



CITIZEN'S CHARTER

2023, 1st Edition



I. Mandate:

The Municipality of Pudtol, in accordance with RA 7160 also known as the Local Government Code of 1991, shall exercise the powers expressly granted, those necessarily implied there from as well as powers necessary, appropriate, or incidental for its efficient and effective governance, and those which are essential to the promotion of the general welfare. Further, the local government shall ensure and support, among other things, the preservation and enrichment of culture, promote health and safety, enhance the right of the people to a balanced ecology, encourage and support the development and appropriate and self-reliant scientific and technological capabilities, improve public morals, economic prosperity and social justice, promote full employment among their residents, maintain peace and order and preserve the safety and convenience of their inhabitants.

The specific objectives per sector are as follows:

General Public Services

- ✓ Increase municipal revenues;
- ✓ Develop fiscal and administrative capability of barangays and municipal officials and employees;
- ✓ Strengthen partnership between the LGU, legitimate cooperatives and organized/accredited Civil Society groups;
- ✓ Facilitate crafting and updating of municipal revenue code; and
- ✓ Enhancement/Advancement of Computerized Financial Management System on RPTS, BPLS to include systematic reporting and updating

Economic Services

- ✓ Intensify farm productivity to increase farm income;
- ✓ Mobilize sectoral participation in agricultural production;
- ✓ Provide agricultural support facilities;
- ✓ Restore depleted forest cover within the Municipality;
- ✓ Generate community employment and revenues from eco-tourism and minor forest product activities within the Municipal Production Lands;



- ✓ Provide sufficient land in a strategic location for commercial and industrial development with due regard for future expansion;
- ✓ Encourage commercial and industrial land development that is compatible with and complementary to neighboring municipalities;
- ✓ Identify support investment activities, such as but not limited to trade agreements with other LGUs for sourcing of raw materials; cooperation agreements with other government entities to facilitate investor transactions; and Public-Private Partnership (PPP) arrangements;
- ✓ Institute training development program for small micro and medium enterprises;
- ✓ Promote and develop tourism potentials of the municipality;
- ✓ Formulate integrated tourism development plan;
- ✓ Increase income, employment opportunities and tourism investment.

Social and other services

- ✓ Provide wide array of skills training on the quest for quality and excellent education;
- ✓ Provide access to adequate facilities for education and training;
- ✓ Improve physical and institutional access to primary and curative health care and services;
- ✓ Provide more effective disease control programs;
- ✓ Develop localized partnership for health status improvement and delivery of services;
- ✓ Increase awareness and knowledge regarding health care and increase utilization of health services;
- ✓ Provide adequate health care facilities;
- ✓ Serve as a guidepost for the municipal technical education and skills development;
- ✓ Complement the human resource development program of the municipality;
- ✓ Serve as a tool for decision making for resource allocation based on priorities for local skills development;
- ✓ Rationalize the priority strategies and skills training activities;
- ✓ Guide the complementation and support from training providers;
- ✓ Serve as a guide for policy formulation in relation to local technical education and skills development;
- ✓ Serve as negotiation tool for resource assistance for local skills development;



- ✓ Foster the organization and growth of cooperatives/organized groups into a viable economic enterprise with profitable livelihood activities under strict policy and regulations toward the attainment of economic development and social justice;
- ✓ Undertake and support activities that would foster and enhance cooperation among registered cooperatives;
- ✓ Advocate and promote the cooperative concept of economic activity;
- ✓ Conduct cooperative seminar with the end view of establishing viable functional and sustainable cooperative endeavours;
- ✓ Coordinate with and implement the objectives of the Cooperative Development Authority in relation to economic programs and projects initiated by LGU- Pudtol;
- ✓ Monitor, evaluate and assess the programs and performance of existing cooperatives within Pudtol;
- ✓ Build beautiful, humane and quality but inexpensive houses where the poor family can make it a place to call home;
- ✓ Ensure that adequate special support for early education and social services programs are provided to poor and disadvantaged communities;
- ✓ Enhance the physical, social, emotional, psychological and spiritual development of young children;
- ✓ Initiate and support programs on youth, women, family, disabled and elderly;
- ✓ Be in the front-line service delivery in the after-math of man-made and natural disaster and calamities;
- ✓ Provide enough infrastructures in terms of quantity and quality such as needs for transportation, communication, power
- ✓ Energy generation, water system, flood control and irrigation;
- ✓ Strengthen the ethical and historical values of the municipality thus broaden the minds of the people regarding the importance of festival in the society and to the people as a whole;
- ✓ Provide municipal employees necessary information on information technologies with respect to informatics;
- ✓ Facilitate the easy transfer of information and data from different departments in the municipality;
- ✓ Develop LGU presence in the world wide web;
- ✓ Keep abreast with national and international information thus promotes the municipality;
- ✓ Enhance/upgrade the skills and capabilities of women/employees;
- ✓ Promote harmonious working relationship among gender and development planners and project proponents.



II. Vision:

The Agro-eco tourism destination of the North with God loving people of diverse culture, living in a sustainable economy and ecologically balanced environment guided by committed and competent leaders.

III. Mission:

To provide for adequate and responsive services to enable our citizens to live in comfort, security, and prosperity, through maximum utilization of resources, active people's participation, active partnership with government organization and the private sector and dedicated public service.

IV. Service Pledge:

We, the Municipal Official and employees of the Municipality of Pudtol, Apayao as well as National Agencies, commit to extend quality delivery of the above cited services to the YPudtol. Equipped with the values of integrity, discipline, courtesy, and team work we pledge to perform with excellence.



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**Mayor's Office
Frontline Services**



ADMINISTRATIVE SECTION

1. Availing of Mayor's Clearance

The Mayor's Clearance is issued to individuals needing this document that states that he/she has no pending case filed with the Office of the Mayor. Individual also need to secure a Mayor's Clearance before they can apply for firearms license.

Office or Division:	Municipal Mayor's Office			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All Citizens			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> - Barangay Clearance (1 Original Copy) - Community Tax Certificate (current year) (1 Original Copy) 		Barangay Barangay Treasurer / Municipal Treasury Office		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Sign into the client logbook and submit requirements	1.Review and validate the completeness of requirements presented	None	10 mins.	Administrative Aide VI Mayor's Office
2. Payment of Clearance	2.1 Accept payment 2.2 Issue Official receipt	Mayor's Clearance - PHP 50.00 Sec. Fee – PHP 100.00	20 mins.	RCCs Municipal Treasury Office
3. Receive the approved Mayor's Clearance	3.1 Print Clearance 3.2 Issue Clearance	None	20 mins.	Administrative Aide VI Mayor's Office
<i>End of Transaction / Total</i>		<i>PHP 150.00</i>	<i>50 minutes</i>	

2. Availing Confirmation of Units'

Office or Division:	Municipal Mayor's Office			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Tricycle Drivers/Operators			



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> - Provisional Authority for Tricycle (1 Original Copy) - Application for Municipal Authority to Operate Tricycle (1 Original Copy) - Official receipt (1 Original Copy) 		Sangguniang Bayan Office		
<ul style="list-style-type: none"> - Provisional Authority for Tricycle (1 Original Copy) - Application for Municipal Authority to Operate Tricycle (1 Original Copy) - Official receipt (1 Original Copy) 		Sangguniang Bayan Office		
<ul style="list-style-type: none"> - Provisional Authority for Tricycle (1 Original Copy) - Application for Municipal Authority to Operate Tricycle (1 Original Copy) - Official receipt (1 Original Copy) 		Municipal Treasury Office		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Sign in logbook and submit requirements	1.1 Receive requirements 1.2 Encode Data needed 1.3 Give Confirmation of Units with attached requirements	None	5 minutes	Administrative Aide VI Mayor's Office
2.Verification of Engine/Motor and Chassis Number of Motorcycle	2.1 Receive Confirmation of Units Form 2.2 Verify Engine/Motor and Chassis Number of Motorcycle and sign	None	10 minutes	Police Officer (Deputy LTO) Philippine National Police
3.Submit Confirmation of Units with attached requirements and wait for the approved documents	3.1 Receive Confirmation of Units with attached documents for approval 3.2 Releasing of approved Confirmation of Units Form/Certificate	None	5 minutes	Administrative VI Mayor's Office
<i>End of Transaction / Total</i>		None	20 minutes	

3. Availing of Mayors Permit on the Conduct of Group Activities

Corporations, groups and other entities wish to promote or advertise their product/s or service/s to the public through the means or process of promotion/advertisement such as the installation/posting of billboard, signage, streamers, posters and/or fliers and other similar materials.



Corporations, groups and other entities that wish to stage a motorcade/parade and/or procession around the municipality are required to get a permit from the Mayor's Office prior to the scheduled activity. This ensures coordination and orderly traffic management during the activity.

Office or Division:	Municipal Mayor's Office			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All Citizens			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
- Request Letter (1 Original)		School, Associations, Organizations		
- Company ID (if outsider) (1 Original)		Company		
- SEC registration		SEC		
- Police Clearance, if necessary		PNP		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Sign Logbook and submit requirements	1. Review and validate completeness of requirements presented	None	10 minutes	<i>Administrative Aide VI</i> Mayor's Office
2. Payment of fees	2.1 Assessment of fees and charges & other local imposition 2.2 Accept payment 2.3 Issue Official receipt	PHP 220.00	20 minutes	RCCs Municipal treasury Office
3.Receive the approved Mayor's Permit on the conduct of Group Activities	3. Print and issue permit	None	10 minutes	<i>Administrative Aide VI</i> Mayor's Office
<i>End of Transaction / Total</i>		PHP 220.00	40 minutes	

4. Availing of Financial Assistance

The Mayor's Office provides appropriate financial aid to those indigent individuals/families requesting for the following assistance.



A. Educational Assistance

Office or Division:	Municipal Mayor's Office			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All indigent College Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
- Barangay Certificate of Residency (1 Original)		Barangay		
- Enrolment Form (1 Original)		School where student enrolled		
- Statement of Account/Billing Statement (1 Original)		School where student enrolled		
- School ID (1 Photocopy) /Certificate of no ID (1 Original)		School where student enrolled		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Sign into the client logbook, submit requirements and prepare for short intake interview	1.1 Receive and validate completeness of requirements presented 1.2 Refer student to the MSWDO for case study	None	20 minutes	Administrative Assistant Mayor's Office
<i>End of Transaction / Total</i>		None	20 minutes	

B. Medical Assistance

Office or Division:	Municipal Mayor's Office			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All Citizens			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
- Barangay Certificate of Indigency (1 Original)		Barangay		
- Medical Certificate/Certificate of Confinement (1 Original)		Hospital where client confined		
- Statement of Account/Billing Receipt (1		Hospital where client confined		



Original)				
- Valid ID of the Client (1 Photocopy)		Any government agency		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Sign into the client logbook, submit requirements	1. Review and validate completeness of requirements presented	None	20 minutes	Administrative Assistant Mayor's Office
<i>End of Transaction / Total</i>		None	20 minutes	

C. Burial Assistance

Office or Division:	Municipal Mayor's Office			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
- Barangay Certificate of Residency (1 Original)		Barangay		
- Death Certificate (1 Photocopy)		Municipal Civil Registry Office		
- Funeral Contract (1 Original)		Funeral Homes		
- Valid ID of the Client (1 Photocopy)		Any government agency		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Sign into the client logbook and submit requirements	1. Review and validate completeness of requirements presented	None	20 mins.	Administrative Assistant Mayor's Office
<i>End of Transaction / Total</i>		None	20 minutes	

D. Availing of PhilHealth Sponsorship to pregnant and indigent client

Office or Division:	Municipal Mayor's Office			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All			



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Indigent	- Barangay Certificate of Indigency (1 Original)	Barangay		
Pregnant	- Pre-natal Booklet (1 Original)	Barangay Health Station		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Sign into the client logbook and submit requirements	1. Review and validate completeness of requirements presented	None	20 minutes	Administrative Assistant Mayor's Office
<i>End of Transaction / Total</i>		None	20 minutes	

5. Issuance of Mayor's Recommendation

The Mayor's Certification is issued to individuals needing recommendations for employment purposes.

Office or Division:	Municipal Mayor's Office			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Applicants			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> - Application Letter to the Agency (1 Original) - Personal Data Sheet (1 Original) - School Credentials 		<ul style="list-style-type: none"> Provided by the applicant Provided by the applicant School where applicant studied 		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Sign logbook and submit requirements and wait for the recommendation	1.1 Receive and validate requirements presented 1.2. Formulate of letter of Recommendation for signing 1.3 Releasing	None	15 minutes	Private Secretary II Mayor's Office
<i>End of Transaction / Total</i>		None	15 minutes	



6. Issuance of Mayor's Endorsement

Office or Division:	Municipal Mayor's Office			
Classification:	Simple			
Type of Transaction:	Government to Citizens			
Who may avail:	All Citizens/ Associations/Organizations			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> - Endorsement Letter from Barangay (3 Original) - Endorsement Letter from NGOs (3 Original) - Endorsement Letter from CSOs (3 Original) 		Barangay		
<ul style="list-style-type: none"> - Endorsement Letter from NGOs (3 Original) - Endorsement Letter from CSOs (3 Original) 		NGOs		
<ul style="list-style-type: none"> - Endorsement Letter from CSOs (3 Original) 		CSOs		
CLIENTS STEPS		AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME
1.Sign into the client logbook and submit requirements		1.1 Receive and validate completeness of requirements presented 1.2. Formulate of letter of Endorsement for signing 1.3 Releasing	None	30 minutes
<i>End of Transaction / Total</i>			<i>None</i>	<i>30 minutes</i>

7. Scheduling of Solemnization of Marriage

Office or Division:	Municipal Mayor's Office			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All eligible couple/s who prefer Civil Wedding by the Municipal Mayor			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		



<ul style="list-style-type: none"> - Complete requirements from MCR 		Municipal Civil Registry Office		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Sign into the client logbook and indicate purpose	1. Schedule the Date & Time of marriage	None	10 minutes	<i>Private Secretary II</i> Mayor's Office
<i>End of Transaction / Total</i>		None	10 minutes	

8. Subscription of Affidavits and other documents

Office or Division:	Municipal Mayor's Office			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All Citizens			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> - Community Tax Certificate (current year) (1 original) 		Barangay / Municipal Treasury Office		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Sign into the client logbook, present requirements to be subscribed and wait	1.1 Receive requirements to be subscribed for signing 1.2 Release	None	10 mins.	<i>Administrative Aide VI</i> Mayor's Office
<i>End of Transaction / Total</i>		None	10 minutes	



HUMAN RESOURCE MANAGEMENT SECTION

1. Issuance of Service Records

Municipal officials and employees or former officials/employees may request to the HRMO for copies of their service records, certificates of employment and other certifications and personnel records. These are usually required for Salary Loans and other forms of loans. Step Increment/Promotions, Retirement and Terminal leave purposes, Employment in other companies/ agencies upon resignation from the municipal government, benefit claims and other legal purposes not mentioned herein

Service Records

Office or Division:	Municipal Mayor's Office – Human Resource Management Section			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All Officials, former Officials, Employees and Retired Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Personal Appearance - None		None		
For Authorization - Authorization - Valid ID of requesting individual - Valid ID of authorized individual		requesting individual requesting individual		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Sign into the client logbook and wait for the releasing of Service Record	1.1 Update personnel record and prepare needed document 1.2 Signs and forward to the LCE for signing 1.3 Issue duly signed documents to the client.	None	30 minutes	Administrative Officer IV (HRMO II) / Administrative Officer I (HRMO I) Mayor's Office/ Human Resource Management Section
<i>End of Transaction / Total</i>		None	30 minutes	



2. Issuance of Certification

A. Employment

Office or Division:	Municipal Mayor's Office – Human Resource Management Section			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All Employees, Former Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
- None				
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Sign into the client logbook and indicate purpose	1.1 Interview the client 1.2 Update personnel record and prepare needed document	None	5 minutes	Administrative Officer IV (HRMO II) / Administrative Officer I (HRMO I) Mayor's Office/ Human Resource Management Section
2.Pay necessary fee	2. Receive payment and issue Official Receipt	Certification PHP 100.00 Sec Fee. PHP 100.00	5 minutes	RCCs Municipal Treasury Office
3.Present OR and wait for the releasing of Certificate of Employment	3.1 Signs the document and forward to the LCE for signing. 3.2 Issue duly signed documents to the client.	None	25 minutes	Administrative Officer IV (HRMO II) / Administrative Officer I (HRMO I) Mayor's Office/ Human Resource Management Section
<i>End of Transaction / Total</i>		PHP. 200.00	35 minutes	



B. Earned Leaves

Office or Division:	Municipal Mayor's Office – Human Resource Management Section			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Elected & Appointive Employees, Former Officials & Appointive Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
- None				
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Sign into the client logbook and indicate purpose and wait for the releasing of Certificate of Employment	1.1 Interview the client 1.2 Update Employees leave ledger and prepare needed document 1.3 Signs the document and forward to the LCE for signing. 1.4 Issue duly signed documents to the client.	None	30 minutes	Administrative Officer IV (HRMO II) / Administrative Officer I (HRMO I) Mayor's Office/ Human Resource Management Section
<i>End of Transaction / Total</i>		None	30 minutes	

3. Request for Foreign Travel Authority

Office or Division:	Municipal Mayor's Office – Human Resource Management Section			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Appointive Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> - Request letter to the Mayor (1 original) - Approved application for leave (1 xerox) - Clearance (1 original) 		Provided by the Appointive employee Provided by the Appointive employee Provided by the Appointive employee		



CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Sign into the client logbook and indicate purpose	1.1 Interview the client 1.2 prepare needed document and forward to the LCE for signing 1.3 Issue duly signed documents to the client.	None	30 minutes	Administrative Officer IV (HRMO II) / Administrative Officer I (HRMO I) Mayor's Office/ Human Resource Management Section
<i>End of Transaction / Total</i>		None	30 minutes	

4. Processing of Application for Leave and Absences - Online

Office or Division:	Municipal Mayor's Office – Human Resource Management Section			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All Permanent Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> - CSC Form 6, approved by the supervisor (1 Soft Copy) - Medical Certificate for sick leave exceeding 5 days (1 Original/scan) 		Provided by the Employee Hospital where you confined/referred		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit Application for Leave and absences online thru the LGU Website under e-Governance, Human Resource Management Section, Online Application for Leave and	1.1 Receive soft copy of application for leave, validate its attached requirements (if needed) 1.2 Record & update it in the employees leave ledger card. 1.3 Copy the computed earned leaves & certify in the	None	30 minutes.	Administrative Officer IV (HRMO II) / Administrative Officer I (HRMO I) / Mayor's Office/ Human Resource Management Section



wait for the copy of the approved Application for Leave	leave form. 1.3 Forward the soft copy to the LCE for approval 1.4 Attach the e-signature of the LCE and forward the soft copy of an employee thru email.			
<i>End of Transaction / Total</i>	None	30 minutes.		

5. Processing of Travel Order - Online

Office or Division:	Municipal Mayor's Office – Human Resource Management Section			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All Elective Officials and Employees			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
- Travel Order Form, approved by the supervisor (1 Soft Copy)	Provided by the Employee			
- Communication Letter (1 scan)	Sending agency			
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Application for Travel Order online thru the LGU Website under e-Governance, Human Resource Management Section, Online Application for Travel Order and wait for the copy of the approved Travel Order	1.1 Receive soft copy of Travel Order, validate its attached document. 1.2 Control the Travel Order 1.3 Forward the soft copy to the LCE for approval 1.4 Attach e-signature of the LCE and forward the soft copy of an employee thru email.	None	25 minutes	Administrative Officer IV (HRMO II) / Administrative Officer I (HRMO I) / Mayor's Office/ Human Resource Management Section
<i>End of Transaction / Total</i>	None	25 minutes		



6. Applying for a job with the Local Government Unit

Office or Division:	Municipal Mayor's Office – Human Resource Management Section			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Job Applicants			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
- Application Letter (1 Original)		Provided by the Applicant		
- Personal Data Sheet (Original)		Provided by the Applicant		
- School Credentials		School where applicant studied		
- License or Eligibility (if applicable)		PRC or CSC		
-				
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Inquire and check Job Vacancy at the Human Resource Office bulletin board and submit Application Documents	1.1 Receive application and validate the authenticity of documents. 1.2 Conduct Preliminary Interview and inform the applicant on the Recruitment, Selection, and Placement Processes. 1.3 Forward application letter to the LCE for information	None	30 minutes	Administrative Officer IV (HRMO II) / Administrative Officer I (HRMO I) / Mayor's Office/ Human Resource Management Section
Total		None	30 minutes	



PUBLIC EMPLOYMENT SERVICE SECTION

1. Request for Job Fair

Office or Division:	Mayor's Office - Public Employment Service Section	
Classification:	Simple	
Type of Transaction:	Government to Citizens	
Who may avail:	Applicants	
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	
- Letter of intent addressed to the Head of Agency (1 Original)	Company	
- Company Profile (1 Original)	Company	
- BIR Certificate of Registration (1 Photocopy)	BIR	
- Latest Business Permit (1 Photocopy)	BPLO	
- SEC/DTI Registration (1 Photocopy)	SEC	
- PhilJob Net Certificate (1 Photocopy)	DOLE	
- List of vacancies with qualifications (with no. of vacancy per position & place of assignment) (1 Original)	Company	
- Company SSS Certificate (1 Photocopy)	SSS	
- Company Philhealth Certificate (1 Photocopy)	Philhealth	
- Company official contact person with complete contact details & position (Photocopy of DOLE Certificates for agencies only) (1copy each)	Company	
a) DO 18-A/PRPA		
b) Certificate of No Pending Case		
c) Company Client list		
- Certificate of Compliance-Occupational Safety and Health (1 Original)	DOLE	



CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Sign into the client logbook and submit requirements	1.Review and validate complete of requirements presented	None	10 minutes	<i>Labor & Employment Officer III</i> Mayor's Office / Public Employment Service Section
2.One Time Assessment and Payment of Fees and Charges	2.1 Assessment of Fees & Charges & other Local Imposition 2.2 Accept Payment 2.3 Issue Official Receipt	Mayor's Permit – PHP 240.00 Sec. Fee – PHP 100.00	5 minutes	RCCs Municipal Treasury Office
3.Receive the approved Request for Job Fair	3.1 Print Permit and sign 3.2 Issue Permit	None	10 minutes	<i>Administrative Aide</i> Mayor's Office / Public Employment Service Section
<i>End of Transaction / Total</i>		PHP 340.00	25 minutes	

2. Local Recruitment Activity

Office or Division:	Mayor's Office - Public Employment Service Section	
Classification:	Simple	
Type of Transaction:	Government to Citizens	
Who may avail:	Applicants	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
- Letter of intent addressed to the Head of Agency (1 Original)		Applicants Own Letter
- Company Profile (1 Original)		Company
- BIR Certificate of Registration (1 Photocopy)		BIR
- Latest Business Permit (1 Photocopy)		BPLO
- SEC/DTI Registration (1 Photocopy)		SEC



- PhilJob Net Certificate (1 Photocopy)	DOLE			
- List of vacancies with qualifications (with no. of vacancy per position & place of assignment) (1 Original)	Company			
- Company SSS Certificate (1 Photocopy)	SSS			
- Company Philhealth Certificate (1 Photocopy)	Philhealth			
- Company official contact person with complete contact details & position (Photocopy of DOLE Certificates for agencies only) (1copy each) d) DO 18-A/PRPA e) Certificate of No Pending Case f) Company Client list	Company			
- Certificate of Compliance-Occupational Safety and Health (1 Original)	DOLE			
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Sign into the client logbook and submit requirements	1.Review and validate completeness of requirements presented	None	10 minutes	<i>Labor & Employment Officer III</i> Mayor's Office / Public Employment Service Section
2.One Time Assessment and payment of fees and charges	2.1 Assessment of Fees & Charges & other Local Imposition 2.2 Accept Payment 2.3 Issue Official Receipt	Mayor's Permit – PHP 240.00 Sec. Fee – PHP 100.00	5 minutes	RCCs Municipal Treasury Office
3.Receive the approved Request for Local Recruitment Activity	3. Issue the approved Request for Local Recruitment Activity	None	10 minutes	<i>Administrative Aide</i> Mayor's Office / Public Employment Service Section
<i>End of Transaction / Total</i>		PHP 340.00	25 Minutes	



3. Processing of SPES Application, Registration, and Selection

Office or Division:	Mayor's Office - Public Employment Service Section				
Classification:	Simple				
Type of Transaction:	Government to Citizen				
Who may avail:	Students and OSY				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE			
<ul style="list-style-type: none"> - Birth Certificate (1 Photocopy) 		Municipal Civil Registry Office			
For Grades 10-12 Students: <ul style="list-style-type: none"> - Form 137 / 138 signed by the School Head (Latest grades) 		School where student is currently enrolled			
For College Level: <ul style="list-style-type: none"> - Certificate issued by the School Registrar (1 Original) - Signed print out of grades (1 Original) 		State University/School where student is currently enrolled			
For Employed Parents: <ul style="list-style-type: none"> - Verified/validated of ITR (1 Photocopy) 		BIR			
For Low Income Wages: <ul style="list-style-type: none"> - Certificate of low income from the barangay where the beneficiary resides (2 Original) 		Barangay where student resides			
For OSY: <ul style="list-style-type: none"> - Certification as OSY issued by the authorized Barangay Official where the OSY resides (2 original) 		Barangay where OSY resides			
CLIENTS STEPS		AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Sign into the client logbook, submit requirements, fill out forms and prepare for intake interview		1.1 Receive the required requirements and check for completeness 1.2 Assist client in filling out forms 1.3 Interview the applicant	None	35 minutes	<i>Labor & Employment Officer III</i> Mayor's Office / Public Employment Service Section
<i>End of Transaction / Total</i>		None	35 Minutes		



4. Processing of Government Internship Program Application, Registration and Selection

Office or Division:	Mayor's Office - Public Employment Service Section			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All College Graduate (18 – 30 years old)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> - Transcript of Records/ Form 137 (1 Original) - Certificate of Indigence (1 Original) 		School /University where the student graduated Barangay		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign into the client logbook, submit requirements, fill out forms and prepare for intake interview	1.1 Receive the required requirements and check for completeness 1.2 Assist client in filling out forms 1.3 Interview the applicant	None	25 mins	<i>Labor & Employment Officer III</i> Mayor's Office / Public Employment Service Section
<i>End of Transaction / Total</i>		None	25 Minutes	

5. PESO Employment Information System (PEIS)

Office or Division:	Mayor's Office - Public Employment Service Section	
Classification:	Simple	
Type of Transaction:	Government to Citizen	
Who may avail:	All Citizens	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<ul style="list-style-type: none"> - None 		



CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Sign in the logbook, secure NSRP Form, submit filled out NSRP Form, prepare for interview and wait for initial assessment of PESO	1.1 Give form to the client to fill out 1.2. Receive the filled-out form and check for completeness 1.3. Interview the applicant 1.4 Assess the skills/ capabilities of the client and recommend for any of the DOLE Programs for possible employment in the future	None	30 minutes	<i>Labor & Employment Officer III</i> Mayor's Office / Public Employment Service Section
<i>End of Transaction / Total</i>		None	30 Minutes	

6. Enlistment of OFW from the different barangay

Office or Division:	Mayor's Office - Public Employment Service Section			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All OFWs			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
- OFW Passport (1 Photocopy)		Provided by the applicant		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Sign in the logbook, secure NSRP Form, submit filled out NSRP Form, prepare for interview and wait for initial assessment of PESO	1.1. Assist client in filling out forms 1.2. Interview the client 1.3. Assist client by getting the much need information, coordinate with concern agency and advice/refer client	None	25 mins	<i>Labor & Employment Officer III</i> Mayor's Office / Public Employment Service Section
<i>End of Transaction / Total</i>		None	25 Minutes	



BUSINESS PERMIT AND LICENSING SECTION

1. Availing of Business Permit to Operate Business

Permit and License to operate business is granted in accordance with law or by a competent authority to engage in some business or occupation or to engage in some transactions. Business registration and renewal shall be done in January of the current year. Registrations may be made after January for new businesses.

A.1 For Newly Registered Business (*Walk-In Applicant*)

Office or Division:	Mayor's Office - Business Permit and Licensing Section	
Classification:	Simple	
Type of Transaction:	Government to Business Owners	
Who may avail:	Business Owners	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
- Business Name Registration (DTI/SEC/CDA/DOLE) (1 Original)	DTI/SEC/CDA	
- Barangay Business Clearance	Barangay/Business Permit and Licensing Section	
- Community Tax Certificate (current year) (1 Original)	Barangay / Municipal Treasury Office	
- Occupancy Permit (New Building) (1 original)	MEO	
- Zoning Clearance (Old Building) (1 original)	MPDO	
- Contract of Lease, if leasing (1 original)	Business Owner	
- Health Certificate for all food handlers, and those required under Chapter IV, Article D of the Municipal Revenue Code (1 original)	MHO	



CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign into the client logbook, submit requirements	1.1 Receive and validate the requirements presented, conduct interview and fill-out the form 1.2 Verify application	None	13 minutes 5 minutes	<i>BPLO Staff</i> -Mayor's Office (Business Permit and Licensing Section) <i>Licensing Officer II</i> -Mayor's Office (Business Permit and Licensing Section)
2. Payment of taxes, fees and charges	2.1 Assessment of Fees & Charges & other Local Imposition 2.2 Send the Tax Order of Payment thru email 2.3 Accept Payment 2.4 Issue Official Receipt	<ul style="list-style-type: none"> Business tax for newly-started business- 1/20 of 1% of the capital investment (based on the Municipal Revenue Code under Chapter II, Article B Sect.2B.19) Secretary's Fee - PHP 100.00 Certification on Official Documents- PHP 50.00 Permit fee on Occupation – PHP 150/individual Sticker fee (if applicable)- 100 Brgy. Business Clearance Fee- PHP 100 (Applicable to Barangays with barangay clearance integration) <p>(For the taxes, other fees and charges, please refer to the table below)</p>	30 minutes	<i>RCCs</i> -Municipal Treasury Office
3. Wait for the approved Business Permit	3.1.a Check correctness of taxes and fees paid 3.1.b Send soft copy of the permit	None	5 minutes	<i>Licensing Officer II</i> Mayor's Office (Business Permit and Licensing Section)



	<p>for the approval of the LCE.</p> <p>3.2 Approve permit</p> <p>3.3.a Issue Business Permit and Barangay Business Clearance (Applicable to Barangays with barangay clearance integration)</p> <p>3.3.b Upload and email signed copy to the applicant's email account (But, if an applicant wants a hard copy of his/her permit, then it will be printed).</p>		<p>10 minutes</p> <p>10 minutes</p>	<p><i>Municipal Mayor -Mayor's Office</i></p> <p><i>BPLO Staff -Mayor's Office (Business Permit and Licensing Section)</i></p>
<p><i>End of Transaction / Total</i></p>		<p><i>Total fees may vary depending on the owner's type of business</i></p>	<p><i>1 hour and 13 minutes</i></p>	

A.2 For Newly Registered Business (*Online Applicant*)

Office or Division:	Business Permit and Licensing Office	
Classification:	Simple	
Type of Transaction:	Government to Business Owners	
Who may avail:	Business Owners	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<ul style="list-style-type: none"> - Business Name Registration (DTI/SEC/CDA/DOLE) (1 electronic copy) - Barangay Business Clearance - Community Tax Certificate (current year) (1 electronic copy) - Occupancy Permit (New Building) (1 electronic copy) - Zoning Clearance (Old Building) (1 electronic copy) 		DTI/SEC/CDA
<ul style="list-style-type: none"> - Barangay Business Clearance - Community Tax Certificate (current year) (1 electronic copy) - Occupancy Permit (New Building) (1 electronic copy) - Zoning Clearance (Old Building) (1 electronic copy) 		Barangay/Business Permit and Licensing Section
<ul style="list-style-type: none"> - Community Tax Certificate (current year) (1 electronic copy) - Occupancy Permit (New Building) (1 electronic copy) - Zoning Clearance (Old Building) (1 electronic copy) 		Barangay / Municipal Treasury Office
<ul style="list-style-type: none"> - Occupancy Permit (New Building) (1 electronic copy) - Zoning Clearance (Old Building) (1 electronic copy) 		MEO
<ul style="list-style-type: none"> - Zoning Clearance (Old Building) (1 electronic copy) 		MPDO



<ul style="list-style-type: none"> - Contract of Lease, if leasing (1 electronic copy) - Health Certificate for all food handlers, and those required under Chapter IV, Article D of the Municipal Revenue Code (1 electronic copy) 		<p>Business Owner</p> <p>MHO</p>		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to the LGU website, click the E-Governance then find the Business Licensing and log-in to the Pudtol iBPLS. Fill-up the form and attach requirements.	1.1 Verify application	None	5 minutes	<i>Licensing Officer II</i> -Mayor's Office (Business Permit and Licensing Section)
2. Payment of taxes, fees and charges	2.1 Assessment of Fees & Charges & other Local Imposition 2.2 Send the Tax Order of Payment thru email 2.3 Accept Payment 2.4 Issue Official Receipt	<ul style="list-style-type: none"> Business tax for newly-started business- 1/20 of 1% of the capital investment (based on the Municipal Revenue Code under Chapter II, Article B Sect.2B.19) Secretary's Fee - PHP 100.00 Certification on Official Documents- PHP 50.00 Permit fee on Occupation – PHP 150/individual Brgy.Business Clearance Fee- PHP 	30 minutes	<i>RCCs</i> -Municipal Treasury Office



B.1 For Renewal of Business Permit (*Walk-in Applicant*)

Office or Division:	Business Permit and Licensing Office
Classification:	Simple
Type of Transaction:	Government to Business Owners



Who may avail:	Business Owners			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
- Daily Sales Book (1 Original)	Business Owner			
- Barangay Business Clearance	Barangay/Business Permit and Licensing Section			
- Community Tax Certificate (current year) (1 Original)	Barangay / Municipal Treasury Office			
- Health Certificate for all food handlers, and those required under Chapter IV, Article D of the Municipal Revenue Code (1 original)	MHO			
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign into the client logbook, submit requirements	1.1 Receive and validate the requirements presented, conduct interview and fill-out the form 1.2 Verify application	None	8 minutes 5 minutes	<i>BPLO Staff</i> -Mayor's Office (Business Permit and Licensing Section) <i>Licensing Officer II</i> -Mayor's Office (Business Permit and Licensing Section)
2. Payment of taxes, fees and charges	2.1 Assessment of Fees & Charges & other Local Imposition 2.2 Send the Tax Order of Payment thru email 2.3 Accept Payment 2.4 Issue Official Receipt	<ul style="list-style-type: none"> Business tax for renewal (Pls. see table below) Secretary's Fee - PHP 100.00 Certification on Official Documents- PHP 50.00 Permit fee on Occupation – PHP 150/individual Brgy. Business Clearance Fee- PHP 100 (Applicable to Barangays with barangay clearance integration) 	30 minutes	<i>RCCs</i> -Municipal Treasury Office



		(For the taxes, other fees and charges, please refer to the table below)		
3. Wait for the approved Business Permit	3.1.a Check correctness of taxes and fees paid 3.1.b Send soft copy of the permit for the approval of the LCE. 3.2 Approve permit 3.3.a Issue Business Permit and Barangay Business Clearance (Applicable to Barangays with barangay clearance integration) 3.3.b Upload and email signed copy to the applicant's email account (But, if an applicant wants a hard copy of his/her permit, then it will be printed).	None	5 minutes 10 minutes 10 minutes	<i>Licensing Officer II</i> -Mayor's Office (Business Permit and Licensing Section) <i>Municipal Mayor</i> -Mayor's Office <i>BPLO Staff</i> -Mayor's Office (Business Permit and Licensing Section)
<i>End of Transaction / Total</i>		<i>Total fees may vary depending on the owner's type of business</i>	<i>1 hour and 8 minutes</i>	

B.2 For Renewal of Business Permit (*Online Applicant*)

Office or Division:	Business Permit and Licensing Office
Classification:	Simple
Type of Transaction:	Government to Business Owners
Who may avail:	Business Owners
CHECKLIST OF REQUIREMENTS	
- Daily Sales Book (1 Original or 1 electronic copy)	Business Owner



<ul style="list-style-type: none"> - Barangay Business Clearance - Community Tax Certificate (current year) (1 Original or 1 electronic copy) - Health Certificate for all food handlers, and those required under Chapter IV, Article D of the Municipal Revenue Code (1 original or 1 electronic copy) 		<p>Barangay/Business Permit and Licensing Section</p> <p>Barangay / Municipal Treasury Office</p> <p>MHO</p>		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to the LGU website, click the E-Governance then find the Business Licensing and log-in to the Pudtol iBPLS. Fill-up the form and attach requirements.	1.1 Verify application	None	5 minutes	<i>Licensing Officer II</i> -Mayor's Office (Business Permit and Licensing Section)
2. Payment of taxes, fees and charges	2.1 Assessment of Fees & Charges & other Local Imposition 2.2 Send the Tax Order of Payment thru email 2.3 Accept Payment 2.4 Issue Official Receipt	<ul style="list-style-type: none"> • Business tax for renewal (Pls. see table below) • Secretary's Fee - PHP 100.00 • Certification on Official Documents - PHP 50.00 • Permit fee on Occupation – PHP 150/individual • Brgy.Business Clearance Fee- PHP 100 (Applicable to Barangays with barangay clearance integration) <p>(For the taxes, other fees and charges, please refer to the table</p>	30 minutes	<i>RCCs</i> -Municipal Treasurer Office



		(below)		
3. Wait for the approved Business Permit	<p>3.1.a Check correctness of taxes and fees paid</p> <p>3.1.b Send soft copy of the permit for the approval of the LCE.</p> <p>3.2 Approve permit</p> <p>3.3. Issue Business Permit and Barangay Business Clearance (Applicable to Barangays with barangay clearance integration)</p> <p>3.3.b Upload and email signed copy to the applicant's email account (But, if an applicant wants a hard copy of his/her permit, then it will be printed).</p>	None	<p>5 minutes</p> <p>10 minutes</p> <p>10 minutes</p>	<p><i>Licensing Officer II</i> -Mayor's Office (Business Permit and Licensing Section)</p> <p><i>Municipal Mayor</i> -Mayor's Office</p> <p><i>BPLO Staff</i> -Mayor's Office (Business Permit and Licensing Section)</p>
<i>End of Transaction / Total</i>		<i>Total fees may vary depending on the owner's type of business</i>	<i>1 hour</i>	



IMPOSITION OF TAXES

1. For manufacturers, assemblers, repackers, processors, brewers, distillers, rectifiers, and compounders or liquors, distilled spirits, and wines or any article of commerce of whatever kind or nature.

Gross Sales/Receipts for the Preceding Calendar Year	Tax Per Annum
Less than 10,000.00	198.00
10,000.00 or more but less than 15,000.00	264.00
15,000.00 or more but less than 20,000.00	362.40
20,000.00 or more but less than 30,000.00	528.00
30,000.00 or more but less than 40,000.00	792.00
40,000.00 or more but less than 50,000.00	990.00
50,000.00 or more but less than 75,000.00	1,584.00
75,000.00 or more but less than 100,000.00	1,980.00
100,000.00 or more but less than 150,000.00	2,640.00
150,000.00 or more but less than 200,000.00	3,299.00
200,000.00 or more but less than 300,000.00	4,620.00
300,000.00 or more but less than 500,000.00	6,600.00
500,000.00 or more but less than 750,000.00	9,600.00
750,000.00 or more but less than 1,000,000.00	12,000.00
1,000,000.00 or more but less than 2,000,000.00	16,500.00
2,000,000.00 or more but less than 3,000,000.00	19,800.00
3,000,000.00 or more but less than 4,000,000.00	23,760.00
4,000,000.00 or more but less than 5,000,000.00	27,720.00
5,000,000.00 or more but less than 6,500,000.00	29,250.00
6,500,000.00 or more	At a rate of forty-five percent (45%) of one percent (1%)



2. For wholesalers, distributors, or dealers in any article of commerce of whatever kind or nature.

Gross Sales/Receipts for the Preceding Calendar Year	Tax Per Annum
Less than 10,000.00	198.00
10,000.00 or more but less than 15,000.00	264.00
15,000.00 or more but less than 20,000.00	362.40
20,000.00 or more but less than 30,000.00	528.00
30,000.00 or more but less than 40,000.00	792.00
40,000.00 or more but less than 50,000.00	990.00
50,000.00 or more but less than 75,000.00	1,584.00
75,000.00 or more but less than 100,000.00	1,980.00
100,000.00 or more but less than 150,000.00	2,640.00
150,000.00 or more but less than 200,000.00	3,299.00
200,000.00 or more but less than 300,000.00	4,620.00
300,000.00 or more but less than 500,000.00	6,600.00
500,000.00 or more but less than 750,000.00	9,600.00
750,000.00 or more but less than 1,000,000.00	12,000.00
1,000,000.00 or more but less than 2,000,000.00	16,500.00
2,000,000.00 or more but less than 3,000,000.00	19,800.00
3,000,000.00 or more but less than 4,000,000.00	23,760.00
4,000,000.00 or more but less than 5,000,000.00	27,720.00
5,000,000.00 or more but less than 6,500,000.00	29,250.00
6,500,000.00 or more	At a rate of forty-five percent (45%) of one percent (1%)



2. For retailers

Gross Sales/Receipts for the Preceding Calendar Year	Rate of Tax Per Annum
400,000.00 or less	2%
In excess of 400,000.00	1%

4. For contractors and other independent contractors.

Gross Sales/Receipts for the Preceding Calendar Year	Tax Per Annum
Less than 5,000.00	33.00
5,000.00 or more but less than 10,000.00	73.92
10,000.00 or more but less than 15,000.00	125.40
15,000.00 or more but less than 20,000.00	198.00
20,000.00 or more but less than 30,000.00	330.00
30,000.00 or more but less than 40,000.00	462.00
40,000.00 or more but less than 50,000.00	660.00
50,000.00 or more but less than 75,000.00	1,056.00
75,000.00 or more but less than 100,000.00	1,584.00
100,000.00 or more but less than 150,000.00	2,376.00
150,000.00 or more but less than 200,000.00	3,168.00
200,000.00 or more but less than 250,000.00	4,356.00
250,000.00 or more but less than 300,000.00	5,544.00
300,000.00 or more but less than 400,000.00	7,392.00
400,000.00 or more but less than 500,000.00	9,900.00
500,000.00 or more but less than 750,000.00	11,100.00
750,000.00 or more but less than 1,000,000.00	12,300.00
1,000,000.00 or more but less than 2,000,000.00	13,800.00
2,000,000.00 or more	At a rate of fifty-five percent (55%) of one percent (1%)



5. On banks and other financial institutions
 - a. 50% of 1% of the Gross Receipts
6. On the businesses hereunder enumerated:
 - a. Cafes, cafeterias, ice cream and other refreshment parlors, restaurants, soda fountain bars, carinderias or food caterers;
 - b. Amusement places, including places wherein customers thereof actively participate without making bets or wagers, including but not limited to night clubs, or day clubs, cocktail lounges, cabarets or dance halls, karaoke bars, skating rinks, bath houses, swimming pools, exclusive clubs such as country and sports clubs, resorts and other similar places , billiard and pool tables, bowling alleys, circuses, carnivals, merry-go-rounds, roller coasters, Ferris wheels, swings, shooting galleries, and other similar contrivances, theaters and cinema houses, boxing stadia, cockpits and other similar establishments.

Gross Sales/Receipts for the Preceding Calendar Year	Tax Per Annum
Less than 5,000.00	33.00
5,000.00 or more but less than 10,000.00	73.92
10,000.00 or more but less than 15,000.00	125.40
15,000.00 or more but less than 20,000.00	198.00
20,000.00 or more but less than 30,000.00	330.00
30,000.00 or more but less than 40,000.00	462.00
40,000.00 or more but less than 50,000.00	660.00
50,000.00 or more but less than 75,000.00	1,056.00
75,000.00 or more but less than 100,000.00	1,584.00
100,000.00 or more but less than 150,000.00	2,376.00
150,000.00 or more but less than 200,000.00	3,168.00
200,000.00 or more but less than 250,000.00	4,356.00
250,000.00 or more but less than 300,000.00	5,544.00
300,000.00 or more but less than 400,000.00	7,392.00
400,000.00 or more but less than 500,000.00	9,900.00
500,000.00 or more but less than 750,000.00	11,100.00
750,000.00 or more but less than 1,000,000.00	12,300.00
1,000,000.00 or more but less than 2,000,000.00	13,800.00
2,000,000.00 or more	At a rate of fifty-five percent (50%) of one percent (1%)



MAYOR'S PERMIT FEE

1. On Manufacturers/Importers/Producers

Asset Size	Permit Fee
500,000 and below	140.00
500,001 to 5,000,000	600.00
5,000,001 to 20,000,000	1,200.00
Above 20,000,000	2,400.00

4. On Contractors/Service Establishments

Asset Size	Permit Fee
500,000 and below	130.00
500,001 to 5,000,000	480.00
5,000,001 to 20,000,000	960.00
Above 20,000,000	1,300.00

2. On Banks

Banks	Permit Fee
Rural, Thrift and Savings Banks	1,236.00
Commercial, Industrial and Development Banks	3,600.00
Universal Banks	6,000.00

5. On Wholesalers/Retailers/Dealers or Distributors

Asset Size	Permit Fee
500,000 and below	240.00
500,001 to 5,000,000	480.00
5,000,001 to 20,000,000	960.00
Above 20,000,000	1,300.00

3. On other Financial Institutions

Asset Size	Permit Fee
5,000,000 and below	1,200.00
5,000,001 to 20,000,000	3,600.00
Above 20,000,000	6,000.00



OTHER FEES AND CHARGES

STORAGE OF FLAMMABLE AND COMBUSTIBLE MATERIALS

A. Storage of gasoline, diesel, fuel, kerosene and similar product	
Storage	Fee
49 to 250 liters	110.00
251 to 500 liters	330.00
501 to 2,000 liters	550.00
2,001 to 5,000 liters	770.00
5,001 liters to 20,000 liters	1,100.00
x20,001 liters to 50,000 liters	2,200.00
50,001 liters to 100,000 liters	2,750.00
100,001 liters to 150,000 liters	3,300.00
150,001 and above	3,850.00
B. Storage of Liquefied Petroleum Gas	
11 kls. Cylinder	50.00

SANITARY INSPECTION FEE

	Fee
a. For House for rent	100.00
b. For each business, industrial, or agricultural establishment with an area of:	
25 sq.m. or more but less than 50 sq.m.	50.00
50 sq.m. or more but less than 100 sq.m.	100.00
100 sq.m or more but less than 200 sq.m.	200.00
200 sq.m or more but less than 500 sq.m.	500.00
500 sq.m or more but less than 1000 sq.m.	1000.00
1000 sq.m or more	1,500.00

GARBAGE FEE

Establishments	Fee
1. Restaurants, Cafeterias, and similar establishments	500.00
2. Groceries, Gen. Merchandise	500.00
3. Sari-sari Store	150.00
4. Other Business not mentioned above	
a. Not more than 10 sq.m.	150.00
b. More than 10 sq.m.	500.00

WEIGHT AND MEASURE

Capacity	Fee
Less than 100 kgs	50.00
100 kgs. and more	100.00



3. Availing of Motorized Tricycle Operator's Permit (New/Renewal)

Any individual or corporation, who establishes, operate, conduct or maintain their respective business within the municipality is subject for application of Mayor's Permit to operate Tricycle business.

Office or Division:	Municipal Mayor's Office			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Tricycle Drivers/Operators			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> - Franchise / Confirmation of Units (3 years) (1 Original) - Barangay Business Clearance - OR/CR of Motorcycle (1 Original) - Driver's License (1 Original) - Community Tax Certificate (current year) (1 Original) - PTODA Certification - Deed of Sale (if applicable) (1 Original) 		Mayor's Office Barangay/Business Permit and Licensing Section LTO LTO Barangay / Municipal Treasury Office PTODA Business Owner		
CLIENTS STEPS		AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME
1. Sign into the client logbook and submit requirements		1.1 Review and validate completeness of requirements presented. 1.2 Conduct interview, print unified form and give to the client for confirmation of entries and signature	None	20 minutes
2. Assessment and Payment of Taxes, fees and charges		2.1 Assessment of taxes, fees and charges and other local imposition 2.2 Accept Payment 2.3 Issue Official Receipt	<ul style="list-style-type: none"> • Initial Tax - PHP 500.00 • MTOP- PHP 200.00 • Garbage Fee - PHP 150.00 • Secretary's Fee - PHP 100.00 • Filing Fee – PHP 100.00 	20 minutes
PERSON RESPONSIBLE				
Licensing Officer II -Mayor's Office (Business Permit and Licensing Section)				
RCCs -Municipal Treasury Office				



		<ul style="list-style-type: none"> • Permit Fee on Occupation - PHP 150.00/ind. • Sticker Fee – PHP 100.00 • Parking Fee – PHP 960.00 • Brgy.Clearance Fee- PHP 100.00(Applicable to Barangays with barangay clearance integration) 		
3. Present OR and wait for the approved Motorized Tricycle Operator's Permit (MTOP)	3.1 Print MTOP 3.2 Issue MTOP, Sticker and Barangay Business Clearance (Applicable to Barangays with barangay clearance integration)	None	20 minutes	<i>Licensing Officer II -Mayor's Office (Business Permit and Licensing Section)</i>
TOTAL:		Refer to the enumerated fees above	1 hour	

4. Availing of Mayor's Permit for Vehicles/Individuals engaged in Buying Agricultural Products and other related activities.

Any individual or corporation, who establishes, operate, conduct or maintain their respective business within the municipality is subject for application of Mayor's Permit to operate Business.

A. Engaged in buying palay and other grains – there shall be collected a semi-annual permit fee

Office or Division:	Business Permit and Licensing Office	
Classification:	Simple	
Type of Transaction:	Government to Business Owners	
Who may avail:	Business Owners	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<ul style="list-style-type: none"> - Business Name (1 Original) - Plate Number of Vehicle 		<ul style="list-style-type: none"> DTI, CDA, SEC Business Owner



CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Sign into the client logbook, submit requirements and file application	1.Review and validate completeness of requirements presented	None	10 minutes	<i>Licensing Officer II</i> -Mayor's Office (Business Permit and Licensing Section)
2.Assessment & payment of taxes, fees and charges	2.1 Assessment of Fees & Charges & other Local Imposition 2.2 Accept Payment 2.3 Issue Official Receipt	Trailer – PHP 2,000.00 Ten-Wheeler – PHP 1,500.00 Forward – PHP 1,000.00 Other Vehicles – PHP 500.00 Sticker per vehicle – PHP 100.00 Sec. Fee – PHP. 100.00 Permit Fee on Occupation – PHP 150.00/ind. Canvasser – PHP 1,000.00 (As per Mun. Revenue Code)	12 minutes	<i>RCCs</i> -Municipal Treasury Office
3.Present OR and wait for the approved Permit	3.1 Print Permit 3.2 Issue Permit and Sticker	None	10 minutes	<i>Licensing Officer II</i> -Mayor's Office (Business Permit and Licensing Section)
TOTAL:		<i>Refer to the enumerated kind of vehicle with respective fees and other charges and fees above</i>	32 minutes	

B. Engaged in buying Other Agricultural Product - there shall be collected an annual permit fee

Office or Division:	Business Permit and Licensing Office
Classification:	Simple
Type of Transaction:	Government to Business Owners
Who may avail:	Business Owners
CHECKLIST OF REQUIREMENTS	
- Business Name (1 Original)	DTI, CDA, SEC, DOLE
- Plate Number of Vehicle	Provided by the Businessman



CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Sign into the client logbook, submit requirements and file application	1.Review and validate completeness of requirements presented	None	10 minutes	<i>Licensing Officer II</i> -Mayor's Office (Business Permit and Licensing Section)
2.One-time assessment & payment of taxes, fees and charges	2.1 Assessment of Fees & Charges & other Local Imposition 2.2 Accept Payment 2.3 Issue Official Receipt	Trailer – PHP 500.00 Ten-Wheeler – PHP 400.00 Forward – PHP 300.00 Elf – PHP 200.00 Jeep – PHP 100.00 Kuliglig – PHP 50.00 Sticker per vehicle – PHP 100.00 Sec. Fee – PHP. 100.00 Permit Fee on Occupation – PHP 150.00/ind. Canvasser – PHP 500.00 (As per Mun. Revenue Code)	12 minutes	<i>RCCs</i> -Municipal Treasury Office
3.Present OR and wait for the approved Permit	3.1 Print Permit 3.2 Issue Permit and Sticker	None	10 minutes	<i>Licensing Officer II</i> -Mayor's Office (Business Permit and Licensing Section)
TOTAL:		Refer to the enumerated kind of vehicle with respective fees and other charges and fees above	32 minutes	

5. Availing of Mayor's Permit for Agricultural Machinery and Other Heavy Equipment

Any individual or corporation, who establishes, operate, conduct or maintain their respective business within the municipality is subject for application of Mayor's Permit to operate Business.

Office or Division:	Business Permit and Licensing Office
Classification:	Simple
Type of Transaction:	Government to Business Owners



Who may avail:	Business Owners			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Sign into the client logbook, submit requirements and file application	1.Review and validate completeness of requirements presented	None	10 minutes	<i>Licensing Officer II</i> -Mayor's Office (Business Permit and Licensing Section)
2.One-time assessment & payment of taxes, fees and charges	2.1 Assessment of Fees & Charges & other Local Imposition 2.2 Accept Payment 2.3 Issue Official Receipt	Heavy Tractors – PHP 2,000.00 Reaper – PHP 2,000.00 Mechanized Thresher – PHP 500.00 Dump Truck – PHP 1,000.00 Elf – PHP 500.00 Pay Loader – PHP 1,500.00 Backhoe – PHP 1,000.00 Sticker per vehicle – PHP 100.00 Sec. Fee – PHP. 100.00 Permit Fee on Occupation – PHP 150.00/ind. (As per Mun. Revenue Code)	12 minutes	<i>RCCs</i> -Municipal Treasury Office
3.Present OR and wait for the approved Permit	3.1 Print Permit and sign 3.2 Issue Permit and Sticker	None	10 minutes	<i>Licensing Officer II</i> Mayor's Office (Business Permit and Licensing Section)
TOTAL:		<i>Refer to the enumerated kind of vehicle with respective fees and other charges and fees above</i>	<i>32 minutes</i>	



6. Issuance of Non-Business Certification

Certification of Non – Business is issued to individuals who are not engaged in any business activity in the community. This is a document required by the BIR whether or not to grant Tax Exemption to the stakeholders whose children wish to avail of a Scholarship program.

Office or Division:	Business Permit and Licensing Office			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All Citizens			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> - Request Letter (1 Original) - Certification of non-business (1 Original) 		Business Owner Barangay		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Sign into the client logbook and present request letter and Certification	1.Validate requirements presented and verifies records of Business Registrants	None	15 minutes	<i>Licensing Officer II</i> -Mayor's Office (Business Permit and Licensing Section)
2.Pays corresponding fee	2. Accept payment and issue Official Receipt	Certification fee – Php 100.00 Sec. Fee – Php 100.00	10 minutes	<i>RCC's</i> -Municipal Treasury Office
3.Present Official Receipt and wait for the document	3.Prepare and issue certification	None	15 minutes	<i>Licensing Officer II</i> -Mayor's Office (Business Permit and Licensing Section)
TOTAL:		Php 200.00	40 minutes	

7. Issuance of Business Closure Certification

Certification of Business closure is issued to business owners who closed their business activity in the municipality. This is a document required by the BIR as pre-requisite in closing their business registration.



Office or Division:	Business Permit and Licensing Office			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All Registered Business Owners			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> - Request letter (1 Original) - Closure Certification (1 Original) - Latest Business Permit (1 Original) 		<ul style="list-style-type: none"> Business Owner Barangay BPLO 		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Sign into the client logbook and present request letter, barangay closure certification and latest business permit	1. Validate requirements presented and verify records of Business Registrants	None	15 minutes	<i>Licensing Officer II</i> -Mayor's Office (Business Permit and Licensing Section)
2.Pays corresponding fee	2. Accept payment and issue Official Receipt	Bus. Tax – (based on the Municipal Revenue Code under Article E page 21) Certification – PHP 100.00 Sec. Fee – PHP 100.00	10 minutes	<i>RCC's</i> -Municipal Treasury Office
3.Present Official Receipt and wait for the document	3. Prepare and issue certification	None	15 minutes	<i>Licensing Officer II</i> -Mayor's Office (Business Permit and Licensing Section)
TOTAL:		<i>Please refer to the enumerated fees above</i>	<i>40 minutes</i>	



PUDTOL WATER SUPPLY AND SANITATION UNIT

1. Applying for Water Connection

Safe and readily available water is important for public health, whether it is used for drinking, domestic use, food preparation or recreational purposes, improved water supply and sanitation, and better management of water resources, can boost Municipality economic growth and can contribute greatly to poverty reduction.

Pudtol Water Supply System is giving services to all citizens of Pudtol (Poblacion, Emilia, San Luis, Amado, Cabatacan, Imelda and Alem), with a minimum charge to build and maintain infrastructure- the water storage tank, Underground pipes that deliver water to homes and businesses, the revenue is also used to pay workers who provided water service day or night.

Office or Division:	Pudtol Water Supply and Sanitation Section			
Classification:	Compound			
Type of Transaction:	Government to Citizen			
Who may avail:	All Citizen who may want to avail of water connection			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
- Application Form		Pudtol Water Supply and Sanitation Unit		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Sign into the client logbook, fill-up application form and prepare for orientation	1.1 Verify the form for completeness 1.2 Orient applicant on the contents of the form and agreements to be notarized 1.3 Assess the bills for payment 1.4 Advise applicant to have the application notarized	None	20 minutes	Administrative Assistant Mayor's Office / Pudtol Water Supply & Sanitation Section
2.Pay necessary fees for	3. Receive payment and	Application fee- PHP 100.00	5 minutes	RCCs



the water connection	issue Official Receipt	Guarantee Deposit – PHP 500.00 Tapping Fee- PHP 100.00 Cash Deposit Fee- PHP 500.00		Municipal Treasury Office
3.Present Official Receipt and informs the Water Unit of tapping schedule	4. Connect/Tap the water meter, conduct initial reading and meter registration	None	20 minutes	<i>Water System Technician/Plumbers Mayor's Office / Pudtol Water Supply & Sanitation Section</i>
<i>End of Transaction / Total</i>		PHP 1,200.00	45 minutes	



LOCAL DISASTER RISK REDUCTION AND MANAGEMENT SECTION

1. Request for Emergency Medical Services (BLS Services, Emergency Care, First Aid)

Office or Division:	Mayor's Office - LDRRM Section			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
- None				
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Coordinate personally or call the LDRRMO hotline	1. Deployment of responders for immediate action after short operational briefing	None	3 minutes	LDRRMO/Front desk Mayor's Office/ Local Disaster Risk Reduction Management Section
<i>End of Transaction / Total</i>		None	3 minutes	

2. Request for Emergency Transport Services

Office or Division:	Mayor's Office - LDRRM Section			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All persons who may be in need of Emergency Transport Services			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
- Referral Form, if recommended/if hospital to hospital transfer)		Recommending Physician/Health Institution		



CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Coordinate to LDRRM office	1.Assign driver and provide vehicle for the immediate transport of the patient	None	10 minutes	<i>LDRRMO/Front desk Mayor's Office/ Local Disaster Risk Reduction Management Section</i>
<i>End of Transaction / Total</i>		None	10 minutes	

3. Request for Search and Rescue Assistance

Office or Division:	Mayor's Office - LDRRM Section			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All persons who maybe in need of Search and Rescue Assistance			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
- None				
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Coordinate personally or call the LDRRM Office	1.1 Validation of reported incident 1.2 Team operational briefing 1.3 Immediate deployment of rescuer/responders to the site of the incident for immediate Search and Rescue Operation	None	10 minutes	<i>LDRRMO/BFP/PNP and all rescuer/responders Mayor's Office/ Local Disaster Risk Reduction Management Section</i>
<i>End of Transaction / Total</i>		None	10 minutes	



4. Management of the Dead and the Missing

Office or Division:	Mayor's Office - LDRRM Section			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
- None				
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request personally or call the LDRRM Office	<p>*Management of the dead</p> <p>1.1 Validation of information reported</p> <p>1.2 Coordination with funeral services whom the LGU has MOA with (COVID-19 related death)</p> <p>1.3 On site management of the dead (accident-related death, disaster – related death)</p> <p>* Management of the missing</p> <p>1.1 Validation of information reported and report to PNP</p> <p>1.2 Team operation briefing</p> <p>1.3 Deployment of Search and Retrieval</p>	None	15 minutes	<i>LDRRMO/MHO /BFP/PNP and all rescuers and Rural Health Sanitary Inspector</i>
<i>End of Transaction / Total</i>		None	15 minutes	

5. Logistic Support to Planned Events

Office or Division:	Mayor's Office - LDRRM Section		
Classification:	Simple		
Type of Transaction:	Government to Citizen		



Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> - Request letter mentioning the logistics needed (if available) 		Agency/Institution requesting the logistic support		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Coordinate at the LDRRM Office with the request letter	<ol style="list-style-type: none"> 1. Prepare necessary documents (Requisition Issue Slip and Warehouse Slip) 2. Issue needed logistics 	None	5 minutes	<i>LDRRM Officer II/ LDRRM Officer I / Logistic Officer</i> Mayor's Office/ Local Disaster Risk Reduction Management Section
<i>End of Transaction / Total</i>		None	5 minutes	

6. Request for disaster Preparedness trainings and Seminars

Office or Division:	Mayor's Office - LDRRM Section			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> - Training Proposal (if available) 		Agency/Institution requesting the training		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Coordinate at the LDRRM Office with the training proposal (if available)	<ol style="list-style-type: none"> 1.1 Coordinate to possible trainers 1.2 Allocate fund for meals and snacks 1.3 Find a convenient venue for the training 	None	5 working days	<i>LDRRM Officer / Training Coordinator</i> Mayor's Office/ Local Disaster Risk Reduction Management Section
<i>End of Transaction / Total</i>		None	5 working days	



TOURISM SECTION

1. Securing Tourism Data for Research Purposes

Office or Division:	Mayor's Office - Tourism Section			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
- Request letter (1 Original Copy)				
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Sign into the client logbook, submit request letter and receive data requested	1.1 Receive and read the request letter 1.2 Prepare requested Data 1.3 Release requested Data	None	10 mins.	<i>Tourism Operation Officer II</i>
End of Transaction / Total Processing Time: 10 minutes				

2. Support Services for Private Events/ Occasion

A. Use of the ECB Jr. Clubhouse and Multi-purpose Hall

Office or Division:	Mayor's Office - Tourism Section			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
- None				
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Sign into the client logbook	1. Check the availability of the clubhouse and issue payment order	None	3 mins.	<i>Tourism Operation Officer II</i> <i>Mayor's Office / Tourism Section</i>



2. Payment of necessary fees	2. Accept payment and issue Official Receipt	PHP 550.00	5 mins	RCCs Municipal Treasury Office
3. Present Official Receipt	3. Mark the calendar for the event	None	3 mins	<i>Tourism Operation Officer II</i> Mayor's Office / Tourism Section
End of Transaction / Total Processing Time: 11 minutes				

B. Use of the EKB Memorial Gymnasium and Multi-purpose Building

Office or Division:	Mayor's Office - Tourism Section			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
- None				
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign into the client logbook	1. Check the availability of the gymnasium and issue payment order	None	3 mins.	<i>Tourism Operation Officer II</i> Mayor's Office / Tourism Section
2. Payment of necessary fees	2. Accept payment and issue Official Receipt	PHP 550.00	5 mins	RCCs Municipal Treasury Office
3. Present Official Receipt	3. Mark the calendar for the event	None	3 mins	<i>Tourism Operation Officer II</i> Mayor's Office / Tourism Section
End of Transaction / Total Processing Time: 11 minutes				



3. Visit to Municipal Tourism Spots

Office or Division:	Mayor's Office - Tourism Section			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
- None				
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Sign into the client logbook	1. Check the tourist's information data	None	3 mins.	<i>Tourism Operation Officer II (TO)</i> Mayor's Office / Tourism Section
2. Payment of necessary fees	2. Accept payment and Issue ticket	PHP 40.00 – Adult PHP 35.00 – 12 years old below and Senior Citizen	5 mins	<i>RCCs</i> Municipal Treasury Office
3.Present ticket	3. Assign tour guide to accompany the tourist	None	2 mins	<i>Tourism Operation Officer II</i> Mayor's Office / Tourism Section
End of Transaction / Total Processing Time: 10 minutes				



4. Film-making and Photo-shoot to Municipal Tourism Spots

Office or Division:	Mayor's Office - Tourism Section			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
- None				
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Sign into the client logbook	1. Check the client's information data	None	3 mins.	<i>Tourism Operation Officer II</i> Mayor's Office / Tourism Section
2. Payment of necessary fees	2. Accept payment and issue Official Receipt	PHP 500.00	5 mins	<i>RCCs</i> Municipal Treasury Office
3.Present Official Receipt	3. Mark the calendar for the event and assign tour guide	None	3 mins	<i>Tourism Operation Officer II</i> Mayor's Office / Tourism Section
End of Transaction / Total Processing Time: 11 minutes				



Sangguniang Bayan Office Frontline Services



1. Processing of Renewal/Change Motor Classification and Transfer of Ownership of Tricycle Franchise and Dropping of Franchise

The office processes renewal, change motor classification and transfer of ownership for tricycle-for-hire plying within the Municipality of Pudtol. Tricycle franchise must be renewed every three years for the operation of each tricycle-for-hire.

Office or Division:	Sangguniang Bayan Office			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Tricycle Operators/Drivers			
CHECKLIST REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> - Franchise Official Receipt (1 original) - OR and CR of Motorcycle (1 photocopy/original) 		Municipal Treasury Office LTO		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Sign in logbook, submit requirements and wait for the release of the document	1.1 Receive requirements 1.2 Interview client.	None	5 minutes	<i>Administrative Aide IV Sangguniang Bayan Office</i>
	2. Payment		10 mins.	
	3.1 Receive OR and review application form and assign franchise number on the Renewal/Change Motor Classification and Transfer of Ownership of Tricycle Franchise	None	10 minutes	<i>Secretary to the SB Sangguniang Bayan Office</i>
	3.2 Approval of Franchise & Releasing	None	10 minutes	<i>Administrative Aide IV Sangguniang Bayan Office</i>
<i>End of Transaction / Total</i>		None	20 minutes	



2. Photocopy/printing of Requested Sangguniang Bayan Documents

The office releases documents upon request of client. An official receipt therefore should be presented upon payment prior to the release of document. The O.R. #, amount paid should be printed at the left bottom of the document.

Office or Division:	Sangguniang Bayan Office			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All Citizens			
CHECKLIST REQUIREMENTS		WHERE TO SECURE		
- Request Letter		Provided by the Client		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in logbook, submit request letter	1.1 Receive and review request letter 1.2 Interview the client and advise client to pay the corresponding fee at the Municipal Treasury Office	None	5 minutes	Administrative Aide IV / Reproduction Machine Operator II Sangguniang Bayan Office
2. Pay necessary fee	2.1 Receive payment and issue Official Receipt	PHP 100.00 per page of document	10 minutes	RCCs Municipal Treasury Office
3. Present OR and wait for the releasing of requested documents	3.1 Photocopy/ print requested document indicated on the request letter 3.2 Release requested document	None	10 minutes	Administrative Aide IV / Reproduction Machine Operator II Sangguniang Bayan Office
<i>End of Transaction / Total</i>		PHP 100.00 per page	25 minutes	



3. Accreditation or renewal of accreditation of Non-Government Organizations and Civil Society Organizations

The office shall invite the officers in a session held by the SB and discussed the possibility of Accreditation or renewal of accreditation of Non-Government Organizations and Civil Society Organizations. Upon thereof, an action shall be undertaken.

Office or Division:	Sangguniang Bayan Office	
Classification:	Simple	
Type of Transaction:	Government to Citizen	
Who may avail:	Association	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
- Duly approved Board Resolution signifying intention for Accreditation for the purpose of representation in the local special body (1 original)		
- Certified true copy of Constitution and By-Laws (1 copy)		
- Updated financial statements, for applicant which has been in operation for less than three (3) years (1 original)		
- List of current Officers and Members (1 original/photocopy)		
- Minutes of Meetings certified by the Organization's Secretary (1 copy)		
- Sworn Affidavit of the Secretary of the Applicant Organization/entity that none of its officers/members is an agent of/or related by consanguinity or affinity (1 original)		
- Certified true copy of Certificate of Registration/Certificate of Accreditation (1 copy)	SEC, DOLE, CDA	
- Certification of Good Standing (1 original)	PNP	
- Certification of Indigenous Peoples Organizations (IPOs) (if applicable) (1 original)	NCIP	



CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in logbook and submit requirements including application letter for accreditation, wait for the schedule of deliberation.	1.1 Receive and evaluate documents 1.2 Calendar for review of accreditation 1.3 Inform the schedule of deliberation and require their attendance	None	10 mins.	Administrative Aide IV / Local Legislative Staff Officer II Sangguniang Bayan Office
2. Attend during the Deliberation of Review Process	2. Review and deliberate submitted Application Requirements for Accreditation	None	1 day	Legislative Body Sangguniang Bayan Office
3. Received Certification of Accreditation	3. Issue Certificate of Accreditation	None	5 mins	Administrative Aide IV / Local Legislative Staff Officer II Sangguniang Bayan Office
<i>End of Transaction / Total</i>		None	1 day & 15 mins	

4. Review and Authorization of Barangay/SK Budget

The office will Review and Authorize Barangay Budgets. As a practice, the barangay officials are requested to defend their budgets under review in a session called for a purpose. Any findings of misinterpretation shall subject the barangay for amendments, deletions and supplementations in any of the provisions of their barangay budgets.

Office or Division:	Sangguniang Bayan Office	
Classification:	Simple	
Type of Transaction:	Government to Citizen	
Who may avail:	Barangay officials	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<ul style="list-style-type: none"> - Pre – reviewed Barangay/SK Budget (1 original) - 		Municipal Budget Office, DILG, MPDO



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign logbook, submit pre-reviewed Barangay/SK Budget and wait for the schedule of review	1.1 Receive pre-reviewed Barangay/ SK Budget	None	3 mins.	Administrative Aide IV / Local Legislative Staff Officer II Sangguniang Bayan Office
	2.1 Receive and assess Barangay / SK Budget 2.2 Calendar under the Order of Business	None	10 mins.	Secretary to the SB / Local Legislative Staff Officer II Sangguniang Bayan Office
2. Attend session of Sanggunian	2.2 Review and discuss Barangay /SK Budgets	None	1 day	Legislative Body Sangguniang Bayan Office
3. Follow-up Barangay Budget	2.3 Release Authorized Barangay Budget	None	5 mins.	Administrative Aide IV / Reproduction Machine Operator II Sangguniang Bayan Office
<i>End of Transaction / Total</i>		None	1 day & 18 mins.	

5. Issuance of Certificate of Posting

The office will issue the certificate of posting after the document has been posted in the bulletin board on the MLGU and other two conspicuous places for a minimum period of prescribed by law.

Office or Division:	Sangguniang Bayan Office			
Classification:	Simple			
Type of Transaction:	Government to any agency			
Who may avail:	Agency			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> - Official receipt - copy of the document posted (1 photocopy) 		Municipal Treasury Office Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign logbook, present OR and documents posted and	1.1 Received OR and documents 1.2 Review documents	None	15 mins.	Local Legislative Staff Officer II / Secretary to the SB



wait for the releasing of Certification	1.3 Prepare certificate of posting and signing 1.4 Releasing the Certificate of Posting			Sangguniang Bayan Office
<i>End of Transaction / Total</i>		None	15 mins.	

6. Peoples Law Enforcement Board (PLEB) Clearance

The office will issue the PLEB Clearance after evaluating the requirements submitted followed by the confirmation from the PLEB Chairman of the Municipality that the Police Officer concerned has no criminal/administrative record.

Office or Division:	Sangguniang Bayan Office			
Classification:	Highly Technical			
Type of Transaction:	Government to PNP Personnel			
Who may avail:	Citizen			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
- Police Clearance (1 original)		Pudtol MPS		
- Duly filled-up application form		San		
- Photocopy of one valid ID of the concerned Police Officer				
- Photocopy of one valid ID of the duly authorized representative (if applicable)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign logbook and present documents	1.1 Receive documents 1.2 Evaluate documents presented	None	5 mins.	<i>Local Legislative Staff Officer II/ Administrative Aide IV</i> Sangguniang Bayan Office
2. Pay the corresponding PLEB Clearance	2.1 Receive payment and issue Official Receipt	PLEB Clearance Fee – Php 100.00 Sec. Fee - Php 100.00	10 mins.	RCCs Municipal Treasury Office



3. Present OR and wait for the release of the requested document	3.1 Receive OR and prepare the clearance 3.2 Release the duly approved PLEB Clearance	None	15 mins.	Local Legislative Staff Officer II/ Administrative Aide IV Sangguniang Bayan Office
<i>End of Transaction / Total</i>	<i>Php 200.00</i>	<i>30 mins.</i>		

7. Review and Endorsement of Commercial Sand and Gravel/Industrial San and Gravel (CSAG/ISAG) for Permit Application at the Provincial Mining and Regulatory Board (PMRB)

The office will Review and Endorse CSAG/ISAG for application of permit at the PMRB. As a practice, the applicant or his/her duly authorized representative is requested to answer queries during the deliberation in a session called for a purpose.

Office or Division:	Sangguniang Bayan Office	
Classification:	Simple	
Type of Transaction:	Government to Citizen	
Who may avail:	Business Entity	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
- Barangay endorsement -1 original	Barangay council where the applied area of operation is located	
- Letter of Application for Endorsement of the Sangguniang Bayan (addressed to the Presiding Officer) – 1 original		
- Duly Filled up and Notarized Application Form for CSAG/ISAG Permit - 1 original		
- Land Ownership document(s) (over the area applied for operation - 1 photocopy		
- Certification of Area Validation – 1 original	National Irrigation Administration – Apayao	
- Certification of Area Validation, Memorandum Report on Ocular Inspection, Sketch Plan of the area of operation - 1 original	DPWH – Apayao	



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign logbook, submit requirements	1.1 Receive and pre-review documents	None	3 mins.	<i>Local Legislative Staff Officer II/ Administrative Aide IV Sangguniang Bayan Office</i>
	1.2 Calendar under the Order of Business	None	10 mins.	<i>Secretary to the SB / Local Legislative Staff Officer II Sangguniang Bayan Office</i>
2. Attend session of Sanggunian	2.1 Review and discuss the application 2.2 prepare endorsement (in resolution form) to be duly signed by the body 2.3 Submit endorsement to the Office of the Municipal Mayor for approval of the LCE. 2.4 Follow up status of the document at the LCE 2.5 Call client upon approval and advise to pay the corresponding fees	None	2 days	<i>Legislative Body Sangguniang Bayan Office</i> <i>Local Legislative Staff Officer II/ Administrative Aide IV Sangguniang Bayan Office</i>
3. Pay the corresponding fees	3.1 Receive payment and issue official receipt	Sec. Fee – Php 100.00	10 minutes	<i>RCC's Municipal Treasury Office</i>
4. Present OR and wait for the release of the endorsement	4.1 Receive OR 4.2 Release the duly approved document, attached OR	None	5 mins.	<i>Local Legislative Staff Officer II/ Administrative Aide IV Sangguniang Bayan Office</i>
<i>End of Transaction / Total</i>		<i>Php 100.00</i>	<i>1 day & 28 mins.</i>	



Municipal Civil Registry Office Frontline Services



1. Timely Registration of Birth

The birth of a child must be registered at the Municipal Civil Registry Office in the municipality where he/she is born. Timely registration is done within 30 days from the time of birth.

A. Birth at Hospital Facilities – Married Parents

Office or Division:	Municipal Civil Registry Office			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> - Marriage Certificate/ Marriage Record (1 Original/Photocopy) - Filled out Certificate of Live Birth (Municipal Form No. 102) (4 Original) 		Registrar Office where marriage is registered Record Section of Hospital Facility where Child was born		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in logbook and submit requirements	1.1 Receive and review	None	5 minutes	<i>Registration Officer 1</i> Municipal Civil Registry Office
	1.2 Register the COLB and Assign registry number	None	5 minutes	<i>Municipal Civil Registrar</i> Municipal Civil Registry Office
	1.3 Issue payment order/billing	None	1 minute	<i>Admin. Aide VI</i> Municipal Civil Registry Office
2. Pay necessary Fees	2. Receive payment and issue Official Receipt	PHP 75.00	5 minutes	<i>RCC's</i> Municipal Treasury Office
3. Present Official Receipt and wait for the Owner's Copy of COLB	3. Control Official Receipt and issue copy of COLB	None	2 minutes	<i>Clerk</i> Municipal Civil Registry Office
<i>End of Transaction / Total</i>		PHP 75.00	18 minutes	



B. Birth at Home or Barangay Health Facilities – Married Parents

Office or Division:	Municipal Civil Registry Office			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
- Marriage Certificate/ Marriage Record (1 Original/Photocopy)		Registrar Office where marriage is registered		
CLIENTS STEPS		AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME
1. Sign in logbook, submit requirement, and answer interviewer's questions	1.1 Receive requirement and interview client		None	10 minutes
	1.2 Encode information on Philippine Civil Registry Information System and print the prescribed form for validation of the client and for signature		None	5 minutes
	1.3 Receive and Review		None	5 minutes
	1.4 Register the COLB and Assign registry number		None	5 minutes
	1.5 Issue payment order/billing		None	1 minute
2. Pay necessary Fees	2. Receive payment and issue Official Receipt		PHP 175.00	5 minutes
3. Present Official Receipt and wait for the Owner's Copy of COLB	3. Control Official Receipt and issue copy of COLB		None	2minutes
<i>End of Transaction / Total</i>		PHP 175.00	33 minutes	



C. Birth at Hospital Facilities – Not Married Parents

Office or Division:	Municipal Civil Registry Office			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> - Community Tax Certificate (current year) of Both Parent (1 Original Copy each) - Filled out Certificate of Live Birth (Municipal Form No. 102) (4 Original) 		Municipal Treasury Office or Barangay Treasurer Record Section of Hospital Facility where Child was born		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in logbook and submit requirements	1.1 Receive and review requirements 1.2 Prepare needed affidavits for signature of both Parents	None	10 minutes	<i>Registration Officer 1</i> Municipal Civil Registry Office
	1.3 Register the COLB and Assign registry number	None	5 minutes	<i>Municipal Civil Registrar</i> Municipal Civil Registry Office
	1.4 Issue payment order/billing	None	1 minute	<i>Admin. Aide VI</i> Municipal Civil Registry Office
2. Pay necessary Fees	2. Receive payment and issue Official Receipt	PHP 575.00	5 minutes	<i>RCC's</i> Municipal Treasury Office
3. Present Official Receipt and wait for the Owner's Copy of COLB	3. Control Official Receipt and issue copy of COLB	None	2 minutes	<i>Clerk</i> Municipal Civil Registry Office
<i>End of Transaction / Total</i>		PHP 575.00	23 minutes	



D. Birth at Home or Barangay Health Facilities – Not Married Parents

Office or Division:	Municipal Civil Registry Office			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
- Community Tax Certificate (current year) of Both Parents (1 Original Copy each)		Municipal Treasury Office or Barangay Treasurer		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in logbook, submit requirement, and answer interviewer's questions	1.1 Receive requirement and interview client	None	10 minutes	<i>Admin. Aide VI</i> Municipal Civil Registry Office
	1.2 Encode information on Philippine Civil Registry Information System and print the prescribed form for validation of the client and for signature	None	5 minutes	<i>IT Support Staff / Clerk</i> Municipal Civil Registry Office
	1.3 Receive and Review and prepare needed affidavits for signature of both Parents	None	10 minutes	<i>Registration Officer 1</i> Municipal Civil Registry Office
	1.4 Register the COLB and Assign registry number	None	5 minutes	<i>Municipal Civil Registrar</i> Municipal Civil Registry Office
	1.5 Issue payment order/billing	None	1 minute	<i>Admin. Aide VI</i> Municipal Civil Registry Office
2. Pay necessary Fees	2. Receive payment and issue Official Receipt	PHP 675.00	5 minutes	<i>RCC's</i> Municipal Treasury Office
3. Present Official Receipt and wait for the Owner's Copy of COLB	3. Control Official Receipt and issue copy of COLB	None	2 minutes	<i>Clerk</i> Municipal Civil Registry Office
<i>End of Transaction / Total</i>		PHP 675.00	38 MINUTES	



2. Delayed Registration of Birth

The birth of a child must be registered at the Municipal Civil Registry Office in the municipality where he/she is born. If the birth is not registered within 30 days from the time of birth, it is considered for delayed registration.

A. Birth at Hospital Facilities – Married Parents

Office or Division:	Municipal Civil Registry Office	
Classification:	Complex	
Type of Transaction:	Government to Citizen	
Who may avail:	Clients	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
- Parents' Marriage Certificate/ Marriage Record (1 Original/Photocopy)		Registrar Office where marriage is registered
- Affidavit of two disinterested persons attesting on the facts of the birth (3 Original)		Notary Public or Municipal Civil Registry Office
- Negative Certification from Philippine Statistics Authority (1 Original)		Philippine Statistics Authority
- Filled out Certificate of Live Birth (Municipal Form No. 102) (4 Original)		Record Section of Hospital Facility where Child was born
- Community Tax Certificate of Both Parents (1 Original Copy each)		Municipal Treasury Office or Barangay Treasurer
- At least Two of the following: (1 Original/Photocopy) *Child Baptismal Certificate *Child School Record *Child Voters Registration *Child Driver's License *Child Employment Record *Medical Record of child *Child Marriage Certificate, if married *Valid ID of child which shows facts of Birth		



CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in logbook and submit requirements	1.1 Receive and review requirements 1.2 Prepare needed affidavits for signature	None	10 minutes	Registration Officer I Municipal Civil Registry Office
	1.3 Advise Client to comply with posting requirement, Post Notice of Application for Delayed Registration	None	2 minutes	Municipal Civil Registrar Municipal Civil Registry Office
	1.4 Register COLB and Assign registry number	None	5 minutes	Municipal Civil Registrar Municipal Civil Registry Office
2. Follow up after 10 days posting	2 Issue payment order/billing	None	1 minutes	Admin. Aide VI Municipal Civil Registry Office
3. Pay necessary Fees	3. Receive payment and issue Official Receipt	PHP 575.00	5 minutes	RCC's Municipal Treasury Office
4. Present Official Receipt and wait for the Owner's Copy of COLB	4. Control Official Receipt and issue copy of COLB	None	2 minutes	Computer Operator / Clerk Municipal Civil Registry Office
<i>End of Transaction / Total</i>		PHP 575.00	10 Days & 25 minutes	

B. Birth at Home or Barangay Health Facilities – Married Parents

Office or Division:	Municipal Civil Registry Office
Classification:	Complex
Type of Transaction:	Government to Citizen
Who may avail:	Clients
CHECKLIST OF REQUIREMENTS	
- Marriage Certificate/ Marriage Record (1 Original/Photocopy)	
WHERE TO SECURE	
Registrar Office where marriage is registered	



<ul style="list-style-type: none"> - Affidavit of two disinterested persons attesting on the facts of the birth (3 Original) - Negative Certification from Philippine Statistics Authority (1 Original) - Community Tax Certificate of Both Parents (1 Original Copy each) - At least Two of the following: (1 Original/Photocopy) <ul style="list-style-type: none"> *Child Baptismal Certificate *Child School Record *Child Voters Registration *Child Driver's License *Child Employment Record *Medical Record of child *Child Marriage Certificate, if married *Valid ID of child which shows facts of Birth 	Notary Public or Municipal Civil Registry Office			
	Philippine Statistics Authority			
	Municipal Treasury Office or Barangay Treasurer			
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in logbook, submit requirements, and answer interviewer's questions	1.1 Receive requirements and interview client	None	10 minutes	<i>Admin. Aide VI</i> Municipal Civil Registry Office
	1.2 Encode information on Philippine Civil Registry Information System and print the prescribed form for validation of the client and for signature	None	5 minutes	<i>IT Support Staff / Clerk</i> Municipal Civil Registry Office
	1.3 Receive and review, Prepare needed affidavits for signature	None	10 minutes	<i>Registration Officer I</i> Municipal Civil Registry Office
	1.4 Advise Client to comply with posting requirement, Post Notice of Application for Delayed Registration	None	5 minutes	<i>Municipal Civil Registrar</i> Municipal Civil Registry Office



2. Follow up after 10 days of posting	2. Issue payment order/billing	None	1 minute	Admin. Aide VI Municipal Civil Registry Office
3. Pay necessary Fees	3. Receive payment and issue Official Receipt	PHP 675.00	5 minutes	RCC's Municipal Treasury Office
4. Present Official Receipt and wait for the Owner's Copy of COLB	4. Control Official Receipt and issue copy of COLB	None	2 minutes	Clerk Municipal Civil Registry Office
<i>End of Transaction / Total</i>		PHP 675.00	10 days & 35 minutes	

C. Birth at Hospital Facilities – Not Married Parents

Office or Division:	Municipal Civil Registry Office	
Classification:	Complex	
Type of Transaction:	Government to Citizen	
Who may avail:	Clients	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<ul style="list-style-type: none"> - Affidavit of two disinterested persons attesting on the facts of the birth (3 Original) 		Notary Public or Municipal Civil Registry Office
<ul style="list-style-type: none"> - Negative Certification from Philippine Statistics Authority (1 Original) 		Philippine Statistics Authority (PSA)
<ul style="list-style-type: none"> - Filled out Certificate of Live Birth (Municipal Form No. 102) (4 Original) 		Record Section of Hospital Facility where Child was born
<ul style="list-style-type: none"> - Community Tax Certificate of Both Parents (1 Original Copy each) 		Municipal Treasury Office or Barangay Treasurer
<ul style="list-style-type: none"> - At least Two of the following: (1 Original/Photocopy) <ul style="list-style-type: none"> *Child Baptismal Certificate *Child School Record *Child Voters Registration *Child Driver's License 		



<ul style="list-style-type: none"> *Child Employment Record *Medical Record of child *Child Marriage Certificate, if married - *Valid ID of child which shows facts of Birth 				
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in logbook and submit requirements	1.1 Receive and review requirements 1.2 Prepare needed affidavits for signature	None	15 minutes	<i>Registration Officer I</i> Municipal Civil Registry Office
	1.3 Advise Client to comply with posting requirement, Post Notice of Application for Delayed Registration	None	2 minutes	<i>Municipal Civil Registrar</i> Municipal Civil Registry Office
	1.4 Register COLB and assign registry number	None	5 minutes	<i>Municipal Civil Registrar</i> Municipal Civil Registry Office
2. Follow up after 10 days posting	2 Issue payment order/billing	None	1 minute	<i>Admin. Aide VI</i> Municipal Civil Registry Office
3. Pay necessary Fees	3. Receive payment and issue Official Receipt	PHP 1,075.00	5 minutes	<i>RCC's</i> Municipal Treasury Office
4. Present Official Receipt and wait for the Owner's Copy of COLB	4. Control Official Receipt and issue copy of COLB	None	2 minutes	<i>Admin. Aide VI</i> Municipal Civil Registry Office
<i>End of Transaction / Total</i>		PHP 1,075.00	10 days & 30 minutes	



D. Birth at Home or Barangay Health Facilities – Not Married Parents

Office or Division:	Municipal Civil Registry Office				
Classification:	Complex				
Type of Transaction:	Government to Citizen				
Who may avail:	Clients				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE			
<ul style="list-style-type: none"> - Affidavit of two disinterested persons attesting on the facts of the birth (3 Original) - Negative Certification from Philippine Statistics Authority (1 Original) - Community Tax Certificate of Both Parents (1 Original Copy each) - At least Two of the following: (1 Original/Photocopy) <ul style="list-style-type: none"> *Child Baptismal Certificate *Child School Record *Child Voters Registration *Child Driver's License *Child Employment Record *Medical Record of child *Child Marriage Certificate, if married - *Valid ID of child which shows facts of Birth 		Notary Public or Municipal Civil Registry Office			
<ul style="list-style-type: none"> - Negative Certification from Philippine Statistics Authority (1 Original) - Community Tax Certificate of Both Parents (1 Original Copy each) - At least Two of the following: (1 Original/Photocopy) <ul style="list-style-type: none"> *Child Baptismal Certificate *Child School Record *Child Voters Registration *Child Driver's License *Child Employment Record *Medical Record of child *Child Marriage Certificate, if married - *Valid ID of child which shows facts of Birth 		Philippine Statistics Authority (PSA)			
<ul style="list-style-type: none"> - Community Tax Certificate of Both Parents (1 Original Copy each) - At least Two of the following: (1 Original/Photocopy) <ul style="list-style-type: none"> *Child Baptismal Certificate *Child School Record *Child Voters Registration *Child Driver's License *Child Employment Record *Medical Record of child *Child Marriage Certificate, if married - *Valid ID of child which shows facts of Birth 		Municipal Treasury Office or Barangay Treasurer			
CLIENTS STEPS		AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in logbook, submit requirements, and answer interviewer's questions	1.1 Receive requirements and interview client		None	15 minutes	<i>Admin. Aide VI</i> Municipal Civil Registry Office
	1.2 Encode information on Philippine Civil Registry Information System and print the prescribed form for validation of the client and for signature		None	5 minutes	<i>IT Support Staff / Clerk</i> Municipal Civil Registry Office
	1.3 Receive and review, Prepare needed affidavits for signature		None	10 minutes	<i>Registration Officer I</i> Municipal Civil Registry



				Office
	1.4 Advise Client to comply with posting requirement, Post Notice of Application for Delayed Registration	None	2 minutes	<i>Municipal Civil Registrar</i> <i>Municipal Civil Registry Office</i>
2. Follow up after 10 days of posting	2. Issue payment order/billing	None	1 minute	<i>Admin. Aide VI</i> <i>Municipal Civil Registry Office</i>
3. Pay necessary Fees	3. Receive payment and issue Official Receipt	PHP 1,175.00	5 minutes	<i>RCC's</i> <i>Municipal Treasury Office</i>
4. Present Official Receipt and wait for the Owner's Copy of COLB	4. Control Official Receipt and issue copy of COLB	None	2 minutes	<i>Admin. Aide VI</i> <i>Municipal Civil Registry Office</i>
<i>End of Transaction / Total</i>		PHP 1,175.00	10 days & 40 minutes	

3. Timely Registration of Death

Death must be registered within 30-day reglementary period in the Municipal Civil Registry Office of the place where the death occurred.

A. Without Attendant

Office or Division:	Municipal Civil Registry Office
Classification:	Simple
Type of Transaction:	Government to Citizen
Who may avail:	Clients
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
- Permanent Record or Valid ID of Deceased (1 Original/Photocopy)	



CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in logbook, submit requirement, and answer interviewer's questions	1.1 Receive requirement and interview client	None	10 minutes	<i>Admin. Aide VI</i> Municipal Civil Registry Office
	1.2 Encode information on Philippine Civil Registry Information System and print the prescribed form for validation of the client and for signature	None	5 minutes	<i>IT Support Staff / Clerk</i> Municipal Civil Registry Office
	1.3 Advise client to proceed to Municipal Health Office (MHO) and to Embalmer for signature on the Certificate of Death (COD)	None	3 minutes	<i>Admin. Aide VI</i> Municipal Civil Registry Office
2. Process the signing of Certificate of Death	2. 1 Receive & review COD, interview Client, endorse to MHO for signing 2.2 Review and signing of COD	None	30 minutes	<i>Clerk & Municipal Health Officer</i> Municipal Health office
3. Submit Signed Certificate of Death	3.1 Receive and Review COD	None	2 minutes	<i>Registration Officer 1</i> Municipal Civil Registry Office
	3.2 Register COD, Assign registry number	None	5 minutes	<i>Municipal Civil Registrar</i> Municipal Civil Registry Office
	3.3 Issue payment order/billing	None	1 minute	<i>Admin. Aide VI</i> Municipal Civil Registry Office
4. Pay necessary Fees	4. Receive payment and issue Official Receipt	PHP 175.00	5 minutes	<i>RCC's</i> Municipal Treasury Office
5. Present Official Receipt and wait for the Owner's Copy of COD	5. Control Official Receipt and issue copy of COD	None	2 minutes	<i>Clerk</i> Municipal Civil Registry Office
<i>End of Transaction / Total</i>		PHP 175.00	1 hr. & 3 minutes	



B. With Attendant

Office or Division:	Municipal Civil Registry Office			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
- Filled out Certificate of Death (Municipal Form No. 103) (4 Original)		Record Section of Hospital Facility where Person Died		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in logbook, submit requirement	1. Advise client to proceed to Municipal Health Office (MHO) for signature on Certificate of Death (COD)	None	2 minutes	<i>Administrative Aide VI</i> Municipal Civil Registry Office
2. Process the signing of Certificate of Death	2. 1 Receive & review COD, interview Client, endorse to MHO for signing 2.2 Review and signing of COD	None	30 minutes	<i>Clerk & Municipal Health Officer</i> Municipal Health office
2. Return to Civil Registry Office, submit COD signed by MHO	2.1 Receive and Review COD	None	2 minutes	<i>Registration Officer 1</i> Municipal Civil Registry Office
	2.2 Register COD, Assign registry number	None	5 minutes	<i>Municipal Civil Registrar</i> Municipal Civil Registry Office
	2.3 Issue payment order/billing		1 minute	<i>Admin. Aide VI</i> Municipal Civil Registry Office
3. Pay necessary Fees	3. Receive payment and issue Official Receipt	PHP 75.00	5 minutes	<i>RCC's</i> Municipal Treasury Office
4. Present Official Receipt and wait for the Owner's Copy of COD	4. Control Official Receipt and issue copy of COD	None	2 minutes	<i>Clerk</i> Municipal Civil Registry Office
<i>End of Transaction / Total</i>		PHP 75.00	1 hr. & 3 minutes	



4. Delayed Registration of Death

When a death is registered beyond the 30-day reglementary period in the Municipal Civil Registry Office of the place where the death occurred, it is considered delayed.

A. Without Attendant

Office or Division:	Municipal Civil Registry Office			
Classification:	Complex			
Type of Transaction:	Government to Citizen			
Who may avail:	Clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> - Permanent Record or Valid ID of Deceased (1 Original/Photocopy) - Affidavit of two disinterested persons attesting on the facts of the Death (3 Original) - Negative Certification from Philippine Statistics Authority (1 Original) - Community Tax Certificate of Informant (1 Original) 				
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in logbook, submit requirements, and answer interviewer's questions	1.1 Receive requirements and interview client	None	10 minutes	Admin. Aide VI Municipal Civil Registry Office
	1.2 Encode information on Philippine Civil Registry Information System and print the prescribed form for validation of the client and for signature	None	7 minutes	IT Support Staff Municipal Civil Registry Office
	1.3 Advise client to proceed to Municipal Health Office (MHO) for signature on the Certificate of Death (COD)		1 minute	Admin. Aide VI Municipal Civil Registry Office
2. Process the signing of Certificate of Death	2.1 Receive & review COD, interview Client, endorse to MHO for signing	None	30 minutes	Clerk & Municipal Health Officer



	2.2 Review and signing of COD			Municipal Health office
3. Submit Signed Certificate of Death	2.1 Receive and Review COD	None	2 minutes	Registration Officer 1 Municipal Civil Registry Office
	2.2 Advise Client to comply with posting requirement, Post Notice of Application for Delayed Registration	None	2 minutes	Municipal Civil Registrar Municipal Civil Registry Office
	2.3 Register COD, Assign registry number	None	5 minutes	Municipal Civil Registrar Municipal Civil Registry Office
4. Return after 10 days posting	3 Issue payment order/billing	None	1 minute	Admin. Aide VI Municipal Civil Registry Office
5. Pay necessary Fees	4. Receive payment and issue Official Receipt	PHP 675.00	5 minutes	RCC's Municipal Treasury Office
6. Present Official Receipt and wait for the Owner's Copy of COD	5. Control Official Receipt and issue copy of COD	None	2 minutes	Clerk Municipal Civil Registry Office
<i>End of Transaction / Total</i>		PHP 675.00	10 days, 1 hour & 5 minutes	

B. With Attendant

Office or Division:	Municipal Civil Registry Office	
Classification:	Complex	
Type of Transaction:	Government to Citizen	
Who may avail:	Clients	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<ul style="list-style-type: none"> - Filled out Certificate of Death (Municipal Form No. 103) (4 Original) - Affidavit of two disinterested persons attesting 		Record Section of Hospital Facility where Person Died Notary Public



on the facts of the Death (3 Original)				
- Negative Certification from Philippine Statistics Authority (1 Original)		Philippine Statistics Authority (PSA)		
- Community Tax Certificate of Informant (1 Original)		Municipal Treasury Office or Barangay Treasurer		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in logbook, submit requirements, and answer interviewer's questions	1. 1 Receive Certificate of Death 1.2 interview client 1.3 Advise client to process the signing of Certificate of Death (COD)	None	5 minutes	Registration Officer 1/ Admin. Aide VI Municipal Civil Registry Office
2. Process the signing of Certificate of Death	2.1 Receive & review COD, interview Client, endorse to MHO for signing 2.2 Review and signing of COD	None	30 minutes	Clerk & Municipal Health Officer Municipal Health office
3. Submit Signed Certificate of Death	3.1 Receive and Review COD	None	2 minutes	Registration Officer 1 Municipal Civil Registry Office
	3.2 Advise Client to comply with posting requirement, Post Notice of Application for Delayed Registration	None	2 minutes	Municipal Civil Registrar Municipal Civil Registry Office
	3.3 Register COD, Assign registry number	None	5 minutes	Municipal Civil Registrar Municipal Civil Registry Office
4. Return after 10 days posting	4. Issue payment order/billing	None	1 minute	Admin. Aide VI Municipal Civil Registry Office
5. Pay necessary Fees	5. Receive payment and	PHP 575.00	5 minutes	RCC's



	issue Official Receipt			Municipal Treasury Office
6. Present Official Receipt and wait for the Owner's Copy of COD	6. Control Official Receipt and issue copy of COD	None	2 minutes	Clerk Municipal Civil Registry Office
<i>End of Transaction / Total</i>		PHP 575.00	10 days & 52 minutes	

5. Registration of Marriage

A. Timely Registration of Marriage

Marriage must be registered in the Municipal Civil Registry Office of the Municipality where it was solemnized, within 15 days from the date of solemnization.

Office or Division:	Municipal Civil Registry Office			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> - Filled up Certificate of Marriage (Municipal Form No. 97) (4 Original) - License of the Solemnizing Officer (1 Photocopy) 		Solemnizing Officer		
		Solemnizing Officer		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in logbook and submit requirements	1. Receive and review requirements	None	3 minutes	Registration Officer 1 Municipal Civil Registry Office
	1.2 Register Certificate of Marriage (COM) and assign registry number	None	5 minutes	Municipal Civil Registrar Municipal Civil Registry Office



	1.3 Issue payment order/billing	None	1 minute	Admin. Aide VI Municipal Civil Registry Office
2. Pay necessary Fees	2. Receive payment and issue Official Receipt	PHP 75.00	5 minutes	RCC's Municipal Treasury Office
3. Present Official Receipt and wait for the Owner's Copy of COM	3. Control Official Receipt and issue copy of COM	None	2 minutes	Clerk Municipal Civil Registry Office
<i>End of Transaction / Total</i>		PHP 75.00	16 minutes	

B. Delayed Registration of Marriage

Marriage registered in the Municipal Civil Registry Office of the Municipality where it was solemnized beyond 15 days from the date of solemnization is considered delayed.

Office or Division:	Municipal Civil Registry Office	
Classification:	Complex	
Type of Transaction:	Government to Citizen	
Who may avail:	Clients	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<ul style="list-style-type: none"> - Filled up Certificate of Marriage (Municipal Form No. 97) (4 Original) 		Solemnizing Officer
<ul style="list-style-type: none"> - License of the Solemnizing Officer (1 Photocopy) 		Solemnizing Officer
<ul style="list-style-type: none"> - Negative Certification from Philippine Statistics Authority (1 Original) 		Philippine Statistics Authority (PSA)
<ul style="list-style-type: none"> - Community Tax Certificate of Informant (1 Original) 		Municipal Treasury Office or Barangay Treasurer



CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in logbook and submit requirements	1. Receive and review requirements 1.2 Prepare affidavit for signature	None	5 minutes	<i>Registration Officer 1/ Admin. Aide VI</i> Municipal Civil Registry Office
	1.3 Advise Client to comply with posting requirement, Post Notice of Application for Delayed Registration	None	2 minutes	<i>Registration Officer 1/ Admin. Aide VI</i> Municipal Civil Registry Office
	1.4 Register Certificate of Marriage and assign registry number	None	5 minutes	<i>Municipal Civil Registrar</i> Municipal Civil Registry Office
2. Return after 10 days posting	2. Issue payment order/billing	None	1 minute	<i>Admin. Aide VI</i> Municipal Civil Registry Office
3. Pay necessary Fees	3. Receive payment and issue Official Receipt	PHP 575.00	5 minutes	<i>RCC's</i> Municipal Treasury Office
4. Present Official Receipt and wait for the Owner's Copy of COM	4. Control Official Receipt and issue copy of Certificate of Marriage	None	2 minutes	<i>Clerk</i> Municipal Civil Registry Office
<i>End of Transaction / Total</i>		PHP 575.00	10 days & 20 minutes	



6. Marriage License

In order for contracting parties to marry, they must first apply for marriage license. One or both of the contracting parties must be resident of the municipality where the application is being filed

A. Application for Marriage License

Office or Division:	Municipal Civil Registry Office				
Classification:	Complex				
Type of Transaction:	Government to Citizen				
Who may avail:	Clients				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE			
For single applicants:					
- Certificate of Live Birth (1 Original/Photocopy)		Registrar Office where Birth is registered			
- Certificate of No Marriage (1 Original)		Philippine Statistics Authority (PSA)			
For widow/widower:					
- Certificate of Death of Spouse (1 Original/Photocopy)		Registrar Office where Death is registered			
For foreign Applicants:					
- Certificate of legal capacity to contract marriage or affidavit of legal capacity to contract marriage (1 Original)		Embassy			
For annulled marriage:					
- Annulment of Marriage Documents (1 Original)		Regional Trial Court			
- Annotated COM of Previous Marriage (1 Original)		Registrar Office where COM is registered			
For Presumptive Death:					
- Presumptive documents (1 set Original)		Regional Trial Court			
CLIENTS STEPS		AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in logbook, submit requirements, and answer interviewer's questions	1.1 Receive requirements and interview client 1.2 Encode and print the prescribed form for validation of the client and for signature 1.3 Print Parental Consent/Advise for signature if applicants are less than 25 years old		None	35 minutes	Registration Officer 1/ Administrative Aide VI Municipal Civil Registry Office
	1.4 Subscribe and Assign registry number		None	5 minutes	Municipal Civil



				<i>Registrar</i> Municipal Civil Registry Office
	1.5 Issue payment order/billing	None	2 minutes	<i>Registration Officer 1/ Admin. Aide VI</i> Municipal Civil Registry Office
2. Pay necessary Fees	2. Receive payment and issue Official Receipt	PHP 800.00	5 minutes	<i>RCC's</i> Municipal Treasury Office
3. Present Official Receipt	3.1 Control Official Receipt	None	1 minutes	<i>Registration Officer 1/ Admin. Aide VI</i> Municipal Civil Registry Office
	3.2 Advise Applicants to comply with posting requirement (10 working days), Post Notice of Application for Marriage License	None	10 consecutive days	
	3.3 Advise applicants to proceed at RHU for Pre-marriage Counselling and at MAO to claim seedlings	None	5 Minutes	
4. Attend Pre-marriage Counselling and request certification	4. Conduct Pre-marriage Counselling and Issue Certification	None	6 Hours	<i>Pre-marriage Counselling Team</i> LGU Pudtol
5. Receive seedling	5. Issue Seedling	None	5 Minutes	<i>Agricultural Technologist I</i> Municipal Office for Agricultural Services
6. Plant seedling at Pudtol Residence and Request Certification from Barangay	6. Issue Barangay Certification	None	10 Minutes	<i>Punong Barangay</i> Barangay Hall where they reside
7. Submit certifications from counselling and planting, and Receive Owner's Copy of AML	7. Receive and Review certifications, and issue copy of AML	None	5 Minutes	<i>Registration Officer 1/ Admin. Aide VI</i> Municipal Civil Registry Office
<i>End of Transaction / Total</i>		PHP 800.00	10 working days, 7 hours & 13 minutes	



B. Issuance of Marriage License

Office or Division:	Municipal Civil Registry Office			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
- Application for Marriage License (AML) (1 Original)		Municipal Civil Registry Office where application was filed		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in logbook and present AML	1.1 Verify from Office file if clients submitted all need requirements in AML, Prepare Marriage License 1.2 Issue payment order/billing	None	5 minutes	<i>Registration Officer 1/ Admin Aide VI Municipal Civil Registry Office</i>
2. Pay necessary fees	2. Receive payment and issue Official Receipt	PHP 100.00	5 minutes	<i>RCC's Municipal Treasury Office</i>
3. Present Official Receipt and wait for the Owner's Copy of COM	3.1 Control Official Receipt	None	1 minutes	<i>Registration Officer 1/ Admin Aide VI Municipal Civil Registry Office</i>
	3.2 Sign 3.3 Issue Marriage License	None	3 minutes	<i>Mun. Civil Registrar Registration Officer 1/ Admin Aide VI Municipal Civil Registry Office</i>
<i>End of Transaction / Total</i>		PHP 100.00	14 minutes	



7. Issuance of Civil Registry Records (Birth/Marriage/Death Record)

The owner or duly authorized representative can acquire record of civil status registered in the office.

Office or Division:	Municipal Civil Registry Office			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Personal Appearance - Valid ID				
For Authorization - Authorization - Valid ID of requesting individual - Valid ID of authorized individual		requesting individual requesting individual		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in logbook and submit requirement	1.1 Receive requirement and interview client 1.2 Verify requested record from PhilCRIS Database or in the Registry Books 1.3 Issue payment order/billing	None	2 minutes, if encoded in the PhilCRIS Database 30 minutes if not in database and verification is done manually	Registration Officer / IT Support Staff / Clerk/ Municipal Civil Registry Office
2. Pay necessary Fees	2. Receive payment and issue Official Receipt	PHP 200.00	5 minutes	RCC's Municipal Treasury Office
3. Present Official Receipt and wait for Copy of Record	3.1 Control Official Receipt 3.2 Print Copy of requested Documents	None	6 minutes	Clerk Municipal Civil Registry Office
	3.3 Proof read, sign	None	5 minutes	Mun. Civil Registrar



	3.4 Issue requested document			Clerk Municipal Civil Registry Office
<i>End of Transaction / Total</i>		PHP 200.00	18 minutes or 46 minutes	

8. Petition for Correction of Clerical Errors

Clerical or typographical errors are limited to those mistakes that are harmless and innocuous, which are visible to the eye or obvious to the understanding and can be corrected or changed only by reference to other existing records.

Office or Division:	Municipal Civil Registry Office	
Classification:	Complex	
Type of Transaction:	Government to Citizen	
Who may avail:	Clients	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<ul style="list-style-type: none">- PSA Copy of Document with Error (1 Original)- At least 3 applicable supporting documents will be submitted: (1 Original of each 3 applicable supporting documents)<ul style="list-style-type: none">* Employment Record* School Record*Baptismal Certificate*Voter's Record*Marriage Certificate*Driver's License*Passport*Valid ID		Philippine Statistics Authority (PSA)
(Supporting documents must show correct entry upon which the correction shall be based)		
<ul style="list-style-type: none">- Certificate of Indigency (if client is member of		Municipal Social Work and Development Office



Pantawid Pamilyang Pilipino Program) (1 Original)				
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in logbook and submit requirements	1.1 Receive and evaluate requirements 1.2 Issue order on payments	None	20 minutes	Registration Officer 1 Municipal Civil Registry Office
2. Pay necessary Fees * No fees collected if client belongs to Pantawid Pamilyang Pilipino Program	2. Receive payment and issue Official Receipt	Clerical Error PHP 1,000.00 Change of Sex/Date of Birth in the Birth Certificate – PHP 3,000.00	5 minutes	RCC's Municipal Treasury Office
3. Present Official Receipt and Sign Petition	3.1 Control Official Receipt and Print Petition for signature	None	1 minute	Registration Officer 1 Municipal Civil Registry Office
	3.2 Post Notice of Application for Correction of Clerical Error	None	10 consecutive days	Municipal Civil Registrar Municipal Civil Registry Office
	3.3 Approve Petition and send to copy OCRG for final approval	None	2 minutes	
4. Return after 10 posting days and receive Petitioner's copy	4.1 Issue petitioner's copy and advice petitioner to wait for approval of the Civil Registrar General 3 – 6 Months	None	5 minutes	Municipal Civil Registrar Municipal Civil Registry Office
	4.2 Notify petitioner upon received of affirmed petition from OCRG	None	5 minutes	
	4.3 Finalize decision and submit annotated documents to PSA Regional Office	None	15 mins	
5. Return after notified by	5.1 Release owner's copy	None	5 mins	Registration Officer 1



MCR of approved petition by OCRG and receive Certificate of Finality	and give final instructions for request of PSA authenticated copy			Municipal Civil Registry Office
<i>End of Transaction / Total</i>	It may vary on the kind of transaction	10 days & 58 minutes		

9. Petition for Change of First Name

The change of first name is allowed when petitioner finds the first name to be ridiculous, tainted or dishonor, extremely difficult to write or pronounce and the new first name has been, publicly, habitually and continuously used.

Office or Division:	Municipal Civil Registry Office	
Classification:	Complex	
Type of Transaction:	Government to Citizen	
Who may avail:	Clients	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
- PSA Copy of Document to be changed– 1 Original Copy	Philippine Statistics Authority	
- At least 3 applicable supporting documents will be submitted: (1 Original of each 3 applicable supporting documents) * Employment Record * School Record *Baptismal Certificate *Voter's Record *Marriage Certificate *Driver's License *Passport *Valid ID (Supporting documents must show correct entry upon which the correction shall be based)		
- Publication	Newspaper national circulation	



- NBI Clearance	NBI			
- Police Clearance	Police			
- Employment Certification with good moral character (if employed)	Company where document owner is currently employed			
- Affidavit of No Employment (If not employed)	Notary Public			
- Certificate of Indigence (if client is member of Pantawid Pamilyang Pilipino Program) (1 Original)	Municipal Social Work and Development Office			
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in logbook and submit requirements	1.1 Receive and evaluate requirements 1.2 Issue order on payments	None	20 minutes	<i>Registration Officer I</i> Municipal Civil Registry Office
2. Pay necessary Fees * No fees collected if client belongs to Pantawid Pamilyang Pilipino Program	2. Receive payment and issue Official Receipt	PHP 3,000.00	5 minutes	<i>RCC's</i> Municipal Treasury Office
3. Present Official Receipt and Sign Petition	3.1 Control Official Receipt and Print Petition for signature	None	1 minute	<i>Registration Officer I</i> Municipal Civil Registry Office
	3.2 Post Notice of Application for Change of First Name	None	10 working days	<i>Municipal Civil Registrar</i> Municipal Civil Registry Office
	3.3 Approve Petition and send to copy OCRG for final approval	None	2 minutes	
4. Return after 10 posting days and receive Petitioner's copy	4.1 Issue petitioner's copy and advise petitioner to wait for approval of the Civil Registrar General 3 – 6 Months	None	5 minutes	<i>Municipal Civil Registrar</i> Municipal Civil Registry Office
	4.2 Notify petitioner upon received of affirmed petition from OCRG	None	5 minutes	



	4.3 Finalize decision and submit annotated documents to PSA Regional Office	None	15 mins	
5. Return after notified by MCR of approved petition by OCRG and receive Certificate of Finality	5. Release owner's copy and give final instructions for request of PSA authenticated copy	None	5 mins	Municipal Civil Registrar Municipal Civil Registry Office
<i>End of Transaction / Total</i>		PHP 3,000.00	10 days & 58 minutes	

10. Migrant Petition for Correction of Clerical Error

Migrant Petition refers to petition of an individual whose present residence is different from place where the civil record to be corrected was registered.

Office or Division:	Municipal Civil Registry Office
Classification:	Complex
Type of Transaction:	Government to Citizen
Who may avail:	Clients
CHECKLIST OF REQUIREMENTS	
- PSA Copy of Document with Error (1 Original)	Philippine Statistics Authority (PSA)
- At least 3 applicable supporting documents will be submitted: (1 Original of each 3 applicable supporting documents) * Employment Record * School Record *Baptismal Certificate *Voter's Record *Marriage Certificate *Driver's License *Passport	



<p>*Valid ID (Supporting documents must show correct entry upon which the correction shall be based)</p> <ul style="list-style-type: none"> - Certificate of Indigence (if client is member of Pantawid Pamilyang Pilipino Program) (1 Original) 				
		Municipal Social Work and Development Office		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in logbook and submit requirements	1.1 Receive and evaluate requirements 1.2 Issue order on payments	None	20 minutes	Registration Officer 1 Municipal Civil Registry Office
2. Pay necessary Fees * No fees collected if client belongs to Pantawid Pamilyang Pilipino Program	2. Receive payment and issue Official Receipt	PHP 500.00	5 minutes	RCC's Municipal Treasury Office
3. Present Official Receipt and Sign Petition	3.1 Control Official Receipt and Print Petition for signature	None	1 minute	Registration Officer I Municipal Civil Registrar Municipal Civil Registry Office
	3.2 Post Notice of Application for Correction of Clerical Error	None	10 working days	
	3.3 Subscribe Petition and send to CCR/MCR where Civil Status is registered 3.4 Notify Petitioner for any updates from the CCR/MCR where Civil Status is registered	None	15 minutes	
<i>End of Transaction / Total</i>		PHP 500.00	10 days & 41 minutes	



11. Legitimation of Birth by Subsequent Marriage of Parents

Children born out of wedlock can be legitimated by subsequent marriage of parents to place them in the same legal position such as bearing the surname of the father, receive support and other successional right.

Office or Division:	Municipal Civil Registry Office			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> - PSA Certificate of Live Birth (1 Original) - PSA or Local Copy of Parents' Marriage Certificate (1 Original) - Community Tax Certificate of both parents (current year) (1 Original Copy each) - Affidavit of Acknowledgement of Paternity (if not embodied in the Certificate of Live Birth) (3 Original) 		Philippine Statistics Authority (PSA) Philippine Statistics Authority (PSA) Municipal Treasury Office/Barangay Treasurer Notary Public or Municipal Civil Registry Office		
CLIENTS STEPS		AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME
1. Sign in logbook and submit requirements	1.1 Receive requirements, print Affidavit of Legitimation for signature of parents and subscription by the Mayor		None	20 minutes
	1.2 Approve and assign registry number and record in the book of Legal Instrument, Annotate Live Birth and Transmit copy to PSA CRM Division		None	5 minutes
	1.3 Issue order on payments		None	2 minutes
2. Pay necessary Fee	2. Receive payment and issue Official Receipt		PHP 500.00	5 minutes
3. Present Official Receipt and wait for copy of legitimation	3.1 Control Official Receipt and Issue copy of Legitimation		None	5 minutes
<i>End of Transaction / Total</i>		PHP 500.00	37 minutes	



12. Processing of Authority to Use the Surname of Father

Illegitimate children born on March 19, 2004 to present can use the surname if their filiation has been expressly recognized by the father.

Office or Division:	Municipal Civil Registry Office			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> - PSA Certificate of Live Birth (1 Original) - PSA or Local Copy of Parents' Marriage Certificate (1 Original) - Community Tax Certificate of both parents (Current Year) (1 Original Copy each) - Affidavit of Acknowledgement of Paternity (if not embodied in the Certificate of Live Birth) (3 Original) 		Philippine Statistics Authority (PSA) Philippine Statistics Authority (PSA) Municipal Treasury Office/Barangay Treasurer Notary Public or Municipal Civil Registry Office		
CLIENTS STEPS		AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME
1. Sign in logbook and submit requirements	1.1 Receive requirements, print AUSF for signature of Mother (If the child is below 7 years old)		None	20 minutes
	1.2 Approve and record in the book of Legal Instrument, Annotate Live Birth and Transmit copy to PSA CRM Division		None	5 minutes
	1.3 Issue order on payments		None	2 minutes
2. Pay necessary Fee	2. Receive payment and issue Official Receipt		PHP 500.00	5 minutes
3. Present Official Receipt and wait for copy of legitimization	3.1 Control Official Receipt and Issue copy of AUSF		None	5 minutes
<i>End of Transaction / Total</i>		PHP 500.00	37 MINUTES	



13. Acknowledgement/Acknowledgment of Paternity

Child born out of wedlock can be acknowledged by the father to place him/her in the same legal position such as receive support and other successional right.

Office or Division:	Municipal Civil Registry Office			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> - PSA Certificate of Live Birth of Child to be Acknowledged (1 Original) - Community Tax Certificate of Father (current year) (1 Original) 		Philippine Statistics Authority (PSA) Municipal Treasury Office/Barangay Treasurer		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in logbook and submit requirements	1.1 Receive requirements, print Affidavit of Acknowledgement for signature of Client and subscription by Mayor	None	20 minutes	<i>Registration Officer 1</i> Municipal Civil Registry Office
	1.2 Approve and assign registry number and record in the book of Legal Instrument, Annotate Live Birth and Transmit copy to PSA CRM Division	None	5 minutes	<i>Municipal Civil Registrar</i> Municipal Civil Registry Office
	1.3 Issue order on payments	None	2 minutes	<i>Municipal Civil Registrar</i> Municipal Civil Registry Office
2. Pay necessary Fee	2. Receive payment and issue Official Receipt	PHP 500.00	5 minutes	<i>RCC's</i> Municipal Treasury Office
3. Present Official Receipt and wait for copy of legitimization	3.1 Control Official Receipt and Issue Client's copy	None	5 minutes	<i>Registration Officer 1</i> Municipal Civil Registry Office
<i>End of Transaction / Total</i>		PHP 500.00	37 MINUTES	



14. Affidavit of Supplemental Report

Any missing data in the Civil Register of a person can be supplemented by processing it at the registry office where the civil status is registered.

Office or Division:	Municipal Civil Registry Office			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> - PSA Certificate of Live Birth (1 Original) - Community Tax Certificate of affiant – 1 Original Copy - At least 3 applicable supporting documents will be submitted: (1 Original copy of each 3 applicable supporting documents) <ul style="list-style-type: none"> *Employment Record *School Record *Baptismal Certificate *Voter's Record *Marriage Certificate *Driver's License *Passport *Valid ID 				Philippine Statistics Authority (PSA)
				Municipal Treasury Office/Barangay Treasurer
(Supporting documents must show correct entry upon which the change shall be based)				
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in logbook and submit requirements	1.1 Receive requirements, print Affidavit of Supplemental Report for signature of Client and subscription by Mayor	None	20 minutes	<i>Registration Officer 1</i> Municipal Civil Registry Office
	1.2 Approve and assign registry number and record in the book of Legal Instrument, Annotate Live Birth and	None	5 minutes	<i>Municipal Civil Registrar</i> Municipal Civil Registry Office



	Transmit copy to PSA CRM Division			
	1.3 Issue order on payments	None	2 minutes	<i>Municipal Civil Registrar</i> Municipal Civil Registry Office
2. Pay necessary Fee	2. Receive payment and issue Official Receipt	PHP 500.00	5 minutes	<i>RCC's</i> Municipal Treasury Office
3. Present Official Receipt and wait for copy of legitimization	3.1 Control Official Receipt and Issue Client's copy	None	5 minutes	<i>Registration Officer 1</i> Municipal Civil Registry Office
<i>End of Transaction / Total</i>		PHP 500.00	37 MINUTES	

15. Availing Documents as a Result of Court Order

Administrative Order No. 1, Series of 1993 expressly states that the proper party to annotate civil registry documents under court order or decree is the civil registry office where the subject document is originally registered.

Office or Division:	Municipal Civil Registry Office			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
- MCR Certificate of Registration (1 Original)		MCRO Luna, Apayao		
- Court Order with complete attachment (1 Original)		Court		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in logbook and submit requirements	1.1 Receive and check requirements 1.2 Issue Order of Payment		3 minutes	<i>Municipal Civil Registrar</i> Municipal Civil Registry Office
2. Pay necessary Fee	2. Receive payment and issue Official Receipt	Adoption- Php 2,000.00 Legal Separation- Php 2,500.00 Legitimation by	5 minutes	<i>RCC's</i> Municipal Treasury Office



		Court- PHP3,000.00 Annulment/ Neutralization- PHP 3,500.00 Other Court Order – PHP 3,000.00		
3. Present Official Receipt and wait for owner's copy	3.1 Control Official Receipt		2 minutes	<i>Administrative Aide VI</i> Municipal Civil Registry Office
	3.2 Annotate and transmit corrected documents to PSA CRM Division		30 minutes	<i>Municipal Civil Registrar</i> Municipal Civil Registry Office
	3.3 Release owner's copy and give final instruction for request of PSA		3 minutes	
<i>End of Transaction / Total</i>		It may vary on the kind of documents availed	43 MINUTES	

16. Request of PSA Copy of Birth/Marriage/Death Certificate and CENOMAR

Office or Division:	Municipal Civil Registry Office			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
- Valid ID or authorization from Owner of Document in case requester is not the owner of the document requested (1 Original)				
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Sign in logbook, fill up PSA request form and submit with the requirement	1.1 Issue PSA Request form 1.2 Receive and evaluate request form and issue billing	None	5 minutes	Clerk Municipal Civil Registry Office
2. Pay necessary Fee	2. Receive payment and issue Official Receipt	Service fee PHP 100.00	5 minutes	RCC's Municipal Treasury Office
3. Present Official Receipt from Treasury office, pay PSA and wait for PSA's copy	3.1 Receive payment of PSA to be paid at BREQS Station, Tuguegarao	Birth/Marriage/Death Certificate- PHP 155.00 CENOMAR- PHP 210.00	2 Minutes	Clerk /IT Support Staff Municipal Civil Registry Office
	3.2 Control Official Receipt, Issue owner's copy and advise client on the policies of PSA waiting time	None	2 minutes	
<i>End of Transaction / Total</i>		it may vary on the kind of documents requested	14 minutes	

17. Processing of not submitted and Blurred documents to PSA

Blurred and not submitted civil documents can be retransmitted and endorsed to PSA for clearer copy.

Office or Division:	Municipal Civil Registry Office			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> - Blurred or Negative PSA Documents (1 Original) - Valid ID of requester or authorization from Owner of Document in case requester is not the owner of the document requested (1 Original) 		Philippine Statistics Authority (PSA)		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Sign in logbook and submit requirements	1. Receive and verify record from PhilCris or in the Registry Book 1.2 Issue order of billing	None	30 minutes	<i>IT Support Staff/Clerk</i> Municipal Civil Registry Office
2. Pay necessary Fee	2. Receive payment and issue Official Receipt	PHP 200.00	5 minutes	<i>RCC's</i> Municipal Treasury Office
3. Present Official Receipt and wait for owner's copy	3.1 Control Official Receipt, Issue owner's copy and advise client on the policies of PSA waiting time 3.2 Transmit Documents to PSA	None	2 minutes	<i>Clerk</i> <i>Municipal Civil Registrar</i> Municipal Civil Registry Office
<i>End of Transaction / Total</i>		PHP 200.00	37 MINUTES	



Municipal Planning and Development Office

Frontline Services



1. Availing of Basic Municipal Data / Information

The Municipal Planning and Development Office provides technical information about the Municipality and its development plans. This includes the following planning documents related to Socio-Economic Profile / Ecological Profile, Comprehensive Land Use Plan / Development Plan / Zoning Ordinance, Investment Plans, Solid Waste Management Plan, Annual Accomplishment Reports, Economic Development Data, and other Municipal Planning Documents / Statistics for specific / legal purposes.

Office or Division:	Municipal Planning and Development Office			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All Citizens			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
- None				
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Sign logbook and indicate purpose	1.1 Conduct interview 1.2 Ready to retrieve requested data 1.3 Issue payment order slip	None	17 mins	<i>PO II / PDO II / PEO I / Draftsman II / Admin. Aide VI Municipal Planning and Development Office</i>
2.Pay necessary fees	2. Receive payment and issue official receipts	Sec. fee - Php 100.00 <i>(depending on data/document being requested)</i>	5 mins	<i>RCCs Municipal Treasury Office</i>
3.Submit official receipt and wait for the requested data or information	3.1 Receive official receipt and reproduce requested data and sign a certified true copy 3.2. Release the requested data or information	None	23 mins	<i>PO II / PDO II / PEO I / Draftsman II / Admin. Aide VI Municipal Planning and Development Office</i>
<i>End of Transaction / Total</i>		<i>45 minutes</i>		



2. Availing of Municipal Maps

The Municipal Planning and Development Office provides technical information about the Municipality and its development plans. This includes the following planning maps related to Socio-Economic Profile / Ecological Profile, Comprehensive Land Use Plan / Development Plan / Zoning Ordinance, Solid Waste Management Plan, Investment Plans, and other Planning Maps for specific / legal purposes.

Office or Division:	Municipal Planning and Development Office			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All Citizens			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
- None				
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Sign logbook and indicate purpose	1.1 Conduct interview 1.2 Ready to retrieve requested data 1.3 Issue payment order slip	None	17 mins	<i>PO II / PDO II / PEO I / Draftsman II / Admin. Aide VI Municipal Planning and Development Office</i>
2.Pay necessary fees	2. Receive payment and issue official receipts	Sec. fee- PHP 100.00	5 mins	<i>RCCs Municipal Treasury Office</i>
3. Submit official receipt and wait for the requested data or information	3. 1 Receive official receipt and reproduce requested data and sign a certified true copy 3.2. Release the requested data or information	None	23 mins	<i>PO II / PDO II / PEO I / Draftsman II / Admin. Aide VI Municipal Planning and Development Office</i>
<i>End of Transaction / Total</i>		PHP 100.00	<i>45 minutes</i>	



3. Availing Locational Clearance / Certificate of Zoning Compliance

All Landowners / entrepreneurs / developers constructing a new building or any developmental project, expansion / renovation of structures within a piece of land are required to secure a Locational Clearance upon application for building permit. This shall be done before the start of construction to ensure that buildings / business establishments are allowed in the desired / chosen location as per guidelines and principles provided for in the approved Comprehensive Land Use Plan (CLUP) and Zoning Ordinance (ZO) of the Municipality of Pudtol.

Office or Division:	Municipal Planning and Development Office	
Classification:	Compound	
Type of Transaction:	Government to Citizen	
Who may avail:	All Citizens	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<ul style="list-style-type: none">- Requirements relative to Right Over Land<ul style="list-style-type: none">a. Certificate of Title, in case registered in the name of the applicant (1 Photocopy)b. In the absence of the Certificate of Title in the name of applicant, submit Pro-Forma Affidavit (see attached form)c. In case the property is not registered in the name of the applicant, submit Duly Notarized Deed of Sale or Deed of Donation or Contract of Lease, whichever is applicabled. Certified True Copy of the Latest Tax Declaration		Municipal Assessment Office (MAO)
<ul style="list-style-type: none">- Certificate of Non-Tax Delinquency / Tax Clearance		Municipal Treasury Office (MTO)
<ul style="list-style-type: none">- Vicinity Map showing the existing land uses		
<ul style="list-style-type: none">- Site Development Plan showing the project site lot area boundaries and dimensions of proposed structures / improvements within the project site		



<ul style="list-style-type: none"> - Conversion Clearance or Certificate of Exemption for Conversion, if the project is to be situated in agricultural lands based on actual or existing land uses and CLUP/ZO 	Department of Agrarian Reform Office (DAR)			
<ul style="list-style-type: none"> - Environmental Compliance Certificate (ECC) / Certificate of Non – Coverage (CNC) for all applicable projects 	Department of Environmental and Natural Resources (DENR)			
<ul style="list-style-type: none"> - Picture of the existing / or proposed project 				
<ul style="list-style-type: none"> - Bill of Materials / Cost Estimates / Floor Plans / Perspective 				
<ul style="list-style-type: none"> - For application filed by Authorized Representatives, a Sworn Special Power of Attorney (SPA) for the representative to file / follow-up application and claim decision for the application 				
<ul style="list-style-type: none"> - Additional requirements as maybe necessary to properly evaluate the application based on the locational guidelines (for all applicable projects) 				
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Sign logbook and indicate purpose	1.1 Give application form and checklist of requirements to be submitted 1.2 Conduct interview and assist the client in filling-up application Form 1.3 Receive and review duly accomplished application form and	None	50 mins.	ZO IV / PEO I / Admin. Aide VI Municipal Planning and Development Office



supporting documents				
2. Waiting for the ocular inspection and result	2.1 Conduct Ocular Inspection of existing, on-going and proposed project	None	1 hour (for projects located in near brgys.) Or Time varies (for projects located in far brgys.)	Zoning Officer IV Municipal Planning and Development Office
	2.2 Prepare Project Evaluation Report	None	30 mins.	
	2.3 Issue payment order slip	None	2 mins.	
3. Pay necessary fees	3. Receive payment and issue the official receipts	Based on the approved HLURB Schedule of Fees specified in the Revised Municipal Revenue Code - Minimum fee for Locational Clearance (Single Residential Structure attached or detached)	5 mins.	RCCs Municipal Treasury Office



		PHP 240.00 Sec. fee- PHP 100.00		
4.Notarial or Signing of Locational Application form	4.1 Receive Locational Application Form with complete supporting documents 4.2 For review and approval	None	20 mins.	<i>Administrative Assistants</i> Mayor's Office
5.Submit official receipt and wait for the approved Locational Clearance	5.1 Receive official receipt 5.2 Prepare Location Clearance 5.3. Release approved Locational Clearance	None	40 mins	<i>Zoning Officer IV</i> Municipal Planning and Development Office
<i>End of Transaction / Total</i>			<i>3 hours and 27 minutes</i>	

4. Availing of Zoning Certification

All Landowners/Entrepreneurs/Developers constructing a new building or any developmental project, expansion/renovation of structures within a piece of land are required to secure a Locational Clearance or Zoning Certification as the case may be necessary, upon application for building permit. This shall be done before the start of construction to ensure that buildings/business establishments are allowed in the desired/chosen location as per guidelines and principles provided for in the approved Comprehensive Land Use Plan (CLUP) and Zoning Ordinance (ZO) of the Municipality of Pudtol.

Office or Division:	Municipal Planning and Development Office
Classification:	Simple
Type of Transaction:	Government to Citizen
Who may avail:	All Citizens
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	



<ul style="list-style-type: none"> - Requirements relative to securing certificate of zoning classification / compatibility with the existing land use plan as per CLUP / ZO <ul style="list-style-type: none"> a. Certified True Copy of the Latest Tax Declaration b. Certificate of Land Title (OCT / TCT) (1 Photocopy) c. Lot Plan with Lot Descriptions d. Vicinity Map showing the existing land uses e. Current Real Property Tax Payment receipt 	<p>Municipal Assessment Office (MAO)</p> <p>Municipal Assessment Office (MAO)/CENRO-DENR</p> <p>Municipal Treasury Office (MTO)</p>			
<ul style="list-style-type: none"> - Requirements relative to securing Zoning Certification for Business License (New and Old Business) <ul style="list-style-type: none"> a. Barangay Clearance approving the operation of the business b. Proof of Ownership or Contract of Lease c. Authorization to use land, if project is to be situated in public or private property d. Certificate of approved DTI Registered Business Name 				
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign logbook and indicate purpose	1.1 Conduct interview and inform the client regarding requirements to be submitted 1.2 Verify records if already issued approved LC 1.3 Receive and review submitted supporting documents 1.4 Issue payment order slip	None	17 mins.	<i>Zoning Officer IV</i> Municipal Planning and Development Office
2. Pay the necessary fees	2. Receive payment and issue the official receipt	PHP 100.00	5 mins.	<i>RCCs</i> Municipal Treasury Office



3. Submit official receipt and wait for the approve Zoning Certification	3.1 Receive official receipt 3.2 Prepare Zoning Certification 3.3 Release approved Zoning Certification	None	23 mins.	Zoning Officer IV Municipal Planning and Development Office
<i>End of Transaction / Total</i>		PHP 100.00	45 MINUTES	



Municipal Budget Office Frontline Services



1. Certification of Control Obligation Request (OBR)

Office or Division:	Municipal Budget Office			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	LGU Employees and Barangay Officials			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
- Obligation Request (OBR)				
- Disbursement Voucher				
- Purchase Request (PR)				
- Purchase Order (PO)				
- Canvass				
- Acceptance & Inspection Report				
- Abstract of Canvass				
- Purchase Request (PR)				
CLIENTS STEPS		AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME
1. Submit a. Obligation Request and Voucher with complete supporting documents or b. Obligation Request and payroll		1.1 Receive Obligation Request and Voucher with complete supporting documents or Obligation Request and Payroll 1.2 Record and Control	None	10 mins
		1.3 Scrutinize supporting documents and Check signature of requesting officer 1.4 Verify Obligation Request as to the existence of appropriation. May return claims with notation of deficiencies. 1.5 Certify the Existence of the available appropriation and sign for release of allotment	None	25 mins Note - if lack of funds or with deficiencies – 2 days
<i>End of Transaction / Total</i>		None	35 minutes	



2. Pre-review of Barangay and SK Annual and Supplemental Budget

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

Office or Division:	Municipal Budget Office			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	Barangay Local Government Unit			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> - Barangay Budget Preparation Forms 1 to 6A - Barangay Budget Message - Sangguniang Barangay Appropriation Ordinance - Annual Investment Plan - 20% Development Plan - 5% Barangay Disaster Risk Reduction Management Council (BDRRMC) Plan - 5% Annual GAD Plan and Budget - 10% SK Development Plan and Budget - 1% LCPC Annual & Work Financial Plan - 1% Disabled Person & Elderly Plan and Budget - Barangay Anti-Drug Abuse Council (ADAC) 		Barangay Local Government Unit		
CLIENTS STEPS		AGENCY ACTIONS		
1.Sign into the client logbook, submit draft copy of proposed Annual Budget or Supplemental Budget	1.1 Receive draft copy of proposed Annual Budget or Supplemental Budget		FEES TO BE PAID	PROCESSING TIME
	1.2 Conduct Initial Review 1.3 Return draft copy to Barangay concerned for the finalization of the corrected data		None	1 hour
2.Receive draft Annual Budget or	2.1 Receive Final Annual Budget or		None	5 mins
			<i>Administrative Assistant II</i> Municipal Budget Office	
			<i>Municipal. Budget Officer</i> Municipal Budget Office	
			<i>Administrative Assistant II</i>	



Supplemental Budget and finalize the corrected data and submit for the finalization of the Annual Budget or Supplemental Budget	Supplemental Budget			Municipal Budget Office
	2.2 Conduct Technical Review 2.3 Return to Barangay for the finalization of the corrected data	None	4 hours	<i>Municipal. Budget Officer</i> Municipal Budget Office
	2.4 Prepare review action and submit to SBO for final review	None	20 mins	<i>Administrative Assistant II</i> Municipal Budget Office
	<i>End of Transaction / Total</i>			

3. Certification of Purchase Request

Office or Division:	Municipal Budget Office			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	LGU Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
- None				
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Receive purchase request	1.1 Receive purchase request and control in the logbook	None	2 mins	<i>Administrative Aide IV</i> Municipal Budget Office
	1.2 Check availability of appropriation 1.3 Release for approval by the LCE	None	4 mins.	<i>Administrative Aide IV</i> and <i>Municipal. Budget Officer</i> Municipal Budget Office
<i>End of Transaction / Total</i>		None	6 minutes	



Municipal Assessment Office Frontline Services



1. Applying for New Tax Declaration

This document is often requested by the owner of newly constructed building or structure, new purchased machinery and newly acquired land who wants to secure new tax declaration.

The Municipal Assessment Office conducts field inspection to assess the value of property. This New Tax Declaration serves as the municipal permanent record and use for real property tax purposes.

A. Titled Property

Office or Division:	Municipal Assessment Office
Classification:	Simple
Type of Transaction:	Government to Citizen
Who may avail:	General Public
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
- Owner's Duplicate Copy of Title (2 photocopies of E-Copy)	Registry of Deeds
- Approved Survey Plan (2 copies Blueprint)	Surveyor
- Free Patent, Homestead or Miscellaneous sales application (1 original and 1 photocopy)	CENRO
- Tax Clearance if necessary (1 Original)	Municipal Treasury Office
*Additional requirements if transacted by Representative:	
- Government Issued ID OF Owner (corporate secretary, in case of corporation) (1 Photocopy)	Any government agency
- Valid ID of Representative (1 Photocopy)	Any government agency
- Special Power of Attorney (or Authorization Letter, signature must be the same with signature in the ID of the owner) or Corporate Secretary, in case of corporation, to transact with the Office of the Municipal Assessor pertaining to transfer of Ownership. (1 Original)	Notary Public



CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign logbook, indicate purpose and submit requirements	1. Conduct interview and check the completeness of requirements	None	25 mins	<i>TaxMapper I or Assessment Clerk I</i> Municipal Assessment Office
2. Pay necessary fees	2. Receive payment and issue official receipt	Real Property Tax	5 mins	RCCs Municipal Treasury Office
3. Present official receipt and wait for Notice of Assessment with owner's copy of Tax Declaration	3. Prepare FAAS and TD for approval and release owner's copy	None	6 days	<i>TaxMapper I, Assessment Clerk I, TaxMapping Aide I</i> Municipal Assessment Office
<i>End of Transaction / Total</i>		It may vary on the computed Real Property Tax	<i>6 days & 30 minutes</i>	

B. Untitled Property

Office or Division:	Municipal Assessment Office	
Classification:	Simple	
Type of Transaction:	Government to Citizen	
Who may avail:	General Public	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<ul style="list-style-type: none"> - Approved Plan (2 copies Blueprint) - Certification of A & D from CENRO (1 original) - Sworn Statement declaring MV. - Affidavit that applicant is in long continuous possession - Barangay Certification of Occupancy (1 Original) - Sketch map and vicinity map - Tax Clearance if declared 		
		DENR/ Surveyor
		CENRO
		Barangay
		Barangay
		DENR/ Surveyor
		Municipal Treasury Office



**Additional requirements if transacted by Representative: <ul style="list-style-type: none"> - Government Issued ID OF Owner (corporate secretary, in case of corporation) (1 Photocopy) - Valid ID of Representative (1 Photocopy) - Special Power of Attorney (or Authorization Letter, signature must be the same with signature in the ID of the owner) or Corporate Secretary, in case of corporation, to transact with the Office of the Municipal Assessor pertaining to transfer of Ownership (1 Original) 				
		Any government agency		
		Any government agency		
		Notary Public		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign logbook, indicate purpose and submit requirements	1. Conduct interview and check the completeness of requirements	None	25 mins	<i>TaxMapper I or Assessment Clerk I</i> Municipal Assessment Office
2. Pay necessary fees	2. Receive payment and issue official receipt	Real Property Tax	5 mins	RCCs Municipal Treasury Office
3. Present official receipt and wait for Notice of Assessment with owner's copy of Tax Declaration	3. Prepare FAAS and TD for approval and release owner's copy	None	6 days	<i>TaxMapper I, Assessment Clerk I, TaxMapping Aide I</i> Municipal Assessment Office
<i>End of Transaction / Total</i>		It may vary on the computed Real Property Tax	6 days and 30 minutes	



C. Buildings and other Structures

Office or Division:	Municipal Assessment Office				
Classification:	Simple				
Type of Transaction:	Government to Citizen				
Who may avail:	General Public				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE			
- Building Plan (1 Original)		Engineer			
- Certificate of Occupancy (1 Original)		Municipal Engineering Office			
- Report of Inspection (1 Original)					
- Affidavit of Ownership or Sworn (1 Original)					
- Statement of Market Value in the absence of building plan (1 Original)					
- Approved building permit and certificate of occupancy (1 Original)					
*Additional requirements if transacted by Representative:					
- Government Issued ID OF Owner (corporate secretary, in case of corporation) (1 Photocopy)		Any government agency			
- Valid ID of Representative (1 Photocopy)		Any government agency			
- Special Power of Attorney (or Authorization Letter, signature must be the same with signature in the ID of the owner) or Corporate Secretary, in case of corporation, to transact with the Office of the Municipal Assessor pertaining to transfer of Ownership. (1 Original)		Notary Public			
CLIENTS STEPS		AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign logbook and submit requirements		1. Conduct interview and check the completeness of requirements	None	25 mins	Tax Mapper I or Assessment Clerk I Municipal Assessment Office
2. Wait for Notice of		2. Prepare FAAS and TD for	None	6 days	Tax Mapper I,



Assessment with owner's copy of Tax Declaration	approval and release owner's copy			Assessment Clerk I, TaxMapping Aide I Municipal Assessment Office
<i>End of Transaction / Total</i>		None	6 days & 25 mins.	

D. Machinery

Office or Division:	Municipal Assessment Office	
Classification:	Simple	
Type of Transaction:	Government to Citizen	
Who may avail:	General Public	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<ul style="list-style-type: none"> - Cost of Basic Machine (Photocopy of Official Receipt) - Importation Expense (Photocopy of Official Receipt) - Insurance/Bank Charges (Photocopy of Official Receipt) - Customs Duties & Taxes (Photocopy of Official Receipt) - Installation Expenses (Photocopy of Official Receipt) 		Registered seller
*Additional requirements if transacted by Representative:		
<ul style="list-style-type: none"> - Government Issued ID OF Owner (corporate secretary, in case of corporation) (1 Photocopy) - Valid ID of Representative (1 Photocopy) - Special Power of Attorney (or Authorization Letter, signature must be the same with signature in the ID of the owner) or Corporate Secretary, in case of corporation, to transact with the Office of the Municipal Assessor pertaining to transfer of Ownership. (1 Original) 		Any government agency Any government agency Notary Public



CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Sign logbook and submit requirements	1. Conduct interview and check the completeness of requirements	None	25 mins	<i>TaxMapper I or Assessment Clerk I</i> Municipal Assessment Office
2. wait for Notice of Assessment with owner's copy of Tax Declaration	2. Prepare FAAS and TD for approval and release owner's copy upon approved	None	6 days	<i>TaxMapper I, Assessment Clerk I, TaxMapping Aide I</i> Municipal Assessment Office
<i>End of Transaction / Total</i>		None	<i>6 days & 25 mins.</i>	

2. Availing for Re-assessment

This service caters all declarants or owner for their request for re-assessment due to change of classification or actual use etc. The Municipal Assessment Office conducts ocular inspection to validate the correction of entries of data.

A. Land due to Physical Change

Office or Division:	Municipal Assessment Office
Classification:	Simple
Type of Transaction:	Government to Citizen
Who may avail:	General Public
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
- Owner's Copy of Tax Declaration (1 Original/Photocopy)	Client
- Owner's Copy of the Title (1 Original/Photocopy)	Client
- Tax Clearance or Updated Tax Receipt (1 Original)	Municipal Treasury Office
*Additional requirements if transacted by Representative:	
- Government Issued ID OF Owner (corporate secretary, in case of corporation) (1 Photocopy)	Any government agency



- Valid ID of Representative (1 Photocopy)	Any government agency			
- Special Power of Attorney (or Authorization Letter, signature must be the same with signature in the ID of the owner) or Corporate Secretary, in case of corporation, to transact with the Office of the Municipal Assessor pertaining to transfer of Ownership (1 Original)	Notary Public			
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign logbook and submit requirements	1. Conduct interview and check the completeness of requirements	None	15 mins	<i>TaxMapper I or Assessment Clerk I</i> Municipal Assessment Office
2. wait for Notice of Assessment with owner's copy of Tax Declaration	2. Conduct ocular inspection and prepare FAAS and TD for approval and release of owner's copy upon approved	None	6 days	<i>TaxMapper I, Assessment Clerk I, TaxMapping Aide I</i> Municipal Assessment Office
<i>End of Transaction / Total</i>		None	6 days & 15 mins.	

B. Land due to Change in Classification or Actual Use

Office or Division:	Municipal Assessment Office
Classification:	Simple
Type of Transaction:	Government to Citizen
Who may avail:	General Public
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
- Tax Clearance or Updated Tax Receipt (1 Original)	Municipal Treasury Office
- Owner's Copy of TD/ Title (1 Original/Photocopy)	Client
- Deed of Conveyance if necessary (1 Original)	Notary Public
- SB Resolution if necessary (in case of Government Property) (1 Original)	Sangguniang Bayan



*Additional requirements if transacted by Representative:						
CLIENTS STEPS		AGENCY ACTIONS		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Sign logbook and submit requirements		1. Conduct interview and check the completeness of requirements		None	25 mins	<i>TaxMapper I or Assessment Clerk I</i> Municipal Assessment Office
2.Wait for Notice of Assessment with owner's copy of Tax Declaration		2. Conduct ocular inspection and prepare FAAS and TD for approval and release of owner's copy upon approved		None	6 days	<i>TaxMapper I, Assessment Clerk I, TaxMapping Aide I</i> Municipal Assessment Office
<i>End of Transaction / Total</i>			None	<i>6 days & 25 mins.</i>		

C. Machinery due to Relocation

Office or Division:	Municipal Assessment Office	
Classification:	Simple	
Type of Transaction:	Government to Citizen	
Who may avail:	General Public	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<ul style="list-style-type: none"> - Certification from the Punong Barangay from where the Machinery originated (1 Original) 		Barangay



- Tax Clearance or Updated Tax Receipt (1 Original)	Municipal Treasury Office			
- Deed of Sale (if applicable) (1 Original/Photocopy)	Notary Public			
*Additional requirements if transacted by Representative:				
- Government Issued ID OF Owner (corporate secretary, in case of corporation) (1 Photocopy)	Any government agency			
- Valid ID of Representative (1 Photocopy)	Any government agency			
- Special Power of Attorney (or Authorization Letter, signature must be the same with signature in the ID of the owner) or Corporate Secretary, in case of corporation, to transact with the Office of the Municipal Assessor pertaining to transfer of Ownership. (1 Original)	Notary Public			
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Sign logbook and submit requirements	1. Conduct interview and check the completeness of requirements	None	25 mins	<i>TaxMapper I or Assessment Clerk I Municipal Assessment Office</i>
2. Wait for Notice of Assessment with owner's copy of Tax Declaration	2. Conduct ocular inspection and prepare FAAS and TD for approval and release of owner's copy upon approved	None	6 days	<i>TaxMapper I, Assessment Clerk I, TaxMapping Aide I Municipal Assessment Office</i>
<i>End of Transaction / Total</i>		None	<i>6 days & 25 mins.</i>	

D. Subdivision or Transfer of Titled Property or Untitled Property

Office or Division:	Municipal Assessment Office
Classification:	Simple
Type of Transaction:	Government to Citizen
Who may avail:	General Public



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
- Approved Subdivision Plan (2 copies Blueprint)		Surveyor		
- TCT of the Property (2 Photocopies)		Registry of Deeds		
- Deed of Conveyance (ROD registered), if applicable (1 Photocopy)		Registry of Deeds		
- Tax Clearance or Updated Tax Receipt (1 Original)		Municipal Treasury Office		
- Transfer Tax (1 Original)		Provincial Treasury Office		
*Additional requirements if transacted by Representative:				
- Government Issued ID OF Owner (corporate secretary, in case of corporation) (1 Photocopy)		Any government agency		
- Valid ID of Representative (1 Photocopy)		Any government agency		
- Special Power of Attorney (or Authorization Letter, signature must be the same with signature in the ID of the owner) or Corporate Secretary, in case of corporation, to transact with the Office of the Municipal Assessor pertaining to transfer of Ownership (1 Original)		Notary Public		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Sign logbook and submit requirements	1. Conduct interview and check the completeness of requirements	None	25 mins	<i>TaxMapper I or Assessment Clerk I</i> Municipal Assessment Office
2.Wait for Notice of Assessment with owner's copy of Tax Declaration	2. Conduct ocular inspection and prepare FAAS and TD for approval and release of owner's copy upon approved	None	6 days	<i>TaxMapper I, Assessment Clerk I, TaxMapping Aide I</i> Municipal Assessment Office
<i>End of Transaction / Total</i>		None	6 days & 25 mins.	



3. Availing of Certifications

Availing of any certifications in the name of the owner or declarants of various properties.

A. Certified True Copy of Tax Declaration

Office or Division:	Municipal Assessment Office			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> - Tax Clearance or Updated Tax Receipt (1 Original/Photocopy) - Official Receipt of Certified True Copy (1 Original/Photocopy) - Owner's copy of TD (1 Original/Photocopy) 		Municipal Treasury Office		
<ul style="list-style-type: none"> - Government Issued ID OF Owner (corporate secretary, in case of corporation) (1 Photocopy) - Valid ID of Representative (1 Photocopy) 		Municipal Treasury Office		
<ul style="list-style-type: none"> - Special Power of Attorney (or Authorization Letter, signature must be the same with signature in the ID of the owner) or Corporate Secretary, in case of corporation, to transact with the Office of the Municipal Assessor pertaining to transfer of Ownership (1 Original) 		Client		
*Additional requirements if transacted by Representative:				
<ul style="list-style-type: none"> - Government Issued ID OF Owner (corporate secretary, in case of corporation) (1 Photocopy) - Valid ID of Representative (1 Photocopy) 		Any government agency		
<ul style="list-style-type: none"> - Special Power of Attorney (or Authorization Letter, signature must be the same with signature in the ID of the owner) or Corporate Secretary, in case of corporation, to transact with the Office of the Municipal Assessor pertaining to transfer of Ownership (1 Original) 		Any government agency		
CLIENTS STEPS		AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME
1. Sign logbook and submit requirements		1. Conduct interview and verify Tax Declaration on the records.	None	25 mins
2. Pay necessary fees		2. Receive payment and Issue Official	PHP 200.00	5 mins
				<i>TaxMapper I or Assessment Clerk I</i>
				Municipal Assessment Office
				<i>RCCs</i>
				Municipal Treasury Office



	Receipt			
3. Present official receipt and wait for the release of Tax declaration	3. Receive Official Receipt and Release Certified True Copy of Tax Declaration	None	5 mins	<i>TaxMapper I or Assessment Clerk I Municipal Assessment Office</i>
<i>End of Transaction / Total</i>		Php 200.00	35 mins.	

B. Certificate of Aggregate Landholdings

Office or Division:	Municipal Assessment Office
Classification:	Simple
Type of Transaction:	Government to Citizen
Who may avail:	General Public

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
- Tax Clearance (1 Original)		Municipal Treasury Office
- Official receipt of Certification Fee (1 Original)		Municipal Treasury Office
*Additional requirements if transacted by Representative:		
- Government Issued ID OF Owner (corporate secretary, in case of corporation) (1 Photocopy)		Any government agency
- Valid ID of Representative (1 Photocopy)		Any government agency
- Special Power of Attorney (or Authorization Letter, signature must be the same with signature in the ID of the owner) or Corporate Secretary, in case of corporation, to transact with the Office of the Municipal Assessor pertaining to transfer of Ownership. (1 Original)		Notary Public

CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign logbook, submit requirements and wait for the release of Tax Declaration	1.1 Conduct interview and check the completeness of requirements 1.2 Print Certification 1.3 Release of Certification	None	30 mins	<i>TaxMapper I or Assessment Clerk I Municipal Assessment Office</i>
<i>End of Transaction / Total</i>		None	30 mins.	



C. Certificate of No Improvement or with Improvement on Land for Registration to BIR/ROD

Office or Division:	Municipal Assessment Office				
Classification:	Simple				
Type of Transaction:	Government to Citizen				
Who may avail:	General Public				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE			
<ul style="list-style-type: none"> - Tax Clearance (1 Original/Photocopy) - Tax Declaration owners duplicate copy (1 Original/Photocopy) 		Municipal Treasury Office Municipal Assessment Office			
*Additional requirements if transacted by Representative: <ul style="list-style-type: none"> - Government Issued ID OF Owner (corporate secretary, in case of corporation) (1 Photocopy) - Valid ID of Representative (1 Photocopy) 		Any government agency Any government agency			
<ul style="list-style-type: none"> - Special Power of Attorney (or Authorization Letter, signature must be the same with signature in the ID of the owner) or Corporate Secretary, in case of corporation, to transact with the Office of the Municipal Assessor pertaining to transfer of Ownership. (1 Original) 		Notary Public			
CLIENTS STEPS		AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Sign logbook and submit requirements		1.1 Receive and check the completeness of requirements 1.2 Interview client 1.3 Inspection and Verification	None	<i>15 mins (Certificate with Improvement)</i> <i>1 hour (lower barangay)</i> <i>(Certificate of No Improvement)</i> <i>2 hours (upper barangay)</i> <i>(Certificate of No Improvement)</i>	<i>TaxMapper I or Assessment Clerk I</i> Municipal Assessment Office



2.Pay necessary taxes/fees	2.1 Receive payment 2.2 issue Official Receipt	PHP 100.00	5 mins	RCCs Municipal Treasury Office
3.Present Official Receipt and wait for the Certification	3.1 Receive Official Receipt 3.2 Preparation of Certification 3.3 Releasing copy of Certification	None	5 mins	Assessment Clerk I Municipal Assessment Office
<i>End of Transaction / Total</i>		Php 100.00	<i>It may vary on what location/ barangay to be visited.</i>	

4. Verification

The history of a certain property may be verified at the Municipal Assessment Office.

A. Assessment Records & Maps

Office or Division:	Municipal Assessment Office	
Classification:	Simple	
Type of Transaction:	Government to Citizen	
Who may avail:	General Public	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
- Official receipt of Verification Fee (1 Original)		Municipal Treasury Office
*Additional requirements if transacted by Representative:		
- Government Issued ID OF Owner (corporate secretary, in case of corporation) (1 Photocopy)		Any government agency
- Valid ID of Representative (1 Photocopy)		Any government agency
- Special Power of Attorney (or Authorization Letter, signature must be the same with signature in the ID of the owner) or Corporate Secretary, in case of corporation, to transact with the Office of the Municipal Assessor pertaining to transfer of Ownership (1 Original)		Notary Public



CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Sign logbook and submit Official Receipt	1.1 Receive Official Receipt 1.2 Interview and verify records	None	15 mins	<i>TaxMapper I or Assessment Clerk I Municipal Assessment Office</i>
<i>End of Transaction / Total</i>		None	15 mins.	



Municipal Health Office Frontline Services



1. General Medical Services at Main Health Center for Drop-in

Office or Division:	Municipal Health Office			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All Citizens			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
- Individual Treatment Record (ITR)				
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Undergo triaging for COVID-19. If no signs and symptoms, present Family Folder (old) or request Family Folder (new) with ITR	1.1 Checks temperature and ask for any signs and symptoms related to COVID-19. <i>*Those with s/sx who are unvaccinated are advised to undergo Rapid Antigen Test.</i>	None	5 mins	<i>Midwife / Nurse</i> Municipal Health Office
	For new patient: 1.2 Interviews patient and fills out general data in the Individual Treatment Record. 1.3 Issues family number.	None	10 mins	



	For new and old patients: <p>1.4 Records chief complaint/s, history of present illness, medical history of the family and past medical history.</p> <p>1.5 Take vital signs and record.</p> <p>1.6 Refers patient to the Physician/Nurse</p>	None	5 mins	
	<p>1.7 Conducts further interview to the patient and validates vital signs.</p> <p>1.8 Advise patient to proceed to examination room</p> <p>1.9 Examines patient, records findings and advice patient on plan of management.</p>	None	15 mins	<i>Municipal Health Officer</i> Municipal Health Office
	For patients needing laboratory examination/s: <p>1.10 Prepares laboratory request and advice patient/caregiver to pay necessary fee/s.</p> <p>1.11 Advise to present OR to the laboratory upon payment</p>	None	2 mins	<i>Midwife / Nurse</i> Municipal Health Office
	2. Pay necessary fee/s	2. Receive payment and issue Official receipt	Depends on the requested examination of the physician	2 mins <i>RCCs</i> Municipal Treasury Office



3. Present Official Receipt and wait for the laboratory result/s	3.1 Receive Official Receipt 3.2 Collect and examine specimen 3.3 Issue laboratory result/s with attached OR 3.4 Advise patient/caregiver to present laboratory result to the physician	None	30-45 mins	<i>Medical Technologist</i> Municipal Health Office
4. Present laboratory result/s, receive prescription (if present), receive medicine/s and follow instructions.	4.1 Receive and review laboratory result/s and record in the ITR 4.2 Advise on plan of management and record. 4.3 Prescribe medicine/s, if necessary 4.4 Advise patient to proceed to Midwife desk with the ITR	None	14 mins	<i>Municipal Health Officer</i> Municipal Health Office
	4.5 Carry out Physician's/ Nurse's order. a. Collect sputum for smearing if instructed. b. Provide medicines with home instructions. 4.6 Records in patient registry logbook.	None	10 mins	<i>Midwife / Nurse</i> Municipal Health Office



<i>End of Transaction / Total</i>	*it may varies on the advised of what laboratory to be processed	It may vary on the classification of the patient	
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2. General Medical Services for Referred Patients from BHS to Main Health Center

Office or Division:	Municipal Health Office			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All Citizens			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> - Individual Treatment Record (ITR) - Referral Slip 				
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. All patient coming in for consultation undergo triaging for COVID-19. If no signs and symptoms, presents referral slip and ITR	<p>1.1 Checks temperature and ask for any signs and symptoms related to COVID-19.</p> <p><i>*Those with s/sx are advised to undergo Rapid Antigen Test.</i></p> <p>1.2 Review referral slip. Repeat vital signs and record. Instruct patient to proceed to the physician.</p>	None	8 mins	Midwife / Nurse Municipal Health Office



2. Receives medicines and return referral slip. Follow home instructions	2.1 Review referral slip. Interview patient for additional clinical information and family history.	None	15 mins	<i>Municipal Health Officer</i> Municipal Health Office
	2.2 Examines patient and records findings. 2.3 Advise patient/guardian on plan of management and record in the clinical referral form and return referral slip 2.4 Advise patient/guardian to present the slip to the Midwife			
2.5 Carries out Physician's order. <ul style="list-style-type: none"> a. Collect sputum for smearing, if instructed. b. Provide medicines with home instructions. 2.6 Detach return referral slip and advise patient/guardian to present the slip to the referring RHM/Nurse. 2.7 Enter patient's name in registry logbook.		None	18 mins	<i>Midwife / Nurse</i> Municipal Health Office
<i>End of Transaction / Total</i>		None	41 minutes	



3. Availing Health Certificate

Firms and government agencies may require Health Certificates from certain persons. This is especially true for those who are applying for a Business permit to engage in Business.

Health cards are being used to operators and employees after physical examination and after attending the Food Handlers Class to all food handlers.

The Municipal Health Office issues a Sanitary Permit to operate in all business establishments after the actual inspection.

Office or Division:	Municipal Health Office			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All Businessman			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
- As per MRC		Municipal Health Office		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get Individual Treatment Record (ITR) at MHO shelves and give to admitting personnel	1.1 Receive ITR and give client number 1.2 Interview client, get the vital signs *For Food Handlers - Brief client on what laboratory exams to be performed and advise client on lab procedures, and issue billing slip * For Non Food Handlers – issue billing statement	None	18 mins	Midwife/ OPD Clerk/ Health Personnel on duty Municipal Health Office
2. Pay necessary fee/s	2. Receive payment and issue OR	Fecalysis - PHP 50.00 Hepa A – PHP 150.00 Hepa B – PHP 150.00 Sputum – Free Health Certificate – PHP 50.00 Secretaries Fee Php	5 mins	RCCs Municipal Treasury Office



		100.00		
3. Present OR at Laboratory, extraction of blood and wait for the result	3.1 Extract and receive collected lab specimen	None	10 mins	<i>Medical Technologist II / Medical Technologist I</i> Municipal Health Office
	3.2 Perform lab procedures - <i>Fecalysis</i> - <i>Hepa A Screening</i> - <i>Hepa B Screening</i> - <i>Sputum (for symptomatic client)</i>	None	20 mins	
	3.3 Prepare lab result and release	None	3 mins	
	3.4 Instruct client to proceed to: - RSI if normal findings - Proceed to MHO if positive findings (to undergo the normal pro of med consultation)	None	5 mins	<i>OPD Clerk</i> Municipal Health Office
4. Proceed to Rural Sanitation Inspector Office	4.1 Normal findings: - give orientation on proper food handling and sanitation 4.2 Prepare Health Certificate	None	10 mins	<i>Sanitation Inspector</i> Municipal Health Office
5. Proceed to MHO and present OR	5.1 Give info and education and sign Health Certificate	None	10 mins	<i>Municipal Health Officer</i> Municipal Health Office
6. Sign releasing logbook and receive health certificate	6. Release Health Certificate	None	3 mins	<i>OPD Clerk</i>
<i>End of Transaction / Total</i>		*it may varies on the advised of what laboratory to be processed	1 hr. & 24 minutes	



4. Availing of Sanitary Permit

Office or Division:	Municipal Health Office			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All Businessman			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> - Health Certificate of Food Handlers - Structural Design - ID Picture (1x1, 2 pcs) - Application to Operate Business 		Municipal Health Office Business Owner Business Owner Business Permit & Licensing Section		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign logbook and indicate purpose, submit requirements	1.1 Receive & review requirements 1.2 Issue billing statement	None	18 mins	<i>Sanitation Inspector</i> Municipal Health Office
2. Pay necessary fee/s	2. Receive payment and issue OR	PHP 150.00	5 mins	<i>RCCs</i> Municipal Treasury Office
3. Present OR and wait	3.1 Receive OR and advice client to have an ocular inspection to the location of business	None	1 hr. & 30 mins	<i>Sanitation Inspector</i> Municipal Health Office
	3.2 Prepare sanitary Permit	None	10 mins	
	3.3 Give brief lectures and facilitate the signing of sanitary permit	None	10 mins	
4. Sign releasing logbook and receive Sanitary Permit	6. Release Sanitary Permit	None	2 mins	<i>MHO Staff</i> Municipal Health Office
<i>End of Transaction / Total</i>		PHP 150.00	1 hr. & 24 minutes	



5. Availing Medical Certificate

Firms and government agencies may require Medical Certificates from certain persons. This is especially true for patients and people seeking employment.

Office or Division:	Municipal Health Office			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All Citizens			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
- Medical Certificate Form		Employee		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get individual Treatment Record (ITR) at MHO shelves and give to admitting personnel	1.1 Receive ITR and give client number 1.2 interview client and get vital signs 1.3 Issue billing slip <i>*Laboratory needed for employment,</i> 1.CBC 2.UA	None	8 mins	<i>Midwife</i> <i>OPD Clerk</i> <i>Health Personnel on duty</i> Municipal Health Office
2. Pay necessary fee/s	2. Receive payment and issue official receipt	CBC – PHP 100.00 UA – PHP 50.00 Medical Certificate – PHP 50.00 Secretaries Fee – PHP 100.00	5 mins	<i>RCCs</i> Municipal Treasury Office
3. Present official receipt to Laboratory	3.1 Extract/collect specimen, advise client to wait lab result	None	5 mins	<i>Medical Technologist II /</i> <i>Medical Technologist I</i> Municipal Health Office
	3.2 Perform Lab Procedure (for employment) - CBC - UA		30 mins.	
	3.3 Prepare lab result		5 mins	
4. Proceed to Mun.	4.1 Assess client, record in ITR, fill-up	None	10 mins	<i>Municipal Health Officer</i>



Health Officer for signing	and sign the Medical Certificate 4.2 Filling up of Medical Certificate			Municipal Health Office
5. Receive Medical Certificate and return ITR to receiving clerk	5.1 Release and record Medical Certificate in the logbook	None	2 mins	OPD Clerk Municipal Health Office
<i>End of Transaction / Total</i>		PHP 300.00	1 hour & 5 minutes	

6. Availing Out-Patient Consultation

The Purpose of this service is to diagnose and treat illnesses and give appropriate medical services. Service is available at the Municipal Health Office (MHO) to any person/individual who needs medical assistance.

Office or Division:	Municipal Health Office			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All Citizens			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> - Under Five Clinic /mother and child book (Pregnant - give birth- 0 age (child) – under 5 years old) - PinCH Card - PhilHealth Card 		Municipal Health Office		
		PhilHealth		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get ITR at the MHO shelves, present ITR, Under Five Card, Mother and Child book to the admitting health personnel	1.1 Receive the ITR, UFC or mother and child book 1.2 Interview, get vital signs 1.3 Give patient number and advise to wait for their turn	None	15 mins	Midwife II / Midwife I OPD Clerk Health Personnel on duty Municipal Health Office
2. Consultation	2.1 Receive ITR, UFC or Mother and Child Book	None	20 mins	Municipal Health Officer Municipal Health Office



	<p>2.2 Review the vital signs 2.3 Interview and check-up the patient 2.4 Issue Billing slip / prescription <i>Note*</i> a. <i>undergone laboratory if needed</i> b. <i>without laboratory go to step # 6</i></p>			
3. Payment of Necessary Fees	3.1 Received payment and issue Official receipt	Depend on the advised of MHO if the patient will undergo laboratory or not	5 mins.	RCCs Municipal Treasury Office
4. Present Official receipt at the Laboratory	<p>4.1 Receive Official receipt 4.2 Extract and receive collected lab specimen 4.3 Conduct laboratory procedures 4.4 Prepare Laboratory Result 4.5 Release Laboratory Result</p>	None	Min. – 5 mins Max. - 1 hr. 15 mins	Medical Technologist II / Medical Technologist I Municipal Health Office
5. Present Laboratory Result to Medical Officer	<p>5.1 Receive Laboratory Result 5.2 Assess the Laboratory Result 5.3 Advise patient 5.4 issue prescription</p>	None	20 mins.	Municipal Health Officer Municipal Health Office
6. Proceed to Pharmacy and present ITR with complete attachment and wait for the release of prescribes medicine	<p>6.1 Receive ITR with complete attachment 6.2 Prepare prescribed Medicine and record to logbook 6.3 Release prescribed medicine with necessary instruction (In case of no medicine available please purchase at the Pharmacy or drugstore available at the municipality)</p>	None	15 mins	Pharmacy Aide Municipal Health Office
<i>End of Transaction / Total</i>		*it may varies on the advised of MHO what laboratory to be processed	2 hours & 30 mins.	



7. Availing of Pre-Marriage Counselling

Counselling is a major interpersonal tool used to motivate clients for family planning method acceptance. It can also provide mothers of malnourished children and malnourished pregnant and lactating mother's information on nutrition geared towards improving nutritional status.

Office or Division:	Municipal Health Office			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All eligible soon to married couples			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
- Notice from MCR		Municipal Civil Registry		
- Official receipt for counselling and couple tree		Municipal Treasury Office		
- Brgy. Cert. that couple have planted the couple tree		Barangay		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign into the client logbook and present official receipt and Notice from the MCR	1. Receive Official Receipt, notice and advice couple of the schedule	None	5 mins	Midwife OPD Clerk Municipal Health Office
2. Attend seminar on Pre-marriage Counselling	2.1 Conduct counselling 2.2 Prepare pre-marriage counselling certificate	None	2 hours 10 minutes	Midwife II Nurse III Municipal Health Office
3. Receive Certificate and sign logbook	3. Release pre-marriage counselling certificate	None	5 mins	Mun. Social Welfare & Development Officer Municipal Social Welfare and Development Office
<i>End of Transaction / Total</i>		None	2 hrs. & 30 minutes	



8. Availing of Maternal Care Services

One of the objectives of the LGU's health program is to provide maternal care services to pregnant and lactating mothers for comprehensive maternal care.

Office or Division:	Municipal Health Office			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Pregnant Women			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
- Mother and Child Book		Barangay Health Center		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get ITR and present maternal and child book	1.1 Receive ITR and mother and child book 1.2 Interview and take vital signs 1.3 Return ITR, mother and child book, give number and advise patient to wait for their number	None	10 mins	OPD Clerk Municipal Health Officer
2. Receive ITR and mother & Child book and wait for the number called	2.1 Present ITR and Mother & Child book 2.2 Assess/examine client and give advice 2.3 Refer for routine laboratory and refer to MHO if necessary (client to undergo lab/consultation process) 2.4 Calendar for the next appointment date 2.5 Return ITR and Mother & Child Book and advise to proceed at the Municipal Health Pharmacy	None	30 mins	Midwife in Charge Municipal Health Officer
3. Proceed to Pharmacy, present ITR and wait for the release of medicine	3.1 Receive ITR 3.2 Read the prescribed medicine 3.3 Prepare Medicine and record at the	None	5 mins.	Pharmacy Aide Municipal Health Officer



	Dispensing Record Book 3.4 Release prescribed medicine with necessary instruction			
	<i>End of Transaction / Total</i>	None	45 mins	

9. Availing of Immunization Services

The purpose of this service is to immunize children 0 to 12 months old from 7 immunizable diseases. The Municipal Health Office (MHO) also immunizes pregnant mothers to prevent the occurrence of Tetanus Neonatorum in infants.

Office or Division:	Municipal Health Office			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Mother and Child (Maternal)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
- Mother and Child book/ECCD card		Municipal Health Office		
- UFC				
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present child's record to the admitting midwife/Health Worker	1.1 Receive Mother & Child Book/UFC 1.2 Interview and get Vital signs 1.3 Return ITR and mother & child book/UFC and advise to proceed at the immunization area	None	18 mins	BHW/BNS on duty Municipal Health Officer



2. Present the Mother & Child Book/UFC, vaccination of Child and wait for the Mother & Child Book	2.1 Receive and assess the child's immunization record and compare with TCL 2.2 Prepare vaccines and immunize child 2.3 Advise the next immunization schedules and record child immunization in the ITR, TCL, and UFC/MCB 2.4 IEC on adverse effect and interventions 2.5 Return the Mother & Child Book	None	16 mins	<i>All midwives</i> <i>Health Personnel on duty</i> Municipal Health Office
<i>End of Transaction / Total</i>		None	34 minutes	

10. Availing of Family Planning Services

The office provides comprehensive family planning services both for Natural and Artificial methods. This service also provides mothers of malnourished children and malnourished pregnant and lactating mother's information geared towards improving nutritional status.

Office or Division:	Municipal Health Office			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Married Couples, Live-in Partners			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
- Individual Treatment Record (ITR)		Mun. Health Office		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1.Sign into the client logbook	<p>1.1 Get vital signs</p> <p>*For old clients: interview, assess client with the previous Family Planning Commodities that she/he used, if ok advice to continue, if not ok the previous Family Planning Commodities advise to observe more time or adjust and maybe they can change the used FP Method and update the record</p> <p>*For new clients: Interview and assess client, and explain the different Family Planning methods available and make the client freely choose Make consent.</p> <p>1.3 Give FP commodities, and calendar the next visit.</p> <p>a.Pills b.DMPA c.Condom d.IUD e. PSI</p>	None	New – 45 mins Old – 30 mins.	<p><i>All midwives</i> <i>Health Personal on duty</i> Municipal Health Office</p> <p><i>All midwives/PHN</i> Municipal Health Officer</p> <p><i>Health Personnel</i> Municipal Health Office</p>
<i>End of Transaction / Total</i>		None	It depends on the classification of patient	

11. Availing of Medicines

This service is available at the Municipal Health Office (MHO) to any person/individual who needs medical assistance including medicines.

Office or Division:	Municipal Health Office
Classification:	Simple
Type of Transaction:	Government to Citizen
Who may avail:	Person with daily maintenance medicine



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
- PhilHealth ID Card		Philhealth		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get ITR at MHO Office, present Philhealth ID Card and sign at the Dispensing Record Book and receive medicine	1.1 Receive ITR and Philhealth ID card 1.2 Prepare Medicine and record at the Dispensing Record Book 1.3 Release medicine	None	15 mins	Pharmacy Aide Municipal Health Office
<i>End of Transaction / Total</i>		None	15 mins.	

12. Availing Health Certification for COVID 19

Office or Division:	Municipal Health Office			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Person who undergone Quarantine			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
- None				
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get individual Treatment Record at MHO shelves and give to admitting personnel, Wait for the signed Health Certification	1.1 Receive ITR 1.2 Prepare Health Certification 1.3 Conduct signing of Health Certification 1.4 Release of signed Health Certification	None	45 mins	OPD Clerk Municipal Health Office
<i>End of Transaction / Total Processing Time: 45 minutes</i>				



13. Pre-Natal Services

The provision of prenatal service over a minimum of 4 prenatal visits from the first to last trimester cover the assessment of the health and nutritional status of the mother and growth and well-being of the fetus and the identification, management and referral of high risk pregnancy to appropriate levels of health care.

Office or Division:	Municipal Health Office			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Pregnant			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
- Individual Treatment Record (ITR)				
- Mother and child book/HBMR				
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Locate family folder/Request for family folder and present it to the RHM with ITR and Mother & Child Book	1.1 Interview and record data in the ITR and mother and child book/ HBMR	None	21 mins	Midwife / Nurse Municipal Health Office
	1.2 Compute for EDC and AOG and record 1.3 Take vital signs including height and record			
	1.4 Measures height of fundus and count fetal heart rate 1.5 Examine pregnant and record 1.6 Provide at least 1-month supply of ferrous sulfate with folic acid (4 mos.	None	30 mins	Midwife Municipal Health Office



	pregnant and above) and record. 1.7 Send pregnant for routine laboratory and advice patient for dental check – up			
3. Present ITR	3.1 Receive ITR 3.2 Extraction and receiving of Collected specimen 3.3 Conduct laboratory process for CBC, FBS, Urinalysis, HBSAg, RPR 3.4 Prepare laboratory result 3.5 Release Result	None	40 mins	<i>Medical Technologist</i> Municipal Health Office
4. Receive Tetanus Toxoid	4.1 Prepare tetanus Toxoid if pregnant is for TT - Inject Tetanus Toxoid IM and record 4.2 Refers client to Municipal Health Officer if needed.	None	10 mins	<i>Midwife</i> Municipal Health Office
5. Proceed to Municipal Health Officer	5.1 Receive ITR with complete attachment and Mother & Child Book 5.2 Consultation and advise 5.3 Calendar the next visit 5.4 Advise pregnant to come back for follow-up check up	None	10 mins	<i>Municipal Health Officer</i> Municipal Health Office
<i>End of Transaction / Total</i>		None	1 hr. & 51 mins	



14. Post-Natal Services

The provision of post-natal services covers routine new-born care, initiation of breastfeeding and assessment of postpartum condition of the mother with management and proper referral of complication.

Office or Division:	Municipal Health Office			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Delivered Mother			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
- Individual Treatment Record (ITR)				
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Notify RHM	1.1 Home visit 1.2 Take vital signs of mother and baby 1.3 Check for lochia (24hours -1 week)-mother 1.4 Check for baby's umbilical cord 1.5 Give Vitamin A and Ferrous Sulfate 1.6 Advice for cord care, breastfeeding, family planning, to eat nutritious food and maintain proper hygiene, about baby's immunization, clinic check-up on the 4 th week, about danger signs of post-partum 1.7 Charting of vital signs and other rendered service to mother and baby in the ITR.	None	44 mins	Midwife Municipal Health Office
<i>End of Transaction / Total</i>		None	44 mins	



15. The Use of Ambulance

Office or Division:	Municipal Health Office			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
- Clinical Referral Slip from a physician/Verbal request for the use of ambulance				
- Trip ticket and referral form				
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign logbook, prepare for interview	1.1 Interviews relative of the patient. 1.2 Inform and explain to the requesting party on the existing policies and guidelines of ambulance use 1.3 Informs requesting party of the approval 1.4 Advise relative to prepare patient and arrange with the driver on time and place of pick-up of the patient. 1.5 Conforms to arrangement of time and place of pick-up of patient.	None	2 – 48 hrs (depending on the distance of referral facility)	Driver II Municipal Health Office



	1.6 Driver to prepare trip ticket 1.7 Fills-out blank trip ticket and for signing. 1.8 Advise relative to sign in the requesting party portion			
	<i>End of Transaction / Total</i>	None		

16. Issuance of Non-Medico Legal Certificate

Office or Division:	Municipal Health Office			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
- Pay slip				
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign logbook and indicate purpose.	1. Advice client to pay necessary fee/s to the Treasurer's Office.	None	2 mins	Clerk Municipal Health Office
2. Pay necessary fee/s	2. Receives payment and issue OR.	PHP 50.00 Secretaries Fee PHP 100.00	5 mins	RCCs Municipal Treasury Office
3. Present official receipt	3.1 Interviews, examines patient and records findings. 3.2 Prepares request for laboratory	None	30 mins	Municipal Health Officer Municipal Health Office



	examinations/Chest X-ray and advice patient to come back with results, if necessary.			
4. Present Laboratory/Chest X-ray result/s and Receives Medical Certificate	4.1 Reviews laboratory result/s, if present. 4.2 Sign and issue medical certificate with instructions. 4.3 Maintains file copy	None	7 mins	<i>Municipal Health Officer</i> Municipal Health Office
<i>End of Transaction / Total</i>		Php 150.00	44 mins	
<i>End of Transaction / Total Processing Time: 44 minutes</i>				

17. Provision of Fixed Dose Combination (FDC) drug in Tuberculosis-directly observed treatment

Office or Division:	Municipal Health Office			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	TB Patient			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
- Individual Treatment Record (ITR) - Sputum/X-ray Result				
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit sputum/ x-ray results	1.1 Receive results	None	1 min	<i>Midwife/Nurse</i> Municipal Health Office
	1.2 Interview client and validates	None	8 mins	<i>Municipal Health Officer</i> Municipal Health Office



	sputum/gene-expert/ x-ray results.			
	1.3 Fill-up NTP Treatment card	None	10 mins	Midwife/Nurse Municipal Health Office
	1.4 Weigh client.			
	1.5 Admit in the NTP Registry.			
	1.6 Manages and provides medicines based on client's weight and further management instructions.	None	28 mins	Midwife/Nurse/ Municipal Health Officer Municipal Health Office
<i>End of Transaction / Total</i>		None	47 mins.	

18. Management of Leprosy Cases

Office or Division:	Municipal Health Office			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Leprosy Patient			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
- Individual Treatment Record (ITR)				
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Seek consultation with referral from BHS and Hospital	1.1 Receive referral for patient 1.2 Interview and records history of present illness.	None	10 mins	Midwife/Nurse Municipal Health Office
	1.3. Performs physical examination	None	50 mins	Municipal Health Officer



	<p>and assess any deformity</p> <p>1.4. Admit and records patients' data</p> <p>1.5. Provides medicine with additional instructions.</p>			Municipal Health Office
<i>End of Transaction / Total</i>		None	1 hour	

19. Provision of Micronutrient

A. Operation Timbang

Office or Division:	Municipal Health Office			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	0 to 71 Months Old			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
- OPT Form/TCL				
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Parent/caregiver submit their child for weighing	1. Validate name of child in the master list. Include name if not found	None	5 mins	Midwife/Nurse Municipal Health Office
2. Child receive Vitamin A/ caregiver receive medicines	2.1 Weigh child and record. 2.2 provision of vitamin A if child is high risk/ multivitamins if child is high risk or not. 2.3 Advise caregiver on the	None	5 mins	



	medication and to bring back child for follow-up weighing.			
	<i>End of Transaction / Total</i>	None	10 mins	

B. Garantisadong Pambata

Office or Division:	Municipal Health Office			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	0 to 71 Months Old			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
- OPT Form/TCL				
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Parent bring their child at BHS/any designated area in the barangay	1. Validate name of child in the master list. Include name if not found	None	5 mins	Midwife/Nurse Municipal Health Office
2. Receive vitamin A and Anti-helmentic drug.	2.1 Provision of vitamin A and deworming to all children. 2.2 Advise caregiver to come back on the next schedule	None	5 mins	
<i>End of Transaction / Total</i>		None	10 mins	



20. Provision of Immunization

Office or Division:	Municipal Health Office			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	0 to 1 Year Old			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> - Individual Treatment Record (ITR) - Yellow/White Card/Mother and Child book 				
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Parent/Caregiver bring their child at BHS for immunization 2. Locate family folder (for old patient) or request family folder/no. for new patient. 3. Parent/ caregiver submit child for examination.	For new patients: 1. Interview caregiver and record data in the individual treatment record and yellow /ECCD card 2. Enter name of child in TCL (Target Client List) Old and New patients: 1. Take vital signs and record in the ITR and yellow card. 2. Validate name of child and immunization status. 3. Prepares vaccine needed. 4. Inject the vaccine. 5. Records vaccine given in the	None	26 mins.	Midwife/Nurse Municipal Health Office



	TCL and yellow card. 6. Issue yellow card and advise to come back on the next schedule.			
<i>End of Transaction / Total</i>		None	26 mins	

21. Availing of Laboratory Services

Office or Division:	Municipal Health Office			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All Citizens			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
- Laboratory request form				
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to laboratory for routine examination and submit request form	1. Instruct to pay laboratory fee/s	None	1 min	Medical Technologist Municipal Health Office
2. Pay necessary fee/s	2. Receive payment and issue Official Receipt	Urinalysis – PHP 50.00 Fecalysis - PHP 50.00 Complete Blood Count/ Platelet Count - PHP 100.00 Pregnancy Test – PHP 100.00 Blood Typing -	5 mins	RCCs Municipal Treasury Office



		<p>PHP 50.00</p> <p>Hepatitis B Antigen – PHP 150.00</p> <p>Hepatitis A – PHP 200.00</p> <p>RPR – PHP 100.00</p> <p>Hemoglobin – PHP 50.00</p> <p>Sputum Test – PHP 50.00</p> <p>(Free if the patient is suspected Tuberculosis Patient)</p>		
3. Present Official Receipt	3.1 Receive Official receipt 3.2 Extraction and receiving of Collected specimen 3.3 Conduct laboratory process 3.4 Prepare laboratory result 3.5 Release Result and instruct client to present laboratory result to the MHO/RHP for interpretation and management	None	3 hours	<i>Medical Technologist</i> Municipal Health Office
4. Receive laboratory result and sign logbook result	4.1 Release laboratory results and record the OR	None	15 mins	<i>OPD Clerk</i> Municipal Health Office
<i>End of Transaction / Total</i>		* it may varies on what laboratory conducted	3 hours & 21 mins.	



22. Animal Bite Treatment Center Services

Office or Division:	Municipal Health Office			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All Patient for ARV			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
- Individual Treatment Record (ITR)				
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. All patient coming in for consultation undergo triaging for COVID-19. If no signs and symptoms, locate and present Family Folder (old) or request Family Folder (new) with ITR	<p>1.1 Checks temperature and ask for any signs and symptoms related to COVID-19. <i>*Those with s/sx who are unvaccinated are advised to undergo Rapid Antigen Test.</i></p> <p>For new patient:</p> <p>1.2 Interviews patient and fills out general data in the Individual Treatment Record and issue family number.</p> <p>For new and old patients:</p> <p>1.3 Records chief complaint/s, history of present illness, medical history of the family and past medical history.</p> <p>1.4 Take vital signs and record.</p> <p>1.5 Refers patient to the Physician/Nurse</p>	None	20 mins.	Midwife/Nurse Municipal Health Office



	1.6 Physician ordered Rabies Exposure Prophylaxis 1.7 Education/IEC/Flyers 1.8 Injection of Anti Rabies Vaccine	None	5 mins.	<i>Municipal Health Officer</i> Municipal Health Office
2. Pays necessary fee/s	2. Receive payment and issue Official receipt	PHP 750.00	5 mins.	<i>RCCs</i> Municipal Health Office
3. Present Official Receipt	3. Records in patient registry logbook.	None	1 min.	<i>Midwife/Nurse</i> Municipal Health Office
<i>End of Transaction / Total</i>		PHP 750.00	31 Mins.	



Municipal Treasury Office Frontline Services



1. Branding of Large Cattle

A. Ownership

Office or Division:	Municipal Treasury Office			
Classification:	Simple			
Type of Transaction:	Government to Citizens			
Who may avail:	Large Cattle Owners			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
- Barangay Certification		Barangay where the owner of Large Cattle came from		
- Registered owner's branding moulder				
CLIENTS STEPS		AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME
1.Sign in logbook, submit requirements, sign the Certificate of Ownership, pay corresponding fees and wait for the Approved Certificate of Ownership	1.1 Receive requirements 1.2 Verify the documents presented 1.3 Branding the Large Cattle 1.4 Fill-up the Certificate of Ownership Form 1.5 Receive Payment & Issue Official Receipt	None	10 mins	RCC's Municipal Treasury Office
		None	30 mins	
		None	20 mins	
		Branding Fee- PHP 100.00 Ownership - PHP 100.00 Verification - PHP 25.00 Miscellaneous – PHP 50.00 Secretaries Fee – PHP 100.00	10 mins	
	1.6 Signing of Certificate of Ownership	Certificate of Ownership – PHP 5.00	15 mins	
	1.7 Issue the signed Certificate of Ownership	None	5 mins	
	<i>End of Transaction / Total</i>	Php 380.00	<i>1 hour & 30 minutes</i>	



B. Transfer of Ownership

Office or Division:	Municipal Treasury Office				
Classification:	Simple				
Type of Transaction:	Government to Citizens				
Who may avail:	Large Cattle Owners				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE			
<ul style="list-style-type: none"> - Barangay Certification - Registered owner's branding moulder 		Barangay where the owner of Large Cattle came from			
CLIENTS STEPS		AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	
1.Sign in logbook, submit requirements, sign in the Certificate of Transfer, pay corresponding fees and wait for the Approved Certificate of Transfer	1.1 Receive requirements 1.2 Verify the documents presented	None	10 mins	RCC's Municipal Treasury Office	
	1.3 Branding the Large Cattle 1.4 Fill-up the Certificate of Ownership Form	None	30 mins		
	1.5 Receive Payment & Issue Official Receipt	Branding - PHP 100.00 Ownership - PHP 100.00 Verification - PHP 25.00 Miscellaneous – PHP 50.00 Secretaries Fee – PHP 100.00 Secretaries Fee (for transfer) PHP 100.00 Transfer Fee – PHP 100.00	10 mins		
	1.6 Signing of Certificate of Transfer	Certificate of Ownership – PHP – 5.00 Certificate of Transfer – PHP 10.00	15 mins		
	1.7 Issue signed Certificate of Transfer of Ownership	None	5 mins		
<i>End of Transaction / Total</i>		PHP 590.00	1 hour & 30 minutes		



2. Applying for Re-issuance of Certificate of Ownership

Office or Division:	Municipal Treasury Office			
Classification:	Simple			
Type of Transaction:	Government to Citizens			
Who may avail:	Large Cattle Owners			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
- Barangay Certification		Barangay where the owner of Large Cattle came from		
- Affidavit of Loss		SB Office		
CLIENTS STEPS		AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME
1.Sign in logbook, submit requirements, pay corresponding fees and wait for the Approved Certificate of Ownership		1.1 Receive requirements 1.2 Verify the documents presented 1.3 Fill-up the Certificate of Ownership Form 1.4 Receive Payment 1.5 Issue Official Receipt 1.6 Signing of Certificate of Ownership 1.7 Issuance of Certificate of Ownership	Ownership - PHP 100.00 Miscellaneous – PHP 50.00 Secretaries Fee – PHP 100.00 Certificate of Ownership – PHP – 5.00	1 hour
<i>End of Transaction / Total</i>		PHP 255.00		1 hour

3. Payment of Real Property Taxes

Payment of Real Property taxes protects one's interest and legal ownership on the Real Properties. Taxes on Real Properties are based on the Real Property Assessment made by the Assessor's Office.



A. Newly Declared

Office or Division:	Municipal Treasury Office			
Classification:	Simple			
Type of Transaction:	Government to Citizens			
Who may avail:	Real Property Tax Owners			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> - Latest Real Property Tax Receipt (if applicable) (1 Original) - Tax Declaration (1 Original) 		Mun. Treasury Office Mun. Assessor Office		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Sign in logbook, present requirements, pay tax and receive Official receipt	1.1 Receive requirements 1.2 Verify at the Real Property Tax Record (RPTAR) 1.3 Compute corresponding tax 1.4 Receive payment 1.5 Issue Official Receipt 1.6 Post/Record the transaction at the Real Property Tax Record (RPTAR)	Current Tax 1% of AV x 10 years back taxes without penalty = Tax Due Basic 1% of AV x 10 years back taxes without penalty = Tax Due SEF	Updated - 15 mins	RCC's Municipal Treasury Office
<i>End of Transaction / Total</i>		*it may varies depending on the given formula above	15 minutes	



B. Current

Office or Division:	Municipal Treasury Office			
Classification:	Simple			
Type of Transaction:	Government to Citizens			
Who may avail:	Real Property Tax Owners			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> - Latest Real Property Tax Receipt (if applicable) (1 Original) - Tax Declaration (1 Original) 		Mun. Treasury Office Mun. Assessor Office		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Sign in logbook, present requirements, pay tax and receive Official receipt	1.1 Receive requirements 1.2 verify at the Real Property Tax Record (RPTAR) 1.3 Compute corresponding tax 1.4 Receive payment 1.5 Issue Official Receipt 1.6 Post/Record the transaction at the Real Property Tax Record (RPTAR)	*Current Tax 1% of AV add (+) Penalty / minus (-) Discount= Tax Due Basic *Delinquent Tax 1% of AV add (+) Penalty (based on Number of Years Delinquent) =Tax Due Basic 1% Of AV + Penalty (based on Number of Years Delinquent) =Tax Due SEF	Updated - 15 mins Delinquent – 45 mins.	RCC's Municipal Treasury Office
<i>End of Transaction / Total</i>		*it may varies depending on the given formula above	45 minutes	



4. Availing of Tax Clearance

Non-tax delinquency certification is a document required in the transfer of ownership of Real Property, securing building permit and other purposes.

Office or Division:	Municipal Treasury Office			
Classification:	Simple			
Type of Transaction:	Government to Citizens			
Who may avail:	Real Property Tax Owners			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> - Latest Real Property Official Receipt of Payment (1 Original) - In case requesting is not the owner, present a duly notarized sworn statement/affidavit of the owner authorizing the request (1 Original) 		Municipal Treasury Office Property Owner		
CLIENTS STEPS		AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME
1. Sign in logbook, present requirements, pay the corresponding fees and receive Official receipt		1.1 Received requirements and verify latest RPT Receipt 1.2 Print and release	PHP 100.00	40 mins
<i>End of Transaction / Total</i>		PHP 100.00	40 minutes	

5. Availing of Community Tax Certificate

Community Tax Certificate (CTC) popularly known as "cedula" is a proof of residence in the community. This is issued to individual, corporation or any group with juridical personality within a year and remains valid until end of December current year.

Office or Division:	Municipal Treasury Office			
Classification:	Simple			
Type of Transaction:	Government to Citizens			
Who may avail:	All Citizens 18 yrs. Old and above			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> - Sworn Financial Statement of Income from Previous Years (if applicable) (1 Original/Photocopy) 				



- Previous Community Tax Certificate	Barangay Treasurer / Municipal Treasury Office			
- Valid ID Card	Any Government Agency			
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Sign logbook, submit requirements, fill-up form, pay corresponding fee, affix signature, thumbmark and receive CTC	1.1 Receive requirements 1.2 Fill-up CTC form 1.3 Receive payment 1.4 Issue CTC	PHP 1.00 per Php 1,000.00 of gross income plus (+) PHP 5.00	10 mins.	RCCs Municipal Treasury Office
<i>End of Transaction / Total</i>		*It may varies depending on the given formula above	10 minutes	

6. Receiving Payment of Claim (Goods and Services)

National/Local Government Agencies, contractors and individuals is entitled to a check as payment for goods and services rendered, financial assistance and other obligations of the LGU.

Office or Division:	Municipal Treasury Office			
Classification:	Simple			
Type of Transaction:	Government to Government, Government to Citizen, Government to Businessmen			
Who may avail:	All who has claim from Local Government Unit			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
- Valid ID (1 Original)		Any Government Agency		
<i>If not the claimant will receive the payment</i>				
- Authorization letter of the claimant and valid ID of the Authorized person (1 Original)		Claimant		
- Official Receipt (if applicable) (1 Original)		Claimant		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Sign logbook, submit	1.1 Receive requirements and verify	None	10 mins	Administrative Officer 1



requirements, receive payments/claims, sign voucher and Check receipt * payment of Goods and services Issue Official receipt	payments 1.2 Issue payments/claims 1.3 Receive voucher & Official Receipt			(Cashier 1) Municipal Treasury Office
	<i>End of Transaction / Total</i>	None	10 minutes	



Municipal Office for Agricultural Services Frontline Services



1. Availing of Technical Assistance on the Production of Rice, Corn, Vegetable & Other Commercial Crops

Conduct field monitoring/ inspection & diagnosis on Rice, Corn, Vegetable & other Commercial Crops of Farmers.

Office or Division:	Municipal Office for Agricultural Services			
Classification:	Simple			
Type of Transaction:	Government to Farmers			
Who may avail:	Farmers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
- None				
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Sign in to the client logbook and inquire about disease	1. Farm Visit	None	30 mins. (lower barangays including travel time) 2 hours (upper barangays including travel time)	<i>Agricultural Extension Worker (AEW)</i> Municipal Office for Agricultural Services
<i>End of Transaction/ Total</i>		None	2 hours	

2. Availing of Health Certificate of Large Cattle & Other Livestock

Ensures safe, quality competitive, affordable & safety from risk upon delivery to meat markets for sale to meat consuming public.

Office or Division:	Municipal Office for Agricultural Services			
Classification:	Simple			
Type of Transaction:	Government to Farmers			
Who may avail:	Those who will transport livestock; Meat Vendors who will bring their large cattle for slaughter and Egg Distributors			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
- Certificate of ownership (for large cattle only) (1 Original)		Municipal Treasury Office		



- Barangay Certificate of Ownership (1 Original)	Barangay			
- PNP verification report (1 Original)	Pudtol-MPS			
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Sign in to the client logbook and submit requirements	1. Receive requirements and check for completeness	None	15 mins	<i>Agricultural Extension Worker (AEW)</i> Municipal Office for Agricultural Services
2.Pay necessary fee	2. Receive payment and issue Official Receipt	PHP 150.00 (note: fees/charges may change without further notice)	5 mins.	RCCs Municipal Treasury Office
3.Present Official Receipt and receive Health Certificate	3. Issue Health Certificate	None	5 mins	<i>Veterinarian</i> Municipal Office for Agricultural Services
<i>End of Transaction/ Total</i>		PHP 150.00	25 minutes	

3. Availing of Technical Assistance on Disease Control for Livestock & Poultry

Provides veterinary services for livestock, poultry and pet animals like vaccination, deworming, castration and treatment

Office or Division:	Municipal Office for Agricultural Services			
Classification:	Simple			
Type of Transaction:	Government to Farmers			
Who may avail:	Livestock Farmers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
- None				
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Sign in to client logbook and inquire about disease control	1.1. Interview client 1.2. Schedule Farm visit (Anti-Rabies vaccination, home service)	None	30-mins. (lower barangay)	<i>Veterinarian</i> Municipal Office for Agricultural Services



	only		2 hours (upper barangay)	
<i>End of Transaction/ Total</i>		None	2 hours	

4. Availing of Permit to Slaughter Large Cattle & Other Livestock

Determines whether the animal is fit for consumption

Office or Division:	Municipal Office for Agricultural Services			
Classification:	Simple			
Type of Transaction:	Government to Farmers			
Who may avail:	Meat Vendors/operators, persons purposely celebrating special occasions where meat is necessary			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
- Certificate of ownership (large Cattle) (1 Original)		Municipal Treasury Office		
- Barangay Certification, re: Ownership (1 Original)		Barangay		
- Police verification Report (1 Original)		Pudtol-MPS		
- Fire wood		Owners counterpart		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Sign logbook, submit requirements and present animal for slaughter	1.1. Receive documents & check for completeness 1.2. Conduct ante mortem inspection	None	10 mins.	<i>Designated Meat Inspector</i> Municipal Office for Agricultural Services - Slaughterhouse
2.Pay necessary fees	2. Receive payment and issue Official Receipt	Large Cattle PHP 290.00 Hogs PHP 55.00 Post Mortem	5 mins.	<i>RCCs</i> Municipal Treasury Office



		PHP 0.5/kilo of carcass		
3. Present Official Receipt	3.1 Slaughtering of Animals 3.2 Conduct post mortem inspection	None	6 hours	<i>Meat Butchers and Designated Meat Inspector</i> Municipal Office for Agricultural Services - Slaughterhouse
<i>End of Transaction/ Total</i>		Large Cattle – Php 290.00 Hog – Php 550.00	<i>6 hours and 15 minutes</i>	

5. Availing Rice Crop Manager Recommendation (RCM)

Generate recommendation as a guide for nutrient management.

Office or Division:	Municipal Office for Agricultural Services			
Classification:	Simple			
Type of Transaction:	Government to Farmers			
Who may avail:	All Farmers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
- Farmer's Registration (RSBSA)		Municipal Office for Agricultural Services		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Sign in logbook, give the RCM form and assist the client in filling up	1.1. Give logbook to client 1.2 Provide the RCM form and assist client in filling up the form 1.2 Release the generated RCM result	None	15 mins.	<i>Agricultural Extension Worker (AEW)</i> Municipal Office for Agricultural Services
<i>End of Transaction/ Total</i>		None	15 mins.	



6. Availing Crop/Livestock Insurance Program

Enrolment of Farmers to Philippine Crop Insurance.

Office or Division:	Municipal Office for Agricultural Services			
Classification:	Simple			
Type of Transaction:	Government to Farmers			
Who may avail:	All Farmers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
- Farmer's Registration to RSBSA		Municipal Office for Agricultural Services		
- Valid ID (1 Original)		Any government agency		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Sign in logbook, give the form and sign application for crop insurance	1. Interview client	None	10 mins.	<i>Agricultural Extension Worker (AEW)</i> Municipal Office for Agricultural Services
<i>End of Transaction/ Total</i>		None	10 minutes	

7. Production and Issuance of Nursery Products

Distribution of seedlings to farmers (depending on the availability of seedlings).

Office or Division:	Municipal Office for Agricultural Services			
Classification:	Simple			
Type of Transaction:	Government to Farmers			
Who may avail:	All Farmers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
- Farmer's Registration to RSBSA		Municipal Office for Agricultural Services		
- Valid ID (1 Original)		Any government agency		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Sign in logbook, receive seedlings and sign	1. Interview and release seedlings	None	10 mins.	<i>Agricultural Extension Worker (AEW)</i>



acknowledgement receipt				Municipal Office for Agricultural Services
<i>End of Transaction/ Total</i>		None	10 minutes	

8. Credit Assistance (Processing of Loan) (As scheduled)

Assistance of Farmers to avail loans.

Office or Division:	Municipal Agriculture Office				
Classification:	Simple				
Type of Transaction:	Government				
Who may avail:	All Farmers				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE			
- Farmer's Registration to RSBSA		Municipal Office for Agricultural Services			
- Valid ID (preferably TIN ID)		BIR			
- ATM Savings Account		Landbank			
- Business/ Project Proposal					
CLIENTS STEPS		AGENCY ACTIONS		PERSON RESPONSIBLE	
1.Sign in logbook and fill up Loan Application Form		1. Assist client to fill out application form		Agricultural Extension Worker (AEW) Municipal Office for Agricultural Services	
<i>End of Transaction/ Total</i>		None		15 minutes	

9. Dispersal of Fingerlings (As scheduled)

Distribution of Fingerlings to Fisher folk beneficiaries registered under Fisher Folk Registration and RSBSA.

Office or Division:	Municipal Office for Agricultural Services			
Classification:	Simple			
Type of Transaction:	Government to Farmers			
Who may avail:	Fishpond Owners			



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
- Fisher folk Registration - Farmer's Registration to RSBSA		Municipal Office for Agricultural Services		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Sign in the client logbook, receive fingerlings and sign in acknowledgement receipt	1. Release fingerlings & assist client in signing the acknowledgement receipt form	None	10 mins.	<i>Agricultural Extension Worker (AEW)</i> Municipal Office for Agricultural Services
<i>End of Transaction/ Total</i>		None	10 minutes	

10. Availing of Livestock Dispersal (As scheduled)

Distribution of livestock/ small ruminants to registered livestock raisers under the Registry System for Basic Sectors in Agriculture.

Office or Division:	Municipal Office for Agricultural Services			
Classification:	Simple			
Type of Transaction:	Government to Farmers			
Who may avail:	Livestock Farmers/Raisers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
- RSBSA Registered Livestock Raiser		Municipal Office for Agricultural Services		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Sign in logbook and receive copy of MOA	1.1 Prepare Memorandum of Agreement (MOA) 1.2. Explain beneficiaries' obligations / responsibilities 1.3. Sign in the Memorandum of Agreement (MOA) 1.4. Release a copy of MOA to client	None	30 minutes	<i>Mun. Veterinarian</i> Municipal Office for Agricultural Services
<i>End of Transaction/ Total</i>		None	30 minutes	



11. Provision of Certified/Hybrid Palay, Corn and other Farm Inputs (As scheduled)

Distribution of Hybrid/ Certified Palay Seeds, Hybrid Corn Seeds, Vegetables and Other Farm Inputs to Farmers Registered under RSBSA & Farmers Association accredited to the Department of Agriculture.

Office or Division:	Municipal Office for Agricultural Services			
Classification:	Simple			
Type of Transaction:	Government to Farmers			
Who may avail:	All Farmers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
- Farmer's Registration to RSBSA		Municipal Office for Agricultural Services		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the client logbook, receive hybrid palay & other farm inputs and sign in acknowledgement receipt	1. Release hybrid palay & other farm inputs & assist client in signing the acknowledgement receipt form	None	10 mins.	<i>Agricultural Extension Worker (AEW)</i> Municipal Office for Agricultural Services
<i>End of Transaction/ Total</i>		None	10 minutes	



Municipal Social Welfare and Development Office Frontline Services



1. Availing of Referral/Social Case Study Report (SCSR) for discounted Hospitalization

This is a requirement for families who wish to avail of medical assistance from Philippine Charity Sweepstakes Office and other concerned offices.

Office or Division:	MSWDO			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	In patient, out patient			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> - Medical Certificate (1 Original copy) - Statement of Account (1 Original copy) - Barangay Certification (1 Original copy) - Valid ID 		Hospital where client confined or physician assigned Hospital where client confined Barangay where client resides Any Government Agency		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 Sign in the client logbook and submit requirements. 1.2 Prepare for interview 1.3 Wait for the referral with brief Social Case Study	1.1 Receive the requirements and check for completeness. 1.2 Interview client and process the Social Case Study Report (SCSR). 1.3 Release the SCSR to client.	None	25 mins.	<i>Social Workers</i> MSWDO
<i>End of Transaction / Total</i>		None	25 minutes	

2. Availing of SOLO Parent ID Card

The Solo Parent Identification Cards are issued to identify beneficiaries to avail of benefits embodied in the Solo Parent Welfare Act.

Office or Division:	MSWDO			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Solo Parent			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> - Barangay Certification of being a Solo Parent (1 Original 		Barangay where client resides		



copy)				
Appropriate evidence that applicant is a solo parent				
- Birth Certificate of children (below 18 y/o and above 18 y/o with disability) (1 Photocopy)	PSA/ LCR			
- Income Tax Return (1 Original copy)	BIR Municipal Based			
- 1x 1 ID picture (1 pc.)				
<i>and any of the following:</i>				
- If spouse is deceased; Certified True Copy of Death Certificate (1Photocopy)	PSA/ LCR			
- If separated/unwed; Affidavit (unwed/ separated) (1 Original copy)	Public Attorney's Office			
- If annulled/legally separated; Copy of filed/ pending petition for annulment of marriage/ legal separation (1 Original copy)	Court			
- If spouse is Person Deprived of Liberty; Certificate from jail where spouse is incarcerated (1 Original copy)	BJMP			
- If spouse is undergoing medical treatment; Medical Certificate spouse has mental or physical incapacity (1 Original copy)	Medical Doctor			
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 Sign in the client logbook and submit requirements 1.2 Prepare for interview 1.3 Sign registry book and receive Solo Parent ID Card	1.1 Receive the requirements and check for completeness. 1.2 Interview client and process Solo Parent ID 1.3 Release the Solo Parent ID Card	None	20 minutes	<i>Social Welfare Assistant MSWDO</i>
<i>End of Transaction / Total</i>		None	20 minutes	



3. Issuance of Senior Citizen's ID, Purchase Booklets on Medicines & Prime Commodities

Senior Citizen's Identification Card is issued to all Pudtol residents reaching the age of 60. The card is used to avail of discounts as provided for by the Expanded Senior Citizen Act of 2003 (RA9257).

Office or Division:	MSWDO			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	60 years old and above			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> - Marriage contract / Birth certificate (1 Photocopy) - 1x 1 ID picture (2 pcs.) 		PSA/ LCR		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 Sign in the client logbook & submit requirements. 1.2 Prepare for interview 1.3 Receive the ID Card, Purchase Booklets on Medicines and Prime Commodities	1.1 Receive the requirements and check for completeness. 1.2 Interview client and prepare ID Card 1.3 Release the ID Card with Purchase Booklet on Medicines and Prime Commodities	None	20 minutes	Social Welfare Assistant MSWDO
<i>End of Transaction / Total</i>		None	20 minutes	

4. Provision of Financial Assistance to Individuals in Crisis Situation

Provision of timely and appropriate aid to individuals/families in extreme difficulty brought about by a stressful situation.

Office or Division:	MSWDO			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All Citizen			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For Medical Assistance				
<ul style="list-style-type: none"> - Medical Abstract/ Certificate –(1 Original copy) 		Hospital where client confined		



- Laboratory request/ hospital bill/ summary of quotation of bills (1 Original copy)				
- Barangay Certificate of Indigency (1 Original copy)	Barangay where client resides			
- Valid ID of client (1 Photocopy)	Any Government Agency			
For Educational Assistance				
- Certificate of Enrolment (1 Original copy)	School where the client enrolled			
- Statement of Account (1 Original copy)				
- School ID/ Certificate of no issuance of school ID (1 Original copy)				
- Barangay Certificate of Indigency (1 Original copy)	Barangay where client resides			
- Valid ID of client (1 Photocopy)	Any Government Agency			
For Burial Assistance				
- Funeral Contract (1 Original copy)	Funeral Homes			
- Certified True Copy of Death Certificate (1 Photocopy)	PSA/LCR			
- Barangay Certificate of Indigency (1 Original copy)	Barangay where client resides			
- Valid ID of client (1 Photocopy)	Any Government Agency			
For Transportation Assistance				
- Police Blotter/ report (if applicable) (1 Original copy)	PNP			
- Barangay Certificate of Indigency (1 Original copy)	Barangay where client resides			
- Valid ID of client (1 Photocopy)	Any Government Agency			
For Food/ Non-food/ Basic needs				
- Barangay Certificate of Indigency (1 Original copy)	Barangay where client resides			
- Valid ID of client (1 Photocopy)	Any Government Agency			
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 Sign in the client logbook and submit requirements. 1.2 Prepare for interview	1.1 Receive the requirements and check for completeness. 1.2 Interview client and process the brief case study report.	None	30 mins	<i>Social Welfare Officer II/ Social Welfare Officer I MSWDO</i>
<i>End of Transaction / Total</i>		None	30 minutes	



5. Request for Livelihood Assistance

Provision of Livelihood Assistance to those rehabilitated victims of drugs and former rebels to help them reintegrate back into normal society.

Office or Division:	MSWDO			
Classification:	Complex			
Type of Transaction:	Government to Citizen			
Who may avail:	Rebel Returnees and Drug Surrenderees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> - Barangay Certificate of Residency/ Indigency (1 Original Copy) - Valid ID of client (1 Photocopy) - Project Proposal 		Barangay where client resides Any Government Agency MSWDO		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 Sign in the client logbook & submit requirements. 1.2 Prepare for interview.	1.1 Receive the requirements and check for completeness. 1.2 Interview client & process livelihood assistance.	None	25 mins	<i>Social Welfare Officer II/ Social Welfare Officer I</i> MSWDO
<i>End of Transaction / Total</i>		None	25 minutes	

6. Availing Certificate of Low Income (for Indigent)

This requirement is required by the Public Attorney's Office (PAO) and other government agencies and institutions before they are qualified for their services like; free legal assistance from PAO and medical assistance from Government hospitals and agencies.

Office or Division:	MSWDO			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Indigent/ low income individual			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> - Barangay Certificate Indigency/ low income (1 Original 		Barangay where client resides		



Copy)				
- Community Tax Certificate (1 Original Copy)		Barangay/Municipal Treasury Office		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the client logbook and submit requirements.	1. Receive requirements and check for completeness.	None	5 mins	<i>Social Welfare Assistant</i> MSWDO
2. Pay necessary fees	2. Receive payment & issue OR	Cert. Php - 100.00 Sec. Fee Php - 100.00	5 mins.	<i>RCCs</i> Municipal Treasury Office
3. Present OR and wait for the release of Certificate	3. Receive the OR, interview client and prepare Certificate of Low Income 3.1 Release Certificate	None	10 mins	<i>Social Welfare Assistant</i> MSWDO
<i>End of Transaction / Total</i>		Php 200.00	20 minutes	

7. Provision of Assistance to Child at Risk (CAR) and Children in Conflict with Law (CICL)

Provision of timely and appropriate aid to CHILDREN IN CONFLICT WITH LAW in accordance with Juvenile Justice Welfare Act (RA 9344).

Office or Division:	MSWDO
Classification:	Highly Technical
Type of Transaction:	Government service
Who may avail:	CAR/CICL
CHECKLIST OF REQUIREMENTS	
- Child's Presence	
- Guardian's Presence	
- Barangay Certification (1 Original Copy)	Barangay where client resides
- Barangay Blotter/ Preliminary Investigation Report – Original Copy	PNP



- Birth Certificate of child (1 Photocopy)	PSA/ LCR			
- Medical Certificate (1 Original Copy)	Hospital where client confined			
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the client logbook, submit requirements and prepare for interview	1.1 Receive the requirements and check for completeness. 1.2 Interview client using the Child Functioning Assessment Tool 1.3 Counselling 1.4 Decide treatment/intervention	None	7 hours & 5 mins.	MSWD Officer / Social Welfare Officer II MSWDO
<i>End of Transaction / Total</i>		None	7 hours & 5 minutes	

8. Issuance of Discount Cards for Persons with Disabilities (PWD)

The Municipal Social Welfare Office provides discount ID Cards to identified Persons with Disabilities in the municipality of Pudtol. The card is used to avail of discounts as provided for by Republic Act.

Office or Division:	MSWDO			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	0-59 years old with disability			
CHECKLIST OF REQUIREMENTS				
- Certificate of disability (1 Original Copy)	Medical Doctor			
- 1 x 1 ID picture				
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 Sign in the client logbook and submit requirements. 1.2 Prepare for interview 1.3 Wait for the release of ID Card	1.1 Receive the requirements and check for completeness. 1.2 Interview client & process PWD ID 1.3 Release the ID Card	None	20 mins	Social Welfare Officer II/ Social Welfare Officer I MSWDO
<i>End of Transaction / Total</i>		None	20 minutes	



9. Application for Foster Care

The Municipal Social Welfare & Development Office helps in facilitating temporary placement of child to a foster parent for substitute parental care and protection.

Office or Division:	MSWDO				
Classification:	Complex				
Type of Transaction:	Government to Citizen				
Who may avail:	At least 25 years of age, may either be married, widowed, separated or single				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE			
- NBI/ Police Clearance (1 Original Copy)		NBI/MPS			
- Marriage Certificate (if married) (1 Original/Photocopy)		PSA/LCR			
- Birth Certificate (1 Original/Photocopy)		PSA/LCR			
- Proof of income (1 Original copy)		BIR			
- Barangay Certificate (1 Original Copy)		Barangay where client resides			
- Result of psychological evaluation (1 Original Copy)		Psychologist			
- Recent Photograph					
CLIENTS STEPS		AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Sign in the client logbook, submit requirements and prepare for interview	1.1 Receive the requirements and check for completeness. 1.2 Interview client and prepare Child Study report 1.3 Submit Child Study Report with complete attachment to Regional Office (DSWD)	None	2 working days	Social Welfare Officer II/ Social Welfare Officer I MSWDO	
2. Wait for the process of Foster Care	2.1 Receive Child Study Report with complete attached documents 2.2 Conduct Foster Care Matching 2.3 Issuance of Foster Care License 2.4 Issuance of Placement authority 2.5 Monitoring 2.6 Termination	None	2 months	Social Workers DSWD – CAR	



<i>End of Transaction / Total</i>	None	2 months & 2 days	
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10. Application for Adoption

The Municipal Social Welfare & development Office provides assistance to those prospective adoptive parents who wishes to adopt a child.

Office or Division:	MSWDO
Classification:	Highly Technical
Type of Transaction:	Government to Citizen
Who may avail:	Eligible Individual/ Couple
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
<i>Abandoned/Foundling/Neglected Child</i>	
- Notarized Petition/Affidavit (1 Original copy)	MSWDO
- Child Study Report (1 Original copy)	MSWDO
- Proof of efforts to locate parents or any known relatives a. Written certification from a local or national radio or TV station (3 different airing dates) (1 Original copy) b. Publication in one newspaper (1 Original copy) c. Police report or barangay certification or certified copy of tracing report issued by the PRC-NHQ (1 Original copy) d. Returned registered mail (Printed/Hard Copy)	Radio Broadcasting Company/TV Station
- Birth certificate/Foundling Certificate (original LCR or SECPA copy) or child's Profile (1 Original copy)	LCR/PSA
- Photograph of the child (upon admission – recent)	
- Certified copy of the Notice of Petition (1 Original copy)	DSWD
- Original copy of the certificate of posting (1 Original copy)	DSWD
<i>Surrendered Child</i>	
- Application filed to DSWD-FO (1 Original copy)	MSWDO
- Child Study Report (1 Original copy)	MSWDO
- Notarized Deed of Voluntary Commitment with attachments	Individual who has actual/physical custody of the child



(valid IDs, CANA) (1 Original copy)				
- Birth Certificate (original LCR or SECPA copy) (1 Original copy)		LCR/PSA		
- Photograph of the child - upon admission – recent				
- Marriage Certificate of Parents, if applicable (1 Photocopy)		LCR/PSA		
- Certified True Copy of Death Certificate of parents, if applicable (1 Photocopy)		LCR		
- Psychological evaluation of parents, if applicable (1 Original copy)		Psychologist		
Neglected/Abused Child				
- Certified True Copy of Court Order (1 Original copy)		Court		
- Certified True Copy of other pertinent documents submitted to Court (1 Original copy)		Court		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 Sign in the client logbook and submit requirements. 1.2 Prepare for interview. 1.3 Wait for the process of adoption	1.1 Receive the requirements and check completeness. 1.2 Interview client and process application 1.3 Conduct home visit 1.4 Prepare Child Study Report 1.5 Facilitate publication/Facilitate radio or TV announcement 1.6 File petition with complete documents to DSWD-CAR 1.7 Apply for foundling certificate to DSWD-CAR once Certification Declaring a Child Legally available for adoption is issued 1.8 Monitoring	None	6 months to 1 year depending on the case	MSWD Officer / Social Welfare Officer II MSWDO
<i>End of Transaction / Total</i>		None	1 year	



11. Request for PHILHEALTH Sponsorship

Enrolment of pregnant women and indigent individuals to PhilHealth Program sponsored by Local Government Unit-Pudtol.

Office or Division:	MSWDO			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Indigent/ low income individual (Pregnant and in-patient)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> - Barangay Certificate Indigency/ Low income (1 Original Copy) - Marriage Certificate (1 Photocopy) - Birth Certificate (1 Photocopy) - Valid ID (1 Photocopy) 		Barangay where client resides		
		PSA/MCR		
		PSA/MCR		
		Any Government Agency		
CLIENTS STEPS		AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME
1. Sign in the client logbook, submit requirements and prepare for interview		1.1 Receive the requirements and check for completeness. 1.2 Interview client and process application for PhilHealth Sponsorship 1.3 Submit list to Philhealth Office	None	20 mins
2. Follow-up and receive Philhealth Member Data Record (MDR) and ID Card		2.1 Validate Record 2.2 Print 2.3 Release	None	10 mins
<i>End of Transaction / Total</i>		None	30 minutes	



12. Request for Parenting Capability Assessment Report (PCAR)

This kind of document is used for legal purposes such as using court related cases. It helps the requesting party to fully assess the family status including the assessment of the service user's environment. With this, the requesting agency may base their decision on how to help the service user.

Office or Division:	MSWDO			
Classification:	Complex			
Type of Transaction:	Government to Citizen			
Who may avail:	Requesting Party			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
- Referral letter (1 Original Copy)		Requesting Agency		
- Social Case Study Report (1 Original copy)		MSWDO		
- Birth Certificate of child (1 Photocopy)		PSA/MCR		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 Sign in the client logbook and submit requirements. 1.2 Prepare for interview 1.3 Wait for the release of the documents	1.1 Receive the requirements and check for completeness. 1.2 Interview client 1.3 Conduct validation and home visitation 1.4 Prepare Parent Capability Assessment Report 1.5 Submit PCAR with complete documents to requesting agency	None	5 working days	<i>Social Welfare Officer II / Social Welfare Officer I MSWDO</i>
<i>End of Transaction / Total</i>		None	5 working days	



Municipal Engineering Office Frontline Services



1. Securing/Availing Building Permit

PD 1096 (NBC OF THE PHILIPPINES), SECTION 301: No person, firm or corporation, including any agency or instrumentality of the government shall erect, construct, alter, repair, move, convert or demolish any building or structure or cause the same to be done without first obtaining a building permit therefor from the Building Official assigned in the place where the subject building is located or the building work is to be done.

The Building Official may issue a permit for the construction of only a part or portion of a building or structure whenever the plans and specifications submitted together with the application do not cover the entire building or structure.

Approved plans and specifications shall not be changed, modified or altered without the approval of the Building Official and the work shall be done strictly in accordance with the National Building Code (**NBC**) of the Philippines.

Office or Division:	Municipal Engineering Office (MEO)
Classification:	Compound
Type of Transaction:	Government to Citizens
Who may avail:	All Citizens
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
- Locational/Zoning Clearance (1 Original)	Municipal Planning & Development Office (MPDO)
- Building Plan Drawings: a. Architectural drawings signed & sealed by Architectural or Civil Engineer (5 Sets Original) b. Structural drawings signed & sealed by Structural or Civil Engineer (5 Sets Original) c. Plumbing Layout signed & sealed by Sanitary or Plumbing Engineer (5 Sets Original) d. Electrical Plan signed & sealed by Professional Electrical Engineer (PEE) (5 Sets Original) e. Summary of cost estimate for materials, Labors and other	To be submitted by the Applicant



construction expenses (5 Sets Original)				
- Current Tax. Declaration of the land to be used (1 Photocopy)		Municipal Assessment Office (MAO)		
- Secure FSEC (1 Original)		Bureau of Fire and Protection (BFP)		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client logbook	1. Give the Logbook to the client	None	5 mins	<i>Administrative Assistant or Record Officer</i> Municipal Engineering Office
2. Submit the required documents for assessment and verifications	2. Receive the required documents and check for completeness	None	5 mins	<i>Engineer II or Engineer I</i> Municipal Engineering Office
3. Fill-up Application form	3.1 Issue the application form	None	5 mins	<i>Engineer II or Engineer I</i> Municipal Engineering Office
	3.2 Verify the form for completeness	None	20 mins.	<i>Engineer II or Engineer I</i> Municipal Engineering Office
	3.3 Issue the order of billing assessment	1.3.1. BUILDING CONSTRUCTION FEES: <ul style="list-style-type: none"> 1.3.1.1. Original Complete construction up to 20.00 sq.m. – P2.00/sq.m. 1.3.1.2. Additional/renovation/alteration up to 20.00 sq.m. regardless of floor area of the original construction – P2.40/sq.m. 1.3.1.3. Above 20 sq.m, to 50 sq.m. – P3.40/sq.m. 1.3.1.4. Above 50 sq.m. to 100 	15 mins	<i>Engineer II or Engineer I</i> Municipal Engineering Office



	<p>sq.m. – P4.80/sq.m. 1.3.1.5. Above 100 sq.m. to 150 sq.m. – P6.00/sq.m. 1.3.1.6. Above 150 sq.m. – P7.20/sq.m.</p> <p>1.3.2. ELECTRICAL FEES: 1.3.2.a Total Connected Load (kVA)</p> <p>1.3.2.a 1. 5kVA or less – P200.00 1.3.2.a 2. Over 5kVA to 50kVA – P200.00 + P20.00/kVA 1.3.2.a 3. Over 50kVA to 300kVA – P1.100.00 + P10.00/kVA 1.3.2.a 4. Over 300kVA to 1,500kVA – P3.600.00 + P5.00/kVA 1.3.2.a 5. Over 1,500kVA to 6,000kVA – P9.600.00 + P2.50/kVA 1.3.2.a 6. Over 6,000kVA – P20.850.00 + P1.25/kVA</p> <p>1.3.2.b Total Transformer/UPS/Generator Capacity (kVA)</p> <p>1.3.2.b 1. 5kVA or less – P40.00 1.3.2.b 2. Over 5kVA to 50kVA – P40.00 + P4.00/kVA 1.3.2.b 3. Over 50kVA to 300kVA – 220.00 + P2.00/kVA 1.3.2.b 4. Over 300kVA to 1,500kVA – 720.00 + P1.00/kVA 1.3.2.b 5. Over 1,500kVA to 6,000kVA – P1.920.00 + P0.50/kVA 1.3.2.b 6. Over 6,000kVA – 4,170.00 + P0.25/kVA</p>		
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		<p>1.3.2.c Pole/Attachment Location plan permit</p> <p>1.3.2.c 1. Power Supply Pole location – P30.00/pole</p> <p>1.3.2.c 2. Guying Attachment – P30.00/attachment</p> <p>1.3.3. MECHANICAL FEES:</p> <p>1.3.3.1. Window type air conditioner – P60.00/unit</p> <p>1.3.3.2. Mechanical Ventilation, per kW or fraction thereof of blower or fan or metric equivalent – P40.00/kW</p> <p>1.3.3.3. Pressurized water heater – P200.00/unit</p> <p>1.3.3.4. Water pump, Sum pump, sewerage pump for commercial/industrial use, per kW or fraction thereof – P60.00/kW</p> <p>1.3.3.5. Automatic fire sprinkler system – P4.00/sprinkler head</p> <p>1.3.4. PLUMBING FEES:</p> <p>1.3.4.1 Installation fee, one (1)</p> <p>‘UNIT’: composed of one (1) water closet, two (2) floor drain, one (1) lavatory, one (1) sink with ordinary trap, three (3) faucets, and one (1) shower head. A partial part thereof shall be charged as</p>		
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		<p>that of the cost of a whole "UNIT" – P24.00/unit</p> <p>1.3.4.2 every fixture in excess of one unit:</p> <ul style="list-style-type: none">1.3.4.2.1 Each water closet – P7.00/unit1.3.4.2.2 Each floor drain – P3.00/unit1.3.4.2.3 Each Sink – P3.00/unit1.3.4.2.4 Each lavatory – P7.00/unit1.3.4.2.5 Each faucet – P2.00/unit1.3.4.2.6 Each shower head – P2.00/unit <p>1.3.4.3 Special Plumbing Fixtures:</p> <ul style="list-style-type: none">1.3.4.3.1 Each Slop Sink – P7.00/unit1.3.4.3.2 Each Urinal – P4.00/unit1.3.4.3.3 Each Bath Tub – P7.00/unit1.3.4.3.4 Each Grease Trap – P7.00/unit1.3.4.3.5 Each Garage Trap – P7.00/unit1.3.4.3.6 Each Bidet – P4.00/unit1.3.4.3.7 Each Dental Cuspidor – P4.00/unit1.3.4.3.8 Each Gas-fired water Heater – P4.00/unit		
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		<p>1.3.4.3.9 Each Drinking Fountain – P2.00/unit</p> <p>1.3.4.3.10 Each Laundry Sink – P4.00/unit</p> <p>1.3.4.3.11 Each Lavatory Sink – P4.00/unit</p> <p>1.3.4.3.11 Each Fixed-type sterilizer – P2.00/unit</p> <p>1.3.4.4 Each Water Meter:</p> <p>1.3.4.4.1 12 to 25 mm Ø – P8.00/unit</p> <p>1.3.4.4.2 Above 25 mm Ø – P10.00/unit</p> <p>1.3.4.5 Construction of Septic Tank, Applicable in All Groups:</p> <p>1.3.4.5.1 Up to 5.00 cu.m. of digestion chamber – P24.00/cu.m.</p> <p>1.3.4.5.2 Every cu. Meter or fraction therof in excess of 5.00 cu. meters – P7.00/cu.m.</p> <p>1.3.5. ELECTRONIC FEES:</p> <p>1.3.5.1. Electronics and communication outlets used for connection and termination of voice, data computer (including workstation, server routers, etc.), audio, video, or any form of electronics and communications services, irrespective of whether a user terminal is connected –</p>		
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		<p>P2.40/outlet</p> <p>1.3.5.2. Studios, auditoriums, theatres, and similar structures for radio and TV broadcasting, recording, audio/video reproduction, and similar activities – P1,000.00/location</p> <p>1.3.5.3. Antenna towers/mast, or other structure for installation of any electronic and/or communications transmissions/reception – P1,000.00/structure</p> <p>1.3.5.4. Electronic or electronically controlled indoor & outdoor signage and display systems including TV monitors, multi-media signs, ect. – P50.00/unit</p> <p>1.3.5.5. Poles and Attachments:</p> <p>1.3.5.5.1 Per pole (to be paid by pole owner) – P20.00/pole</p> <p>1.3.5.5.2 Per attachment (to be paid by any entity who attaches to the pole of others) – P20.00/attachment</p> <p>1.3.5.6. Other types or electronic or electrically controlled device, apparatus, equipment, instrument or units not specifically identified above. P50.00/unit</p>		
1.3.6. ACCESSORIES OF THE				



		<p>BUILDING/STRUCTURE FEES:</p> <p>1.3.6.1. Building with a height of more than 8.0 meters shall be charged an additional fee of 25.0 centavos (P0.25) per cu. Meter above 8.0 meters. The height shall be measured from the ground level up to the bottom of the roof slab or the top of girts, whichever applies.</p> <p>1.3.6.2. Swimming Pools per cu. Meter or fraction thereof:</p> <p>1.3.6.2.1 Group A residential – P3.00</p> <p>1.3.6.2.2 Commercial/Industrial – P36.00</p> <p>1.3.6.2.3 Social/Recreational – P24.00</p> <p>1.3.6.2.4 Swimming pools improved from local indigenous materials such as rocks, stones, and/or small boulders and with plain cement flooring shall be charged 50% of the above rates</p> <p>1.3.6.2.5 Swimming pool shower rooms/locker rooms, per unit or fraction thereof:</p> <p>1.3.6.2.5.1 Residential – P6.00</p> <p>1.3.6.2.5.2 Group B, E, F, G –</p>		
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		<p>P18.00</p> <p>1.3.6.2.5.3 Group C, D, H – P12.00</p> <p>1.3.6.2.6 Construction of firewalls separate from the buildings:</p> <p>1.3.6.2.6.1 per sq.meter or fraction thereof – P3.00</p> <p>1.3.6.2.6.2 provided that the minimum fee shall be – P48.00</p> <p>1.3.6.2.7 Construction of reinforced concrete or steel tanks or above ground GROUPS A & B, up to 2.00 cu.meters – P12.00</p> <p>1.3.6.2.7.1 every cu. meter or fraction thereof in excess of 2.00 cu. meters – P12.00</p> <p>1.3.6.2.7.2 for all other than groups A & B up to 10.00 cu. meters – P480.00</p> <p>1.3.6.2.7.3 every cu. meter or fraction thereof in excess of 10.00 cu. meters – P24.00</p> <p>1.3.6.2.8 Construction of Water and Water Treatment Tanks: (including Cistems, Sedimentation, and Chemical Treatment tanks) per cu. Meter of volume – P7.00</p>		
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		<p>1.3.6.2.9 Construction of reinforced concrete or steel tanks Commercial/Industrial use:</p> <p>1.3.6.2.9.1 above ground up to 10.00 cu. meters – P480.00</p> <p>1.3.6.2.9.2 every cu. meter or fraction thereof in excess of 10.00 cu. meters – P24.00</p> <p>1.3.6.2.9.3 Underground up to 20.00 cu. meters – P540.00</p> <p>1.3.6.2.9.4 every cu. meter or fraction thereof in excess of 20.00 cu. meters – P24.00</p> <p>1.3.6.2.10 Booths, Kiosks, Platforms, Stages, and the like per sq. meter or fraction thereof of floor area:</p> <p>1.3.6.2.10.1 Construction of permanent type – P10.00</p> <p>1.3.6.2.10.2 Construction of temporary type – P5.00</p> <p>1.3.6.2.10.3 Inspection of knock down temporary type per unit – P24.00</p>		
		<p>1.3.7. ACCESSORY FEES:</p> <p>1.3.7.1. Ground Preparation and Excavation</p>		



		<p>1.3.7.1.1 Inspection and verification – P200.00</p> <p>1.3.7.1.2 Per cu. Meter of excavation – P3.00</p> <p>1.3.7.1.3 Per cu. meter of excavation for foundation with basement – P4.00</p> <p>1.3.7.1.4 Excavation other than foundation or basement per cu. meter – P3.00</p> <p>1.3.7.2. Fencing works</p> <p>1.3.7.2.1 Excavation other than foundation or basement per cu. meter – P3.00</p> <p>1.3.7.2.2 In excess of 1.80 meters in height, per lineal meter or fraction thereof – P4.00</p> <p>1.3.7.2.3 Made of indigenous materials, barbed, chicken or hog wire, per linear meter – P2.40</p> <p>1.3.7.3. Construction of Pavements, up to 20.00 sq. meter – P24.00</p> <p>In excess of 20.0 sq. meter or fraction thereof of paved areas intended for commercial, Industrial, institutional use, such as parking, and sidewalks areas, gasoline station premises, skating rinks, pelota courts, tennis & basketball courts and the like – P3.00</p>		
	3.4 Advice the client to have the application	None	2 mins	<i>Engineer II or Engineer I</i>



	form notarized			Municipal Engineering Office
	3.5 Start processing the request	None	5 mins	Engineer II or Engineer I Municipal Engineering Office
4. Pay necessary fees as per billing assessment	4. Accept the payment & issue OR	As per the order of billing assessment	5 mins.	RCCs Municipal Treasury Office
5. Submit Notarized Application form, official receipt, and wait for the approved building permit	5. Check OR & issue the Certificate/ Clearances being requested	None	10 mins.	Engineer II Municipal Engineering Office
<i>End of Transaction / Total</i>		*it may varies depending on the given formula above	1 hr. & 12 minutes	

2. Issuance of Occupancy Permit

No building or structure shall be used or occupied and no change in the existing use or occupancy classification of a building or structure or portion thereof shall be made until the Building Official has issued a Certificate of Occupancy therefor as provided in the National Building Code.

A Certificate of Occupancy shall be issued by the Building Official within thirty (30) days if after final inspection and submittal of a Certificate of Completion and it is found that the building or structure complies with the provisions of the National Building Code of the Philippines.

The Certificate of Occupancy shall be posted or displayed in a conspicuous place on the premises and shall not be removed except upon order of the Building Official.

Office or Division:	Municipal Engineering Office (MEO)
Classification:	Compound
Type of Transaction:	Government to Citizens
Who may avail:	All Applicants with Approved Building Permit



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> - Application for Occupancy Permit - Submit Necessary requirements prior for validation <ul style="list-style-type: none"> a. Certificate of Completion duly notarized (3 Copies) b. Construction Logbook and As-built plan signed & sealed by the owner's Architect or Civil Engineer who undertook full time Inspection & Supervision. c. Valid Licenses of all involved Professionals (Photocopy) d. Captioned Photographs of site and completed building/structure showing front, rear and sides areas. e. Approved Building Permit and Ancillary Permits (Photocopy) f. Building Permit payment and Building cost & Estimate (Photocopy) 		Municipal Engineering Office (MEO) To be submitted by the Applicant		
- Secure FSIC (1 Original)		Bureau of Fire and Protection (BFP)		
- Actual Site Inspection for Verification prior for the approval of occupancy permit		Municipal Engineering Office (MEO)		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign client Logbook, fill-up application forms and submit necessary documents for validation	1. Give the logbook to the client	None	5 min	Administrative Assistant or Record Officer Municipal



				Engineering Office
	1.2 Verify & check the submitted requirements for completeness and correctness	None	10 min.	<i>Engineer II or Engineer I Municipal Engineering Office</i>
	1.3 Asses the bills for payment and advice client to have the Certification of Completion notarized	<p>1.3.1 DIVISION A-1 and A-2 BUILDINGS:</p> <p>1.3.2.1 Costing up to P150,000.00 – P100.00</p> <p>1.3.2.2 Costing more than P150,000.00 up to P400,000.00 – P200.00</p> <p>1.3.2.3 Costing more than P400,000.00 up to P850,000.00 – P400.00</p> <p>1.3.2.4 Costing more than P850,000.00 up to P1,200,000.00 – P800.00</p> <p>1.3.2.5 Every million or portion thereof in excess of P1,200,000.00 – P800.00</p> <p>1.3.2 DIVISION B-1/E-1,2,3/F-1/G-1,2,3,4,5/H-1,2,3,4/and I-1 BUILDING:</p> <p>1.3.2.1 Costing up to P150,000.00 – P200.00</p> <p>1.3.2.2 Costing more than P150,000.00 up to P400,000.00 – P400.00</p> <p>1.3.2.3 Costing more than P400,000.00 up to P850,000.00 – P800.00</p> <p>1.3.2.4 Costing more than</p>	10 min.	<i>Engineer II Municipal Engineering Office</i>



		P850,000.00 up to P1,200,000.00 – P1,000.00 1.3.2.5 Every million or portion thereof in excess of P1,200,000.00 – P1,000.00 1.3.3 DIVISION C-1,2/D-1,2,3 BUILDING: 1.3.3.1 Costing up to P150,000.00 – P150.00 1.3.3.2 Costing more than P150,000.00 up to P400,000.00 – P250.00 1.3.3.3 Costing more than P400,000.00 up to P850,000.00 – P600.00 1.3.3.4 Costing more than P850,000.00 up to P1,200,000.00 – P900.00 Every million or portion thereof in excess of P1,200,000.00 – P900.00		
2. Pay necessary fees	2. Received payment and issue official receipt	As per the order of billing assessment	5 mins.	RCCs Municipal Treasury Office
3. Submit Notarized Certificate of Completion, official receipt, and wait for the Occupancy Permit	3. Verify, print and release	None	10 mins.	Engineer II Municipal Engineering Office
<i>End of Transaction / Total</i>		*It may varies depending on the given bracket above	40 minutes	



Municipal Accounting Office Frontline Services



1. Processing Payment of Claims for Supplies/Goods/Services

To safeguard the use and disposition of the Municipal Government's assets and to determine its liabilities from claims, pre-audit is undertaken by the Municipal Accountant to determine that all necessary supporting documents of vouchers/claims are submitted.

Office or Division:	Municipal Accounting Office	
Classification:	Simple	
Type of Transaction:	Government to Government	
Who may avail:	End User	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Purchased from Procurement Service <i>Disbursement Voucher with the following attachments:</i> 1. Purchase Request 2. DBM Forms 3. DBM Quotation 4. Obligation Request 5. Inspection Report 6. Requisition and Issue Slip		End user
Purchased from Outside Suppliers <i>Disbursement Voucher with the following attachments:</i> 1. Certify copy of the page of the Annual/ Supplemental Procurement Plan (A/SPP) where the particular goods subject for payment are indicated 2. Purchase Request 3. Request for Quotation/Canvass 4. Abstract of quotations 5. Purchase Order 6. Acceptance and Inspection Report 7. Delivery Receipt/ Charge invoice 8. Property Acknowledgment Receipt (PAR) for		End user



- Equipment(Php 50,000.00 and above)
9. Inventory Custodian Slip (ICS) for semi expendable supplies
 10. Obligation Request

CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit approved OBR with supporting documents	1.1 Receive complete documents	None	1 min.	<i>Accounting Staff</i> Municipal Accounting Office
	1.2 Prepare Disbursement Voucher	None	5 mins.	<i>Administrative Assistant II (Bookkeeper)</i> Municipal Accounting Office
	1.3 Prepare BIR Form 2307	None	3 mins	<i>Accounting Staff</i> Municipal Accounting Office
	1.4 Review completeness and appropriateness of supporting documents & signed BIR Form 2307	None	8 mins	<i>Accountant II</i> Municipal Accounting Office
	1.5 Record Journal Entry Voucher (JEV)	None	8 mins	<i>Administrative Assistant II (Bookkeeper)</i> Municipal Accounting Office
	1.6 Certify completeness and appropriateness of supporting documents and approve JEV	None	5 mins	<i>Municipal Accountant</i> Municipal Accounting Office
	1.7 Transmit approved DV to the Treasury Office for the certification of availability of funds	None	5 mins	<i>Accounting Clerk</i> Municipal Accounting Office
	1.8 Certify the DV for the Availability of Funds and transmit to the Mayor's Office for approval of payment	None	5 mins	<i>Municipal Treasurer</i> Municipal Treasury Office
	1.9 Approve payment	None	5 mins	Municipal Mayor



				Mayor's Office
1.10 Prepare check	None	5 mins		<i>Cashier I</i> Municipal Treasury Office
1.11 Approve check	None	5 mins		<i>Municipal Treasurer</i> Municipal Treasury Office And <i>Municipal Mayor</i> Mayor's Office
1.12 Receive approved voucher and signed check, and prepare Accountant's Check Advice	None	10 mins		<i>Administrative Aide VI</i> Municipal Accounting Office
1.13 Certify the correctness of Check Advice	None	5 mins		<i>Municipal Accountant</i> Municipal Accounting Office
1.14 Deliver Check Advice to agency bank (Land Bank of the Philippines)	None	1 hour		<i>Administrative Aide VI</i> Municipal Accounting Office
1.15 Transmit voucher and check to the treasury office for the release	None	5 mins		<i>Accounting Clerk</i> Municipal Accounting Office
<i>End of Transaction / Total</i>	None	1 hour & 16Minutes		

2. Processing of Claims for Travelling Expenses

To safeguard the use and disposition of the Municipal Government's assets and to determine its liabilities from claims, pre-audit is undertaken by the Municipal Accountant to determine that all necessary supporting documents of vouchers/claims are submitted.

Office or Division:	Municipal Accounting Office
Classification:	Simple
Type of Transaction:	Government to Government
Who may avail:	LGU Employees on official business
CHECKLIST OF REQUIREMENTS	
<i>Disbursement Voucher with the following attachments:</i>	
WHERE TO SECURE	



<ol style="list-style-type: none"> 1. Duly approved Travel Order 2. Duly approved Itinerary of Travel (proposed) 3. Approved Certificate of Travel completed 4. Certificate of Appearance 5. Driver's Trip Ticket, if Gov't Vehicle 6. Official Receipt of Fuel Purchased 7. Toll Fees 8. Bus. Ticket, Plane Ticket , Boat Ticket whichever is applicable 9. Official Receipt of Hotel Accommodation 10. Certification by the Head of Agency 11. Letter of Invitation /Communication 12. Obligation Request 	Claimant			
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit approved Obligation Request (OBR) Voucher with supporting documents	1.1 Receive complete documents	None	1 min.	<i>Accounting Staff</i> Municipal Accounting Office
	1.2 Prepare Disbursement Voucher	None	5 mins.	<i>Administrative Assistant II (Bookkeeper)</i> Municipal Accounting Office
	1.3 Prepare BIR Form 2307	None	3 mins	<i>Accounting Staff</i> Municipal Accounting Office
	1.4 Review completeness and appropriateness of supporting documents & signed the BIR Form 2307	None	8 mins	<i>Accountant II</i> Municipal Accounting Office
	1.5 Record Journal Entry Voucher (JEV)	None	8 mins	<i>Administrative Assistant II (Bookkeeper)</i> Municipal Accounting Office
	1.6 Certify completeness and appropriateness of supporting	None	5 mins	<i>Municipal Accountant</i> Municipal Accounting Office



	documents and approve Journal Entry Voucher (JEV)			
	1.7 Transmit approved Disbursement Voucher (DV) to the Treasury Office for the certification of availability of funds	None	5 mins	<i>Accounting Clerk</i> Municipal Accounting Office
	1.8 Certify the Disbursement Voucher (DV) for the Availability of Funds and transmit to the Mayor's Office for approval of payment	None	5 mins	<i>Municipal Treasurer</i> Municipal Treasury Office
	1.9 Approve payment of claims	None	5 mins	<i>Municipal Mayor</i> Mayor's Office
	1.10 Prepare check	None	5 mins	<i>Municipal Treasurer</i> Municipal Treasury Office
	1.11 Approve check	None	5 mins	<i>Municipal Treasurer</i> Municipal Treasury Office <i>and</i> <i>Municipal Mayor</i> Mayor's Office
	1.12 Receive approved disbursement voucher and signed check, and prepare Accountant's Check Advice	None	10 mins	<i>Administrative Aide VI</i> Municipal Accounting Office
	1.13 Certify the correctness of Accountant's Check Advice	None	5 mins	<i>Municipal Accountant</i> Municipal Accounting Office
	1.14 Deliver Accountant's Check Advice to agency bank (Land Bank of the Philippines)	None	1 hour	<i>Administrative Aide VI</i> Municipal Accounting Office
	1.15 Transmit disbursement voucher and check to the treasury office for the release	None	5 mins	<i>Accounting Clerk</i> Municipal Accounting Office
	<i>End of Transaction / Total</i>	None	1 hour & 16 minutes	



3. Processing of Claims for Payment of Projects

To safeguard the use and disposition of the Municipal Government's assets and to determine its liabilities from claims, pre-audit is undertaken by the Municipal Accountant to determine that all necessary supporting documents of vouchers/claims are submitted.

Office or Division:	Municipal Accounting Office	
Classification:	Simple	
Type of Transaction:	Government to Government	
Who may avail:	End User/Implementing Office	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
First payment <i>Disbursement Voucher with the following attachments:</i> 1. Obligation Request 2. RA 9184(GPRA) Forms 3. Request for Inspection & Payment 4. Inspection Report 5. SWA 6. Pictures 7. Billing Summary 8. Obligation Request	End User/Implementing Office	
In case the first payment is mobilization <i>Disbursement Voucher with the following attachments:</i> 1. Obligation Request 2. RA 9184 3. Notice to proceed 4. Performance bond	End User/Implementing Office	
Final payment <i>Disbursement Voucher with the following attachments:</i> 1. Obligation Request 2. Request for Inspection	End User/Implementing Office	



3. Inspection Report 4. Certificate of Completion 5. As Built Plan, if applicable 6. SWA				
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Obligation Request (OBR) with supporting documents	1.1 Receive complete documents	None	1 min.	<i>Accounting Staff</i> Municipal Accounting Office
	1.2 Prepare Disbursement Voucher	None	5 mins.	<i>Administrative Assistant II (Bookkeeper)</i> Municipal Accounting Office
	1.3 Prepare BIR Form 2307	None	3 mins	<i>Accounting Staff</i> Municipal Accounting Office
	1.4 Review completeness and appropriateness of supporting documents & signed BIR Form 2307	None	8 mins	<i>Accountant II</i> Municipal Accounting Office
	1.5 Record Journal Entry Voucher (JEV)	None	8 mins	<i>Administrative Assistant II (Bookkeeper)</i> Municipal Accounting Office
	1.6 Certify completeness and appropriateness of supporting documents and approve Journal Entry Voucher (JEV)	None	5 mins	<i>Municipal Accountant</i> Municipal Accounting Office
	1.7 Transmit approved Disbursement Voucher to the Treasury Office for the certification of availability of funds	None	5 mins	<i>Accounting Clerk</i> Municipal Accounting Office
	1.8 Certify the DV for the Availability of Funds and transmit to the Mayor's Office for approval of payment	None	5 mins	<i>Municipal Treasurer</i> Municipal Treasury Office
	1.9 Approve payment	None	5 mins	<i>Municipal Mayor</i> Mayor's Office
	1.10 Prepare check	None	5 mins	<i>Cashier I</i> Municipal Treasury Office



	1.11 Approve check	None	5 mins	<i>Municipal Mayor Mayor's Office and Municipal Treasurer Municipal Treasury Office</i>
	1.12 Receive approved voucher and signed check, and prepare Accountant's Check Advice	None	10 mins	<i>Administrative Aide VI Municipal Accounting Office</i>
	1.13 Certify the correctness of Check Advice	None	5 mins	<i>Municipal Accountant Municipal Accounting Office</i>
	1.14 Deliver Check Advice to agency bank (Land Bank of the Philippines)	None	1 hour	<i>Administrative Aide VI Municipal Accounting Office</i>
	1.15 Transmit voucher and check to the treasury office for the release	None	5 mins	<i>Accounting Clerk Municipal Accounting Office</i>
	<i>End of Transaction / Total</i>	None	1 hr. & 16 minutes	

4. Certification of Claims for Salary/Wages

To safeguard the use and disposition of the Municipal Government's assets and to determine its liabilities from claims, pre-audit is undertaken by the Municipal Accountant to determine that all necessary supporting documents of vouchers/claims are submitted.

Office or Division:	Municipal Accounting Office	
Classification:	Simple	
Type of Transaction:	Government to Government	
Who may avail:	LGU Employees	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<i>Payroll with the following attachments:</i>		
1. Appointment 2. DTR		Employee Employee



3. Obligation Request		Office		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit approved Daily Time Record and appointment (if Job Order employee)	1.1 Prepare payroll per office (Permanent and Job Order)	None	10 mins	<i>Administrative Aide VI</i> Municipal Accounting Office
	1.2 Transmit prepared payroll to concern offices for the Approval of the Department Head	None	5 mins	Accounting Clerk Municipal Accounting Office
	1.3 Certify and approve the completeness of Payroll	None	10 mins	<i>Municipal Accountant</i> Municipal Accounting Office
	1.4 Receive signed payroll per office for the preparation of Payroll Register and Authority to Debit Memo	None	5 mins	<i>Administrative Aide VI</i> Municipal Accounting Office
	1.5 Forward Authority to Debit Memo to Mun. Treasury Office for countersigning	None	5 mins	<i>Municipal Treasurer/Acting Mun. Treasurer</i> Municipal Treasury Office
	1.6 Forward Authority to Debit Memo to Mayor's Office for countersigning	None	5 mins	<i>Municipal Mayor</i> Mayor's Office
	1.7 Transmit Authority to Debit Memo (ADM) to LBP for payment	None	10 mins.	<i>Administrative Aide VI</i> Municipal Accounting Office
<i>End of Transaction / Total</i>		None	50 minutes	

5. Procedure in the Certification of Claims for Financial Assistance

To safeguard the use and disposition of the Municipal Government's assets and to determine its liabilities from claims, pre-audit is undertaken by the Municipal Accountant to determine that all necessary supporting documents of vouchers/claims are submitted.

Office or Division:	Municipal Accounting Office
Classification:	Simple
Type of Transaction:	Government to Citizen
Who may avail:	Persons in need
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	



Medical Assistance <i>Disbursement Voucher with the following attachments:</i> 1. Barangay Certificate of Indigency 2. Obligation Request 3. Medical Certification 4. Valid ID of claimant 5. Case Study 6. Certificate of Eligibility	MSWDO
Educational Assistance <i>Disbursement Voucher with the following attachments:</i> 1. Barangay Certificate of Residency 2. Case Study 3. Certificate of Eligibility 4. Obligation Request 5. Certificate of Enrolment/Registration 6. Valid Student ID	MSWDO
Burial Assistance <i>Disbursement Voucher with the following attachments:</i> 1. Barangay Certificate of Residency 2. Case Study 3. Certificate of Eligibility 4. Obligation Request 5. Death Certificate 6. Valid ID of claimant 7. Statement of Account from funeral service providers	MSWDO



CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Obligation Request (OBR) with supporting documents	1.1 Receive complete documents	None	1 min.	<i>Accounting Staff</i> Municipal Accounting Office
	1.2 Prepare Disbursement Voucher	None	5 mins.	<i>Administrative Assistant II</i> <i>(Bookkeeper)</i> Municipal Accounting Office
	1.3 Prepare BIR Form 2307	None	3 mins	<i>Accounting Staff</i> Municipal Accounting Office
	1.4 Review completeness and appropriateness of supporting documents	None	8 mins	<i>Accountant II</i> Municipal Accounting Office
	1.5 Record Journal Entry Voucher (JEV)	None	8 mins	<i>Administrative Assistant II</i> <i>(Bookkeeper)</i> Municipal Accounting Office
	1.6 Certify completeness and appropriateness of supporting documents and approve Journal Entry Voucher	None	5 mins	<i>Municipal Accountant</i> Municipal Accounting Office
	1.7 Transmit approved Disbursement Voucher to the Treasury Office for the certification of availability of funds	None	5 mins	<i>Accounting Clerk</i> Municipal Accounting Office
	1.8 Certify the Disbursement Voucher for the Availability of Funds and transmit to the Mayor's Office for approval of payment	None	5 mins	<i>Municipal Treasurer</i> Municipal Treasury Office
	1.9 Approve payment	None	5 mins	<i>Municipal Mayor</i> Mayor's Office
	1.10 Prepare check	None	5 mins	<i>Municipal Treasurer</i> Municipal Treasury Office
	1.11 Approve check	None	5 mins	<i>Municipal Treasurer</i> Municipal Treasury Office



				and Municipal Mayor Mayor's Office
1.12 Receive approved disbursement voucher and signed check, and prepare Accountant's Check Advice	None	10 mins	<i>Administrative Aide VI</i> Municipal Accounting Office	
1.13 Certify the correctness of Check Advice	None	5 mins	<i>Municipal Accountant</i> Municipal Accounting Office	
1.14 Deliver Check Advice to agency bank (Land Bank of the Philippines)	None	1 hour	<i>Administrative Aide VI</i> Municipal Accounting Office	
1.15 Transmit voucher and check to the treasury office for the release	None	5 mins	<i>Accounting Clerk</i> Municipal Accounting Office	
<i>End of Transaction / Total</i>	None	1 hr. & 16 minutes		

6. Procedure in the Certification of Barangay Financial Transaction (Disbursements)

To safeguard the use and disposition of the Municipal Government's assets and to determine its liabilities from claims, pre-audit is undertaken by the Municipal Accountant to determine that all necessary supporting documents of vouchers/claims are submitted.

Office or Division:	Municipal Accounting Office
Classification:	Simple
Type of Transaction:	Government to Government
Who may avail:	Barangays
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
Purchase of Goods and Services <i>Disbursement Voucher with the following attachments:</i>	
1. RA 9184(BAC Forms) 2. Purchase Request 3. Purchase Order 4. Obligation Request 5. Inspection report	Barangay Treasurer



6. Requisition and Issue Slip				
Payment of Labor <i>Disbursement Voucher with the following attachments:</i>				
1. Obligation Request 2. Payroll 3. Certificate of Completion 4. Plantilla of Position		Barangay Treasurer		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Disbursement Voucher with supporting documents	1.1 Receive and review the completeness of documents to be certified by the accountant	None	10 mins	<i>Accountant II</i> Municipal Accounting Office
	1.2 Record Journal Entry Voucher	None	5 mins	<i>Barangay Bookkeeper</i> Municipal Accounting Office
	1.3 Approve Journal Entry Voucher	None	3 mins	<i>Accountant II</i> Municipal Accounting Office
	1.4 Return voucher to Barangay Treasurer for the preparation of Punong Barangay Certification (PBC)	None	3 mins	<i>Barangay Bookkeeper</i> Municipal Accounting Office
	1.5 Review the correctness of PBC	None	3 mins	<i>Accountant II</i> Municipal Accounting Office
<i>End of Transaction / Total</i>		None	24 minutes	

7. Procedures in the Certification of Barangay Claims for Travel/Training Expenses

To safeguard the use and disposition of the Municipal Government's assets and to determine its liabilities from claims, pre-audit is undertaken by the Municipal Accountant to determine that all necessary supporting documents of vouchers/claims are submitted.

Office or Division:	Municipal Accounting Office
Classification:	Simple



Type of Transaction:	Government to Government			
Who may avail:	Barangays			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
<i>Disbursement Voucher with the following attachments:</i>				
1. Obligation Request 2. Travel Order 3. Itinerary of Travel 4. Certificate of Travel Completed 5. Certificate of Appearance 6. Trip ticket 7. Gasoline Receipt 8. Bus Ticket, if applicable 9. Toll Fees, if applicable	Barangay Treasurer			
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Disbursement Voucher with supporting documents	1.1 Receive and review the completeness of documents to be certified by the accountant	None	10 mins	Accountant II Municipal Accounting Office
	1.2 Record Journal Entry Voucher	None	5 mins	Barangay Bookkeeper Municipal Accounting Office
	1.3 Approve Journal Entry Voucher	None	3 mins	Accountant II Municipal Accounting Office
	1.5 Return voucher to Barangay Treasurer for the preparation of Punong Barangay Certification (PBC)	None	3 mins	Barangay Bookkeeper Municipal Accounting Office
	1.5 Review the correctness of PBC	None	3 mins	Accountant II Municipal Accounting Office
End of Transaction / Total		None	24 minutes	



8. Posting of Barangay Collections

To safeguard the use and disposition of the Municipal Government's assets and to determine its liabilities from claims, pre-audit is undertaken by the Municipal Accountant to determine that all necessary supporting documents of vouchers/claims are submitted.

Office or Division:	Municipal Accounting Office			
Classification:	Simple			
Type of Transaction:	Government			
Who may avail:	Barangays			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
- Duplicate copy of receipt (form 51 A)		Barangay Treasurer		
- DSCAF		Barangay Treasurer		
- Cash/deposit slip		Barangay Treasurer		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Report of Collections and Deposits	1.1 Receive and record Report of Collection and Deposit	None	5 mins.	<i>Barangay Bookkeeper Municipal Accounting Office</i>
	1.2 Review and approve	None	10 mins	<i>Accountant II Municipal Accounting Office</i>
<i>End of Transaction / Total</i>		None	15 minutes	



Management Information System Office Frontline Services



1. Technical Assistance and Support

Provide necessary technical assistance and support to various departments, offices and barangays.

Office or Division:	Management Information System Office			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	All Departments, Offices and Barangays			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> - Official Request Letter (1 Original) - Job Service Report 		Management Information System Office		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Call/request technical assistance or submit official request letter (barangay clients) and wait for the copy of Job Service Report (Initial)	1.1 Receives Calls/Official Request Letter 1.2 Get information about the technical problem, contact person, contact number and name of office 1.3 Produces Job Service Report (initial) and assigning of technician to attend troubleshooting 1.4 Acknowledge Job Service Report (Initial) and furnish a copy to the client	None	50 minutes	<i>Job Order Technician/ IT Officer III</i> Management Information System Office
<i>End of Transaction / Total</i>		None	50 minutes	

2. Job Service

Provide necessary troubleshooting and repair service/maintenance of IT Equipment and Peripherals of the departments, offices and barangays.

A. Ocular, Inquiry

Office or Division:	Management Information System Office
Classification:	Simple



Type of Transaction:	Government to Government			
Who may avail:	All Departments, Offices and Barangays			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
- Job Service Report (Initial)		Management Information System Office		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Call/request technical assistance or submit official request letter (barangay clients) and wait for the copy of Job Service Report (Final)	1.1 Receives Calls/Official Request Letter 1.2 Get information about the technical problem, contact person, contact number and name of office 1.3 Produces Job Service Report (initial) and assigning of technician to attend troubleshooting 1.4 Acknowledge Job Service Report (Final) and furnish a copy to the client	None	50 minutes	Job Order Technician/ IT Officer III Management Information System Office
<i>End of Transaction / Total</i>		None	50 minutes	

B. With Repair

Office or Division:	Management Information System Office			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	All Departments, Offices and Barangays			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
- Official Request Letter				
- Job Service Report (Initial/Final)		Management Information System Office		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Call/request technical assistance or submit official request letter (barangay)	1.1 Receives Calls/Official Request Letter 1.2 Get information about the technical	None	2 days	Job Order Technician/ IT Officer III Management Information



clients) and wait for the copy of Job Service Report (Final)	problem, contact person, contact number and name of office 1.3 Produces Job Service Report (initial) and assigning of technician to attend troubleshooting 1.4 Acknowledge Job Service Report (Final) and furnish a copy to the client			System Office
<i>End of Transaction / Total</i>		None	2 days	

3. Data Network Services (Cable Installation, Line Check)

Provide necessary network installation/assistance service.

Office or Division:	Management Information System Office			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	All Departments and Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
- Documentary Prescription (Official Endorsement by Immediate Officer)				
- Official Request Letter (1 Original)				
- Job Service Report (Initial/Final)		Management Information System Office		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Call/request technical assistance and wait for the copy of Job Service Report (Final)	1.1 Receives call/request for technical assistance 1.2 Produces Job Service Report (initial) and assigning of technician to attend troubleshooting 1.3 Acknowledge Job Service Report (Final) and furnish a copy to the client	None	50 minutes	Job Order Technician/ IT Officer III Municipal Information Technology Office
<i>End of Transaction / Total</i>		None	50 minutes	



4. Inspection of IT Equipment and Peripherals Delivery based on PO or Contract

MISO Personnel will be responding to inspect and verify the delivered IT equipment and peripherals delivery based on PO or contract are correct. The inspector will complete and secure a copy of the IT equipment Inspection Report Form and furnishes a copy to the end-user and contractor/supplier.

Office or Division:	Municipal Information System Office			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	All Departments and Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> - Advisory/Request from the BAC - Copy of PO or Contract, Terms of Reference/Schedule of Prices, Supply and Delivery Agreement 		Management Information System Office		
CLIENTS STEPS		AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME
1. Submit Advisory/Request for inspection and wait for the copy of Inspection Report Form		1.1 Receives Advisory/Request for inspection 1.2 Assigning of Inspection Officer 1.3 Inspect the IT equipment/peripherals and verify documents 1.3 Release the Inspection Report Form of all attached documents/remarks	None	2 hours
<i>End of Transaction / Total</i>			None	2 hours

5. IT Equipment and Software Recommendation

Office or Division:	Management Information System Office			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	All Departments, Offices and Barangays			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> - Purchase Request 				



- Technical Specification Checklist		Management Information System Office		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements and receive comments about Purchase Request and Technical Specification Checklist	1.1 Receive the requirements 1.2 Produces Job Service Report and provide comments/remark about the PR and TSC 1.3 Release comments about Purchase Request and Technical Specification Checklist	None	2 hours	Job Order Technician/ IT Officer III Management Information System Office
<i>End of Transaction / Total</i>		None	2 hours	

6. Maintenance of IT Equipment

Provide necessary troubleshooting and maintenance works will be conducted on an agreed schedule.

Office or Division:	Management Information System Office			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	All Departments, Offices and Barangays			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
- Maintenance Schedule Report Form		Management Information System Office		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit filled-up request form and receive Maintenance Report	1.1 Provides the necessary troubleshooting and maintenance works 1.2 Coordinates with the necessary department/offices on the set schedule 1.3 Conduct preventive maintenance of IT equipment of the requesting department/offices 1.4 Generates the necessary reports and Job Service Report	None	1 year (Year round)	Job Order Technician/ IT Officer III Management Information System Office
<i>End of Transaction / Total</i>		None	1 year (Year round)	



7. Application Systems Design and Development

This process is part of the mandate of developing a Comprehensive IT Master Plan and to upgrade, automate existing processes of departments, offices of the Municipal Government and improve the delivery of government basic services to its constituents with aide of technology.

Office or Division:	Management Information System Office			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	All Departments and Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
- Approved letter of request signed by the Department/Office Head		Management Information System Office		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Letter of request duly signed by the Department/Office Head	1.1 Receives letter of request and produces job service report 1.2 Conduct of systems analysis and design using of the existing processes the requesting office wishes to automate 1.3 Data gathering of the reports needed by the requesting office 1.4 Systems Development Phase 1.5 Alpha/Beta Testing Phase 1.6 Deployment and Training of users 1.7 Continuous improvement to the system process as needed	None	6 months – 1 Year depending of the scope of the system	<i>Job Order Technician/ IT Officer III</i> Management Information System Office
<i>End of Transaction / Total</i>		None	1 year	



FEEDBACK AND COMPLAINT MECHANISM	
How to send feedback?	Get and answer the Customer Feedback and Satisfaction Survey at the Public Assistance and Complaints Desk (PACD) and drop it at the suggestion box
How feedbacks are processed?	Every Friday, the Human Resource Management Assistant opens the suggestion box and compiles and records all feedback submitted. Feedback requiring answers are forwarded to the relevant office/s and they are required to answer within three (3) days of 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 suggestion box at the Public Assistance and Complaints Desk (PACD). Complaints. Make sure to provide the following information: -Name of person being complained -Incident -Evidence
How to complaints are processed?	The Personnel Officer opens the complaints drop/ suggestion box on a daily basis and evaluates each complaint. Upon evaluation, the Complaints Officer shall start the investigation and forward the complaint to the relevant 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
Contact Information of CCB, PCC, ARTA	Email Address: lgupudtol1@gmail.com



List of Offices

Offices	Department Heads	Contact Information
Mayor's Office	Hon. Hector Reuel D. Pascua	lgupudtol1@gmail.com
Sangguniang Bayan Office	Hon. Randy A. Laoat	0917-779-8859
Municipal Civil Registry Office	Ms. Jen-lee L. Pacray	0977-485-1255
Municipal Planning and Development Office	Mr. Norbert P. Abulencia	0905-583-6405
Municipal Budget Office	Ms. Janeth A. Jadsac	0906-621-3587
Municipal Assessment Office	Ms. Margielyn M. Iringan	0905-777-6714
Municipal Health Office	Mr. Carlito Joseph M. Salting, MD	0966-624-6511
Municipal Treasury Office	Mr. Michael C. Villanueva	0966-569-5829
Municipal Office for Agricultural Services	Ms. Marivic B. Lagmay	0915-734-3875
Municipal Social Welfare and Development Office	Ms. Rosaline T. Aloy	0953-477-1599
Municipal Engineering Office	Engr. Darlo Arnedo	0915-360-3009
Municipal Accounting Office	Mr. Celso M. Dela Cruz, CPA	0906-461-9825
Management Information System Office	Mr. Silver Ian Dimaano	0926-085-5253