



**MUNICIPAL GOVERNMENT  
OF  
DELFIN ALBANO, ISABELA**

**CITIZEN'S CHARTER  
2024 (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:

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

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

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



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

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

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

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

So help us God.



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# **EQUITY-ENHANCING SERVICES**



# OFFICE OF THE MAYOR

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

*The delivery of basic services, provision of adequate facilities the generation and full utilization of resources also 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.

<b>OFFICE / DIVISION:</b>	Office of the Mayor			
<b>CLASSIFICATION:</b>	Simple			
<b>TYPE OF TRANSACTION:</b>	Government to Government			
<b>WHO MAY AVAIL:</b>	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> <li>• Barangay Clearance (1 copy)</li> <li>• Residence certificate (current year)</li> <li>• Police Clearance (1 copy)</li> <li>• Official Receipt</li> </ul> *Job Recommendations – FREE		Respective Barangay Barangay Treasurer/Treasury Office Delfin Albano Municipal Police Station Treasury Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in Client Log Book	1. Give the Log Book to the client	None	3 MINUTES	<b>Rogelio s. Albano jr.</b> Contract of Service Mayor's Office
2. Submit the required documents for initial assessment and verification.	2. Receive the accomplished forms and check for completeness	None	5 MINUTES	<b>Richmond H. Pazzibugan</b> HRM Asst. or <b>Charisma A. Barut</b> Labor ad Employment Officer II Mayor's Office or <b>Grace D. Acidera</b> 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	<b>Errol M. Briones</b> License Inspector I or <b>Christopher T. Gabriel</b> Meter Reader I Office of the Municipal Treasurer
4. Return to the Mayor's Office for the processing and release of Clearance or Certification	4. Check the Official Receipt	None	10 MINUTES	<b>Richmond H. Pazzibugan</b> HRM Asst. or <b>Charisma A. Barut</b> Labor and Employment Officer II Mayor's Office or <b>Grace D. Acidera</b> Asst. Information Officer Mayor's Office
5. Affixation of signature of Municipal Mayor	5. Issue the Certificate or Clearance to the client.	None	10 MINUTES	<b>Arnold Edward P. Co</b> Municipal Mayor Mayor's Office
	<b>TOTAL</b>	<b>P 50.00</b>	<b>38 MINUTES</b>	



## ➤ 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.

<b>OFFICE / DIVISION:</b>	Office of the Mayor			
<b>CLASSIFICATION:</b>	Simple			
<b>TYPE OF TRANSACTION:</b>	Government to Government/Government to Citizen			
<b>WHO MAY AVAIL:</b>	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> <li>Case study obtained from the Social Welfare &amp; Development Office.</li> <li>Medical Abstract (1 copy)</li> </ul>		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	<b>Rogelio S. Albano Jr.</b> Contract of service or <b>Herald A. Macadangdang</b> Contract of service or <b>Richmond H. Pazzibugan</b> HRM Asst. Mayor's office or <b>Grace D. Acidera</b> Asst. Information Officer Mayor's office



2. Submit the required documents.	2. Check the required documents for completeness and receive.	None	5 MINUTES	<b>Richmond H. Pazzibugan</b> HRM Asst. Or <b>Charisma A. Barut</b> Labor and Employment Officer II Mayor's office or <b>Grace D. Acidera</b> Asst. Information Officer Mayor's office
	2.1 start processing the endorsement letter	None	5 MINUTES	<b>Richmond H. Pazzibugan</b> HRM Asst. or <b>Charisma A. Barut</b> Labor and Employment Officer II Mayor's office or <b>Grace D. Acidera</b> Asst. Information Officer Mayor's office
	2.2 Affixation of signature of the Municipal Mayor	None	10 MINUTES	<b>Arnold Edma P. Co</b> Municipal Mayor Mayor's Office
	<b>TOTAL</b>	<b>NONE</b>	<b>23 MINUTES</b>	



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

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

<b>OFFICE / DIVISION:</b>	Office of the Mayor			
<b>CLASSIFICATION:</b>	Simple			
<b>TYPE OF TRANSACTION:</b>	Government to Government			
<b>WHO MAY AVAIL:</b>	Barangay/Civil Society Organization			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> <li>Letter of request and project proposal (1 copy)</li> <li>Approved request letter/project proposal (1 copy)</li> <li>Prepared vouchers/personal appearance</li> </ul>		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	<b>Rogelio S. Albano Jr.</b> Contract of service or <b>Herald A. Macadangdang</b> Contract of service 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	<b>Richmond H. Pazzibugan</b> HRM Asst. or <b>Charisma A. Barut</b> Labor and Employment Officer II Mayor's Office or



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



## ➤ 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.

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



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

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

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

<b>OFFICE / DIVISION:</b>	Office of the Mayor			
<b>CLASSIFICATION:</b>	Simple			
<b>TYPE OF TRANSACTION:</b>	Government to Government			
<b>WHO MAY AVAIL:</b>	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> <li>Request letter (1 copy)</li> <li>Medical certificate/Hospital Bill (1 copy)</li> </ul> *For burial: <ul style="list-style-type: none"> <li>Death certificate (1 copy)</li> <li>Barangay Indigency (1 copy)</li> <li>Latest CTC (1 copy)</li> </ul>		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	<b>Rogelio S. Albano Jr.</b> Contract of service or <b>Herald A. Macadangdang</b> Contract of service Mayor's Office
2. Submit the required documents	2. Check the required documents for	None	5 MINUTES	<b>Richmond H. Pazzibugan</b> HRM Asst.



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



5. Present process vouchers	5. Release and recording of Financial assistance	None	5 MINUTES	<b>Henry V. Dumaua, CPA</b> Acting Municipal Treasurer Office of the Municipal Treasurer
	<b>TOTAL</b>	<b>NONE</b>	<b>1 HOUR and 22 MINUTES</b>	

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

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

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



2. None	2. Signing of vouchers	None	1 HOUR	<b>Arnold Edward P. Co</b> Municipal Mayor Mayor's Office
3. None	3. Record and submit signed vouchers to concerned office	None	10 MINUTES	<b>Rogelio S. Albano Jr.</b> Contract of service or <b>Herald A. Macadangdang</b> Contract of service Mayor's Office
	<b>TOTAL</b>	<b>NONE</b>	<b>1 HOUR, 12 MINUTES</b>	

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

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

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

<b>OFFICE / DIVISION:</b>	Information & Communication Technology Office
<b>CLASSIFICATION:</b>	Simple
<b>TYPE OF TRANSACTION:</b>	Government to Citizen
<b>WHO MAY AVAIL:</b>	All
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
• Valid Identification Card (ID)	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	2 MINUTES	<b>Rhomel G. Salvador</b> 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	<b>Rhomel G. Salvador</b> 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, eGovtServices, etc.)	None	5 MINUTES	<b>Rhomel G. Salvador</b> Tech4ED Center Manager Tech4Ed Center
4. Log-out at the Tech4Ed Web portal	4. Logging-out of the Tech4Ed Web portal.	None	2 MINUTES	<b>Rhomel G. Salvador</b> Tech4ED Center Manager Tech4Ed Center
	<b>TOTAL</b>	<b>NONE</b>	<b>11 MINUTES</b>	



## ➤ DIGITAL LITERACY

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

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



4. Get your Certificate of Completion	Issue certificate of Completion	None	5 MINUTES	<b>Rhomel G. Salvador</b> Tech4ED Center Manager Tech4Ed Center
	<b>TOTAL</b>	<b>NONE</b>	<b>2 HOURS, 7 MINUTES</b>	

➤ **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.

<b>OFFICE / DIVISION:</b>	Office of the Mayor-PESO			
<b>CLASSIFICATION:</b>	Simple			
<b>TYPE OF TRANSACTION:</b>	G2B-Government to Business entity			
<b>WHO MAY AVAIL:</b>	Licensed Recruitment Agencies			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
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		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sign in the client log book	1. Give the log book to the client	None	5 MINUTES	<b>Rogelio S. Albano Jr.</b> Contract of service or <b>Herald A. Macadangdang</b> Contract of service



2. Submit the required documents	2. Check the required documents for completeness and receive	None	30 MINUTES	<b>Charisma A. Barut</b> 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	<b>Charisma A. Barut</b> 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	<b>Charisma A. Barut</b> Local Employment Officer II /PESO Manger-Designate Mayor's Office  <b>Arnold Edward P. Co</b> Municipal Mayor  Mayor's Office
5. Proceed at the Local Treasury Office for payment		P 200.00	30 MINUTES	<b>Errol M. Briones</b> License Inspector I or <b>Miriam T. Obedoza</b> Collecting Officer or <b>Christopher T. Gabriel</b> Collecting Officer Office of the Municipal Treasurer
6. Present receipt of payment	5. Release the certification	NONE	30 MINUTES	<b>Charisma A. Barut</b> Local Employment Officer II /PESO Manger-Designate Mayor's Office
	<b>TOTAL</b>	<b>P 200.00</b>	<b>4 HOURS and 35 MINUTES</b>	



# OFFICE OF THE MUNICIPAL ADMINISTRATOR

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



## ➤ SIGNING/APPROVAL OF DISBURSEMENT VOUCHERS

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

<b>OFFICE / DIVISION:</b>	Office of the Municipal Administrator			
<b>CLASSIFICATION:</b>	Simple			
<b>TYPE OF TRANSACTION:</b>	Government to Citizen			
<b>WHO MAY AVAIL:</b>	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> <li>Purchase request/Purchase order, Acceptance Reports, Waste Material Support, Obligation Request, Disbursement Vouchers, Checks</li> </ul>		Requesting Party		
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	<b>Bethelyn P. Natividad</b> Contract of Service or <b>Rizafe R. Ramos</b> Admin. Asst. III Mun. Admin Office
2. The assigned personnel shall present the documents to the Municipal Administrator for affixation of signature	2. Receive documents and check for completeness.	None	8 HOURS	<b>Jocelyn A. Manibog</b> Municipal Administrator Mun. Admin Office
3. Review and record all signed documents	3. The MA affix his/her signature		5 MINUTES	<b>Bethelyn P. Natividad</b> Contract of Service or



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

➤ **FINANCIAL ASSISTANCE FOR INDIGENT RESIDENTS (in case the Local Executive is out/has official business)**

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

<b>OFFICE / DIVISION:</b>	Office of the Municipal Administrator			
<b>CLASSIFICATION:</b>	Simple			
<b>TYPE OF TRANSACTION:</b>	Government to Citizen			
<b>WHO MAY AVAIL:</b>	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> <li>Request letter addressed to the Mayor ( 1 copy)</li> <li>Hospitalization billing statement (1 copy)</li> <li>Residence tax certificate (current year)</li> <li>Barangay clearance/certification (1 copy)</li> </ul>		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	<b>Bethelyn P. Natividad</b> Contract of Service or <b>Rizafe R. Ramos</b> Admin. Asst. III <b>Bethelyn P. Natividad</b> Contract of Service



<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>	2. Receive documents and check for completeness.	None	2 HOURS	<p>or</p> <p><b>Rizafe R. Ramos</b> Admin. Asst. III Mun. Admin Office</p>
	3.The MA affix his/her signature	None	1 HOUR	<p><b>Jocelyn A. Manibog</b> Municipal Administrator Mun. Admin Office</p>
	3.1 Record all signed documents	None	1 HOUR	<p><b>Bethelyn P. Natividad</b> Contract of Service or <b>Rizafe R. Ramos</b> Admin. Asst. III Mun. Admin Office</p>
	Check duly approved request letter, Medical Certificates/Abstract/ Certificate of Confinement/Certificate of Indigency signed by Punong Barangay/Residence Certificate	None	1 HOUR	<p><b>Rosalie L. Marquez, RSW</b> MSWDO or <b>Vanessa A. Acosta</b> SWO or <b>Fresma D. Casayuran</b> <b>SWAMPO</b>  Municipal Social Welfare and Development Office</p> <p><b>Rosalie L. Marquez, RSW</b> MSWDO</p>



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



## ➤ SIGNING/APPROVAL OF TRAVEL ORDERS/TRIP TICKETS

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

<b>OFFICE / DIVISION:</b>	Office of the Municipal Administrator			
<b>CLASSIFICATION:</b>	Simple			
<b>TYPE OF TRANSACTION:</b>	Government to Citizen			
<b>WHO MAY AVAIL:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>Travel order, Trip Ticket. Disbursement Vouchers and Obligation Request and communications.</li> </ul>		OFFICE OF THE MUNICIPAL MAYOR		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sign in client Log Book	1. Give the Log Book to the client	None	5 MINUTES	<b>Bethelyn P. Natividad</b> Contract of Service or <b>Rizafe R. Ramos</b> Admin. Asst. III Mun. Admin Office
	1.1 Receive documents and check for completeness	None	5 MINUTES	<b>Bethelyn P. Natividad</b> Contract of Service or <b>Rizafe R. Ramos</b> Admin. Asst. III Mun. Admin Office
2. Signing of documents	2. The MA affix her signature	None	1 HOUR	<b>Jocelyn A. Manibog</b> Municipal Administrator



3. Record signed documents		None	5 MINUTES	<b>Bethelyn P. Natividad</b> Contract of Service or <b>Rizafe R. Ramos</b> Admin. Asst. III Mun. Admin Office
	<b>TOTAL</b>	<b>NONE</b>	<b>1 HOURS, 15 MINUTES</b>	



# OFFICE OF THE MUNICIPAL CIVIL REGISTRAR

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



## ➤ 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.

<b>OFFICE / DIVISION:</b>	Office of the Municipal Civil Registrar			
<b>CLASSIFICATION:</b>	Simple			
<b>TYPE OF TRANSACTION:</b>	Government to Citizen			
<b>WHO MAY AVAIL:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
• NONE		NONE		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sign in client Log Book and conduct interview	1. Give the Log Book to the client	None	3 MINUTES	<b>Eunice A. Gaspar</b> Registration Officer I  <b>Aiveeh P. Salvador</b> Admin. Aide VI  <b>Princess Diana P. Tagufa</b> Admin. Aide VI  <b>Felmar S. Salvador</b> 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	<b>Marlon T. Mata</b> Municipal Civil Registrar  <b>Eunice A. Gaspar</b> Registration Officer I



				<b>Aiveeh P. Salvador</b> Admin. Aide VI  <b>Princess Diana P. Tagufa</b> Admin. Aide VI  <b>Felmar S. Salvador</b> 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	<b>Miriam T. Obedoza</b> Admin. Aide I/Special Collecting Officer  <b>Errol M. Briones</b> License Inspector I  <b>Christopher T. Gabriel</b> 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	<b>Marlon T. Mata</b> Municipal Civil Registrar  <b>Eunice A. Gaspar</b> Registration Officer I  <b>Aiveeh P. Salvador</b> Admin. Aide VI  <b>Princess Diana P. Tagufa</b> Admin. Aide VI  <b>Felmar S. Salvador</b> Messenger
	<b>TOTAL</b>	<b>P 200.00</b>	<b>23 MINUTES</b>	



## ➤ ISSUANCE OF REGISTRATION OF LIVE BIRTH AND MARRIAGE

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

<b>OFFICE / DIVISION:</b>	Office of the Municipal Civil Registrar			
<b>CLASSIFICATION:</b>	Simple			
<b>TYPE OF TRANSACTION:</b>	Government to Citizen			
<b>WHO MAY AVAIL:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
• NONE		NONE		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sign in client Log Book and conduct interview	1. Give the Log Book to the client	None	3 MINUTES	<b>Eunice A. Gaspar</b> Registration Officer I  <b>Aiveeh P. Salvador</b> Admin. Aide VI  <b>Princess Diana P. Tagufa</b> Admin. Aide VI  <b>Felmar S. Salvador</b> Messenger MCR Office
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	<b>Marlon T. Mata</b> Municipal Civil Registrar  <b>Eunice A. Gaspar</b> Registration Officer I



marriage and death and get order of payment				<b>Aiveeh P. Salvador</b> Admin. Aide VI <b>Princess Diana P. Tagufa</b> Admin. Aide VI <b>Felmar S. Salvador</b> Messenger
3. Pay the required fee at the Municipal Treasury Office	3. The MTO receive payment -Check Official Receipt	P 200.00	2 MINUTES	<b>Miriam T. Obedoza</b> Admin. Aide I/Special Collecting Officer <b>Errol M. Briones</b> License Inspector I <b>Christopher T. Gabriel</b> 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	3 MINUTES	<b>Marlon T. Mata</b> Municipal Civil Registrar <b>Eunice A. Gaspar</b> Registration Officer I <b>Aiveeh P. Salvador</b> Admin. Aide VI <b>Princess Diana P. Tagufa</b> Admin. Aide VI <b>Felmar S. Salvador</b> Messenger
	<b>TOTAL</b>	<b>P 200.00</b>	<b>33 MINUTES</b>	



## ➤ ISSUANCE AND REGISTRATION OF DEATH CERTIFICATES

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

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



				<b>Princess Diana P. Tagufa</b> Admin. Aide VI  <b>Felmar S. Salvador</b> 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	<b>Miriam T. Obedoza</b> Admin. Aide I/Special Collecting Officer  <b>Errol M. Briones</b> License Inspector I  <b>Christopher T. Gabriel</b> 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	<b>Client</b>
5. Get death certificate	5. The MCR release the document	None	3 MINUTES	<b>Eunice A. Gaspar</b> Registration Officer I  <b>Aiveeh P. Salvador</b> Admin. Aide VI  <b>Princess Diana P. Tagufa</b> Admin. Aide VI  <b>Felmar S. Salvador</b> Messenger
	<b>TOTAL</b>	<b>P 200.00</b>	<b>48 MINUTES</b>	



## ➤ APPLICATION FOR DELAYED REGISTRATION OF BIRTH, MARRIAGE AND DEATH

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

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



Marriage certificate – 500.00 Death Certificate - 500.00		-Attorney		
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	<b>Eunice A. Gaspar</b> Registration Officer I  <b>Aiveeh P. Salvador</b> Admin. Aide VI  <b>Princess Diana P. Tagufa</b> Admin. Aide VI  <b>Felmar S. Salvador</b> Messenger <i>MCR Office</i>
2. Submit documents for review	2. The MCR staff check & assess the necessary requirements		15 MINUTES	<b>Marlon T. Mata</b> 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	<b>Eunice A. Gaspar</b> Registration Officer I  <b>Aiveeh P. Salvador</b> Admin. Aide VI  <b>Princess Diana P. Tagufa</b> Admin. Aide VI  <b>Felmar S. Salvador</b> 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	<b>Miriam T. Obedoza</b> Admin. Aide I/Special Collecting Officer  <b>Errol M. Briones</b> License Inspector I  <b>Christopher T. Gabriel</b> 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	<b>Eunice A. Gaspar</b> Registration Officer I  <b>Aiveeh P. Salvador</b> Admin. Aide VI  <b>Princess Diana P. Tagufa</b> Admin. Aide VI  <b>Felmar S. Salvador</b> Messenger <i>MCR Office</i>
	<b>TOTAL</b>	<b>P 500.00</b>	<b>10 DAYS &amp; 34 MINUTES</b>	



## ➤ APPLICATION FOR MARRIAGE LICENSE

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

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



1. Sign client logbook	1. Give the Log Book to the client		3 MINUTES	<b>Eunice A. Gaspar</b> Registration Officer I  <b>Aiveeh P. Salvador</b> Admin. Aide VI  <b>Princess Diana P. Tagufa</b> Admin. Aide VI  <b>Felmar S. Salvador</b> Messenger  <i>MCR Office</i>
2. Secure marriage application form	2. The MCR staff check the information & other necessary requirements		10 MINUTES	<b>Eunice A. Gaspar</b> Registration Officer I  <b>Aiveeh P. Salvador</b> Admin. Aide VI  <b>Princess Diana P. Tagufa</b> Admin. Aide VI  <b>Felmar S. Salvador</b> 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	<b>Eunice A. Gaspar</b> Registration Officer I  <b>Aiveeh P. Salvador</b> Admin. Aide VI  <b>Princess Diana P. Tagufa</b> Admin. Aide VI



				<b>Felmar S. Salvador</b> 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	<b>Miriam T. Obedoza</b> Admin. Aide I/Special Collecting Officer  <b>Errol M. Briones</b> License Inspector I  <b>Christopher T. Gabriel</b> 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	<b>Marlon T. Mata</b> 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	<b>Randy B. Coloma, RN</b> <b>Eulador G. Tumamao, RN</b> <b>Rosalie L. Marquez RSW</b> (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	<b>Marlon T. Mata</b> Municipal Civil Registrar <i>MCR Office</i>
	<b>TOTAL</b>	<b>P 500.00</b>	<b>11 DAYS &amp; 41 MINUTES</b>	



➤ **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.

<b>OFFICE / DIVISION:</b>	Office of the Municipal Civil Registrar
<b>CLASSIFICATION:</b>	Highly Technical
<b>TYPE OF TRANSACTION:</b>	Government to Citizen
<b>WHO MAY AVAIL:</b>	All
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> <li>• Certificate of live birth</li> <li>• Certificate of marriage</li> <li>• Certificate of Death</li> <li>• Change of first name:</li> </ul> <b>Requirements:</b> <ul style="list-style-type: none"> <li>• Certificate of the birth in PSA Security paper</li> <li>• Certificate of baptism or school records (Form 137, diploma</li> <li>• Police clearance</li> <li>• NBI Clearance</li> <li>• Employer's clearance with no pending administrative case, if employed or affidavit of no income/affidavit of unemployment, if not employed</li> <li>• Voter's registration record/ID or any valid ID</li> </ul>	<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"> <li>• Driver's license, (if applicable)</li> <li>• Marriage contract (if applicable)</li> <li>• Birth certificate of children (if applicable)</li> <li>• Business permit, if self employed</li> </ul> <p><b>Correction of clerical error:</b></p> <ul style="list-style-type: none"> <li>• Certificate of live birth</li> <li>• Certificate of live birth in PSA security paper</li> <li>• Certificate of baptism</li> <li>• School records (Form 137, diploma)</li> <li>• marriage contract, if applicable</li> </ul> <p><b>Additional requirements for correction of parent's name:</b></p> <ul style="list-style-type: none"> <li>• Birth certificate of father or mother</li> <li>• Marriage contract of parents and petitioner</li> <li>• birth certificate of at least 2 siblings of father or mother</li> <li>• Voter registration record or valid ID of petitioner</li> <li>• Certificate of marriage</li> <li>• Certificate of marriage in PSA security document</li> <li>• Certificate of live birth in PSA security paper</li> <li>• Certificate of baptism of petitioner</li> <li>• Birth certificate of at least 2 siblings</li> <li>• School records (Form 137, diploma)</li> <li>• Certificate of Death</li> <li>• Certificate of death in PSA security</li> <li>• Certificate of live birth in PSA security paper</li> <li>• Certificate of death from hospital</li> <li>• Certificate of burial rites from church</li> <li>• Certificate of baptism</li> </ul>	<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>
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		] -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	<b>Eunice A. Gaspar</b> Registration Officer I  <b>Aiveeh P. Salvador</b> Admin. Aide VI  <b>Princess Diana P. Tagufa</b> Admin. Aide VI  <b>Felmar S. Salvador</b> 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	<b>Marlon T. Mata</b> Municipal Civil Registrar  <b>Eunice A. Gaspar</b> Registration Officer I  <b>Aiveeh P. Salvador</b> Admin. Aide VI  <b>Princess Diana P. Tagufa</b> Admin. Aide VI  <b>Felmar S. Salvador</b> Messenger



3. MCR personnel prepare the petition	3. The MCR prepare & process the petition		35 MINUTES	<b>Marlon T. Mata</b> Municipal Civil Registrar <i>MCR Office</i>
4. Pay the required fees at the Treasury Office	4. The MTO issue Official Receipt	P 500.00	1 MINUTE	<b>Miriam T. Obedoza</b> Admin. Aide I/Special Collecting Officer  <b>Errol M. Briones</b> License Inspector I  <b>Christopher T. Gabriel</b> Meter Reader 1/ Special Collecting Officer <i>Treasury Office</i>
5. Return to the Civil Registrar office to submit proof of payment	5. The MCR check Official receipt		2 WEEKS, 10 CALENDAR DAYS	<b>Marlon T. Mata</b> Municipal Civil Registrar  <b>Eunice A. Gaspar</b> Registration Officer I  <b>Aiveeh P. Salvador</b> Admin. Aide VI  <b>Princess Diana P. Tagufa</b> Admin. Aide VI  <b>Felmar S. Salvador</b> Messenger <i>MCR Office</i>
6. For petition for change of name have your petition publish in a local newspaper	6. The MCR process petition &		2 WEEKS	



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



	<b>TOTAL</b>	<b>P 500.00</b>	<b>3 MONTHS, 2 WEEKS, 55 MINUTES</b>	
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## ➤ LEGITIMATION OF NATURAL CHILD

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

<b>OFFICE / DIVISION:</b>	Office of the Municipal Civil Registrar			
<b>CLASSIFICATION:</b>	Simple			
<b>TYPE OF TRANSACTION:</b>	Government to Citizen			
<b>WHO MAY AVAIL:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>Joint affidavit of legitimation of parents</li> <li>Certificate of live birth in PSA security paper</li> <li>Marriage contract of parents</li> <li>Affidavit of admission paternity if children is not acknowledged</li> <li>Certificate of no marriage of both parents(CENOMAR)</li> </ul>		<ul style="list-style-type: none"> <li>- Parents of the child</li> <li>-Philippine Statistics Authority</li> <li>-MCR Office/PSA</li> <li>-MCR Office</li> <li>- Philippine Statistics Authority</li> </ul>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sign client logbook	1. Give the Log Book to the client	Legitimation fee – P500.00	2 MINUTES	<b>Eunice A. Gaspar</b> Registration Officer I  <b>Aiveeh P. Salvador</b> Admin. Aide VI



		Annotated birth certificate – P100.00		<b>Princess Diana P. Tagufa</b> Admin. Aide VI  <b>Felmar S. Salvador</b> Messenger
2. Pay the required fee at the Treasury office	2. Issue the Official Receipt		4 MINUTES	<b>Miriam T. Obedoza</b> Admin. Aide I/Special Collecting Officer  <b>Errol M. Briones</b> License Inspector I  <b>Christopher T. Gabriel</b> 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	<b>Marlon T. Mata</b> Municipal Civil Registrar  <b>Eunice A. Gaspar</b> Registration Officer I  <b>Aiveeh P. Salvador</b> Admin. Aide VI  <b>Princess Diana P. Tagufa</b> Admin. Aide VI  <b>Felmar S. Salvador</b> Messenger <i>MCR Office</i>
4. Return to the Civil Registry Office after the annotated Civil Registry	4. Release the Certified True Copy of annotated		1 MINUTE	<b>Marlon T. Mata</b> Municipal Civil Registrar



Note: Submit documents to the PSA, Tuguegarao City, Cagayan for endorsement and request for Security Pape (SECPA)	Civil Registry Document			<b>Eunice A. Gaspar</b> Registration Officer I  <b>Aiveeh P. Salvador</b> Admin. Aide VI  <b>Princess Diana P. Tagufa</b> Admin. Aide VI  <b>Felmar S. Salvador</b> Messenger
	<b>TOTAL</b>	Legitimation fee – P500.00 Annotated birth certificate – P100.00	<b>37 MINUTES</b>	

## ➤ LEGITIMATION AND ANNOTATION OF COURT DECREE AND LEGAL INSTRUMENT

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

Court decisions that must be registered are the following:

- Decree of adoption
- Decree of nullity of marriage/declaration of nullity of marriage
- Decree of legal separation
- Court decisions or orders to correct, change, cancel or delete entries in any certificate of birth, marriage or death
- Declaration of presumptive death
- Registration or voluntary renunciation of citizenship
- Court decisions recognizing or acknowledging natural children or impugning or denying such recognition or acknowledgement
- Judicial determination of maternity affiliation



-aliases

Legal instrument that have to be registered

Affidavit of reappearance

Marriage settlement

Admission of paternity and acknowledgement, legitimation, voluntary emancipation of minor, parental authorization or ratification nor artificial insemination

Acknowledgement

Acquisition of citizenship

Option to elect Philippine citizenship

Partition and distribution of properties of spouses and delivery of the children legitimize

Waiver of right's interest of absolute community

<b>OFFICE / DIVISION:</b>	Office of the Municipal Civil Registrar			
<b>CLASSIFICATION:</b>	Highly Technical			
<b>TYPE OF TRANSACTION:</b>	Government to Citizen			
<b>WHO MAY AVAIL:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>Certificate of registration issued by the concerned civil registrar where the court order was rendered</li> </ul> For legal instrument <ul style="list-style-type: none"> <li>Affidavit or sworn statement</li> </ul>		Office of the Municipal Civil Registrar, Ground Floor, Center		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sign in client logbook	1. Give the Log Book to the client		3 MINUTES	<b>Eunice A. Gaspar</b> Registration Officer I  <b>Aiveeh P. Salvador</b> Admin. Aide VI



		For court orders/decrees: Correction of Entry – P1,000.00		<b>Princess Diana P. Tagufa</b> Admin. Aide VI
2. Submit documents for review	2. The MCR evaluate & process annotated registry document	Adoption -- P2,000.00 Annulment - P5,000.00 Presumptive death- P1,000.00 Certification Fee - - - P50.00 Certified photocopy- P20.00 For legal instrument: Registration fee - - P100.00 Certification fee - - P50.00	30 MINUTES	<b>Felmar S. Salvador</b> Messenger <i>MCR Office</i>
3. Pay the required fee at the Treasury Office	3. Receive & issue Official Receipt		4 MINUTES	<b>Marlon T. Mata</b> Municipal Civil Registrar  <b>Eunice A. Gaspar</b> Registration Officer I  <b>Aiveeh P. Salvador</b> Admin. Aide VI  <b>Princess Diana P. Tagufa</b> Admin. Aide VI  <b>Felmar S. Salvador</b> Messenger  <b>Mirriam T. Obedoza</b> Admin. Aide I/Special Collecting Officer  <b>Errol M. Briones</b> License Inspector I <b>Christopher T. Gabriel</b>  Meter Reader 1/ Special Collecting Officer <i>Treasury Office</i>



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)	4. The MCR verify payment & release annotated CRD		10 MINUTES	<b>Marlon T. Mata</b> Municipal Civil Registrar  <b>Eunice A. Gaspar</b> Registration Officer I  <b>Aiveeh P. Salvador</b> Admin. Aide VI  <b>Princess Diana P. Tagufa</b> Admin. Aide VI  <b>Felmar S. Salvador</b> Messenger <i>MCR Office</i>
	<b>TOTAL</b>	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:	<b>47 MINUTES</b>	



		Registration fee -- P100.00 Certification fee -- P50.00		
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There are instances when the Philippine Statistics Authority has no available records requested by clients as a last remedy; clients check the availability of records at the Civil Registry office. If the document is available, the Civil Registrar submits civil registry documents to the office of the Civil Registrar General (OCRG).

<b>OFFICE / DIVISION:</b>	Office of the Municipal Civil Registrar			
<b>CLASSIFICATION:</b>	Simple			
<b>TYPE OF TRANSACTION:</b>	Government to Citizen			
<b>WHO MAY AVAIL:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>Philippine Statistics Authority negative Certification result issued within the past 6 months</li> </ul>		Office of the Municipal Civil Registrar, Ground Floor, Center		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sign client logbook	1. Give the Log Book to the client	Birth certificate fee – P200.00 Marriage certificate – P200.00 Death certificate - - P200.00	3 MINUTES	<b>Eunice A. Gaspar</b> Registration Officer I  <b>Aiveeh P. Salvador</b> Admin. Aide VI  <b>Princess Diana P. Tagufa</b> Admin. Aide VI  <b>Felmar S. Salvador</b> Messenger MCR Office



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



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

## ➤ **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

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



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



<p>4. Return to Civil registry office and get registry document</p> <p>Note: Submit to Philippine Statistics Authority, Tuguegarao City for endorsement request for Security Paper (SECPA)</p>	<p>4. The MCR release the civil registry document</p>		<p>5 MINUTES</p>	<p><b>Marlon T. Mata</b> Municipal Civil Registrar</p> <p><b>Eunice A. Gaspar</b> Registration Officer I</p> <p><b>Aiveeh P. Salvador</b> Admin. Aide VI</p> <p><b>Princess Diana P. Tagufa</b> Admin. Aide VI</p> <p><b>Felmar S. Salvador</b> Messenger MCR Office</p>
	<p><b>TOTAL</b></p>	<p>Birth certificate fee P200.00 Marriage certificate P200.00 Death certificate P200.00</p>	<p><b>(1-2 months)</b> <b>22 MINUTES</b></p>	



# 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.

<b>OFFICE / DIVISION:</b>	Office of the Municipal Health Services			
<b>CLASSIFICATION:</b>	Simple			
<b>TYPE OF TRANSACTION:</b>	Government to Citizen			
<b>WHO MAY AVAIL:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>			
NONE	NONE			
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sign-in the patient's log book	1. Give the Log Book to the client	None	5 MINUTES	<b>Marites Ramirez</b> Public Health Nurse/Nurse I or <b>Rose Basa</b> Midwife  Rural Health Unit
2. Wait for the patient's number to be issued	2. Issuance of patient's number	None	5 MINUTES	<b>Marites Ramirez</b> Public Health Nurse/Nurse I or <b>Rose Basa</b> 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 compliant of the patient	None	15 MINUTES	<b>Marites Ramirez</b> Public Health Nurse/Nurse I or <b>Rose Basa</b> 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	<b>Dr. Katrene Cay R. Acera</b> Municipal Health Officer  Rural Health Unit
	<b>TOTAL</b>	<b>NONE</b>	<b>50 MINUTES</b>	

### ➤ PROVISION OF BASIC HEALTH SERVICES

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

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



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> <li>Immunization record</li> <li>TB referral form</li> <li>Home-based maternal record</li> </ul> Phil PEN referral Form		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	<b>Marites Ramirez</b> Public Health Nurse/Nurse I <b>All RHU Midwife</b>  Rural Health Unit
2. Wait for the patient's number to be issued	2. Issuance of patient's number	None	5 MINUTES	<b>Marites Ramirez</b> Public Health Nurse/Nurse I <b>All RHU Midwife</b>  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	<b>Marites Ramirez</b> Public Health Nurse/Nurse I <b>All RHU Midwife</b>  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	<b>Dr. Katrene Cay R. Acera</b> Municipal Health Officer  Rural Health Unit
	<b>TOTAL</b>	<b>NONE</b>	<b>50 MINUTES</b>	



## ➤ ISSUANCE OF SANITARY PERMIT

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

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



	4.1 Prepares Sanitary Permit to operate	None	15 MINUTES	<b>Jonard F. Cañero</b> Rural Sanitary Inspector
	4.2 Approves/Sign Sanitary Permit	None	3 MINUTES	<b>Dr. Katrene Cay R. Acera</b> Municipal Health Officer  Rural Health Unit
5. Receives Certificate of Sanitary Permit to operate	5. Records and release Sanitary Permit to Operate	None	5 MINUTES	<b>Jonard F. Cañero</b> Rural Sanitary Inspector  Rural Health Unit
	<b>TOTAL</b>	<b>NONE</b>	<b>1 DAY, 38 MINUTES</b>	

## ➤ ISSUANCE OF MEDICAL CERTIFICATE

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



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

## ➤ PROVISION OF LABORATORY

<b>OFFICE / DIVISION:</b>	Office of the Municipal Health Services
<b>CLASSIFICATION:</b>	Simple
<b>TYPE OF TRANSACTION:</b>	Government to Citizen
<b>WHO MAY AVAIL:</b>	All
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
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	<b>Mary Rose G. Bacani</b> 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	<b>Grace C. Pataray</b> 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	<b>Mary Rose G. Bacani</b> 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	<b>Mary Rose G. Bacani</b> Medical Technologist  Delfin Albano Memorial Hospital
5.Receives Laboratory Test result	5. Records laboratory result and releases laboratory test result	<b>Medical Certificate- P100.00</b>	5 MINUTES	<b>Mary Rose G. Bacani</b> Medical Technologist  Delfin Albano Memorial Hospital
	<b>TOTAL</b>	<b>Depends on the transaction</b>	<b>2 HOURS&amp; 25 MINUTES</b>	



## ➤ ISSUANCE OF CERTIFICATE OF IMMUNIZATION

<b>OFFICE / DIVISION:</b>		Office of the Municipal Health Services		
<b>CLASSIFICATION:</b>		Complex		
<b>TYPE OF TRANSACTION:</b>		Government to Citizen		
<b>WHO MAY AVAIL:</b>		All		
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	<b>Rose Basa</b> 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	<b>Rose Basa</b> Midwife  Rural Health Unit
3. Patient undergoes specimen collection	3. Labelling and conduct of specimen collection	None	30 MINUTES	<b>Rose Basa</b> Midwife  Rural Health Unit
4. Wait for the approved certification	4. Processing and conduct testing of specimen	None	5 MINUTES	<b>Dr. Katrene Cay R. Acera</b> Municipal Health Officer  Rural Health Unit



5.Receives Certificate of Immunization	5. Records laboratory result and releases laboratory test result	Medical Certificate-P100.00	5 MINUTES	<b>Rose Basa</b> Midwife  Rural Health Unit
	<b>TOTAL</b>	<b>P 100.00</b>	<b>50 MINUTES</b>	



# DELFIN ALBANO MEMORIAL HOSPITAL

## ➤ MEDICAL CONSULTATION OF OUT-PATIENT

OFFICE / DIVISION:	Delfin Albano Memorial Hospital			
CLASSIFICATION:	Simple			
TYPE OF TRANSACTION:	Government to Citizen			
WHO MAY AVAIL:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Health Record Number (If available)		Delfin Albano Memorial Hospital		
PWD Identification Card (If applicable)				
Senior Citizen Identification Card (If applicable)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Health Record Form, fill out and submit to window 1 (Records Section)	Pull out previous/old records and/or issue health record number.	NONE	2 MINUTES	Staff nurse/Nursing Aide/Medical Records Officer/Clerk.  Delfin Albano Memorial Hospital
2. Proceed to OPD and hand over Hospital Record to Nurse or Midwife on duty.	Gather data and take vital signs.	NONE	5 MINUTES	Staff Nurse, Midwife  Delfin Albano Memorial Hospital



4. Proceed to waiting area.	Call the patient to proceed to the consultation room. The Physician will assess the patient, provide lab/diagnostic request (if necessary) and instruct to proceed to Window 2 (Billing)	NONE	10 MINUTES	Staff Nurse/Nursing Aide/Physician on Duty  Delfin Albano Memorial Hospital
5. Proceed to Window 2 (Billing) and give Laboratory/Diagnostic Request	Receive the laboratory/diagnostic request. Compute fees to be paid and instruct the patient to proceed to window 3 (Cashier)		2 MINUTES	<b>GRACE C. PATARAY</b> Billing Clerk  Delfin Albano Memorial Hospital
Proceed to window 3 (Cashier) and pay corresponding amount	Receive payment and issue Official Receipt. Instruct patient to proceed to	CBC- <b>Php 200</b>  Urinalysis- <b>Php 100</b>	2 MINUTES	<b>RANDY B. COLOMA, RN</b> Special Collecting Officer



	Laboratory and/or Radiology Department	Fecalysis- <b>Php100</b>		
		Blood Typing- <b>Php100</b>		
		Please see other laboratory/diagnostic procedures available.		
6. Present the laboratory/diagnostic request and official receipt. Wait for further instructions.	Receive laboratory/diagnostic request and OR. Proceed to specimen collection and perform procedure. Provide laboratory/diagnostic results and instruct the patient to proceed to the out-patient department.	NONE	<p>2-3 HOURS – Laboratory examination procedures 15 MINUTES - X-ray Procedure Only</p> <p>2-3 DAYS – X-ray result</p> <p>Every Friday – ultrasound procedure and releasing of result</p>	<p>Medical Technologist</p> <p>Radiologic Technologist</p> <p>Delfin Albano Memorial Hospital</p>



Give the laboratory/diagnostic results to OPD Nurse/Aide and wait for instructions.	<p>OPD Nurse/Aide will call on the patient to proceed to the consultation room. The physician will check on laboratory/diagnostic results, provide and instruct the patient for home medications.</p> <p><i>Initiate non-pharmacologic and/or pharmacologic management (if necessary).</i></p> <p>Instruct to proceed to hospital pharmacy.</p> <p><b>For Admission: Follow the admission process</b></p>	NONE	1 HOUR	<p>Staff Nurse/Nursing Aide and Physician on Duty.</p> <p>Delfin Albano Memorial Hospital</p>
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Proceed to pharmacy and present prescription.	Receive prescription, dispense medicines (if available) and instruct patient.	NONE	5 MINUTES	<b>LORRAINE RODRIGUEZ</b> Pharmacist  Delfin Albano Memorial Hospital
9. Proceed to window 3 (Cashier)	Receive consultation, supplies, and medicines fee. Provide official receipt.	Consultation Fee <b>Php 100</b>	2 MINUTES	<b>RANDY B. COLOMA, RN</b> Special Collecting Officer  Delfin Albano Memorial Hospital
	<b>TOTAL</b>	It may depend on the medications and laboratory and/or diagnostic procedures availed.	<b>Consultation with laboratory procedures and examinations- 4 HOURS and 28 MINUTES.</b>  <b>Consultation without Laboratory or Diagnostic Procedure – 24 minutes</b>  <b>Consultation with x-ray procedure excluding</b>	



			<b>result – 1 HOUR and 36 MINUTES</b>  <b>Consultation with x-ray procedure including result 2-3 DAYS</b>	
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### ➤ EMERGENCY CASE MANAGEMENT

<b>OFFICE / DIVISION:</b>	Delfin Albano Community Hospital			
<b>CLASSIFICATION:</b>	Simple			
<b>TYPE OF TRANSACTION:</b>	Government to Citizen			
<b>WHO MAY AVAIL:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
None			None	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. The patient may bring to the triage and treatment area provided in front of the hospital.	Triage Nurse or Staff will classify the patient according to the following categories:	None		Triage Nurse/Staff Nurse



	<b>a.)</b> Emergency Case-Immediate simultaneous assessment and treatment.		15 MINUTES	Physician on Duty, Staff Nurse, Nursing Aide
	<b>b.)</b> Urgent Case-Assessment and treatment		60 MINUTES	Physician on Duty, Staff Nurse, Nursing Aide
	<b>c.)</b> Non-urgent or Ambulatory Case-Assessment and Treatment.		3 HOURS	Physician on Duty, Staff Nurse, Nursing Aide  Delfin Albano Memorial Hospital
2. Wait for further instructions.	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	None	10 MINUTES	Physician on Duty, Staff Nurse



	<p>procedures to be done). The Nurse will carry out Doctor's orders.</p> <p><b><i>For admission: follow the admission process/steps For referral: follow the referral process/steps</i></b></p>			Delfin Albano Memorial Hospital
	<b>TOTAL</b>	<b>NONE</b>	<p><b>Emergent Case- 25 MINUTES</b></p> <p><b>Urgent Case- 70 MINUTES</b></p> <p><b>Non-urgent- 3 HOURS and 10 MINUTES</b></p>	



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

<b>OFFICE / DIVISION:</b>	Delfin Albano Community Hospital			
<b>CLASSIFICATION:</b>	Simple			
<b>TYPE OF TRANSACTION:</b>	Government to Citizen			
<b>WHO MAY AVAIL:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
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				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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 PhilHealth ID or Member Data Record, fill up member eligibility form and instruct the Significant Other to proceed to the PhilHealth Assistance Desk.	None	1 HOUR	Staff Nurse  Delfin Albano Memorial Hospital
4. The Significant Other will proceed to the PhilHealth	Log in to the PhilHealth Portal and check for	None	10 MINUTES	<b>Grace C. Pataray</b>



Assistance Desk and give the filled-up Member Eligibility Form.	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.			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: Labor Room/Delivery Room</i>  <i>For Other Cases: Ward</i>	None	10 MINUTES	Staff Nurse, Midwife, Institutional worker          Delfin Albano Memorial Hospital
	<b>TOTAL:</b>	<b>NONE</b>	<b>1 HOUR and 40 MINUTES</b>	



## ➤ DISCHARGE OR REFERRAL OF PATIENT

<b>OFFICE / DIVISION:</b>	Delfin Albano Memorial Hospital			
<b>CLASSIFICATION:</b>	Simple			
<b>TYPE OF TRANSACTION:</b>	Government to Citizen			
<b>WHO MAY AVAIL:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
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				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Wait for the order of the physician on duty if for referral to other health facility or for discharge (May Go Home).	The Physician will assess and inform the patient and Significant Other the need for referral or for	None	15 MINUTES	Physician on Duty



	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 Window 2 (Billing) 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 rates, etc.).	FOR IN-PATIENT AND EMERGENCY ROOM DISCHARGE OR MAY GO HOME (MGH):	15 MINUTES	<b>Grace C. Pataray</b> Billing Clerk, PhilHealth In-charge



	<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- Php 300</u> (excluding used medicines, supplies, laboratory and diagnostics, and other procedures)</p> <p><u>Emergency Room Fee for ER Patient- Php 100</u> <i>Free for patient with active PhilHealth</i></p> <p><u>Other Municipality Confinement Fee for In-patient- Php 400</u></p>		
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		<p>(excluding used medicines, supplies, lab 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>FOR PATIENT REFERRAL TO OTHER HEALTH INSTITUTION-</p> <p><u>Confinement Fee for In-patient-</u> Php 300 (excluding used medicines,</p>		
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		<p>supplies, lab and diagnostics, and other procedures)</p> <p><u>Emergency Room Fee for ER Patient-Php 100</u></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-Php 100</u></p> <p><u>Ambulance Conduction</u></p>		
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		<u>Fee-</u> Php 500 (within the province). Outside the province and the region-the gasoline consumption will be shouldered by the patient.		Delfin Albano Memorial Hospital
4. Sign in the PhilHealth Claim or Pay in Cash and proceed to Emergency Room or Ward. Wait for further instructions.	Receives and check the accomplished PhilHealth claim, Official Receipt, and discharge slip.  For In-patient and emergency room discharge/May Go Home (MGH) <i>-discharge and instruct home</i>	None	20 MINUTES	Staff Nurse, Ambulance Driver



	<p><i>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>			
	<b>TOTAL:</b>	<p>It may depend on the medications and laboratory and/or diagnostic procedures availed.</p>	<b>1 HOUR and 5 MINUTES</b>	<p>Delfin Albano Memorial Hospital</p>



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

<b>OFFICE / DIVISION:</b>	Delfin Albano Community Hospital			
<b>CLASSIFICATION:</b>	Simple			
<b>TYPE OF TRANSACTION:</b>	Government to Citizen			
<b>WHO MAY AVAIL:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Health Record Number (If available) PWD Identification Card (If applicable) Senior Citizen Identification (If applicable)				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Proceed to the records section and present Health Record Number (If available)  <b>NOTE:</b> 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	None	10 minutes	Staff Nurse, Midwife



	<p>take vital signs. Instruct the patient/client to wait for his/her turn.</p> <p>For issuance of medical 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>			
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</p>	None	15 MINUTES	<p>Delfin Albano Memorial Hospital</p> <p>Staff Nurse/Nursing Aide/Physician on Duty.</p>



	<p>according to patient needs:</p> <p>For issuance of med. Cert. for employment - The Physician will check the 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 -	CBC- Php 200	5 MINUTES	Delfin Albano Memorial Hospital  <b>Grace C. Pataray</b> Billing Clerk



<p>receives the laboratory/diagnostic request, payment, provide Official receipt and instruct patient to proceed to the 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</p>	Urinalysis- <b>Php 100</b>		
	Fecalalysis- <b>Php100</b>		
	Blood Typing- <b>Php100</b>		
	Pregnancy Test- <b>Php 100</b>		
	NS1- <b>Php 350</b>		
	RBS- <b>Php 100</b>		
	FBS- <b>Php 100</b>		
	Cholesterol- <b>Php 100</b>		
	Uric Acid- Php 200		
	ECG- <b>Php 150</b>		
	X-ray- <b>Php 350/view</b>		
	Rapid Antigen- <b>Php 1,200</b>		
	Med. Cert- <b>Php 100</b>		



	<p>a copy for filling. Release the said document to the patient or significant other.</p> <p>Receives laboratory/diagnostic request and execute laboratory/diagnostic procedures and procedures. Provide laboratory/diagnostic results and Instruct the patient to proceed to the out-patient department.</p>			
5. Present the laboratory/diagnostic request and official receipt. Wait for further instructions	Call the patient to proceed to the consultation room. The physician will check on laboratory/diagn		2 HOURS – Laboratory examination and procedures 1 DAY – X-ray	<p>Delfin Albano Memorial Hospital</p> <p>Medical Technologist Radiologic Technologist</p>



	ostic results and issue medical certificate if <i>applicable</i> . Instruct the patient to proceed to the billing section.		Examination and procedure	Delfin Albano Memorial Hospital
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.		<b>Php 100</b>	3 MINUTES	<b>Grace C. Pataray</b> Billing Clerk  Delfin Albano Memorial Hospital
	<b>TOTAL</b>	<b>Depends on medication</b>	<b>For issuance of med. Cert. for employment</b>	



			<p>(steps 1 to 7)- 1 DAY, 3 HOURS and 28 MINUTES</p> <p>For issuance of medical certificate/abstract for other purposes (steps 1 to 4)- 35 MINUTES</p>	
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### ➤ ISSUANCE OF MEDICO-LEGAL CERTIFICATE

<b>OFFICE / DIVISION:</b>	Delfin Albano Community Hospital			
<b>CLASSIFICATION:</b>	Simple			
<b>TYPE OF TRANSACTION:</b>	Government to Citizen			
<b>WHO MAY AVAIL:</b>	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request letter				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the request letter to the OPD/ER Nurse on Duty. Wait for further instructions.	Receives and identify the legality of the request letter. Retrieve the	NONE	15 MINUTES	Staff Nurse, Physician



	record of the patient and refer to the Physician. The Physician will check the previous records and issue medico-legal certificate if necessary.			Delfin Albano Memorial Hospital
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.	<b>Php 100</b>	5 MINUTES	<b>Grace C. Pataray</b> Billing Clerk  Delfin Albano Memorial Hospital
	<b>TOTAL</b>	<b>P 100.00</b>	<b>20 MINUTES</b>	



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

<b>OFFICE / DIVISION:</b>	Delfin Albano Community Hospital			
<b>CLASSIFICATION:</b>	Simple			
<b>TYPE OF TRANSACTION:</b>	Government to Citizen			
<b>WHO MAY AVAIL:</b>	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
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 amount.	Checks the request, calculate 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.	CBC- <b>Php 200</b>	3 MINUTES	<b>GRACE C. PATARAY</b> Billing Clerk
		Urinalysis- <b>Php 100</b>		
		Fecalalysis- <b>Php100</b>		
		Blood Typing- <b>Php100</b>		
		Pregnancy Test- <b>Php 100</b>		
		NS1- <b>Php 350</b>		
		RBS- <b>Php 100</b>		



		FBS-P <b>Php 100</b>		
		Cholesterol- <b>Php 100</b>		
		Uric Acid- <b>Php 200</b>		
		ECG- <b>Php 150</b>		
		X-ray- <b>Php 350/view</b>		
		Rapid Antigen- <b>Php 1,200</b>		Delfin Albano Memorial Hospital
3. Present the laboratory/diagnostic request and official receipt. Wait for further instructions.	Receives laboratory/diagnostic request and execute the procedures. Provide lab results and Instruct the patient to proceed to the out-patient department.	None	2 HOURS – Laboratory examination and procedures 1 DAY – X-ray Examination and procedure	Medical Technologist, Radiologic Technologist  Delfin Albano Memorial Hospital
	<b>TOTAL</b>	<b>Depends on diagnostic procedures</b>	<b>Availment of Laboratory procedures and examinations – 2 HOURS and</b>	



			<b>5 MINUTES</b>  <b>Availment of Diagnostic procedures and examinations – 1 DAY and 5 MINUTES</b>	
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➤ **PROCESS OF DISCHARGE OR REFERRAL OF ADMITTED COVID-19 SUSPECT, PROBABLE, AND CONFIRMED ASYMPTOMATIC AND MILD PATIENT**

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



	<p>2. Inform Patient what time he/she will be picked up by relatives.</p> <p>3. Home meds shall be given if applicable</p> <p>For Transfer to other Facility:</p> <p>1. Inform patient and relatives for possible transfer.</p> <p>2. Inform other staff like IW and ambulance driver</p> <p>3. Communi-cate and endorse patient to referral facility.</p> <p>4. Conduct transfer of patient.</p>		<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>
	<b>TOTAL</b>	<b>NONE</b>	<b>For MGH patient- 1 HOUR and 5 MINUTES</b>	



			<b>For Transfer of Patient- It depends on the availability of slot of the referral facility</b>	
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➤ **PROVISION OF ANIMAL BITE TREATMENT**

<b>OFFICE / DIVISION:</b>	Delfin Albano Memorial Hospital			
<b>CLASSIFICATION:</b>	Simple			
<b>TYPE OF TRANSACTION:</b>	Government to Citizen			
<b>WHO MAY AVAIL:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Health Record Number (If available)		Delfin Albano Memorial Hospital		
PWD Identification Card (If applicable)				
Senior Citizen Identification Card (If applicable)				
Anti-rabies Vaccination Card (if available)				
PhilHealth Card/MDR (If Available)				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>



1. Secure Health Record Form, fill out and submit to window 1 (Records Section)	Pull out previous/old records and/or issue health record number.	NONE	2 MINUTES	Staff nurse/Nursing Aide/Medical Records Officer/Clerk.  Delfin Albano Memorial Hospital
2. Proceed to OPD and hand over Hospital Record to Nurse or Midwife on duty.	Gather data and take vital signs.	NONE	5 MINUTES	Staff Nurse, Midwife Delfin Albano Memorial Hospital
3. Proceed to waiting area.	Call the patient to proceed to the consultation room. The Physician will assess and categorize exposure.  Instruct to proceed to Window 2 (Billing)	NONE	10 MINUTES	Staff Nurse/Nursing Aide/Physician on Duty  Delfin Albano Memorial Hospital
4. Proceed to Window 2 (Billing) and give OPD Form (Form 1)	Receive the OPD Form and calculate amount to be paid.  Instruct to proceed to Window 3 (Cashier)		2 MINUTES	<b>GRACE C. PATARAY</b> Billing Clerk  Delfin Albano Memorial Hospital
5. Proceed to window 3 (Cashier) and pay corresponding amount	Receive payment and issue Official Receipt. Instruct patient to proceed to Animal Bite Treatment Center	If with PhilHealth – None  If without PhilHealth Php 300 excluding ATS/TT, home medication	2 MINUTES	<b>RANDY B. COLOMA, RN</b> Special Collecting Officer
			<b>21 MINUTES</b>	



# 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**

<b>OFFICE / DIVISION:</b>		Office of the Municipal Social Welfare & Development		
<b>CLASSIFICATION:</b>		Simple		
<b>TYPE OF TRANSACTION:</b>		Government to Citizen		
<b>WHO MAY AVAIL:</b>		All		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Medical Certificate		Requesting Party, Hospital		
Referral slip from Mayor's Office		Office of the Mayor		
Residence Certificate		Office of the Municipal Treasurer		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sign client logbook	Assist client to sign-in	None	5 MINUTES	<b>Marites B. Obedoza</b> Social Welfare Aide or <b>Mary Ann A. Puyot</b> Admin. Aide III or <b>Warren D. Resurreccion</b> Contract of Service
2. Intake interview for the accomplishment of Form 200	Accomplish intake form	None	25 MINUTES	<b>Fresma D. Casayuran</b> SWA/MPO-Designate or <b>Vanessa Gay A. Acosta, RSW</b> SWO 1 or <b>Haydee G. Viernes, RSW</b> SWO II <b>Rosalie I. Marquez, RSW</b> MSWDO 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	30 MINUTES	<b>Rosalie I. Marquez, RSW</b> 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	<b>Henry V. Dumaua, CPA</b> Acting Municipal Treasurer  Treasury office
	<b>TOTAL</b>	<b>NONE</b>	<b>1 HOUR AND 10 MINUTES</b>	

➤ **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.

<b>OFFICE / DIVISION:</b>	Office of the Municipal Social Welfare & Development
<b>CLASSIFICATION:</b>	Simple
<b>TYPE OF TRANSACTION:</b>	Government to Citizen
<b>WHO MAY AVAIL:</b>	All
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
Medical 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	<b>Fresma D. Casayuran</b> Social Welfare Assitant Or <b>Jayson F. Hernandez</b> Admin. Aide III <b>Warren Resurreccion</b> Contract of Service Social Welfare Development Office
2. You will be interviewed for the social case study report	Interview client & accomplish intake form	None	10 MINUTES	<b>Mary Ann Puyot</b> Admin. Aide III or <b>Marites Obedoza</b> Social Welfare Aide or <b>Vanessa Gay A. Acosta, RSW</b> SWO I or <b>Haydee G. Viernes, RSW</b> SWO II Social Welfare Development Office
3. Home visit and preparation of the Social case Study Report	Conduct home visitation & validation	None	1 DAY	<b>Vanessa Gay A. Acosta, RSW</b> SWO I or <b>Haydee G. Viernes, RSW</b> SWO II Social Welfare Development Office
4. Get social case study and go to the Mayor's Office to		None	5 MINUTES	<b>Fresma D. Casayuran</b> SWA Or



obtain Mayor's Endorsement				<b>Vanesa Gay A. Acosta, RSW</b> SWO I or <b>Haydee G. Viernes, RSW</b> SWO II <b>Rosalie L. Marquez, RSW</b> MSWDO Social Welfare Development Office
	<b>TOTAL</b>	<b>NONE</b>	<b>1 DAY, 25 MINUTES</b>	

### ➤ **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.

<b>OFFICE / DIVISION:</b>	Office of the Municipal Social Welfare & Development			
<b>CLASSIFICATION:</b>	Simple			
<b>TYPE OF TRANSACTION:</b>	Government to Citizen			
<b>WHO MAY AVAIL:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Birth Certificate		Respective Barangay		
Application Form		Office of the Mayor		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Get Application Form from Senior Citizens barangay president and accomplish the same	Give Form	None	5 MINUTES	<b>Senior Citizens President</b>  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	<b>Vanessa Gay Acosta, RSW</b> SWO-I  <b>Marites B. Obedoza</b> Social Welfare Aide  Senior Citizen Office
3. Wait while the OSCA Staff facilitate the completion of the Identification Card		None	10 MINUTES	<b>Vanessa Gay Acosta, RSW</b> SWO-I  <b>Marites B. Obedoza</b> Social Welfare Aide
4. Get Identification Card	Issue ID	None	10 MINUTES	<b>Vanessa Gay Acosta, RSW</b> SWO I  <b>Marites B. Obedoza</b> Social Welfare Aide  <b>Nieto M. Guillen</b> OSCA Head  Senior Citizen Office
	<b>TOTAL</b>	<b>NONE</b>	<b>35 MINUTES</b>	



➤ **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.

<b>OFFICE / DIVISION:</b>	Office of the Municipal Social Welfare & Development			
<b>CLASSIFICATION:</b>	Simple			
<b>TYPE OF TRANSACTION:</b>	Government to Citizen			
<b>WHO MAY AVAIL:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>			
Birth Certificate	Respective Barangay			
Application Form	Office of the Mayor			
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Get Application Form from PDAO /PWD Focal Person	Assist client to fill up form	None	3 MINUTES	<b>Warren Resurreccion</b> Contract of Service
2. Go to the Persons Disability Affairs Office for signature	Affix signature	None	2 MINUTES	
3. Wait while the Staff facilitate the completion of the Identification Card and purchase booklet for medicine/groceries		None	8 MINUTES	<b>Vanessa Gay A. Acosta</b> SWO-I
4. Get Identification Card & purchase booklet	Issue ID & purchase booklet	None	2 MINUTES	<b>Warren Resurreccion</b> COS
	<b>TOTAL</b>	<b>NONE</b>	<b>15 MINUTES</b>	



## ➤ ISSUANCE OF SOLO PARENT'S IDENTIFICATION CARD

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

<b>OFFICE / DIVISION:</b>		Office of the Municipal Social Welfare & Development		
<b>CLASSIFICATION:</b>		Simple		
<b>TYPE OF TRANSACTION:</b>		Government to Citizen		
<b>WHO MAY AVAIL:</b>		All		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Birth Certificate		Respective Barangay		
Application Form		Office of the Mayor		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sign client log book	Assist client to log in	None	10 MINUTES	<b>Fresma D. Casayuran</b> Social Welfare Assitant Or <b>Jayson F. Hernandez</b> Admin. Aide III or <b>Warren Resurreccion</b> Contract of Service
2. Accomplish application form after which you will be interviewed		None	20 MINUTES	<b>Jayson F. Hernandez</b> Job Order Employee  <b>Mary Ann A. Puyot</b> Admin Aide III  <b>Haydee G. Viernes, RSW</b> SWO II



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

### ➤ **ISSUANCE OF CERTIFICATE OF INDIGENCY**

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

<b>OFFICE / DIVISION:</b>	Office of the Municipal Social Welfare & Development			
<b>CLASSIFICATION:</b>	Simple			
<b>TYPE OF TRANSACTION:</b>	Government to Citizen			
<b>WHO MAY AVAIL:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Certification of Indigency duly signed by the Punong Barangay		Respective Barangay		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sign client log book		None	2 MINUTES	<b>Fresma D. Casayuran</b> Social Welfare Assitant Or



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

### ➤ PRE-MARRIAGE COUNSELING SERVICES

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

<b>OFFICE / DIVISION:</b>	Office of the Municipal Social Welfare & Development	
<b>CLASSIFICATION:</b>	Simple	
<b>TYPE OF TRANSACTION:</b>	Government to Citizen	
<b>WHO MAY AVAIL:</b>	All	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
Residence Certificate		Philippine Charity Sweepstakes Office



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign client log book		None	5 MINUTES	<b>Warren D. Resurreccion</b> Contract of Service Social Welfare Development Office
2. Intake interviews of client		None	7 MINUTES	<b>Fresma D. Casayuran</b> SWA/MPO Designate  Social Welfare Development Office
3. Conduct marriage expectation and inventory		None	10 MINUTES	
4. Counseling Proper		None	4 HOURS	<b>Randy B. Coloma, RN</b> <b>Eulador G. Tumamao, RN</b> <b>Rosalie L. Marquez, RSW</b> PMC Counselors
5. Issuance of Pre-marriage counseling certificate		None	3 MINUTES	<b>Fresma D. Casayuran</b> SWA/MPO Designate  Social Welfare Development Office
6. Submission of PMC certificate to the Office of the Municipal Civil Registrar		None	2 MINUTES	<b>Marlon T. Mata</b> MCR  MCR Office
	<b>TOTAL</b>	<b>NONE</b>	<b>4 HOURS, 27 MINUTES</b>	



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



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

<b>OFFICE / DIVISION:</b>	Municipal Disaster Risk Reduction and Management Office (MDRRMO) & Delfin Albano Rescue Team 13 (DART13)			
<b>CLASSIFICATION:</b>	Simple			
<b>TYPE OF TRANSACTION:</b>	Government to Citizens; Agency to Agency			
<b>WHO MAY AVAIL:</b>	Anyone			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
NONE				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. 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	None	5 Minutes	<b>Patrick B. Madrid</b> LDRRMO II or <b>Ligaya A. Agcaoili</b> LDRRMA or <b>Jhon Eric M. Salvador</b> Comm. Equip. Optr II/Operations and Warning Officer-Designate or <b>Nathaniel G. Barrozo</b> Admin. Aide III / Admin & Training Officer – Designate or <b>Norelyn B. Argonza</b> COS/DRRM Staff <b>DRRM and DART13 Personnel</b> <b>(Augmentation)</b>



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



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

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

[illegible]



	<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 &amp; Retrieval Operation: Augmentation, Activation of ICS</p>		<p>2 minutes BLS-CPR with Automated External Defibrillator (5 cycles)</p>	<p><b>DART13 On-duty Emergency Medical Responders</b></p>
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	and Preposition of SAR Equipment			
	For Unconscious Patient/Victim: Perform Basic Life Support with AED			
	<b>TOTAL</b>	<b>None</b>	<b>15 minutes</b>	

➤ **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       -	<b>Patrick B. Madrid</b> LDRRMO II or <b>Ligaya A. Agcaoili</b> LDRRMA or <b>Nathaniel G. Barrozo</b> Admin. Aide III / Admin & Training Officer – Designate or <b>Norelyn B. Argonza</b> 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 (MTOP).*



## ➤ RECEIVING & RELEASING OF COMMUNICATIONS & LEGISLATIVE DOCUMENTS

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

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



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



	9. File duplicate/received copy in outgoing communication file folder.	none	10 minutes	<b>Jayson M. Salvador</b> Records Officer I SB Secretary Office or <b>Maricris R. Buela</b> Admin. Aide II SB Secretary Office
	<b>TOTAL:</b>		<b>30 days and 12 hours and 50 minutes</b>	

### ➤ **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	<b>Aldwin C. Balubal</b> Board Secretary I SB Secretary Office or <b>Roderick G. Acojido</b> L.L.S.E. II SB Office or <b>Abegail R. Aguinaldo</b> Admin. Aide IV SB Secretary Office
	2. Assess fees.	None	5 minutes	
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 Driver's ID Card- P 50.00 Filing fee for amendment of MTOP- P 100 Penalty: P50.00 for 1 <sup>st</sup> month and P10.00 for @ succeeding month	30 minutes	<b>Wendell G. Agriam</b> Licensing Officer I Office of the Mun. Treasurer or <b>Christoper T. Gabriel</b> Meter Reader I Office of the Mun. Treasurer



		<u>For D.A.-</u> <u>Tumauini:</u> Annual Franchise Fee- P150.00 Number Sticker-P50.00 Fare matrix- 50.00 Driver's ID Card- P 50.00 Penalty: P50.00 for 1 <sup>st</sup> month and P10.00 for @ succeeding month		
3. Presentation of Official Receipt	4. Encode MTOP	None	10 minutes	<b>Abegail R. Aguinaldo</b> Admin. Aide IV SB Secretary Office or <b>Roderick G. Acojido</b> L.L.S.E. II  Sb Secretary Office
	5. Verify franchise.	None	5 minutes	<b>Aldwin C. Balubal</b> Board Secretary I  SB Secretary Office
	6. Confirm franchise.	None	5 minutes	<b>Atty. Ruben M. Dumlao</b> SB Secretary SB Secretary Office



	7. Approve franchise.	None	10 minutes	<b>Hon. Thomas A. Pua Jr.</b> Municipal Vice Mayor SB Secretary Office
	8. Record and release franchise.	None	5 minutes	<b>Abegail R. Aguinaldo</b> Admin. Aide IV SB Secretary Office or <b>Roderick G. Acojido</b> L.L.S.E. II SB Secretary Office
	9. Issue tricycle stickers & fare matrix.	None	20 minutes	<b>Abegail R. Aguinaldo</b> Admin. Aide IV SB Secretary Office or <b>Roderick G. Acojido</b> L.L.S.E. II SB Secretary Office
	<b>TOTAL:</b>		<b>1 hour &amp; 45 minutes</b>	



## ➤ 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.

<b>Office or Division</b>	:	Sangguniang Bayan Secretary Office		
<b>Classification</b>	:	Highly Technical		
<b>Type of Transaction</b>	:	G2C- Government to Citizen		
<b>Who may Avail</b>	:	Barangay Officials		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
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.				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Complainant files verified complaint at the SB Secretary Office	1.Receiving & recording of verified complaint.	None	15 minutes	<b>Aldwin C. Balubal</b> Board Secretary I SB Secretary Office
2. Respondents receives notice	2.Sending of notice to and requiring verified answer from respondent.	None	Seven(7) days after the administrative	<b>Atty. Ruben M. Dumlao</b> SB Secretary



			complaints is filed	
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 start thereof	Sangguniang Bayan



5.	5.Drafting & adoption of the decision.	None	Within thirty (30) days after the end of the investigation	Sangguniang Bayan
6. Both Complainant & Respondent receive copies of decision	6.Serving of the decision.	None		Secretariat
7. Complainant and respondent files appeal before the Sangguniang Panlalawigan	7.Filing of appeal to the Sangguniang Panlalawigan.	None	Within 30 days from receipt of the decision otherwise the decision shall become final and executor	Complainant or respondent
	<b>TOTAL:</b>		<b>1 month, 32 days &amp; 15 minutes</b>	

### ➤ PROCESSING OF FINANCIAL ASSISTANCE REQUEST

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

<b>Office or Division</b>	:	Sangguniang Bayan Office
<b>Classification</b>	:	Simple
<b>Type of Transaction</b>	:	G2C- Government to Citizen , G2G – Government to Government
<b>Who may Avail</b>	:	All
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
<b>Request for medical Assistance:</b>		
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)		
<b>Request for Educational Assistance:</b>				
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)		
<b>Request for miscellaneous Assistance:</b>				
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	<b>Roderick G. Acojido</b> L.L.S.E. II Sangguniang Bayan Office Or <b>Felisa R. Acosta</b> Admin. Aide II Sangguniang Bayan Office
2. Present request letter	2. Receive and record letter request	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 Office for General Intake Sheet &	5. Prepare voucher for the approved request letter	None	30 minutes	



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



# OFFICE OF THE MUNICIPAL PLANNING AND DEVELOPMENT COORDINATOR

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



➤ **APPLICATION AND ISSUANCE OF LOCATIONAL / ZONING CLEARANCE FOR ANY CONSTRUCTION, EXPANTION AND RENOVATION AND CHANGE OF USE**

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

<b>OFFICE / DIVISION:</b>	Office of the Municipal Planning and Development Coordinator/Zoning Administrator	
<b>CLASSIFICATION:</b>	Highly Technical	
<b>TYPE OF TRANSACTION:</b>	G2C- Government to Citizen, G2G-Government to Government, Government to Business Entity	
<b>WHO MAY AVAIL:</b>	All	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<b>BASIC REQUIREMENTS (two copies per document)</b> 1. <i>Duly accomplished and notarized Application Form.</i> 2. <i>Any of the following requirements:</i> a. If the property is registered in the name of applicant a.1) Certificate of Tittle or Latest Tax Declaration a.2) Pro-forma affidavit b. In case the property is not registered in the name of the applicant b.1) Duly Notarized Deed of Sale, or b.2) Duly Notarized Deed of Donation, or b.3) Contract of Lease, or b.4) Affidavit of No Rental, or b.5) Notarized Authorization to use the Land, plus b.6) Additional Requirement b.6.1) Owner's Certificate of Tittle or Latest Tax Declaration b.6.2) Pro-forma Affidavit as described on item a.		➤ Office of the Municipal Planning & Development Coordinator  ➤ Office of the Municipal Assessor  ➤ Office of the Municipal Planning & Development Coordinator  ➤ Owner/Client



<p>b.6.3) Affidavit of Heirship</p> <p>c. In case the Land is under the contract of mortgage</p> <p>c.1) Certificate of Non-Objection from the Mortgage</p> <p>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><b>ADDITIONAL REQUIREMENTS APPLICABLE (two copies per document)</b></p> <p>1. For <i>ALL PROJECTS</i> to be situated in Tenanted rice and/or Corn Lands:</p> <p>1.1. Endorsement/Recommendation from the Department of Agrarian Reform for the conversion into other uses</p> <p>2. For manufacturing projects:</p> <p><i>DESCRIPTION OF INDUSTRY</i> citing among others the following:</p>	<ul style="list-style-type: none"> <li>➤ Office of the Municipal Assessor</li> <li>➤ Office of the Municipal Planning &amp; Development Coordinator</li> <li>➤ Mortgagor</li> <li>➤ To be prepared by appropriate Licensed Professional</li> <li>➤ To be prepared by appropriate Licensed Professional</li> <li>➤ To be prepared by appropriate Licensed Professional</li> <li>➤ Barangay Government where the project is located</li> </ul>
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<div>2.1. Types and volume of raw material/chemicals used:</div> <div>2.2. Products manufactured or stored:</div> <div>2.3. Average production output/capacity per day/week/month:</div> <div>2.4 Industrial wastes and plans for pollution control:</div> <div>2.5. Description on process flow or manufacturing processes:</div> <div>2.6. Manpower Requirement</div> <div>3. Environmental Compliance Certificate (ECC)/Certificate of Non-Coverage (CNC)</div> <div>4. For applications filed by authorized representative:</div> <div>4.1. Sworn Special Power Of Attorney for the representative to file/ follow up application, and to claim decision on the application.</div> <div>5. Other additional documents as may be needed for projects of national significance which require a more exhaustive evaluation.</div> <div>(Original and/or Certified True Copy)</div>		<div>➤ Department of Agrarian Reform</div> <div>➤ Environmental Management Bureau (EMB)</div> <div>➤ Notary Public</div>		
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	Cause the signing of client in the logbook	None	1 minute	Fredison G. Acosta Contract of Service



				or <b>Zhemiel Obedoza</b> Contract of Service or <b>Gladys E. Balagat</b> Job Order  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	<b>Mary Joy D. Albano and Engr. Merlito B. Soliman Jr.</b> Planning Officer I or <b>Neil Ryan P. Gamido, EnP</b> MPDC / MENRO / ZA  Office of the Municipal Planning and Development Coordinator
3. Submit Application Form with complete documents ( <i>original &amp; photocopy</i> )	Verification as to completeness of requirements	None	1 Day	<b>Neil Ryan P. Gamido, EnP</b> 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	<b>Mary Joy D. Albano and Engr. Merlito B. Soliman Jr.</b> Planning Officer I Or <b>Neil Ryan P. Gamido, EnP</b> 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	<b>Mary Joy D. Albano</b> Planning Officer I <b>Engr. Merlito B. Soliman Jr.</b> Planning Officer I <b>Evangelyn C. Haber</b> Administrative Aide IV <b>Fredison G. Acosta</b> Contract of Service <b>Zhemiel Obedoza</b> Contract of Service <b>Gladys E. Balagat</b> Job Order 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	<b>Errol M. Briones</b> License Inspector I Or <b>Christopher T. Gabriel</b> Meter Reader I Or <b>Miriam T. Obedoza</b> 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	<b>Mary Joy D. Albano</b> Planning Officer I  <b>Engr. Merlito B. Soliman Jr.</b> Planning Officer I  <b>Evangelyn C. Haber</b> Administrative Aide IV  <b>Fredison G. Acosta</b> Contract of Service  <b>Zhemiel Obedoza</b> Contract of Service  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	<b>Neil Ryan P. Gamido, EnP</b> 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	<b>Neil Ryan P. Gamido, EnP</b> MPDC / MENRO / ZA  <b>Mary Joy D. Albano</b> Planning Officer I  <b>Engr. Merlito B. Soliman Jr.</b> Planning Officer I



				<b>Evangelyn C. Haber</b> Administrative Aide IV  <b>Fredison G. Acosta</b> Contract of Service  <b>Zhemiel Obedoza</b> Contract of Service  Office of the Municipal Planning and Development Coordinator
	<b>TOTAL</b>	<b>Computed Locational Clearance Fees</b>	<b>11 ½ days 2 hours 21 minutes</b>	

### ➤ **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.

<b>OFFICE / DIVISION:</b>	Office of the Municipal Planning and Development Coordinator/Zoning Administrator		
<b>CLASSIFICATION:</b>	Complex		
<b>TYPE OF TRANSACTION:</b>	G2C- Government to Citizen, G2G-Government to Government, Government to Business Entity		
<b>WHO MAY AVAIL:</b>	All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Duly Notarized Application Form		➤ Office of the Municipal Planning and Development Coordinator  ➤ To be prepared by appropriate Licensed Professional	



<p>2. Vicinity Map drawn to appropriate scale showing the property in question and indicating appropriate landmarks</p> <p>3. TCT (or any proof of ownership or right over the land / Tax Declaration / Approved Sketch Plan</p> <p>4. Barangay Certification</p> <p>5. Special Power of Attorney (for Authorized Representative)</p> <p>6. Official Receipt of Zoning Certification</p>		<p>➤ Owner/Client</p> <p>➤ Office of the Punong Barangay where the property is located</p> <p>➤ Notary Public</p> <p>➤ Office of the Municipal Treasurer</p>		
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	<p><b>Fredison G. Acosta</b> Contract of Service Or</p> <p><b>Zhemiel Obedoza</b> Contract of Service or</p> <p><b>Gladys E. Balagat</b> Job order</p> <p>Office of the Municipal Planning and Development Coordinator</p>
2. Present needed requirements ( <i>Original and Photocopy</i> )	Verify authenticity of presented documents	None	Half Day	<p><b>Mary Joy D. Albano</b> Planning Officer I</p> <p><b>Engr. Merlito B. Soliman Jr.</b> Planning Officer I</p>



				<b>Evangelyn C. Haber</b> Administrative Aide IV or <b>Neil Ryan P. Gamido, EnP</b> 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	<b>Mary Joy D. Albano and</b> <b>Engr. Merlito B. Soliman Jr.</b> Planning Officer I  Or <b>Neil Ryan P. Gamido, EnP</b> 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	<b>Mary Joy D. Albano</b> Planning Officer I  <b>Engr. Merlito B. Soliman Jr.</b> Planning Officer I  <b>Evangelyn C. Haber</b> Administrative Aide IV  Or <b>Neil Ryan P. Gamido, EnP</b> 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	<b>Mary Joy D. Albano</b> Planning Officer I or <b>Engr. Merlito B. Soliman Jr.</b> Planning Officer I or <b>Evangelyn C. Haber</b> Administrative Aide IV or <b>Fredison G. Acosta</b> Contract of Service or <b>Zhemiel Obedoza</b> Contract of Service  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	<b>Errol M. Briones</b> License Inspector I Or <b>Christopher T. Gabriel</b> Meter Reader I Or <b>Miriam T. Obedoza</b> Admin. Aide I  Municipal Treasury Office
7. Return to the Office of the MPDC and show proof of	Photocopy the Official Receipt, prepare the	None	30 minutes	<b>Mary Joy D. Albano</b> Planning Officer I



payment and wait for the endorsement of Certification to the Zoning Administrator	document and give to signatory for review and affixation of signature.			<b>Engr. Merlito B. Soliman Jr.</b> Planning Officer I  <b>Evangelyn C. Haber</b> Administrative Aide IV  <b>Fredison G. Acosta</b> Contract of Service  <b>Zhemiel Obedoza</b> Contract of Service  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	<b>Neil Ryan P. Gamido, EnP</b> MPDC / MENRO / ZA Office of the Municipal Planning and Development Coordinator
9. Receive the Locational / Zoning Certificate	Issue the Locational Clearance	None		<b>Neil Ryan P. Gamido, EnP</b> MPDC / MENRO / ZA  Office of the Municipal Planning and Development Coordinator
	<b>TOTAL</b>	<b>Computed Locational Certification Fees</b>	<b>5 ½ days 3 hours 21 minutes</b>	



## ➤ ISSUANCE OF CERTIFICATION ON EXISTING ROAD

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

<b>Office or Division:</b>	Office of the Municipal Planning and Development Coordinator/Zoning Administrator			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C, G2B, G2G			
<b>Who May Avail:</b>	All			
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	<b>Fredison G. Acosta</b> Contract of Service Or <b>Zhemiel Obedoza</b> Contract of Service Or <b>Gladys E. Balagat</b> Job Order
2. Present needed requirements ( <i>Original and Photocopy</i> )	Verify authenticity of presented documents	None	Half Day	<b>Mary Joy D. Albano</b> Planning Officer I  <b>Engr. Merlito B. Soliman Jr.</b> Planning Officer I



				<b>Evangelyn C. Haber</b> Administrative Aide IV  <b>Fredison G. Acosta</b> Contract of Service  <b>Zhemiel Obedoza</b> Contract of Service  Or <b>Neil Ryan P. Gamido, EnP</b> 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	<b>Mary Joy D. Albano</b> Planning Officer I  <b>Engr. Merlito B. Soliman Jr.</b> Planning Officer I  Or <b>Neil Ryan P. Gamido, EnP</b> 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	<b>Mary Joy D. Albano</b> Planning Officer I or <b>Engr. Merlito B. Soliman Jr.</b> Planning Officer I



				or <b>Evangelyn C. Haber</b> Administrative Aide IV or <b>Fredison G. Acosta</b> Contract of Service or <b>Zhemiel Obedoza</b> Contract of Service  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	<b>Errol M. Briones</b> License Inspector I Or <b>Christopher T. Gabriel</b> Meter Reader I Or <b>Miriam T. Obedoza</b> Admin. Aide I  Treasury Office
6. Return to the Office of the MPDC and show proof of payment and wait for the endorsement of Certification to the Zoning Administrator	Photocopy the Official Receipt, prepare the document and give to signatory for review and affixation of signature.	None	30 minutes	<b>Mary Joy D. Albano</b> Planning Officer I or <b>Engr. Merlito B. Soliman Jr.</b> Planning Officer I or <b>Evangelyn C. Haber</b> Administrative Aide IV or <b>Fredison G. Acosta</b> Contract of Service



				<b>OR</b> <b>Zhemiel Obedoza</b> Contract of Service  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	<b>Neil Ryan P. Gamido, EnP</b> MPDC / MENRO / ZA  Office of the Municipal Planning and Development Coordinator
8. Receive the Certificate	Issue the Certificate	None		<b>Neil Ryan P. Gamido, EnP</b> MPDC / MENRO / ZA  Office of the Municipal Planning and Development Coordinator
	<b>TOTAL</b>	<b>P 50.00</b>	<b>5 ½ days 2 hours 21 minutes</b>	

### ➤ PROVISION OF TECHNICAL INFORMATION

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

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



<b>Who May Avail:</b>	All			
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	<b>Fredison G. Acosta</b> Contract of Service or <b>Zhemiel Obedoza</b> Contract of Service Or <b>Gladys E. Balagat</b> Job Order 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	<b>Mary Joy D. Albano</b> Planning Officer I  <b>Engr. Merlito B. Soliman Jr.</b> Planning Officer I or <b>Evangelyn C. Haber</b> Administrative Aide IV  or <b>Neil Ryan P. Gamido, EnP</b> MPDC / MENRO / ZA
3. Pay required fees at the Office of the Municipal Treasurer	Compute required fees and issue	P 50.00	30 minutes	<b>Errol M. Briones</b> License Inspector I Or



	Official Receipt upon payment.			<b>Christopher T. Gabriel</b> Meter Reader I Or <b>Miriam T. Obedoza</b> 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	<b>Mary Joy D. Albano</b> Planning Officer I or <b>Engr. Merlito B. Soliman Jr.</b> Planning Officer I or <b>Evangelyn C. Haber</b> Administrative Aide IV or <b>Fredison G. Acosta</b> Contract of Service or <b>Zhemiel Obedoza</b> Contract of Service  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	<b>Neil Ryan P. Gamido,</b> <b>EnP</b> MPDC / MENRO / ZA  Office of the Municipal Planning and Development Coordinator



6. Receive the documents request	Issue requested documents	None		<b>Neil Ryan P. Gamido, EnP</b> MPDC / MENRO / ZA  Office of the Municipal Planning and Development Coordinator
	<b>TOTAL</b>	<b>P 50.00</b>	<b>1 day 1 hour 21 minutes</b>	

### ➤ IMPLEMENTATION OF 20% DEVELOPMENT FUND (DF)

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

<b>Office or Division:</b>	Office of the Municipal Planning and Development Coordinator			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C, G2B, G2G			
<b>Who May Avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Complete set of vouchers		➤ Concerned Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit voucher	Receive the voucher	None	15 minutes	<b>Fredison G. Acosta</b> Contract of Service or <b>Zhemiel Obedoza</b> Contract of Service Or



				<b>Gladys E. Balagat</b> Job Order or <b>Evangelyn C. Haber</b> Administrative Aide IV  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	<b>Fredison G. Acosta</b> Contract of Service or <b>Zhemiel Obedoza</b> Contract of Service or <b>Gladys E. Balagat</b> Job Order or  <b>Evangelyn C. Haber</b> Administrative Aide IV  Office of the Municipal Planning and Development Coordinator
3. Wait while the voucher is being reviewed and signed by the MPDC	Review and sign the voucher	None	1 hour	<b>Neil Ryan P. Gamido,</b> <b>EnP</b> MPDC / MENRO / ZA Office of the Municipal Planning and Development Coordinator
4. Receive approved voucher	Release approved voucher	None		<b>Fredison G. Acosta</b> Contract of Service or



				<b>Zhemiel Obedoza</b> Contract of Service or <b>Gladys E. Balagat</b> Job Order or <b>Evangelyn C. Haber</b> Administrative Aide IV  Office of the Municipal Planning and Development Coordinator
	<b>TOTAL</b>	<b>NONE</b>	<b>1 day 1 hour 15 minutes</b>	



# OFFICE OF THE MUNICIPAL ASSESSOR

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



## ➤ 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.

<b>Office or Division:</b>	Office of the Municipal Assessor			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C, G2B, G2G			
<b>Who May Avail:</b>	Owners of declared real properties			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Official Receipt of Current Year Real Property Tax Payment (Original or photocopy)		Office of the Municipal Treasurer		
Official Receipt of Certification Fee (Original copy)		Office of the Municipal Treasurer		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sign in the Client Log Book and inform the employee about the request.	Give the logbook to the client	None	1 minute	<b>Rhea A. Manayan</b> Admin Aide IV or <b>Annavic D. Battung</b> RCC-1
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	<b>Charlie May S. Puducay</b> Assessment Clerk II Or <b>Rhea A. Manayan</b> Admin Aide IV or <b>Windy C. Salvador</b> C.O.S



3. Pay Real Property Tax and required fees at the Office of the Municipal Treasurer.	Compute real property tax and issue Official Receipt upon payment.	Computed RPT + P50.00	30 minutes	<b>Errol M. Briones</b> License Inspector I Office of the Municipal Treasurer or <b>Jievy Ann Pagaddu</b> Revenue Collection Clerk I Office of the Municipal 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	30 minutes	<b>Windy C. Salvador</b> C.O.S or <b>Charlie May S. Puducay</b> Assessment Clerk II or <b>Rhea A. Manayan</b> Admin Aide IV
5. Wait while document is endorsed for approval of the Municipal Assessor or her Alternate Officer.	Review, approve and affix signature.	None	10 minutes	<b>Arcenyrose S. Rivera</b> Municipal Assessor or <b>Ohmar L. Amurao</b> LAOO-1
6. Wait while TD is being recorded and numbered.  a. Receive updated Tax Declaration	Record TD.  Issue the TD.	None	1 minute	<b>Rhea A. Manayan</b> Admin Aide IV or <b>Annavic D. Battung</b> RCC-1 <b>Windy C. Salvador</b> C.O.S.
<b>TOTAL:</b>		<b>Computed RPT + P50.00</b>	<b>1 hour and 42 minutes</b>	



## ➤ 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.

<b>Office or Division:</b>	Office of the Municipal Assessor			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C, G2B, G2G			
<b>Who May Avail:</b>	All			
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	<b>Rhea A. Manayan</b> Admin Aide IV or <b>Annavic D. Battung</b> RCC-1
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	<b>Charlie May S. Puducay</b> Assessment Clerk II or <b>Rhea A. Manayan</b> Admin Aide IV or <b>Windy C. Salvador</b> C.O.S
3. Pay required fees at the Office of the Municipal Treasurer.	Compute real property tax and issue Official	P50.00	30 minutes	<b>Errol M. Briones</b> License Inspector I Office of the Municipal Treasurer or



	Receipt upon payment.			<b>Jievy Ann Pagaddu</b> Revenue Collection Clerk I Office of the Municipal 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	30 minutes	<b>Windy C. Salvador</b> C.O.S or <b>Charlie May S. Puducay</b> Assessment Clerk II
5. Wait while document is being endorsed for approval of the Municipal Assessor.	Review, approve and affix signature.	None	10 minutes	<b>Arcenyrose S. Rivera</b> Municipal Assessor
6. Wait while Certification is being recorded and numbered.	Record the Certification.	None	1 minute	<b>Rhea A. Manayan</b> Admin Aide IV Or <b>Annavic D. Battung</b> RCC-1
6.1 Receive copy of Certification	Issue the certification			<b>Windy C. Salvador</b> C.O.S.
<b>TOTAL:</b>		<b>P50.00</b>	<b>1 hour and 42 minutes</b>	



## ➤ 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.

<b>Office or Division:</b>	Office of the Municipal Assessor			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C, G2B, G2G			
<b>Who May Avail:</b>	Real Property Owners with Existing Record on File			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Official Receipt of Current Year Real Property Tax Payment (Original for validation and 1 set photocopy for attachment)		Office of the Municipal Treasurer		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sign in 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	<b>Rhea A. Manayan</b> Admin Aide IV or <b>Annavic D. Battung</b> RCC-1
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	<b>Charlie May S. Puducay</b> Assessment Clerk II Or <b>Rhea A. Manayan</b> Admin Aide IV or <b>Windy C. Salvador</b> C.O.S



3. Accompany Staff in the actual inspection of the real property for assessment purposes.	Conduct actual inspection.	None	1 day	<b>Ohmar L. Amurao</b> LAOO-1 or <b>Arcenyrose S. Rivera</b> 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		<b>Errol M. Briones</b> License Inspector I Office of the Municipal Treasurer or <b>Jievy Ann Pagaddu</b> Revenue Collection Clerk I Office of the Municipal 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. ➤ Field Appraisal/Assessment Sheet (FAAS) ➤ Tax Declaration ➤ Notice of Assessment	None	1 hour	<b>Ohmar L. Amurao</b> LAOO-1 or <b>Charlie May S. Puducay</b> Assessment Clerk II or <b>Rhea A. Manayan</b> Admin Aide IV or <b>Windy C. Salvador</b> C.O.S



	➤ Actual Photos of Property			
7. Wait while documents are being signed by the LAOO-1 and the Municipal Assessor for her recommendation to the PAO.	Affix signature	None	10 minutes	<b>Ohmar L. Amurao</b> LAOO-1 or <b>Arcenyrose S. Rivera</b> Municipal Assessor
8. Wait for approval of documents for approval of the Office of the Provincial Assessor.	Submit transaction for approval	None	5 days	<b>Ohmar L. Amurao</b> LAOO-1 or <b>Charlie May S. Pducay</b> Assessment Clerk II or <b>Windy C. Salvador</b> C.O.S
9. Receive copy of Tax Declaration.	Issue copy of Tax Declaration	None	5 minutes	<b>Rhea A. Manayan</b> Admin Aide IV Or <b>Annavic D. Battung</b> RCC-1
<b>TOTAL:</b>		<b>None</b>	<b>6 days, 1 hour, 46 minutes</b>	



## ➤ 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.

<b>Office or Division:</b>	Office of the Municipal Assessor			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C, G2B, G2G			
<b>Who May Avail:</b>	New Owner / Buyer of Real Property			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Notarized Deed of Sale or Deed of Donation or Extra-Judicial Sale (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	<b>Rhea A. Manayan</b> Admin Aide IV or <b>Annavic D. Battung</b> RCC-1
2. Present requirements.	Validate requirements.	None	20 minutes	<b>Ohmar L. Amurao</b> LAOO-1



				or <b>Charlie May S. Puducay</b> 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	<b>Rhea A. Manayan</b> Admin Aide IV or <b>Windy C. Salvador</b> C.O.S
4. Wait while employee prepares the documents.	Prepare the following: ➤ Field Appraisal/Assessment Sheet (FAAS) ➤ Tax Declaration ➤ Notice of Assessment	None	1 hour	<b>Ohmar L. Amurao</b> LAOO-1 or <b>Charlie May S. Puducay</b> 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.	Computed RPT		<b>Errol M. Briones</b> License Inspector I Office of the Municipal Treasurer or <b>Jievy Ann Pagaddu</b> Revenue Collection Clerk I Office of the Municipal Treasurer
6. Return to the Office of the Assessor and show proof of payment.	Check Official Receipt	None		<b>Rhea A. Manayan</b> Admin. Aide IV Or <b>Windy C. Salvador</b> C.O.S



5. Wait while documents are being signed  LAOO-1 (for confirmation of appraisal Municipal Assessor (for her recommendation to the PAO).	Review, approve and sign the transaction/documents.	None		<b>Ohmar L. Amurao</b> LAOO-1 And <b>Arcenyrose S. Rivera</b> Municipal 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	<b>Provincial Assessor's Office</b>  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	<b>Charlie May S. Puducay</b> Assessment Clerk II or <b>Windy C. Salvador</b> C.O.S
<b>TOTAL:</b>		<b>None</b>	<b>6 days, 3 hours, 1 minute</b>	



## ➤ 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.

<b>Office or Division:</b>	Office of the Municipal Assessor			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C, G2B, G2G			
<b>Who May Avail:</b>	New Owner / Buyer of Real Property			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Notarized 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	<b>Rhea A. Manayan</b> Admin Aide IV or <b>Annavic D. Battung</b> RCC-1
2. Present requirements.	Validate requirements.	None	20 minutes	<b>Ohmar L. Amurao</b> LAOO-1 or <b>Charlie May S. Puducay</b> Assessment Clerk II
2. Wait while data is being verified in the Electronic Real	Verify name of owner on eRPT system or FAAS on file.	None	30 minutes	<b>Windy C. Salvador</b> C.O.S or



Property Tax System's Data Base.				<b>Rhea A. Manayan</b> Admin. Aide IV
3. Present requirements.	Evaluate the requirements submitted.	None	10 minutes	<b>Ohmar L. Amurao</b> LAOO-1  <b>Arcenyrose S. Rivera</b> 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	<b>Ohmar L. Amurao</b> LAOO-1 or <b>Charlie May S. Puducay</b> Assessment Clerk II or <b>Windy C. Salvador</b> C.O.S
5. Pay real property tax at the Office of the Municipal Treasurer.	Compute real property tax and issue Official Receipt upon payment.	Computed RPT	1 hour	<b>Errol M. Briones</b> License Inspector I Office of the Municipal Treasurer or <b>Jievy Ann Pagaddu</b> Revenue Collection Clerk I Office of the Municipal Treasurer
6. Return to the Office of the Municipal Assessor and show proof of payment.	Check Official Receipt	None	5 minutes	<b>Rhea A. Manayan</b> Admin. Aide IV or



				<b>Windy C. Salvador</b> C.O.S
7. Wait while documents are being signed by the LAOO-1 and the Municipal Assessor for her recommendation to the PAO.	Review, approve and sign the transaction/documents.	None		<b>Ohmar L. Amurao</b> LAOO-1 and <b>Arcenyrose S. Rivera</b> Municipal 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	<b>Charlie May S. Puducay</b> Assessment Clerk II or <b>Windy C. Salvador</b> C.O.S
<b>TOTAL:</b>		<b>None</b>	<b>6 days, 4 hours, 16 minutes</b>	



## ➤ 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	<b>Rhea A. Manayan</b> Admin Aide IV or <b>Annavic D. Battung</b> RCC-1
2. Accompany Staff in the actual inspection of the real property for assessment purposes.	Conduct actual inspection.	None	1 day	<b>Ohmar L. Amurao</b> LAOO-1 Or <b>Arcenyrose S. Rivera</b> 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"> <li>➤ Field Appraisal/Assessment Sheet (FAAS)</li> <li>➤ Tax Declaration</li> <li>➤ Notice of Assessment</li> <li>➤ Attach Actual Photos of Property</li> </ul>	None	1 hour	<p><b>Ohmar L. Amurao</b> LAOO-1 or <b>Charlie May S. Pducay</b> Assessment Clerk II or <b>Rhea A. Manayan</b> Admin Aide IV or <b>Windy C. Salvador</b> C.O.S</p>
<p>4. Wait while documents are being signed by the LAOO-1 and the Municipal Assessor for her recommendation to the Provincial Assessor's Office.</p>	Affix signature	None	10 minutes	<p><b>Ohmar L. Amurao</b> LAOO-1 or <b>Arcenyrose S. Rivera</b> Municipal Assessor</p>
<p>5. Wait for approval of documents for approval of the Office of the Provincial Assessor.</p>	Submit transaction for approval	None	5 days	<p><b>Ohmar L. Amurao</b> LAOO-1 or <b>Charlie May S. Pducay</b> Assessment Clerk II Or <b>Windy C. Salvador</b></p>



				C.O.S
6. Receive copy of Tax Declaration.	Issue copy of Tax Declaration	None	5 minutes	<b>Annavic D. Battung RCC-I or Windy C. Salvador C.O.S</b>
TOTAL:		None	6 days, 1 hour, 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

<b>Office or Division:</b>	Office of the Municipal Engineer
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	G2C, G2B, G2G
<b>Who May Avail:</b>	All, Firm, Partnership, or Corporation, Agency or any government instrumentality who 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).	
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
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

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.

➤ Architect for Architectural Plans and documents



- 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.



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



<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. meters or less.</p> <p>d. Boring and Load Tests</p> <p>Buildings or structures of three (3) storeys and higher, boring tests and, if necessary, load tests shall be required in accordance with the applicable latest approved provisions of the National Structural Code of the Philippines (NSCP). However, adequate soil exploration (including boring and load tests) shall also be required for lower buildings/structures at areas with potential geological/geotechnical hazards. The written report of the civil/geotechnical engineer including but not limited to the design bearing capacity as well as the result of tests shall be submitted together with the other requirements in the application for a building permit. Boring test or load test shall also be done according to the applicable provisions of the NSCP which set forth requirements governing excavation, grading and earthwork construction, including fills and embankments for any building/structure and for foundation and retaining structures.</p> <p>e. Seismic Analysis</p> <p>f. Other related documents</p>	
<p>➤ Electrical Documents</p> <p>Electrical plans and technical specifications containing the following:</p> <p>a. Location and Site Plans</p>	<p>➤ Electrical Engineer for electrical plan and signed and sealed by Professional Electrical Engineer</p>



<ul style="list-style-type: none"> <li>b. Legend or Symbols</li> <li>c. General Notes and/or Specifications</li> <li>d. Electrical Layout</li> <li>e. Schedule of Loads, Transformers, Generating/UPS Units (Total kVA for each of the preceding items shall be indicated in the schedule)</li> <li>f. Design Analysis</li> <li>g. One Line Diagram</li> </ul>	
<ul style="list-style-type: none"> <li>➤ Mechanical Documents</li> <li>a. Location Plan and Key Plan</li> <li>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.</li> <li>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.).</li> <li>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.</li> </ul>	<ul style="list-style-type: none"> <li>➤ Professional Mechanical Engineer for mechanical documents</li> </ul>



- e. Plans drawn to scale of 1:100 indicating location of store rooms, fuel tanks, fire extinguishing systems, fire doors, fire escape ladders and other protective facilities.
- f. Detailed drawings of all duct work installations, indicating dampers, controls, filters, fireproofing, acoustical and thermal insulation.
- g. Detailed Plans of machinery foundations and supports drawn to scale of at least 1:50.
- h. Detailed Plans of boilers and pressure vessels with a working pressure of above 70 kPa regardless of kilowatt rating.
- i. Design Computations and Detailed Plans of elevators, escalators, and the like drawn to scale of 1:50.
- j. For all installations, additions or alterations involving machinery of at most 14.9 kW, the signature of a duly licensed Mechanical Engineer shall be sufficient except fired and unfired pressure vessels, elevators, escalators, dumbwaiters, central/split/package type air conditioners and piping systems of steam, gas or fuels.
- 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>➤ Sanitary Documents</p> <p>a. For deep well, water purification plants, water collection and distribution systems, reservoirs, drainage and sewer systems, sewage treatment plants, malaria control structures, and sewage disposal systems:</p> <ul style="list-style-type: none"> <li>• Location Plan and Site Plan</li> <li>• Detailed Plan and layout drawings of minimum scale 1:100</li> <li>• Design Analysis and Technical Specifications</li> <li>• Cost Estimates</li> </ul> <p>c. For pest and vermin control, sanitation, and pollution control facilities:</p> <ul style="list-style-type: none"> <li>• Detailed plan, layout and drawing of abatement and control device of minimum scale 1:100</li> <li>• Design analysis and technical specification</li> <li>• Cost Estimates</li> </ul>	<p>➤ Professional Sanitary Engineer for sanitary plans and documents</p>
<p>➤ Plumbing Documents</p> <p>For all plumbing installations, additions and/or alterations involving hot and cold water supply, fixtures, sewage drainage and vent system, storm drainage and sewerage system within or adjacent to the building:</p> <ol style="list-style-type: none"> <li>a. Location Plan and Site Plan of minimum scale 1:2000</li> <li>b. Plumbing Plans, Layouts and Details, of minimum scale 1:50</li> <li>c. Legend and General Notes</li> <li>d. Isometric drawings of the systems</li> <li>e. Design analysis and technical specifications</li> <li>f. Cost Estimates</li> </ol>	<p>➤ Master Plumber for Plumbing plans and documents</p>



<p>➤ Electronics Documents</p> <p>Electronic plans and technical specifications for wired or wireless telecommunications systems, broadcasting systems, including radio and TV broadcast equipment for commercial and training purposes, cable or wireless television systems, information technology (IT) systems, security and alarm systems, electronic fire alarm systems, sound-reinforcement systems, navigational aids and controls, indoor and outdoor signage's, electronically-controlled conveyance systems, electronic/computerized process controls and automation systems, building automation, management and control systems, including, but not limited to the following:</p> <ol style="list-style-type: none"> <li>General layout plans with legends</li> <li>Single line diagram</li> <li>Riser diagram</li> <li>Isometry of the system</li> <li>Equipment specifications</li> <li>Design analysis, as applicable</li> <li>Cost estimates</li> </ol>	<p>➤ Electronics Engineer for electronics Documents</p>
<p>➤ Geodetic Documents</p> <p>Lot Survey Plans, including but not limited to:</p> <ol style="list-style-type: none"> <li>Vicinity Map/Location Plan</li> <li>Lot Plan</li> <li>Relocation Survey Plan and Report</li> <li>Line and Grade</li> <li>Detailed Topographic Plan of the site and immediate vicinity</li> </ol>	<p>➤ Geodetic Engineer for Survey and Lot Plan</p>
<p><b>Clearance from the government agencies exercising regulatory function.</b>  <b>Such regulatory agencies are:</b></p>	
<p>➤ Locational/Zoning Clearance</p>	<p>Municipal Planning and Development Office</p>



➤ 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"><li>• Building Permit</li><li>• Electrical Permit</li><li>• Sanitary /Plumbing Permit</li><li>• Mechanical Permit</li><li>• Electronics Permit</li></ul>	Municipal Engineering Office				
<b>In case the applicant is the registered owner of the lot:</b> <ul style="list-style-type: none"><li>➤ Certified true copy of Original Certificate of Title (OCT)/ Transfer Certificate of title</li><li>➤ Tax Declaration, and</li><li>➤ Current Real Property Tax Receipt</li></ul> <b>In case the applicant is not the registered owner of the lot:</b> <ul style="list-style-type: none"><li>➤ Duly notarized copy of Contract of Lease or Deed of Absolute Sale</li></ul>	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 client	NONE	2 MINUTES	<b>Reynald Acerit</b> Contract of Service  <b>Engr. Cathlene S. Balagat</b> Contract of Service  <b>Engr. Jeremie M. Mendieta</b> Contract of Service  <b>Noel I. Acoba</b> Engineering Aide I  <b>Boysen Salvador</b> 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	<b>Reynald Acerit</b> Contract of Service  <b>Engr. Cathlene S. Balagat</b> Contract of Service  <b>Engr. Jeremie M. Mendieta</b> Contract of Service  <b>Engr. Nomer Jay S. Macaliniao</b> Engineer I  <b>Jet-Jesoar Bagain, CE</b> Engineer I
<b>B. Complying Building Permit Application</b>				
1. Sign in the Client Log Book and submit Duly accomplished application form, including building requirements with complete	Give the logbook to the client and received the plans and Documentary	NONE	2 MINUTES	<b>Reynald Acerit</b> Contract of Service  <b>Engr. Cathlene S. Balagat</b> Contract of Service



clearances for verification and proper evaluation	requirements for verification			<b>Engr. Jeremie M. Mendieta</b> Contract of Service  <b>Noel I. Acoba</b> Engineering Aide I  <b>Boysen Salvador</b> 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	<b>Engr. Cathlene S. Balagat</b> Contract of Service  <b>Engr. Jeremie M. Mendieta</b> Contract of Service  <b>Engr. Jet-Jesoar Bagain</b> Engineer I  <b>Engr. Nomer Jay S. Macalinao</b> 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	<b>If complete:</b> Reviewed and provide order of payment  <b>If Incomplete:</b> provide evaluation checklist stating the documents needed for the completeness of requirements	NONE	1 HOUR	<b>Engr. Cathlene S. Balagat</b> Contract of Service  <b>Engr. Jeremie M. Mendieta</b> Contract of Service  <b>Jet-Jesoar Bagain</b> Engineer I  <b>Engr. Nomer Jay S. Macalinao</b> 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	<b>Wendell Carl G. Agriam</b> Licensing Officer II / DPLO Designate/DWS Administrator  or  <b>Christopher T. Gabriel</b> Meter Reader I  or



				<b>Miriam T. Obedoza</b> Admin. Aide I Treasury Office
5. Return to the Office of the Building Officials with the Official Receipt (O.R) to be attached and recorded in the application form	Record official receipt number in the application form and attached photocopy of O.R.	NONE	10 MINUTES	<b>Engr. Cathlene S. Balagat</b> Contract of Service  <b>Engr. Jeremie M. Mendieta</b> Contract of Service  <b>Jet-Jesoar Bagain, CE</b> Engineer I  <b>Engr. Nomer Jay S. Macaliniao</b> Engineer I
6. Approval of Building Permits including ancillary permits	Review, approve and affixed signature.	NONE	1 MINUTE	<b>ELIZABETH A. PUDUCAY</b> Municipal Engineer
<b>C. Issuance of Building Permit including ancillary permits.</b>				
1. Sign in the Client Log Book	Give the logbook to the client.	NONE	2 MINUTES	<b>Reynald Acerit</b> Contract of Service  <b>Engr. Cathlene S. Balagat</b> Contract of Service  <b>Engr. Jeremie M. Mendieta</b> Contract of Service  <b>Noel I. Acoba</b> Engineering Aide I  <b>Boysen Salvador</b> Engineering Aide I
2. Secure building Permit application.	Issue approved Building Permit including ancillary permits(Electrical,	NONE	5 MINUTES	<b>Engr. Cathlene S. Balagat</b> Contract of Service  <b>Engr. Jeremie M. Mendieta</b> Contract of Service



	Sanitary and Mechanical Permit)			<b>Engr. Jet-Jesoar Bagain</b> Engineer I  <b>Engr. Nomer Jay S. Macalinao</b> Engineer I
	<b>TOTAL</b>	<b>NONE</b>	<b>3 hours and 57 minutes</b>	

### ➤ **ISSUANCE OF OCCUPANCY PERMIT**

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

<b>HOW TO AVAIL OF THE SERVICE:</b>	
<b>Office or Division:</b>	Office of the Municipal Engineer
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	G2C, G2B, G2G
<b>Who May Avail:</b>	All, Firm, Partnership or Corporation, Agency or any government instrumentality who had been issued a building permit may apply for occupancy permit after the building construction has been completed.
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	
➤ Approved Permits <ul style="list-style-type: none"> <li>• Building Permit (1 copy)</li> <li>• Electrical Permit (1 copy)</li> <li>• Plumbing Permit (1 copy)</li> <li>• Mechanical Permit (1 copy)</li> <li>• Electronics Permit (1 copy)</li> <li>• Civil/Structural Permit (1 copy)</li> </ul>	(Secured during application of building permit)



➤ Certificate of Completion duly signed and sealed by Engr./Arch. in-charge of Construction.		Prepared by Engr./Arch. in-charge of Construction		
➤ As-built Plans duly signed and sealed Engr./Arch. in-charge of Construction (3 sets)		Prepared by Engr./Arch. in-charge of Construction		
➤ Fire Safety Inspection Certificate		Bureau of Fire Protection		
➤ Logbook duly accomplished		Prepared by Engr./Arch. in-charge of Construction		
➤ Pictures showing posting of Building Permit number and date issued on site		Prepared by Engr./Arch. in-charge of Construction		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>A. Secure Occupancy Permit application Form with the List of requirements.</b>				
1. Sign in client log book	Give the logbook to the client	NONE	2 MINUTES	<b>Reynald Acerit</b> Contract of Service  <b>Engr. Cathlene S. Balagat</b> Contract of Service  <b>Engr. Jeremie M. Mendieta</b> Contract of Service  <b>Noel I. Acoba</b> Engineering Aide I  <b>Boysen Salvador</b> Engineering Aide I
2. Secure Occupancy Permit application Forms with the List of requirements	Provide Application Forms for: Certificate of Completion Form (2 copies) and give client a short brief in accomplishing the requirements to be submitted.'	NONE	10 MINUTES	<b>Reynald Acerit</b> Contract of Service  <b>Engr. Cathlene S. Balagat</b> Contract of Service  <b>Engr. Jeremie M. Mendieta</b> Contract of Service  <b>Engr. Nomer Jay S. Macalinao</b> Engineer I  <b>Engr. Jet-Jesoar Bagain</b> Engineer I



<b>B. Complying Occupancy Permit Application</b>				
1. Sign in the Client Log Book and submit Duly accomplished application form, including building requirements with complete clearances for verification and proper evaluation	Give the logbook to the client and received the plans and Documentary requirements for verification	NONE	2 MINUTES	<b>Reynald Acerit</b> Contract of Service <b>Engr. Cathlene S. Balagat</b> Contract of Service <b>Engr. Jeremie M. Mendieta</b> Contract of Service  <b>Noel I. Acoba</b> Engineering Aide I <b>Boysen Salvador</b> 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	<b>Engr. Cathlene S. Balagat</b> Contract of Service <b>Engr. Jeremie M. Mendieta</b> Contract of Service  <b>Engr. Jet-Jesoar Bagain</b> Engineer I <b>Engr. Nomer Jay S. Macaliniao</b> 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	<b>If complete:</b> Reviewed and provide order of payment  <b>If Incomplete:</b> provide evaluation checklist stating the documents needed	NONE	1 HOUR	<b>Engr. Cathlene S. Balagat</b> Contract of Service <b>Engr. Jeremie M. Mendieta</b> Contract of Service  <b>Engr. Jet-Jesoar Bagain</b> Engineer I <b>Engr. Nomer Jay S. Macaliniao</b> Engineer I



	for the completeness of requirements			
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	<b>Wendell Carl G. Agriam</b> Licensing Officer II/BPLO Designate/DAWS Administrator  or <b>Christopher T. Gabriel</b> Meter Reader I  Or <b>Miriam T. Obedoza</b> Admin. Aide I
5. Return to the Office of the Building Officials with the Official Receipt (O.R) to be attached and recorded in the application form	Record official receipt number in the application form and attached photocopy of O.R.	NONE	10 MINUTES	<b>Engr. Cathlene S. Balagat</b> Contract of Service  <b>Engr. Jeremie M. Mendieta</b> Contract of Service  <b>Engr. Jet-Jesoar Bagain</b> Engineer I  <b>Engr. Nomer Jay S. Macalinao</b> Engineer I
6. Approval of Building Permits including ancillary permits	Review, approve and affixed signature.	NONE	1 MINUTE	<b>ELIZABETH A. PUDUCAY</b> Municipal Engineer
<b>C. Issuance of Occupancy Permit.</b>				
1. Sign in the Client Log Book	Give the logbook to the client.	NONE	1 MINUTE	<b>Reynald Acerit</b> Contract of Service  <b>Engr. Cathlene S. Balagat</b> Contract of Service  <b>Engr. Jeremie M. Mendieta</b> Contract of Service



				<b>Noel I. Acoba</b> Engineering Aide I  <b>Boysen Salvador</b> Engineering Aide I
2. Secure Occupancy Permit application.	Issue approved Occupancy Permit	NONE	5 MINUTES	<b>Engr. Cathlene S. Balagat</b> Contract of Service  <b>Engr. Jeremie M. Mendieta</b> Contract of Service  <b>Engr. Jet-Jesoar Bagain</b> Engineer I  <b>Engr. Nomer Jay S. Macalinao</b> Engineer I
	<b>TOTAL</b>	Issue Order of Payment As prescribed in the implementing rules and regulations of the National Building Code (P. D 1096)	<b>3 hours and 61 minutes</b>	

## ➤ ISSUANCE OF FENCING PERMIT

This Permit shall be secured prior to construction of fence.

<b>Office or Division:</b>	Office of the Municipal Engineer
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C, G2B, G2G
<b>Who May Avail:</b>	All business and property owners of the Municipality.
<b>CHECKLIST OF REQUIREMENTS</b>	
➤ 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	<b>Reynald Acerit</b> Contract of Service  <b>Engr. Cathlene S. Balagat</b> Contract of Service  <b>Engr. Jeremie M. Mendieta</b> Contract of Service  <b>Noel I. Acoba</b> Engineering Aide I  <b>Boysen Salvador</b> 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	<b>Engr. Cathlene S. Balagat</b> Contract of Service  <b>Engr. Jeremie M. Mendieta</b> Contract of Service  <b>Engr. Jet-Jesoar Bagain</b> Engineer I  <b>Engr. Nomer Jay S. Macalinao</b> 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	Give the logbook to the client and received the plans and Documentary requirements for verification	NONE	2 MINUTES	<b>Reynald Acerit</b> Contract of Service  <b>Engr. Cathlene S. Balagat</b> Contract of Service  <b>Engr. Jeremie M. Mendieta</b> Contract of Service



verification and proper evaluation				<b>Noel I. Acoba</b> Engineering Aide I  <b>Boysen Salvador</b> 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	<b>Engr. Cathlene S. Balagat</b> Contract of Service  <b>Engr. Jeremie M. Mendieta</b> Contract of Service  <b>Jet-Jesoar Bagain, CE</b> Engineer I  <b>Engr. Nomer Jay S. Macalinao</b> 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	<b>If complete:</b> Reviewed and provide order of payment  <b>If Incomplete:</b> provide evaluation checklist stating the documents needed for the completeness of requirements	NONE	1 HOUR	<b>Engr. Cathlene S. Balagat</b> Contract of Service  <b>Engr. Jeremie M. Mendieta</b> Contract of Service  <b>Engr. Nomer Jay S. Macalinao</b> Engineer I  <b>Jet-Jesoar Bagain, CE</b> 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	<b>Wendell Carl G. Agriam</b> Licensing Officer II/BPLO Designate/DAWS Administrator OR <b>Christopher T. Gabriel</b> Meter Reader I OR <b>Miriam T. Obedoza</b> Admin. Aide I



				Treasury Office <b>Engr. Cathlene S. Balagat</b> Contract of Service  <b>Engr. Jeremie M. Mendieta</b> Contract of Service  <b>Jet-Jesoar Bagain, CE</b> Engineer I  <b>Engr. Nomer Jay S. Macalinao</b> Engineer I
5. Return to the Office of the Building Officials with the Official Receipt (O.R) to be attached and recorded in the application form	Record official receipt number in the application form and attached photocopy of O.R.	NONE	15 MINUTES	
6. Approval of Building Permits including ancillary permits	Review, approve and affixed signature.	NONE	1 MINUTE	<b>ELIZABETH A. PUDUCAY</b> Municipal Engineer
<b>C. Issuance of Fencing Permit</b>				
1. Sign in the Client Log Book	Give the logbook to the client.	NONE	2 MINUTES	<b>Reynald Acerit</b> Contract of Service  <b>Engr. Cathlene S. Balagat</b> Contract of Service  <b>Engr. Jeremie M. Mendieta</b> Contract of Service  <b>Noel I. Acoba</b> Engineering Aide I  <b>Boysen Salvador</b> Engineering Aide I
2. Secure Fencing Permit application.	Issue approved Fencing Permit	NONE	5 MINUTES	<b>Engr. Cathlene S. Balagat</b> Contract of Service  <b>Engr. Jeremie M. Mendieta</b> Contract of Service  <b>Engr. Jet-Jesoar Bagain</b> Engineer I  <b>Engr. Nomer Jay S. Macalinao</b> Engineer I
	<b>TOTAL</b>	Issue Order of Payment	<b>3 HOURS AND 7 MINS.</b>	



		As prescribed in the implementing rules and regulations of the National Building Code (P. D 1096)		
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## ➤ 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		
➤ Tax Declaration, and		Municipal Assessor's Office		
➤ Current Real Property Tax Receipt				
➤ Site verification if all provisions are complied.		Municipal Engineering Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



<b>A. Secure Fencing Permit application Form with the List of requirements.</b>				
1. Sign in client log book	Give the logbook to the client	NONE	1 MINUTE	<b>Reynald Acerit</b> Contract of Service  <b>Engr. Cathlene S. Balagat</b> Contract of Service  <b>Engr. Jeremie M. Mendieta</b> Contract of Service  <b>Noel I. Acoba</b> Engineering Aide I  <b>Boysen Salvador</b> 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	<b>Engr. Cathlene S. Balagat</b> Contract of Service  <b>Engr. Jeremie M. Mendieta</b> Contract of Service  <b>Engr. Jet-Jesoar Bagain</b> Engineer I  <b>Engr. Nomer Jay S. Macalina</b> Engineer I
<b>B. Complying Demolition Permit Application</b>				
1. Sign in the Client Log Book and submit duly accomplished application form, including fencing plans for verification and proper evaluation	Give the logbook to the client and received the plans and Documentary requirements for verification	NONE	1 MINUTE	<b>Reynald Acerit</b> Contract of Service  <b>Engr. Cathlene S. Balagat</b> Contract of Service  <b>Engr. Jeremie M. Mendieta</b> Contract of Service  <b>Noel I. Acoba</b> Engineering Aide I  <b>Boysen Salvador</b> 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	<b>Engr. Cathlene S. Balagat</b> Contract of Service  <b>Engr. Jeremie M. Mendieta</b> Contract of Service  <b>Engr. Jet-Jesoar Bagain</b> Engineer I  <b>Engr. Nomer Jay S. Macalina</b> 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	<b>If complete:</b> Reviewed and provide order of payment  <b>If Incomplete:</b> provide evaluation checklist stating the documents needed for the completeness of requirements	NONE	1 HOUR	<b>Engr. Cathlene S. Balagat</b> Contract of Service  <b>Engr. Jeremie M. Mendieta</b> Contract of Service  <b>Engr. Jet-Jesoar Bagain</b> Engineer I  <b>Engr. Nomer Jay S. Macalina</b> 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	<b>Wendell Carl G. Agriam</b> Licensing Officer II/BPLO Designate/DAWS Administrator or <b>Christopher T. Gabriel</b> Meter Reader I or <b>Miriam T. Obedoza</b> Admin. Aide I  Treasury Office
5. Return to the Office of the Building Officials with the Official Receipt (O.R) to be	Record official receipt number in the application form and attached photocopy of O.R.	NONE	10 MINUTES	<b>Engr. Cathlene S. Balagat</b> Contract of Service  <b>Engr. Jeremie M. Mendieta</b> Contract of Service  <b>Engr. Jet-Jesoar Bagain</b>



attached and recorded in the application form				Engineer I <b>Engr. Nomer Jay S. Macalina</b> Engineer I
6. Approval of Building Permits including ancillary permits	Review, approve and affixed signature.	NONE	1 MINUTE	<b>ELIZABETH A. PUDUCAY</b> Municipal Engineer
<b>C. Issuance of Demolition Permit</b>				
1. Sign in the Client Log Book	Give the logbook to the client.	NONE	1 MINUTE	<b>Reynald Acerit</b> Contract of Service  <b>Engr. Cathlene S. Balagat</b> Contract of Service  <b>Engr. Jeremie M. Mendieta</b> Contract of Service  <b>Noel I. Acoba</b> Engineering Aide I  <b>Boysen Salvador</b> Engineering Aide I
2. Secure Demolition Permit application.	Issue approved Demolition Permit	NONE	5 MINUTES	<b>Engr. Cathlene S. Balagat</b> Contract of Service  <b>Engr. Jeremie M. Mendieta</b> Contract of Service  <b>Engr. Jet-Jesoar Bagain</b> Engineer I  <b>Engr. Nomer Jay S. Macalina</b> Engineer I
	<b>TOTAL</b>	Issue Order of Payment As prescribed in the implementing rules and regulations of the National Building Code (P. D 1096)	<b>3 HOURS AND 47 MINS.</b>	



## ➤ 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"> <li>➤ Granted previously occupancy permit</li> <li>➤ Existence of business</li> <li>➤ Business Permit</li> <li>➤ Sketch of Location</li> </ul>		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	<b>Reynald Acerit</b> Contract of Service  <b>Engr. Cathlene S. Balagat</b> Contract of Service  <b>Engr. Jeremie M. Mendieta</b> Contract of Service  <b>Noel I. Acoba</b> Engineering Aide I  <b>Boysen Salvador</b> Engineering Aide I



2. Secure Certificate of Annual Inspection List of requirements	Provide Checklist	NONE	2 MINUTES	<b>Engr. Cathlene S. Balagat</b> Contract of Service  <b>Engr. Jeremie M. Mendieta</b> Contract of Service  <b>Engr. Jet-Jesoar Bagain</b> Engineer I  <b>Engr. Nomer Jay S. Macalinao</b> Engineer I
<b>B. Complying Certificate of Annual Inspection Application</b>				
1. Sign in the Client Log Book and submit duly accomplished application form, including fencing plans for verification and proper evaluation	Give the logbook to the client and received the plans and Documentary requirements for verification	NONE	1 MINUTE	<b>Reynald Acerit</b> Contract of Service  <b>Engr. Cathlene S. Balagat</b> Contract of Service  <b>Engr. Jeremie M. Mendieta</b> Contract of Service  <b>Noel I. Acoba</b> Engineering Aide I  <b>Boysen Salvador</b> 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 requirements	NONE	2 HOURS	<b>Engr. Cathlene S. Balagat</b> Contract of Service  <b>Engr. Jeremie M. Mendieta</b> Contract of Service  <b>Engr. Jet-Jesoar Bagain</b> Engineer I  <b>Engr. Nomer Jay S. Macalinao</b> 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	<b>If complete:</b> Reviewed and provide order of payment  <b>If Incomplete:</b> provide evaluation checklist stating the documents needed for the completeness of requirements	NONE	1 HOUR	<b>Engr. Cathlene S. Balagat</b> Contract of Service  <b>Engr. Jeremie M. Mendieta</b> Contract of Service  <b>Engr. Jet-Jesoar Bagain</b> Engineer I  <b>Engr. Nomer Jay S. Macalinao</b> 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	<b>Wendell Carl G. Agriam</b> Licensing Officer II/BPLO Designate/DAWS Administrator OR <b>Christopher T. Gabriel</b> Meter Reader I OR <b>Miriam T. Obedoza</b> Admin. Aide I  Treasury Office
5. Return to the Office of the Building Officials with the Official Receipt (O.R) to be attached and recorded in the application form	Record official receipt number in the application form and attached photocopy of O.R.	NONE	10 MINUTES	<b>Engr. Cathlene S. Balagat</b> Contract of Service  <b>Engr. Jeremie M. Mendieta</b> Contract of Service  <b>Engr. Jet-Jesoar Bagain</b> Engineer I  <b>Engr. Nomer Jay S. Macalinao</b> Engineer I
	<b>TOTAL</b>	Issue Order of Payment As prescribed in the implementing rules and regulations of the National Building Code (P. D 1096)	<b>3 HOURS AND 44 MINS</b>	



## ➤ **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 involving perimeter and construction lightings			Prepared by concerned person		
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	Reynald Acerit Contract of Service  Engr. Cathlene S. Balagat Contract of Service  Engr. Jeremie M. Mendieta



				Contract of Service <b>Noel I. Acoba</b> Engineering Aide I  <b>Boysen Salvador</b> Engineering Aide I
2. Secure Temporary Electrical Permit and Permit for Temporary Service Connection application Forms with the List of requirements	Provide Application Forms for: Temporary Electrical Permit and Permit for Temporary Service Connection (two (2) copies)	NONE	2 MINUTES	<b>Engr. Cathlene S. Balagat</b> Contract of Service  <b>Engr. Jeremie M. Mendieta</b> Contract of Service  <b>Engr. Jet-Jesoar Bagain</b> Engineer I  <b>Engr. Nomer Jay S. Macaliniao</b> Engineer I
<b>B. Complying Temporary Electrical Permit and Permit for Temporary Service Connection Application</b>				
1. Sign in the Client Log Book and submit duly accomplished application form, including fencing plans for verification and proper evaluation	Give the logbook to the client and received the plans and Documentary requirements for verification	NONE	1 MINUTE	<b>Reynald Acerit</b> Contract of Service  <b>Engr. Cathlene S. Balagat</b> Contract of Service  <b>Engr. Jeremie M. Mendieta</b> Contract of Service  <b>Noel I. Acoba</b> Engineering Aide I  <b>Boysen Salvador</b> Engineering Aide I



2. Wait while the submitted requirements is being verified/assessed by the Building Official/ Staff	Verify/Assessed the Documentary requirements	NONE	2 HOURS	<b>Engr. Cathlene S. Balagat</b> Contract of Service  <b>Engr. Jeremie M. Mendieta</b> Contract of Service  <b>Engr. Jet-Jesoar Bagain</b> Engineer I  <b>Engr. Nomer Jay S. Macaliniao</b> 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	<b>If complete:</b> Reviewed and provide order of payment  <b>If Incomplete:</b> provide evaluation checklist stating the documents needed for the completeness of requirements	NONE	1 HOUR	<b>Engr. Cathlene S. Balagat</b> Contract of Service  <b>Engr. Jeremie M. Mendieta</b> Contract of Service  <b>Engr. Jet-Jesoar Bagain</b> Engineer I  <b>Engr. Nomer Jay S. Macaliniao</b> 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	<b>Wendell Carl G. Agriam</b> Licensing Officer II/BPLO Designate/DAWS Administrator OR <b>Christopher T. Gabriel</b> Meter Reader I OR <b>Miriam T. Obedoza</b> Admin. Aide I  Treasury Office
5. Return to the Office of the Building Officials with the Official Receipt (O.R) to be attached and recorded in the application form	Record official receipt number in the application form and attached photocopy of O.R.	NONE	10 MINUTES	<b>Engr. Cathlene S. Balagat</b> Contract of Service  <b>Engr. Jeremie M. Mendieta</b> Contract of Service  <b>Engr. Jet-Jesoar Bagain</b> Engineer I



				<b>Engr. Nomer Jay S. Macalinao</b> Engineer I
6. Approval of Building Permits including ancillary permits	Review, approve and affixed signature.	NONE	1 MINUTE	<b>ELIZABETH A. PUDUCAY</b> Municipal Engineer
<b>C. Issuance of Temporary Electrical Permit and Permit for Temporary Service Connection</b>				
1. Sign in the Client Log Book	Give the logbook to the client.	NONE	1 MINUTE	<b>Reynald Acerit</b> Contract of Service  <b>Engr. Cathlene S. Balagat</b> Contract of Service  <b>Engr. Jeremie M. Mendieta</b> Contract of Service  <b>Noel I. Acoba</b> Engineering Aide I  <b>Boysen Salvador</b> 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	<b>Engr. Cathlene S. Balagat</b> Contract of Service  <b>Engr. Jeremie M. Mendieta</b> Contract of Service  <b>Engr. Jet-Jesoar Bagain</b> Engineer I  <b>Engr. Nomer Jay S. Macalinao</b> Engineer I
	<b>TOTAL</b>	Issue Order of Payment As prescribed in the implementing rules and regulations of the National Building Code (P. D 1096)	<b>3 hours and 51 mins.</b>	



# OFFICE OF THE MUNICIPAL TREASURER

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



## ➤ COLLECTION OF REAL PROPERTY TAXES

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

<b>OFFICE / DIVISION:</b>	Office of the Municipal Treasurer			
<b>CLASSIFICATION:</b>	Simple			
<b>TYPE OF TRANSACTION:</b>	G2C- Government to Citizen, G2G-Government to Government, Government to Business Entity			
<b>WHO MAY AVAIL:</b>	Real Property Tax Owners			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Notice of assessment or Tax Declaration (one (1) copy)		Office of the Municipal Assessor		
Previous Tax Receipt (One (1) copy)		Office of the Municipal Treasurer		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sign in Client Log Book	Give the logbook to the client	NONE	5 MINUTES	<b>Wendell Carl G. Agriam</b> Licensing Officer II  <b>Julius P. Barut</b> LTOO I  <b>Errol M. Briones</b> License Inspector I  <b>Jievy Ann C. Pagaddu</b> RCC I



				<b>Christopher T. Gabriel</b> Meter Reader I  <b>And Treasury Office Staff</b> <b>(JO/COS)</b>
2. Go to Revenue Collection Clerks for verification and computation of Real property tax due	Verify the requirements for last payment and issue statement of account/ computation of taxes	NONE	45 MINUTES	<b>Wendell Carl G. Agriam</b> Licensing Officer II  <b>Julius P. Barut</b> LTOO I  <b>Errol M. Briones</b> License Inspector I  <b>Jievy Ann C. Pagaddu</b> RCC I  <b>Christopher T. Gabriel</b> Meter Reader I  <b>And Treasury Office Staff</b> <b>(JO/COS)</b>
3. Pay the amount indicated in the bill/computation & get official receipt Note: For check payment only Manager's check is accepted	Accept the payment and issue Official Receipt	Fees and charges may vary depending on the assessment and record of last payment. <b>a. Basic Real Property Tax= Assessed Value x 1%</b>	30 MINUTES	<b>Wendell Carl G. Agriam</b> Licensing Officer II  <b>Julius P. Barut</b> LTOO I  <b>Errol M. Briones</b> License Inspector I  <b>Jievy Ann C. Pagaddu</b> RCC I



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

### ➤ **ISSUANCE OF COMMUNITY TAX CERTIFICATE**

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

<b>OFFICE / DIVISION:</b>	Office of the Municipal Treasurer			
<b>CLASSIFICATION:</b>	Simple			
<b>TYPE OF TRANSACTION:</b>	G2C-Government to Citizen			
<b>WHO MAY AVAIL:</b>	All citizens and must be 18 yrs. and above			
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>			
Previous CTC if available)	Office of the Municipal Treasurer			
Any Government issued ID	Concerned government agency.			
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to counter and fill up service data form	Give the service data form to the client	NONE	10 MINUTES	<b>Wendell Carl G. Agriam</b> Licensing Officer II  <b>Julius P. Barut</b> LTOO I



				<b>Errol M. Briones</b> License Inspector I  <b>Jievy Ann C. Pagaddu</b> RCC I  <b>Christopher T. Gabriel</b> Meter Reader I  <b>And Treasury Office Staff</b> (JO/COS)
2. Pay the required fee and get Community Tax Certificate	Verify the data form, accept payment and release Community Tax Certificate	<b>For Individuals-</b> <b>a. Basic Community Tax:</b> P5.00 <b>b. Additional Community Tax:</b> P1.00 for every P1,000.00 gross income but not to exceed P5,000.00. <b>-For corporation –</b> <b>a. Basic Community Tax:</b> P500.00 <b>b. Additional Community</b>	10 MINUTES	<b>Wendell Carl G. Agriam</b> Licensing Officer II  <b>Julius P. Barut</b> LTOO I  <b>Errol M. Briones</b> License Inspector I  <b>Jievy Ann C. Pagaddu</b> RCC I  <b>Christopher T. Gabriel</b> Meter Reader I  <b>And Treasury Office Staff</b> (JO/COS)



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

### ➤ **ISSUANCE OF PROFESSIONAL TAX RECEIPT (Provincial Imposition)**

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

<b>OFFICE / DIVISION:</b>	Office of the Municipal Treasurer
<b>CLASSIFICATION:</b>	Simple
<b>TYPE OF TRANSACTION:</b>	G2C-Government to Citizen
<b>WHO MAY AVAIL:</b>	All citizens practicing their professions.
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
PRC ID or license of profession	PRC



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to counter	Verifies IDENTIFICATION (ID) Card/License and other documents.	NONE	10 MINUTES	<b>Wendell Carl G. Agriam</b> Licensing Officer II  <b>Julius P. Barut</b> LTOO I  <b>Errol M. Briones</b> License Inspector I  <b>Jievy Ann C. Pagaddu</b> RCC I  <b>Christopher T. Gabriel</b> Meter Reader 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	<b>Wendell Carl G. Agriam</b> Licensing Officer II  <b>Julius P. Barut</b> LTOO I  <b>Errol M. Briones</b> License Inspector I  <b>Jievy Ann C. Pagaddu</b> RCC I  <b>Christopher T. Gabriel</b> Meter Reader I



				And Treasury Office Staff (JO/COS)
	<b>TOTAL</b>		<b>20 MINUTES</b>	

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

<b>OFFICE / DIVISION:</b>	Office of the Municipal Treasurer/Business Permit and Licensing Division			
<b>CLASSIFICATION:</b>	Simple			
<b>TYPE OF TRANSACTION:</b>	G2C-Government to Citizen			
<b>WHO MAY AVAIL:</b>	All business entity/group			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Barangay Clearance		Barangay		
Building Permit and Other Clearances		Office of the Municipal Engineer		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Accomplish application form of new business.	Gives application form.	<b>NO FEES TO BE PAID IN STEP 1 AND STEP 2</b>	20 MINUTES	<b>Wendell Carl G. Agriam</b> Licensing Officer II/BPLO Designate  <b>Errol M. Briones</b> License Inspector I And Treasury Office Staff (JO/COS)
2. One-time assessment of Taxes, Fees and Charges	Assessment and encoding of application	<b>FOR STEP 3</b> <b>Mayor's Permit</b>	30 MINUTES	<b>Wendell Carl G. Agriam</b> Licensing Officer II/BPLO Designate  <b>Errol M. Briones</b>



	to the EBPL System.	500.00-6,000.00		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 regulatory clearances.	Issues official receipt, business plate and permit.	<b>Plate and Sticker</b> 250.00  <b>Supervisory Fee</b> 60.00-500.00  <b>Inspection Fee</b> 50.00-3,000.00  <b>Sanitary Fee</b> 100.00-1,400.00  Note: The assessment and range of fees are base on the nature of business, type and size of the business entity.	30 MINUTES	<b>Wendell Carl G. Agriam</b> Licensing Officer II/BPLO Designate  <b>Errol M. Briones</b> License Inspector I  <b>Jievy Ann C. Pagaddu</b> Revenue Collection Clerk I And Treasury Office Staff (JO/COS)



		<p><b>Business Tax shall be base from the BPLS.</b></p> <p>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</p> <p><b>NOTE:</b> Failure to pay within the time required shall subject the taxpayer to a surcharge of</p>		
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		twenty-five (25%) of the original amount plus one percent (1%) per month of the unpaid taxes including surcharge until fully paid.		
	<b>TOTAL</b>		<b>1 HOUR &amp; 20 minutes</b>	

➤ **PROCESSING AND ISSUANCE OF BUSINESS PERMITS (for Renewal of business)**

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

<b>OFFICE / DIVISION:</b>	Office of the Municipal Treasurer/Business Permit and Licensing Division
<b>CLASSIFICATION:</b>	Simple
<b>TYPE OF TRANSACTION:</b>	G2C-Government to Citizen
<b>WHO MAY AVAIL:</b>	All business entity/group with establishment
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
Barangay Clearance	Barangay
Community Tax certificate	Barangay / BPLO



Tax Identification Number and Income Tax Return		BIR		
DTI Registration (single proprietor) or SEC Registration for Corporation)		DTI / Negosyo Center / SEC / CDA / DOLE		
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.	<b>NO FEES TO BE PAID IN STEP 1 AND STEP 2</b>	20 MINUTES	<b>Wendell Carl G. Agriam</b> Licensing Officer II/BPLO Designate  <b>Errol M. Briones</b> 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.	<b>FOR STEP 3</b>  <b>Mayor's Permit</b> 500.00-6,000.00	30 MINUTES	<b>Wendell Carl G. Agriam</b> Licensing Officer II/BPLO Designate  <b>Errol M. Briones</b> 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 regulatory clearances.	Issues official receipt, business plate, permits and licenses.	<b>Plate and Sticker</b> 250.00  <b>Supervisory Fee</b> 60.00-500.00	25 MINUTES	<b>Wendell Carl G. Agriam</b> Licensing Officer II/BPLO Designate  <b>Errol M. Briones</b> License Inspector I



		<b>Weights and Measures</b> 60.00 – 2,000.00  <b>Inspection Fee</b> 50.00- 3,000.00  <b>Sanitary Fee</b> 100.00- 1,400.00  <b>Garbage Fee</b> 150.00- 2,500.00  <b>Occupational Permit Fee</b> 150.00-500.00 (Depending on Nature of Business and Number of Employees)  Note: The assessment and range of fees are base on the nature		<b>JIEVY ANN C. PAGADDU</b> Revenue Collection Clerk I  And Treasury Office Staff (JO/COS)
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		<p>of business, type and size of the business entity.</p> <p><b>Business Tax shall be base from the assessment of BPLS.</b></p> <p><b>NOTE:</b> Failure to pay within the time required shall subject the taxpayer to a surcharge of twenty-five (25%) of the original amount plus one percent (1%) per month of the unpaid taxes including surcharge until fully paid.</p>		
	<b>TOTAL</b>		<b>1 HOUR &amp; 15 MINUTES</b>	



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

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

<b>OFFICE / DIVISION:</b>	Office of the Municipal Treasurer/Business Permit and Licensing Division			
<b>CLASSIFICATION:</b>	Simple			
<b>TYPE OF TRANSACTION:</b>	G2C-Government to Citizen			
<b>WHO MAY AVAIL:</b>	All business entity/group with establishment			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Barangay Clearance		Barangay		
Community Tax certificate		Barangay / BPLO		
Tax Identification Number		BIR		
DTI Registration (single proprietor) or SEC Registration for Corporation)		DTI / Negosyo Center / SEC / CDA / DOLE		
Sanitary Permit Certificate		Rural Health Unit		
BFP Clearance		Bureau of Fire		
Locational Clearance/Zoning		Municipal Planning and Development Office		
Building Permit		Office of the Municipal Engineer		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Accomplish application form of new business.	Gives application form.	<b>NO FEES TO BE PAID IN STEP 1 AND STEP 2</b>	20 MINUTES	<b>Wendell Carl G. Agriam</b> Licensing Officer II/BPLO Designate  <b>Errol M. Briones</b> 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.	<b>FOR STEP 3</b>  <b>Mayor's Permit</b> 500.00-6,000.00  <b>Plate and Sticker</b> 250.00  <b>Supervisory Fee</b> 60.00-500.00  <b>Weights and Measures</b> 60.00 – 2,000.00  <b>Inspection Fee</b> 50.00-3,000.00  <b>Sanitary Fee</b> 100.00-1,400.00  <b>Garbage Fee</b> 150.00-2,500.00	30 MINUTES	<b>Wendell Carl G. Agriam</b> Licensing Officer II/BPLO Designate  <b>Errol M. Briones</b> License Inspector I  <b>And Treasury Office Staff (JO/COS)</b>
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, permits and licenses.		30 MINUTES	<b>Wendell Carl G. Agriam</b> Licensing Officer II/BPLO Designate  <b>Errol M. Briones</b> License Inspector I  <b>Jievy Ann C. Pagaddu</b> Revenue Collection Clerk I  <b>And Treasury Office Staff (JO/COS)</b>



		<b>Occupational Permit Fee</b> 150.00-500.00 (Depending on Nature of Business and Number of Employees)  Note: The assessment and range of fees are base on the nature of business, type and size of the business entity.		
	<b>TOTAL</b>		<b>1 HOUR &amp; 20 minutes</b>	



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

<b>OFFICE / DIVISION:</b>	Office of the Municipal Treasurer/Business Permit and Licensing Division			
<b>CLASSIFICATION:</b>	Simple			
<b>TYPE OF TRANSACTION:</b>	G2C-Government to Citizen			
<b>WHO MAY AVAIL:</b>	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	<b>HENRY V. DUMAUA, CPA</b> Acting Municipal Treasurer  <b>Wendell Carl G. Agriam</b> Licensing Officer II/BPLO Designate  <b>Errol M. Briones</b> License Inspector I  <b>And Treasury Office Staff</b> (JO/COS)



2. Assessment of the complete attachments/ requirements of the requestor.	Assessment and retrieving necessary records for the certification.	NONE	30 MINUTES	<b>HENRY V. DUMAUA, CPA</b> Acting Municipal Treasurer  <b>Wendell Carl G. Agriam</b> Licensing Officer II/BPLO Designate  <b>Errol M. Briones</b> License Inspector I  <b>And Treasury Office Staff</b> (JO/COS)
3. One-Time payment of fees and charges for the Certification/True Copy.	Issues official receipt, and Certification	P200.00 / Certificate and P100.00 per True Copy	25 MINUTES	<b>HENRY V. DUMAUA, CPA</b> Acting Municipal Treasurer  <b>Wendell Carl G. Agriam</b> Licensing Officer II  <b>JIEVY ANN C. PAGADDU</b> Revenue Collection Clerk I  <b>And Treasury Office Staff</b> (JO/COS)
	<b>TOTAL</b>	<b>P200.00 / Certificate and P100.00 per True Copy</b>	<b>1 HOUR</b>	



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

<b>OFFICE / DIVISION:</b>		Office of the Municipal Treasurer/Business Permit and Licensing Division		
<b>CLASSIFICATION:</b>		Simple		
<b>TYPE OF TRANSACTION:</b>		G2C-Government to Citizen		
<b>WHO MAY AVAIL:</b>		All business entity/group		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Copy of the existing business permit		Owner		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sign in Client Log Book and accomplished unified Form.	Give the logbook to the client and unified application form.	NONE	20 MINUTES	<b>Wendell Carl G. Agriam</b> Licensing Officer II/BPLO Designate  <b>Errol M. Briones</b> License Inspector I  And Treasury Office Staff (JO/COS)
2. Assessment of the unified application form.	Assessment and retrieving necessary records for the updating and addition of line of Business.	NONE	30 MINUTES	<b>Wendell Carl G. Agriam</b> Licensing Officer II/BPLO Designate  <b>Errol M. Briones</b> License Inspector I  And Treasury Office Staff (JO/COS)



3. One-Time payment of fees and charge for the Certification/True Copy.	Issues official receipt, and Certification	<p>Business Tax shall be base from the assessment of EBPLS.</p> <p><b>NOTE:</b> Failure to pay within the time required shall subject the taxpayer to a surcharge of twenty-five (25%) of the original amount plus two percent (2%) per month of the unpaid taxes including surcharge until fully paid.</p>	25 MINUTES	<p><b>Wendell Carl G. Agriam</b> Licensing Officer II/BPLO Designate</p> <p><b>Jievy Ann C. Pagaddu</b> Revenue Collection Clerk I</p> <p><b>And Treasury Office Staff (JO/COS)</b></p>
	<b>TOTAL</b>		<b>1 HOUR &amp; 15 minutes</b>	



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

<b>OFFICE / DIVISION:</b>	Office of the Municipal Treasurer/Business Permit and Licensing Division			
<b>CLASSIFICATION:</b>	Simple			
<b>TYPE OF TRANSACTION:</b>	G2C-Government to Citizen			
<b>WHO MAY AVAIL:</b>	All business entity/group with establishment			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Barangay Clearance		Barangay / BPLO		
Community Tax certificate		Barangay / BPLO		
Tax Identification Number		BIR		
DTI Registration (single proprietor) or SEC Registration for Corporation)		DTI / Negosyo Center		
Sanitary Permit Certificate		Rural Health Unit		
BFP Clearance		Bureau of Fire		
Locational Clearance/Zoning		Municipal Planning and Development Office		
Building Permit		Office of the Municipal Engineer		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Accomplish unified application form.  Note: in case of Additional change of Area are same as New Business Application.	Gives application form.	NONE	20 MINUTES	<b>Wendell Carl G. Agriam</b> Licensing Officer II/BPLO Designate  <b>Errol M. Briones</b> License Inspector I  And Treasury Office Staff (JO/COS)
2. One-time assessment of Taxes, Fees and Charges	Assessment , updating and encoding of	NONE	30 MINUTES	<b>Wendell Carl G. Agriam</b> Licensing Officer II/BPLO Designate  <b>Errol M. Briones</b>



	records to the EBPL System.			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 regulatory clearances.	Issues official receipt, business plate and permit.	Business Tax shall be base from the assessment of EBPLS.  <b>NOTE:</b> Failure to pay within the time required shall subject the taxpayer to a surcharge of twenty-five (25%) of the original amount plus one percent (1%) per month of the unpaid taxes including surcharge until fully paid.	30 MINUTES	<b>Wendell Carl G. Agriam</b> Licensing Officer II/BPLO Designate <b>Errol M. Briones</b> License Inspector I  <b>Jievy Ann C. Pagaddu</b> Revenue Collection Clerk I  And Treasury Office Staff (JO/COS)
	<b>TOTAL</b>		<b>1 HOUR &amp; 20 minutes</b>	



➤ **REQUEST FOR CERTIFICATION OF BUSINESS RECORD**

<b>OFFICE / DIVISION:</b>		Office of the Municipal Treasurer/Business Permit and Licensing Division		
<b>CLASSIFICATION:</b>		Simple		
<b>TYPE OF TRANSACTION:</b>		G2C-Government to Citizen		
<b>WHO MAY AVAIL:</b>		All business entity/group with establishment		
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Photocopy of ID of the requestor and/or its manager or President			Owner	
Letter request duly signed by owner			Owner	
Authorization Letter if representative/ Special power of Attorney.			Owner	
For sole proprietor – Letter consent from the owner of the business			Owner	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sign in Client Log Book and accomplished request Form.	Gives request form and verify necessary records for the request.	NONE	45 MINUTES	<b>HENRY V. DUMAUA, CPA</b> Acting Municipal Treasurer  <b>Wendell Carl G. Agriam</b> Licensing Officer II/BPLO Designate  <b>Errol M. Briones</b> License Inspector I  And Treasury Office Staff (JO/COS)
2. One-Time payment of fees and charges. Get official receipt and claim the	Issues official receipt, Certification	P50.00 / Certificate and P20.00 per True	30 MINUTES	<b>HENRY V. DUMAUA, CPA</b> Acting Municipal Treasurer  <b>Wendell Carl G. Agriam</b>



Certification or Records requested.	or Records requested.	Copy of any records.		Licensing Officer II/BPLO Designate  <b>Errol M. Briones</b> License Inspector I  <b>Jievy Ann C. Pagaddu</b> Revenue Collection Clerk I  And Treasury Office Staff (JO/COS)
	<b>TOTAL</b>		<b>1 HOUR &amp; 15 minutes</b>	

➤ **APPLICATION FOR RETIRING BUSINESS OPERATION**

<b>OFFICE / DIVISION:</b>	Office of the Municipal Treasurer/Business Permit and Licensing Division
<b>CLASSIFICATION:</b>	Simple
<b>TYPE OF TRANSACTION:</b>	G2C-Government to Citizen
<b>WHO MAY AVAIL:</b>	All business entity/group with establishment
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
Sworn statement of gross receipts, indicate the reason and date of retirement	Owner
Letter request to BPLO for closure/retirement of Business	Owner
Barangay certification of Business closure	Barangay
DTI certification of Business name cancellation	DTI
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	<b>Wendell Carl G. Agriam</b> Licensing Officer II/BPLO Designate  <b>Errol M. Briones</b> License Inspector I  <b>And Treasury Office Staff (JO/COS)</b>
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 P50.00 for the Retirement/ Closure Certificate	30 MINUTES	<b>Wendell Carl G. Agriam</b> Licensing Officer II/BPLO Designate  <b>Errol M. Briones</b> License Inspector I  <b>Jievy Ann C. Pagaddu</b> Revenue Collection Clerk I  <b>And Treasury Office Staff (JO/COS)</b>
	<b>TOTAL</b>		<b>1 HOUR &amp; 15 minutes</b>	



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

<b>OFFICE / DIVISION:</b>	Office of the Municipal Treasurer/ Business Permit and Licensing Division			
<b>CLASSIFICATION:</b>	Simple			
<b>TYPE OF TRANSACTION:</b>	G2C-Government to Citizen			
<b>WHO MAY AVAIL:</b>	All business entity/group with establishment			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter request for transfer of business address		Owner		
Lease Contract (if lessee)		Owner		
DTI Registration (single proprietor) or SEC Registration for Corporation)		DTI / Negosyo Center		
Original Copy of Mayor's/Business Permit		Owner / BPLO		
Location of business (Sketch/ Map)		Owner		
FSIC for Business Operations		BFP		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Accomplish unified application form.	Gives application form.	NONE	20 MINUTES	<b>Wendell Carl G. Agriam</b> Licensing Officer II/BPLO Designate  <b>Errol M. Briones</b> License Inspector I  And Treasury Office Staff (JO/COS)
2. Updating of the applied transfer of location / Business Address	Assessment and updating of records in the EBPL System.	NONE	30 MINUTES	<b>Wendell Carl G. Agriam</b> Licensing Officer II/BPLO Designate  <b>Errol M. Briones</b> License Inspector I

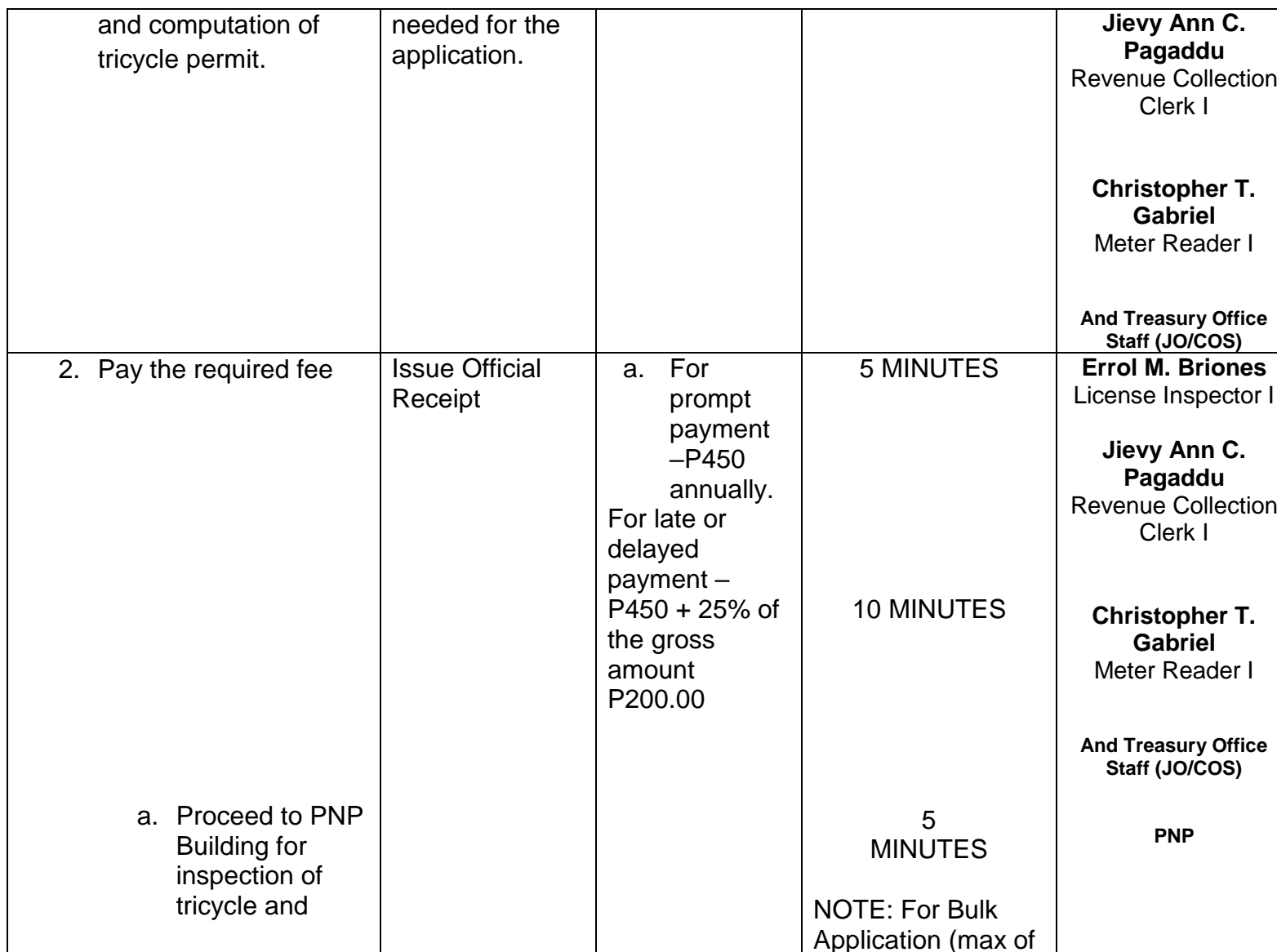


				And Treasury Office Staff (JO/COS)
	<b>TOTAL</b>	<b>NONE</b>	<b>50 minutes</b>	

### ➤ **ISSUANCE OF TRICYCLE PERMIT**

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

<b>OFFICE / DIVISION:</b>	Office of the Municipal Treasurer			
<b>CLASSIFICATION:</b>	Complex			
<b>TYPE OF TRANSACTION:</b>	G2C-Government to Citizen			
<b>WHO MAY AVAIL:</b>	Tricycle Owners (DATODA)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
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		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to counter for application, processing	Verify request and prepares the documents	NONE	10 MINUTES	<b>Errol M. Briones</b> License Inspector I





signing of documents.			50 applications) – 1 day	
b. Return the signed documents to treasurer’s Office for approval and issuance of sticker.	After accepting the signed documents, the office will issue the Tricycle Sticker and Tricycle permit.		For Bulk Application (more than 50 applications) – 5 days	<b>Errol M. Briones</b> License Inspector I  <b>Jievy Ann C. Pagaddu</b> Revenue Collection Clerk I  <b>Christopher T. Gabriel</b> Meter Reader I  <b>And Treasury Office Staff (JO/COS)</b>
	<b>TOTAL</b>		<b>30 MINUTES</b>	



➤ **APPLICATION FOR OCCUPATIONAL WORKING PERMIT**

<b>OFFICE / DIVISION:</b>	Office of the Municipal Treasurer			
<b>CLASSIFICATION:</b>	Simple			
<b>TYPE OF TRANSACTION:</b>	G2C-Government to Citizen			
<b>WHO MAY AVAIL:</b>	Tricycle Owners (DATODA)			
NBI or Police Clearance		<b>WHERE TO SECURE</b>		
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				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sign in Client Log Book and accomplished data Form.	Give the logbook to the client and data form.	NONE	15 MINUTES	<b>Wendell Carl G. Agriam</b> Licensing Officer II/BPLO Designate  <b>And Treasury Office Staff (JO/COS)</b>
2. One-Time assessment and payment of fees. Get official receipt and claim the Certification.	Verify documents and preparation of the certificate		20 MINUTES	<b>Wendell Carl G. Agriam</b> Licensing Officer II/BPLO Designate



	Issues official receipt and Certification.	P200.00 / Certificate	5 MINUTES	<b>Jievy Ann C. Pagaddu</b> Revenue Collection Clerk I  <b>And Treasury Office Staff (JO/COS)</b>
	<b>TOTAL</b>		<b>40 MINUTES</b>	

### ➤ CATTLE BRANDING (BARANGAY)

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

<b>OFFICE / DIVISION:</b>	Office of the Municipal Treasurer			
<b>CLASSIFICATION:</b>	Simple			
<b>TYPE OF TRANSACTION:</b>	G2C-Government to Citizen			
<b>WHO MAY AVAIL:</b>	Large Cattle owners			
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>			
Request Letter from Barangay Captain	Barangay			
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Go to Treasurer's office for request of schedule for branding	Accepts request letter and gives schedule for branding.	NONE	15 MINUTES	<b>Wendell Carl G. Agriam</b> Licensing Officer II  <b>Julius P. Barut</b> LTOO-I  <b>Errol M. Briones</b>



				<p>License Inspector I</p> <p><b>Christopher T. Gabriel</b> Meter Reader I</p> <p><b>Marvin P. Montilla</b> Meter Reader I And Treasury Office Staff (JO/COS)</p>
<p>2. Branding of Large Cattle (Cow, carabao &amp; 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><b>Wendell Carl G. Agriam</b> Licensing Officer II</p> <p><b>Julius P. Barut</b> LTOO-I</p> <p><b>Errol M. Briones</b> License Inspector I</p> <p><b>Christopher T. Gabriel</b> Meter Reader I</p> <p><b>Marvin P. Montilla</b> Meter Reader I And Treasury Office Staff (JO/COS)</p>
<p>3. Pay the corresponding fee and get Official Receipt &amp; Ownership copy</p>		<p>Ownership- P100.00/head</p> <p>Transfer- P100.00/head</p>		<p><b>Wendell Carl G. Agriam</b> Licensing Officer II</p> <p><b>Julius P. Barut</b> LTOO-I</p> <p><b>Errol M. Briones</b> License Inspector I</p>



				<b>Christopher T. Gabriel</b> Meter Reader I  <b>Marvin P. Montilla</b> Meter Reader I And Treasury Office Staff (JO/COS)
	<b>TOTAL</b>		<b>1 DAY &amp; 15 MINUTES</b>	

## ➤ ISSUANCE OF TAX CLEARANCE AND CERTIFICATION

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

<b>OFFICE / DIVISION:</b>	Office of the Municipal Treasurer			
<b>CLASSIFICATION:</b>	Simple			
<b>TYPE OF TRANSACTION:</b>	G2C-Government to Citizen			
<b>WHO MAY AVAIL:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
For Tax Clearance - Tax Declaration		Office of the Municipal Assessor		
Official Receipt of Real Property Tax paymet		Owner		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Go to Treasurer's office for request of Tax Clearance or Certification	Accepts request letter and gives schedule for branding.		30 MINUTES	<b>HENRY V. DUMAUA, CPA</b> Acting Municipal Treasurer  <b>Julius P. Barut</b> LTOO I  <b>Madelaine U. Tuscano</b> Administrative Aide VI



				<b>Errol M. Briones</b> License Inspector I  <b>Jievy Ann C. Pagaddu</b> Revenue Collection Clerk I  <b>Miriam T. Obedoza</b> Administrative Aide I And Treasury Office Staff (JO/COS)
2. Pay the corresponding fee, get Official receipt and certification/clearance requested.	Issues Official Receipt and certification or clearances.	Certification Fee – <b>P50.00</b> And <b>P20.00</b> for extra copy	30 MINUTES	<b>HENRY V. DUMAUA, CPA</b> Acting Municipal Treasurer  <b>Julius P. Barut</b> LTOO I  <b>Madelaine U. Tuscano</b> Administrative Aide VI  <b>Errol M. Briones</b> License Inspector I  <b>Jievy Ann C. Pagaddu</b> Revenue Collection Clerk I  <b>Miriam T. Obedoza</b> Administrative Aide I  And Treasury Office Staff (JO/COS)
	<b>TOTAL</b>		<b>1 HOUR</b>	



## ➤ **ISSUANCE OF OWNERSHIP AND TRANSFER OF LARGE CATTLE (Walk-in Client)**

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

<b>OFFICE / DIVISION:</b>	Office of the Municipal Treasurer			
<b>CLASSIFICATION:</b>	Simple			
<b>TYPE OF TRANSACTION:</b>	G2C-Government to Citizen			
<b>WHO MAY AVAIL:</b>	Large Cattle owners			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Barangay Certification		Barangay		
Markings/records of the Large Cattle		Owner		
Community Tax Certificate		Office of the Municipal Treasurer		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to counter for verification of documents	Verify request and prepares application form and permit	NONE	30 MINUTES	<b>Julius P. Barut</b> LTOO I  <b>Errol M. Briones</b> License Inspector I  <b>Christopher T. Gabriel</b> Meter Reader I  <b>Jievy Ann C. Pagaddu</b> Revenue Collection Clerk I



				<b>And Treasury Office Staff (JO/COS)</b>
2. Pay the corresponding fee and get the Documents	Issue Official Receipt, and the ownership or transfer certificate.	Ownership- P100.00/head  Transfer- P100.00/head	10 MINUTES	<b>Julius P. Barut</b> LTOO I  <b>Errol M. Briones</b> License Inspector I  <b>Christopher T. Gabriel</b> Meter Reader I  <b>Jievy Ann C. Pagaddu</b> Revenue Collection Clerk I  <b>And Treasury Office Staff (JO/COS)</b>
	<b>TOTAL</b>		<b>40 MINUTES</b>	



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

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

<b>OFFICE / DIVISION:</b>		Office of the Municipal Treasurer		
<b>CLASSIFICATION:</b>		Simple		
<b>TYPE OF TRANSACTION:</b>		G2C-Government to Citizen		
<b>WHO MAY AVAIL:</b>		All		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Valid ID		NONE		
Community Tax Clearance		Treasury Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to counter.	Verify request	NONE	20 MINUTES	<b>HENRY V. DUMAUA,</b> <b>CPA</b> Acting Municipal Treasurer  <b>Julius P. Barut</b> LTOO I  <b>Errol M. Briones</b> Licensing Officer I  <b>Jievy Ann C. Pagaddu</b> Revenue Collection Clerk I



				<b>Christopher T. Gabriel</b> Meter Reader I  <b>And Treasury Office Staff</b> <b>(JO/COS)</b>
2. Pay the exact amount and get Official Receipt.	Issues Official Receipt, and the ownership or transfer certificate.	<b>Police Clearance</b> A. For Employment – P100  B. For Change of Name – P200.00  C. For Application for Filipino Citizenship – P500.00  D. For Passport/ Visa Application – P500.00	20 MINUTES	<b>HENRY V. DUMAUA,</b> <b>CPA</b> Acting Municipal Treasurer  <b>Julius P. Barut</b> LTOO I  <b>Errol M. Briones</b> Licensing Officer I  <b>Jievy Ann C. Pagaddu</b> Revenue Collection Clerk I  <b>Christopher T. Gabriel</b> Meter Reader I  <b>And Treasury Office Staff</b> <b>(JO/COS)</b>



		<p>E. For Firearms Permit Application – P500.00</p> <p>F. For PLEB Clearance – P200.00</p> <p><b>Other Certificates and Clearances</b></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><b>HENRY V. DUMAUA,</b> CPA Acting Municipal Treasurer</p> <p><b>Julius P. Barut</b> LTOO I</p> <p><b>Errol M. Briones</b> Licensing Officer I</p> <p><b>Jievy Ann C. Pagaddu</b> Revenue Collection Clerk I</p>



				<b>Christopher T. Gabriel</b> Meter Reader I  And Treasury Office Staff (JO/COS)
	<b>TOTAL</b>		<b>45 MINUTES</b>	



# OFFICE OF THE MUNICIPAL AGRICULTURIST

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



➤ **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**

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



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



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

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



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

## ➤ PROVISION OF VETERINARY SERVICES

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



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	<b>Roejohn N. Padron</b> Admin. Aide III  <b>Melchor P. Bustillos</b> Administrative Assistant I
2. <b>A. In case of home service:</b> Give the livestock inspector basic information on the status of the animal	Conduct interview/investigation (history taking)	None	5 Minutes	<b>Rafael L. Aguinaldo</b> Agricultural Technologist  <b>Emil June B. Sanchez</b> Municipal Agriculturist
Wait for the instruction of the Person in charge	Prepare needed medicine to be used		5 Minutes	
Accompany Person In charge	Render Veterinary services		30 Minutes	
<b>B. Scheduled services:</b> Seek for the schedule	Communicate/discuss convenience of client	None	5 Minutes	<b>Rafael L. Aguinaldo</b> Agricultural Technologist  <b>Emil June B. Sanchez</b> Municipal Agriculturist
Wait for the scheduled day and time	Prepare needed tools and		1 Day	



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



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

<b>OFFICE / DIVISION:</b>	Office of the Municipal Agriculturist			
<b>CLASSIFICATION:</b>	Simple			
<b>TYPE OF TRANSACTION:</b>	G2C-Government to Citizen			
<b>WHO MAY AVAIL:</b>	Farmers			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Specimen sample of reported problem		Gathered on infested production areas		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sign in Client Logbook	Give the logbook to the client	None	3 Minutes	<b>Roejohn N. Padron</b> Admin. Aide III  <b>Melchor P. Bustillos</b> 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	<b>Ferdinand Balete</b> Agricultural Technologist  <b>Rafael L. Aguinaldo</b> Agricultural Technologist  <b>Mezthy O. Octoman</b> Agricultural Technologist
3. Accompany DA personnel in the field	Conduct field investigation, inspection/ verification and confirmation	None	5 Hours	<b>Ferdinand Balete</b> Agricultural Technologist  <b>Rafael L. Aguinaldo</b> Agricultural Technologist  <b>Mezthy O. Octoman</b> Agricultural Technologist  <b>Emil June B. Ranchez</b> Municipal Agriculturist



4. Wait on the result of field investigation and for the recommendations	Discuss result of field investigation and give proper recommendation	None	30 Minutes	<b>Ferdinand Balete</b> Agricultural Technologist  <b>Rafael L. Aguinaldo</b> Agricultural Technologist  <b>Mezthy O. Octoman</b> Agricultural Technologist  <b>Emil June B. Ranchez</b> Municipal Agriculturist
	<b>TOTAL</b>	<b>NONE</b>	<b>5 Hours and 43 Minutes</b>	

### ➤ ISSUANCE OF AGRICULTURAL CERTIFICATION

<b>OFFICE / DIVISION:</b>	Office of the Municipal Agriculturist			
<b>CLASSIFICATION:</b>	Simple			
<b>TYPE OF TRANSACTION:</b>	G2C-Government to Citizen			
<b>WHO MAY AVAIL:</b>	Farmers			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
-Farmer's identification (ID) -Registry System for Basic Sector in Agriculture Stub		Agencies issuing Valid ID LGU-Office for Agricultural Services		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sign in Client Logbook	Give the logbook to the client	None	3 Minutes	<b>Marilyn G. Bumanglag</b> Admin. Aide II  <b>Melchor P. Bustillos</b> 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 payment of the certificate	None	10 Minutes	<b>Ferdinand Balete</b> Agricultural Technologist  <b>Rafael L. Aguinaldo</b> Agricultural Technologist  <b>Mezthy O. Octoman</b> Agricultural Technologist  <b>Roejohn N. Padron</b> 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	50.00	15 Minutes	<b>Errol M. Briones</b> License Inspector I  <b>Rafael L. Aguinaldo</b> Agricultural Technologist  <b>Ferdinand D. Balete</b> Agricultural Technologist  <b>Mezthy O. Octoman</b> Agricultural Technologist  <b>Melisa R. Morgado</b> Meat Inspector I  <b>Roejohn N. Padron</b> Admin. Aide III
4. Wait for the agricultural certificate	Issue signed agricultural certificate	None	3 Minutes	<b>Emil June B. Ranchez</b> Municipal Agriculturist
	<b>TOTAL</b>	<b>50.00</b>	<b>31 Minutes</b>	



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

<b>OFFICE / DIVISION:</b>		Office of the Municipal Agriculturist		
<b>CLASSIFICATION:</b>		Simple		
<b>TYPE OF TRANSACTION:</b>		G2C-Government to Citizen		
<b>WHO MAY AVAIL:</b>		All		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request letter address to Local Chief Executive		Seek endorsement from LCE		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sign in Client Logbook	Give the logbook to the client	None	3 Minutes	<b>Roejohn N. Padron</b> Admin. Aide III  <b>Melchor P. Bustillos</b> Administrative assistant I
2. Present the request letter	Read/Review the request letter	None	5 Minutes	<b>Ferdinand Balete</b> Agricultural Technologist  <b>Rafael L. Aguinaldo</b> Agricultural Technologist  <b>Mezthy O. Octoman</b> Agricultural Technologist  <b>Emil June B. Sanchez</b> Municipal Agriculturist
3. Wait for the request data/reports	Prepare the needed data/reports	None	20 Minutes	<b>Ferdinand Balete</b> Agricultural Technologist  <b>Rafael L. Aguinaldo</b> Agricultural Technologist  <b>Mezthy O. Octoman</b> Agricultural Technologist  <b>Melisa R. Morgado</b> Meat Inspector I



				<b>Roejohn N. Padron</b> Admin Aide III
4. Receive the requested data/reports	Issue verified requested data/reports	None	3 Minutes	<b>Ferdinand Balete</b> Agricultural Technologist  <b>Rafael L. Aguinaldo</b> Agricultural Technologist  <b>Mezthy O. Octoman</b> Agricultural Technologist  <b>Emil June B. Sanchez</b> Municipal Agriculturist
	<b>TOTAL</b>	<b>None</b>	<b>31 Minutes</b>	

### ➤ ISSUANCE OF ANIMAL HEALTH CERTIFICATE

<b>OFFICE / DIVISION:</b>	Office of the Municipal Agriculturist			
<b>CLASSIFICATION:</b>	Simple			
<b>TYPE OF TRANSACTION:</b>	G2C-Government to Citizen			
<b>WHO MAY AVAIL:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
For Large Ruminants (cattle and carabao) certificate of ownership		Treasury office		
For small animals/ruminants (swine, goat and sheep) certificate of ownership/barangay certification		Treasury office/Concern barangay		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sign in Client Logbook	Give the Logbook to the client	None	3 Minutes	<b>Roejohn N. Padron</b> Admin. Aide III  <b>Melchor P. Bustillos</b> 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 certificate	None	10 Minutes	<b>Rafael L. Aguinaldo</b> Agricultural Technologist  <b>Melisa R. Morgado</b> Meat Inspector I  <b>Emil June B. Sanchez</b> Municipal Agriculturist
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	<b>Errol M. Briones</b> License Inspector I  <b>Rafael L. Aguinaldo</b> Agricultural Technologist  <b>Melisa R. Morgado</b> Meat Inspector I  <b>Emil June B. Sanchez</b> Municipal Agriculturist
4. Present the animals to be inspected	Conduct ocular inspection on the markings and health status of the animals	None	30 Minutes	<b>Rafael L. Aguinaldo</b> Agricultural Technologist  <b>Melisa R. Morgado</b> Meat Inspector I  <b>Emil June B. Sanchez</b> Municipal Agriculturist
5. Wait for the animal health certificate	Issue signed animal health certificate to client		3 Minutes	<b>Emil June B. Sanchez</b> Municipal Agriculturist
	<b>TOTAL</b>	<b>P 50.00</b>	<b>1 Hour 1 Minute</b>	



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

<b>OFFICE / DIVISION:</b>	Office of the Municipal Agriculturist			
<b>CLASSIFICATION:</b>	Simple			
<b>TYPE OF TRANSACTION:</b>	G2C-Government to Citizen			
<b>WHO MAY AVAIL:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request letter address to Local Chief Executive		Seek endorsement from LCE		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sign in Client Logbook	Give the Logbook to the client	None	3 Minutes	<b>Roejohn N. Padron</b> Admin. Aide III  <b>Melchor P. Bustillos</b> Administrative assistant I
2. Present the request letter	Read/Review the request letter	None	5 Minutes	<b>Emmalyn S. Ramos</b> Farm Worker I  <b>Emil June B. Ranchez</b> Municipal Agriculturist
3. Wait for the requested seedlings	Prepared the requested seedlings	None	10 Minutes	<b>Emmalyn S. Ramos</b> Farm Worker I  <b>Jomar S. Serdenia</b> COS  <b>Christopher L. Manibog</b> Job Order
4. Receive requested seedlings	Give the requested seedlings	None	3 Minutes	<b>Emalyn S. Ramos</b> Farm Worker I
	<b>TOTAL</b>	<b>None</b>	<b>21 Minutes</b>	



# DELFIN ALBANO WATER SUPPLY SYSTEM

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



➤ **APPLICATION FOR SERVICE CONNECTION**

<b>OFFICE / DIVISION:</b>		DAWSS Office		
<b>CLASSIFICATION:</b>		Simple		
<b>TYPE OF TRANSACTION:</b>		G2C-Government to Citizen		
<b>WHO MAY AVAIL:</b>		All		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
NONE				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sign in Client Logbook	Give the log book to the client	NONE	2 MINUTES	<b>Henry A. Casayuran</b> Meter Reader I  <b>Crisostomo Felipe</b> Meter Reader I  DAWSS Office
2. Fill up Application Form for Approval and Contract	Verification as to completeness of requirements (CTC No. & photocopy of valid IDs		10 MINUTES	<b>Wendell Carl G. Agriam</b> Licensing Officer I DAWSS Administrator-Designate DAWSS Office
3. Pay registration fee and cash deposit	Issue Official Receipt upon payments	Installation Fee-P 4,500.00	3 MINUTES	<b>Henry A. Casayuran</b> Meter Reader I  <b>Rodel Galamay</b> Supply Officer I
4. Assessment / Investigate	Contact plumbers	NONE	20 MINUTES	<b>Melvin Marquez</b> <b>Christopher Guzman</b> 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	<b>Wendell Carl G. Agriam</b> Licensing Officer I DAWSS Administrator-Designate  <b>JM Bacani</b> Contract of Service DAWSS Office
	<b>TOTAL</b>	<b>P 4,500.00</b>	<b>20 MINUTES</b>	

## ➤ PAYMENT OF WATER BILLS

<b>OFFICE / DIVISION:</b>	Delfin Albano Water Supply System (DAWSS)			
<b>CLASSIFICATION:</b>	Simple			
<b>TYPE OF TRANSACTION:</b>	G2C-Government to Citizen			
<b>WHO MAY AVAIL:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Notice of Water Bill/ledger consumer		DAWSS Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Go to DAWSS Office or see the Bill Collector or consumers Statement of Account	Prepare individual ledger consumer		5 MINUTES	<b>Henry A. Casayuran</b> Meter Reader I  <b>Crisostomo Felipe</b> Meter Reader I  <b>Monaliza Sagabaen</b> <b>Filipina Delfin</b> Contract of Service



2. Payment of bills	Accepts payment & issue Official Receipt		3 MINUTES	<b>Henry A. Casayuran</b> Meter Reader I  <b>Crisostomo Felipe</b> Meter Reader I  <b>Rodel Galamay</b> Supply Officer I
	<b>TOTAL</b>	<b>NONE</b>	<b>8 MINUTES</b>	

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

<b>OFFICE / DIVISION:</b>	Delfin Albano Water Supply System			
<b>CLASSIFICATION:</b>	Simple			
<b>TYPE OF TRANSACTION:</b>	G2C-Government to Citizen			
<b>WHO MAY AVAIL:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Identify the name of Consumer/Location and assess the Damage		DAWSS Office		
Consumer to buy/purchase needed materials to be repaired		DAWSS Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Go or call/text DAWSS Office  0916-8642366	Report to the Office & contact plumbers	NONE	5 MINUTES	<b>Wendell Carl G. Agriam</b> Licensing Officer I DAWSS Administrator-Designate



2. Payment of transfer/re-installation water meter	Issue Official Receipt upon payments	Transfer / Re-Installation Fee 500.00	3 MINUTES	<b>Henry A. Casayuran</b> Meter Reader I  <b>Crisostomo Felipe</b> Meter Reader I  <b>Rodel Galamay</b> Supply Officer I  <b>Jose Allapitan Jr.</b> Meter Reader I
3. Job request for the plumbers to repair of damage	Request & contact the available plumbers		Depending on urgency	DAWSS Plumbers
	<b>TOTAL</b>	<b>P 500.00</b>	<b>8 MINUTES</b>	



# DELFIN ALBANO PUBLIC MARKET OFFICE

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



## ➤ PROCESSING OF APPLICATIONS FOR MARKET STALLS

<b>OFFICE / DIVISION:</b>	Delfin Albano Public Market Office			
<b>CLASSIFICATION:</b>	Simple			
<b>TYPE OF TRANSACTION:</b>	G2C-Government to Citizen			
<b>WHO MAY AVAIL:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
• Barangay Clearance		Barangay Office		
• Police Clearance		Delfin Albano Municipal Police Station		
• 2 pcs 2x2 picture				
• duly notarized form		Delfin Albano Public Market Office		
For old occupants				
• Certificate of no liability from Market & Treasury Office				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sign in client Logbook	Assist client to sign in the logbook	None	3 MINUTES	Public Market Security Guard on-duty
2. Secure and accomplish application form to lease a market stall	Give application form	None	30 MINUTES	<b>Errol M. Briones</b> 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	<b>Henry V. Dumaua, CPA</b> Acting Municipal Treasurer or <b>Errol M. Briones</b> 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	<b>Larry R. Madriaga</b> Market Inspector  Office of The Mayor
5.Wait for the approval of application (You will be notified by the specific committee)		None	1 DAY	<b>Larry R. Madriaga</b> Market Inspector  Office of The Mayor
7.Get notice of award and Market Stall and sign contract of lease		None	15 MINUTES	<b>Larry R. Madriaga</b> Market Inspector  Office of The Mayor
	<b>TOTAL</b>	<b>Depends on stall applied</b>	<b>1 DAY, 2 HOURS &amp; 18 MINUTES</b>	

## ➤ **ISSUANCE OF MARKET CLEARANCE / CERTIFICATE**

<b>OFFICE / DIVISION:</b>	Delfin Albano Public Market Office
<b>CLASSIFICATION:</b>	Simple
<b>TYPE OF TRANSACTION:</b>	G2C-Government to Citizen
<b>WHO MAY AVAIL:</b>	All
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
• Barangay Clearance	Barangay Office
• Police Clearance	Delfin Albano Municipal Police Station
• 2 pcs 2x2 picture	
• duly notarized form	Delfin Albano Public Market Office
For old occupants	



<ul style="list-style-type: none"> <li>Certificate of no liability from Market &amp; Treasury Office</li> </ul>				
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	<b>Larry R. Madriaga</b> Market Inspector  Office of The Mayor
3. Pay Clearance / Certification	Advise client to pay clearance/ certification	P200.00	15 MINUTES	<b>Errol M. Briones</b> License Inspector I or <b>Christopher T. Gabriel</b> Meter Reader I or <b>Miriam T. Obedoza</b> Administrative Aide I  Office of the Municipal Treasurer
4. Get market Clearance/certification	Proceed to Municipal Administrator/Licensing Office		30 minutes	<b>Jocelyn A. Manibog</b> Mun. Administrator  Municipal Administrator's Office
	<b>TOTAL</b>	<b>P 200.00</b>	<b>1 HOUR, 48 MINUTES</b>	



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

This service shall address complaints against violations of right of consumers

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



# **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.

<b>OFFICE / DIVISION:</b>		Delfin Albano Slaughter House		
<b>CLASSIFICATION:</b>		Simple		
<b>TYPE OF TRANSACTION:</b>		G2C-Government to Citizen		
<b>WHO MAY AVAIL:</b>		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
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	<b>Regie Salvador</b> <b>Heherson Valencia</b> <b>Alexander Galut</b> <b>Michael Estonillo</b> Slaughterhouse Guards  Mayor's Office
2.In case of large ruminants.	Check for health certificate and certificate of ownership	None	15 MINUTES	<b>Melisa R. Morgado</b> Meat Inspector I or <b>Emil June B. Ranchez</b> 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	<b>Melisa R. Morgado</b> Meat Inspector I or <b>Emil June B. Ranchez</b> 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	<b>Melisa R. Morgado</b> Meat Inspector I or <b>Emil June B. Sanchez</b> Municipal Agriculturist  Office of the Municipal Agriculturist
	<b>TOTAL</b>	<b>NONE</b>	<b>6 HOURS &amp; 20 MINUTES</b>	

➤ **INSPECTION AND BRANDING OF FOOD ANIMALS CARCASSES, ORGAN AND PARTS (POST-MORTEM EXAMINATION)**

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

<b>OFFICE / DIVISION:</b>		Delfin Albano Slaughter House		
<b>CLASSIFICATION:</b>		Simple		
<b>TYPE OF TRANSACTION:</b>		G2C-Government to Citizen		
<b>WHO MAY AVAIL:</b>		All		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
NONE				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Inspecting and branding	Inspect carcass of slaughtered animal	None	5 MINUTES	<b>Melisa R. Morgado</b> Meat Inspector I or <b>Emil June B. Sanchez</b> 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	<b>Melisa R. Morgado</b> Meat Inspector I or <b>Emil June B. Ranchez</b> Municipal Agriculturist  Office of the Municipal Agriculturist
3. Pay the required fee		<b>Hogs:</b> Slaughter fee P75.00 Permit to slaughter 50.00 Corral Fee 20.00 Misc. 20.00 <b>Cattle/Carabao:</b> Slaughter fee P200.00 Permit to slaughter 100.00 Corral Fee 20.00 Misc. 30.00	5 MINUTES	<b>Christopher T. Gabriel</b> Meter Reader I  Office of the Municipal Treasurer
	<b>TOTAL</b>	<b>Depends on transaction</b>	<b>4 HOURS &amp; 10 MINUTES</b>	



# INTERNAL SERVICES



# OFFICE OF THE MUNICIPAL HUMAN RESOURCE MANAGEMENT



*The office oversees 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.*

HRIS | Register

https://www.mhrmo-delfinalbano.com/register

First Name

Last Name

Email Address

Password

Confirm Password

☐ Agree to [Privacy Policy and Terms and Condition](#)



## ➤ 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.

*The Office is now equipped with an HRIS. An HRIS or Human Resource Information System, applied online offers numerous benefits, such as increased efficiency, convenience, and accessibility for employees to apply for leave. With 24/7 availability on desktop computers, Android, or Apple phones, employees can easily submit their leave requests anytime, anywhere, without the need for physical forms or manual processes. This streamlined approach promotes a more organized and productive work environment.*

<b>OFFICE / DIVISION:</b>	Human Resource Management Office			
<b>CLASSIFICATION:</b>	Simple			
<b>TYPE OF TRANSACTION:</b>	Government to Citizen			
<b>WHO MAY AVAIL:</b>	Employees only			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>• 2 (two) copies of application for leave form (CSC Form #6, Revise 1984)</li> <li>• Medical Certificate for sick leave exceeding 3 days</li> <li>• Clearance from Money or Property Accountability if leave will last for 30 calendar days or more</li> </ul>		Human Resource Management Office, Second Floor, Right Side		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>



1. Fill up application for leave form and have it approved by your supervisor		NONE	30 minutes	<b>ERLIEGY A. BUTAY, MPA</b> MGDH 1 (MHRMO)
2. Submit the accomplished form for processing to the Administrative Assistant II/Human Resource Management Assistant to record the leave of absence incurred and to be signed by the Municipal Mayor	Accept accomplished form for recording purposes and endorse to the LCE/Municipal Administrator for approval		5 minutes	<b>RHOMEL G. SALVADOR</b> AO IV (HRMO II) MHRM Office
3. Get approved application for leave	Release approved Application for Leave		2 HOURS	<b>ERLIEGY A. BUTAY, MPA</b> MGDH 1 (MHRMO)
				<b>RHOMEL G. SALVADOR</b> AO IV (HRMO II) MHRM Office
<b>TOTAL</b>		<b>NONE</b>	<b>14 HOURS</b>	
<b>USING THE HRIS PORTAL</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Log-in at HRIS portal <a href="https://www.mhrmo-delfinalbano.com">https://www.mhrmo-delfinalbano.com</a> , REGISTER and fill-up the information needed. Assuming you have now your account, from the MENU, choose, My LEAVE AND FILL-	(As per Policy, Employees need to ask his/her immediate Supervisor for approval)	NONE	5 MINUTES	<b>RHOMEL G. SALVADOR</b> AO IV (HRMO II) HRIS Administrator MHRM Office



UP the details of your leave, then CLICK "File".	Accept / Reject leave Application			
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## ➤ APPLYING FOR A JOB WITH THE MUNICIPAL GOVERNMENT


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

<b>OFFICE / DIVISION:</b>	Human Resource Management Office
<b>CLASSIFICATION:</b>	Simple/Complex
<b>TYPE OF TRANSACTION:</b>	Government to Citizen
<b>WHO MAY AVAIL:</b>	All
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
<i>LGU-Delfin Albano, Isabela highly encourages interested applicants including persons with disability (PWD) and members of the Indigenous Communities irrespective of sexual orientation and gender identities to apply.</i> <ul style="list-style-type: none"> <li>• Application Letter addressed to Municipal Mayor or Municipal Vice Mayor</li> </ul>	NONE

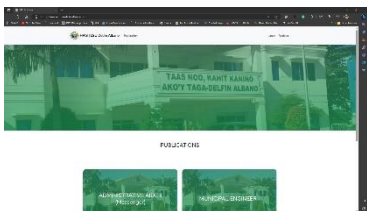
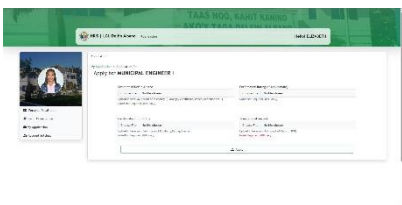


<ul style="list-style-type: none"> <li>Fully accomplished Personnel Data Sheet (PDS) with recent passport-sized picture (CS Form No. 212, Revised 2017)</li> <li>Performance Rating in the present position for one (1) year (if applicable)</li> <li>Photocopy of Certificate of Eligibility/ratings/license</li> <li>Photocopy of Transcript of Records</li> </ul>				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire/check for Job Vacancy at the: -Human Resource Management Office bulletin board -Civil Service Commission, Ilagan, Isabela Field office bulletin board.	Publish list of vacant position/s	NONE	4 HOURS	<b>ERLIEGY A. BUTAY, MPA</b> MGDH 1 (MHRMO)  <b>RHOMEL G. SALVADOR</b> AO IV (HRMO II) MHRM Office
2. Submit Application	Accept application. Assess the qualification of the applicants.			<b>ERLIEGY A. BUTAY, MPA</b> MGDH 1 (MHRMO)  <b>RHOMEL G. SALVADOR</b> AO IV (HRMO II) MHRM Office
3. Wait for Notice of Screening	Give letter for written examination and interview			<b>ERLIEGY A. BUTAY, MPA</b> MGDH 1 (MHRMO)
4. Undergo Human Resource Merit Promotion and Selection	HRMPSB assess the applicant based on QS, written examination,			<b>RHOMEL G. SALVADOR</b> AO IV (HRMO II) MHRM Office



5. Wait for notification if you were selected by the HRMPSB to fill the vacant position.	interview and background investigation Issuance of letter if not selected Issuance of appointment if selected		7 DAYS	<b>HRMPSB</b> <b>ERLIEGY A. BUTAY, MPA</b> MGDH 1 (MHRMO)  <b>RHOMEL G. SALVADOR</b> AO IV (HRMO II) MHRM Office
<b>TOTAL</b>		<b>NONE</b>	<b>7 DAYS, 4 HOURS</b>	
<b>USING THE HRIS PORTAL</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>1. Log-in <a href="https://www.mhrmo-delfinalbano.com">https://www.mhrmo-delfinalbano.com</a></b>  	All qualified applicants are advised to log-in at the portal, register and wait for the confirmation.	NONE	5 MINUTES	<b>RHOMEL G. SALVADOR</b> AO IV (HRMO II) HRIS Administrator MHRM Office
<b>2. Upon Registration, fill-up your Personal Data Sheet (PDS)</b>		NONE	20 minutes	<b>RHOMEL G. SALVADOR</b> AO IV (HRMO II) HRIS Administrator MHRM Office



<p>3. Click Publication, and look for your desired position you wish, then CLICK “Apply”.</p> 		NONE	5 MINUTES	<p>RHOMEL G. SALVADOR AO IV (HRMO II) HRIS Administrator MHRM Office</p>
<p>4. Attach the requirements. Then CLICK “Add”</p> 		NONE	10 MINUTES	<p>RHOMEL G. SALVADOR AO IV (HRMO II) HRIS Administrator MHRM Office</p>
	<b>TOTAL</b>	<b>NONE</b>	<b>40 MINUTES</b>	





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	MHRM Office <b>ERLIEGY A. BUTAY, MPA</b> MGDH 1 (MHRMO)
3. Wait for the Preparation of Appointment Forms	Issue Appointment form		8 HOURS	<b>RHOMEL G. SALVADOR</b> AO IV (HRMO II) MHRM Office
4. Go to your supervisor for the signing of the Position Description Form	Supervisor fill up signed the Position Description Form		30 MINUTES	<b>ERLIEGY A. BUTAY, MPA</b> MGDH 1 (MHRMO)  <b>RHOMEL G. SALVADOR</b> AO IV (HRMO II) MHRM Office  <b>Concerned Supervisor</b>
5. Go to the Accounting Office.	Municipal Accountant signed the Certification of Availability of Funds		30 MINUTES	<b>Bernard F. Cañero, CPA</b> OIC-Mun. Accountant Accounting Office
6. Have your appointment papers approved by the Mayor for those under the Executive Branch or the Vice Mayor for those under the Legislative Branch	Appointment signed by the Local Chief Executive		1 HOUR	<b>Hon. Arnold Edward P. Co</b> Municipal Mayor Mayor's Office  <b>Hon. Thomas A. Pua Jr.</b> Municipal Vice Mayor V-Mayor's Office
<b>TOTAL</b>		<b>NONE</b>	<b>14 HOURS &amp; 30 MINUTES</b>	



## ➤ **ISSUANCE OF SERVICE RECORD, CERTIFICATE OF EMPLOYMENT & OTHER PERSONNEL RECORDS**

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

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

<b>OFFICE / DIVISION:</b>		Municipal Human Resource Management Office		
<b>CLASSIFICATION:</b>		Simple		
<b>TYPE OF TRANSACTION:</b>		Government to Citizen		
<b>WHO MAY AVAIL:</b>		Retired/Old/New Employees		
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<ul style="list-style-type: none"> <li>Request Letter</li> </ul>			NONE	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sign Client Log Book	Give the Log Book to the client.	NONE	30 MINUTES	<b>RICHMOND H. PAZZIBUGAN</b> HRM Assistant
2. Wait for the Printing and signing of Records	Verify the length of service rendered by the employee. Once verified print the document for	P50.00	30 MINUTES	<b>ERLIEGY A. BUTAY, MPA</b> MGDH 1 (MHRMO)  <b>RHOMEL G. SALVADOR</b> AO IV (HRMO II) MHRM Office



3. Get Record	signature of the LCE or MHRMO  Issue the document to the client with the Official LGU Logo.		30 MINUTES	<b>ERLIEGY A. BUTAY, MPA</b> MGDH 1 (MHRMO)  <b>RHOMEL G. SALVADOR</b> AO IV (HRMO II) MHRM Office
<b>TOTAL</b>		<b>50.00</b>	<b>1 HOUR &amp; 30 MINUTES</b>	

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

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

<b>OFFICE / DIVISION:</b>	Municipal Human Resource Management Office			
<b>CLASSIFICATION:</b>	Simple			
<b>TYPE OF TRANSACTION:</b>	Government to Citizen			
<b>WHO MAY AVAIL:</b>	Employees only			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>Application form</li> </ul>		Municipal Human Resource Management Office, Second Floor, Right Side		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>



<p><i>This is true to those who created already their Pag-ibig Member Accounts:</i></p> <p>1. Multi-Purpose loan application PAG-IBIG(<b>HDMF</b>)</p> <ul style="list-style-type: none"> <li>• Bring with you your PAGIBIG LOYALTY CARD PLUS, duly accomplished Application Form affixed by the respective signatories</li> <li>• Wait 2 to 3 days and Go to the nearest ATM Machine and perform Balance Inquiry (LBP)</li> </ul> <p><i>To those who have no Pai-ibig Member Accounts (For Registration)</i></p> <ul style="list-style-type: none"> <li>➤ Bring with you your registered cellphone number PAGIBIG LOYALTY CARD PLUS, duly accomplished Application Form affixed by the respective signatories</li> </ul> <p>2. After logging-in on your account and completing the desired information.</p>	<p>Issue forms/document needed for HDMF Loan.</p> <p>Verify the Net Take Home Pay based on the issued GAA</p> <p>Confirms loan of employee</p>	<p>NONE</p>	<p>9 MINUTES</p> <p>2 HOURS</p>	<p><b>ERLIEGY A. BUTAY, MPA</b> MGDH 1 (MHRMO)</p> <p><b>RHOMEL G. SALVADOR</b> AO IV (HRMO II) MHRM</p> <p><b>ERLIEGY A. BUTAY, MPA</b> MGDH 1 (MHRMO)</p> <p><b>RHOMEL G. SALVADOR</b> AO IV (HRMO II) MHRM Office</p>
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<p>Wait the Liason Officer to certify the said Loan/Borrowing'</p> <ul style="list-style-type: none"> <li>• Wait 2 to 3 days and Go to the nearest ATM Machine and perform Balance Inquiry (LBP)</li> </ul> <p><b>2. MPL (GSIS)</b></p> <ul style="list-style-type: none"> <li>• Go to a GW@PS Kiosk at least 48 hours after you validate your eCARD Plus.</li> <li>• Place your eCARD Plus on the card holder of the Kiosk. Select the loan Window icon displayed on the screen.</li> <li>• Select "confirm" to the tentative computation of your Loan.</li> <li>• Inform your Accredited Agency Authorize Officer to confirm in the internet using the GSIS Wireless Automated System.</li> </ul> <p><b>3. PHILHEALTH</b> Accomplish the Application Form. - Member Data Record Form (MDR)</p>	<p>Signs the Philhealth Form</p>		<p>5 MINUTES</p>	<p><b>Bernard F. Cañero,</b> <b>CPA</b> OIC-Mun. Accountant</p>
<b>TOTAL</b>		<b>NONE</b>	<b>2 HOURS, 14 MINUTES</b>	



# OFFICE OF THE MUNICIPAL BUDGET

*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**

<b>OFFICE / DIVISION:</b>		Municipal Budget Office		
<b>CLASSIFICATION:</b>		Simple		
<b>TYPE OF TRANSACTION:</b>		Government to Citizen		
<b>WHO MAY AVAIL:</b>		Employees only		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>Request letter duly approved by the Municipal Mayor</li> </ul>		Municipal Budget Office, Ground Floor, Right Center		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<ul style="list-style-type: none"> <li>Submission of documents to MBO staffs</li> </ul>	Receive the required documents and check for completeness. Recording of transaction.	None	15 MINUTES	<b>Dahlee Joy R. Manzano</b> Admin. Aide II or <b>Jovelyn M. Cañero</b> Budgeting Assistant Municipal Budget Office
	Verification of request letter and certification of the existence of available appropriation	None	15 MINUTES	<b>Dahlee Joy R. Manzano</b> Admin. Aide II or <b>Jovelyn M. Cañero</b> Budgeting Assistant or <b>Jocelyn A. Manibog</b> Municipal Budget Officer Municipal Budget Office



<ul style="list-style-type: none"> <li>Sign in the log upon release of the certified document</li> </ul>	Give the Log Book to the client.	None		<b>Dahlee Joy R. Manzano</b> Admin. Aide II Or <b>Jovelyn M. Cañero</b> Budgeting Assistant  Municipal Budget Office
<b>TOTAL</b>		<b>NONE</b>	<b>30 MINUTES</b>	

### ➤ TECHNICAL ASSISTANCE, PRELIMINARY REVIEW AND ENDORSEMENT OF BARANGAY BUDGET

The Municipal Budget Officer is tasked to assist barangays in the preparation of their annual budget. It ensures compliance with statutory and contractual obligation and budgetary requirements prior to the review and approval by the Sangguniang Bayan.

Within ten (10) days from the approval of the Barangay Budget copies of the Annual Budget shall be furnished to the Sangguniang Bayan for review through the Municipal Budget Office.

<b>OFFICE / DIVISION:</b>	Municipal Budget Office
<b>CLASSIFICATION:</b>	Simple
<b>TYPE OF TRANSACTION:</b>	Government to Citizen
<b>WHO MAY AVAIL:</b>	Employees/
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
<ul style="list-style-type: none"> <li>Actual collection of the Barangay for the next preceding year for the computation of the 55% PS Cap</li> <li>Plantilla of Personnel</li> <li>Estimated IRA &amp; Local revenues for the Budget Year</li> <li>Initial checking of the Barangay Review Forms</li> <li>Transmittal Letter of the Barangay Secretary</li> </ul>	Municipal Budget Office, Ground Floor, Right Center



<ul style="list-style-type: none"> <li>Budget Message of the Punong Barangay</li> <li>Appropriation Ordinance</li> <li>Plantilla of Personnel</li> <li>Barangay Development Plan</li> <li>LDRRMFIP</li> <li>Youth Development Plan</li> <li>Endorsed GAD Plan and Budget</li> </ul>				
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	<b>Jovelyn M. Cañero</b> Budgeting Assistant <b>Or</b> <b>Jocelyn A. Manibog</b> 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	<b>Jovelyn M. Cañero</b> Budgeting Assistant <b>Or</b> <b>Jocelyn A. Manibog</b> Municipal Budget Officer  Municipal Budget Office
3. Wait for the review and recommendation of the Sangguniang Bayan		None		
<b>TOTAL</b>		<b>NONE</b>	<b>2 HOURS</b>	



# OFFICE OF THE MUNICIPAL ACCOUNTANT & INTERNAL AUDIT

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



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

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

<b>OFFICE / DIVISION:</b>	Municipal Accounting Office & Internal Audit			
<b>CLASSIFICATION:</b>	Simple			
<b>TYPE OF TRANSACTION:</b>	Government to Citizen			
<b>WHO MAY AVAIL:</b>	Indigent Individual in Crisis Situation			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
• Approved Request Letter (one (1) Original Copy)		Office of the Municipal Mayor		
• Case Study Report (one (1) Original Copy)		Office of the MSWDO		
• Cedula (Photocopy)		Office of the Municipal Treasurer		
• Barangay Clearance (one (1) original Copy)		Respective Barangay		
• Certificate of Indigency (one(1) Original Copy)		Respective Barangay		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>



1. Sign in the Client Log Book and inform the employee about the request	Give the Log Book to the client.	None	5 MINUTES	<b>Marjorie B. Garro</b> Admin. Aide IV Or <b>Lorielaine M. Guting</b> Admin. Aide IV Or <b>Cristy M. Dela Cruz</b> Admin. Aide VI Or <b>Julius Jake R. Mendoza</b> Contract of Service Accounting Office
2. Present the requirements	Verify the requirements	None	10 MINUTES	<b>Haydee G. Viernes</b> SWO 1 Or <b>Vanessa Gay A. Acosta</b> SWO 1 Or <b>Fresma D. Casayuran</b> SWA Or <b>Rosalie L. Marquez, RSW</b> Office of the Municipal Social Welfare and Development
3. Wait while voucher is being prepared	Prepare the documents	None	1 HOUR	
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	<b>Grace D. Acidera</b> Asst. Info. Officer Or <b>Richmond Pazzibigan</b> HR Assistant Office of the Mayor



5. Proceed to the Municipal Budget Office for available appropriation	Record the transaction	None	5 MINUTES	<b>Dahlee Joy B. Manzano</b> Admin. Aide II Or <b>Jovelyn M. Cañero</b> Budgeting Assistant
	Review, approve and affix signature		6 MINUTES	Or <b>Jocelyn A. Manibog</b> Municipal Budget Officer Municipal Budget Office
6. Go back to the Office of the Accounting & Internal Audit for signature	Record transaction and assign ALOBS No.		1 MINUTE	<b>Marjorie B. Garro</b> Admin. Aide IV Accounting Office
7. Proceed to the Office of the Municipal Treasurer to receive cash or check	Affix signature		5 MINUTES	<b>Bernard F. Cañero, CPA</b> OIC-Municipal Accountant Accounting Office  <b>Henry V. Dumaua, CPA</b> Acting Municipal Treasurer  Office of the Municipal Treasurer
	<b>TOTAL</b>	<b>NONE</b>	<b>1 DAY, 2 HOURS &amp; 32 MINUTES</b>	



## ➤ ISSUANCE OF CERTIFICATE OF NET TAKE HOME PAY

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

<b>OFFICE / DIVISION:</b>	Municipal Accounting Office & Internal Audit			
<b>CLASSIFICATION:</b>	Simple			
<b>TYPE OF TRANSACTION:</b>	Government to Citizen			
<b>WHO MAY AVAIL:</b>	Regular Employees only			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>Original Receipt of Certification Fee</li> </ul>		Office of the Municipal Treasurer		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sign in the Client Log Book and inform the staff about the request	Give the logbook to the client	None	1 MINUTE	<b>Marjorie B. Garro</b> Admin. Aide IV Or <b>Lorielaine M. Guting</b> Admin. Aide IV Or <b>Cristy M. Dela Cruz</b> Admin. Aide VI Or <b>Julius Jake R. Mendoza</b> Contract of Service Accounting Office
2. Pay certification fee at the Office of the Municipal Treasurer	Issue certification upon payment	<b>P 50.00</b>	1 HOUR	<b>Wendell Carl G. Agriam</b> Licensing Officer II Office of the Municipal Treasurer



3. Return to the Office of the Municipal Accountant	Check official receipt, prepare the document and give to signatories for review and affixation of signature		1 DAY	<b>Cristy M. Dela Cruz</b> Admin. Aide VI  <b>Bernard F. Cañero, CPA</b> OIC-Municipal Accountant  Accounting office  <b>Cristy M. Dela Cruz</b> Admin. Aide VI
4. Sign in client's logbook to accept certification.	Issue the certification			
	<b>TOTAL</b>	<b>P 50.00</b>	<b>1 DAY, 1 HOUR &amp; 2 MINUTES</b>	



## VI. Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Answer the client feedback form and drop it at the designated drop box left side of the Municipal Public Information Desk.
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"> <li>- Name of person being complained</li> <li>- Incident</li> <li>- Evidence</li> </ul>
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	0997-983-7085
Office of the Municipal Administrator	Balay na Maguili, Ragan Sur, Delfin Albano, Isabela 3326	0917-733-7209
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	0955-328-6809 0968-388-2642
Office of the Municipal Social & Development	Balay na Maguili, Ragan Sur, Delfin Albano, Isabela 3326	0916-324-0145
Office of the Sangguniang Bayan Secretary	Balay na Maguili, Ragan Sur, Delfin Albano, Isabela 3326	0915-570-4466
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	0906-924-4042
Office of the Municipal Engineer	Balay na Maguili, Ragan Sur, Delfin Albano, Isabela 3326	0965-668-1123
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	0917-573-3707
Delfin Albano Water Supply System	Balay na Maguili, Ragan Sur, Delfin Albano, Isabela 3326	0997-624-3233 0916-864-2366
Delfin Albano Public Market Office	Balay na Maguili, Ragan Sur, Delfin Albano, Isabela 3326	0915-380-7955



Municipal Human Resource Management Office	Balay na Maguili, Ragan Sur, Delfin Albano, Isabela 3326	0997-5981-402
Office of the Municipal Budget	Balay na Maguili, Ragan Sur, Delfin Albano, Isabela 3326	0917-733-7209
Office of the Municipal Accounting & Internal Audit	Balay na Maguili, Ragan Sur, Delfin Albano, Isabela 3326	0956-844-7151
8888-Presidential Complaints Center 0908-8816565-CSC Contact Center ng Bayan 478-5093-Anti-Red Tape Authority		