among others the following:</p> <ol style="list-style-type: none">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 <p>3. Environmental Compliance Certificate (ECC)/Certificate of Non-Coverage (CNC)</p> <p>4. For applications filed by authorized representative:</p> <ol style="list-style-type: none">4.1. Sworn Special Power Of Attorney for the representative to file/ follow up application, and to claim decision on the application. <p>5. Other additional documents as may be needed for projects of national significance which require a more exhaustive evaluation. (Original and/or Certified True Copy)</p>	<ul style="list-style-type: none">➤ Department of Agrarian Reform ➤ Environmental Management Bureau (EMB) ➤ Notary Public
<p>Official Receipt of Certification Fee (Original copy)</p>	<ul style="list-style-type: none">➤ 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	Fredison G. Acosta Contract of Service or Jomel P. Sagaysay Contract of Service or Emmanuel B. Delos Santos Contract of Service Office of the Municipal Planning and Development Coordinator
2. Secure and Accomplishment of Basic and Additional Requirement for Locational Clearance	Give Application form and Pro-forma Affidavit to client	None	Half Day	Mary Joy D. Albano Planning Officer I or Neil Ryan P. Gamido MPDC / MENRO / ZA Office of the Municipal Planning and Development Coordinator
3. Submit Application Form with complete documents (<i>original & photocopy</i>)	Verification as to completeness of requirements	None	1 Day	Neil Ryan P. Gamido MPDC / MENRO / ZA Office of the Municipal Planning and Development Coordinator
4. Wait for the Ocular Inspection Report	Conduct ocular inspection and validation of the project/structure site	None	7 days	Mary Joy D. Albano Planning Officer I Or Neil Ryan P. Gamido MPDC / MENRO / ZA Office of the Municipal Planning and Development Coordinator
5. Wait for the computation of fees and charges	Compute fees and charges and issue order of payment	None	1 hour	Mary Joy D. Albano Planning Officer I Office of the Municipal Planning and Development Coordinator



6. Pay Locational Clearance and required fees at the Office of the Municipal Treasurer	Issue Official Receipt upon payment	(Computed Locational Fees)	30 minutes	Errol M. Briones License Inspector I Or Christopher T. Gabriel Meter Reader I Or Miriam T. Obedoza Admin. Aide I Municipal Treasury 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 affixation of signature.	None	30 minutes	Mary Joy D. Albano Planning Officer I Office of the Municipal Planning and Development Coordinator
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 Office of the Municipal Planning and Development Coordinator
9. Wait while preparing the Locational Clearance (<i>for conforming projects only</i>) 9.1 Receive the Locational Clearance	Affix signature of the MPDC/Zoning Administrator Issue the Locational Clearance	None	3 days	Neil ryan p. Neil Ryan P. Gamido MPDC / MENRO / ZA Mary Joy D. Albano Planning Officer I Office of the Municipal Planning and Development Coordinator
	TOTAL	Computed Locational Clearance Fees	11 ½ days 2 hours 21 minutes	



➤ 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		
<ol style="list-style-type: none"> 1. Duly Notarized Application Form 2. Vicinity Map drawn to appropriate scale showing the property in question and indicating appropriate landmarks 3. TCT (or any proof of ownership or right over the land / Tax Declaration / Approved Sketch Plan 4. Barangay Certification 5. Special Power of Attorney (for Authorized Representative) 6. Official Receipt of Zoning Certification 		<ul style="list-style-type: none"> ➤ Office of the Municipal Planning and Development Coordinator ➤ To be prepared by appropriate Licensed Professional ➤ Owner/Client ➤ Office of the Punong Barangay where the property is located ➤ Notary Public ➤ 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	Fredison G. Acosta Contract of Service or



				Jomel P. Sagaysay Contract of Service or Emmanuel B. Delos Santos Contract of Service Office of the Municipal Planning and Development Coordinator
2. Present needed requirements (Original and Photocopy)	Verify authenticity of presented documents	None	Half Day	Mary Joy D. Albano Planning Officer I or Neil Ryan P. Gamido MPDC / MENRO / ZA Office of the Municipal Planning and Development Coordinator
3. Wait for the site/ocular inspection report	Conduct site/ocular inspection report	None	5 days	Mary Joy D. Albano Planning Officer I Or Neil Ryan P. Gamido MPDC / MENRO / ZA Office of the Municipal Planning and Development Coordinator
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	Mary Joy D. Albano Planning Officer I Or Neil Ryan P. Gamido MPDC / MENRO / ZA Office of the Municipal Planning and Development Coordinator



5. Wait for the computation of fees and charges	Compute fees and charges and issue order of payment	None	1 hour	Mary Joy D. Albano Planning Officer I Office of the Municipal Planning and Development Coordinator
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	Errol M. Briones License Inspector I Or Christopher T. Gabriel Meter Reader I Or Miriam T. Obedoza Admin. Aide I Municipal Treasury Office
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	Mary Joy D. Albano Planning Officer I Office of the Municipal Planning and Development Coordinator
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 Office of the Municipal Planning and Development Coordinator
9. Receive the Locational / Zoning Certificate	Issue the Locational Clearance	None		Neil Ryan P. Gamido MPDC / MENRO / ZA Office of the Municipal Planning and Development Coordinator
	TOTAL	Computed	5 ½ days 3	



		Locational Certification Fees	hours 21 minutes	
--	--	--------------------------------------	-------------------------	--

➤ **ISSUANCE OF CERTIFICATION ON EXISTING ROAD**

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

Office or Division:	Office of the Municipal Planning and Development Coordinator/Zoning Administrator			
Classification:	Complex			
Type of Transaction:	G2C, G2B, G2G			
Who May Avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
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		
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	Fredison G. Acosta Contract of Service or Jomel P. Sagaysay Contract of Service or Emmanuel B. Delos Santos Contract of Service
2. Present needed	Verify authenticity of	None	Half Day	Mary Joy D. Albano



requirements (<i>Original and Photocopy</i>)	presented documents			Planning Officer I Or Neil Ryan P. Gamido MPDC / MENRO / ZA Office of the Municipal Planning and Development Coordinator
3. Wait for the site/ocular inspection report	Conduct site/ocular inspection report	None	5 days	Mary Joy D. Albano Planning Officer I Or Neil Ryan P. Gamido MPDC / MENRO / ZA Office of the Municipal Planning and Development Coordinator
4. Wait for the computation of fees and charges	Compute fees and charges and issue order of payment	None	1 Hour	Mary Joy D. Albano Planning Officer I Office of the Municipal Planning and Development Coordinator
5. Pay Certification and required fees at the Office of the Municipal Treasurer	Issue Official Receipt upon payment	P 50.00	30 minutes	Errol M. Briones License Inspector I Or Christopher T. Gabriel Meter Reader I Or Miriam T. Obedoza Admin. Aide I Treasury Office
6. Return to the Office of the	Photocopy the Official	None	30 minutes	Mary Joy D. Albano



MPDC and show proof of payment and wait for the endorsement of Certification to the Zoning Administrator	Receipt, prepare the document and give to signatory for review and affixation of signature.			Planning Officer I Office of the Municipal Planning and Development Coordinator
7. 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 Office of the Municipal Planning and Development Coordinator
8. Receive the Certificate	Issue the Certificate	None		Neil Ryan P. Gamido MPDC / MENRO / ZA Office of the Municipal Planning and Development Coordinator
	TOTAL	P 50.00	5 ½ days 2 hours 21 minutes	

➤ 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.

Office or Division:	Office of the Municipal Planning and Development Coordinator/Zoning Administrator
Classification:	Simple
Type of Transaction:	G2C, G2B, G2G



Who May Avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request letter addressed to the Local Chief Executive		➤ Requester / Client		
Official Receipt (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	Fredison G. Acosta Contract of Service or Jomel P. Sagaysay Contract of Service or Emmanuel B. Delos Santos Contract of Service Office of the Municipal Planning and Development Coordinator
2. Give the request letter for the information of the staff who assist	Receive request letter and prepare the requested documents	None	1 Day	Mary Joy D. Albano Planning Officer I or Neil Ryan P. Gamido MPDC / MENRO / ZA
3. Pay required fees at the Office of the Municipal Treasurer	Compute required fees and issue Official Receipt upon payment.	P 50.00	30 minutes	Errol M. Briones License Inspector I Or Christopher T. Gabriel Meter Reader I Or Miriam T. Obedoza Admin. Aide I Municipal Treasury Office



4. Return to the Office of the MPDC and show proof of payment	Check Official Receipt	None	30 minutes	Mary Joy D. Albano Planning Officer I Office of the Municipal Planning and Development Coordinator
5. Wait for the MPDC review and approval of the documents request	Review and approve	None	20 minutes	Neil Ryan P. Gamido MPDC / MENRO / ZA Office of the Municipal Planning and Development Coordinator
6. Receive the documents request	Issue requested documents	None		Neil Ryan P. Gamido MPDC / MENRO / ZA Office of the Municipal Planning and Development Coordinator
	TOTAL	P 50.00	1 day 1 hour 21 minutes	

➤ **IMPLEMENTATION OF 20% ECONOMIC DEVELOPMENT FUND (EDF)**

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

Office or Division:	Office of the Municipal Planning and Development Coordinator	
Classification:	Simple	
Type of Transaction:	G2C, G2B, G2G	
Who May Avail:	All	
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	
Complete set of vouchers	➤ Concerned Office	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit voucher	Receive the voucher	None	15 minutes	Fredison G. Acosta Contract of Service or Jomel P. Sagaysay Contract of Service or Emmanuel B. Delos Santos Contract of Service or Mary Joy D. Albano Planning Officer I Office of the Municipal Planning and Development Coordinator
2. Wait while the voucher is being recorded by the staff	Check the voucher and record in the 20% EDF logbook	None	1 Day	Fredison G. Acosta Contract of Service or Jomel P. Sagaysay Contract of Service or Emmanuel B. Delos Santos Contract of Service or Mary Joy D. Albano Planning Officer I Office of the Municipal Planning and Development Coordinator
3. Wait while the voucher is being reviewed and	Review and sign the voucher	None	1 hour	Neil Ryan P. Gamido MPDC / MENRO / ZA Office of the Municipal Planning and Development



signed by the MPDC				Coordinator
4. Receive approved voucher	Release approved voucher	None		Fredison G. Acosta Contract of Service or Jomel P. Sagaysay Contract of Service or Emmanuel B. Delos Santos Contract of Service or Mary Joy D. Albano Planning Officer I Office of the Municipal Planning and Development Coordinator
	TOTAL	NONE	1 day 1 hour 15 minutes	



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.



➤ ISSUANCE OF UPDATED TAX DECLARATION

The Tax Declaration 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.

Office or Division:	Office of the Municipal Assessor			
Classification:	Simple			
Type of Transaction:	G2C, G2B, G2G			
Who May Avail:	Owners of declared real properties			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
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		
CLIENT STEPS	AGENCY ACTION	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Log Book and inform the employee about the request.	Give the logbook to the client	None	1 minute	Annavic D. Battung RCC I or Jaymark M. Padre Contract of Service or Richard B. Ramil Contract of Service
2. Wait while data is being verified at the Electronic Real Property Tax System's Data Base.	Verify name of owner on eRPTS' database or FAAS on file.	None	30 minutes	Charlie May S. Puducay Assessment Clerk II or Rhea A. Manayan Admin Aide IV or Windy C. Salvador C.O.S
3. Pay Real Property Tax and	Compute real property	Computed	30 minutes	Errol M. Briones License Inspector I



required fees at the Office of the Municipal Treasurer.	tax and issue Official Receipt upon payment.	RPT + P50.00		Office of the Treasurer or Miriam Obedoza Admin. Aide II Office of the Treasurer
4. Return to the Office of the Assessor and show proof of payment. a. Wait while TD is being prepared	Check Official Receipt; Prepare TD and let signatories review and affix signature.	None	10 minutes	Windy C. Salvador C.O.S or Charlie May S. Puducay Assessment Clerk II
5. Wait while document is endorsed for approval of the Municipal Assessor or her Alternate Officer.	Review, approve and affix signature.	None	10 minutes	Arcenyrose S. Rivera Municipal Assessor or Ohmar L. Amurao LAOO I
6. Wait while TD is being recorded and numbered. a. Receive updated Tax Declaration	Record TD Issue the TD.	None	1 minute	Rhea A. Manayan Admin Aide IV or Annavic D. Battung RCC-I or Windy C. Salvador Contract of Service or Jaymark M. Padre Contract of Service
TOTAL:		Computed RPT + P50.00	1 hour and 22 minutes	



➤ 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.

Office or Division:	Office of the Municipal Assessor			
Classification:	Simple			
Type of Transaction:	G2C, G2B, G2G			
Who May Avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Official Receipt of Certification (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 and inform the staff about the request.	Give the logbook to the client	none	1 minute	Annavic D. Battung RCC-I or Jaymark M. Padre Contract of Service or Richard B. Ramil Contract of Service
2. Wait while data is being verified at the Electronic Real Property Tax System's (eRPTS) Data Base.	Verify name of owner on database/system or FAAS on file and determine the type of certification to be issued.	None	30 Minutes	Charlie May S. Puducay Assessment Clerk II or Rhea A. Manayan Admin Aide IV or Windy C. Salvador Contract of Service
3. Pay required fees at the Office of the Municipal Treasurer.	Compute real property tax and issue Official Receipt	P50.00	30 Minutes	Errol M. Briones License Inspector I Office of the Treasurer or



	upon payment.			Miriam Obedoza Admin. Aide II Office of the Treasurer
4. Return to the Office of the Assessor and show proof of payment.	Check Official Receipt, prepare the document and let signatories review and affix their signature.	None	10 minutes	Windy C. Salvador C.O.S or Charlie May S. Puducay Assessment Clerk II
5. Wait while document is being endorsed for approval of the Municipal Assessor or her Alternate Officer.	Review, approve and affix signature.	None	10 minutes	Arcenyrose S. Rivera Municipal Assessor or Ohmar L. Amurao LAOO I
6. Wait while Certification is being recorded and numbered. 6.1 Receive updated Tax Declaration	Record the Certification. Issue the certification	None	1 minute	Rhea A. Manayan Admin Aide IV or Annavic D. Battung RCC I Windy C. Salvador Contract of Service Or Jaymark M. Padre Contract of Service or Richard B. Ramil Contract of Service
TOTAL:		P50.00	1 hour and 22 minutes	



➤ **ISSUANCE OF RE-CLASSIFICATION 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.

Office or Division:	Office of the Municipal Assessor			
Classification:	Complex			
Type of Transaction:	G2C, G2B, G2G			
Who May Avail:	Real Property Owners with Existing Record on File			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Official Receipt of Current Year Real Property Tax Payment (Original for validation and 1 set photocopy for attachment)		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 employee about the request.	Give the logbook to the client Redirect client to employee responsible of the service.	none	1 minute	Annavic D. Battung RCC I or Jaymark M. Padre Contract of Service or Richard B. Ramil Contract of Service
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	30 minutes	Charlie May S. Puducay Assessment Clerk II Or Rhea A. Manayan Admin Aide IV or Windy C. Salvador C.O.S
3. Accompany Staff in the actual inspection of the real property for	Conduct actual inspection.	None	1 day	Ohmar L. Amurao LAOO-I Or Arcenyrose S. Rivera



assessment purposes.				Municipal Assessor
4. Return to the Office of the Municipal Assessor the following day.				
5. Proceed to the Office of the Municipal Treasurer for payment of eRPT	Compute real property tax and issue Official Receipt upon payment.	Computed RPT		Errol M. Briones License Inspector I Office of the Treasurer Or Miriam Obedoza Admin. Aide II Office of the Treasurer
6. Return to the Office of the Municipal Assessor and show proof of payment. 6.1 Wait while employee prepares the documents.	Check Original Receipt Prepare the following based on inspection. <ul style="list-style-type: none"> ➤ Field Appraisal/Assessment Sheet (FAAS) ➤ Tax Declaration ➤ Notice of Assessment ➤ Actual Photos of Property 	None	1 hour	Ohmar L. Amurao LAOO-I Or Charlie May S. Puducay Assessment Clerk II or Rhea A. Manayan Admin Aide IV



7. Wait while documents are being signed by the LAOO-1 and the Mun. Assessor for her recommendation to the PAO.	Affix signature	None	10 minutes	Ohmar L. Amurao LAOO I or Arcenyrose S. Rivera Mun. Assessor
8. Wait for approval of documents for approval of the Office of the Provincial Assessor.	Submit transaction for approval	None	5 days	Ohmar L. Amurao LAOO I or Charlie May S. Puducay Assessment Clerk II or Windy C. Salvador Contract of Service
9. Receive copy of Tax Declaration.	Issue copy of Tax Declaration	None	5 minutes	Rhea A. Manayan Admin Aide IV Or Annavic D. Battung RCC I or Jaymark M. Padre Contract of Service Or Richard B. Ramil Contract of Service
TOTAL:		None	6 days, 1 hour, 45 minutes	



➤ TRANSFER OF OWNERSHIP OF TITLED LAND

An 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.

Office or Division:	Office of the Municipal Assessor			
Classification:	Complex			
Type of Transaction:	G2C, G2B, G2G			
Who May Avail:	New Owner / Buyer of Real Property			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Notarized Deed of Sale or Deed of Donation or Extra-Judicial Sale (2 sets photocopy for attachment)				
Approved Subdivision Plan (1 set photocopy for attachment)				
Certificate of Land Title (original copy for validation; 2 sets photocopy for attachment)				
Official Receipt of Real Property Tax (Original copy for validation and 1 set photocopy for attachment)		Office of the Municipal Treasurer		
Original copy of Certificate Authorizing Registration (CAR) for Validation (2 sets photocopy for attachment)		Bureau of Internal Revenue		
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 logbook to the client Redirect client to employee responsible of the service.	None	1 minute	Annavic D. Battung RCC I or Jaymark M. Padre Contract of Service or Richard B. Ramil Contract of Service
2. Present requirements.	Validate requirements.	None	20 minutes	Ohmar L. Amurao LAOO I



				Or Charlie May S. Puducay Assessment Clerk II
3. Wait while data is being verified in the Electronic Real Property Tax System's (eRPTS) Data Base.	Verify name of owner on eRPT system or FAAS on file.	None	30 minutes	Rhea A. Manayan Admin Aide IV or Windy C. Salvador Contract of Service
4. Wait while employee prepares the documents.	Prepare the following: ➤ Field Appraisal/Assessment Sheet (FAAS) ➤ Tax Declaration ➤ Notice of Assessment	None	1 hour	Ohmar L. Amurao LAOO I or Charlie May S. Puducay Assessment Clerk II
5. Pay real property tax at the Office of the Municipal Treasurer.	Compute real property tax and issue Official Receipt upon payment.			Errol M. Briones License Inspector I Office of the Treasurer or Miriam Obedoza Admin. Aide II Office of the Treasurer
6. Return to the Office of the Assessor and show proof of payment.	Check Official Receipt	None		Rhea A. Manayan Admin. Aide IV Or Windy C. Salvador Contract of Service
7. Wait while documents are being signed LAOO-1 (for confirmation of appraisal Mun. Assessor (for her recommendation to the	Review, approve and sign the transaction/documents.			Ohmar L. Amurao LAOO I and Arcenyrose S. Rivera Mun. Assessor



PAO).				
8. Submit documents at the Office of the Provincial Assessor's Office for approval 8.1 Pay transfer tax	Process documents Requires declarant to pay the following: ➤ Transfer Tax	To be computed	1 hours	Provincial Assessor's Office RCC Provincial Treasurer's Office
9. Return to the Office of the Provincial Assessor and present proof of payment. 9.1 Leave transaction and proceed to the Office of the Municipal Assessor after 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 6 days.	None	6 days	Provincial Assessor's Office
10. Receive copy of the newly approved Tax Declaration.	Issue approved Tax Declaration	None	10 minutes	Charlie May S. Puducay Assessment Clerk II Or Windy C. Salvador Contract of Service
TOTAL:		None	6 days, 3 hour, 1 minute	



➤ TRANSFER OF OWNERSHIP OF UNTITLED LAND

An 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.

Office or Division:	Office of the Municipal Assessor			
Classification:	Complex			
Type of Transaction:	G2C, G2B, G2G			
Who May Avail:	New Owner / Buyer of Real Property			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Notarized Waiver of Rights/Document of Deed of transfer (2 sets photocopy for attachment)				
Approved Subdivision Plan (1 set photocopy for attachment)				
Official Receipt of Real Property Tax (Original copy for validation and 1 set photocopy for attachment)		Office of the Municipal Treasurer		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Log Book	Give the logbook to the client	None	1 minute	Annavic D. Battung RCC I or Jaymark M. Padre Contract of Service or Richard B. Ramil Contract of Service
2. Present requirements.	Validate requirements.	None	20 minutes	Ohmar L. Amurao LAOO I or Charlie May S. Puducay Assessment Clerk II
2. Wait while data is	Verify name of owner on eRPT	None	2 hours	Windy C. Salvador



being verified in the Electronic Real Property Tax System's Data Base.	system or FAAS on file.			Contract of Service or Rhea A. Manayan Admin. Aide IV
3. Present requirements.	Evaluate the requirements submitted.	None	10 minutes	Ohmar L. Amurao LAOO I Arcenyrose S. Rivera Mun. Assessor
4. Wait while employee prepares the documents.	Prepare the following based on inspection. ➤ Field Appraisal/Assessment Sheet (FAAS) ➤ Tax Declaration ➤ Notice of Assessment	None	1 hour	Ohmar L. Amurao LAOO I or Charlie May S. Puducay Assessment Clerk II
5. Pay real property tax at the Office of the Municipal Treasurer.	Compute real property tax and issue Official Receipt upon payment.		1 hour	Errol M. Briones License Inspector I Office of the Treasurer or Miriam Obedoza Admin. Aide II Office of the Treasurer
6. Return to the Office of the Assessor and show proof of payment.	Check Official Receipt	None	5 minutes	Rhea A. Manayan Admin. Aide IV or Windy C. Salvador Contract of Service
7. Wait while documents are being signed by the LAOO-1 and the Mun. Assessor for her	Review, approve and sign the transaction/documents.			Ohmar L. Amurao LAOO I and



recommendation to the PAO.				Arcenyrose S. Rivera Mun. Assessor
8. Submit documents at the Office of the Provincial Assessor's Office for approval 8.1 Pay transfer tax	Process documents Requires declarant to pay the following: ➤ Transfer Tax	To be computed	1 hour	Provincial Assessor's Office RCC Provincial Treasurer's Office
9. Return to the Office of the Provincial Assessor and present proof of payment. 9.1 Leave transaction and proceed to the Office of the Municipal Assessor after 6 days	Verify payment and process the request. Inform the client that approved copy of transaction will be forwarded to the local Assessor's Office after 6 days.	None	6 days	Provincial Assessor's Office
10. Receive copy of the newly approved Tax Declaration.	Issue approved Tax Declaration	None	10 minutes	Charlie May S. Puducay Assessment Clerk II or Windy C. Salvador Contract of Service
TOTAL:		None	6 days, 4 hours, 16 minutes	



➤ **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.

Office or Division:	Office of the Municipal Assessor			
Classification:	Complex			
Type of Transaction:	G2C, G2B, G2G			
Who May Avail:	Real Property Owners			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Actual pictures of the subject property (1 copy of front, both sides and back)				
Bill of Materials (if available)				
Building Plan (if available)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Log Book. Inform the employee about the request.	Give the logbook to the client. Re-direct client to employee responsible of the service.	None	1 minute	Annavic D. Battung RCC I or Jaymark M. Padre Contract of Service Or Richard B. Ramil Contract of Service
2. Accompany Staff in the actual inspection of the real property for assessment purposes.	Conduct actual inspection.	None	1 day	Ohmar L. Amurao LAOO I or Arcenyrose S. Rivera Municipal Assessor



<p>3. Return to the Office of the Assessor the following day and bring required documents.</p> <p>3.1 Wait while employee prepares the documents.</p>	<p>Verify documents submitted and prepare the following based on inspection.</p> <ul style="list-style-type: none"> ➤ Field Appraisal/Assessment Sheet (FAAS) ➤ Tax Declaration ➤ Notice of Assessment ➤ Attach Actual Photos of Property 	<p>None</p>	<p>1 hour</p>	<p>Ohmar L. Amurao LAOO I Or Charlie May S. Puducay Assessment Clerk II or Rhea A. Manayan Admin Aide IV</p>
<p>4. Wait while documents are being signed by the LAOO-1 and the Mun. Assessor for her recommendation to the Provincial Assessor's Office.</p>	<p>Affix signature</p>	<p>None</p>	<p>10 minutes</p>	<p>Ohmar L. Amurao LAOO I Or Arcenyrose S. Rivera Mun. Assessor</p>
<p>5. Wait for approval of documents for approval of the Office</p>	<p>Submit transaction for approval</p>	<p>None</p>	<p>5 days</p>	<p>Ohmar L. Amurao LAOO I Or</p>



of the Provincial Assessor.				Charlie May S. Puducay Assessment Clerk II Or Windy C. Salvador C.O.S
6. Receive copy of Tax Declaration.	Issue copy of Tax Declaration	None	5 minutes	Annavic D. Battung RCC I or Windy C. Salvador Contract of Service or Jaymark M. Padre Contract of Service Or Richard B. Ramil Contract of Service
TOTAL:		None	6 days, 1 hours, 16 minutes	



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.



➤ 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

Office or Division:	Office of the Municipal Engineer	
Classification:	Highly Technical	
Type of Transaction:	G2C, G2B, G2G	
Who May Avail:	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.	
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. Together with the accomplished prescribed application form/s, the following shall be submitted to the Office of the Building Official (OBO).		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
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.		
➤ Architectural Documents		➤ Architect for Architectural Plans and documents



a. Architectural Plans/Drawings

- 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.
- Site Development Plan showing technical description, boundaries, orientation and 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
 - (k) Reserved parking for disabled persons
 - (l) Typical wall/bay sections from ground to roof
 - (m) Stairs, interior and exterior
 - (n) Fire escapes/exits
 - (o) Built-in cabinets, counters and fixed furniture
 - (p) All types of partitions
- Schedule of Doors and Windows showing their types, designations/marks, dimensions, materials, and number of sets.
- Schedule of Finishes, showing in graphic form: surface finishes specified for floors, ceilings, walls and baseboard trims for all building spaces per floor level.



- Details of other major Architectural Elements.
- b. Architectural Interiors/Interior Design
- Space Plan/s or layout/s of architectural interior/s.
 - Architectural interior perspective/s.
 - Furniture/furnishing/equipment/process layout/s.
 - Access plan/s, parking plan/s and the like.
 - Detail design of major architectural interior elements.
 - Plan and layout of interior, wall partitions, furnishing, furniture, equipment/appliances at a scale of at least 1:100.
 - 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 atleast 1:100.
 - Floor/ceiling/wall patterns and finishing details.
 - List of materials used.
 - Cost Estimates.
- c. Plans and specific locations of all accessibility facilities of scale of at least 1:100.
- 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.
- e. Fire Safety Documents
- 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.
 - Details of windows, fire exits with grilled windows and ladders.



<ul style="list-style-type: none"> • Details of fire-resistive construction of enclosures for vertical openings. • Details of fire-resistive construction materials and interior decorative materials with fire resistive/fire-retardant/fire-spread ratings • Other Related Documents <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"> • Foundation Plans and Details at scale of not less than 1:100. • Floor/Roof Framing Plans and Details at scale of not less than 1:100. • Details and Schedules of structural and civil works elements including those for deep wells, water reservoir, pipe lines and sewer system. <p>c. Structural Analysis and Design for all buildings/structures except for one storey and single detached building/structure with a total floor area of 20.00 sq.</p>	<p>➤ Civil/Structural Engineer for Civil and Structural plans and documents</p>



<p>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> <ol style="list-style-type: none"> a. Location and Site Plans b. Legend or Symbols 	<p>➤ Electrical Engineer for electrical plan and signed and sealed by Professional Electrical Engineer</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>➤ Mechanical Documents</p> <p>a. Location Plan and Key Plan</p> <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.</p> <p>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.).</p> <p>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.</p> <p>e. Plans drawn to scale of 1:100 indicating location of store rooms, fuel tanks, fire extinguishing systems, fire doors, fire</p>	<p>➤ Professional Mechanical Engineer for mechanical documents</p>



<p>escape ladders and other protective facilities.</p> <p>f. Detailed drawings of all duct work installations, indicating dampers, controls, filters, fireproofing, acoustical and thermal insulation.</p> <p>g. Detailed Plans of machinery foundations and supports drawn to scale of at least 1:50.</p> <p>h. Detailed Plans of boilers and pressure vessels with a working pressure of above 70 kPa regardless of kilowatt rating.</p> <p>i. Design Computations and Detailed Plans of elevators, escalators, and the like drawn to scale of 1:50.</p> <p>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, 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>➤ Professional Sanitary Engineer for sanitary plans</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"> • Location Plan and Site Plan • Detailed Plan and layout drawings of minimum scale 1:100 • Design Analysis and Technical Specifications • Cost Estimates <p>c. For pest and vermin control, sanitation, and pollution control facilities:</p> <ul style="list-style-type: none"> • Detailed plan, layout and drawing of abatement and control device of minimum scale 1:100 • Design analysis and technical specification • Cost Estimates 	<p>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> <ol style="list-style-type: none"> a. Location Plan and Site Plan of minimum scale 1:2000 b. Plumbing Plans, Layouts and Details, of minimum scale 1:50 c. Legend and General Notes d. Isometric drawings of the systems e. Design analysis and technical specifications f. Cost Estimates 	<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"> General layout plans with legends Single line diagram Riser diagram Isometry of the system Equipment specifications Design analysis, as applicable Cost estimates 	<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"> Vicinity Map/Location Plan Lot Plan Relocation Survey Plan and Report Line and Grade Detailed Topographic Plan of the site and immediate vicinity 	<p>➤ Geodetic Engineer for Survey and Lot Plan</p>
<p>Clearance from the government agencies exercising regulatory function. Such regulatory agencies are:</p>	
<p>➤ Locational/Zoning Clearance</p>	<p>Municipal Planning and Development Office</p>



➤ Fire Department Certificate	Bureau of Fire Protection			
➤ ECC and CNC for commercial, institution, industrial buildings and cell sites	Department of Natural Resources/Environmental Management Bureau			
➤ For building/structures exceeding 45m in heights and near airports	Air Transportation Office			
➤ For tourist oriented Projects	Philippine Tourism Authority			
➤ For Construction Safety and Health Program	Department of Labor and Employment			
➤ For projects near or above waterways, creeks and river	Barangay or Sangguniang Panglungsod			
➤ Application form for: <ul style="list-style-type: none"> • Building Permit • Electrical Permit • Sanitary /Plumbing Permit • Mechanical Permit • Electronics Permit 	Municipal Engineering Office			
In case the applicant is the registered owner of the lot: <ul style="list-style-type: none"> ➤ Certified true copy of Original Certificate of Title (OCT)/ Transfer Certificate of title ➤ Tax Declaration, and ➤ Current Real Property Tax Receipt In case the applicant is not the registered owner of the lot: <ul style="list-style-type: none"> ➤ Duly notarized copy of Contract of Lease or Deed of Absolute Sale 	Registry of Deeds Municipal Assessor's Office DENR/ LRA Notary Public			
HOW TO AVAIL OF THE SERVICE:				
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	NONE	2 MINUTES	Ernielyn T. Quiabang



	client			Contract of Service Reynald Acerit Contract of Service Engr. Merlito B. Soliman Jr. Contract of Service Arch. Jose A. Sta. Maria Contract of Service Nomer Jay S. Macalinao, CE Contract of Service Noel I. Acoba Engineering Aide I Boysen Salvador Engineering Aide I
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) Mechanical Permit (2copies) Electronics Permit (2copies)	NONE	5 MINUTES	Ernielyn T. Quiabang Contract of Service Reynald Acerit Contract of Service Engr. Merlito B. Soliman Jr. Contract of Service Arch. Jose A. Sta. Maria Contract of Service Nomer Jay S. Macalinao, CE Contract of Service Elizabeth Puducay, CE Engineer I Jet-Jesoar Bagain, CE Engineer I
B. Complying Building Permit Application				
1. Sign in the Client Log Book and submit Duly accomplished application form, including building	Give the logbook to the client and received the plans and Documentary	NONE	2 MINUTES	Ernielyn T. Quiabang Contract of Service Reynald Acerit Contract of Service



requirements with complete clearances for verification and proper evaluation	requirements for verification			Engr. Merlito B. Soliman Jr. Contract of Service Arch. Jose A. Sta. Maria Contract of Service Engr. Nomer Jay S. Macalinao Contract of Service Noel I. Acoba Engineering Aide I Boysen Salvador Engineering Aide
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	Engr. Merlito B. Soliman Jr. Contract of Service Arch. Jose A. Sta. Maria Contract of Service Nomer Jay S. Macalinao, CE Contract of Service Elizabeth Puducay, CE Engineer I Jet-Jesoar Bagain, CE Engineer I
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	If complete: Reviewed and provide order of payment If Incomplete: provide evaluation checklist stating the documents needed for the completeness of requirements	NONE	1 HOUR	Engr. Merlito B. Soliman Jr. Contract of Service Arch. Jose A. Sta. Maria Contract of Service Engr. Nomer Jay S. Macalinao Contract of Service Elizabeth Puducay, CE Engineer I Jet-Jesoar Bagain, CE Engineer I
4. Proceed to Treasurers Office, present the order of payment, pay	4. Issue Order of Payment	Refer to Order of Payment	30 MINUTES	Errol M. briones License Inspector I or



prescribed fee/s and receive official receipt (O.R.) and return to OBO	As prescribed in the implementing rules and regulations of the National Building Code (P. D 1096)			Christopher T. Gabriel Meter Reader I Or Miriam T. Obedoza 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	Engr. Merlito B. Soliman Jr. Contract of Service Arch. Jose A. Sta. Maria Contract of Service Nomer Jay S. Macalinao, CE Contract of Service Elizabeth Puducay, CE Engineer I Jet-Jesoar Bagain, CE Engineer I
6. Approval of Building Permits including ancillary permits	Review, approve and affixed signature.	NONE	1 MINUTE	Engr. Jonathan D. Sabado Municipal Engineer
C. Issuance of Building Permit including ancillary permits.				
1. Sign in the Client Log Book	Give the logbook to the client.	NONE	2 MINUTES	Ernielyn T. Quiabang Contract of Service Reynald Acerit Contract of Service Engr. Merlito B. Soliman Jr. Contract of Service Arch. Jose A. Sta. Maria Contract of Service Nomer Jay S. Macalinao, CE Contract of Service Noel I. Acoba Engineering Aide I Boysen Salvador Engineering Aide I



2. Secure building Permit application.	Issue approved Building Permit including ancillary permits(Electrical, Sanitary and Mechanical Permit)	NONE	5 MINUTES	Engr. Merlito B. Soliman Jr. Contract of Service Arch. Jose A. Sta. Maria Contract of Service Engr. Nomer Jay S. Macalinao Contract of Service Elizabeth Pducay, CE Engineer I Jet-Jesoar Bagain, CE Engineer I
	TOTAL	NONE	3 hours and 57 minutes	

➤ **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.

HOW TO AVAIL OF THE SERVICE:	
Office or Division:	Office of the Municipal Engineer
Classification:	Highly Technical
Type of Transaction:	G2C, G2B, G2G
Who May Avail:	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"> • Building Permit (1 copy) 	(Secured during application of building permit)



<ul style="list-style-type: none"> • Electrical Permit (1 copy) • Plumbing Permit (1 copy) • Mechanical Permit (1 copy) • Electronics Permit (1 copy) • Civil/Structural Permit (1 copy) 				
➤ 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
A. Secure Occupancy Permit application Form with the List of requirements.				
1. Sign in client log book	Give the logbook to the client	NONE	2 MINUTES	Ernielyn T. Quiabang Contract of Service Reynald Acerit Contract of Service Engr. Merlito B. Soliman Jr. Contract of Service Arch. Jose A. Sta. Maria Contract of Service Nomer Jay S. Macalinao, CE Contract of Service Noel I. Acoba Engineering Aide I Boysen Salvador Engineering Aide I
2. Secure Occupancy Permit	Provide	NONE	10 MINUTES	Ernielyn T. Quiabang



application Forms with the List of requirements	Application Forms for: Certificate of Completion Form (2 copies) and give client a short brief in accomplishing the requirements to be submitted.'			Contract of Service Reynald Acerit Contract of Service Engr. Merlito B. Soliman Jr. Contract of Service Arch. Jose A. Sta. Maria Contract of Service Engr. Nomer Jay S. Macaliniao Contract of Service Elizabeth Pducay, CE Engineer I Jet-Jesoar Bagain, CE Engineer I
B. Complying Occupancy Permit Application				
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	Ernielyn T. Quiabang Contract of Service Reynald Acerit Contract of Service Engr. Merlito B. Soliman Jr. Contract of Service Arch. Jose A. Sta. Maria Contract of Service Engr. Nomer Jay S. Macaliniao Contract of Service Noel I. Acoba Engineering Aide I Boysen Salvador Engineering Aide I
2. Wait while the submitted requirements is being verified/assessed by the Building	Verify/Assessed the Plans and specification submitted if it	NONE	2 HOURS	Engr. Merlito B. Soliman Jr. Contract of Service Arch. Jose A. Sta. Maria Contract of Service



Official/ Staff	conforms to the Technical requirements of the National Building Code and other applicable laws and ordinances,			Nomer Jay S. Macalinao, CE Contract of Service Elizabeth Puducay, CE Engineer I Jet-Jesoar Bagain, CE Engineer I
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	If complete: Reviewed and provide order of payment If Incomplete: provide evaluation checklist stating the documents needed for the completeness of requirements	NONE	1 HOUR	Engr. Merlito B. Soliman Jr. Contract of Service Arch. Jose A. Sta. Maria Contract of Service Engr. Nomer Jay S. Macalinao Contract of Service Elizabeth Puducay, CE Engineer I Jet-Jesoar Bagain, CE Engineer I
4. Proceed to Treasury Office, present the order of payment, pay prescribed fee/s and receive official receipt (O.R.) and return to OBO	4. Issue Order of Payment As prescribed in the implementing rules and regulations of the National Building Code (P. D 1096)	Refer to Order of Payment	30 MINUTES	Errol M. Briones License Inspector I or Christopher T. Gabriel Meter Reader I Or Miriam T. Obedoza 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	Engr. Merlito B. Soliman Jr. Contract of Service Arch. Jose A. Sta. Maria Contract of Service Engr. Nomer Jay S. Macalinao Contract of Service Elizabeth Puducay, CE Engineer I



				Jet-Jesoar Bagain, CE Engineer I
6. Approval of Building Permits including ancillary permits	Review, approve and affixed signature.	NONE	1 MINUTE	Engr. Jonathan D. Sabado Municipal Engineer
C. Issuance of Occupancy Permit.				
1. Sign in the Client Log Book	Give the logbook to the client.	NONE	1 MINUTE	Ernielyn T. Quiabang Contract of Service Reynald Acerit Contract of Service Engr. Merlito B. Soliman Jr. Contract of Service Acrh. Jose A. Sta. Maria Contract of Service Engr. Nomer Jay S. Macalinao Contract of Service Noel I. Acoba Engineering Aide I Boysen Salvador Engineering Aide I
2. Secure Occupancy Permit application.	Issue approved Occupancy Permit	NONE	5 MINUTES	Engr. Merlito B. Soliman Jr. Contract of Service Arch. Jose A. Sta. Maria Contract of Service Engr. Nomer Jay S. Macalinao Contract of Service Elizabeth Puducaay, CE Engineer I Jet-Jesoar Bagain, CE Engineer I



	TOTAL	Issue Order of Payment As prescribed in the implementing rules and regulations of the National Building Code (P. D 1096)	3 hours and 61 minutes	
--	--------------	---	-------------------------------	--

➤ ISSUANCE OF FENCING PERMIT

This Permit shall be secured prior to construction of fence.

Office or Division:	Office of the Municipal Engineer			
Classification:	Simple			
Type of Transaction:	G2C, G2B, G2G			
Who May Avail:	All business and property owners of the Municipality.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
➤ 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			
HOW TO AVAIL OF THE SERVICE:				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. Secure Fencing Permit application Form with the List of requirements.				
1. Sign in client log book	Give the logbook to the client	NONE	2 MINUTES	Ernielyn T. Quiabang Contract of Service Reynald Acerit Contract of Service



				Engr. Merlito B. Soliman Jr. Contract of Service Arch. Jose A. Sta. Maria Contract of Service Engr. Nomer Jay S. Macalinao Contract of Service Noel I. Acoba Engineering Aide I Boysen Salvador Engineering Aide I
2. Secure Fencing Permit application Forms with the List of requirements	Provide Application Forms for: Fencing Permit (Five (5) copies)	NONE	10 MINUTES	Engr. Merlito B. Soliman Jr. Contract of Service Arch. Jose A. Sta. Maria Contract of Service Engr. Nomer Jay S. Macalinao Contract of Service Elizabeth Pducay, CE Engineer I Jet-Jesoar Bagain, CE Engineer I
B. Complying Fencing Permit Application				
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	Ernielyn T. Quiabang Contract of Service Reynald Acerit Contract of Service Engr. Merlito B. Soliman Jr. Contract of Service Arch. Jose A. Sta. Maria Contract of Service Engr. Nomer Jay S. Macalinao Contract of Service Noel I. Acoba Engineering Aide I



				Boysen Salvador Engineering Aide I
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	Engr. Merlito B. Soliman Jr. Contract of Service Arch. Jose A. Sta. Maria Contract of Service Engr. Nomer Jay S. Macalinao Contract of Service Elizabeth Pducay, CE Engineer I Jet-Jesoar Bagain, CE Engineer I
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	If complete: Reviewed and provide order of payment If Incomplete: provide evaluation checklist stating the documents needed for the completeness of requirements	NONE	1 HOUR	Engr. Merlito B. Soliman Jr. Contract of Service Arch. Jose A. Sta. Maria Contract of Service Engr. Nomer Jay S. Macalinao Contract of Service Elizabeth Pducay, CE Engineer I Jet-Jesoar Bagain, CE Engineer I
4. Proceed to Treasury Office, present the order of payment, pay prescribed fee/s and receive official receipt (O.R.) and return to OBO	4. Issue Order of Payment As prescribed in the implementing rules and regulations of the National Building Code (P. D 1096)	Refer to Order of Payment	30 MINUTES	Errol M. Briones License Inspector I OR Christopher T. Gabriel Meter Reader I OR Miriam T. Obedoza 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	Record official receipt number in the application form and attached photocopy of	NONE	15 MINUTES	Engr. Merlito B. Soliman Jr. Contract of Service Arch. Jose A. Sta. Maria Contract of Service



form	O.R.			Engr. Nomer Jay S. Macalinao Contract of Service Elizabeth Pducay, CE Engineer I Jet-Jesoar Bagain, CE Engineer I
6. Approval of Building Permits including ancillary permits	Review, approve and affixed signature.	NONE	1 MINUTE	Engr. Jonathan D. Sabado Municipal Engineer
C. Issuance of Fencing Permit				
1. Sign in the Client Log Book	Give the logbook to the client.	NONE	2 MINUTES	Ernielyn T. Quiabang Contract of Service Reynald Acerit Contract of Service Engr. Merlito B. Soliman Jr. Contract of Service Arch. Jose A. Sta. Maria Contract of Service Engr. Nomer Jay S. Macalinao Contract of Service Noel I. Acoba Engineering Aide I Boysen Salvador Engineering Aide I
2. Secure Fencing Permit application.	Issue approved Fencing Permit	NONE	5 MINUTES	Engr. Merlito B. Soliman Jr. Contract of Service Arch. Jose A. Sta. Maria Contract of Service Engr. Nomer Jay S. Macalinao Contract of Service Elizabeth Pducay, CE Engineer I



				Jet-Jesoar Bagain, CE Engineer I
	TOTAL	Issue Order of Payment As prescribed in the implementing rules and regulations of the National Building Code (P. D 1096)	3 HOURS AND 7 MINUTES	

➤ **ISSUANCE OF DEMOLITION PERMIT**

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

HOW TO AVAIL OF THE SERVICE:	
Office or Division:	Office of the Municipal Engineer
Classification:	Simple
Type of Transaction:	G2C, G2B, G2G
Who May Avail:	All, Firm, Partnership, or Corporation, Agency or any government instrumentality
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
➤ 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



<ul style="list-style-type: none"> ➤ Tax Declaration, and ➤ Current Real Property Tax Receipt 		Municipal Assessor's Office		
<ul style="list-style-type: none"> ➤ Site verification if all provisions are complied. 		Municipal Engineering Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. Secure Fencing Permit application Form with the List of requirements.				
1. Sign in client log book	Give the logbook to the client	NONE	1 MINUTE	Ernielyn T. Quiabang Contract of Service Reynald Acerit Contract of Service Engr. Merlito B. Soliman Jr. Contract of Service Arch. Jose A. Sta. Maria Contract of Service Engr. Nomer Jay S. Macalinao Contract of Service Noel I. Acoba Engineering Aide I Boysen Salvador Engineering Aide I
2. Secure Demolition Permit application Forms with the List of requirements	Provide Application Forms for: Demolition Permit (Five (5) copies)	NONE	2 MINUTES	Engr. Merlito B. Soliman Jr. Contract of Service Arch. Jose A. Sta. Maria Contract of Service Nomer Jay S. Macalinao, CE Contract of Service Elizabeth Puducay, CE Engineer I Jet-Jesoar Bagain, CE Engineer I



B. Complying Demolition Permit Application				
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	<p>Ernielyn T. Quiabang Contract of Service</p> <p>Reynald Acerit Contract of Service</p> <p>Engr. Merlito B. Soliman Jr. Contract of Service</p> <p>Arch. Jose A. Sta. Maria Contract of Service</p> <p>Nomer Jay S. Macalinao, CE Contract of Service</p> <p>Noel I. Acoba Engineering Aide I</p> <p>Boysen Salvador Engineering Aide I</p>
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	<p>Engr. Merlito B. Soliman Jr. Contract of Service</p> <p>Arch. Jose A. Sta. Maria Contract of Service</p> <p>Nomer Jay S. Macalinao, CE Contract of Service</p> <p>Elizabeth Pducay, CE Engineer I</p> <p>Jet-Jesoar Bagain, CE Engineer I</p>
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	<p>If complete: Reviewed and provide order of payment</p> <p>If Incomplete: provide evaluation checklist stating the documents needed for the</p>	NONE	1 HOUR	<p>Engr. Merlito B. Soliman Jr. Contract of Service</p> <p>Arch. Jose A. Sta. Maria Contract of Service</p> <p>Nomer Jay S. Macalinao, CE Contract of Service</p> <p>Elizabeth Pducay, CE Engineer I</p>



evaluation checklist stating the documents needed	completeness of requirements			Jet-Jesoar Bagain, CE Engineer I
4. Proceed to Treasury Office, present the order of payment, pay prescribed fee/s and receive official receipt (O.R.) and return to OBO	4. Issue Order of Payment As prescribed in the implementing rules and regulations of the National Building Code (P. D 1096)	Refer to Order of Payment	30 MINUTES	Errol M. Briones License Inspector I OR Christopher T. Gabriel Meter Reader I OR Miriam T. Obedoza 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	Engr. Merlito B. Soliman Jr. Contract of Service Arch. Jose A. Sta. Maria Contract of Service Nomer Jay S. Macalinao, CE Contract of Service Elizabeth Pducay, CE Engineer I Jet-Jesoar Bagain, CE Engineer
6. Approval of Building Permits including ancillary permits	Review, approve and affixed signature.	NONE	1 MINUTE	Engr. Jonathan D. Sabado Municipal Engineer
C. Issuance of Demolition Permit				
1. Sign in the Client Log Book	Give the logbook to the client.	NONE	1 MINUTE	Ernielyn T. Quiabang Contract of Service Reynald Acerit Contract of Service Engr. Merlito B. Soliman Jr. Contract of Service



				Arch. Jose A. Sta. Maria Contract of Service Nomer Jay S. Macalinao, CE Contract of Service Noel I. Acoba Engineering Aide I Boysen Salvador Engineering Aide I
2. Secure Demolition Permit application.	Issue approved Demolition Permit	NONE	5 MINUTES	Engr. Merlito B. Soliman Jr. Contract of Service Arch. Jose A. Sta. Maria Contract of Service Nomer Jay S. Macalinao, CE Contract of Service Elizabeth Puducay, CE Engineer I Jet-Jesoar Bagain, CE Engineer I
	TOTAL	Issue Order of Payment As prescribed in the implementing rules and regulations of the National Building Code (P. D 1096)	3 HOURS AND 47 MINUTES	

➤ **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.



HOW TO AVAIL OF THE SERVICE:				
Office or Division:		Office of the Municipal Engineer		
Classification:		Simple		
Type of Transaction:		G2C, G2B, G2G		
Who May Avail:		All establishments (commercial, industrial, institutional and educational)		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> ➤ Granted previously occupancy permit ➤ Existence of business ➤ Business Permit ➤ Sketch of Location 		Municipal Engineering Office		
		Treasury Office		
		Treasury Office		
		Prepared by concern professional		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. Secure Fencing Permit application Form with the List of requirements.				
1. Sign in client log book	Give the logbook to the client	NONE	1 MINUTE	Ernielyn T. Quiabang Contract of Service Reynald Acerit Contract of Service Engr. Merlito B. Soliman Jr. Contract of Service Arch. Jose A. Sta. Maria Contract of Service Nomer Jay S. Macalinao, CE Contract of Service Noel I. Acoba Engineering Aide I Boysen Salvador Engineering Aide I
2. Secure Certificate of Annual	Provide	NONE	2 MINUTES	Engr. Merlito B. Soliman Jr. Contract of Service



Inspection List of requirements	Checklist			Arch. Jose A. Sta. Maria Contract of Service Nomer Jay S. Macalinao, CE Contract of Service Elizabeth Pducay Engineer I Jet-Jesoar Bagain Engineer I
B. Complying Certificate of Annual Inspection Application				
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	Ernielyn T. Quiabang Contract of Service Reynald Acerit Contract of Service Engr. Merlito B. Soliman Jr. Contract of Service Arch. Jose A. Sta. Maria Contract of Service Nomer Jay S. Macalinao, CE Contract of Service
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	Engr. Merlito B. Soliman Jr. Contract of Service Arch. Jose A. Sta. Maria Contract of Service Nomer Jay S. Macalinao, CE Contract of Service Elizabeth Pducay Engineer I Jet-Jesoar Bagain Engineer I



<p>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>	<p>If complete: Reviewed and provide order of payment</p> <p>If Incomplete: provide evaluation checklist stating the documents needed for the completeness of requirements</p>	<p>NONE</p>	<p>1 HOUR</p>	<p>Engr. Merlito B. Soliman Jr. Contract of Service</p> <p>Arch. Jose A. Sta. Maria Contract of Service</p> <p>Nomer Jay S. Macalinao, CE Contract of Service</p> <p>Elizabeth Pducay Engineer I</p> <p>Jet-Jesoar Bagain Engineer I</p>
<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</p>	<p>4. Issue Order of Payment As prescribed in the implementing rules and regulations of the National Building Code (P. D 1096)</p>	<p>Refer to Order of Payment</p>	<p>30 MINUTES</p>	<p>Errol M. Briones License Inspector I OR Christopher T. Gabriel Meter Reader I OR Miriam T. Obedoza Admin. Aide I</p> <p>Treasury Office</p>
<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</p>	<p>Record official receipt number in the application form and attached photocopy of O.R.</p>	<p>NONE</p>	<p>10 MINUTES</p>	<p>Engr. Merlito B. Soliman Jr. Contract of Service</p> <p>Arch. Jose A. Sta. Maria Contract of Service</p> <p>Nomer Jay S. Macalinao, CE Contract of Service</p> <p>Elizabeth Pducay Engineer I</p> <p>Jet-Jesoar Bagain Engineer I</p>
	<p>TOTAL</p>	<p>Issue Order of Payment As</p>	<p>3 HOURS AND 44 MINS</p>	



		prescribed in the implementing rules and regulations of the National Building Code (P. D 1096)		
--	--	--	--	--

➤ **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.

Office or Division:	Office of the Municipal Engineer	
Classification:	Simple	
Type of Transaction:	G2C, G2B, G2G	
Who May Avail:	All residential, commercial, institutional and industrial buildings	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
➤ 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	Prepared by concerned person	



involving perimeter and construction lightings				
HOW TO AVAIL OF THE SERVICE:				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. Secure Fencing Permit application Form with the List of requirements.				
1. Sign in client log book	Give the logbook to the client	NONE	1 MINUTE	Ernielyn T. Quiabang Contract of Service Reynald Acerit Contract of Service Engr. Merlito B. Soliman Jr. Contract of Service Arch. Jose A. Sta. Maria Contract of Service Nomer Jay S. Macalinao, CE Contract of Service Noel I. Acoba Engineering Aide I Boysen Salvador Engineering Aide
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	Engr. Merlito B. Soliman Jr. Contract of Service Arch. Jose A. Sta. Maria Contract of Service Nomer Jay S. Macalinao, CE Contract of Service Elizabeth Puducay Engineer I Jet-Jesoar Bagain Engineer I
B. Complying Temporary Electrical Permit and Permit for Temporary Service Connection Application				



<p>1. Sign in the Client Log Book and submit duly accomplished application form, including fencing plans for verification and proper evaluation</p>	<p>Give the logbook to the client and received the plans and Documentary requirements for verification</p>	<p>NONE</p>	<p>1 MINUTE</p>	<p>Katrina Martinez Contract of Service</p> <p>Reynald Acerit Contract of Service</p> <p>Cathlene S. Balagat Contract of Service</p> <p>Argie Gale C. Cañero Contract of Service</p> <p>Nomer Jay S. Macalinao Contract of Service</p> <p>Noel I. Acoba Engineering Aide I</p> <p>Boysen Salvador Engineering Aide I</p>
<p>2. Wait while the submitted requirements is being verified/assessed by the Building Official/ Staff</p>	<p>Verify/Assessed the Documentary requirements</p>	<p>NONE</p>	<p>2 HOURS</p>	<p>Engr. Merlito B. Soliman Jr. Contract of Service</p> <p>Arch. Jose A. Sta. Maria Contract of Service</p> <p>Nomer Jay S. Macalinao, CE Contract of Service</p> <p>Elizabeth Pducay Engineer I</p> <p>Jet-Jesoar Bagain Engineer I</p>
<p>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>	<p>If complete: Reviewed and provide order of payment</p> <p>If Incomplete: provide evaluation checklist stating the documents needed</p>	<p>NONE</p>	<p>1 HOUR</p>	<p>Engr. Merlito B. Soliman Jr. Contract of Service</p> <p>Arch. Jose A. Sta. Maria Contract of Service</p> <p>Nomer Jay S. Macalinao, CE Contract of Service</p> <p>Elizabeth Pducay Engineer I</p> <p>Jet-Jesoar Bagain</p>



	for the completeness of requirements			Engineer I
4. Proceed to Treasurers Office, present the order of payment, pay prescribed fee/s and receive official receipt (O.R.) and return to OBO	4. Issue Order of Payment As prescribed in the implementing rules and regulations of the National Building Code (P. D 1096)	Refer to Order of Payment	30 MINUTES	Errol M. Briones License Inspector I OR Christopher T. Gabriel Meter Reader I OR Miriam T. Obedoza 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	Engr. Merlito B. Soliman Jr. Contract of Service Arch. Jose A. Sta. Maria Contract of Service Nomer Jay S. Macaliniao, CE Contract of Service Elizabeth Pducay Engineer I Jet-Jesoar Bagain Engineer I
6. Approval of Building Permits including ancillary permits	Review, approve and affixed signature.	NONE	1 MINUTE	Engr. Jonathan D. Sabado Municipal Engineer
C. Issuance of Temporary Electrical Permit and Permit for Temporary Service Connection				
1. Sign in the Client Log Book	Give the logbook to the client.	NONE	1 MINUTE	Ernielyn T. Quiabang Contract of Service Reynald Acerit Contract of Service Engr. Merlito B. Soliman Jr. Contract of Service Arch. Jose A. Sta. Maria



				Contract of Service Nomer Jay S. Macalinao, CE Contract of Service Noel I. Acoba Engineering Aide I Boysen Salvador Engineering Aide I
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	Engr. Merlito B. Soliman Jr. Contract of Service Arch. Jose A. Sta. Maria Contract of Service Nomer Jay S. Macalinao, CE Contract of Service Elizabeth Pducay Engineer I Jet-Jesoar Bagain Engineer I
	TOTAL	Issue Order of Payment As prescribed in the implementing rules and regulations of the National Building Code (P. D 1096)	3 hours and 51 mins.	



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.



➤ 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.

OFFICE / DIVISION:	Office of the Municipal Treasurer			
CLASSIFICATION:	Simple			
TYPE OF TRANSACTION:	G2C- Government to Citizen, G2G-Government to Government, Government to Business Entity			
WHO MAY AVAIL:	Real Property Tax Owners			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
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		
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	5 MINUTES	Christopher T. Gabriel Meter Reader I Miriam T. Obedoza Administrative Aide I And Treasury Office Staff (JO/COS)
2. Go to Revenue Collection Clerks for verification and computation of Real	Verify the requirements for last payment and issue statement of account/	NONE	45 MINUTES	Julius P. Barut LTOO I Wendell Carl G. Agriam Licensing Officer II



property tax due	computation of taxes			<p>Errol M. Briones License Inspector I</p> <p>Madeline U. Tuscano Admin. Aide VI</p> <p>And Treasury Office Staff (JO/COS)</p>
<p>3. Pay the amount indicated in the bill/computation & get official receipt Note: For check payment only Manager's check is accepted</p>	Accept the payment and issue Official Receipt	<p>Fees and charges may vary depending on the assessment and record of last payment.</p> <p>a. Basic Real Property Tax= Assessed Value x 1%</p> <p>b. Additional Tax (Special Education Fund) = Assessed Value x 1%</p> <p>c. Payment of Real Property Taxes in Installments</p> <p>1st Installment – on or before</p>	30 MINUTES	<p>Julius P. Barut LTOO I</p> <p>Wendell Carl Agriam Licensing Officer II</p> <p>Errol M. Briones License Inspector I</p> <p>Madeline U. Tuscano Admin. Aide VI</p> <p>Christopher T. Gabriel Meter Reader I</p> <p>Miriam T. Obedoza Administrative Aide I</p> <p>And Treasury Office Staff (JO/COS)</p>



		<p>March 31</p> <p>2nd Installment – on or before June 30</p> <p>3rd Installment – on or before September 30</p> <p>4th Installment – on or before December 31</p> <p>Discount: prompt payment - 10% advance payment (in full) - 15%</p> <p>Interest: unpaid Real Property Tax- 2% per month but not to exceed 72%</p>		
	TOTAL		1 HOUR and 20 MINUTES	



➤ **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.

OFFICE / DIVISION:	Office of the Municipal Treasurer			
CLASSIFICATION:	Simple			
TYPE OF TRANSACTION:	G2C-Government to Citizen			
WHO MAY AVAIL:	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	Julius P. Barut LTOO I Wendell Carl G. Agriam Licensing Officer II Errol M. Briones License Inspector I Christopher T. Gabriel Meter Reader I Marvin P. Montilla Meter Reader I



				<p>Miriam T. Obedoza Administrative Aide I</p> <p>And Treasury Office Staff (JO/COS)</p>
2. Pay the required fee and get Community Tax Certificate	Verify the requirements for last payment and issue statement of account/computation of taxes	<p>For Individuals-</p> <p>a. Basic Community Tax: P5.00</p> <p>b. Additional Community Tax: P1.00 for every P1,000.00 gross income but not to exceed P5,000.00.</p> <p>-For corporation –</p> <p>a. Basic Community Tax: P500.00</p> <p>b. Additional Community Tax: P2.00 for every P5,000.00 gross income</p> <p>-Penalty of</p>	10 MINUTES	<p>Julius P. Barut LTOO I</p> <p>Wendell Carl G. Agriam Licensing Officer II</p> <p>Errol M. Briones License Inspector I</p> <p>Christopher T. Gabriel Meter Reader I</p> <p>Marvin P. Montilla Meter Reader I</p> <p>Miriam T. Obedoza Administrative Aide I</p> <p>And Treasury Office Staff (JO/COS)</p>



		2%/month shall be imposed on individuals or corporations securing their Community Tax Certificate from March 1 up to the end of the year.		
	TOTAL		20 MINUTES	

➤ **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 is exempt from the payment of the tax. The professional tax shall be paid before any profession can be exercised.

OFFICE / DIVISION:	Office of the Municipal Treasurer			
CLASSIFICATION:	Simple			
TYPE OF TRANSACTION:	G2C-Government to Citizen			
WHO MAY AVAIL:	All citizens practicing their professions.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
PRC ID or license of profession		PRC		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to counter	Verifies IDENTIFICATION (ID)	NONE	10 MINUTES	Julius P. Barut LTOO I



				Wendell Carl G. Agriam Licensing Officer II Errol M. Briones License Inspector I Christopher T. Gabriel Meter Reader I Miriam T. Obedoza Administrative Aide I And Treasury Office Staff (JO/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	Julius P. Barut LTOO I Wendell Carl G. Agriam Licensing Officer II Errol M. Briones License Inspector I Christopher T. Gabriel Meter Reader I Miriam T. Obedoza Administrative Aide I And Treasury Office Staff (JO/COS)
	TOTAL		20 MINUTES	



➤ **APPLICATION OF BUSINESS PERMIT FOR SHARED PASSIVE TELECOMMUNICATION TOWER INFRASTRUCTURE (PTTI)**

OFFICE / DIVISION:	Office of the Municipal Treasurer			
CLASSIFICATION:	Simple			
TYPE OF TRANSACTION:	G2C-Government to Citizen			
WHO MAY AVAIL:	All business entity/group			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Barangay Clearance		Barangay		
Building Permit and Other Clearances		Office of the Municipal Engineer		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish application form of new business.	Gives application form.	NONE	20 MINUTES	Wendell Carl G. Agriam Licensing Officer II Julius P. Barut LTOO I Errol M. Briones License Inspector I And Treasury Office Staff (JO/COS)
2. One-time assessment of Taxes, Fees and Charges	Assessment and encoding of application to the EBPL System.	NONE	30 MINUTES	Wendell Carl G. Agriam Licensing Officer II Julius P. Barut LTOO I Errol M. Briones License Inspector I



				<p>And Treasury Office Staff (JO/COS)</p> <p>Julius P. Barut LTOO I</p> <p>Wendell Carl G. Agriam Licensing Officer II</p> <p>Errol M. Briones License Inspector I</p> <p>Christopher T. Gabriel Meter Reader I</p> <p>Miriam T. Obedoza Administrative Aide I</p> <p>And Treasury Office Staff (JO/COS)</p>
<p>3. One-Time payment of Taxes, fees and charges. Get official receipt and claim of Mayor's permit and other regulatory clearances.</p>	<p>Issues official receipt, business plate and permit.</p>	<p>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 NOTE: Failure to pay within the time required shall subject the taxpayer</p>	<p>30 MINUTES</p>	



		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.		
	TOTAL		1 HOUR & 20 minutes	

➤ **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.

OFFICE / DIVISION:	Office of the Municipal Treasurer
CLASSIFICATION:	Simple
TYPE OF TRANSACTION:	G2C-Government to Citizen
WHO MAY AVAIL:	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.	NONE	20 MINUTES	Wendell Carl G. Agriam Licensing Officer II Julius P. Barut LTOO I Errol M. Briones License Inspector I And Treasury Office Staff (JO/COS)
2. One-time assessment of Taxes, Fees and Charges	Assessment and encoding of application to the eBPLS System.	NONE	30 MINUTES	Wendell Carl G. Agriam Licensing Officer II Julius P. Barut LTOO I Errol M. Briones License Inspector I And Treasury Office Staff (JO/COS)
3. One-Time payment of Taxes, fees	Issues official	Business	25 MINUTES	Julius P. Barut LTOO I



<p>and charges. Get official receipt and claim of Mayor's permit and other regulatory clearances.</p>	<p>receipt, business plate and permit.</p>	<p>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 NOTE: Failure to pay within the time required shall subject the taxpayer to a surcharge of twenty-five (25%) of the</p>		<p>Wendell Carl G. Agriam Licensing Officer II</p> <p>Errol M. Briones License Inspector I</p> <p>Christopher T. Gabriel Meter Reader I</p> <p>Miriam T. Obedoza Administrative Aide I</p> <p>And Treasury Office Staff (JO/COS)</p>
---	--	---	--	--



		original amount plus one percent (1%) per month of the unpaid taxes including surcharge until fully paid.		
	TOTAL		1 HOUR & 15 MINUTES	

➤ **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.

OFFICE / DIVISION:	Office of the Municipal Treasurer
CLASSIFICATION:	Simple
TYPE OF TRANSACTION:	G2C-Government to Citizen
WHO MAY AVAIL:	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	DTI / Negosyo Center



SEC Registration for Corporation)				
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 form of new business.	Gives application form.	NONE	20 MINUTES	Wendell Carl G. Agriam Licensing Officer II Julius P. Barut LTOO I Errol M. Briones License Inspector I And Treasury Office Staff (JO/COS)
2. One-time assessment of Taxes, Fees and Charges	Assessment and encoding of application to the EBPL System.	NONE	30 MINUTES	Wendell Carl G. Agriam Licensing Officer II Julius P. Barut LTOO I Errol M. Briones License Inspector I And Treasury Office Staff (JO/COS)
3. One-Time payment of Taxes, fees and charges. Get official receipt and claim of Mayor's permit and other	Issues official receipt, business plate and permit.	Business Tax shall be base from the assessment of	30 MINUTES	Julius P. Barut LTOO I Wendell Carl G. Agriam Licensing Officer II



regulatory clearances.		EBPLS. NOTE: 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.		Errol M. Briones License Inspector I Christopher T. Gabriel Meter Reader I Miriam T. Obedoza Administrative Aide I And Treasury Office Staff (JO/COS)
	TOTAL		1 HOUR & 20 minutes	

➤ **APPLICATION FOR CERTIFIED TRUE COPY OF BUSINESS PERMIT**

OFFICE / DIVISION:	Office of the Municipal Treasurer
CLASSIFICATION:	Simple
TYPE OF TRANSACTION:	G2C-Government to Citizen
WHO MAY AVAIL:	All business entity/group



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter Request, Authorization Letter with owner, manager and/or President's signature or Secretary Certificate, if Corporation.		Owner		
Original and Photocopy of the Business Permit and/or Barangay Clearance to be certified-Notarized Affidavit of Loss in case of loss Business Permit and/or Barangay Clearance.		Owner / BPLO / Barangay		
Photocopy of ID of the requesting owner manager and/or President of the establishment		Owner		
For Corporation – Proof of Incorporator (e.i. SEC General Information Sheet/ GIS)		Owner		
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	5 MINUTES	Wendell Carl G. Agriam Licensing Officer II And Treasury Office Staff (JO/COS)
2. Assessment of the complete attachments/ requirements of the requestor.	Assessment and retrieving necessary records for the certification.	NONE	30 MINUTES	Wendell Carl G. Agriam Licensing Officer II And Treasury Office Staff (JO/COS)
3. One-Time payment of fees and charges for the Certification/True Copy.	Issues official receipt, and Certification /	P50.00 / Certificate and P20.00 per True Copy	25 MINUTES	Julius P. Barut LTOO I Wendell Carl G. Agriam Licensing Officer II



				Errol M. Briones License Inspector I Christopher T. Gabriel Meter Reader I Miriam T. Obedoza Administrative Aide I And Treasury Office Staff (JO/COS)
	TOTAL	P50.00 / Certificate and P20.00 per True Copy	1 HOUR	

➤ **APPLICATION FOR ADDITIONAL LINE OF BUSINESS (SAME LOCATION/AREA)**

OFFICE / DIVISION:	Office of the Municipal Treasurer			
CLASSIFICATION:	Simple			
TYPE OF TRANSACTION:	G2C-Government to Citizen			
WHO MAY AVAIL:	All business entity/group			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Copy of the existing business permit		Owner		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESING TIME	PERSON RESPONSIBLE
1. Sign in Client Log Book and accomplished unified Form.	Give the logbook to the client	NONE	20 MINUTES	Wendell Carl G. Agriam Licensing Officer II And Treasury Office Staff



	and unified application form.			(JO/COS)
2. Assessment of the unified application form.	Assessment and retrieving necessary records for the certification.	NONE	30 MINUTES	Wendell Carl G. Agriam Licensing Officer II And Treasury Office Staff (JO/COS)
3. One-Time payment of fees and charge for the Certification/True Copy.	Issues official receipt, and Certification /	Business Tax shall be base from the assessment of EBPLS. NOTE: 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.	25 MINUTES	Julius P. Barut LTOO I Wendell Carl G. Agriam Licensing Officer II Errol M. Briones License Inspector I Christopher T. Gabriel Meter Reader I Miriam T. Obedoza Administrative Aide I And Treasury Office Staff (JO/COS)



	TOTAL		1 HOUR & 15 minutes	
--	--------------	--	--------------------------------	--

➤ **APPLICATION FOR LINE OF BUSINESS (IN CASE OF ADDITIONAL CHANGE OF AREA)**

OFFICE / DIVISION:		Office of the Municipal Treasurer		
CLASSIFICATION:		Simple		
TYPE OF TRANSACTION:		G2C-Government to Citizen		
WHO MAY AVAIL:		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	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish unified application form. Note: in case of Additional change of Area are same as New Business Application.	Gives application form.	NONE	20 MINUTES	Wendell Carl G. Agriam Licensing Officer II And Treasury Office Staff (JO/COS)
2. One-time assessment of	Assessment	NONE	30 MINUTES	Wendell Carl G. Agriam



Taxes, Fees and Charges	and encoding of application to the EBPL System.			Licensing Officer II And Treasury Office Staff (JO/COS)
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 assessment of EBPLS. NOTE: 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	Julius P. Barut LTOO I Wendell Carl G. Agriam Licensing Officer II Errol M. Briones License Inspector I Christopher T. Gabriel Meter Reader I Miriam T. Obedoza Administrative Aide I And Treasury Office Staff (JO/COS)
	TOTAL		1 HOUR & 20 minutes	



➤ **REQUEST FOR CERTIFICATION OF BUSINESS RECORD**

OFFICE / DIVISION:	Office of the Municipal Treasurer			
CLASSIFICATION:	Simple			
TYPE OF TRANSACTION:	G2C-Government to Citizen			
WHO MAY AVAIL:	All business entity/group with establishment			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Photocopy of ID of the requestor and/or its manager or President			Owner	
Letter Request/ Authorization Letter if representative			Owner	
For sole proprietor – Letter consent from the owner of the business			Owner	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in Client Log Book and accomplished request Form.	Gives request form and verify necessary records for the request.	NONE	45 MINUTES	Wendell Carl G. Agriam Licensing Officer II And Treasury Office Staff (JO/COS)
2. One-Time payment of fees and charges. Get official receipt and claim the Certification or Records requested.	Issues official receipt, Certification or Records requested.	P50.00 / Certificate and P20.00 per True Copy of any records.	30 MINUTES	Julius P. Barut LTOO I Wendell Carl G. Agriam Licensing Officer II Errol M. Briones License Inspector I Christopher T. Gabriel Meter Reader I



				Miriam T. Obedoza Administrative Aide I And Treasury Office Staff (JO/COS)
	TOTAL	P50.00 / Certificate and P20.00 per True Copy	1 HOUR & 15 minutes	

➤ **APPLICATION FOR RETIRING BUSINESS OPERATION**

OFFICE / DIVISION:	Office of the Municipal Treasurer			
CLASSIFICATION:	Simple			
TYPE OF TRANSACTION:	G2C-Government to Citizen			
WHO MAY AVAIL:	All business entity/group with establishment			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Sworn statement of gross receipts, indicate the reason and date of retirement		Owner		
VAT or Percentage Tax Payments		BIR		
Original Business Permit and official receipts issued by the Treasury Department		Owner		
Sales Book		Owner		
Board Resolution regarding closure (for corporation)		Corporation		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in Client Log Book and accomplished retirement Form.	Gives request form and verify necessary records.	NONE	45 MINUTES	Wendell Carl G. Agriam Licensing Officer II And Treasury Office Staff (JO/COS)



2. One-Time payment of the unpaid taxes, fees and charges. Get official receipt and claim the Certification or Records requested.	Issues official receipt, Certification or Records requested.	Unpaid Taxes and P200.00 for the Retirement/ Closure Certificate	30 MINUTES	Julius P. Barut LTOO I Wendell Carl G. Agriam Licensing Officer II Errol M. Briones License Inspector I Christopher T. Gabriel Meter Reader I Miriam T. Obedoza Administrative Aide I And Treasury Office Staff (JO/COS)
	TOTAL		1 HOUR & 15 minutes	

➤ **APPLICATION FOR TRANSFER OF LOCATION/ BUSINESS ADDRESS**

OFFICE / DIVISION:	Office of the Municipal Treasurer
CLASSIFICATION:	Simple
TYPE OF TRANSACTION:	G2C-Government to Citizen
WHO MAY AVAIL:	All business entity/group with establishment
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter request for transfer of business address	Owner
Lease Contract (if lessee)	Owner
DTI Registration (single proprietor) or SEC	DTI / Negosyo Center



Registration for Corporation)				
Original Copy of Mayor's/Business Permit		Owner / BPLO		
Location of business (Sketch/ Map)		Owner		
FSIC for Business Operations		BFP		
CLIENT STEPS	AGENCY ACTION	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish unified application form.	Gives application form.	NONE	20 MINUTES	Wendell Carl G. Agriam Licensing Officer II And Treasury Office Staff (JO/COS)
2. Updating of the applied transfer of location / Business Address	Assessment and updating of the EBPL System.	NONE	30 MINUTES	Wendell Carl G. Agriam Licensing Officer II And Treasury Office Staff (JO/COS)
	TOTAL	NONE	50 minutes	

➤ **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.

OFFICE / DIVISION:	Office of the Municipal Treasurer
CLASSIFICATION:	Complex
TYPE OF TRANSACTION:	G2C-Government to Citizen
WHO MAY AVAIL:	Tricycle Owners (DATODA)
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Community Tax Certificate	Treasury Office
2 pcs. 1x1 picture of driver	Owner



Barangay Clearance (Photocopy)		Barangay		
Photocopy of Driver's License and Official Receipt/ Certificate of Registration (OR/CR)		LTO		
Certificate of Ownership from previous owner (1 copy)		Office of the Municipal Treasurer		
Insurance Policy of vehicle (1 photocopy)		Insurance Company		
CLIENT STEPS	AGENCY ACTION	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to counter for application, processing and computation of tricycle permit.	Verify request and prepares the documents needed for the application.	NONE	10 MINUTES	Julius P. Barut LTOO I Madeline U. Tuscano Admin. Aide VI Christopher T. Gabriel Meter Reader I Marvin P. Montilla Meter Reader I Miriam T. Obedoza Administrative Aide I And Treasury Office Staff (JO/COS)
2. Pay the required fee	Issue Official Receipt	a. For prompt payment –P450 annually. For late or delayed	5 MINUTES	Julius P. Barut LTOO I Madeline U. Tuscano Admin. Aide VI Christopher T. Gabriel



<p>a. Proceed to PNP Building for inspection of tricycle and signing of documents.</p> <p>b. Return the signed documents to treasurer's Office for approval and issuance of sticker.</p>	<p>After accepting the signed documents, the office will issue the Tricycle Sticker and Tricycle permit.</p>	<p>payment – P450 + 25% of the gross amount P200.00</p>	<p>10 MINUTES</p> <p>5 MINUTES</p> <p>NOTE: For Bulk Application (max of 50 applications) – 1 day For Bulk Application (more than 50 applications) – 5 days</p>	<p>Meter Reader I</p> <p>Marvin P. Montilla Meter Reader I</p> <p>Miriam T. Obedoza Administrative Aide I</p> <p>And Treasury Office Staff (JO/COS)</p> <p>PNP</p> <p>Julius P. Barut LTOO I</p> <p>Madeline U. Tuscano Admin. Aide VI</p> <p>Christopher T. Gabriel Meter Reader I</p> <p>Marvin P. Montilla Meter Reader I</p> <p>Miriam T. Obedoza Administrative Aide I</p> <p>And Treasury Office Staff</p>
--	--	---	---	---



				(JO/COS)
	TOTAL		30 MINUTES	

➤ **APPLICATION FOR OCCUPATIONAL WORKING 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.

OFFICE / DIVISION:	Office of the Municipal Treasurer			
CLASSIFICATION:	Simple			
TYPE OF TRANSACTION:	G2C-Government to Citizen			
WHO MAY AVAIL:	Tricycle Owners (DATODA)			
NBI or Police Clearance		WHERE TO SECURE		
NBI or Police Clearance		NBI / PNP		
Health Certificate		RHU / HOSPITAL		
Any valid Government issued ID				
Additional requirements for employees below 18 years old:				
Parental consent Birth certificate/ baptismal certificate Valid ID of parent/ guardian giving consent				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Sign in Client Log Book and accomplished data Form.	Give the logbook to the client and data form.	NONE	15 MINUTES	Wendell Carl G. Agriam Licensing Officer II And Treasury Office Staff (JO/COS)
2. One-Time assessment and payment of fees. Get official receipt and claim the Certification.	Verify documents and preparation of the certificate	P50.00 / Certificate	20 MINUTES	Wendell Carl G. Agriam Licencing Officer II And Treasury Office Staff (JO/COS)
	Issues official receipt and Certification.		5 MINUTES	
TOTAL		P50.00 / Certificate	40 MINUTES	

➤ **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.

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



<p>1. Go to Treasurer's office for request of schedule for branding</p>	<p>Accepts request letter and gives schedule for branding.</p>	<p>NONE</p>	<p>15 MINUTES</p>	<p>Henry V. Dumaua, CPA OIC-Municipal Treasurer</p> <p>Julius P. Barut LTOO I</p> <p>Wendell Carl G. Agriam Licensing Officer II</p> <p>Errol M. Briones License Inspector I</p> <p>Marvin P. Montilla Meter Reader I</p> <p>And Treasury Office Staff (JO/COS)</p>
<p>2. Branding of Large Cattle (Cow, carabao & horse)</p> <p>Note: Branding may be held on different barangays upon request of Barangay Captain.</p>	<p>Person responsible will go to barangay for the branding.</p>	<p>none</p>	<p>1 (one) DAY depending on the number of heads to be branded</p>	<p>Christopher T. Gabriel Meter Reader I</p> <p>Marvin P. Montilla Meter Reader I</p> <p>And Treasury Office Staff (JO/COS)</p>
<p>3. Pay the corresponding fee and get Official Receipt & Ownership copy</p>		<p>Ownership- P105.00/head</p> <p>Transfer- P210.00/head</p>		<p>Julius P. Barut LTOO I</p> <p>Errol M. Briones License Inspector I</p> <p>Madeline U. Tuscano Admin. Aide VI</p> <p>Christopher T. Gabriel Meter Reader I</p>



				Marvin P. Montilla Meter Reader I Miriam T. Obedoza Administrative Aide I And Treasury Office Staff (JO/COS)
	TOTAL	Ownership- P105.00/head Transfer- P210.00/head	1 DAY & 15 MINUTES	

➤ **ISSUANCE OF TAX CLEARANCE AND CERTIFICATION**

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

OFFICE / DIVISION:	Office of the Municipal Treasurer			
CLASSIFICATION:	Simple			
TYPE OF TRANSACTION:	G2C-Government to Citizen			
WHO MAY AVAIL:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For Tax Clearance - Tax Declaration		Office of the Municipal Assessor		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to Treasurer's office for request of Tax Clearance or Certification	Accepts request letter and gives schedule for branding.		30 MINUTES	Julius P. Barut LTOO I Errol M. Briones License Inspector I



				<p>Madeline U. Tuscano Administrative Aide VI</p> <p>Christopher T. Gabriel Meter Reader I</p> <p>Marvin P. Montilla Meter Reader I</p> <p>Miriam T. Obedoza Administrative Aide I</p> <p>And Treasury Office Staff (JO/COS)</p>
2. Pay the corresponding fee, get Official receipt and certification/clearance requested.	Issues Official Receipt and certification or clearances.	Certification Fee – P200.00	30 MINUTES	<p>Henry V. Dumaua, CPA OIC-Municipal Treasurer</p> <p>Julius P. Barut LTOO I</p> <p>Errol M. Briones License Inspector I</p> <p>Madeline U. Tuscano Administrative Aide VI</p> <p>Christopher T. Gabriel Meter Reader I</p> <p>Marvin P. Montilla Meter Reader I</p> <p>Miriam T. Obedoza Administrative Aide I</p>



				And Treasury Office Staff (JO/COS)
	TOTAL	Certification Fee – P200.00	1 HOUR	

➤ **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.

OFFICE / DIVISION:	Office of the Municipal Treasurer			
CLASSIFICATION:	Simple			
TYPE OF TRANSACTION:	G2C-Government to Citizen			
WHO MAY AVAIL:	Large Cattle owners			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
MTOP / Franchise		Office of the Sangguniang Bayan Secretary		
Unexpired OR/CR of motorcycle		Land Transportation Office		
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 verification of documents	Verify request and prepares application form and permit	NONE	30 MINUTES	Julius P. Barut LTOO I Errol M. Briones License Inspector I Christopher T. Gabriel Meter Reader I



				Marvin P. Montilla Meter Reader I Miriam T. Obedoza Administrative Aide I And Treasury Office Staff (JO/COS)
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	Julius P. Barut LTOO I Errol M. Briones License Inspector I Christopher T. Gabriel Meter Reader I Marvin P. Montilla Meter Reader I Miriam T. Obedoza Administrative Aide I And Treasury Office Staff (JO/COS)
	TOTAL	Ownership- P205.00/head Transfer- P210.00/head	40 MINUTES	



➤ **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.

OFFICE / DIVISION:	Office of the Municipal Treasurer			
CLASSIFICATION:	Simple			
TYPE OF TRANSACTION:	G2C-Government to Citizen			
WHO MAY AVAIL:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid ID		NONE		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to counter.	Verify request	NONE	20 MINUTES	Julius P. Barut LTOO I Errol M. Briones License Inspector I Christopher T. Gabriel Meter Reader I Marvin P. Montilla Meter Reader I Miriam T. Obedoza Administrative Aide I And Treasury Office Staff



				(JO/COS)
2. Pay the exact amount and get Official Receipt.	Issues Official Receipt, and the ownership or transfer certificate.	<p>Police Clearance</p> <p>A. For Employment – P100</p> <p>B. For Change of Name – P200.00</p> <p>C. For Application for Filipino Citizenship – P500.00</p> <p>D. For Passport/ Visa Application – P500.00</p> <p>E. For Firearms Permit Application – P500.00</p>	20 MINUTES	<p>Julius P. Barut LTOO I</p> <p>Errol M. Briones License Inspector I</p> <p>Christopher T. Gabriel Meter Reader I</p> <p>Marvin P. Montilla Meter Reader I</p> <p>Miriam T. Obedoza Administrative Aide I</p> <p>And Treasury Office Staff (JO/COS)</p>



		<p>F. For PLEB Clearance – P200.00</p> <p>Other Certificates and Clearances</p> <p>For Clearance/Certificate – P200.00</p>		
3. Proceed to the concerned agency/office where the client requested the certification or clearance	Directs clients where to go next.	None	5 MINUTES	<p>Julius P. Barut LTOO I</p> <p>Errol M. Briones License Inspector I</p> <p>Christopher T. Gabriel Meter Reader I</p> <p>Marvin P. Montilla Meter Reader I</p> <p>Miriam T. Obedoza Administrative Aide I</p> <p>And Treasury Office Staff (JO/COS)</p>
	TOTAL		45 MINUTES	



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:



➤ **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

➤ **PROVISION OF TECHNICAL ASSISTANCE ON CROPS, LIVESTOCK AND FISH CULTURE PRODUCTION**

OFFICE / DIVISION:	Office of the Municipal Agriculturist			
CLASSIFICATION:	Simple			
TYPE OF TRANSACTION:	G2C-Government to Citizen			
WHO MAY AVAIL:	Farmers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
-Farmer's identification (ID) -Registry System for Basic Sector in Agriculture Stub		Agencies issuing Valid ID LGU-Office for Agricultural Services		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in Client Logbook	Give the logbook to the client	None	3 Minutes	Marilyn G. Bumanglag Admin. Aide II Melchor P. Bustillos Administrative assistant I



<p>2. inquire/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 *Livestock production and management</p>	<p>Conduct orientation and give brochure/IEC materials of different commodities for the management and control of different field problems for every specific commodity</p>	<p>None</p>	<p>30 Minutes</p>	<p>Ferdinand Balete Agricultural Technologist Rafael L. Aguinaldo Agricultural Technologist Mezthy O. Octoman Agricultural Technologist Melisa R. Morgado Meat Inspector Emmalyn S. Ramos Farm Worker I Emil June B. Ranchez Municipal Agriculturist</p>
<p>3. Secure Crop and Life Insurance form</p> <p>4. Provide basic information/details to be insured</p> <p>5. Leave application form for submission</p>	<p>Assist/conduct interview to the client</p> <p>Record/list all information/details needed</p> <p>Consolidation of application to be submitted at PCIC region</p>	<p>None</p>	<p>10 Minutes</p> <p>10 Minutes</p> <p>1 day</p>	<p>Ferdinand D. Balete Agricultural Technologist Rafael L. Aguinaldo Agricultural Technologist Mezthy O. Octoman Agricultural Technologist Melisa R. Morgado Meat Inspector Emmalyn S. Ramos Farm Worker I Marilyn G. Bumanglag Admin. Aide II Roejohn N. Padron Admin Aide III Emil June R. Ranchez Municipal Agriculturist</p>
	<p>TOTAL</p>		<p>1 Day and 53 Minutes</p>	



➤ **PROVISION OF TECHNICAL ASSISTANCE ON SOIL SAMPLING**

OFFICE / DIVISION:		Office of the Municipal Agriculturist		
CLASSIFICATION:		Highly Technical		
TYPE OF TRANSACTION:		G2C-Government to Citizen		
WHO MAY AVAIL:		Farmers		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Farmer's identification (ID)		Agencies issuing Valid ID		
Sample air dried & properly labeled		Production areas to be tested		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in Client Logbook	Give the logbook to the client	None	3 Minutes	Marilyn G. Bumanglag Admin. Aide II Melchor P. Bustillos Administrative assistant I
2. Secure and accomplished soil analysis form	Assist the client to accomplished the form	None	5 Minutes	Ferdinand Balete Agricultural Technologist Rafael L. Aguinaldo Agricultural Technologist Mezthy O. Octoman Agricultural Technologist Emmalyn S. Ramos Farm Worker I Melisa R. Morgado Meat Inspector I Roejohn N. Padron Admin Aide III
3. Gathering of soil sample	Instruct/demonstrate proper way of soil sampling and	None	10 Minutes	Ferdinand Balete Agricultural Technologist Rafael L. Aguinaldo Agricultural Technologist



	labeling			Mezthy O. Octoman Agricultural Technologist
4. Submit soil sample	Received submitted soil samples for submission to DA-soil laboratory	None	5 Minutes	Ferdinand Balete Agricultural Technologist Rafael L. Aguinaldo Agricultural Technologist Mezthy O. Octoman Agricultural Technologist
5. Wait for the result of soil analysis	Follow-up/pick-up result of soil analysis/recommendation	None	20 Days	Ferdinand Balete Agricultural Technologist Rafael L. Aguinaldo Agricultural Technologist Mezthy O. Octoman Agricultural Technologist Emil June B. Ranchez Municipal Agriculturist
6. Get the result of Soil analysis at MAO	Release result of analysis to client	None	3 Minutes	Emil June B. Ranchez Municipal Agriculturist
	TOTAL	None	20 Days & 26 Minutes	

➤ **PROVISION OF VETERINARY SERVICES**

OFFICE / DIVISION:	Office of the Municipal Agriculturist
CLASSIFICATION:	Simple
TYPE OF TRANSACTION:	G2C-Government to Citizen
WHO MAY AVAIL:	Farmers
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE



Farmers Identification (ID)		Agencies issuing Valid ID		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in Client Logbook	Give the logbook to the client	None	3 Minutes	Marilyn G. Bumanglag Admin. Aide II Melchor P. Bustillos Administrative Assistant I
2. A. In case of home service: Give the livestock inspector basic information on the status of the animal Wait for the instruction of the Person in charge Accompany Person In charge	Conduct interview/investigation (history taking)	None	5 Minutes	Rafael L. Aguinaldo Agricultural Technologist Emil June B. Ranchez Municipal Agriculturist
	Prepare needed medicine to be used		5 Minutes	
	Render Veterinary services		30 Minutes	
B. Scheduled services: Seek for the schedule Wait for the scheduled day and time	Communicate/discuss convenience of client	None	5 Minutes	Rafael L. Aguinaldo Agricultural Technologist Emil June B. Ranchez Municipal Agriculturist
	Prepare needed tools and medicine to be		1 Day	



Accompany Person In charge	used Conduct Treatment, vaccination, deworming and castration	None	30 Minutes	Rafael L. Aguinaldo Agricultural Technologist Emil June B. Ranchez Municipal Agriculturist
C. Urgent request (Calving, furrowing, debilitated and wounded animals) Immediate response.				
Seek for veterinary services				
Wait for the person in charge	Conduct investigation thru interview		5 Minutes	
Accompany person in charge	Prepare tools and medicine		5 Minutes	
	immediate render veterinary services	30 Minutes		
	TOTAL		1 day 1 Hour and 58 Minutes	

➤ **TROUBLESHOOTING OF FIELD CROP PROBLEMS (PEST AND DISEASES)**



OFFICE / DIVISION:	Office of the Municipal Agriculturist			
CLASSIFICATION:	Simple			
TYPE OF TRANSACTION:	G2C-Government to Citizen			
WHO MAY AVAIL:	Farmers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Specimen sample of reported problem		Gathered on infested production areas		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in Client Logbook	Give the logbook to the client	None	3 Minutes	Marilyn G. Bumanglag Admin. Aide II Melchor P. Bustillos Administrative assistant I
2. Present the encountered/observed problem	Gathered basic information re: the status of the crops A. Type and stage of crop B. Area C. Location	None	10 Minutes	Ferdinand Balete Agricultural Technologist Rafael L. Aguinaldo Agricultural Technologist Mezthy O. Octoman Agricultural Technologist
3. Accompany DA personnel in the field	Conduct field investigation, inspection/ verification and confirmation	None	5 Hours	Ferdinand Balete Agricultural Technologist Rafael L. Aguinaldo Agricultural Technologist Mezthy O. Octoman Agricultural Technologist Emil June B. Ranchez Municipal Agriculturist
4. Wait on the result of field investigation and for the	Discuss result of field investigation and give proper	None	30 Minutes	Ferdinand Balete Agricultural Technologist Rafael L. Aguinaldo Agricultural Technologist



recommendations	recommendation			Mezthy O. Octoman Agricultural Technologist Emil June B. Ranchez Municipal Agriculturist
	TOTAL	NONE	5 Hours and 43 Minutes	

➤ **ISSUANCE OF AGRICULTURAL CERTIFICATION**

OFFICE / DIVISION:	Office of the Municipal Agriculturist			
CLASSIFICATION:	Simple			
TYPE OF TRANSACTION:	G2C-Government to Citizen			
WHO MAY AVAIL:	Farmers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
-Farmer's identification (ID) -Registry System for Basic Sector in Agriculture Stub		Agencies issuing Valid ID LGU-Office for Agricultural Services		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in Client Logbook	Give the logbook to the client	None	3 Minutes	Marilyn G. Bumanglag Admin. Aide II Melchor P. Bustillos Administrative assistant I
2. Request for Agricultural Certification	Verify name of farmers in the filed general masterlist and instruct client to proceed at treasury office for the	None	10 Minutes	Ferdinand Balet Agricultural Technologist Rafael L. Aguinaldo Agricultural Technologist Mezthy O. Octoman Agricultural Technologist



	payment of the certificate			Roejohn N. Padron Admin. Aide III
3. Proceed to Treasurers Office to pay for the prescribed fees and receive official receipt and return to MAO	Verify the OR and Prepare agricultural certificate	200.00	15 Minutes	Errol M. Briones License Inspector I Rafael L. Aguinaldo Agricultural Technologist Ferdinand D. Balete Agricultural Technologist Mezthy O. Octoman Agricultural Technologist Melisa R. Morgado Meat Inspector I Roejohn N. Padron Admin. Aide III
4. Wait for the agricultural certificate	Issue signed agricultural certificate	None	3 Minutes	Emil June B. Ranchez Municipal Agriculturist
	TOTAL	200.00	31 Minutes	

➤ **ISSUANCE OF DATA/REPORTS TO PERSONS/ENTITY AND STAKEHOLDERS**

OFFICE / DIVISION:	Office of the Municipal Agriculturist
CLASSIFICATION:	Simple
TYPE OF TRANSACTION:	G2C-Government to Citizen



WHO MAY AVAIL:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request letter address to Local Chief Executive		Seek endorsement from LCE		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in Client Logbook	Give the logbook to the client	None	3 Minutes	Marilyn G. Bumanglag Admin. Aide II Melchor P. Bustillos Administrative assistant I
2. Present the request letter	Read/Review the request letter	None	5 Minutes	Ferdinand Balete Agricultural Technologist Rafael L. Aguinaldo Agricultural Technologist Mezthy O. Octoman Agricultural Technologist Emil June B. Ranchez Municipal Agriculturist
3. Wait for the request data/reports	Prepare the needed data/reports	None	20 Minutes	Ferdinand Balete Agricultural Technologist Rafael L. Aguinaldo Agricultural Technologist Mezthy O. Octoman Agricultural Technologist Melisa R. Morgado Meat Inspector I Roejohn N. Padron Admin Aide III
4. Receive the requested data/reports	Issue verified requested data/reports	None	3 Minutes	Ferdinand Balete Agricultural Technologist Rafael L. Aguinaldo Agricultural Technologist



				Mezthy O. Octoman Agricultural Technologist Emil June B. Ranchez Municipal Agriculturist
	TOTAL	None	31 Minutes	

➤ **ISSUANCE OF ANIMAL HEALTH CERTIFICATE**

OFFICE / DIVISION:	Office of the Municipal Agriculturist			
CLASSIFICATION:	Simple			
TYPE OF TRANSACTION:	G2C-Government to Citizen			
WHO MAY AVAIL:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For Large Ruminants (cattle and carabao) certificate of ownership For small animals/ruminants (swine, goat and sheep) certificate of ownership/barangay certification		Treasury office Treasury office/Concern barangay		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in Client Logbook	Give the Logbook to the client	None	3 Minutes	Marilyn G. Bumanglag Admin. Aide II Melchor P. Bustillos Administrative assistant I
2. Present certificate of ownership/barangay certification	Verify proof of ownership/barangay certification and instruct client to proceed at treasury office for the payment of the	None	10 Minutes	Rafael L. Aguinaldo Agricultural Technologist Melisa R. Morgado Meat Inspector I Emil June B. Ranchez Municipal Agriculturist



	certificate			
3. Proceed to Treasurers Office to pay for the prescribed fees and receive official receipt and return to MAO	Verify the OR and Prepare animal health certificate	P 50.00	15 minutes	Errol M. Briones License Inspector I Rafael L. Aguinaldo Agricultural Technologist Melisa R. Morgado Meat Inspector I Emil June B. Ranchez Municipal Agriculturist
4. Present the animals to be inspected	Conduct ocular inspection on the markings and health status of the animals	None	30 Minutes	Rafael L. Aguinaldo Agricultural Technologist Melisa R. Morgado Meat Inspector I Emil June B. Ranchez Municipal Agriculturist
5. Wait for the animal health certificate	Issue signed animal health certificate to client		3 Minutes	Emil June B. Ranchez Municipal Agriculturist
	TOTAL	P 50.00	1 Hour 1 Minute	

➤ **REQUEST FOR SEEDLING DISPERSAL OR URBAN GARDENING LECTURE SEMINAR**

OFFICE / DIVISION:	Office of the Municipal Agriculturist
CLASSIFICATION:	Simple
TYPE OF TRANSACTION:	G2C-Government to Citizen
WHO MAY AVAIL:	All



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request letter address to Local Chief Executive		Seek endorsement from LCE		
CLIENT STEPS	AGENCY ACTION	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in Client Logbook	Give the Logbook to the client	None	3 Minutes	Marilyn G. Bumanglag Admin. Aide II Melchor P. Bustillos Administrative assistant I
2. Present the request letter	Read/Review the request letter	None	5 Minutes	Emmalyn S. Ramos Farm Worker I Emil June B. Ranchez Municipal Agriculturist
3. Wait for the requested seedlings	Prepared the requested seedlings	None	10 Minutes	Emmalyn S. Ramos Farm Worker I Christopher L. Manibog Job Order
4. Receive requested seedlings	Give the requested seedlings	None	3 Minutes	Emalyn S. Ramos Farm Worker I
TOTAL		None	21 Minutes	

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.

➤ **APPLICATION FOR SERVICE CONNECTION**

OFFICE / DIVISION:	DAWSS Office
CLASSIFICATION:	Simple



TYPE OF TRANSACTION:		G2C-Government to Citizen		
WHO MAY AVAIL:		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	Henry A. Casayuran Meter Reader I Crisostomo Felipe 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		10 MINUTES	Bernard F. Cañero, CPA OIC-Municipal Accountant 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	Henry A. Casayuran Meter Reader I Ferdinand N. Mapagu Admin Aide IV Rodel Galamay Supply Officer I Crisostomo Felipe Meter Reader I Jose Allapitan Jr. Admin Aide I DAWSS Office



4. Assessment / Investigate	Contact plumbers	NONE	20 MINUTES	Melvin Marquez Christopher Guzman Contract of Service DAWSS Office
5. Schedule of service connection and installation.	Prepare available materials for service connection or request purchase request for materials		5 MINUTES	Bernard F. Cañero, CPA OIC-Municipal Accountant DAWSS Administrator-Designate JM Bacani Contract of Service DAWSS Office
	TOTAL	P 4,500.00	20 MINUTES	

➤ PAYMENT OF WATER BILLS

OFFICE / DIVISION:	Delfin Albano Water Supply System (DAWSS)
CLASSIFICATION:	Simple
TYPE OF TRANSACTION:	G2C-Government to Citizen



WHO MAY AVAIL:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Notice of Water Bill/ledger consumer		DAWSS Office		
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	Henry A. Casayuran Meter Reader I Crisostomo Felipe Meter Reader I JM Bacani Monaliza Sagabaen Filipina Delfin Lovelyn G. Garro Contract of Service
2. Payment of bills	Accepts payment & issue Official Receipt		3 MINUTES	Henry A. Casayuran Meter Reader I Crisostomo Felipe Meter Reader I Rodel Galamay Supply Officer I Jose Allapitan Jr. Meter Reader I
	TOTAL	NONE	8 MINUTES	

➤ **REQUEST FOR TRANSFER / RE-INSTALLATION / REPAIR OF SERVICE CONNECTION**

OFFICE / DIVISION:	Delfin Albano Water Supply System
CLASSIFICATION:	Simple



TYPE OF TRANSACTION:		G2C-Government to Citizen		
WHO MAY AVAIL:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Identify the name of Consumer/Location and assess the Damage		DAWSS Office		
Consumer to buy/purchase needed materials to be repaired		DAWSS Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go or call/text DAWSS Office 0916-8642366	Report to the Office & contact plumbers	NONE	5 MINUTES	Bernard F. Cañero, CPA OIC-Municipal Accountant DAWSS Administrator-Designate
2. Payment of transfer/re-installation water meter	Issue Official Receipt upon payments	Transfer / Re-Installation Fee 500.00	3 MINUTES	Henry A. Casayuran Meter Reader I Ferdinand N. Mapagu Admin Aide IV Rodel Galamay Supply Officer I Jose Allapitan Jr. Meter Reader I
3. Job request for the plumbers to repair of damage	Request & contact the available plumbers		Depending on urgency	DAWSS Plumbers
	TOTAL	P 500.00	8 MINUTES	



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.

➤ **PROCESSING OF APPLICATIONS FOR MARKET STALLS**

OFFICE / DIVISION:	Delfin Albano Public Market Office
CLASSIFICATION:	Simple



TYPE OF TRANSACTION:	G2C-Government to Citizen			
WHO MAY AVAIL:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Barangay Clearance 		Barangay Office		
<ul style="list-style-type: none"> Police Clearance 		Delfin Albano Municipal Police Station		
<ul style="list-style-type: none"> 2 pcs 2x2 picture 				
<ul style="list-style-type: none"> duly notarized form 		Delfin Albano Public Market Office		
For old occupants <ul style="list-style-type: none"> Certificate of no liability from Market & Treasury Office 				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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	None	30 MINUTES	Errol M. Briones License Inspector I Office of the Municipal Treasurer
3. Pay the required fee	Advise client to pay the required fees	P75,000.00/stall	15 MINUTES	Henry V. Dumaua, CPA OIC-Municipal Treasurer or Errol M. Briones License Inspector I Office of the Municipal Treasurer
		P25,000.00/stall –Fish and Meat Section	15 MINUTES	
4. Submit Accomplished Application form for verification.		None	30 MINUTES	Larry R. Madriaga Market Inspector Office of The Mayor



5.Wait for the approval of application (You will be notified by the specific committee)		None	1 DAY	Larry R. Madriaga Market Inspector Office of The Mayor
7.Get notice of award and Market Stall and sign contract of lease		None	15 MINUTES	Larry R. Madriaga Market Inspector Office of The Mayor
	TOTAL	Depends on stall applied	1 DAY, 2 HOURS & 18 MINUTES	

➤ **ISSUANCE OF MARKET CLEARANCE / CERTIFICATE**

OFFICE / DIVISION:	Delfin Albano Public Market Office			
CLASSIFICATION:	Simple			
TYPE OF TRANSACTION:	G2C-Government to Citizen			
WHO MAY AVAIL:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
• 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				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



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	None	1 HOUR	Larry R. Madriaga Market Inspector Office of The Mayor
3. Pay Clearance / Certification	Advise client to pay clearance/ certification	P200.00	15 MINUTES	Errol M. Briones License Inspector I or Christopher T. Gabriel Meter Reader I or Miriam T. Obedoza Administrative Aide I Office of the Municipal Treasurer
4. Get market Clearance/certification	Proceed to Municipal Administrator/Licensing Office		30 minutes	Jocelyn A. Manibog Mun. Administrator Municipal Administrator's Office
	TOTAL	P 200.00	1 HOUR, 48 MINUTES	

➤ **RESPONDING TO COMPLAINTS AGAINST VIOLATORS OF CONSUMERS WELFARE RIGHT**

This service shall address complaints against violations of right of consumers



OFFICE / DIVISION:	Delfin Albano Public Market Office			
CLASSIFICATION:	Simple			
TYPE OF TRANSACTION:	G2C-Government to Citizen			
WHO MAY AVAIL:	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	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	None	30 MINUTES	Larry R. Madriaga Market Inspector Office of The Mayor
3. Approach the consumer welfare officer for inquiry regarding complaint.	Assist client	None	1 HOUR	Larry R. Madriaga Market Inspector Office of The Mayor Jocelyn A. Manibog Mun. Administrator
	TOTAL	NONE	1 HOUR, 33 MINUTES	



DELFIN ALBANO SLAUGHTER HOUSE

➤ **INSPECTION AND CORAL OF FOOD ANIMALS PRIOR TO SLAUGHTER (Ante-Mortem Inspection)**

Ante Mortem inspection is a service of the Slaughter House.



OFFICE / DIVISION:	Delfin Albano Slaughter House			
CLASSIFICATION:	Simple			
TYPE OF TRANSACTION:	G2C-Government to Citizen			
WHO MAY AVAIL:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Certification of ownership/Certification of Transfer				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Present the animal to the slaughter house (for hogs only).	Check for health certificate	None	3 MINUTES	Ronnie Nanca Emerson Fabros Christer Miguel Slaughterhouse Guards Mayor's Office
2.In case of large ruminants.	Check for health certificate and certificate of ownership	None	15 MINUTES	Melissa R. Morgado Meat Inspector I or Emil June B. Ranchez Municipal Agriculturist Office of the Municipal Agriculturist
3.Wait for the inspection of the animals. The meat inspector shall conduct inspection of animals.	Physical examination of the animal	None	5 MINUTES	Melissa R. Morgado Market Inspector I or Emil June B. Ranchez Municipal Agriculturist Office of the Municipal Agriculturist
4.Leave animals in the coral for the quarantine purposes.	Observe the health status of the animal	None	6 HOURS	Melissa R. Morgado Market Inspector I or Emil June B. Ranchez Municipal Agriculturist



				Office of the Municipal Agriculturist
	TOTAL	NONE	6 HOURS & 20 MINUTES	

➤ **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.

OFFICE / DIVISION:	Delfin Albano Slaughter House			
CLASSIFICATION:	Simple			
TYPE OF TRANSACTION:	G2C-Government to Citizen			
WHO MAY AVAIL:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
NONE				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inspecting and branding	Inspect carcass of slaughtered animal	None	5 MINUTES	Melissa R. Morgado Market Inspector I or Emil June B. Ranchez Municipal Agriculturist Office of the Municipal Agriculturist
2. Inspection of previously inspected carcasses and edible offal at public market.	Post abbatoir inspection	None	4 HOURS	Melissa R. Morgado Market Inspector I or Emil June B. Ranchez Municipal Agriculturist



				Office of the Municipal Agriculturist
3. Pay the required fee		Hogs: Slaughter fee P75.00 Permit to slaughter 50.00 Corral Fee 20.00 Misc. 20.00 Cattle/Carabao: Slaughter fee P200.00 Permit to slaughter 100.00 Corral Fee 20.00 Misc. 30.00	5 MINUTES	Christopher T. Gabriel Meter Reader I Office of the Municipal Treasurer
	TOTAL	Depends on transaction	4 HOURS & 10 MINUTES	



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.

➤ **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.

OFFICE / DIVISION:	Human Resource Management 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"> • 2 (two) copies of application for leave form (CSC Form #6, Revise 1984) • Medical Certificate for sick leave exceeding 3 days • Clearance from Money or Property Accountability if leave will last for 30 calendar days or more 			Human Resource Management Office, Second Floor, Right Side	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up application for leave form and have it approved by your supervisor		NONE	4 HOURS	Erliegy A. Butay 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		8 HOURS	Richmond H. Pazzibugan HRM Asst. MHRM Office Erliegy A. Butay MGDH 1 (MHRMO) Richmond H. Pazzibugan HRM Asst.



3. Get approved application for leave	LCE/Municipal Administrator for approval Release approved Application for Leave		2 HOURS	MHRM Office Erliegy A. Butay MGDH 1 (MHRMO) Richmond H. Pazzibugan HRM Asst. MHRM Office
TOTAL			14 Hours	

➤ 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 1st Level Position if the vacant position is in the First Level, Representative from the 2nd Level Positions if the vacant position is in the 2nd 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.

OFFICE / DIVISION:	Human Resource Management Office
CLASSIFICATION:	Simple/Complex
TYPE OF	Government to Citizen



<p>3. Wait for Notice of Screening</p>	<p>Give letter for written examination and interview</p>			<p>Erliegy A. Butay MGDH 1 (MHRMO)</p> <p>Rhomel G. Salvador AO IV (HRMO II)</p>
<p>4. Undergo Human Resource Merit Promotion and Selection</p>	<p>HRMPSB assess the applicant based on QS, written examination, interview and background investigation</p>		<p>4 HOURS</p>	<p>Richmond H. Pazzibugan HRM Asst. MHRM Office</p> <p>HRMPSB</p>
<p>5. Wait for notification if you were selected by the HRMPSB to fill the vacant position.</p>	<p>Issuance of letter if not selected Issuance of appointment if selected</p>		<p>7 DAYS</p>	<p>Erliegy A. Butay MGDH 1 (MHRMO)</p> <p>Rhomel G. Salvador AO IV (HRMO II)</p> <p>Richmond H. Pazzibugan HRM Asst. MHRM Office</p>
TOTAL		NONE	7 DAYS, 4 HOURS	



➤ **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).

OFFICE / DIVISION:	Human Resource Management 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"> • One (1) copy NBI Clearance photo copies of certificate of Eligibility if needed • Three (3) (photo copy of Diploma/TOR • Birth Certificate • Taxpayer Identification Number (TIN) • Position Description Form (PDF) • Certification Form • Appointment Papers 		National Bureau of Investigation Philippines Statistics Office Bureau of Internal revenue Human Resource Management Office, Second Floor, Right Side		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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	Issuance of PDS, SALN and Medical Certificate form	NONE	30 MINUTES	Erliegy A. Butay MGDH 1 (MHRMO) Rhomel G. Salvador AO IV (HRMO II) Richmond H. Pazzibugan HRM Asst.



New/Promotion)				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	<p>Erliegy A. Butay MGDH 1 (MHRMO)</p> <p>Rhomel G. Salvador AO IV (HRMO II)</p> <p>Richmond H. Pazzibugan HRM Asst. MHRM Office</p>
3. Wait for the Preparation of Appointment Forms	Issue Appointment form		8 HOURS	<p>Erliegy A. Butay MGDH 1 (MHRMO)</p> <p>Rhomel G. Salvador AO IV (HRMO II)</p> <p>Richmond H. Pazzibugan HRM Asst. MHRM Office</p>
4. Go to your supervisor for the signing of the Position Description Form	Supervisor fill up signed the Position Description Form		30 MINUTES	<p>Concerned Supervisor</p>
5. Go to the Accounting Office.	Municipal Accountant signed the Certification of Availability of		30 MINUTES	<p>Bernard F. Cañero, CPA OIC-Mun. Accountant Accounting Office</p>



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	Funds Appointment signed by the Local Chief Executive		1 HOUR	Hon. Arnold Edward P. Co Municipal Mayor Mayor's Office Hon. Thomas A. Pua Jr. Municipal Vice Mayor V-Mayor's Office
TOTAL		NONE	14 HOURS & 30 MINUTES	

➤ **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.

OFFICE / DIVISION:	Human Resource Management Office
CLASSIFICATION:	Simple
TYPE OF TRANSACTION:	Government to Citizen
WHO MAY AVAIL:	Retired/Old/New Employees
CHECKLIST OF REQUIREMENTS	
<ul style="list-style-type: none"> • Request Letter 	WHERE TO SECURE NONE



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign Client Log Book	Give the Log Book to the client.	NONE	30 MINUTES	Richmond H. Pazzibugan HRM Asst.
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	Erliegy A. Butay MGDH 1 (MHRMO) Rhomel G. Salvador AO IV (HRMO II) Richmond H. Pazzibugan HRM Asst.
3. Get Record	Issue the document to the client with the Official LGU Logo.		30 MINUTES	Erliegy A. Butay MGDH 1 (MHRMO) Richmond H. Pazzibugan HRM Asst.
TOTAL		200.00	1 HOUR & 30 MINUTES	

➤ **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.



OFFICE / DIVISION:	Human Resource Management 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"> Application form 		Human Resource Management Office, Second Floor, Right Side		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Multi-purpose loan application (HDMF) <ul style="list-style-type: none"> Fill up the Application form Photocopy of two (2) valid ID Card Photo copy of ATM card (Land bank) Latest Payroll authenticated by the Municipal Accountant Go to the nearest ATM Machine and perform Balance Inquiry (LBP) 	Issue forms/document needed for HDMF Loan.	NONE	9 MINUTE S	Erliegy A. Butay MHRMO Rhomel G. Salvador AO IV (HRMO II) Richmond H. Pazzibugan HRM Asst.
2. MPL (GSIS) <ul style="list-style-type: none"> Go to a GW@PS Kiosk at least 48 hours after you validate your 	Verify the Net Take Home Pay based on the issued GAA Confirms loan of		2 HOURS	Erliegy A. Butay MGDH 1 (MHRMO) Rhomel G. Salvador AO IV (HRMO II)



The office's function revolves 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.

➤ **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"> Request letter duly approved by the Municipal Mayor 		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"> Submission of documents to MBO staffs 	Receive the required documents and check for completeness. Recording of transaction.	None	15 MINUTES	Dahlee Joy R. Manzano Admin. Aide II or Jovelyn M. Cañero Budgeting Assistant or Rogelio B. Acojido, Jr. Contract of Service Municipal Budget Office
	Verification of request letter and certification of the existence of available appropriation	None	15 MINUTES	Dahlee Joy R. Manzano Admin. Aide II or Jovelyn M. Cañero Budgeting Assistant or Jocelyn A. Manibog Municipal Budget Officer Municipal Budget Office
	<ul style="list-style-type: none"> Sign in the log upon release of the certified document 	Give the Log Book to the client.	None	Dahlee Joy R. Manzano Admin. Aide II Or Jovelyn M. Cañero Budgeting Assistant Or Rogelio B. Acojido, Jr. Contract of Service Municipal Budget Office



TOTAL	NONE	30 MINUTES	
--------------	-------------	-------------------	--

➤ **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.

OFFICE / DIVISION:	Municipal Budget Office
CLASSIFICATION:	Simple
TYPE OF TRANSACTION:	Government to Citizen
WHO MAY AVAIL:	Employees/
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> • Actual collection of the Barangay for the next preceding year for the computation of the 55% PS Cap • Plantilla of Personnel • Estimated IRA & Local revenues for the Budget Year • Initial checking of the Barangay Review Forms • Transmittal Letter of the Barangay Secretary • Budget Message of the Punong Barangay • Appropriation Ordinance • Plantilla of Personnel • Barangay Development Plan • LDRRMFIP • Youth Development Plan • Endorsed GAD Plan and Budget 	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	Jovelyn M. Cañero Budgeting Assistant Or Jocelyn A. Manibog Municipal Budget Officer Municipal Budget Office
2. Receive Barangay Budget for review and evaluation	Recording of transaction. Verification of request letter and certification of the existence of available appropriation	None	1 HOUR	Jovelyn M. Cañero Budgeting Assistant Or Jocelyn A. Manibog Municipal Budget Officer Municipal Budget Office
3. Wait for the review and recommendation of the Sangguniang Bayan		None		
TOTAL		NONE	2 HOURS	

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.

➤ **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.

OFFICE / DIVISION:

Municipal Accounting Office & Internal Audit



CLASSIFICATION:	Simple			
TYPE OF TRANSACTION:	Government to Citizen			
WHO MAY AVAIL:	Indigent Individual in Crisis Situation			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> • Approved Request Letter (one (1) Original Copy) 		Office of the Municipal Mayor		
<ul style="list-style-type: none"> • Case Study Report (one (1) Original Copy) 		Office of the MSWDO		
<ul style="list-style-type: none"> • Cedula (Photocopy) 		Office of the Municipal Treasurer		
<ul style="list-style-type: none"> • Barangay Clearance (one (1) original Copy) 		Respective Barangay		
<ul style="list-style-type: none"> • Certificate of Indigency (one(1) Original Copy) 		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	Jesica L. Dumocloy Admin. Aide IV or Marjorie B. Garro Admin. Aide IV Accounting Office or Cristy M. Dela Cruz Admin. Aide VI Accounting Office
2. Present the requirements	Verify the requirements	None	10 MINUTES	Haydee G. Viernes SWO I Or Vanessa Gay A. Acosta SWO I Or Fresma D. Casayuran SWA
	Prepare the			



3. Wait while voucher is being prepared	documents	None	1 HOUR	Or Rosalie L. Marquez MSWDO Office of the Municipal Social Welfare and Development
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	None	1 DAY	Charisma A. Barut Labor and Employment Officer II or Richmond H. Pazzibugan HRM Asst. Office of the Mayor
5. Proceed to the Municipal Budget Office for available appropriation	Record the transaction	None	5 MINUTES	Jovelyn M. Cañero Budgetting Asst. or Dahlee Joy B. Manzano Admin. Aide II
	Review, approve and affix signature		6 MINUTES	Jocelyn A. Manibog Mun. Budget Officer Budget Office
6. Go back to the Office of the Accounting & Internal Audit for signature	Record transaction and assign ALOBS No.		1 MINUTE	Cristy M. Dela Cruz Admin. Aide VI Accounting Office Bernard F. Cañero, CPA OIC-Municipal Accountant Accounting Office



7.Proceed to the Office of the Municipal Treasurer to receive cash or check	Affix signature		5 MINUTES	Henry V. Dumaua, CPA OIC-Municipal Treasurer Office of the Municipal Treasurer
	TOTAL	NONE	1 DAY, 2 HOURS & 32 MINUTES	



➤ **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

OFFICE / DIVISION:	Municipal Accounting Office & Internal Audit			
CLASSIFICATION:	Simple			
TYPE OF TRANSACTION:	Government to Citizen			
WHO MAY AVAIL:	Regular Employees only			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Original Receipt of Certification Fee 		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	Give the logbook to the client	None	1 MINUTE	Jesica L. Dumocloy Admin Aide IV or Marjorie B. Garro Admin. Aide IV or Cristy M. Dela Cruz Admin. Aide VI Accounting Office
2. Pay certification fee at the Office of the Municipal Treasurer	Issue certification upon payment	P200.00	1 HOUR	Errol M. Briones License Inspector I Office of the Municipal Treasurer
3. Return to the Office of the	Check official			



<p>Municipal Accountant</p> <p>4. Sign in client's logbook to accept certification.</p>	<p>receipt, prepare the document and give to signatories for review and affixation of signature</p> <p>Issue the certification</p>		<p>1 DAY</p>	<p>Cristy M. Dela Cruz Admin. Aide VI</p> <p>Bernard F. Cañero, CPA OIC-Municipal Accountant</p> <p>Accounting office</p> <p>Cristy M. Dela Cruz Admin. Aide VI</p>
	<p>TOTAL</p>	<p>P 200.00</p>	<p>1 DAY, 1 HOUR & 2 MINUTES</p>	



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.
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	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: <ul style="list-style-type: none"> - Name of person being complained - Incident - Evidence
How complaints are processed	The complaints officer opens the complaint drop box on a daily basis evaluated each complaint. Upon evaluation, the Complaints Officer shall start the investigation and forward the complaint to the concerned office for their explanation. The Complaints Officer will create a report after the investigation and shall submit it to the Head of Agency for appropriate action. The Complaints Officer will give the feedback to the client.



V. List of Offices

Office	Address	Contact Information
Office of the Municipal Mayor	Balay na Maguili, Ragan Sur, Delfin Albano, Isabela 3326	0936-6439080
Office of the Municipal Administrator	Balay na Maguili, Ragan Sur, Delfin Albano, Isabela 3326	0936-1096030
Office of the Municipal Civil Registrar	Balay na Maguili, Ragan Sur, Delfin Albano, Isabela 3326	0953-304-4301
Office of the Municipal Health Service	Balay na Maguili, Ragan Sur, Delfin Albano, Isabela 3326	0955-3286809 0968-3882642
Office of the Municipal Social & Development	Balay na Maguili, Ragan Sur, Delfin Albano, Isabela 3326	0916-3240-145
Office of the Sangguniang Bayan Secretary	Balay na Maguili, Ragan Sur, Delfin Albano, Isabela 3326	0956-2716397
Office of the Municipal Planning & Development Coordinator	Balay na Maguili, Ragan Sur, Delfin Albano, Isabela 3326	0926-2190922
Office of the Municipal Assessor	Balay na Maguili, Ragan Sur, Delfin Albano, Isabela 3326	0953-1168-785
Office of the Municipal Engineer	Balay na Maguili, Ragan Sur, Delfin Albano, Isabela 3326	0975-069-1114
Office of the Municipal Treasurer	Balay na Maguili, Ragan Sur, Delfin Albano, Isabela 3326	0917-6421968
Office of the Municipal Agriculturist	Balay na Maguili, Ragan Sur, Delfin Albano, Isabela 3326	0955-3976951
Delfin Albano Water Supply System	Balay na Maguili, Ragan Sur, Delfin Albano, Isabela 3326	0997-6243233 0916-8642366
Delfin Albano Public Market Office	Balay na Maguili, Ragan Sur, Delfin Albano, Isabela 3326	0915-3807955
Municipal Human Resource	Balay na Maguili, Ragan Sur,	0997-5981402



Management Office	Delfin Albano, Isabela 3326	
Office of the Municipal Budget	Balay na Maguili, Ragan Sur, Delfin Albano, Isabela 3326	0977-2885341
Office of the Municipal Accounting & Internal Audit	Balay na Maguili, Ragan Sur, Delfin Albano, Isabela 3326	0956-8447151
8888-Presidential Complaints Center 0908-8816565-CSC Contact Center ng Bayan 478-5093-Anti-Red Tape Authority		