



LOCAL GOVERNMENT UNIT OF MAMBURAO

# CITIZEN'S CHARTER

(Updated as of December 2021)



## **Foreword**

Under Section 2 of Republic Act (RA) No. 9485, as amended by R.A No. 11032 or the “Ease of Doing Business and Efficient Government Service Delivery Act of 2018,” the state is mandated to maintain a program for the adoption of simplified requirements and procedures that will reduce red tape and expedite business and nonbusiness related transactions in the Government. This version of law reinforced to facilitate prompt actions of all government transactions with efficiency that applies to all government offices, including the Local Government Units.

The Citizen’s Charter of Municipal Government of Mamburao is a collaborative effort with its officials and employees enjoined to observe and enforce the said provisions, to ensure the smooth and fast transaction in fulfilling our legal mandate.

  
**ANGELINA F. TRIA**  
Municipal Mayor



## **Mandate:**

The **MUNICIPAL GOVERNMENT OF MAMBURAO**, a local government unit duly organized and existing pursuant to Proclamation No. 244, Series of 1951, in accordance with the provisions of Republic Act No. 505, consisting of 15 Barangays, serves primarily for a general purpose, in the coordination and delivery of basic, regular and direct services and effective governance to its constituents and people within its territorial jurisdiction.

## **Municipal Vision:**

“MAMBURAO: Pangunahing bayan sa Lalawigan ng Oksidental Mindoro na sentro ng progresibong ekonomiya, maunlad na agrikultura at pangisdaan na pinamumunuan ng pamahalaang tumutugon sa hamon ng mabuting pamamahala kaagapay ang malusog at marunong na pamayanan na namumuhay sa isang kapaligiran na mapayapa, makakalikasan, at maka-Diyos.”

## **Municipal Mission:**

“Ang Bayan ng Mamburao ay patuloy na isusulong ang mga programa para sa pag-unlad ng agrikultura, pangisdaan, ekonomiya, imprastraktura, kalusugan, edukasyon at kapayapaansatulong ng pamayanan.”

## **Service Pledge:**

We, Officials and Employees of the Municipality of Mamburao, Province of Occidental Mindoro in the spirit of genuine public service:

1. Commit to empower our constituency by carrying out our sworn duties as civil servants to the best of our capabilities and with utmost professionalism
2. Providing people-centered governance by acting promptly and efficiently by working even after office hours in order to attend to our client's needs;
3. Be fair and equally in dealing with our clients;
4. Ensure the Public that all our policies, rules and regulations are in accordance with the existing laws;
5. Attend to Public complaints immediately with politeness and courtesy.

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## **Office of the Municipal Mayor**



## **Administrative Section External Services**



## 1. Issuance of Mayor's Clearance, Job Recommendations, and other Certifications

The Mayor's Clearance certifies that the individual is a resident of the municipality, of good moral character and is a law-abiding citizen. Job Recommendations is usually availed of by individuals seeking employment, and Certification is to validate information and often requested for scholarship, and for any other purpose.

<b>Office or Division:</b>	<b>Office of the Municipal Mayor- Administrative Section</b>			
<b>Classification:</b>	<b>Simple</b>			
<b>Type of Transaction:</b>	<b>G2C- Government to Citizen</b>			
<b>Who may avail:</b>	<b>Residents of Municipality of Mamburao</b>			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Community Tax Certificate			Barangay or Municipal Treasurer's Office	
Barangay Clearance			Barangay	
Police Clearance			MPS-Mamburao	
Municipal Trial Court Clearance			Municipal Trial Court	
Regional Trial Court Clearance			Regional Trial Court	
Prosecutor's Office Clearance			Prosecutor's Office	
Official Receipt for Mayor's Clearance Fee/ MPOC Clearance Fee			Municipal Treasurer's Office	
2 pcs. Documentary Stamps			BIR	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Sign in the Client Log Book in office lobby.	Give the Log Book to the client		2 minute	Administrative Aide
Submit the required documents for initial assessment and verification	Received all the required documents and check for completeness		2 minutes	Administrative Aide IV
	Prepare the document		5 minutes	Administrative Aide IV
	Approval and sign of the Municipal Mayor		5 minutes	Municipal Mayor
Return to the Mayor's Office for the processing and release of Clearance or Certification	Issue the Certificate or Clearance to the client		1 minute	Administrative Aide IV



<b>TOTAL:</b>	<b>15 minutes</b>
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## 2. Request for Financial Assistance

The Financial Assistance is given to the constituents who are in need.

<b>Office or Division:</b>	<b>Office of the Municipal Mayor- Administrative Section</b>			
<b>Classification:</b>	<b>Simple</b>			
<b>Type of Transaction:</b>	<b>G2C- Government to Citizen</b>			
<b>Who may avail:</b>	<b>Residents of Municipality of Mamburao</b>			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Request Letter address to Mayor			Patient/Relatives	
Additional attachment (e.g medical certificate, prescription, death certificate)			Doctor/Hospital/MCR	
Community Tax Certificate			Barangay or Municipal Treasurer's Office	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Sign in the Client Log Book in office lobby.	Give the Log Book to the client		2 minute	Administrative Aide
Submit the required documents for initial assessment and verification	Received all the required documents and check for completeness		3 minutes	Administrative Aide
Wait for the approval of the request	Interview the client		5 minutes	Municipal Administrator
	Approval of request		1 minute	Municipal Administrator
	Issue the approved request		1 minute	Administrative Aide
<b>TOTAL:</b>			<b>12 minutes</b>	



### 3. Request for Scholarship Grant

Scholarship is given to less privileged but deserving students. This assistance aims to support the student's education, through monthly transportation allowance.

<b>Office or Division:</b>	<b>Office of the Municipal Mayor- Administrative Section</b>			
<b>Classification:</b>	<b>Simple</b>			
<b>Type of Transaction:</b>	<b>G2C- Government to Citizen</b>			
<b>Who may avail:</b>	<b>Residents of Municipality of Mamburao</b>			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Letter of Intent address to Mayor			Parent/Guardian	
Recommendation letter from Barangay Chairman			Barangay Captain	
Copy of grades from previous year			School	
Certificate of Enrollment			School	
Certificate of Indigency			Barangay	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Sign in the Client Log Book in office lobby.	Give the Log Book to the client		2 minute	Administrative Aide
Submit the required documents for initial assessment and verification	Received all the required documents and evaluate		3 minutes	Administrative Aide
	Interview the applicants		5 minutes	Municipal Mayor
	Once approved: Encode information in the master list.			Administrative Aide
	Orient the applicants		2 minutes	Administrative Aide
	Advised the scholars for the schedule of payout.		1 minutes	Administrative Aide
<b>TOTAL:</b>			<b>13 minutes</b>	



## **Administrative Section Internal Services**





## 1. Issuance of Travel Order

Travel order is issued to Municipal employees and officials that will be going to the official travel.

<b>Office or Division:</b>	<b>Office of the Municipal Mayor- Administrative Section</b>			
<b>Classification:</b>	<b>Simple</b>			
<b>Type of Transaction:</b>	<b>G2C- Government to Government</b>			
<b>Who may avail:</b>	<b>Municipal Officials and Employees</b>			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<b>Official Communication from inviting agency</b>				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the official communication for Mayor's approval.	1.1 Received the official communication.	None	1 minute	Administrative Aide IV
	1.2 Approval of the Municipal Mayor.	None	1 minute	Administrative Aide IV
	Prepare Travel Order and signed by the Municipal Mayor.	None	5 minutes	Administrative Aide IV
2. Receive Travel Order	Released of Travel Order	None	1 minute	Administrative Aide IV
<b>TOTAL:</b>		P 0.00	8 minutes	



## 2. Processing of Documents for Mayor's Approval

This include all transactions of the Municipal Government of Mamburao that needs the authorization, approval, signature of the Municipal Mayor.

<b>Office or Division:</b>	<b>Office of the Municipal Mayor- Administrative Section</b>			
<b>Classification:</b>	<b>Simple</b>			
<b>Type of Transaction:</b>	<b>G2G- Government to Government</b>			
<b>Who may avail:</b>	<b>Departments and Employees of the Municipal Government of Mamburao</b>			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Documents for Approval			Requesting Party	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Client delivers document to the Municipal Mayor's Office	1.1Received documents for Mayor's next action  1.2Record the documents	None	2 minutes	Administrative Aide
			3 minutes	Administrative Aide
2.Received Documents	2.Released the documents with the approval and signature of the Mayor	None	3 minutes	Administrative Aide
<b>TOTAL:</b>		<b>P 0.00</b>	<b>8 minutes</b>	



## **Business Permit and Licensing Office External Services**



## 1. Application for Mayor's Permit & Business License

This Office is responsible for the issuance of Mayor's Permit and Business License and other permits.

<b>Office or Division:</b>	Business Permit and Licensing Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	All proprietors with new business in the Municipality.			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
DTI Registration/SEC (Association)-CDA(Coop)			DTI Office	
Current Residence Certificate (Cedula)			MTO Office / Barangay Hall	
Current Barangay Clearance			Barangay Hall	
Current Police Clearance			Mamburao Police Station	
Current Sanitary Permit			Rural Health Unit	
Locational Clearance			Municipal Planning & Development Office	
Occupancy Permit			Municipal Planning & Development Office	
Lease Contract			Municipal Engineering Office	
Fire Safety Clearance			Bureau of Fire Protection Office	
PHILHEALTH			PHILHEALTH Office	
SSS			SSS Office	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the requirements.	Received and review the submitted application.	None	9 minutes	Licensing Officer III, Revenue Collection Clerk II, Administrative Aide
2. Receive the SOA and Proceed to the Municipal Treasurer's Office for payment	Issue SOA	Computation= (Business Tax+Mayor's Permit Fee + Regulatory Fee) *Reference of Computation is the 2001 Revised Revenue Code of LGU Mamburao	5 minutes	Licensing Officer III  Revenue Collection Clerk II
3. Receive Mayor's Permit	Signed and Issued	None	5 minutes	Licensing Officer III



and Business License	Mayor's Permit and Business License.			Municipal Mayor Municipal Treasurer
<b>TOTAL:</b>			<b>19 minutes</b>	



## 2. Renewal for Mayor's Permit & Business License

This Office is responsible for the issuance of Mayor's Permit and Business License and other permits.

<b>Office or Division:</b>	Business Permit and Licensing Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	All proprietors with existing business in the Municipality.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
DTI Registration/SEC (Association)-CDA(Coop)		DTI Office		
Current Residence Certificate (Cedula)		MTO Office / Barangay Hall		
Current Barangay Clearance		Barangay Hall		
Current Police Clearance		Mamburao Police Station		
Current Sanitary Permit		Rural Health Unit		
Locational Clearance		Municipal Planning & Development Office		
Quarterly Income Tax Return		Bureau of Internal Revenue		
Previous Mayor's Permit		Business Permit & Licensing Office		
Fire Safety Clearance		Bureau of Fire Protection Office		
PHILHEALTH		PHILHEALTH Office		
SSS		SSS Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the requirements.	Received and review the submitted application.	None	9 minutes	Licensing Officer III, Revenue Collection Clerk II, Administrative Aide
2. Receive the SOA and Proceed to the Municipal Treasurer's Office for payment	Issue SOA	Computation= (Business Tax+Mayor's Permit Fee + Regulatory Fee) *Reference of Computation is the 2001 Revised Revenue Code of LGU Mamburao	5 minutes	Licensing Officer III  Revenue Collection Clerk II
3. Receive Mayor's Permit and Business License	Signed and Issued Mayor's Permit and	None	5 minutes	Licensing Officer III  Municipal Mayor



	Business License.			Municipal Treasurer
<b>TOTAL:</b>			<b>19 minutes</b>	



## **Human Resources Management Section External Services**





## 1. Application for Employment

This section is responsible in screening the applications for employment whether for career or non-career positions.

<b>Office or Division:</b>	Human Resources Management Section			
<b>Classification:</b>	Simple			
<b>Type of transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ol style="list-style-type: none"> <li>Application Letter</li> <li>Personal Data Sheet</li> </ol>		Can be downloaded online		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<ol style="list-style-type: none"> <li>Sign in to the client Log Book in the Office Lobby.</li> <li>Go to HR office located at the 2<sup>nd</sup> floor and submit your application for employment.</li> </ol>	<ol style="list-style-type: none"> <li>Give the logbook to the client</li> <li>Received and review the submitted application</li> </ol>	<p>None</p> <p>None</p>	<p>1 minute</p> <p>2 minutes</p>	<p>Security Guard/Public Information Assistant</p> <p>Administrative Assistant II /Administrative Aide IV</p>
<b>TOTAL:</b>		P 0.00	3 Minutes	



## 2. Issuance of Certificate of Employment and Service Record

The Certificate of Employment is issued to the former employees or presently employed to the LGU Mamburao whether permanent or casual employees to affirm the validity of their employment information connected to the said office. Service Record affirm validity of the government service rendered by the employee.

<b>Office or Division:</b>	Human Resources Management Section			
<b>Classification:</b>	Simple			
<b>Type of transaction:</b>	G2C-Government to Citizen G2G-Government to Government			
<b>Who may avail:</b>	LGU Mamburao Employees (Former & Present)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Two Pieces of Documentary Stamp		BIR Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
For Present Employees proceed to Step 2:		None	1 Minute	Security Guard/Public Information Assistant
1. Sign in to the client Log Book in the Office Lobby.	1. Give the logbook to the client			
2. Go to HR office located at the 2 <sup>nd</sup> floor, Fill-out request form and submit the documentary stamp	2. Ask the client to fill out request form and get the documentary stamp	None	1 Minute	Administrative Aide IV/Administrative Assistant II
	2.1 Start Processing the request	None	3 Minutes	Administrative Assistant II/HRMO III
3. Releasing of your Certificate of Employment or Service Record	3. Issue the Certificate of Employment or Service Record	None	1 Minute	Administrative Aide IV/ Administrative Assistant II
<b>TOTAL:</b>		P 0.00	6 Minutes	



# **Human Resources Management Section Internal Services**



### 3. Application for leave

#### 3.1 For leave of absence (Vacation Leave, Sick leave, Privilege leave, Maternity/Paternity Leave, Mandatory Leave and such)

The Leave of Absence is a right granted to officials and employees not to report for work with or without pay as maybe provided by law.

<b>Office or Division:</b>	Human Resources Management Section			
<b>Classification:</b>	Simple			
<b>Type of transaction:</b>	G2G-Government to Government			
<b>Who may avail:</b>	LGU Mamburao Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Application for Leave Form 2. Other attachment that maybe required		Human Resource and Management Section		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Go to HR office located at the 2 <sup>nd</sup> floor, and request for leave application and submit required attachment if any	1. Get necessary information for the leave application	None	1 Minute	Administrative Aide IV/Administrative Assistant II
2. Receive the leave application form and have it sign and approved by your department head	2. Process the leave application 2.1 Update leave card of Employee 2.2 Type and Print Application form 2.3 Sign By HRMO III	None	2 Minutes 2 Minutes 1 Minute	Administrative Aide IV/Administrative Assistant II Administrative Aide IV/Administrative Assistant II HRMO III
3. Submit the approved application for leave form and get a copy	3. Received and file application for leave	None	1 Minute	Administrative Aide IV/Administrative Assistant II
<b>TOTAL:</b>		P 0.00	7 Minutes	



### 3.2 For Terminal Leave

The Terminal Leave application is requested by employee who retired or resigned. It refers to the money value of the Total accumulated leave credits of an employee based on the highest salary rate received prior to and or upon retirement date or voluntary resignation.

<b>Office or Division:</b>	Human Resources Management Section
<b>Classification:</b>	Complex
<b>Type of transaction:</b>	G2G-Government to Government
<b>Who may avail:</b>	LGU Mamburao Employees -who retired -who resigned
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	
1. Application for Terminal Leave	
2. Clearance from Money, Property and Legal Accountability	Human Resources Management Section
3. Complete Service Record	Human Resources Management Section
4. SALN (upon retirement/resignation)	Human Resources Management Section
5. Certified photocopy of appointment/NOSA showing the Highest Salary Received if the salary under the last appointment is not the highest.	Human Resources Management Section
6. Affidavit of Authority to Deduct all financial obligations to the LGU	Human Resources Management Section
7. Affidavit of No Administrative Case filed against the applicant	Employee Requesting
8. Computation of Leave Credits	Employee Requesting
9. Computation of Terminal Leave Benefits duly signed/certified by the accountant	Human Resources Management Section
10. Certified photo copy of leave cards	Human Resources Management Section
Additional Requirement for resigned employee:	
1. Employee's letter of resignation duly accepted/approved by the head of the agency	Human Resources Management Section
	Human Resources Management Section



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to HR Office located at 2 <sup>nd</sup> floor, submit approved request letter for terminal leave and request for checklist of requirements  2. Get Clearance Form and have it signed by the signatories	1. Received Approved Request for Terminal Leave and give check-list of requirements		1 Minute	Administrative Aide IV/Administrative Assistant II
	2. Issue Clearance Form		2 Minutes	Administrative Aide IV/Administrative Assistant II
	2.1 Prepare Requirements needed:			Administrative Aide IV/Administrative Assistant II/HRMO III
	a. Complete Service Record		2 Minutes	
	b. Certified photocopy of appointment/ NOSA showing the Highest Salary Received if the salary under the last appointment is not the highest		2 Minutes	
c. Computation of Leave Credits		10 Minutes		
d. Computation of Terminal Leave Benefits duly signed/certified by the accountant		5 Minutes		
e. Photo copy and certify leave cards		15 Minutes		



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>3. Submit accomplished clearance form, Notarized Affidavit of Authority to deduct all financial obligations to the LGU and Affidavit of No Administrative Case filed against you.</p> <p>4. Leave your contact number and wait for to be notified about the release.</p>	<p>3. Receive completely signed Clearance form and notarized affidavit.</p>	<p>None</p>	<p>1 minute</p>	<p>Administrative Aide IV/Administrative Assistant II</p>
	<p>3.1 Collate all the requirements and submit to the Office of the Municipal Accountant</p>	<p>None</p>	<p>2 Minutes</p>	<p>Administrative Aide IV/Administrative Assistant II</p>
	<p>4. Get the contact number of applicant and advice to wait to be notified for the release.</p>	<p>None</p>	<p>1 minute</p>	<p>Administrative Aide IV/Administrative Assistant II</p>
<p><b>TOTAL:</b></p>		<p>P 0.00</p>	<p>41 Minutes</p>	



### 3.3 For Monetization

Monetization refers to payment in advance of the money value of leave credits of an employee upon his/her request without actually going on leave. This is under prescribed limits and subject to specified terms and conditions.

<b>Office or Division:</b>	Human Resources Management Section			
<b>Classification:</b>	Simple			
<b>Type of transaction:</b>	G2G-Government to Government			
<b>Who may avail:</b>	LGU Mamburao Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<p>If only 10 leave credits: None</p> <p>If the employee already applied for monetization and want to apply again:</p> <ol style="list-style-type: none"> <li>Waiver signed by another employee with the same or higher salary rate of the applicant.</li> </ol> <p>If the employee wants to monetize 50% of his/her leave credits:</p> <ol style="list-style-type: none"> <li>Request letter approved by the LCE</li> </ol>		<p>Human Resources Management Section</p> <p>Drafted by applicant</p>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<ol style="list-style-type: none"> <li>Go to HR office located at the 2<sup>nd</sup> floor, get application form for monetization ( If applicable waiver or request letter approved by the LCE)</li> <li>Sign the application form and have it approve by your department head</li> </ol>	<ol style="list-style-type: none"> <li>Compute employee leave credits and print out form</li> <li>Receive duly accomplished application form, sign by the HRMO III and forward to the Mayor's Office</li> </ol>	<p>None</p> <p>None</p>	<p>5 Minutes</p> <p>2 Minutes</p>	<p>Administrative Aide IV/Administrative Assistant II</p> <p>Administrative Aide IV/Administrative Assistant II/HRMO III</p>
<b>TOTAL:</b>		P 0.00	7 Minutes	





#### 4.Approval of E-Loan Application to GSIS (Policy Loan, Emergency Loan, Educational Loan and Consolidated Loan)

The GSIS provide assistance to government employees in their financial needs through various loan offers. The application has been made easy because it's now through the GSIS Kiosk and Authorized Agency officer will approve it via GSIS wireless automated Processing system.

<b>Office or Division:</b>	Human Resources Management Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G-Government to Government			
<b>Who may avail:</b>	LGU Mamburao Official and Employees			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Certification of Net take home pay signed by the Municipal Accountant			Office of the Municipal Accountant	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Go to HR Office located at 2 <sup>nd</sup> floor, signed the log book and submit the certificate of Net take home pay	Received the certificate of net take home pay and validate	None	2 minutes	Administrative Aide IV/Administrative Assistant II
2. Wait for the notification of approval	Assess if the net take home pay of the loan applicant is still eligible to avail the loan  If yes, the AAO will approved the request online and notify the employee  If not, the AAO Personnel will disapprove the loan application online and notify the loan applicant that he/she is not eligible.	None	5 minutes	Administrative Officer V
<b>TOTAL:</b>		<b>N/A</b>	<b>7 Minutes</b>	



## 5. Application for Electronic Salary Loan

Salary Loan is availed by the eligible officials and employees of the Municipal Government of Mamburao.

<b>Office or Division:</b>	Human Resources Management Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G-Government to Government			
<b>Who may avail:</b>	LGU Mamburao Official and Employees			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Certification of Net take home pay signed by the Municipal Accountant			Office of the Municipal Accountant	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Go to HR Office located at 2 <sup>nd</sup> floor, fill-out the information sheet and submit the certificate of Net take home pay	Received the certificate of net take home pay and validate information	None	15 minutes	Administrative Assistant II
2. Wait for the update	Fill-out E-form and submit list (generate)	None	5 minutes	Administrative Officer V
	Print and sign transmittal	None	5 minutes	Administrative Officer V
	Submit to Mayor's Office for Approval	None	30 minutes (depends on the schedule of Mayor)	Municipal Mayor
3. Received the Loan Reference Code via text and email address	Once approved, submit to the Officer in Charge on Salary Loan of Landbank	None	20 minutes (depends on client on the bank)	Administrative Aide IV
<b>TOTAL:</b>		<b>N/A</b>	<b>1 hour and 15 Minutes</b>	



## 6. Issuance of Locator Slip

The Locator slip is needed when the employees go on field work.

<b>Office or Division:</b>	Human Resources Management Section			
<b>Classification:</b>	Simple			
<b>Type of transaction:</b>	G2G-Government to Government			
<b>Who may avail:</b>	LGU Mamburao Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Approved Order or Communication letter about the field work		Can be downloaded online		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Go to HR office located at the 2 <sup>nd</sup> floor, Submit the approved order or communication letter	1. Received the Approved Order or Communication Letter	None	1 minute	Administrative Aide IV/Administrative Assistant II
2. Sign to the "Locator Slip" log book	2. Give the Log Book to the Employee	None	1 Minute	Administrative Aide IV/Administrative Assistant II
3. Releasing of Locator Slip	3. Prepare and Print the Locator Slip	None	2 Minutes	Administrative Aide IV/Administrative Assistant II
<b>TOTAL:</b>		P 0.00	4 Minutes	



**Local Disaster Risk Reduction and Management  
Section  
External Services**



## 1. DISASTER PREPAREDNESS ORIENTATION

The Municipal Disaster Risk Reduction and Management Office conduct capacity building activities to such as Standard First Aid and Basic Life Support, Earthquake, Fire, Tsunami and Flood Drill to strengthen disaster awareness and preparedness

<b>Office or Division:</b>	Municipal Disaster Risk Reduction and Management Office			
<b>Classification:</b>	Simple			
<b>Type of transaction:</b>	G2C-Government to Citizen G2B- Government to Business G2G- Government to Government			
<b>Who may avail:</b>	All government agencies, business and resident of Mamburao within the area of responsibility			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Written Letter Request</b>				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sign in the Client Logbook		None	2 Minutes	Admin and Training Staff
2. Submit written letter request addressed to MDRRMO Head of Office.	Approval of the Request	None	3 Minutes	Local Disaster Risk Reduction and Management Officer
	Arrangement and Finalization of Training	None	1 Day	Admin and Training Staff
<b>TOTAL:</b>			1 Day, 5 Minutes	



## 2. EMERGENCY RESPONSE

Provision of immediate response to any untoward incident reported/ monitored and providing medical first aid and transportation to the appropriate health facilities.

<b>Office or Division:</b>	Municipal Disaster Risk Reduction and Management Office			
<b>Classification:</b>	Simple			
<b>Type of transaction:</b>	G2C- Government to Citizen			
<b>Who may avail:</b>	All resident of Mamburao within area of responsibility			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Phone call to Hotline: 0975-222-9950 2.Call to VHF Radio: 145.400mhz	Receipt and verification of emergency call, name of informant/ caller, contact number and details of the emergency/ incident	None	1 Minute	Operations and Warning Staff
	Preparation of equipment and situational briefing to responding personnel		2 Minutes	Operations and Warning Staff
	Deployment of responding personnel and application of appropriate assistance		2 Minutes	Operations and Warning Staff
<b>TOTAL:</b>			5 Minutes	



## **Tourism Section External Services**



# 1. Assistance in Securing Department of Tourism Accreditation

This section is responsible for securing accreditation from the Department of Tourism.

<b>Office or Division:</b>	Office of the Mayor – Tourism Section
<b>Classification:</b>	Simple
<b>Type of transaction:</b>	G2B Government to Business Entity
<b>Who may avail:</b>	Primary and Secondary Tourism Enterprises
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p><b>Application Form</b></p> <p><b>General Requirements:</b>  Valid Mayor's/ Business Permit  DTI or SEC Registration  VISA if Foreign National  Fire Safety Inspection Certificate</p> <p><b>For Health and Wellness Services:</b>  Notarized list of affiliated dentists, doctors and DOT accredited establishments  Valid PRC License  Valid License to Operate</p> <p><b>Department Store/ Agri Tourism Farm and Facility/ Restaurant/ Specialty Shop/ Museum/ Gallery/ Tourism Recreational Facility</b>  General Requirements for Accreditation only</p> <p><b>Tourism Training Center</b>  List of Training Programs/ Modules Approved by DOT</p> <p><b>Rest Area</b>  Valid Mayor's/ Business Permit</p> <p><b>Dive Shop</b>  Valid Certificate of Accreditation</p> <p><b>Ecotourism Facility</b>  If located in protected area, Memorandum of Agreement with PAMB or PAWB</p>	<p>Municipal Tourism Office or may be downloaded at <a href="http://www.tourism.gov.ph">www.tourism.gov.ph</a></p> <p>Professional Regulation Commission  Bureau of Health Facilities and Department of Health</p> <p>Philippine Commission on Sports Scuba Diving</p> <p>Protected Area Management Bureau or Protected Area Wildlife Bureau</p>





<p><b>Shooting Range</b> Valid License</p> <p><b>Tourism Frontliners</b> <b>Tour Guide/ Cave Guide/ Eco Guide</b> Certificate of Attendance to Tour Guiding Seminar Valid Health Certificate Valid NBI Clearance</p> <p><b>Tourism Trainer</b> Proof of experience and knowledge on the subject matter Copy of Training Programs approved by TIBFI Valid Health Certificate Valid NBI Clearance</p> <p><b>Hotel, Resort, Apartment Hotel and Mabuhay Accommodation</b> General Requirements for Accreditation Valid Comprehensive General Liability Insurance Policy Appropriate Certification in Housekeeping, Front Office, Food and Beverage, Food Production Quality Recognition or Awards</p> <p><b>Homestay</b> General Requirements for Accreditation Proof of Attendance to Homestay Training Special Recognition</p> <p><b>Travel and Tour Agencies</b> General Requirements for Accreditation Proof of Attendance of Working Capital Original copy of Bank Certification with Cheque Writer if Single Proprietorship For general managers, Proof of 3 Year Managerial Experience in Travel and Tour agency operations or Proof of Passing a Tour Operator Management Course Proof of Membership of Good Standing</p> <p>Recommendation, Commendation or Awards Received Contract of Lease for the Occupied Office</p>	<p>Bureau of Firearms and Explosives Division</p> <p>DOT or DOT Accredited Training Center</p> <p>Department of Health Accredited Laboratory National Bureau of Investigation</p> <p>Tourism Industry Board Foundation, Inc.</p> <p>Department of Health Accredited Laboratory National Bureau of Investigation</p> <p>Commercial Bank</p> <p>Department of Tourism</p> <p>Department of Tourism or DOT accredited Training Institute</p> <p>Duly recognized national or international association Duly recognized institution or association</p>
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Barangay Clearance				
CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit properly accomplished DOT Accreditation Form and Certified True Copy of Attachments	1. Examine correctness of entries and validity of attachments	None	5 Minutes	Tourism Staff
	2. Scan the documents and email the soft copies to DOT MIMAROPA Accreditation Unit	None	5 Minutes	Tourism Staff Tourism Staff
	3. Advise the Client to Courier to wait for the feedback regarding completeness or deficiencies.	None	2 Minutes	
	4. If all requirements are already complied with, advise the Client to courier the hard copy of documents to DOT MIMAROPA Accreditation unit	None	2 Minutes	
	5. Advise the client to wait for DOT MIMAROPA Notice for Ocular/ Virtual Inspection	None	1 Minute	
<b>TOTAL</b>		₱ 0.00	10 Minute	



# **Tourism Section Internal Services**



# 1. Submission of Tourism Reports – Accommodation Facilities

This section is responsible for the receipt of Basic Tourism Statistics Training (BTST) Reports warranted by the Department of Tourism for the measurement of average guest nights, average room occupancy and average number of guest per room.

<b>Office or Division:</b>	Office of the Mayor – Tourism Section			
<b>Classification:</b>	Simple			
<b>Type of transaction:</b>	G2B Government to Business Entity			
<b>Who may avail:</b>	Primary Accommodation Enterprises Offering > 24 Hour Stay to Tourists			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Demand – Accommodation Establishment (DAE) Form		Municipal Tourism Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit properly accomplished DAE Form	1. Stamp receive accomplished DAE form	None	2 Minutes	Tourism Staff
	2. Examine correctness of entries	None	3 Minutes	Tourism Staff
	3. Recompute the following: <ul style="list-style-type: none"> <li>a. Average Guest Nights</li> <li>b. Average Room Occupancy Rate</li> <li>c. Average Number of Guest Per Room</li> </ul>	None	5 Minutes	Tourism Staff
<b>TOTAL</b>		₱ 0.00	10 Minutes	



## 2. Submission of Tourism Reports – Tourism Destinations

This section is responsible for the receipt of Basic Tourism Statistics Training (BTST) Reports warranted by the Department of Tourism for the measurement of visitor arrival in tourism destinations and clusters.

<b>Office or Division:</b>	Office of the Mayor – Tourism Section			
<b>Classification:</b>	Simple			
<b>Type of transaction:</b>	G2B Government to Business Entity			
<b>Who may avail:</b>	Tourism Destinations such as Resorts, Cottages, Parks etc. Offering < 24 Hour Stay to Excursionists			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Visitor Arrival Report Form		Municipal Tourism Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit properly accomplished VAR Form	1. Stamp receive accomplished VAR form	None	2 Minutes	Tourism Staff
	2. Examine correctness of entries	None	3 Minutes	Tourism Staff
	3. Recompute the following: a. Number of Foreign and Domestic Visitors b. Sex Aggregation	None	5 Minutes	Tourism Staff
<b>TOTAL</b>		₱ 0.00	10 Minutes	



## **Office of the Municipal Vice Mayor External Services**



## 1. Application for Motor Vehicle/Tricycle Franchise

Franchise for Tricycle Operators is issued authorizing tricycles to operate in the municipality as public conveyance vehicle.

<b>Office or Division:</b>	<b>Tricycle Franchise Office</b>			
<b>Classification:</b>	<b>Simple</b>			
<b>Type of Transaction:</b>	<b>G2C - Government to Citizen</b>			
<b>Who may avail:</b>	<b>Tricycle Owner/Operator</b>			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Residence Certificate			Barangay Hall	
Police Clearance			PNP Office	
Sanitary Permit			Municipal Health Office	
LTO registration			LTO Office	
Professional Drivers License			LTO Office	
SSS Members Certification			SSS Office	
Phil health Members Certification			Phil Health Office	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit all the above-cited requirements to Tricycle Franchise Office and filled up the application form.	Verification of all documentary requirements and checking the application form for securing tricycle franchise.	NONE	1min.	Process Server
2. After verification of all requirements, proceed to the Treasurer's Office to pay the necessary fees.	Issued official Receipt	Application Fee 50.00 Franchise 200.00 Inspection Fee 25.00 ID Fee 50.00 Sticker Fee 25.00 SPF/HCF 85.00 Fare adj. Fee 200.00	2 min.	Cashier
3. After payment, headback to Tricycle Franchise Office and submit a copy of official receipt	Further instruction will be relayed by the SB Frontline service provider.	NONE	2 min.	Process Server



with the attachment of complete documentary requirements and then Wait for the release of Tricycle Franchise				
<b>TOTAL:</b>		635.00	<b>5 minutes</b>	





## 2. Financial Assistance and Death Aide

Financial Assistance is given to the constituents in need especially to aid in their medical bills or drug prescriptions. Death Aide is given to the bereave family as assistance.

Office or Division:		Office of the Vice-Mayor		
Classification:		Simple		
Type of Transaction:		G2C-Government to Citizen		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter Request		From the requesting private and public individuals		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submit their request letter	Entertain & Received the request letter of an individuals	None	5 Minutes	VMO Staff
2. Waiting for Signature of Vice Mayor of their request letter	Signature and approved of Vice Mayor the amount of Financial Assistance of an individuals	None	5 Minutes	Vice Mayor VMO Staff
3. Go to MSWD Office	Endorsed to the MSWD of the said individuals for interview	None	3 Minutes	VMO Staff
4. Waiting for Obligation Report	Signatures of Vice Mayor of Obligated Financial Assistance	None	1 Hour	Process Server
5. Waiting for Voucher	Signatures of Vice Mayor of Voucher	None	20 Minutes	Process Server
6. Waiting for Listing	Signature of Vice Mayor of Check	None	5 Minutes	Process Server
7. Waiting for text or call from the Office of the Vice Mayor	Call and Text All Clients to go to the Office of the Vice Mayor	None	30 Minutes	Process Server
8. Receiving the Financial Assistance	Awarding of the Financial Assistance of the following individuals	None	30 Minutes	Vice Mayor Process Server
<b>TOTAL:</b>			1 hour and 49 minutes	



## **Office of the Sangguniang Bayan External Services**



## 1. Accreditation of Non-government Organization/Associations

<b>Office or Division:</b>	Office of the Sangguniang Bayan			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2G- Government to Citizen			
<b>Who may avail:</b>	NGO/ Associations			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Accreditation Forms		SB Office		
<b>Client Steps</b>	<b>Agency Action</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Association and cooperatives secures accreditation forms to SB	SB Office provides accreditation forms to interested associations and cooperatives	None	30 Minutes	Bookbinder IV LLSE I
2. Interested association and cooperative submits duly accomplished accreditation forms and related documents required for accreditation	SB Office receives and record the accomplished accreditation request of interested association and cooperatives	₱ 50.00 Accreditation Fee ₱ 50.00 Documentary Stamps	2 Hours	Bookbinder IV
3. Inclusion in the order of business	Request for accreditation is included in the order of business	None	1 Session	SB Secretary LLSE I
4. Referral of request for accreditation	Request for accreditation is referred to Committee on Local Government	None	1 Session	Chairman, Committee on Local Government
5. Committee meeting	Committee meeting conducted	None	3 Hours	Chairman, Committee on Local Government Members
6. Committee recommendation submitted by the Committee on Local Government	Committee Chairman of Local Government submits his recommendation for deliberation	None	1 Session	Chairman, Committee on Local Government
7. Presentation of applicant for accreditation to SB Session	Applicant for accreditation is invited to regular session	None	1 Session	Chairman, Committee on Local Government SB Members Vice Mayor



8. Approval of resolution for accreditation as NGO	Resolution for accreditation is approved on final reading	None	1 Session	Chairman, Committee on Local Government
9. Preparation of approved resolution for accreditation	Resolution for accreditation is prepared	None	1 Day	SB Secretary LLSE I
10. Signatures of SB Members and Vice Mayor	Vice Mayor and SB Members affixed their signatures	None	1 Week	Bookbinder IV
11. Copy of approved resolution for accreditation furnished to association/cooperative	Resolution furnished to associations/cooperative	None	1 Day	Bookbinder IV
<b>TOTAL:</b>		None		



## **Office of the Sangguniang Bayan Internal Services**



## 1. LEGISLATIVE SERVICES

The Sangguniang Bayan as the legislative body of the municipality, shall enact ordinances, approve resolutions and appropriate funds for the general welfare of the municipality and its inhabitants.

### I. Approve Resolutions

Office or Division:	Office of the Sangguniang Bayan			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter Request		From the requesting private and public individuals		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Approach a frontline employee and present your request	Receive the request and refer it to the SB Secretary for inclusion in the agenda	None	5 Minutes	SB Staff SB Secretary
2. Inclusion in the Order of Business	SB Secretary direct the encoder to include the communication in the Order of Business. Note Session: Every Wednesday 10:00 am	None	30 Minutes	SB Secretary
3. Committee referral	Proposed measure referred to concerned committees	None	1 Session	Vice Mayor referral to concerned committee
4. First reading	Proposed measure approve on first reading	None	1 Session	Committee concerned
5. Deliberation and discussion	The SB Members deliberate on the merits and urgency of the request	None	2-3 sessions, 1 session if certified as urgent	Vice Mayor SB Members
6. Approval of appropriate legislative measures	Proponent SB Member proposes for the approval of the measure	None		Vice Mayor SB Members
7. Preparation of draft resolution	Draft resolution is prepared for	None	1 Hour	LLSE I SB Secretary



	signature of SB Members and the Vice Mayor			Bookbinder IV
8. Signature of approved resolution	Signatures of SB Members and Vice Mayor are affixed to the approved resolution	None	1 Week	Bookbinder IV
9. Furnish copy of resolution to all concerned	Copy of approved resolution furnished to all concerned	None	1 Day	Bookbinder IV



## 2. Enact Ordinances

Office or Division:		Office of the Sangguniang Bayan		
Classification:		Simple		
Type of Transaction:		G2C-Government to Citizen		
Who may avail:		All		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Draft of Proposed Ordinance		Proponent		
<b>Client Steps</b>	<b>Agency Action</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Proposed ordinance is introduced by the proponent and presented to the SB Secretary for the assignment of number	SB received the proposed ordinance and affix an assigned number thereto	None	30 Minutes	Proponent SB Members SB Secretary
2. Inclusion of the proposed ordinance in the order of business	Sponsor deliver his/her sponsorship speech	None	30 Minutes	Proponent SB Members
3. Approval on first reading	Sponsor motion for approval on first reading	None	1 Session	Proponent SB Members
4. Committee Hearing	Committee Hearing conducted by resource person	None	3 Hours	Proponent SB Members
5. Second reading	Draft ordinance is given to SB Members. Approval on second reading follows	None	1 Session	Proponent SB Members
6. Public Hearing	Public Hearing is conducted together with stakeholders	None	3 Hours	Proponent SB Members
7. Final approval of draft ordinance	Copies of final draft together with the amendments approved in the public hearing	None	3 Hours	Proponent SB Members
8. Preparation of Approved Ordinance	Approved Ordinance is Prepared	None	1 Day	SB Secretary LLSE I
9. Signature of SB Members and Vice Mayor	Affixing of signatures of all SB Members and	None	1 Week	Bookbinder IV





	Vice Mayor – official seal affixed			
10. Signature of Municipal Mayor	Forwarded to Mayor for his/her signature	None	5 Days	SB Secretary Bookbinder IV
11. Review of approved ordinance	Forwarded to SP copies of ordinance to review	None	1 Day	Secretary Bookbinder IV
12. Posting of approved ordinance	Approved ordinance posted on three (3) conspicuous places	None	1 Hour	Bookbinder IV
13. Furnished copy to concerned individual or office	Copy of approved ordinance furnished to concerned individual or office	None	1 Hour	Bookbinder IV LLSE I



### 3. Approval of Municipal Annual Budget and Supplemental Budget

<b>Office or Division:</b>	Office of the Sangguniang Bayan			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G-Government to Government			
<b>Who may avail:</b>	LGU			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Proposed Annual Budget		Municipal Mayor		
<b>Client Steps</b>	<b>Agency Action</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Municipal Mayor presents the Executive Budget for the ensuing fiscal year	SB receives and record the proposed Executive Budget and Supplemental Budget	None	10 Minutes	Bookbinder IV
2. Inclusion in the order of business	Proposed Executive and Supplemental Budget is included in the order of business	None	10 Minutes	LLSE I
3. First Reading	The Committee on Finance and Appropriations Sponsor for the approval of the Executive Budget on first reading	None	1 Session	Committee Chairman, Finance and Appropriations
4. Committee Referral	Barangay Annual and Supplemental Budget referred to Committee on Finance and Appropriations	None	1 Session	Chairman, Committee on Finance and Appropriations
5. Committee Hearing	Committee hearing is conducted	None	As the need arises	Committee Chairman SB Members
6. Budget Hearing	SB Members, Vice Mayor, and Department heads conduct budget hearing	None	As the need arises	All LGU Officials
7. Finalization of Executive Budget	Approval of the proposed budget	None	3 Hours	Committee Chairman SB Members
8. Signatures of SB, Vice Mayor and Mayor	SB Members, Vice Mayor and Mayor affixed their signatures on the approval of Annual	None	1 Week	Bookbinder IV



	Budget			
9. Review of SP	Approved ordinances are forwarded to SP for review	None	30 Minutes	Bookbinder IV



#### 4. Review of Annual and Supplemental Budget of Barangays

<b>Office or Division:</b>	Office of the Sangguniang Bayan			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G-Government to Government			
<b>Who may avail:</b>	Barangay			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Proposed Barangay Annual Budget		Barangay		
<b>Client Steps</b>	<b>Agency Action</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Barangay Captain / Barangay Secretary submits the Barangay Annual and Supplemental Budget	SB receives the Barangay Annual and Supplemental Budget	None	10 Minutes	Bookbinder IV
2. Inclusion in the order of business	Barangay Annual and Supplemental Budget included in the order of business	None	1 Session	LLSE I
3. Committee Hearing	Committee hearing is conducted	None	As the need arises	Finance and Appropriations Committee Chairman and Members
4. Approval of Barangay Annual and Supplemental Budgets	Finance and Appropriations Committee Chairman motion for the approval of Barangay Annual and Supplemental Budget	None	1 Session	Finance and Appropriations Committee Chairman
5. Preparation of approved resolutions	Approved resolution prepared	None	1 Session	SB Secretary LLSE I
6. Signature of SB Members and Vice Mayor	SB Members and Vice Mayors affixed their signatures to the approved Barangay Annual and Supplemental	None	1 Week	Bookbinder IV



	Budget			
7. Furnish copy of approved resolution of the approved Annual and Supplemental Budget to the concerned	Approved resolution of Barangay Annual and Supplemental Budget furnished to concerned Barangay	None	1 Hour	Bookbinder IV



## Review and Approval of Barangay Ordinances

<b>Office or Division:</b>	Office of the Sangguniang Bayan			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G-Government to Government			
<b>Who may avail:</b>	Barangay			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Proposed Barangay Ordinance		Barangay		
<b>Client Steps</b>	<b>Agency Action</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Barangay Captain / Barangay Secretary submits the approved Barangay Ordinance and related documents	SB receives and records the Barangay Ordinance	None	10 Minutes	Bookbinder IV
2. Inclusion in the order of business	Barangay Ordinance is included in the order of business	None	10 Minutes	LLSE I
3. Committee Referral	Barangay Ordinance is referred to Committee on Local Government and Committee on Finance and Appropriations	None	1 Session	Committee Chairman, Local Government and Committee on Finance and Appropriations
4. First reading	Barangay Ordinance approve on first reading	None	1 Session	Chairman, Committee on Local Government and Committee on Finance and Appropriations
5. Committee Hearing	Committee hearing conducted	None	1 Session	Chairman, Committee on Local Government, Committee Finance and Appropriations and Members
6. Approval of Barangay	Chairman, Committee on	None	1 Session	Chairman, Committee on



Ordinance	Local Government and Committee on Finance and Appropriations motion for approval of Barangay Ordinance needs modification amendment, remand to concerned barangay for appropriate action			Local Government and Committee on Finance and Appropriations
7. Preparation of approved resolution	Resolution approving barangay Ordinance prepared	None	1 Day	SB Secretary LLSE I
8. Signature of Vice Mayor and SB Members	Vice Mayor and SB Members signed the approved resolution	None	1 Week	Bookbinder IV
9. Furnish copy of resolution approving Barangay Ordinance	Copy of resolution approving Barangay Ordinance furnished to concerned barangay	None	1 Day	Bookbinder IV



**Office of the General Services  
(BAC)  
External Services**





# 1. Sale of Philippine Bidding Documents

This section is responsible for the sale of Philippine Bidding Documents to interested Contractors for duly advertised Goods and Infrastructure Bid Opportunities)

<b>Office or Division:</b>	General Services Office – BAC Secretariat			
<b>Classification:</b>	Simple			
<b>Type of transaction:</b>	G2B Government to Business Entity			
<b>Who may avail:</b>	Suppliers/ Contractors Enlisted in the Government of the Philippines – Official Merchant Registry			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
3. Request for Order of Payment from BAC – Secretariat.	4. Prepare and issue the order of Payment to Client	None	5 Minutes	Head of BAC secretariat
	5. Direct the Contractor to Municipal Treasurer's Office to pay the corresponding fee for the Philippine Bidding Documents	Depends on the project (range from P/ 500.00 to P/ 75, 000.00 pesos)	3 Minutes	BAC Support Staff
4. Present the original copy of Official Receipt to the BAC Secretariat	6. Photocopy the Official Receipt	None	1 Minute	BAC Support Staff
	7. Release the Philippine Bidding Documents duly signed by the BAC Chairman	None	1 Minute	BAC Support Staff
<b>TOTAL</b>		<b>₱ 0.00</b>	<b>10 Minutes</b>	



## 2. Submission of Bid Proposals

This section is responsible for the receipt of Technical and Financial Envelopes from Contractors who have already purchased Philippine Bidding Documents

<b>Office or Division:</b>	General Services Office – BAC Secretariat			
<b>Classification:</b>	Simple			
<b>Type of transaction:</b>	G2B Government to Business Entity			
<b>Who may avail:</b>	Suppliers/ Contractors Enlisted in the Government of the Philippines – Official Merchant Registry who purchased Philippine Bidding Documents before the advertised deadline.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Enumerated in the Philippine Bidding Documents		BAC Secretariat upon payment of Corresponding Bid Fee		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit sealed Bid Proposal (Technical and Financial Envelope) on or before the Deadline of Bid Submission to the BAC Secretariat	1. Stamp the date and time of submission on the envelopes	None	1 Minute	Head of BAC secretariat
2. Countersign over the masking/ packing tape seal	2. Sign over the masking/packing tape seal	None	1 Minute	Head of BAC secretariat
	3. Remind Contractor regarding the date and time of bid opening	None	1 Minute	Head of BAC secretariat
<b>TOTAL</b>		₱ 0.00	3 Minutes	



### 3. Issuance and Submission of Notice of Award

This section is responsible for the issuance and receipt of Notice of Award.

<b>Office or Division:</b>	General Services Office – BAC Secretariat			
<b>Classification:</b>	Simple			
<b>Type of transaction:</b>	G2B Government to Business Entity			
<b>Who may avail:</b>	Suppliers/ Contractors declared as Single/ Lowest Calculated Responsive Bid through a duly signed and approved BAC Resolution			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Special Power of Authority in case of Authorized Representative		Law Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Inquire thru the BAC Secretariat if Bid Results are already available.	1. Issue the Notice of Award duly signed by the Local Chief Executive	None	1 Minute	Head of BAC secretariat
2. If owner/ proprietor, sign the conforme portion of the Notice of Award  a. If authorized representative, receive the Notice of Award and once signed by proprietor/ owner, return in not more than five (5) calendar days	2. Advise the Contractor to secure performance security from an insurance company	None	2 Minutes	Head of BAC secretariat
	3. Post the Award Notice via PhilGEPS	None	7 Minutes	Head of BAC secretariat
<b>TOTAL</b>		₱ 0.00	10 Minutes	



## 4. Issuance and Submission of Contract Agreement

This section is responsible for the Procuring Entity and the Contractor to enter into contract for the procurement of Goods, Infrastructure and Consulting Services.

<b>Office or Division:</b>	General Services Office – BAC Secretariat			
<b>Classification:</b>	Simple			
<b>Type of transaction:</b>	G2B Government to Business Entity			
<b>Who may avail:</b>	Winning Suppliers/ Contractors who have already received and conformed to the Notice of Award			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Special Power of Authority in case of Authorized Representative Performance Security		Law Office Insurance Company		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the Performance Security obtained from an insurance company	1. Stamp receive the performance security	None	1 Minute	Head of BAC secretariat
	2. Prepare the Purchase Order and Contract Agreement for signature of the Local Chief Executive	None	7 Minutes	Head of BAC secretariat
	3. Release the Purchase Order and Contract Agreement duly signed by the Local Chief Executive	None	2 Minutes	Head of BAC secretariat
2. If owner/ proprietor, sign the conforme portion of the Contract Agreement and/	4. Instruct the Contractor to sign and have the Contract Agreement duly Notarized			



<p>or Purchase Order</p> <p>a. If authorized representative, receive the Purchase Order and/or Contract Agreement and once signed by proprietor/owner and duly notarized, return in not more than five (5) calendar days</p>				
<p><b>TOTAL</b></p>		<p>₱ 0.00</p>	<p>5 Minutes</p>	



## 5. Issuance and Submission of Notice to Proceed

This section is responsible for the for the Commencement of Works or Start of Delivery for Government Projects

<b>Office or Division:</b>	General Services Office – BAC Secretariat			
<b>Classification:</b>	Simple			
<b>Type of transaction:</b>	G2B Government to Business Entity			
<b>Who may avail:</b>	Winning Suppliers/ Contractors who have already submitted the duly Notarized Contract Agreement and Purchase Order			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Notarized Contract Agreement		Law Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the Notarized Contract Agreement and/ or Purchase Order	1. Stamp Receive the Notarized Contract Agreement and/ or Purchase Order	None	1 Minute	Head of BAC secretariat
	2. Prepare the Notice to Proceed for signature of the Local Chief Executive	None	3 Minutes	Head of BAC secretariat
	3. Release the Notice to Proceed duly signed by the Local Chief Executive	None	1 Minute	Head of BAC secretariat
2. If owner/ proprietor, sign the conforme portion of the Notice to Proceed  b. If authorized representative, receive	4. Instruct the Contractor to sign the Notice to Proceed	None	1 Minute	Head of BAC secretariat
	5. Remind the Contractor regarding the project duration and schedule of	None	1 Minute	Head of BAC secretariat



<p>the Notice to Proceed and once signed by proprietor/owner and duly notarized, return in not more than five (5) calendar days</p>	<p>delivery 6. Post the Notice to Proceed via PhilGEPS</p>	<p>None</p>	<p>4 Minutes</p>	<p>Head of BAC secretariat</p>
<p><b>TOTAL</b></p>		<p>₱ 0.00</p>	<p>10 Minutes</p>	



## **Office of the Municipal Treasurer External Services**





## 1. Accept Payments and Issuance of Official Receipt

This office is responsible in the issuance of Official receipt for all payments received by this LGU-Mamburao

<b>Office or Division:</b>	Office of the Municipal Treasurer			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All Tax Payers			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Business Permit			Office of the Municipal Mayor – Business Permit and Licensing Office	
Real Property Tax			Office of the Municipal Assessor	
Police Clearance			Barangay Hall	
Documents from Municipal Civil Registrar			Municipal Civil Registrar	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. For payment for Business Permit Proceed to window 1 and present Order of payment and pay	Accept payment and issuance of official receipt and release.	(As per Assessment from Business Permit and Licensing Office)	12 minutes	Maribeth M. Usi
2. For payment for Real Property Tax Proceed to window 2 and present Title/Tax Declaration/ Previous Receipts of Real Property Tax/ Notice of Assessment and pay	Verification of last payment of the property and compute the Real Property Tax Due.  Preparation of official receipt  Issue of official receipt and release	(As per Real Property Tax Due)	9 minutes	Reineru U. Reyes  Mary Cris Watwat
3. Payment for Police Clearance proceed to Municipal Treasurers office	Receive payment and issue official receipt	P50.00	3 minutes	Josephine T. Tria  Anna Maria Dalida



window 3 for payment				
4. Payment for The Birth Certificate, Death Certificate, Marriage Certificate or any Documents from Municipal Registrar Office, Proceed to Municipal Treasurer's Office - WINDOW 3, Present the Order of Payment and Pay the corresponding fees of the documents	Receive payment and issue Official Receipt	(Based on Order of Payment)	2 minutes	Josephine T. Tria Vanessa Peleño
<b>TOTAL:</b>				



## 2. Issuance of Tax clearance

This office is responsible in the issuance of Tax Clearance for payment of RPT & Business Taxes.

<b>Office or Division:</b>	Office of the Municipal Treasurer			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All RPT Tax Payers			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Official Receipt of Updated payment of Tax			Owners copy / Office of Municipal Assessor	
Tax Declaration number			Owners copy / Office of Municipal Assessor	
Official Receipt			Municipal Treasurers Office	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to Window 2. Present current Receipts of Real property and Tax Declaration and pay	Preparation of Tax Clearance  Issuance of Tax Clearance	P25.00	7 minutes	Reineru U. Reyes  Mary Cris Watwat
<b>TOTAL:</b>		P25.00	7 minutes	



### 3. Issuance of Community Tax Certificate

This office is responsible in the issuance for all residence of this Municipality from 18 years old and above.

<b>Office or Division:</b>	Office of the Municipal Treasurer			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All Citizens except 17 years old below			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Valid ID				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to window 3 issuing Community Tax Certificate to get your necessary information	Assess and instruct client to pay corresponding taxes	For individual CTC- Based on declared Annual Gross Income  For Corporation CTC - P1.00 for every 1,000.00 gross receipts/earnings	5 minutes	Josephine T. Tria
2. Proceed to window 3 issuing Community Tax Certificate to get your necessary information	Accept payment and issue CTC		3 minutes	Josephine T. Tria
<b>TOTAL:</b>				



#### 4. Payment of Disbursement of all Local Government Funds and other funds

This office is responsible for payment of all Disbursement and expenditures due from Municipal Government – Mamburao

<b>Office or Division:</b>	Office of the Municipal Treasurer			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All Creditors			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
If Salary of permanent, job order and contract of services employees – Community Tax Certificate			Barangay / Municipal Treasurer's Office	
Cash Advance – Valid ID			Owner's Copy	
Reimbursement – Valid ID			Owner's Copy	
Honorarium – Valid ID			Owner's Copy	
Financial Assistance – Valid ID			Owner's Copy	
Payment of Supplies – Valid ID, SPA and Official Receipt			Owner's Copy /Suppliers Official Receipt	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. If Salary of permanent, job order and contract of services employees proceed to assigned window, present Community Tax Certificate and Sign the Payroll, Received Salary	Pay Corresponding Amount of Salary	Based on Payroll	5 minutes	Ma. Theresa Vizconde
2. If Cash Advance proceed to assigned window and sign the voucher to receive cash advance	Pay corresponding amount indicated in the voucher	Based on voucher	4 minutes	Maribel Bernardo
3. If Reimbursement proceed to assigned window and sign the voucher to receive reimbursement	Pay corresponding amount indicated in the voucher	Based on voucher	4 minutes	Ma. Theresa Vizconde Reynaldo Abeleda
4. If Honorarium proceed to assigned window present the Valid ID and sign the voucher to receive honorarium	Pay corresponding amount indicated in the voucher	Based on voucher	4 minutes	Ma. Theresa Vizconde Reynaldo Abeleda



5. If Financial Assistance proceed to assigned window present the Valid ID and sign the voucher to receive financial assistance	Pay corresponding amount indicated in the voucher	Based on voucher	4 minutes	Ma. Theresa Vizconde Reynaldo Abeleda
6. If Payment of Suppliers proceed to assigned window present the Valid ID and sign the voucher and issue official receipt	Pay corresponding amount indicated in the voucher	Based on voucher	4 minutes	Ma. Theresa Vizconde
<b>TOTAL:</b>				



## **Office of the Municipal Engineer External Services**



## 1. PROJECT PROPOSAL PREPARATION

RA 7160 or The 1991 Local Government Code, Article VII Section (b) The engineer shall take charge of the engineering office and shall: (2) Advise the governor or mayor, as the case may be, on and other engineering matters; (3) Administer, coordinate, supervise, and control the construction, maintenance, improvement, (4) Provide engineering services to the local government unit concerned, including investigation and survey, engineering designs, feasibility studies, and project management.

<b>Office or Division:</b>	<b>Office of the Municipal Engineer</b>			
<b>Classification:</b>	<b>Highly Technical Transactions</b>			
<b>Type of transaction:</b>	<b>G2G – Government to Government</b>			
<b>Who may avail:</b>	<b>Barangay Officials</b>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. 20% Development Fund		Local Government Unit – Municipal Budget Office		
2. Sangguniang Barangay Resolution		Office of the Barangay Official		
3. Certificate of Availability of Fund		Local Government Unit – Municipal Budget Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit requirements to the Municipal Engineer's Office	1. Conducts inspection or survey on the proposed project to determine if the site is feasible or not for the project. Gather some data.	None	8 hours	Municipal Engineer/ Draftsman and Engineering Staff
2. Accepts Sketch Plan, approved Program of Works (POW) and Detailed Estimates	2. Prepares sketch plan showing the detailed elevation and measurements pertaining to the preparation of program of works.	None	48 hours	Municipal Engineer/ Local Building Official





	3. Prepares detailed estimates of the project. It includes quantity, manpower, equipment, fuel and materials needed for the construction of the project.	None	48 hours	Municipal Engineer/ Local Building Official
	4. Revises plans and program of works indicating the changes being made in the plans and reflects the changes of quantity in the program of works.	None	48 hours	Municipal Engineer/ Local Building Official
3. Implement the Project				
<b>TOTAL:</b>			152 hours	

Service is under RA 7160 or The 1991 Local Government Code Article VII Section (b).



## 2. TRANSPORT OPERATION (HAULING OF AGGREGATE BASE COURSE AND COMMON BORROW

Any person, firm or corporation including any agency or instrumentality of government who intends to rent the equipment.

<b>Office or Division:</b>	<b>Office of the Municipal Engineer</b>			
<b>Classification:</b>	<b>Simple</b>			
<b>Type of transaction:</b>	<b>G2C – Government to Client, G2B – Government to Business Entity, G2G – Government to Government</b>			
<b>Who may avail:</b>	<b>All</b>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Approved letter request addressed to the Municipal Mayor (1 original, 1 photocopy)		Office of the Municipal Mayor		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to the Office of the Municipal Engineer and present the approved request letter.	Schedules the request	None	5 minutes	Municipal Engineer/ Local Building Official
2. If there are no prior schedules, secure an order of payment.	Issues an order of payment.	None	5 minutes	Municipal Engineer/ Local Building Official
3. Proceed to the Municipal Treasurer's Office and present the order of payment. Pay the required fees and secure and official receipt. Photocopy the official receipt.	Issues an order of payment	Note: Rental Fee for the use of Equipment:  Payloader – PHP 6,600/day  Dump Truck – PHP 3,500/day	5 minutes	Revenue Collection Clerk
4. Return to the Municipal Engineer's Office and submit photocopy of the official receipt.	Receives payment and issues an official receipt	None	5 minutes	Municipal Engineer/ Local Building Official
<b>TOTAL:</b>			20 minutes	



### 3. ISSUANCE OF BUILDING PERMIT

A Building Permit is issued by the Building Official to an owner/applicant to proceed with the construction, installation, addition, alteration, renovation, conversion, repair, moving, demolition, or other work activity or a specific project/building/structure or portions thereof after the accompanying principal plans, specifications and other documents with the duly notarized application are found satisfactory and substantially confirming with the National Building Code of the Philippines and its Implementing Rules and Regulations and the Local Zoning Ordinance.

<b>Office or Division:</b>	<b>Office of the Municipal Engineer</b>	
<b>Classification:</b>	<b>Complex</b>	
<b>Type of transaction:</b>	<b>G2C – Government to Client, G2B – Government to Business Entity, G2G – Government to Government</b>	
<b>Who may avail:</b>	<b>All</b>	
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>	
1. Five (5) Copies – (NBC Form No. B-01) Application for Building Permit Form duly notarized and accomplished (1 original, 4 photocopy)	Office of the Municipal Engineer/Local Building Official	
2. Five (5) Copies of plans duly signed and sealed by a Civil Engineer or Architect (1 original, 4 photocopy)	To be provided by the client	
3. Certification from the Deputized Zoning Administrator regarding in the zoning requirements (1 original, 4 photocopy)	Office of the Municipal Planning and Development Office	
4. Locational Clearance from the Deputized Zoning Administrator (1 original, 4 photocopy)	Office of the Municipal Planning and Development Office	
5. Five (5) Copies - Certified true copy of Latest Tax Declaration (5 photocopy)	Office of the Municipal Assessor	
6. Five (5) copies - Transfer Certificate Title (TCT)/Original Certificate Title (OCT) (5 photocopy)	Office of the Registry of Deeds/ Owner	
7. Five (5) copies - Certificate of Real Property Tax Payment/Current Tax Receipt (1 original, 4 photocopy)	Office of the Municipal Treasurer	
8. Five (5) copies - Lot Plan signed sealed by a registered geodetic engineer (1 original, 4 photocopy)	Registered Geodetic Engineer/ To be provided by the client	
9. Certificate from the Fire department regarding the fire safety (1 original, 1 photocopy)	Bureau of Fire Protection	
10. Record Book signed and sealed by a registered Civil Engineer or Architect (1 pc Record Book)	Provided by the Client, Signed and Sealed by Registered Civil Engineer/ Architect	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure application forms and other requirements	Provide checklist of requirements, including the requirements specific to the concerned agencies. Briefs client on the process of securing a building permit and on the necessary agency clearances appropriate to their construction project.	None	10 minutes	Engineering Staff
2. Submit the plans and required supporting documents to the Municipal Engineer's Office for initial verification of the requirements.	Receives documents and verifies completeness of plans and gives an endorsement to other offices/agencies for securing required clearances	None	30 minutes	Municipal Engineer/ Local Building Official
3. Secure an order of payment after the application has been determined to be complete and in order.	Issues an order of payment	None	20 minutes	Municipal Engineer/ Local Building Official



<p>4. Proceed to the Municipal Treasurer's Office and present the order of payment. Pay the required fees and secure an official receipt. Photocopy the official receipt.</p>	<p>Receives payment and issues an official receipt</p>	<p>None</p>	<p>15 minutes</p>	<p>Revenue Collection Clerk</p>
<p>5. Return to the Municipal Engineer's Office and submit copy of the official receipt.</p>	<p>Record the OR and completed forms.  Filled-up application and prepare the permit for approval.  Approval and releasing of permit.</p>	<p>Please refer to the Revised Edition of National Building Code 2005, (NBCDO Memorandum Circular No. 1 Series of 2005 – New schedule of Building Permit Fees and Other Charges.</p>	<p>90 minutes</p>	<p>Engineering Staff/  Municipal Engineer</p>
<p><b>TOTAL:</b></p>			<p>165 minutes</p>	

Issuance of Building Permit is under PD 1096, National Building Code of the Philippines, Rule 3 Section 301.



## 4. ISSUANCE OF PERMITS SUPPLEMENTARY TO A BUILDING PERMIT

### 4.1 FENCING PERMIT

This permit is secured prior to actual construction of fence.

<b>Office or Division:</b>	<b>Office of the Municipal Engineer</b>			
<b>Classification:</b>	<b>Simple</b>			
<b>Type of transaction:</b>	<b>G2C – Government to Client, G2B – Government to Business Entity, G2G – Government to Government</b>			
<b>Who may avail:</b>	<b>All</b>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Five (5) Copies – (NBC Form No. B-03) Application for Fencing Permit Form duly notarized and accomplished (1 original, 4 photocopy)		Office of the Municipal Engineer/Local Building Official		
2. Five (5) Copies of Fencing Plans, Bill of Materials and Cost Estimates Specifications duly signed and sealed by a Civil Engineer or Architect (1 original, 4 photocopy)		To be provided by the Client		
3. Five (5) Copies - Certified true copy of Latest Tax Declaration (4 photocopy)		Office of the Municipal Assessor		
4. Five (5) copies - Transfer Certificate Title (TCT)/Original Certificate Title (OCT) (5 photocopy)		Office of the Registry of Deeds		
5. Five (5) copies - Certificate of Real Property Tax Payment/Current Tax Receipt (1 original, 4 photocopy)		Office of the Municipal Treasurer		
6. Five (5) copies - Lot Plan signed sealed by a registered geodetic engineer (1 original, 4 photocopy)		Registered Geodetic Engineer/ To be provided by the client		
7. Record Book signed and sealed by a registered Civil Engineer or Architect (1 pc Record Book)		To be provided by the client and Signed and Sealed by Registered Civil Engineer/ Architect		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Request application forms.	Issues fencing permit forms and gives briefing on the service. Assesses and evaluates the submitted documents and	None	10 minutes	Engineering Staff



	verifies the completeness of the plans.			
2. Submit the plans and required supporting documents to the Municipal Engineer's Office for initial verification of the requirements.	Receives documents and verifies completeness of plans and gives an endorsement to other offices/agencies for securing required clearances	None	30minutes	Municipal Engineer/ Local Building Official
3. Secure an order of payment after the application has been determined to be complete and in order.	Issues an order of payment	None	20 minutes	Municipal Engineer/ Local Building Official
4. Proceed to the Municipal Treasurer's Office and present the order of payment. Pay the required fees and secure an official receipt. Photocopy the official receipt.	Receives payment and issues an official receipt	None	15 minutes	Revenue Collection Clerk
5. Return to the Municipal Engineer's Office and submit copy of the official receipt.	Record the OR and completed forms.  Filled-up application and prepare the permit for approval.  Approval and releasing of permit.	Please refer to the Revised Edition of National Building Code 2005, (NBCDO Memorandum Circular No. 1 Series of 2005 – New schedule of Building Permit Fees and Other Charges.	90 minutes	Engineering Staff/  Municipal Engineer
<b>TOTAL:</b>			165 minutes	

Issuance of Building Permit is under PD 1096, National Building Code of the Philippines.



## 4.2 DEMOLITION PERMIT

This permit is secured prior to systematic dismantling or destruction of a building or structure in whole or in part.

<b>Office or Division:</b>	<b>Office of the Municipal Engineer</b>			
<b>Classification:</b>	<b>Simple</b>			
<b>Type of transaction:</b>	<b>G2C – Government to Client, G2B – Government to Business Entity, G2G – Government to Government</b>			
<b>Who may avail:</b>	<b>All</b>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Five (5) Copies – (NBC Form No. B-08) Application for Demolition Permit Form duly notarized and accomplished (1 original, 4 photocopy)		Office of the Municipal Engineer/Local Building Official		
2. Five (5) Copies of Sketch Plans/Vicinity Map, Location Plan (1 original, 4 photocopy)		To be provided by the client		
3. Five (5) Copies - Certified true copy of Latest Tax Declaration (4 photocopy)		Office of the Municipal Assessor		
4. Five (5) copies - Transfer Certificate Title (TCT)/Original Certificate Title (OCT) (5 photocopy)		Office of the Registry of Deeds		
5. Five (5) copies - Certificate of Real Property Tax Payment/Current Tax Receipt (1 original, 4 photocopy)		Office of the Municipal Treasurer		
6. Five (5) copies - Lot Plan signed sealed by a registered geodetic engineer (1 original, 4 photocopy)		Registered Geodetic Engineer/ To be provided by the client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Request application forms.	Issues demolition permit forms and gives briefing on the service. Assesses and evaluates the submitted documents and verifies the	None	10 minutes	Engineering Staff





	completeness of the plans.			
2. Submit the plans and required supporting documents to the Municipal Engineer's Office for initial verification of the requirements.	Receives documents and verifies completeness of plans and gives an endorsement to other offices/agencies for securing required clearances	None	30 minutes	Municipal Engineer/ Local Building Official
3. Secure an order of payment after the application has been determined to be complete and in order.	Issues an order of payment	None	20 minutes	Municipal Engineer/ Local Building Official
4. Proceed to the Municipal Treasurer's Office and present the order of payment. Pay the required fees and secure an official receipt. Photocopy the official receipt.	Receives payment and issues an official receipt	None	15 minutes	Revenue Collection Clerk
5. Return to the Municipal Engineer's Office and submit copy of the official receipt.	Record the OR and completed forms. Filled-up application and prepare the permit for approval. Approval and releasing of permit.	Please refer to the Revised Edition of National Building Code 2005, (NBCDO Memorandum Circular No. 1 Series of 2005 – New schedule of Building Permit Fees and Other Charges.	90 minutes	Engineering Staff/ Municipal Engineer
<b>TOTAL:</b>			165 minutes	

Issuance of Building Permit is under PD 1096, National Building Code of the Philippines.



### 4.3 EXCAVATION AND GROUND PREPARATION PERMIT

This permit is secured prior to ground preparation and excavation after the building line is established.

<b>Office or Division:</b>	<b>Office of the Municipal Engineer</b>			
<b>Classification:</b>	<b>Simple</b>			
<b>Type of transaction:</b>	<b>G2C – Government to Client, G2B – Government to Business Entity, G2G – Government to Government</b>			
<b>Who may avail:</b>	<b>All</b>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Five (5) Copies – Accomplished Permit Form (1 original, 4 photocopy)		Office of the Municipal Engineer/Local Building Official		
2. Five (5) Copies of Sketch Plans (1 original, 4 photocopy)		To be provided by the client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Secure application forms and other requirements	Issues excavation and ground preparation permit forms and gives briefing on the service. Assesses and evaluates the submitted documents and verifies the completeness of the plans.	None	10 minutes	Engineering Staff
2. Submit the plans and required supporting documents to the Municipal Engineer's Office for initial verification of the requirements.	Receives documents and verifies completeness of plans and gives an endorsement to other offices/agencies for securing required clearances	None	30 minutes	Municipal Engineer/ Local Building Official



3. Secure an order of payment after the application has been determined to be complete and in order.	Issues an order of payment	None	20 minutes	Municipal Engineer/ Local Building Official
4. Proceed to the Municipal Treasurer's Office and present the order of payment. Pay the required fees and secure an official receipt. Photocopy the official receipt.	Receives payment and issues an official receipt	None	15 minutes	Revenue Collection Clerk
5. Return to the Municipal Engineer's Office and submit copy of the official receipt.	Record the OR and completed forms.  Filled-up application and prepare the permit for approval.  Approval and releasing of permit.	Please refer to the Revised Edition of National Building Code 2005, (NBCDO Memorandum Circular No. 1 Series of 2005 – New schedule of Building Permit Fees and Other Charges.	90 minutes	Engineering Staff/  Municipal Engineer
<b>TOTAL:</b>			165 minutes	

Issuance of Building Permit is under PD 1096, National Building Code of the Philippines.



## 5. ISSUANCE OF OCCUPANCY PERMIT

An occupancy permit is required before any building/structure is issued or occupied. It is usually secured after the completion of a structure. It is also required if there is any change in the existing use or occupancy classification of a buildings/structure or any portion thereof.

<b>Office or Division:</b>	<b>Office of the Municipal Engineer</b>			
<b>Classification:</b>	<b>Simple</b>			
<b>Type of transaction:</b>	<b>G2C – Government to Client, G2B – Government to Business Entity, G2G – Government to Government</b>			
<b>Who may avail:</b>	<b>All</b>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. As-Built Plans – Four (4) copies		To be provided by the client		
2. Application for Certificate of Occupancy – Four (4) copies		Office of the Municipal Engineer/Local Building Official		
3. Certification of Completion (NBC Form No. B-10) duly signed and sealed by a registered civil engineer/architect and notarized (1 original, 3 photocopy)		Office of the Municipal Engineer/Local Building Official		
4. Logbook of Building Construction and Building Inspection Sheet duly signed and sealed by a registered Civil Engineer or Architect (1 pc Record Book)		To be provided by the Client, Signed and Sealed by  Registered Civil Engineer/ Architect		
5. Fire Safety Inspection Certificate (1 original, 1 photocopy)		Bureau of Fire Protection		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill-up application forms and submit requirements	Endorses request to the Bureau of Protection for securing Fire Safety Inspection Certificate. If the structure is an industrial building, endorse a request to DOLE for securing Safety	None	30 minutes	Engineering Staff



	Inspection and DENR for Certificate to Operate for industrial/commercial buildings			
2. Assist in the inspection of the structure	Conducts inspection	None	45 minutes	Engineering Staff
3. Get order of payment	Issues an order of payment	None	20 minutes	Municipal Engineer/ Local Building Official
4. Proceed to the Municipal Treasurer's Office for payment	Receives payment and issues an official receipt	None	15 minutes	Revenue Collection Clerk
5. Return to the Municipal Engineer's Office and submit copy of the official receipt.	Fill-up forms for signature of approving offices  Releases occupancy permit	Please refer to the Revised Edition of National Building Code 2005, (NBCDO Memorandum Circular No. 1 Series of 2005 – New schedule of Building Permit Fees and Other Charges.	45 minutes  10 minutes	Engineering Staff
<b>TOTAL:</b>			165 minutes	

Issuance of Building Permit is under PD 1096, National Building Code of the Philippines Rule 3 Section 309.



## 6. ISSUANCE OF CERTIFICATE OF ANNUAL INSPECTION FOR BUSINESS LICENSE AND MAYOR'S PERMIT

### ABOUT THE SERVICE:

Business enterprises are required to secure a Building Inspection Approval from the Municipal Engineer's Office before the start of commercial operations and during the annual renewal of business permits. This service is among the processes involved in securing Mayor's Permit/Business License.

<b>Office or Division:</b>	<b>Office of the Municipal Engineer</b>			
<b>Classification:</b>	<b>Simple</b>			
<b>Type of transaction:</b>	<b>G2C – Government to Client, G2B – Government to Business Entity,</b>			
<b>Who may avail:</b>	<b>All</b>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Location Plan with Detailed information about the business		To be provided by the client		
2. Photocopy of Certificate of Occupancy/Certificate of Use		Office of the Municipal Engineer/Local Building Official		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill-up application forms and submit requirements	Verifies and reviews supporting documents	None	30 minutes	Engineering Staff
2. Assist in the inspection of the structure	Conducts inspection	None	45 minutes	Engineering Staff
3. Get order of payment	Issues an order of payment	None	20 minutes	Municipal Engineer/ Local Building Official
4. Proceed to the Municipal Treasurer's Office for payment	Receives payment and issues an official receipt	None	15 minutes	Revenue Collection Clerk
5. Secure approved Certificate of Annual Inspection	Releases permit	Please refer to the Revised Edition of National Building Code 2005, (NBCDO Memorandum Circular No. 1 Series of 2005 – New schedule	15 minutes	Engineering Staff



		of Building Permit Fees and Other Charges.		
<b>TOTAL:</b>			125 minutes	

Issuance of Building Permit is under PD 1096, National Building Code of the Philippines.



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





## 1. Issuance of Locational Clearance

Locational Clearance is issued to all owners/ developers and business establishments prior to issuance of building permit by the local building officer.

### 1.1 For Building Permit

<b>Office or Division:</b>	Municipal Planning and Development Office
<b>Classification:</b>	Simple
<b>Type of transaction:</b>	G2C -Government to Citizen
<b>Who may avail:</b>	Real Property Owner
<b>CHECK OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
1. Application Form	<b>MPDO</b>
2. Vicinity Map draw to any scale showing: (a) Exact location of proposed site (b) Contiguous firms and/ or institutions and their products and major activities, and; (c) Approximate distances of contiguous firms and/ or institutions within a 1,000 meter radius from the proposed site and from the main service road leading to it.	<b>Clients, Licensed Civil Engineer</b>
3. Site Development Plan, drawn to any scale showing: (a) Plan Layout (b) Site Areas and Boundaries (c) Number of story's of plan building and size of the area occupied (d) Road system within site premises (e) Topographic Plan (for mining and quarrying only)	<b>Clients, Licensed Civil Engineer</b>
4. Lot Plan, Plot Plan duly signed and seated by a licensed Geodetic Engineer.	<b>Clients, Licensed Geodetic Engineer</b>
5. Certificate of Ownership of the land, any of the following: (a) Transfer Certificate of Title registered in the name of the applicant (b) Tax Declaration declared in the name of the applicant plus certification from the Register of deeds / Bureau of lands that	<b>Clients</b>
	Municipal Assessor
	Municipal Assessor



subject parcel of land is not yet registered in the name of any other person	
( c) Deed of sale / Contract of Lease plus TCT of the registered owner	Clients
(d) Authorization from the registered owner allowing applicant to use subject parcel of land plus TCT of registered owner	Clients
( e) If public land, authorization from appropriate government agency allowing applicant to used subject public land	Clients
6. Certificate from the Deputized Zoning Administrator (DZA) that the proposed land use is in accordance with the development / zoning plan of the locality	<b>MPDO</b>
7. Logbook- signed and sealed by Licensed Geodetic / Civil Engineer.	<b>Clients</b>
8. Seven (7) sets of plans (blue printed copies) with corresponding specifications, detailed bill of materials, and perspective signed and sealed by a registered Geodetic/ Civil Engineer or Architect.	<b>Clients</b>
9. Locational Clearance Fee	<b>MPDO</b>
10. If the land is agricultural, secure Conversion Clearance from the Secretary of the Department of Agrarian Reform.	<b>Sangguniang bayan</b>
11. Clearance from Department of Health (for special project only)	<b>RHU</b>
12. Clearance from Air Transportation Office (for special project only)	Clients
13. Environmental Compliance Certificate (for special project only)	<b>DENR</b>
14. Authorization of persons allowed to follow-up claim clearance	<b>Clients</b>
15. One (1) expanding envelop	<b>Clients</b>



(long)				
CLIENTS STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to MPDO- Zoning and secure checklist of requirements and application form for locational and zoning clearance.	Issues checklist of requirements and application form/s.		5 minutes	MPDC and MPDO Staff
2. Fill-up the required applications forms.	Instructs client to fill-up the forms and provides assistance if necessary.	<b>Residential</b> ₱100,000 and below ₱288 Over ₱100,000 to ₱200,000 ₱576 Over ₱200,000 ₱720+ (1/10 of 1% in excess of ₱200,000) P75	5 minutes	
3. Submit duly accomplished application form together with the supporting documents and obtain the schedule of site inspection	Receives duly accomplished application form and other supporting papers. Advises client of the schedule of the site inspection.	<b>Zoning Certification</b> <b>Commercial</b> Below ₱100,000 ₱1,140 Over ₱100,000 to ₱500,000 ₱2,160 Over ₱500,000 to ₱1 Million ₱2,880 Over ₱1 Million to ₱2 Million ₱4,320 Over ₱2 Million ₱7,200+(1/10 of 1% of cost in excess of ₱2 Million) P75	5 minutes	
4. Proceed to MPDO upon receipt of notice that final evaluation has been done.	Provides confirmation of results of the final evaluation	<b>Zoning Certification</b>	10 minutes	
5. Secure order of payment and pay at the MTO the necessary fees pertaining to the LGU	Issues order of payment		5 minutes	
6. Proceed to MPDO and inquire on the status of the application	LCE approves or disapproves application. Wait for LCEs		30 minutes	



	approval. If decision has been made, issues notification addressed to the client.		
7. Proceed to MPDO upon receipt of notification that a decision on the application has been made.	Informs client of the LCEs decision. If approved, issues Approved Application for Zoning or Locational Clearance. If disapproved, informs client to the next step to be made.		30 minutes
8. Receive the approved application for zoning or locational clearance.	Issues Zoning or Locational Clearance		5 minutes
<b>TOTAL</b>			<b>1 hour and 40 minutes</b>



## 1.2 For Business Services

<b>Office or Division:</b>		Municipal Planning and Development Office		
<b>Classification:</b>		Simple		
<b>Type of transaction:</b>		G2C- Government to Citizen		
<b>Who may avail:</b>		Owner of Business Establishment		
<b>CHECK OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Vicinity/ Locational Map		Clients		
2. Business / Barangay Clearance		Barangay		
3. Lease Agreement		Clients		
4. DTI/SEC Registration		DTI		
5. Real Property Tax Receipt		Treasurer		
6. Tax Declaration		Mun. Assessor		
7. Authorization Letter (for Representative)		Clients		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill-up application form for locational Clearance for business	Instructs client to fill-up the forms and provides assistance if necessary.	Php75.00 + Php30.00 Documentary Stamp	2 minutes	MPDC and MPDO Staff
2. Submit the accomplished application form together with the supporting documents.	Receives duly accomplished application form and other supporting papers.		3 minutes	
3. Proceed to Treasurer's Office for Payment	Issues order of payment		3 minutes	
4. Releasing of Locational Clearance for Business	Issues Zoning or Locational Clearance for Business		5 minutes	
<b>TOTAL</b>				



## 2. PLANNING AND DEVELOPMENT SERVICES, PROVISION OF MAPS, STATISTICS AND OTHER TOWN DATA

The Municipal Planning and Development Office keeps information about the municipality and its development plans such as land use plans, municipal development strategies, municipal profile, statistics, maps, and municipal governance data. Information about the municipality is generally requested by investors, people in the business sector, researchers, students and tourists.

<b>Office or Division:</b>		Municipal Planning and Development Office		
<b>Classification:</b>		Simple		
<b>Type of transaction:</b>		G2G or G2C		
<b>Who may avail:</b>		Real Property Owner		
<b>CHECK OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Identification Card (if document will be taken outside the office for photocopying)		Client		
2. CD, Diskette or any storage for electronic copies.		Client		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Approach a frontline employee and present your request ( <i>if requested information is not available, take note on where to obtain the data</i> )	Receives request and refers you to staff In charge of the information requested. if data is not available, you will be referred to other probable sources of the requested information	NONE	2 minutes	MPDC and MPDO Staff
2. Check the data accessed and reviewed by the staff.	If requested information is available, the staff-in-charge will access and review the information requested show to client		10 minutes	
3. Leave a valid identification card and	Request for a valid identification		2 minutes	



photocopy the documents.	card and gives requested material/s for photocopying. * Client to be accompanied by MPDO staff if material/s will be taken outside MPDO office for photocopying			
4. Sign the logbook, return the original documents after photocopying	Instructs client to sign logbook. Return the ID		1 minute	
<b>TOTAL</b>		P 0.00	<b>15 Minutes</b>	



### 3. ISSUANCE OF ZONING CERTIFICATION FOR SAND AND GRAVEL QUARRY PERMIT

Zoning Certificate is issued to the Real Property Owner that is applying for Sand and Gravel Permit

<b>Office or Division:</b>	Municipal Planning and Development Office			
<b>Classification:</b>	Simple			
<b>Type of transaction:</b>	G2C-Government to Citizen			
<b>Who may avail:</b>	Real Property Owner			
<b>CHECK OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>			
1. Application for Sand and Gravel	DENR			
2. Proof of Acceptability (Barangay)	Barangay			
3. Area Status	DENR			
4. Narrative Report	DENR			
5. Barangay Certification	Barangay			
6. ECC from the ENRO	DENR			
7. Lot Plan	Clients copy			
6. Geotagged Photos and Traverse Computation signed and sealed by Licensed Geodetic Engineer	Geodetic Engineer			
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to MPDO- Zoning and secure checklist of requirements.	Instructs client to provide all the needed documents.	Php75.00 + Php30.00 Documentary Stamp	2 minutes	MPDC and MPDO Staff
2. Submit the accomplished documents.	Receives duly accomplished documents.		3 minutes	
3. Proceed to Treasurer's Office for Payment.	Issues order of payment.		3 minutes	
4. Releasing of Zoning Certification for Sand and Gravel Quarrying permit.	Issues Zoning Certification for Sand and Gravel Quarrying permit.		5 minutes	
<b>TOTAL</b>			<b>13 minutes</b>	





#### 4. ISSUANCE OF DEVELOPMENT PERMIT FOR SUBDIVISION PROJECT

Development Permit is requested and is one of the requirement for subdivision project.

<b>Office or Division:</b>	Municipal Planning and Development Office
<b>Classification:</b>	Complex
<b>Type of transaction:</b>	G2G or G2C
<b>Who may avail:</b>	Owner of Subdivision Project Owners
<b>CHECK OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
<p>1. Subdivision Development Plan consisting of the site development plan at any of the following scales: 1:200; 1:1,000; or any scale not exceeding 1:2,000; showing all proposals including the following:</p> <p>a. Roads, easements or right-of-way and roadway width, alignment, gradient, and similar data for alleys, if any.</p> <p>b. Lot numbers, lines and areas and block numbers.</p> <p>c. Site data such as number of residential and saleable lots, typical lot size, parks and playgrounds and open spaces.</p>	<b>Client</b>
<p>2. Civil and Sanitary Works Design Engineering plans/construction drawings based on applicable engineering code and design criteria to include the following:</p> <p>a. At least 2 copies of road (geometric and structural) design/plan duly signed and sealed by a licensed civil engineer</p> <p>b. At least 2 copies of storm drainage and sanitary sewer system duly signed and sealed by a licensed sanitary engineer or civil engineer.</p> <p>c. At least 2 copies of site grading plan with finished contour lines superimposed on the existing ground the limits of earth work embankment slopes, cut slopes, surface drainage,</p>	<b>Engineer</b>



drainage outfalls and others, duly signed and sealed by a licensed civil engineer.	
3. At least two 2 copies of water system layout and details duly signed and sealed by a licensed sanitary engineer or civil engineer. Should a pump motor have a horsepower (hp) rating of 50 hp or more, its pump rating and specifications shall be signed and sealed by a professional mechanical engineer.	Engineer
4. Certified true copy of tax declaration covering the property (ies) subject of the application for the year immediately preceding;	Municipal Assessor
5. Zoning Certification from HLURB Regional Office.	HLURB
6. Certified true copy of DAR Conversion Order.	DAR/Sangguniang Bayan
7. Certified true copy of Environmental Compliance Certificate (ECC) or Certificate Of Non-Coverage (CNC), whichever is applicable, duly issued by the DENR; 6. At least 2 copies of project description for projects having areas of 1 hectare and above to include the following: A. Project profile indicating the cost of raw land and its development (total project cost), amortization schedule, sources of financing, cash flow, architectural scheme, if any, and work program; B. Audited financial statement for the last 3 preceding years; c. Income Tax Return for the last three 3 preceding years; d. Certificate of registration with Securities and Exchange Commission (SEC); e. Articles of incorporation or partnership; f. Corporation by-laws and all	DENR



implementing amendments, and g. For new corporations (3 years and below) statement of capitalization and sources of income and cash flow to support work program.				
8. Plans specifications, bill of materials and cost estimates duly signed and sealed by the appropriate licensed professionals.		Engineer		
9. Application for permit to drill from the National Water Resources Board (NWRB).		MRSWAI		
10. Traffic impact assessment for projects 30 hectares and above.				
11. List of names of duly licensed professionals who signed the plans and other similar documents in connection with application filed indicating the following information: a. Surname; b. First name; c. Middle name; d. Maiden name, in case of married women professional; e. Professional license number, date of issue and expiration of its validity; and f. Professional tax receipt and date of issue g. Taxpayer's identification number (TIN)		Client		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to MPDO- Zoning and secure checklist of requirements.	Instructs client to provide all the needed documents.	Zoning Ordinance 2019-2049 Resolution	2 minutes	MPDC and MPDO Staff
2. Submit the accomplished documents.	Receives duly accomplished documents.		3 minutes	
3. Proceed to Treasurer's Office for	Issues order of payment.		3 minutes	



Payment.		No. 22-2021		
4. Releasing of Development Permit for Subdivision Project	Issues Development Permit for Subdivision Project.		5 minutes	
<b>TOTAL</b>			<b>13 minutes</b>	



## 5. TRAFFIC AND PARKING MANAGEMENT ENFORCEMENT SERVICES

This section is responsible for the implementation of traffic rules and regulations to ensure orderly and safety of the citizens and motorist.

<b>Office or Division:</b>	Traffic and Parking Management Enforcement Division (TPMED)			
<b>Classification:</b>	G2C- Government to Citizen			
<b>Type of transaction:</b>	Simple			
<b>Who may avail:</b>	Motor Vehicle Violators			
<b>CHECK OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Ordinance Violation Receipt		Traffic Enforcer		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present (OVR) Ordinance Violation Receipt 2. Payment of corresponding penalties 3. Released of license or Impounded Motor Vehicle	Issuance of Official Receipt	Municipal Ordinance No. 2020-11	1 minute 1 minute 2 minutes	TPMED
<b>TOTAL</b>			<b>4 minutes</b>	



## 6. SITE ZONING CLASSIFICATION

Site zoning classification is issued for record and reference purposes.

<b>Office or Division:</b>		Municipal Planning and Development Office		
<b>Classification:</b>				
<b>Type of transaction:</b>				
<b>Who may avail:</b>		Real Property Owner		
<b>CHECK OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Letter Request		Client		
2. Approved Lot Plan with vicinity/ location map		Client		
3. Right-over land document		Client		
4. Certified photocopy of land title		Register of Deeds		
5. Any other documents (deed of sale, etc)		Client		
6. Certificate of Real Property Tax Payment		Municipal Treasurer		
7. Current Tax Receipt		Municipal Treasurer		
8. Special Power of attorney of land owners authorized representative, if any		Attorney		
9. Site Zoning Classification Certificate		Sangguniang Bayan		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit letter request for site zoning classification. Client obtains schedule of site inspection.	Receives letter request. Advises client of schedule of site inspection	Php75.00 + Php30.00 Documentary Stamp	20 minutes	MPDC and MPDO Staff
2. Accompany Zoning Officer during the inspection. Provide information to the inspector. Obtain date of release of certification	Conducts ocular inspection. Advises client of the schedule of release of certification		1 day	
3. Proceed to MPDO and secure	Issues certificate of site zoning classification		10 minutes	
<b>TOTAL</b>			<b>1 day and 30 minutes</b>	



## **Office of the Municipal Assessor External Services**



## 1. ASSESSMENT OF NEWLY CONSTRUCTED BUILDINGS AND ISSUANCE OF UPDATED FAAS

New Tax Declaration is needed by owners of newly constructed buildings and newly installed machinery to determine the value of the real property.

<b>Office or Division:</b>	Office of the Municipal Assessor			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may Avail:</b>	Real Property Owners			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of request of the owner; Building Plan; Estimated Cost; Building Permit & Certificate of Occupancy Permit  2. Approved Application for Residential Free-Patent; Real Property Tax Payment (10 Years Back Taxes); & Approved Subdivision Plan		Property Owners  Municipal Engineering Office  Department of Environment and Natural Resources  Registered Geodetic Engineer		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Municipal Assessor's Office and present the letter of request.	1. Assigns an Inspection team and sets the schedule of the ocular inspection and informs client.		5 minutes	Municipal Assessor
2. Be present during the conduct of the Ocular Inspection. Take note of the schedule for getting the assessment	2. Receive order of payment for the computation of ten years back taxes  2.1 Conduct ocular inspection and inform the client when to get the assessment		10 minutes  Variable Depends on the Distance and Location of the Property.	Office of the Municipal Assessor  Draftsman Assessment Clerk
3. Proceed to the Municipal Assessor's Office, receive the requested documents.	3. Issues requested document.		3 hours	Assessment Clerk
<b>TOTAL:</b>		<b>₱ 0.00</b>	<b>3 HOURS 15 MINUTES</b>	





## 2. CERTIFICATION OF PROPERTY LANDHOLDINGS

Certifications of Property Landholdings may be obtained from this office.

<b>Office or Division:</b>	Office of the Municipal Assessor			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may Avail:</b>	Real Property Owners			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<p>1. If the client is the Tax Declarant</p> <p>1.1 Valid I.D</p> <p>2.If the client is not the Tax Declarant</p> <p>2.1 Authorization letter coming from the legitimate owner with original and photocopy of 1 Valid I.D of the Tax Declarant and the authorized person</p> <p>3. If the Tax Declarant is Deceased</p> <p>3.1 Proof relationship to the Tax Declarant (example birth certificate or marriage certificate)</p> <p>3.2 Valid I.D</p>		<b>Property Owners</b>		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Request for Certification of Property Landholdings	1. Verifies records and print the documents		5 minutes	Assessment Clerk
2. Proceed to Municipal Treasurer's Office and pay Certification fee.		₱ 25.00 per copy		Office of the Municipal Treasurer
3. Proceed to Municipal Assessor's Office and present the receipt.	Review and Approves Certification of Non-Improvement and No Property Declared.		5 minutes	Municipal Assessor
4. Receive the requested Document	Issues the Document		10 minutes	Assessment Clerk
<b>TOTAL:</b>		<b>₱ 25.00</b>	<b>20 MINUTES</b>	



### 3. ISSUANCE OF A CERTIFIED TRUE COPY OF TAX DECLARATION

The tax declaration serves as a permanent record of every real property unit (land, building, and machinery) as basis for payment of Real Property Taxes. Real Property Owners can be provided Certified true copy of their Tax Declaration for their own records.

<b>Office or Division:</b>	Office of the Municipal Assessor			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may Avail:</b>	Real Property Owners			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. If the client is the Tax Declarant 1 Valid I.D  2.If the Client is not the Tax Declarant  2.1 Authorization letter coming from the legitimate owner with original and photocopy of 1 valid I.D of the Tax Declarant and the authorized person  3. If the Tax Declarant is deceased  3.1 Proof of relationship to the tax Declarant (example birth certificate or marriage certificate)  3.2 Valid I.D		<b>Property Owners</b>		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Request for Certified true copy of Tax Declaration	1. Issues payment order for the payment of fee.	₱27.00 per Copy	5 minutes	Assessment Clerk  Office of the Municipal Treasurer
2. Go to Municipal Treasurer's Office for payment of Certified true copy of Tax Declaration.				Municipal Assessor
3. Proceed to Municipal Assessor's Office and present the receipt	3. Review and Approves the Certified true copy of Tax Declaration.		5 minutes	Assessment Clerk
4. Receive the requested Certified true copy of Tax Declaration.	4. Issue Certified true copy of Tax Declaration		15 minutes	
<b>TOTAL:</b>		<b>₱ 27.00</b>	<b>25 MINUTES</b>	



#### 4. ISSUANCE OF CERTIFICATION OF NON-IMPROVEMENT/CERTIFICATE OF NO PROPERTY AND OTHER CERTIFICATIONS

Certifications of various Property Holdings or Non-Improvement or No Registered Property and other certifications may be obtained from this Office.

<b>Office or Division:</b>	Office of the Municipal Assessor			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may Avail:</b>	Real Property Owners			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<p>1. If the client is the Tax Declarant</p> <p>1.1 Valid I.D</p> <p>2. Authorization letter coming from the legitimate owner with original copy</p> <p>2.1 1 valid I.D of the Tax Declarant and Special Power of Attorney for the authorized person</p> <p>3.If Tax Declarant is deceased</p> <p>3.1 Proof of relationship to the Tax Declarant (example birth certificate or marriage certificate)</p> <p>3.2 Valid I.D</p>		Client		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Request for Certification of Non Improvement or No Property Land Holdings and No Registered Property.	1. Verifies records and print the documents	₱ 25.00 per copy	5 minutes	Assessment Clerk
2. Proceed to Municipal Treasurer's Office and pay Certification Fee.				Office of the Municipal Treasurer Municipal Assessor
3. Proceed to Municipal Assessor's Office and present the Receipt.	3. Review and approve the Certification of non-improvement and no declared property		5 minutes	Assessment Clerk
4. Receive the requested documents.	4. Issues the documents		5 minutes	
<b>TOTAL:</b>		<b>₱ 25.00</b>	<b>15 MINUTES</b>	



## 5. PROVISION OF RE-ASSESSMENT/REVISION/CANCELATION OF ASSESSMENT OF REAL PROPERTIES

The Assessment Records at the Municipal Assessor's Office serve as the basis for computing the annual Tax Dues from the owners of Land and Buildings.

<b>Office or Division:</b>	Office of the Municipal Assessor			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may Avail:</b>	Real Property Owners			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<p>1. If the client is the Tax Declarant</p> <p>1.1 Valid I.D</p> <p>2.If the client is not the Tax Declarant</p> <p>2.1 Authorization letter coming from the legitimate owner with original and photocopy of 1 Valid I.D of the Tax Declarant and the authorized person</p> <p>3. If the Tax Declarant is Deceased</p> <p>3.1 Proof relationship to the Tax Declarant (example birth certificate or marriage certificate)</p> <p>3.2 Valid I.D</p>		<b>Property Owners</b>		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to the Municipal Assessor's Office and present the letter of request.	1. Assigns an Inspection team and sets the schedule of the ocular inspection.		5 minutes	Municipal Assessor
2. Be present during the conduct of the Ocular Inspection.	2. Notifies Client when to get the correct assessment.		Variable Depends on the Distance and Location of the Property.	Draftsman Assessment Clerk
3. On the scheduled date, proceed to the Municipal Assessor's Office, receive the requested documents.	3. Issues requested document.		5 minutes	Municipal Assessor
<b>TOTAL:</b>		<b>₱ 0.00</b>	<b>10 MINUTES</b>	



## 6. Transfer of Tax Declaration/Ownership of Real Property for Taxation Purposes

The Field Appraisal and Assessment Sheet (FAAS) and Tax Declaration are required from real property owners when paying their Real Property Tax. A new FAAS and Tax Declaration are issued when there is a transfer of ownership.

<b>Office or Division:</b>	Office of the Municipal Assessor			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may Avail:</b>	Real Property Owners			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ol style="list-style-type: none"> <li>Documents – duly notarized (2photo copy) (Deed of Sale or Deed of Donation or Transfer of Rights or Extra-judicial Settlement, etc.)</li> <li>BIR Clearance (CAR) Certificate of Authorizing Registration (Annotated to Tax Declaration)</li> <li>Real Property Tax Clearance (Municipal Treasurer’s Office)</li> <li>Official Receipt of Transfer Tax Payment (Transfer tax is computed at fifty (50%) of one percent of the total consideration involved in the acquisition of the property of the fair market value whichever is higher (Provincial Treasurer’s Office)</li> <li>Title (if there is Title) (2 photo copy)</li> <li>Approved Plan (2 photo copy)</li> </ol>		<ol style="list-style-type: none"> <li>Registry of Deeds</li> <li>Bureau of Internal Revenue</li> <li>Municipal Treasurer’s Office</li> <li>Provincial Treasurer’s Office</li> <li>Registry of Deeds</li> <li>Registered Geodetic Engineer/DENR</li> </ol>		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. In availing of the service for the first time proceed to the Municipal Assessor’s Office for requirements & clarification of the property	1. Provide the client a short briefing on the service and its requirements.	None	5 minutes	Assessment Clerk  Municipal Assessor
2. Submit requirements for verification and new FAAS and Tax Declaration approval.	2. Encode and print the new FAAS.	None	20 minutes	Encoder
	2.1 Review the new FAAS & Tax Declaration and recommend for approval	None	30 minutes	Municipal Assessor
	2.2 Recommend for	None	2 hours	Provincial



3. Receive the approved FAAS together with Tax Declaration.	Approval by PASSO FAAS and Tax Declaration  3. Release new Notice of Assessment & Tax Declaration	None	10 minutes	Assessor  Assessment Clerk
<b>TOTAL:</b>		<b>₱ 00.00</b>	<b>3 HOURS 5 MINUTES</b>	



**Office of the Municipal Civil Registrar  
External Services**



## 1. Endorsement of Records not Available in OCRG, PSA

Records not available in the archives of the OCRG, PSA but are available in the Office of the Local Civil Registrar are being endorsed as requested by the owner of the document.

<b>Office or Division:</b> <b>Classification:</b> <b>Type of Transaction:</b> <b>Who may avail:</b>		Civil Registrar's Office Simple G2C Owner of the document, parents or guardian, or relative authorized by the owner		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Negative Certification issued by OCRG, PSA (1 original copy and 2 photocopies) Valid ID of the requestor		In any PSA outlet  Own copy		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit negative certification issued by the OCRG and request for endorse of the document	1. Verify the availability of the records. 1.1 If found available, prepare the necessary document. 1.2 Advice client to claim copy of the endorsed document on the next		30-35 mins.	Asst.Reg'n. Officer/Clerk III
2. Return to the Civil Registrar's Office & claim copy of the endorsed document w/ the courier's receipt on the next day.	2. Process the document and endorse the same to PSA Regional Office. (Endorsement will be sent to PSA via courier at the requestor's expense.)  3. Provide client copy of the endorsed Document and the courier's receipt.	Courier's fee (LBC) ₱160.00	1 day	MCR/ Asst. Reg'n. Officer/ Clerk III





	3.1 Inform client of the process.			
	<b>TOTAL</b>	00	₱160.	1 day/45 mins.



## 2. Issuance of Certified True Transcription/Copies of Births, Deaths and Marriages

Civil registry documents such as births, marriage and death certificates may be availed of by securing certified transcription/copies from the Office of the Local Civil Registrar. These records are important in legal and personal transactions, applying for jobs, obtaining passport for travel, entrance to school, claiming insurance benefits and others.

<b>Office or Division:</b>	Civil Registrar's Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	Owner of the document, parents or guardian, person authorized by the owner of the document			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid ID of the requestor Authorization letter (if the requestor is not the owner of the document) Valid ID of the document owner		Personal Copy From the owner of the document  Personal Copy		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request for copy of the document.	1. Verify the availability of the document and inform client of the status of the requested document.  1.1 Issue order of payment.		10 mins.	Reg'n. Officer/  Asst. Reg'n. Officer/ Administrative Aide
2. Pay the corresponding fee at the Treasurer's Office.	2. Accept payment and issue official receipt.	₱25.00	10 mins.	Revenue Collection Officer Clerk
3. Return to the Civil Registrar's Office and submit the official receipt.	3. Prepare and process the request document.		20-25 mins.	MCR/ Reg'n. Officer/ Asst. Reg'n. Officer/



4. Claim copy of the requested document.	4. Issue the document and records issuance.		5 mins.	Reg'n. Officer/ Asst. Reg'n. Officer/ Administrative Aide
	<b>TOTAL</b>	₱25.00	50 mins.	



### 3. Issuance of Marriage License

Where a marriage license is required, each of the contracting parties shall file separate sworn application for such license with the proper local civil registrar of the place where either or both contracting parties reside. The local civil registrar concerned shall enter all applications for marriage license filed in a registry book strictly in the order in which the same are received. When the license is issued, the same shall be valid in any part of the Philippines for a period of one hundred twenty (120) days from the date of issue and shall be deemed automatically cancelled at the expiration of the said period if the contracting parties have not made use of it.

<b>Office or Division:</b>	Civil Registrar's Office			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	A man and a woman, of legal age and with no impediment to marry			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
3 copies of Application for Marriage License Certificate of No Marriage (CENOMAR) Birth Cert. of contracting parties (PSA Copy) Marriage Counselling Cert. (for ages 18-24) Family Planning Certificate Parental Consent (for ages 18-20) Parental Advice (for ages 21-24) Legal Capacity to Contract Marriage (for foreigner) Valid ID of contracting parties Valid ID of parents giving consent or advice Personal Appearance of contracting parties		Local Civil Registry Office In any PSA outlet In any PSA outlet Mun. Social Welfare and Dev't. Office Municipal Health Office Local Civil Registry Office Local Civil Registry Office Consular Office  Own copy Own copy		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill-out information sheet and submit with all the requirements.	1. Evaluate the requirements submitted and check the information needed.		10-15 mins.	Asst. Reg'n.
	1.1 Types/fill-out application form, prepares Parental Consent or Parental Advice and other Supporting documents. 1.2 Have the documents be signed.		30-40 mins.	Officer/ Administrative Aide



2. Sign the documents.	2. Check the completeness of the signature. 2.1 Issue the order of Payment.		5 mins.	Asst. Reg'n. Officer/ Administrative Aide
3. Pay the corresponding fee at the Treasurer's Office	3. Accept payment and issue the official receipt.	₱148.00 Filing fee	10 mins.	Revenue Collection Officer/Clerk
4. Return to the Civil Registrar's Office and present the official receipt.	4. Check the official receipt and inform clients of the date of the release of the marriage license. (*After compliance of the ten (10) day posting period.)		5 mins.	Asst. Reg'n. Officer/ Administrative Aide
	5.1 Post Notice of Posting.		10 days	Administrative Aide
5. Claim the marriage license on the scheduled date of release. Sign the recordbook as proof of receipt.	5. Issue the marriage license.	₱2.00 Marriage License	5 mins.	MCR/ Asst. Reg'n. Officer
	<b>TOTAL</b>	₱150.00	10 days, 1 hr./20 mins.	



#### 4.Processing of Petitions under Republic Act 9048 (Correction of Clerical Error or Change of First Name)

The clerical or typographical errors which are covered under R.A. No. 9048 are limited to those mistakes committed in the performance of clerical work in writing, copying, transcribing or typing an entry in the civil register that are harmless and innocuous, which are visible to the eyes or obvious to the understanding, and can be changed only by reference to other existing record or records.

##### 4a. For Correction of Clerical Error

<b>Office or Division:</b>		Civil Registrar's Office		
<b>Classification:</b>		Highly Technical		
<b>Type of Transaction:</b>		G2C		
<b>Who may avail:</b>		Owner of the document, owner's spouse, children, parents, brothers, sisters, guardian or any other person duly authorized by the owner of the document		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Document to be corrected (PSA Copy) ( *Birth Cert.,Marriage Cert./Death Cert.) At least two public or private documents showing the correct entry or entries upon which the correction shall be based Community Tax Certificate Valid ID		In any PSA outlet  Parish Offices, Schools, SSS/GSIS, Philhealth  Treasurer's Office, Barangay Hall Own copy		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure checklist of requirements at the Office of the Civil Registrar.	1. Provide checklist to the client and inform the process.		5 mins.	Clerk III/ Administrative Aide
2. Submit all the required documents and provide the needed information.	2. Evaluate the requirements submitted. 2.1 Prepare the Petition.		45 mins.	MCR
3. Review the prepared petition and affix signature on the space provided.	3. Issue order of payment.		10 mins.	MCR
4. Pay the corresponding fee at the Treasurer's Office.	4. Accept the payment and issue official receipt.	₱1,000.00	10 mins.	Revenue Collection Officer/Clerk
5. Return to the Civil Registrar's Office and submit the official receipt.	5. Get the official receipt and attach to the petition. 5.1 Advice client when to come back		5 mins.	MCR



	to claim the affirmed petition. (Petitioner will be notified upon receipt of the CRG's action on the petition. )			
	6. Prepare Notice of Posting. 6.1 Post the Notice of Posting		15 mins. 10 days	MCR Administrative Aide
	7. After compliance of the 10 days posting period, render decision on the petition and forward the same with all the supporting documents to the Office of the Civil Registrar General for further approval.		1 day	MCR
	<b>TOTAL</b>	₱1,000.00	11 days, 1 hr./30 mins.	
4a1.				
	1. Upon receipt of CRS's action, prepare the Cert. of Finality and the annotated document. 1.1 Notify the petitioner of the CRG's action.		1 hour	MCR
<b>If affirmed by CRG:</b> 1.Claim copy of the affirmed Petition, Certificate of Finality and the annotated document. 1.1 Sign the logbook.	2. Issue certified copy of the affirmed petition, Certificate of Finality and the annotated document. 2.1 Record Issuance.		5 mins.	Administrative Aide
<b>If impugned:</b> 1. File motion for reconsideration at the Office of the Civil Registrar.	1. Receive motion for reconsideration and forward to the OCRG.		(within 15 days from receipt of CRG's action)	MCR
	<b>TOTAL</b>		1 hr. & 5 mins.	



#### 4b. For Change of First Name

<b>Office or Division:</b> <b>Classification:</b> <b>Type of Transaction:</b> <b>Who may avail:</b>	Civil Registrar's Office Highly Technical G2C Owner of the document, owner's spouse, children, parents, brothers, sisters, guardian or any other person duly authorized by the owner of the document			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Certificate of Live Birth (PSA Copy) At least two public or private documents showing the correct name upon which the change of name shall be based Police Clearance NBI Clearance Clearance from employer (if employed) Affidavit of non-employment (if not employed) Affidavit of Publication and Newspaper Clippings Community Tax Certificate Valid ID		In any PSA outlet Parish Offices, Schools, SSS/GSIS, or Philhealth  Police Station NBI Employer Notary Public Publisher Treasurer's Office, Barangay Hall Own copy		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Secure checklist of requirements at the Office of the Civil Registrar.	1. Provide checklist to the client and inform the process.		5 mins.	Clerk III/ Administrative Aide
2. Submit all the required documents and provide the needed information.	2. Evaluate the requirements submitted. 2.1 Prepare the Petition.		45 mins.	MCR
3. Review the prepared petition and affix signature on the space provided.	3. Issue order of payment.		10 mins.	MCR
4. Pay the corresponding fee at the Treasurer's Office.	4. Accept payment and issue official receipt.	₱3,000.00	10 mins.	Revenue Collection Officer/Clerk
5. Return to the Civil Registrar's Office and submit the official receipt.	5. Get the official receipt and attach to the petition. 5.1 Prepare the Notice for Publication. 5.2 Advise client to have it published		15 mins.	MCR





	for two consecutive weeks.			
6. Secure endorsement of Notice for Publication & submit to the concerned publisher.	6. Instruct client to submit Affidavit of Publication & the newspaper clippings after the termination of the two-week publication period. 6.1 Prepare Notice of Posting. 6.2 Post the Notice of Posting		15 mins.	MCR
			10 days	Administrative Aide
7. Return to the Civil Registrar's Office and submit the Affidavit of Publication and the newspaper clippings.	7. Receive the Affidavit of Publication and the newspaper clippings. 7.1 Advise client when to come back to claim the affirmed petition.		5 mins.	MCR
(Petitioner will be notified upon receipt of the CRG's action on the petition.)	8. Render decision on the petition and forward the same with all the supporting documents to the Office of the Civil Registrar General for further approval.		1 day	MCR
	<b>TOTAL</b>	₱3,000.00	11 days, 1 hr./45 mins.	

**4b1.**

	1. Upon receipt of CRG's action, prepare the Cert. of Finality and the annotated document. 1.1 Notify the petitioner of the CRG's action		1 hour	MCR
<b>If affirmed by CRG:</b> 1. Claim copy of the affirmed Petition, Certificate of Finality	2. Issue certified copy of the affirmed petition, Certificate of Finality and the annotated document.		5 mins.	Administrative Aide



and the annotated document. 1.1 Sign the logbook.	2.1 Record Issuance.			
<b><i>If impugned:</i></b> 1. File motion for reconsideration at the Office of the Civil Registrar.	1. Receive motion for reconsideration and forward to the OCRG.		(within 15 days from receipt of CRG's action.)	MCR
	<b>TOTAL</b>	None	1hr. & 5mins.	



## 5.Processing of Petitions under Republic Act 10172 (Correction of Date of Birth and Sex)

The clerical or typographical errors which are covered under R.A. No. 10172 are those mistakes committed in the performance of clerical work in writing, copying, transcribing or typing an entry in the civil register on the entry of day and month in the date of birth or the sex of a person, which is visible to the eyes or obvious to the understanding, and can be corrected or changed only by reference to other existing record or records. No petition for correction of erroneous entry concerning the date of birth or the sex of a person shall be entertained except if the petition is accompanied by earliest school record or earliest school documents such as but not limited to, medical records, baptismal certificate and other documents issued by religious authorities; nor shall any entry involving change of gender corrected except if the petition is accompanied by a certification issued by an accredited government physician attesting to the fact that the petitioner has not undergone sex change or sex transplant.

<b>Office or Division:</b> <b>Classification:</b> <b>Type of Transaction:</b> <b>Who may avail:</b>	Civil Registrar's Office Highly Technical G2C Owner of the document, owner's spouse, children, parents, brothers, sisters, guardian or any other person duly authorized by the owner of the document (For correction of sex, the person himself)
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Certificate of Live Birth (PSA & LCRO Copy) Baptismal Certificate Earliest School Records Medical Records Medical Certificate issued by MHO (for correction of sex) Police Clearance NBI Clearance Clearance from employer (if employed) Affidavit of non-employment (if not employed) Affidavit of Publication and Newspaper Clippings Community Tax Certificate Valid ID	In any PSA outlet/Local Civil Registry Office Religious Authorities Elementary School Hospital or Clinics Municipal Health Office  Police Station NBI Employer Notary Public Publisher Treasurer's Office, Barangay Hall Own copy



CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure checklist of requirements at the Office of the Civil Registrar.	1. Provide checklist to the client and inform the process.		5 mins.	Clerk III/ Administrative Aide
2. Submit all the required documents and provide the needed information.	2. Evaluate the requirements submitted. 2.1 Prepare the Petition.		45 mins.	MCR
3. Review the prepared petition and affix signature on the space provided.	3. Issue order of payment.		10 mins.	MCR
2. Pay the required fee at the Treasurer's Office.	4. Accept payment and issue official receipt	₱3,000.00	10 mins.	Revenue Collection Officer/Clerk
3. Return to the Civil Registrar's Office and submit the official receipt.	5. Get the official receipt and attach to the petition. 5.1 Prepare the Notice for Publication. 5.2 Advise client to have it published for two consecutive weeks.		15 mins.	MCR
4. Secure endorsement of Notice for Publication & submit to the concerned publisher.	6. Instruct client to submit Affidavit of Publication & the newspaper clippings after the termination of the two-week publication period. 6.1 Prepare Notice of Posting 6.2 Post the Notice of Posting		15 mins.	MCR
			10 days	Administrative Aide
5. Return to the Civil Registrar's Office and submit the Affidavit of Publication and the newspaper clippings.	7. Receive the Affidavit of Publication and the newspaper clippings. 7.1 Advise client when to come back to claim the affirmed petition		5 mins.	MCR
(Petitioner will be notified upon receipt of the CRG's action on the petition.)	6. Render decision on the petition and forward the same with all the supporting documents to the Office of the Civil Registrar General for		1 day	MCR



	further approval.		
	<b>TOTAL</b>	₱3,000.00	11 days, 1 hr./45 mins.

	<ol style="list-style-type: none"> <li>1. Upon receipt of CRG's action, prepare the Cert. of Finality and the annotated document.</li> <li>1.1 Notify the petitioner of the CRG's action.</li> </ol>		1 hour	MCR
<p><b><i>If affirmed by CRG:</i></b></p> <ol style="list-style-type: none"> <li>1. Claim copy of the affirmed Petition, Certificate of Finality and the annotated document.</li> <li>1.1 Sign the logbook.</li> </ol>	<ol style="list-style-type: none"> <li>2. Issue certified copy of the affirmed petition, Certificate of Finality and the annotated document.</li> <li>2.1 Record Issuance.</li> </ol>		5 mins.	Administrative Aide
<p><b><i>If impugned:</i></b></p> <ol style="list-style-type: none"> <li>1. File motion for reconsideration at the Office of the Civil Registrar.</li> </ol>	<ol style="list-style-type: none"> <li>1. Receive motion for reconsideration and forward to the OCRG.</li> </ol>		(within 15 days from receipt of CRG's action.)	MCR
	<b>TOTAL</b>	None	1 hr. & 5 mins.	



## 6.Processing Supplemental Report (For documents with omitted entry)

Supplemental Report maybe filed to supply information inadvertently omitted when the document was registered. The supplemental report shall not be used in any manner to change or to correct any entry which was previously entered in the civil register.

<b>Office or Division:</b>	Civil Registrar's Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	Owner of the document, parents or guardian			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
PSA copy of document (1 original 2 photocopies) Affidavit of the applicant for supplemental report (1 original 2 photocopies) Marriage Contract of Parents (if married) Valid ID		In any PSA outlet Notary Public  Personal Copy Personal Copy		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure checklist of requirements at the Civil Registrar's Office.	1. Provide checklist to client and inform the process.		10 mins.	Clerk III
2. Submit all the required documents and provide the needed information.	2. Evaluate the submitted requirements.		25 mins.	MCR
	2.1 Prepare the Supplemental Report.			
3. Sign the prepared Supplemental Report.	3. Issue order of payment.		10 mins.	MCR
4. Pay the corresponding fee at the Treasurer's Office.	4. Accept payment and issue official receipt	₱25.00	10 mins.	Revenue Collection Officer/Clerk



<p>5. Return to the Civil Registrar's Office and present the official receipt.</p>	<p>5. Process the document and endorse the same to PSA Regional Office. (Endorsement will be sent to PSA via courier at the requestor's expense.)</p> <p>5.1 Advice client to claim copy of the endorsed document on the next day.</p>	<p>Courier's fee (LBC) ₱160.00</p>	<p>1 day</p>	<p>MCR/ Administrative Aide</p>
<p>6. Claim copy of the endorsed document w/ the courier's receipt on the next day.</p>	<p>6. Provide client copy of the endorsed Supplemental Report and the courier's receipt.</p>		<p>5 mins.</p>	<p>Clerk III/ Administrative Aide</p>
	<p><b>TOTAL</b></p>	<p>₱185.00</p>	<p>1 day/1 hour</p>	



## 7. Registration of Birth and Issuance of Certificate of Live Birth (COLB)

The birth of the child, being a vital event, should be registered at the Local Civil Registry Office within the thirty (30) day reglementary period from the time of birth. Births registered beyond the thirty day reglementary period will fall under delayed registration and will comply the requirements for late registration.

### 7a. On-time registration of birth, home deliveries (of married/unmarried parents)

<b>Office or Division:</b>		Civil Registrar's Office		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C		
<b>Who may avail:</b>		All		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Marriage Contract of Parents (if married)		Personal Copy/Local Civil Registry Office		
Signature of Attendant (for home deliveries)		Local Civil Registry Office		
Acknowledgment/Admission of Paternity (3 copies)		Local Civil Registry Office/Public Attorney's Office (PAO)		
Duly notarized Affidavit to Use the Surname of the father (executed by the mother) 3 copies		Own copy		
Valid ID of both parents				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill-out and submit information sheet.	1. Evaluate the completeness of the needed information.		10 mins.	Registration Officer/ Clerk III/ Administrative Aide
	1.1 Prepare the Certificate of Live Birth. 1.2 Prepare the AUSF(for unmarried parents) and advice client to have it notarized.		20-25 mins.	
2. Proceed to the notary public and have the AUSF be notarized.	2. Notarized the Affidavit to Use the Surname of the Father (AUSF).	None		PAO Lawyer





3. Return to the Civil Registrar's Office and submit the duly notarized AUSF.	3. Receive the duly notarized AUSF and attached to the properly accomplished Cert. of Live Birth.		5 mins.	Registration Officer/ Clerk III/ Administrative Aide
4. Review the prepared COLB and affix signature provided.	4. Process the document.		15 mins.	MCR/ Registration Officer/ Clerk III/
5. Claim copy of the registered Cert. of Live Birth.	5. Issue copy of the Cert. of Live Birth to client.	None	5 mins.	Registration Officer/ Clerk III/ Administrative Aide
<b>TOTAL</b>		None	55 mins.to 1 hr.	

#### 7b. On-time registration of birth born in the hospital

<b>Office or Division:</b>	Civil Registrar's Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G			
<b>Who may avail:</b>	Hospital Authorities			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Four (4) copies of duly accomplished Cert. of Live Birth		Hospital, Records Section		
Duly notarized Affidavit to Use the Surname of the father (executed by the mother) 4 copies		Hospital, Records Section		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit four copies of duly accomplished Cert. of Live Birth.	1. Receive and review the completeness of the documents. 1.1 Affix signature on the receiving sheet.		10 mins.	Registration Officer
2. Claimed the signed receiving sheet.	2. Release the signed receiving sheet.		3 mins.	Registration Officer
	2.1. Process the documents and file.		1 to 2 hours	MCR/ Registration Officer
<b>TOTAL</b>		None	2 hrs. & 13 mins.	



### 7c. Delayed Registration of Birth (of married/unmarried parents)

<b>Office or Division:</b>	Civil Registrar's Office
<b>Classification:</b>	Complex
<b>Type</b> of	G2C
<b>Transaction:</b>	All
<b>Who may avail:</b>	
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
PSA Negative Certification (1 original and 2 photocopies) Two (2) public documents showing the date and place of birth and names of parents Affidavit of the applicant for delayed registration Affidavit of two (2) disinterested persons Marriage Contract of Parents (if married) Signature of Attendant (for home deliveries) Acknowledgment/Admission of Paternity (3 copies) Duly notarized Affidavit to Use the Surname of the father (executed by the mother) 3 copies Valid ID of both parents	In any PSA outlet  School/Religious Authorities/Philhealth/SSS Public Attorney's Office (PAO) Public Attorney's Office (PAO) Personal Copy/Local Civil Registry Office  Local Civil Registry Office  Local Civil Registry Office/Public Attorney's Office (PAO) Own copy

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure checklist of requirements at the Civil Registry Office.	1. Provide checklist to client and inform the process		5 mins.	Clerk III/ Administrative Aide
2. Fill-out the information sheet and submit with all the requirements.	2. Evaluate the completeness of the requirements and review the needed information.		10 mins.	
		2.1 Prepare the Cert. of Live Birth.  2.2 Prepare the AUSF (for unmarried parents) and advice client to have it notarized.		20-25 mins.
3. Proceed to the notary public and have the AUSF be notarized.	3. Notarized the Affidavit to Use the Surname of the Father (AUSF).			PAO Lawyer



4. Return to the Civil Registrar's Office and submit the duly notarized AUSF.	4. Receive the duly notarized AUSF and attached to the properly accomplished Cert. of Live Birth.		5 mins.	Clerk III/ Administrative Aide
5. Review the prepared COLB and affix signature on the space provided.	5. Check the completeness of the signature.  5.1 Inform client of the date of the release of the registered COLB.		15 mins.	MCR/ Clerk III/ Administrative Aide
	(*After compliance of the ten day posting period.) 5.2 Post notice for delayed registration.		10 days	Administrative Aide
6. Claim copy of the registered Cert. of Live Birth on the scheduled date of release.	6. Issue copy of the Cert. of Live Birth to client and record issuance.		5 mins.	Administrative Aide
	<b>TOTAL</b>	None	10 days, 1 hr./5 mins.	



## 8. REGISTRATION/ISSUANCE OF DEATH CERTIFICATES

It shall be the responsibility of the spouse or the nearest relative who has knowledge of the death to report the same within forty-eight (48) hours if the deceased died without medical assistance. The Health Officer shall certify as to the cause of death and direct registration of the death certificate to the Office of the Civil Registrar within the thirty (30) day reglementary period.

### 8a. On-time registration of death that occurred at home

<b>Office or Division:</b>	Civil Registrar's Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	Spouse, Children, Relatives of the deceased or the nearest kin			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
3 copies of properly accomplished Death Cert. Signature of Health Officer Burial Permit Transfer of Cadaver (for non-residents)		Local Civil Registry Office Municipal Health Office Treasurer's Office Municipal Health Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out and submit information sheet.	1. Evaluate the completeness of the needed information.  1.1 Prepare the Death Certificate.		10 mins.  20-25 min.	Registration Officer/ Clerk III
2. Review the prepared Death Cert. and affix signature on the space provided.	2. Instruct client to have the Death Certificate be signed by the Mun. Health Officer.		10 mins.	Registration Officer/ Clerk III
3. Proceed to the Mun. Health Office and have the death cert. be signed.	3. Sign the Death Certificate.	None		Municipal Health Officer
4. Return to the Civil Registrar's Office and submit the duly signed death cert.	4. Receive the death certificate.  4.1 Issue the order of payment.	Burial Permit Fee - ₱10.00	5 mins.	Registration Officer/ Clerk III



5. Pay the required fee at the Treasurer's Office.	5. Accept payment and issue the official receipt.	Transfer of Cadaver- ₱25.00	10 min.	Revenue Collection Officer/Clerk
6. Return to the Civil Registrar's Office and submit the official receipt.	6. Process the document.		15 mins.	MCR/ Registration Officer/ Clerk III
7. Claim copy of the Cert. of Death.	7. Issue copy of the Cert. of Death to client.	None	5 mins.	Registration Officer/ Clerk III
	<b>TOTAL</b>		1 hr. & 20 mins.	

#### 8b. On-time registration of death that occurred in the hospital

<b>Office or Division:</b>	Civil Registrar's Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	Spouse, Children, Relatives of the deceased or the nearest kin, Hospital Authorities			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
4 copies of properly accomplished Cert. of Death Signature of Health Officer Burial Permit Transfer of Cadaver (for non-residents)		Hospital, Records Section Municipal Health Office Treasurer's Office Municipal Health Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit 4 copies of duly accomplished Death Certificate.	1. Review the completeness of the document. 1.1 Instruct client to have it signed by the Mun. Health Officer.		5 mins.	Registration Officer/ Administrative Aide
2. Proceed to the Mun. Health Office and have the death cert. be signed.	2. Sign the death certificate.	None		Municipal Health Officer



3. Return to the Civil Registrar's Office and submit the duly signed death cert.	3. Receive the death certificate. 3.1 Issue the order of payment.	Burial Permit Fee - ₱10.00	5 mins.	Registration Officer/ Administrative Aide
4. Pay the required fee at the Treasurer's Office.	4. Accept payment and issue the official receipt.	Transfer of Cadaver- ₱25.00	10 mins.	Revenue Collection Officer/Clerk
5. Return to the Civil Registrar's Office and submit the official receipt.	6. Process the document.		15 mins.	MCR/ Registration Officer/ Administrative Aide
6. Claim copy of the Cert. of Death.	7. Issue copy of the Cert. of Death to client.	None	5 mins.	Registration Officer/ Administrative Aide
	<b>TOTAL</b>		40 mins.	



### 8c. Delayed Registration of Death

<b>Office or Division:</b>	Civil Registrar's Office			
<b>Classification:</b>	Complex			
<b>Type</b> of	G2C			
<b>Transaction:</b>	Spouse, Children, Relatives of the deceased or the nearest kin			
<b>Who may avail:</b>				
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
3 copies of properly accomplished Death Cert. PSA Negative Certification (1 original and 2 photocopies) Affidavit of the applicant for delayed registration Affidavit of two (2) disinterested persons Certificate of Burial Signature of Health Officer Valid ID of the informant		Local Civil Registry Office In any PSA outlet  Public Attorney's Office (PAO) Public Attorney's Office (PAO) Parish Office Municipal Health Office Own copy		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Secure checklist of requirements at the Civil Registrar's Office.	1. Provide checklist to client and inform the process		5 mins.	Clerk III/ Administrative Aide
2. Fill-out the information sheet and submit with all the requirements.	2. Evaluate the completeness of the requirements and review the needed information.  2.1 Prepare the Death Certificate.		20-25 mins.	Clerk III/ Administrative Aide
3. Review the prepared Death Cert. and affix signature on the space provided.	3. Instruct client to have the Death Certificate be signed by the Mun. Health Officer.		10 mins.	Clerk III/ Administrative Aide
4. Proceed to the Mun. Health Office and have the death cert. be signed.	4. Sign the death certificate.	None		Municipal Health Officer



5. Return to the Civil Registrar's Office and submit the duly signed death cert.	5. Receive the death cert. and inform client of the date of the release of the document.		5 mins.	Clerk III/ Administrative Aide
	5.1 Post Notice for delayed registration.		10 days	Administrative Aide
6. Claim the registered Death Certificate on the date of release.	6. Issue the registered death certificate and record issuance.	None	5 mins.	Clerk III/ Administrative Aide
	<b>TOTAL</b>	None	10 days/50 mins.	





## 9.Registration of Legal Instrument

Similar to court decrees/orders, legal instrument are also registrable in the Office of the Civil Registrar where the birth certificate of the child is registered. The following are considered Legal Instruments: Affidavit of Acknowledgment/Admission of Paternity, Legitimation and Affidavit to Use the Surname of the Father (AUSF).

### 9a. Registration of Affidavit of Acknowledgment/Admission of Paternity and AUSF

Affidavit of Acknowledgment/Admission of Paternity is a public document executed by the biological father establishing paternal relationship with the child while Affidavit to Use the Surname of the Father (AUSF) is a public instrument executed by the mother, if the child to be registered is 0-6 years old, and of the child himself if ages 7-17, giving the child the privilege to use the surname of the father.

<b>Office or Division:</b> <b>Classification:</b> <b>Type of Transaction:</b> <b>Who may avail:</b>		Civil Registrar's Office Simple G2C Father of the child Mother of the child, Child himself (ages 7-17)		
<b>CHECKLIST REQUIREMENTS</b>		<b>OF</b>	<b>WHERE TO SECURE</b>	
3 photocopies of Cert. of Live Birth of the child 3 copies of duly notarized Affidavit of Acknowledgment/Admission of Paternity 3 copies of duly notarized Affidavit to Us The Surname of the Father (AUSF) Proof of paternal filiations Valid ID of the father			Personal file/Local Civil Registry Office  Local Civil Registry Office/Public Attorney's Office (PAO) Local Civil Registry Office/Public Attorney's Office (PAO)  Own copy	
Valid ID of the mother			Own copy	
Valid ID of the child (if the child executes the AUSF)			Own copy	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit request at the Office of the Civil Registrar.	1. Review the requirements and prepare the documents.  1.1 Instruct client to have the documents be notarized.		20 mins.	Clerk III/ Administrative Aide



2. Proceed to the notary public and have the documents be notarized.	2. Notarized the Affidavit of Acknowledgment/ Admission of Paternity and the Affidavit to Use the Surname of the Father (AUSF).	None		PAO Lawyer
3. Return to the Civil Registrar's Office and submit the duly notarized documents.	3. Receive the duly notarized documents.  3.1 Prepare the annotated Certificate of Live Birth.  3.2 Process the documents.		25 mins.	MCR/ Clerk III
4. Claim copy of the annotated Cert. of Live Birth and copy of the registered documents.	4. Issue copy of the documents and record issuance.		5 mins.	Clerk III
	<b>TOTAL</b>	None	50 mins.	



## 9b. Registration of Legitimation

Legitimation is a remedy by means of which those who in fact were not born in wedlock and should, therefore, be considered illegitimate, are by fiction, considered legitimated, it being supposed that they were born when their parents were already validly married. Only children conceived and born outside of wedlock of parents who, at the time of Conception of the former, were not disqualified by any impediment to marry each other, may be legitimated.

<b>Office or Division:</b>	Civil Registrar's Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	Parents of illegitimate children			
CHECKLIST REQUIREMENTS		OF	WHERE TO SECURE	
3 photocopies of Cert. of Live Birth of the child 3 copies of Affidavit of Legitimation 3 photocopies of Marriage Certificate Certificate of no previous marriage to other person (CENOMAR) both parents (1 original and 2 photocopies) Valid ID of the father of the child Valid ID of the mother of the child			Personal file/Local Civil Registry Office  Local Civil Registry Office/Public Attorney's Office (PAO) Local Civil Registry Office/Public Attorney's Office (PAO)  Own copy Own copy	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request at the Office of the Civil Registrar.	1. Review the requirements and prepare the Affidavit of legitimation.  1.1 Have the prepared document be signed by both parents.		25 mins.	Clerk III
2. Sign the prepared Affidavit of Legitimation.	2. Review the completeness of the signature.  2.1 Prepare the annotated Cert. of Live Birth.  2.2 Issue order of payment.		15 mins.	Clerk II



3. Pay the required fee at the Treasurer's Office.	3. Accept payment and issue official receipt.	₱55.00	10 mins.	Revenue Collection Officer/Clerk
4. Submit the official receipt to the Civil Registrar's Office	4. Process the documents.		10 mins.	MCR/Clerk III
5. Claim copy of the annotated Cert. of Live Birth and copy of the registered Affidavit of Legitimation.	5. Issue copy of the documents and record issuance.		5 mins.	Clerk III
	<b>TOTAL</b>	₱55.00	1 hr. & 5 mins.	



## 10.Registration of Marriage Certificate

Marriage Certificate is a special contract of permanent union of a man and a woman for the establishment of conjugal family life. In ordinary marriage, the time for submission of the Marriage Certificate is within fifteen (15) days following the solemnization of marriage, while marriage that are exempt from license requirement, the prescribed period is thirty (30) days at the place where the marriage was solemnized.

### 10a. On-time registration of Marriage Certificate

<b>Office or Division:</b>		Civil Registrar's Office		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C		
<b>Who may avail:</b>		Secretaries of Parish Church, Court's Liaison Officer, Local Chief Executive (Mayor's Staff), Other religious ministers, Owner of the document		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
4 copies of properly accomplished Certificate of Marriage		Parish Office, Courts, Mayor's Office, Other religious chapels		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit 4 copies of duly accomplished Marriage Certificate.	1. Receive and review the completeness of the document. 1.1 Process the document.	None	15 mins.	MCR/ Registration Officer
2. Claim the registered Cert. of Marriage.	2. Release the duly registered Cert. of Marriage.		5 mins.	Registration Officer
	<b>TOTAL</b>	None	20 mins.	



### 10b. Delayed registration of Marriage Certificate

<b>Office or Division:</b> Civil Registrar's Office <b>Classification:</b> Complex <b>Type of Transaction:</b> G2C <b>Who may avail:</b> Secretaries of Parish Church, Court's Liaison Officer, Local Chief Executive (Mayor's Staff), Other religious ministers, Owner of the document				
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
4 copies of properly accomplished Certificate of Marriage Affidavit of the applicant for delayed registration Affidavit of two disinterested persons PSA Negative Certification Valid ID of applicant		Parish Office, Courts, Mayor's Office, Other religious chapels Public Attorney's Office (PAO) Public Attorney's Office (PAO) In any PSA outlet Own copy		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure checklist of requirements at the Office of the Civil Registrar.	1. Provide the checklist to client and inform the process.		5 mins.	Registration Officer/Clerk III
2. Pay the corresponding fee at the treasure's Office	2. Receive and review the completeness of the document & determine if all the requirements are complied with. 2.1 Inform client of the date of the release of the document. (*After compliance of the ten (10) day posting period.		10 mins.	Registration Officer/Clerk III
	2.2 Post Notice for delayed registration.		10 days	Administrative Aide



3. Return to the Civil Registrar's Office on the scheduled date of release and claim the registered Cert. of Marriage.	3. Release the Cert. of Marriage and record issuance.		5 mins.	Clerk III
	<b>TOTAL</b>	None	0 days & 20mins.	



## **Office of the Municipal Accountant Internal Services**





# 1. CHECKING & PREPARING OF PAYROLL/VOUCHER FOR CLAIMS, SUPPLIES AND INFRASTRUCTURE PROJECTS

<b>Office or Division:</b>	<b>LGU-MAMBURAO ACCOUNTING DEPARTMENT</b>		
<b>Classification:</b>	<b>G2B &amp; G2MG</b>		
<b>Type of transaction:</b>	<b>COMPLEX</b>		
<b>Who may avail:</b>	<b>SUPPLIERS, EMPLOYEES, CONTRACTORS</b>		
	<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>	
<b>A. Supplier</b>			
<ul style="list-style-type: none"> <li>• <b>Shopping</b> <ul style="list-style-type: none"> <li>▪ Purchase Request</li> <li>▪ Request for Quotation</li> <li>▪ Abstract of BIDS &amp; Awards</li> <li>▪ Purchase Order</li> <li>▪ Inspection &amp; Acceptance Report</li> <li>▪ Requisition &amp; Issuance Slip</li> <li>▪ Statement of Account/ Sales Invoice/ Delivery Receipt</li> </ul> </li> </ul>			End User BAC Suppliers
<ul style="list-style-type: none"> <li>• <b>Small Value Procurement</b> <ul style="list-style-type: none"> <li>▪ <u>Purchase Request</u></li> <li>▪ <u>BAC Resolution recommending the Alternative Method of Procurement</u></li> <li>▪ <u>Request for Quotation</u></li> <li>▪ Printout of posting of RFQ in PhilGEPS Website</li> <li>▪ <u>DTI</u></li> <li>▪ <u>Mayor's Permit</u></li> <li>▪ <u>Latest Income Tax Return</u></li> <li>▪ <u>Omnibus Sworn Statement</u></li> <li>▪ <u>Abstract of BIDS and Awards</u></li> <li>▪ <u>Purchase Order</u></li> <li>▪ <u>Inspection &amp; Acceptance Report</u></li> <li>▪ <u>Requisition &amp; Issuance Slip</u></li> <li>▪ <u>Notice of Award</u></li> <li>▪ <u>Printout of posting of NOA in PhilGEPS Website</u></li> <li>▪ <u>Contract</u></li> <li>▪ <u>Notice to Proceed</u></li> <li>▪ Printout of posting NTP in PhilGEPS Website</li> </ul> </li> </ul>			End User BAC
<ul style="list-style-type: none"> <li>• <b>Public Bidding</b>  <b>For INFRASTRUCTURE PROJECT</b> <ul style="list-style-type: none"> <li>▪ <u>Certificate of Availability of Funds (for Trust Fund)</u></li> <li>▪ <u>Copy of approved APP/PPMP</u></li> <li>▪ <u>Detailed Engineering</u></li> <li>▪ <u>Complete Bidding Documents</u></li> </ul> </li> </ul>			OMA BAC MEO



<ul style="list-style-type: none"> <li>▪ <u>Minutes of Pre-procurement Conference</u></li> <li>▪ <u>Advertisement and/Posting of Invitation to BID (IB)</u></li> <li>▪ <u>Invitation to BID/Request for Expression of Ineterest</u></li> <li>▪ <u>Printout of posting of IB in PhilGeps Website</u></li> <li>▪ <u>BAC Secretariat certification of posting of ITB</u></li> <li>▪ <u>Newspaper clippings of advertisement</u></li> <li>▪ <u>Printout of posting in the website of PE, if</u></li> </ul>	BAC
<ul style="list-style-type: none"> <li>▪ <u>any Issuance of BID Documents</u></li> <li>▪ <u>Official receipt covering payment of bidding documents Pre-bid Conference (ABC above 1M)</u></li> <li>▪ <u>Invitation to three observers in writing</u></li> <li>▪ <u>Minutes of Pre-Bid Conference</u></li> <li>▪ <u>Supplemental Bid Bulletin/s, if any</u></li> <li>▪ <u>Opening of Bids</u></li> <li>▪ <u>Eligibility Requirements Checklist</u></li> <li>▪ <u>Checklist of Technical Documents (First envelop)</u></li> <li>▪ <u>Checklist of Financial Documents (Second envelop)</u></li> <li>▪ <u>Project Requirements</u></li> <li>▪ <u>Other Documents</u></li> <li>▪ <u>Minutes of Bid Opening</u></li> <li>▪ <u>Abstract of Bids, as Calculated</u></li> <li>▪ <u>Bid Evaluation Report Post-qualification</u></li> <li>▪ <u>Post Qualification Report of TWG</u></li> <li>▪ <u>Notice of Post Qualification</u></li> <li>▪ <u>BAC Resolution Declaring Lowest/Single Responsive Bid and Recommending Award of Contract</u></li> <li>▪ <u>Notice of Award (NOA)</u></li> <li>▪ <u>Printout of posting of NOA in PhilGEPS Website Contract Signing and Notice to Proceed</u></li> <li>▪ <u>Contract Agreement</u></li> <li>▪ <u>Performance Security</u></li> <li>▪ <u>Notice to Proceed (NTP)</u></li> <li>▪ <u>Printout of posting of NTP in PhilGEPS Website</u></li> <li>▪ <u>Letter request from contractor</u></li> <li>▪ <u>Statement of Work Accomplished</u></li> <li>▪ <u>Agency Inspection Report</u></li> <li>▪ <u>Results of Test Analysis, if applicable</u></li> <li>▪ <u>Statement of Time Elapsed</u></li> <li>▪ <u>Pictures before, during and after construction</u></li> </ul>	BAC
<ul style="list-style-type: none"> <li>▪ <u>Pictures before, during and after construction</u></li> </ul>	BAC



<ul style="list-style-type: none"><li>▪ <u>Official Receipt/Collection Receipt</u></li><li>▪ <u>Contractor's Affidavit on payment of laborers and materials</u></li><li>▪ <u>Certification of Completion</u></li><li>▪ <u>Certificate of Acceptance</u></li><li>▪ <u>As-built plans</u></li><li>▪ <u>Warranty security</u></li><li>▪ <u>Proof of payment of tax on sand and gravel</u></li></ul> <p><b>For GOODS</b></p> <ul style="list-style-type: none"><li>▪ Purchase Request (PR)</li><li>▪ Certificate of Availability of Funds (for Trust Fund)</li><li>▪ Copy of approved APP/PPMP</li><li>▪ Approved Technical Specifications</li><li>▪ Approved Budget for the Contract (ABC)</li><li>▪ Complete Bidding Documents</li><li>▪ Minutes of Pre-procurement Conference</li><li>▪ Invitation to Bid/Request for Expression of Interest</li><li>▪ Printout of posting of IB in PhilGEPS Website</li><li>▪ BAC Secretariat certification of posting of ITB</li></ul> <ul style="list-style-type: none"><li>▪ Newspaper clippings of advertisement</li><li>▪ Printout of posting in the website of PE, if any Issuance of Bid Documents</li><li>▪ Official receipts covering payment of bidding documents</li><li>▪ Invitation to three observers in writing</li><li>▪ Minutes of Pre-Bid Conference</li><li>▪ Supplemental Bid Bulletin/s, if any Opening of Bids</li><li>▪ Eligibility Requirements Checklist</li><li>▪ Checklist of Technical Documents (First Envelop)</li><li>▪ Checklist of Financial Documents (Second envelop)</li><li>▪ Other requirements</li><li>▪ Minutes of Bid Opening</li><li>▪ Abstract of Bids, as Calculated</li><li>▪ Bid Evaluation Report</li><li>▪ Post Qualification Report of TWG</li><li>▪ Notice of Post Qualification</li><li>▪ BAC Resolution Declaring Lowest/Single Responsive Bid and Recommending Award of Contract</li><li>▪ Notice of Award (NOA)</li><li>▪ Printout of posting of NOA in PhilGEPS Website</li></ul>	<p>End User OMA</p> <p>BAC</p> <p>BAC</p>
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<ul style="list-style-type: none"> <li>▪ Contract Agreement/ Purchase Order</li> <li>▪ Performance Security</li> <li>▪ Notice to Proceed (NTP)</li> <li>▪ Printout of posting NTP in PhilGEPS Website</li> <li>▪ Obligation Receipt (for General Fund/SEF)</li> <li>▪ Warranty security</li> <li>▪ Inspection and Acceptance Report</li> <li>▪ Requisition and Issue Slip</li> <li>▪ Distribution list/acknowledgement receipt</li> <li>▪ Acknowledgement Receipt for Equipment (ARE)/ Property Acknowledgement Receipt (PAR)</li> </ul>	<p>GSO BAC GSO</p>			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Submission of documents of a supplier and, or contractors</p>	<p>Evaluate the documents as to completeness and correctness for the following transactions:</p> <p><b>SUPPLIER</b></p> <ul style="list-style-type: none"> <li>Shopping</li> <li>Small Value Procurement</li> </ul> <p><b>PUBLIC BIDDING</b></p> <ul style="list-style-type: none"> <li>Infrastructure Projects</li> <li>Goods</li> </ul>	<p>None</p>	<p>10 - 15 mins 10 - 20 mins</p> <p>30 mins - 1 hour 30 mins - 1 hour</p>	<p>} Accounting Clerk I</p> <p>} Budget Officer – detailed at Office of the Municipal Accountant</p>
<p>2. Release the voucher/payroll to MTO</p>	<p>Records the voucher/payroll on the log</p> <p>Releases the voucher/payroll to the respective office</p>	<p>None</p>	<p>5 mins</p>	<p>Ticket Checker - detailed at Office of the Municipal Accountant</p>
<b>TOTAL:</b>			<p>1hr. &amp; 25 mins - 2 hrs. &amp; 45 mins</p>	



## 2.CHECKING AND PREPARATION OF VOUCHER FOR FINANCIAL ASSISTANCE

<b>Office or Division:</b>	<b>LGU-MAMBURAO ACCOUNTING DEPARTMENT</b>			
<b>Classification:</b>	<b>G2C</b>			
<b>Type of transaction:</b>	<b>COMPLEX</b>			
<b>Who may avail:</b>	<b>PUBLIC</b>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Letter</b> <b>Certificate of Eligibility</b> <b>Certificate of Indigency</b> <b>Photocopy of Cedula</b> <b>Medical Certificate (If necessary)</b> <b>Certified True copy of Death Certificate (for Death Aid only)</b>		<b>Client</b> <b>MSWDO</b> <b>Barangay Hall</b> <b>MTO</b> <b>Hospital</b> <b>MCR</b>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submission of documents for financial assistance from MSWDO personnel	Evaluate the documents as to completeness and correctness	None	3 minutes	Accounting Clerk I
2. Release the voucher to MTO	Records the voucher/payroll on the log	None	5 minutes	Ticket Checker - detailed at Office of the Municipal Accountant
<b>TOTAL:</b>			8 Minutes	



## **Office of the Municipal Health Officer External Services**



## 1. Basic Laboratory Examination Services

This service caters to all indigent cardholders under the OPD package of the Philippine Health Insurance Corporation for free, but also serves our constituents who would like to avail of the services. Laboratory examination such as urinalysis, HBSAg, Blood typing, Pregnancy test, Malaria Rapid Diagnostic Test, Dengue NS1 and Duo Tests, Fasting Blood Sugar and sputum examination are available for free for Philhealth OPD cardholders and non-cardholders alike.

SERVICE SCHEDULES: Monday to Friday 8:00 AM- 5:00 PM

<b>Office or Division:</b>		<b>Office of the Municipal Mayor- Administrative Section</b>		
<b>Classification:</b>		<b>Simple</b>		
<b>Type of Transaction:</b>		<b>G2C- Government to Citizen</b>		
<b>Who may avail:</b>		<b>Residents of Municipality of Mamburao</b>		
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Laboratory Request			Attending Physician	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Patient with laboratory request, proceed to the laboratory section and present your request to the medical technologist	Medical Technologist review the laboratory request and instruct the patient, depending on what laboratory examination is needed	None	Variable, depending on what kind of laboratory exam is requested	Registered Medical Technologist (RMT)
2.Patient can either wait or go back after the advised amount of time for the laboratory results	Medical Technologist will give the laboratory result to the patient	None	1 min	RMT
Patient, return lab results to requesting physician				
<b>TOTAL:</b>		<b>P 0.00</b>	<b>30 Minutes</b>	



## 2. Dental Services

This service caters to the primary health needs of our constituents. It includes consultation, diagnosis and giving of appropriate medical services. Medical, Minor Surgeries and Dental Health services are available at the Rural Health Unit (RHU) to any person or individual who needs assistance.

<b>Office or Division:</b>	Mamburao Municipal Health Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	General Public			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Valid I.D			<b>Personal Copy</b>	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Go to the Municipal Health Office Front Desk for Dental Check Up	Front Desk Officer will ask clients/patients purpose of consultation and give queue numbers	None	10 seconds	Front Desk Officer
2. Proceed to the Dental Health Desk	Admit patients for Dental care  Ask patients for purpose of consultation take general data and vital signs and record it in the Individual Treatment Record  Refer to Municipal Dentist	None	5-10 minutes	Dental Aide
3. Approach the Municipal Dentist	Administration of Dental Care.	None	Variables	Municipal Dentist






	<p>Municipal Dentist:</p> <ol style="list-style-type: none"> <li>1. Examine the patient</li> <li>2. Render necessary needed dental care</li> <li>3. Give dental advice and discharge the patient</li> <li>4. Prescribe and dispense necessary available meds</li> <li>5. Advice and send patient home</li> </ol>			
4. May go home.				
<b>TOTAL:</b>		<b>P 0.00</b>	<b>25 Minutes-1 hour</b>	

### 3. Expanded Program of Immunization Services

This is one of the core programs of the Department of Health, under the Maternal and child care, giving free vaccines for all the different childhood diseases to the susceptible populace from birth to nine (9) months old. The Municipal Health Office gives bacillus Calmette-Guérin (BCG) vaccine, Hepatitis B vaccine, Diphtheria, Pertussis, Tetanus Hepatitis B and Haemophilus Influenza type B Conjugate Vaccine (PENTA), Oral Polio vaccine (OPV), Inactivated Polio Myelitis Vaccine (IPV), measles vaccine and Measles Mumps Rubella (MMR) vaccine to neonates before one year of age.

SERVICE SCHEDULES: EVERY WEDNESDAY, 8:00 AM to 12:00 PM

## Schedule ng Pagbibigay ng Bakuna para sa mga Batang Isang Taon Pababa



**Pag Kumpleto, Protektado**

BAKUNA	SAKIT NA MAIIWASAN	NIREREKOMENDANG EDAD NG BATA					
		PAGKA-PANGANAK	1½ BUWAN	2½ BUWAN	3½ BUWAN	9 BUWAN	1 TAON
BCG	Tuberkulosis (TB)	✓					
HEPATITIS B	Hepatitis B	✓					
PENTAVALENT VACCINE (DPT-Hep B-HiB)	Dipterya, Tetano, Hepa B, Pertussis, Pulmonya, Meningitis		✓	✓	✓		
ORAL POLIO VACCINE (OPV)	Polio		✓	✓	✓		
INACTIVATED POLIO VACCINE (IPV)	Polio				✓		
PNEUMOCOCCAL CONJUGATE VACCINE (PCV)	Pulmonya, Meningitis		✓	✓	✓		
MEASLES, MUMPS, RUBELLA (MMR)	Tigdas, Beke, German Measles					✓	✓

**MGA PAALALA**

Nagsisimula ang pagbabakuna ng bata sa kapanganakan.

Sundin ang schedule ng bakuna at siguruhing makumpleto ang mga ito hanggang sumapit ang kanyang unang kaarawan.

Ang mga bakunang hindi nakalista ay maaring makuha sa pribadong ospital o doktor.

Itago ang card bilang patunay ng mga bakunang natanggap ng iyong anak. Kakailanganin ito sa kanyang pagpasok sa eskwela.

<b>Office or Division:</b>	<b>Office of the Municipal Mayor- Administrative Section</b>			
<b>Classification:</b>	<b>Simple</b>			
<b>Type of Transaction:</b>	<b>G2C- Government to Citizen</b>			
<b>Who may avail:</b>	<b>Residents of Municipality of Mamburao</b>			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Immunization card				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to the Front Desk	Rural Health Midwife will give queue numbers. Nurse on duty will review the	None	10 seconds	Rural Health Midwife



	immunization record or baby's book and add the name of the client to the masterlist			
2. Proceed to the Immunization waiting area and wait for your name to be called	Rural Health Midwife or Public Health Nurse or Human Resource for Health will conduct health lecture on Early Child Care and Development.	None	5-10 mins	Rural Health Midwife or Public Health Nurse or Human Resource for Health
3. Proceed to the Immunization Room.	Rural Health Midwife or Public Health Nurse or Human Resource for Health will administer scheduled vaccines to the client. RHM / HRH / NOD will fill out necessary information on the immunization record, or baby's book and will advise follow-up if necessary.	None	5-10 mins	Rural Health Midwife or Public Health Nurse or Human Resource for Health.
4. May go home				
<b>TOTAL:</b>		<b>P 0.00</b>	20 minutes.	



#### 4. Issuance of Sanitary Permit and Health Certificate

In accordance to our implementing rules and regulations of Chapter III Food Establishment of the Code of Sanitation of the Philippines (P.D. 856) No person shall be allowed to engaged in any food related establishment without securing sanitary permit and all other individuals involved in food preparation and handling are required to secure health certificate.

SERVICE SCHEDULES: Monday to Friday 8:00 to 5:00 PM

<b>Office or Division:</b>	<b>Office of the Municipal Mayor- Administrative Section</b>			
<b>Classification:</b>	<b>Simple</b>			
<b>Type of Transaction:</b>	<b>G2C- Government to Citizen</b>			
<b>Who may avail:</b>	<b>Residents of Municipality of Mamburao</b>			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Police Clearance			PNP Office	
Barangay Clearance			Barangay Hall	
Medical Certificate			Attending Physician	
DTI Permit			DTI Office	
OR/CR (Tricycle)			LTO	
Certificate of Ownership			LTO	
1x1 ID Picture			Client	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Approach Sanitary Inspector for transaction	Sanitary Inspector check and review the necessary requirements brought by the client for application of sanitary permit.	None	3-5 mins	Rural Sanitary Inspector (RSI)
2.(a.)Client with incomplete requirement (Sanitation report) set an appointment for inspection schedule.  (b.)Client with complete requirements go to the Treasurer's office for payment of dues.	(a.)Sanitary Inspector schedule the date for inspection and subsequent release of inspection report.  (b.)Treasurer's Office collect	None  Please refer to LGU Mamburao Revenue	(a.)variable  (b.) 5 – 10 mins	RSI



	payments and release official receipt	Code		
3. Go back to the Sanitary Inspector and present the official receipt	Sanitary Inspector release /issue the permit.	None	2-3 mins	RSI
<b>TOTAL:</b>			<b>15 minutes</b>	



## 5. ISSUANCE OF HEALTH CERTIFICATE

In accordance to our implementing rules and regulations of Chapter III Food Establishment of the Code of Sanitation of the Philippines (P.D. 856) No person shall be allowed to engaged in any food related establishment without securing sanitary permit and all other individuals involved in food preparation and handling are required to secure health certificate.

SERVICE SCHEDULES: Monday to Friday 8:00 to 5:00 PM

<b>Office or Division:</b>		<b>Office of the Municipal Mayor- Administrative Section</b>		
<b>Classification:</b>		<b>Simple</b>		
<b>Type of Transaction:</b>		<b>G2C- Government to Citizen</b>		
<b>Who may avail:</b>		<b>Residents of Municipality of Mamburao</b>		
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Urinalysis Result			Laboratory	
Fecalalysis Result			Laboratory	
Sputum Exam Result			Laboratory	
Hepa A Test			Laboratory	
Complete Blood Count			Laboratory	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Approach the Sanitary Inspector for transaction	Sanitary Inspector check and review the requirements.	None	2 – 3 mins	RSI
2.(a.)Client with normal laboratory results.  (b.)client with abnormal results is referred to the physician	Will be referred to Step 3  (b.) Physician evaluate clients for further management on the Out Patient Department	None	(a.)3-5 minutes  (b.)variable	RSI
3. Clients goes back to the Sanitary Inspector and present official receipt.	Sanitary inspector issue/ release the health certificate ID	None	2-3 minutes	RSI
<b>TOTAL:</b>		<b>P 0.00</b>	<b>10 inutes</b>	



## 6. ISSUANCE OF TRAVEL PERMIT

This aims to issue travel permit to qualified traveler as per Municipal Inter Agency Task Force guidelines.

<b>Office or Division:</b>	<b>Office of the Municipal Mayor- Administrative Section</b>			
<b>Classification:</b>	<b>Simple</b>			
<b>Type of Transaction:</b>	<b>G2C- Government to Citizen</b>			
<b>Who may avail:</b>	<b>Residents of Municipality of Mamburao</b>			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Valid Identification Card with picture and signature			Various government offices	
DTI or any business permit			Department of Trade & Industry Mayor's Office (BPLO)	
Vaccination Card			Municipal Health Office/Provincial Health Office	
Doctor's Referral/Doctor's Appointment			Attending Physician's Clinic	
Confirmation of Appointment			Government Pages(online) (NBI, DFA,PRC,schools & universities)	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Approach the Frontdesk Officer.	Assessment of requirements		5 minutes	Front Desk Staff
2.Client with complete requirements will fill out the required form.	Orient/guide the client on filling up of details		5 minutes	Client
3. Client proceed for checking of temperature.	Recording of temperature		1 minute	
4. Client encode travel information to travel permit template.	Encoding of details		10 minutes	Encoder
5.Proceed to waiting area and wait for your name to be called.	Signing of the MHO		5 minutes	MHO
	Signing of the MMO/MA		10 minutes	MMO representative/Municipal Administrator
<b>TOTAL:</b>			<b>36 minutes</b>	



## 7.Pre-Natal Check Up

Maternal Care is one of the featured programs in the Department of Health Reform Agenda in conjunction with the country's Millennium Goal, hence we offer regular pre-natal check up to would-be, and expectant mothers in our community to be able to achieve a zero maternal mortality rate, and to make sure that every delivery is a safe delivery.

SERVICE SCHEDULES: EVERY TUESDAY 8:00 AM TO 5:00 PM

<b>Office or Division:</b>	<b>Municipal Health Office</b>			
<b>Classification:</b>	<b>Simple</b>			
<b>Type of Transaction:</b>	<b>G2C- Government to Citizen</b>			
<b>Who may avail:</b>	<b>Residents of Municipality of Mamburao</b>			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Prenatal Booklet			Health Facilities	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Go to the Front Desk	Take personal data, obstetrical history and vital signs and record them in the individual patient record chart and issue queue number	None	4 – 5 mins	Front Desk Officer
2. Proceed to the Prenatal Desk	The Prenatal Desk officer will fill out basic patient information using the Individual Treatment Record (ITR)	None	5 – 10 mins	Prenatal Desk Officer
3. Proceed to the Prenatal room, you will be called according to your numbers	Midwife in the examination room do the prenatal abdominal palpation and	None	8-10 minutes	Rural Health Midwife





	<p>other necessary examination suited to the patient.</p> <p>Other patients who need further examinations are referred to the physician for further check-up</p> <p>Midwife in charge will give the final advice and schedule patient for further follow up if necessary.</p> <p>Patients referred to the physician are advised and discharged by the physician.</p>			
<b>TOTAL:</b>		<b>P 0.00</b>	<b>25 mins.</b>	



## 8.RESOLVING ENVIRONMENTAL SANITATION COMPLAINTS

Resolving sanitation complaints plays a vital role in the community to safeguard public health. The health and safety in the environment shall be in accordance with the Code on Sanitation of the Philippines (PD 856) and its Implementing Rules and Regulations.

### SERVICE SCHEDULES:

Monday to Friday  
8:00 am to 12:00 noon  
1:00 pm to 5:00 pm

<b>Office or Division:</b>		<b>Office of the Municipal Mayor- Administrative Section</b>		
<b>Classification:</b>		<b>Simple</b>		
<b>Type of Transaction:</b>		<b>G2C- Government to Citizen</b>		
<b>Who may avail:</b>		<b>Residents of Municipality of Mamburao</b>		
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Complaint Letter			Complainant	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Approach the Sanitary Inspector	The Sanitary Inspector ask the client about the history of the complaint and coordinate with the Barangay Chairman concerned.	None	15-20 minutes	RSI
2. Complainant together with the sanitary inspector, and the Barangay Officials of the concerned barangay where the complaint is situated, inspects the source of the complaint.	The sanitary inspector validate the filed complaint by inquiry and conduct proper investigation of both parties regarding the problem presented.	None	30 minutes to 1 hour as per schedule.	RSI
3. Complainant and follow the result of the complaint.	The sanitary inspector, together with the Barangay Officials Involved will make a report and	None	Variable	RSI



	recommendation to solve the filed complaint, submitted to the Office of the Mayor.			
<b>TOTAL:</b>		<b>P 0.00</b>	<b>1 hour, 30 Minutes</b>	



## 9.TB Direct Observed Treatment Short Course (DOTS)

One of the leading causes of morbidity and mortality in the Philippines is Pulmonary Tuberculosis (PTB). It has been a disease of all ages, with treatment readily available to eliminate it however, until now, PTB is still one of the top diseases occurring in Filipinos. Our Municipality is very much committed in this endeavour to achieve PTB elimination by appropriating funds for provisions on anti TB drugs to augment the national supply.

This program caters to the TB symptomatic, meaning, patients having a chronic cough of more than two (2) weeks or coughing out blood, afternoon low grade fever, body weakness, and sudden loss of weight for the last six (6) months.

SERVICE SCHEDULES: EVERY THURSDAY 9:00AM

<b>Office or Division:</b>	<b>Office of the Municipal Mayor- Administrative Section</b>			
<b>Classification:</b>	<b>Simple</b>			
<b>Type of Transaction:</b>	<b>G2C- Government to Citizen</b>			
<b>Who may avail:</b>	<b>Residents of Municipality of Mamburao</b>			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Sputum Result			Laboratory Department	
Xray Result			Xray Department	
Referral Form			Attending Physician	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to the TB DOTS area.	Nurse on duty (NOD) or Rural Health Midwife (RHM) will inquire of the nature of your consult/referral.  If deemed admissible to the program, NOD will take vital signs and fill out necessary information and history on Individual Treatment Record (ITR). Nurse on duty will refer	None	5 – 10 mins	NOD, RHM



	patient to the Physician.			
2. Proceed to the TB DOTS waiting area and wait for your name to be called.	Physician will examine the patient, diagnose, request laboratories if necessary. If diagnosed as PTB, will refer to TB DOTS.	None	<b>10-20 miutes</b>	Physician
3. Proceed to the TB DOTS.	Nurse on Duty or RHM will conduct health teaching and basic TB lecture which includes adherence to treatment protocol and follow-up. NOD or RHM will dispense medicines.	None	<b>10-20 minutes</b>	NOD, RHM
4. May go home.				
<b>TOTAL:</b>		<b>P 0.00</b>	<b>50 mins.</b>	



## 10.The Out-Patient Services of the Rural Health Unit

This service caters to the primary health needs of our constituents. It includes consultation, diagnosis and giving of appropriate medical services. Medical, Minor Surgeries and Dental Health services are available at the Rural Health Unit (RHU) to any person or individual who needs assistance.

SERVICE SCHEDULES: Monday and Friday 8:00 am to 5:00 pm

<b>Office or Division:</b>	<b>Municipal Health Office</b>			
<b>Classification:</b>	<b>Simple</b>			
<b>Type of Transaction:</b>	<b>G2C- Government to Citizen</b>			
<b>Who may avail:</b>	<b>Residents of Municipality of Mamburao</b>			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
None				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Go to Municipal Health Office Front Desk for Check up	Front Desk Officer will ask clients/patients purpose of consultation and give queue numbers	None	10 seconds	Front Desk Officer
2. Proceed to the OPD Desk	The OPD Desk officer will fill out basic patient information using the Individual Treatment Record (ITR)	None	5 – 10 mins	OPD Desk Officer
3. Approach the Main Health Center Nurse on Duty	Get vital signs to be recorded in an Individual Treatment Record (ITR) and refer the patient to the Municipal Health Physician.	None	5 – 10 mins	OPD Nurse on Duty
4. Approach the	Examination of	None	10 – 20 mins	Physician on



Municipal Health Officer	<p>patients he Physician on duty shall,</p> <ol style="list-style-type: none"> <li>1. Take history and proper physical examination, request for some laboratory exams if needed</li> <li>2. Make the proper disease diagnosis</li> <li>3. Administer proper management</li> <li>4. Prescribe necessary available meds</li> <li>5. Advice and send patient home</li> </ol>			Duty
5. Go to Pharmacy for dispensing of medicines	Pharmacists to take prescription and dispense medicines available	None	2 - 5 mins	Pharmacist / Pharmacy Assistant on Duty.
<b>TOTAL:</b>			<b>45 mins.</b>	



**Office of the Municipal Social Welfare and  
Development Officer  
External Services**





## 1. Provision of Assistance During Crisis Situation (AICS)

The Municipal Social Welfare Development Office extend emergency assistance and referrals to hospital, charitable institutions and other agencies to indigent individuals and families. This service covers burial and medical assistance. It also covers food allowance for indigents and transportation allowance for individuals who are stranded in the municipality.

<b>Office or Division:</b>	Office of the Municipal Social Welfare and Development			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C-Government to Citizen			
<b>Who may avail:</b>	Indigent individuals and Family			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
For Burial Assistance:  (1) Photocopy of Death Certificate (Claimant should be a immediate Family of the deceased) (1) Valid I.D of claimant or Birth Certificate as proof of relationship to the deceased		Claimant  Claimant		
For Medical Assistance:  (1) Medical Certificate (1) Certificate of Indigency (1) Community Tax Certificate (1) Request Letter		Any Licensed Physician Barangay where the claimant resides Barangay or Municipal Treasurer's Office Claimant		
For Food and Transportation Assistance:  (1)Certificate of Indigency (1)Community Tax Certificate (1)Request Letter		Barangay where the claimant resides Barangay or Municipal Treasurer's Office Claimant		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit Requirements and answer initial interview	1. Receive submitted requirement.  1.1Conduct Interview to Accomplish the AICS form	None	30 minutes	Social Welfare Officer I, Social Welfare Officer II, Social Welfare Officer III
2. Sign the AICS Form	2. Secures other signatures needed to complete the AICS form	None	5 Minutes	Social Welfare Officer I, Social Welfare Officer II, Social Welfare Officer III
3. Receive the necessary referrals for assistance	3.1For Medical, Financial and Burial Assistance:	None		Social Welfare Officer I, Social Welfare Officer II, Social



	<p>Prepares Assessment and Certificate of eligibility</p> <p>3.2 for Transportation assistance: Prepares referral to transport companies for the provision of free transportation</p>			Welfare Officer III
4. Extend the necessary assistance during home visit	<p>4.1 Visits the residence to check client's status and to further determine condition.</p> <p>4.2 Advise the client of schedule of release of Social Case Study Report.</p>	None	2 hours	Social Welfare Officer I, Social Welfare Officer II, Social Welfare Officer III
5. Receive Social Case Study Report	Release Social Case study report	None	5 Minutes	Social Welfare Officer I, Social Welfare Officer II, Social Welfare Officer III
	TOTAL	P 0.00	3 Hours and 10 Minutes	



## 2. Provision of Assistance to Individuals and Families with Special Cases (CICL, VAWC)

The Municipal Social Welfare Development Office extend assistance to individuals and families with special cases like children in conflict with the law, child and women abuse. This service covers counseling, visitation, attending court hearings. It also covers food allowance for beneficiaries.

### 2.a For CICL Victim who is a minor

<b>Office or Division:</b>	Office of the Municipal Social Welfare and Development			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C-Government to Citizen			
<b>Who may avail:</b>	Individuals and Families with special cases			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
(1)Birth Certificate		Municipal Civil Registrar or PSA		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit Requirement and Attend Interview	1.1Receive Requirement 1.2Conduct Interview	None	45 minutes	Social Welfare Officer I, Social Welfare Officer II, Social Welfare Officer III
2. Secure a request of Medico Legal from PNP	2.Accompany the Client to PNP	None	20 Minutes	Social Welfare Officer I, Social Welfare Officer II, Social Welfare Officer III
3. Submit Birth Certificate or Baptismal Certificate of School Record	3. Receive/ submit documents	None	2 Minutes	Social Welfare Officer I, Social Welfare Officer II, Social Welfare Officer III
4. Proceed to PNP for the Interview (Salaysay)	4. Assist and Accompany the CICL to PNP	None	2 hours	Social Welfare Officer I, Social Welfare Officer II, Social Welfare Officer III
5.Proceed to Fiscal's Office for filing of the case	5. Accompany the CICL to Fiscal's Office.	None	1 hour	Social Welfare Officer I, Social Welfare Officer II, Social Welfare Officer III
	5.1 Write and Make Social Case Study Report/Diversion Program		2 hours	
	5.2 Submit Social		30 minutes	



	Case Study Report and Program			
	TOTAL	P 0.00	6 Hours and 37 Minutes	

## 2.a For Minor Rape Victim

<b>Office or Division:</b>	Office of the Municipal Social Welfare and Development			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C-Government to Citizen			
<b>Who may avail:</b>	Individuals and Families with special cases			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
(1)Birth Certificate		Municipal Civil Registrar or PSA		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit Requirement and Attend Interview	1.1Receive Requirement 1.2Conduct Interview	None	45 minutes	Social Welfare Officer I, Social Welfare Officer II, Social Welfare Officer III
2. Secure a request of Medico Legal from PNP	2.Accompany the Client to PNP	None	20 Minutes	Social Welfare Officer I, Social Welfare Officer II, Social Welfare Officer III
3.Proceed to PNP for the conduct of interview	3.Acompany and assist the client	None	3 Hours	Social Welfare Officer I, Social Welfare Officer II, Social Welfare Officer III
4.Proceed to Provincial Prosecutor's Office for the filing of case	4. Accompany and assist the client	None	1 Hour	Social Welfare Officer I, Social Welfare Officer II, Social Welfare Officer III
	TOTAL		5 Hours and 5 Minutes	



### 3. Provision of Certificate of Indigency

The Municipal Social Welfare Development Office extend assistance to individuals and families who are indigent by issuing a certificate of indigency to avail the services of charitable institutions, government offices and non – government organization and institution.

<b>Office or Division:</b>	Office of the Municipal Social Welfare and Development			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C-Government to Citizen			
<b>Who may avail:</b>	Indigent Families/Individuals			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
(1) Brgy. Certificate of Indigency		Barangay Hall		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Submit requirements  Cooperate and provide all the necessary information.	1.Briefs client on the service and the requirements  1.2 Conducts interview	None	15 minutes	Day Care Worker Social Worker
2. Wait while the MSWDO staff prepares the Certificate of Indigency.	2. Prepares Certificate of Indigency.	None	0 Minutes	
3. Secure the Certificate of Indigency. Submit to the agency concerned.	3. Issues Certificate of Indigency	None	5 Minutes	MSWDO
	TOTAL	P 0.00	20 Minutes	



#### 4. Provision of Day Care Service Program

This program provides opportunities for the total development of the child through various early childhood care and development.

The Municipal Social Welfare and Development Office supervise and monitor all child development centers in different barangays. Currently the municipality has 22 existing child development centers.

<b>Office or Division:</b>	Office of the Municipal Social Welfare and Development			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C-Government to Citizen			
<b>Who may avail:</b>	Families with children ages 3 – 4.11 years old			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
(1) Birth Certificate of pre – schooler		Municipal Civil Registrar or PSA		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
2.Contact/approach the Punong Barangay or the Child Development Worker assigned in your area to inquire about the enrollment requirements.	2.Briefs client regarding the service and its requirements.	None	10 minutes	Punong Barangay or Child Development Worker
3. Secure a request of Medico Legal from PNP	3.Issues official receipt and advices client on the schedule of classes	None	15 Minutes	Child Development Worker
4. Ensure the attendance of the child on the scheduled date of classes				
	<b>TOTAL</b>	P 0.00	25 Minutes	

#### LIST OF CHILD DEVELOPMENT CENTERS AND WORKERS IN THE BARANGAY

BARANGAY	NAME OF CHILD DEVELOPMENT CENTER	NAME OF CHILD DEVELOPMENT WORKER
1. Poblacion	Poblacion Child Development Center	Melda T. Asilo
2. Barangay 2	Brgy. 2 Child Development Center	Maricel S. Obrador
3. Barangay 7	Brgy. 7 Child Development Center	Emarjalyn B. Tabon
4. Barangay 9	Brgy. 9 Child Development Center Dapi Child Development Center	Ailyn N. Fordan Joyce H. Alvarez
5. Balansay	Sawmill Child Development Center Budburan Child Development Center Balansay Child Development Center Suntay Child Development Center Casoy Child Development Center Lagundian Child Development Center	Criselda D. Robles Criselda D. Robles Delna D. Guantia Delna D. Guantia Crisaliz A. Abarquez Crisaliz A. Abarquez
6. Fatima	Fatima Child Development Center Kamali-malihan Child Development Center Maculbo Child Development Center	Maricel P. Pamanilay Maricel P. Pamanilay Shiela L. Dumaquin



	Sulong – ipil Child Development Center	Shiela L. Dumaguin
7. Talabaan	Talabaan Proper Child Development Center Talabaan Annex Child Development Center	Lory Ann C. Manalo Arnaldo V. Javier
<b>BARANGAY</b>	<b>NAME OF CHILD DEVELOPMENT CENTER</b>	<b>NAME OF CHILD DEVELOPMENT WORKER</b>
8. Tayamaan	Mabuhay Child Development Worker Tayamaan Proper Child Development Center Dungon Child Development Center	Rachel P. Rodriguez Tessagen P. Sabang Marisa T. Mejia
9. Tangkalan	Tangkalan Child Development Center	Cherie T. Magpantay
10. San Luis	San Luis Child Development Center	Joy Anne Julia G. Golveo



## 5. Provision of Livelihood Assistance

This is an anti – poverty programs that extend community-based credit assistance to beneficiaries. It stresses the concepts of self – management and capability building with emphasis on sustainability.

<b>Office or Division:</b>	Office of the Municipal Social Welfare and Development			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C-Government to Citizen			
<b>Who may avail:</b>	Indigent families with existing small scale business			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1.Certification of Indigency 2.Project Proposals		Barangay Hall		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
3. Submit requirements needed in securing livelihood assistance.	3.1 Receive Requirement  3.2 Conduct Interview	None	25 minutes	Social Welfare Officers
4. Wait for the validation team	4.Conduct validation	None	1 hour	Assigned Livelihood Worker, Social Welfare Officers
5. Attends orientation and seminar regarding the program	5. Orients the client/beneficiaries	None	1 hour	Assigned Livelihood Worker, Social Welfare Officers
6. Wait for the announcement of scheduled pay out	6. Inform the beneficiaries	None		Assigned Livelihood Worker, Social Welfare Officers
	<b>TOTAL</b>	P 0.00	2 Hours and 25 Minutes	





## 6. Provision of Physical Restoration Program

Among the mandates of the MSWDO is to provide the visually impaired, the hearing impaired and the physically handicapped with devices that will enable them to perform tasks and chores with minimum or no assistance.

It also includes issuance of Identification Cards for Persons with Disabilities

<b>Office or Division:</b>	Office of the Municipal Social Welfare and Development			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C-Government to Citizen			
<b>Who may avail:</b>	Persons with Disabilities			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
(1) Certification on Disability		Municipal Health Office		
(2) PWD ID		Municipal Social Welfare & Development Office		
(3) 3 pcs 1x1 ID Picture				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
4. Submit documents needed.	6. Receives submitted documents and conducts interview to clients/beneficiaries.	None	30 minutes	Social Welfare Officer I, Social Welfare Officer II, Social Welfare Officer III
5. Wait for the release of PWD ID	5. Inform the clients	None	10 minutes	Social Welfare Officer I, Social Welfare Officer II, Social Welfare Officer III
6. Receive the necessary assistance.	5. Provide assistance to the clients/beneficiaries if found eligible.	None	20 Minutes	Social Welfare Officer I, Social Welfare Officer II, Social Welfare Officer III
	TOTAL	P 0.00	1 hour	



## 7. Provision of Relief Assistance during Natural or Manmade Calamities such as Typhoons, Fires, and Earthquakes Among others.

The Municipal Social Welfare and Development Office is the forefront of relief assistance during natural or manmade calamities such as typhoons, fires and earthquakes. Among others, it distributes relief goods and provides housing materials to those families whose houses have been destroyed by such calamities.

<b>Office or Division:</b>	Office of the Municipal Social Welfare and Development			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C-Government to Citizen			
<b>Who may avail:</b>	Victims of Natural or man – made calamities			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
(1)Barangay Certification testifying the damages		Barangay Hall		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
2.Submit Requirements	2.1Receives Requirements submitted.  2.2Conduct Interview to possible beneficiaries	None	30 minutes	Social Welfare Officer I, Social Welfare Officer II, Social Welfare Officer III
3. Wait for the validators to conduct validation on the damages incurred.	3.Conduct validation on affected areas.	None	30 Minutes	Social Welfare Officer I, Social Welfare Officer II, Social Welfare Officer III
4. Wait for further notice regarding pay – out if found eligible	4. Inform the possible beneficiaries on the scheduled pay – out.	None	5 Minutes	Social Welfare Officer I, Social Welfare Officer II, Social Welfare Officer III
	<b>TOTAL</b>	P 0.00	1 Hour and 5 Minutes	



## 8. Provision of Social Case Study Report

Social Case Study Reports are required by charitable institutions, government hospitals and non – government organizations that provide services to indigent clients and patients

<b>Office or Division:</b>	Office of the Municipal Social Welfare and Development			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C-Government to Citizen			
<b>Who may avail:</b>	Indigent clients/patients			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
(1) Certificate of Indigency		Barangay Hall		
(2) Medical Certificate		Attending physicians		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
3.Submit Requirements	1.1Receive Requirement 1.2Conduct Interview	None	45 minutes	Social Welfare Officer I, Social Welfare Officer II, Social Welfare Officer III
4. Wait for the scheduled date of release of the case study.	2.Inform the client if SCSR is about to release.	None	10 Minutes	Social Welfare Officer I, Social Welfare Officer II, Social Welfare Officer III
	<b>TOTAL</b>	<b>P 0.00</b>	<b>55 Minutes</b>	



## 9.Provision of Solo Parent Identification Card

The Municipal Social Welfare Development Office is the lead agency in the implementation of RA 8972 or the Solo Parent Welfare Act and is tasked to issue the Solo Parent ID.

Holders of a Solo Parent ID Card are entitled to programs and services offered by various government entities.

<b>Office or Division:</b>	Office of the Municipal Social Welfare and Development			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C-Government to Citizen			
<b>Who may avail:</b>	Solo Parents			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
(1)Barangay Certification testifying that the client is a solo parent		Barangay Hall		
(2) Photocopy of Birth certificate of children below 18 years old.		Municipal Civil Registrar		
(3) Death certificate if the applicant is a widow		Municipal Civil Registrar		
(4) Declaration of nullity issued by the court in the case of annulment/separation		MTC or RTC		
(5) 2 pcs. 1 x 1 ID picture				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
(6)Submit Requirement	6.1Receive Requirement 6.2Conduct Interview	None	30 minutes	Social Welfare Officer I, Social Welfare Officer II, Social Welfare Officer III
(7) Wait for the scheduled date of issuance	7. Inform the client on the date of issuance	None	10 Minutes	Social Welfare Officer I, Social Welfare Officer II, Social Welfare Officer III
	<b>TOTAL</b>	<b>P 0.00</b>	<b>40 Minutes</b>	



## **Office of the Municipal Agriculture External Services**



## 1. Application for Municipal Fishing Vessel/Gear License

Pursuant to Municipal Ordinance No 6, Series of 2002, the Municipal Agriculture Office facilitates Application for Municipal Fishing Vessel/Gear License with 3.0 Gross Tonnage and Below.

<b>Office or Division:</b>	Office of Municipal Agriculture			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	Fisherfolk			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Actual inspection of the Municipal Fishing Vessel		Municipal Agriculture Office		
Properly accomplished Application for Municipal Fishing Vessel/Gear License (2 copies)		Municipal Agriculture Office		
Community Tax Certificate		Barangay		
Barangay Clearance		Barangay		
Police Clearance		PNP - Mamburao		
5x7 Photo of Fishing Vessel (4 pcs)				
1x1 Id picture (2 pcs)				
Valid ID (1 photocopy)				
Properly Accomplished Annex A: Standard Vessel Registration Application Form (2 copies)		Municipal Agriculture Office		
Properly Accomplished Annex B: Certified Standard Admeasurement and Tonnage Form (2 copies)		Municipal Agriculture Office		
Properly Accomplished Annex C: Certificate of Number (2 copies)		Municipal Agriculture Office		
Properly Accomplished Municipal Fishing Boat and Gear Registration Form (BoatR) (2 copies)		Municipal Agriculture Office		
Properly Accomplished Application for Municipal Fisherfolk Registration (FishR) (1 copy)		Municipal Agriculture Office		
Official Receipt		Municipal Agriculture Office		
Fisherfolk ID		Municipal Agriculture Office		
Duly notarized Affidavit of Ownership (2 copies)		Municipal Agriculture Office, PAO		
Properly Accomplished Forms and Attachments excluding FishR and BoatR Forms to Business Permit and Licensing Office (BPLO) (1 copy)		Municipal Agriculture Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to the Agriculture's Office	Conducts inspection of		1 hour	Acting Fisheries Officer/Agricultural



and have the Municipal Fishing Vessel inspected	Municipal Fishing Vessel			Extension Worker as Officer of the Day/ Agricultural Extension Worker assigned in Fisheries
2. Proceed to the Agriculture's Office and get, accomplish and submit properly accomplished forms and other pertinent documents	Interviews client		1 hour	Acting Fisheries Officer/Agricultural Extension Worker as Officer of the Day/ Agricultural Extension Worker assigned in Fisheries
<b>TOTAL:</b>			<b>2 hours</b>	



## 2. Application for Crop Insurance

The Municipal Agriculture Office facilitates Application for Crop Insurance at least 10 days after transplanting/planting.

<b>Office or Division:</b>	Office of Municipal Agriculture			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	Farmers			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Properly Accomplished Application for Crop Insurance (3 copies)			Municipal Agriculture Office	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to the Agriculture Office and submit properly accomplished Application for Crop Insurance	Interviews clients		10 minutes	Agricultural Technologist assigned in the Barangay/Agricultural Extension Worker acting as Officer of the Day/Agricultural Extension Worker Available
<b>TOTAL:</b>			<b>10 minutes</b>	





### 3. Application for HVCC Insurance

The Municipal Agriculture Office facilitates Application for HVCC Insurance at least 10 days after transplanting/planting.

<b>Office or Division:</b>	Office of Municipal Agriculture			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>				
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Properly Accomplished Summary Report on HVCC Insurance (3 copies)			Municipal Agriculture Office	
Location Sketch Plan			Municipal Agriculture Office	
Consolidated farm plan and budget			Municipal Agriculture Office	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to the Agriculture Office and submit properly accomplished Summary Report on HVCC Insurance and Sketch Plan with Consolidated Farm Plan and Budget	Interviews clients		15 minutes	Agricultural Technologist assigned in the Barangay/Agricultural Extension Worker acting as Officer of the Day/Agricultural Extension Worker Available
<b>TOTAL:</b>			<b>15 minutes</b>	



#### 4. Application for Agricultural Competitiveness Enhancement Fund (ACEF) Loan-Agriculture

The Municipal Agriculture Office facilitates Application for Agricultural Competitiveness Enhancement Fund (ACEF) Loan-Agriculture.

<b>Office or Division:</b>	Office of Municipal Agriculture			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	Farmers			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Certification (2 copies)		Municipal Agriculture Office		
Farm Plan and Budget (2 original copies)		Municipal Agriculture Office		
Barangay Clearance		Barangay		
Valid Id (Photocopy)				
Land Title(s) Deed of sale/Agreement/BARC Certification/Katunayan ng Punong Barangay (1 photocopy)		Registry of Deeds, Barangay and BARC		
Properly Accomplished Application for Crop Insurance (3 copies)		Municipal Agriculture Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to the Agriculture's Office and get, accomplish and submit properly accomplished forms and other pertinent documents	Interviews client, examines pertinent documents presented and submitted and issues Certification		20 minutes	Agricultural Technologist assigned in the Barangay/Agricultural Extension Worker acting as Officer of the Day/Agricultural Extension Worker Available/Municipal Agriculturist
<b>TOTAL:</b>			<b>20 minutes</b>	



## 5. Certification (Regular)

The Municipal Agriculture Office issues Certification as requested by the farmers and fishers.

<b>Office or Division:</b>	Office of Municipal Agriculture			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	Farmers and Fishers			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to the Agriculture Office and obtain a copy of Certification	Interviews client and issues Certification		5 minutes	Agricultural Technologist assigned in the Barangay/Agricultural Extension Worker acting as Officer of the Day/Agricultural Extension Worker Available/Municipal Agriculturist
<b>TOTAL:</b>			<b>5 minutes</b>	



## 6. DA-Accreditation of Registered Farmers and Cooperatives Association (FCA)

The Municipal Agriculture Office facilitates requirements for accreditation of registered FCAs and issues MAO Endorsement upon completion of documentary requirements.

<b>Office or Division:</b>	Office of Municipal Agriculture			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	Farmers			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
List of Officers and Members (3 copies)				
Omnibus Sworn Statement/Certification (3 copies)				
Letter of Intent (3 copies)				
SEC/DOLE/CDA Registration (3 photocopies)			SEC/DOLE/CDA	
MAO Endorsement and MAFC Endorsement			Municipal Agriculture Office, MAFC	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to the Agriculture's Office and get, accomplish and submit properly accomplished forms and other pertinent documents	Briefs client about the service  Examines documentary requirements presented and submitted  If documentary requirements presented and submitted are complete, issues MAFC Endorsement and MAO Endorsement		20 minutes	Agricultural Technologist assigned in the Barangay/Agricultural Extension Worker acting as Officer of the Day/Agricultural Extension Worker Available
<b>TOTAL:</b>			<b>20 minutes</b>	



## 7. Training Services

The Office of the Municipal Agriculturist renders training based on the needs and request of farmers, fisherfolk, youth, and women's organizations, association or cooperatives. Technical assistance/trainings maybe along the lines of:

<b>Office or Division:</b>	Office of Municipal Agriculture			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	Farmers and Fisherfolk Associations, Cooperative Youth and Women Organization and other organized groups.			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Letter of Request				
List of Officers and Members				
Photocopy of Certificate of Registration			SEC/DOLE/CDA	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit letter request to the OMA	Interviews applicant about the profile of the organization and the specific topics that the group wants to be discussed.  Informs client of the schedule of visit for the confirmation of the request		15 minutes	Agricultural Technologist assigned in the Barangay/Agricultural Extension Worker acting as Officer of the Day/Agricultural Extension Officer Available
2. Extend necessary assistance and cooperation during the visit. Upon confirmation of the request, coordinate with the MAO staff as to the schedule and venue of the training	Conducts visit and set schedule and venue of training		30 minutes	Agricultural Technologist assigned in the Barangay
3. Ensure that all	Conducts		Processing	Agricultural



members of the organization/ association will attend and actively participate in the training	training		time will depend upon the topic to be discussed	Technologist assigned in the Barangay/Technical Team /Technical Team
<b>TOTAL:</b>				



## 8. Farm and Business Advisory Services

Technical Assistance is provided to clients to help increase the productivity of the farmers and fisherfolk. Technical assistance is in the following areas:

<b>Office or Division:</b>	Office of Municipal Agriculture			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	Farmers and fisherfolk/fish farmer			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Letter of Request				
Sketch Plan of House and Farm				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Approach the Agricultural Technologist assigned to the barangay or proceed to the Office of the Municipal Agriculturist to request the appropriate technical assistance	Briefs client on the service and its requirements		5 minutes	Agricultural Technologist assigned in the Barangay/Agricultural Extension Worker acting as Officer of the Day/Agricultural Extension Officer Available
2. Interview and provide information if requested by the Agricultural Technologist Officer.	Interviews client		5 minutes	Agricultural Technologist assigned in the Barangay/Agricultural Extension Worker acting as Officer of the Day/Agricultural Extension Officer Available
3. Provide a sketch of the location of your farm/house and take note of the schedule of farm visit.	Schedules a farm visit		5 minutes	Agricultural Technologist Officer of the day
4. Assist the Agricultural Technologist during the onsite visit. Take note of the diagnosis and recommendations	Evaluate Clients' need and provides the appropriate technical assistance		30 minutes	Agricultural Technologist assigned in the Barangay/Technical Team
<b>TOTAL:</b>			<b>45 minutes</b>	



## 9. Demonstration Services (Contiguous Farming/Model Farms)

The Office of the Municipal Agriculturist carries out contiguous farming projects in order to effect suitable field shapes and sizes conducive to efficient operation of agricultural machinery and equipment, and likewise to ensure economies of scale.

<b>Office or Division:</b>	Office of Municipal Agriculture			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	Farmers Cooperatives and Associations			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Letter of Intent				
List of Participating Members with Farm Location including Boundary and Hectarage,				
Photocopy of Certificate of DA-Accreditation				
Certificate of Registration			<b>SEC/DOLE/CDA</b>	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Approach an Agricultural Technologist assigned in the barangay or proceed to the Municipal Agriculture Office to request the appropriate technical assistance	Briefs client on the service and its requirements		10 minutes	Agricultural Technologist assigned in the Barangay/Agricultural Extension Worker acting as Officer of the Day/Agricultural Extension Officer Available
2. Interview and provide information if requested by the Agricultural Technologist Officer.	Interviews client		10 minutes	Agricultural Technologist assigned in the Barangay/Agricultural Extension Worker acting as Officer of the Day/Agricultural Extension Officer Available
3. Provide a sketch of the location of your farm/house and take note of the schedule of farm visit.	Schedules a farm visit		10 minutes	Agricultural Technologist assigned in the Barangay/Agricultural Extension Worker acting as Officer of the Day/Agricultural Extension Officer Available
4. Assist the Agricultural	Evaluates Clients' need		30 minutes	Agricultural Technologist





Technologist during the onsite visit. Take note of recommendations	and provides the appropriate technical assistance			assigned in the Barangay/Technical Team
<b>TOTAL:</b>			<b>60 minutes</b>	



## 10. Information and communication support services through tri-media

The Office of the Municipal Agriculturist carries out contiguous farming projects in order to effect suitable field shapes and sizes conducive to efficient operation of agricultural machinery and equipment, and likewise to ensure economies of scale.

<b>Office or Division:</b>	Office of Municipal Agriculture			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	Farmers Cooperatives and Associations			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Letter of Request				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Approach an Agricultural Technologist assigned in the barangay or proceed to the Municipal Agriculture Office to request the appropriate technical assistance	Briefs client on the service and its requirements		10 minutes	Agricultural Technologist assigned in the Barangay/Agricultural Extension Worker acting as Officer of the Day/Agricultural Extension Officer Available
2. Interview and provide information if requested by the Agricultural Technologist Officer.	Interviews client		5 minutes	Agricultural Technologist assigned in the Barangay/Agricultural Extension Worker acting as Officer of the Day/Agricultural Extension Officer Available
<b>TOTAL:</b>			<b>15 minutes</b>	



## 11. Farm Plan and Budget (Regular)

The Municipal Agriculture Office issues Farm Plan and Budget as requirement for loan applications.

<b>Office or Division:</b>	Office of Municipal Agriculture			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	Farmers			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to the Agriculture Office and obtain a copy of Farm Plan and Budget	Interviews client and Issues Farm Plan and Budget		5 minutes	Agricultural Technologist assigned in the Barangay/Agricultural Extension Worker acting as Officer of the Day/Agricultural Extension Worker Available/Municipal Agriculturist
<b>TOTAL:</b>			<b>5 minutes</b>	



## 12. Issuance of Auxiliary Invoice

An Auxiliary Invoice is required before fish traders can transport fish and other fishery products from the municipality pursuant to Municipal Ordinance No. 3 Series of 2002.

<b>Office or Division:</b>	Office of Municipal Agriculture			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	Fish traders, fisherfolk, trader of fish and other fishery products			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Properly Accomplished Auxiliary Invoice (2 copies)			Municipal Agriculture Office	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to the Fisheries Outpost and request for issuance of Auxiliary Invoice	Briefs client on the service and its requirements		1 minute	Designated Fish Inspectors
2. Submit yourself to an interview. Provide pertinent data, including classification and volume of marine products to be transported	Interviews client		4 minutes	Designated Fish Inspectors
3. Pay Auxiliary Invoice. Claim Auxiliary Invoice.	Release Auxiliary Invoice		5 minutes	Designated Fish Inspectors
<b>TOTAL:</b>			<b>10 minutes</b>	



### 13. Issuance of Fisherfolk ID

Pursuant to Municipal Ordinance No. 3 Series of 2002, municipal fisherfolk must secure Fisherfolk ID before fishing in the municipal waters.

<b>Office or Division:</b>	Office of Municipal Agriculture			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	Fisherfolk			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Properly accomplished Application for Municipal Fisherfolk Registration (2 copies)			Municipal Agriculture Office	
1x1 ID picture (2 pcs)				
Barangay Clearance			<b>Barangay</b>	
Blood Type			<b>MHO, OMPH</b>	
Valid ID (1 Photocopy)				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to the Municipal Agriculture Office and submit properly accomplished Application for Municipal Fisherfolk Registration and other pertinent documents and claim Fisherfolk ID	Interviews client and issues Fisherfolk ID		5 minutes	Acting Fisheries Officer/Agricultural Extension Worker as Officer of the Day/ Agricultural Extension Worker Available
<b>TOTAL:</b>			<b>5 minutes</b>	



## 14. Registry System for Basic Sectors in Agriculture (RSBSA)

The Municipal Agriculture Office facilitates enrolment of farmers, agri-youth and fisherfolk in the Registry System for Basic Sectors in Agriculture where RSBSA Number is issued by the Department of Agriculture.

<b>Office or Division:</b>	Office of Municipal Agriculture			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	Farmers			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Properly Accomplished ANI AT KITA RSBSA Enrolment form (1 copy)			Municipal Agriculture Office	
Barangay Clearance			Barangay	
Valid ID (1 photocopy)				
Land Title(s) Deed of sale/Agreement/BARC Certification/Katunayan ng Punong Barangay			Registry of Deeds, Barangay, BARC	
2x2 ID picture (1 piece)				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to the Agriculture Office and submit properly accomplished ANI AT KITA RSBSA Enrolment Form	Interviews client and examines documents presented and submitted, verified true and correct by MAFC Chairman and Municipal Agriculturist.		20 minutes	Agricultural Technologist assigned in the Barangay/Agricultural Extension Worker acting as Officer of the Day/Agricultural Extension Worker Available/MAFC Chairman/Municipal Agriculturist
<b>TOTAL:</b>			<b>20 minutes</b>	



## 15. Rice Competitiveness Enhancement Fund-Rice Farm Machineries and Equipment

The Municipal Agriculture Office facilitates request of machineries and equipment by FCAs and issues MAO endorsement upon completion of documentary requirements.

<b>Office or Division:</b>	Office of Municipal Agriculture			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	Farmers			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Letter of Intent (3 copies)				
Board Resolution (3 copies)				
List of Officers and Members (3 copies)				
List of existing Machineries (3 copies)				
Duly Audited Financial Statement (For the past two years) (3 copies)				
Omnibus Sworn Statement/Certification (3 copies)				
SEC/DOLE/CDA Registration (3 photocopies)			<b>SEC/DOLE/CDA</b>	
MAO Endorsement and MAFC Endorsement			Municipal Agriculture Office	
Certificate of DA-accreditation (3 copies)			<b>DA</b>	
Certificate of Good Standing issued by CDA (3 copies)			<b>CDA</b>	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to the Agriculture's Office and get, accomplish and submit properly accomplished forms and other pertinent documents	Briefs client about the service  Examines documentary requirements presented and submitted  If documentary requirements presented and submitted are complete, issues MAFC		20 minutes	Agricultural Technologist assigned in the Barangay/Agricultural Extension Worker acting as Officer of the Day/Agricultural Extension Worker Available



	Endorsement and MAO Endorsement			
<b>TOTAL:</b>			<b>20 minutes</b>	





## 16. Rice Seed Distribution

The Municipal Agriculture Office facilitates the distribution of seeds to the farmer-beneficiaries.

<b>Office or Division:</b>	Office of Municipal Agriculture			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	Farmers			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Valid ID (1 photocopy)				
Authorization Letter				
Farmer Leaflet and Seed Acknowledgement Receipt			Municipal Agriculture Office	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to the Designated Drop-off Point and get Seeds with name tag and photo while receiving the Seeds	Interviews client and have the client signed in the Masterlist, issues name tag and takes a picture of the client with name tag.		10 minutes	Agricultural Technologist assigned in the Barangay
<b>TOTAL:</b>			<b>10 minutes</b>	



## **Office of the Municipal Veterinarian External Services**



# 1. Municipal Slaughterhouse and Meat Inspection Service

This Section handles operation to ensure the safe meat for the consuming public.

<b>Office or Division:</b>	<b>Municipal Veterinarian Office- Slaughterhouse</b>			
<b>Classification:</b>	<b>Simple</b>			
<b>Type of Transaction:</b>	<b>G2C; G2B</b>			
<b>Who may avail:</b>	<b>All</b>			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1 Copy of Business Permit (for meat vendors)			Business Permit and Licensing Office	
1 Copy of Certificate of Transfer of Large Cattle (for large animal)			Office of the Municipal Treasurer	
1 Copy of Proof of ownership such as OR,DR, Barangay Certificate (walk-in client)			Barangay Hall, Source Farm	
1 Copy of Shipping Permit			Regional Veterinary Quarantine Service, Provincial Veterinarian Office	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<p>Present the animal(s) and documentary requirements for inspection at the slaughterhouse gate and secure Veterinary Health Certificate (VHC) after the inspection</p> <p>Bring the animal(s) to holding area for reception and recording by the assigned slaughterhouse personnel.</p> <p>After the slaughtering process, pay the corresponding fees as indicated in the Order of Payment.</p> <p>Secure a copy of Meat Inspection Certificate (MIC) and claim the carcass at dispatch area.</p>	<p>Conduct inspection of animal(s) and documents at the gate.</p> <p>Issue Veterinary Health Certificate.</p> <p>Record the details in the official logbook.</p> <p>Resting of the animal(s)</p> <p>Perform ante-mortem inspection.</p> <p>Perform step-by-step slaughtering procedures.</p> <p>Perform post-mortem inspection.</p>	<p>200.00 to 600.00 (depending on the type and weight of the animal)</p>	<p>10-15 minutes</p> <p>10 minutes</p> <p>5-12 hours</p> <p>30 minutes</p> <p>3.5 hours</p> <p>30 minutes</p> <p>5 minutes</p> <p>5 minutes</p> <p>5 minutes</p> <p>5 minutes</p>	<p>Municipal Veterinarian/On-duty Meat Inspector.</p> <p>Admin Aide/ Utility Worker</p> <p>Utility Workers</p> <p>On-duty Meat Inspector</p> <p>On-duty Meat Inspector/ Butchers/Utility Workers</p> <p>On-duty Meat Inspector</p> <p>Admin Aide</p> <p>Detailed Municipal Treasurer's Office collector.</p> <p>On-duty Meat Inspector</p> <p>Utility Worker/Admin Aide/Guard on duty</p>
	Issue Order of Payment		5 minutes	Admin Aide
	Issue Official Receipt		5 minutes	Detailed Municipal Treasurer's Office collector.
	Issue Meat Inspection Certificate (MIC)		5 minutes	On-duty Meat Inspector
	Record and release the carcass to the		5 minutes	Utility Worker/Admin Aide/Guard on duty



	client.			
<b>TOTAL:</b>		<b>Php 200.00 to 600.00</b>	<b>10.25 to 17.25 hours</b>	



## 2. Municipal Rabies Prevention and Control Program

The Office of the Municipal Veterinarian is mandated to protect Mamburao's human and animal inhabitants from rabies infection.

<b>Office or Division:</b>	<b>Municipal Veterinarian Office</b>			
<b>Classification:</b>	<b>Simple</b>			
<b>Type of transaction:</b>	<b>G2C</b>			
<b>Who may avail:</b>	<b>All</b>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Healthy pet dog and cat 3 months old and above and not pregnant.		Animal Clinic, Animal Hospital		
Pedigree Record (if available)		Philippine Canine Club, Inc.		
Veterinary Health Record (if available)		Animal Clinic, Animal Hospital		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Submit the animal for examination and vaccination	Conduct examination of the presented animal.		10 minutes	Municipal Veterinarian/LGU-authorized vaccinator
	Record details of the animal  If qualified, proceed with the vaccination.		2 minutes	
	Issue Vaccination Certification			
	<b>TOTAL</b>	<b>P 0.00</b>	<b>12 Minutes</b>	



### 3. Issuance of Veterinary Health Certificate

The Office of the Municipal Veterinarian is mandated to issue Veterinary Health Certificate for outbound animals as prerequisite to the issuance of Shipping Permit by the Provincial Veterinarian Office (PVO).

<b>Office or Division:</b>	<b>Municipal Veterinarian Office</b>			
<b>Classification:</b>	<b>Simple</b>			
<b>Type of transaction:</b>	<b>G2C; G2B</b>			
<b>Who may avail:</b>	<b>All</b>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Vaccination Certificate		Animal Clinic, Private Veterinary Consultant		
Medical Record		Animal Clinic, Private Veterinary Consultant		
Farm Health Record		Animal Clinic, Private Veterinary Consultant		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Submit the animal(s) for examination (walk-in clients).	Conduct examination of the animal(s) and inspection of accompanying health record.		15 minutes	Municipal Veterinarian
Request for farm inspection (large animals and breeders).	Conduct examination of the animal(s) and inspection of accompanying health record.		30 minutes to 1 hour	Municipal Veterinarian
Submit Official Receipt	Receive Official Receipt and Release Certification	50.00	10 minutes	Municipal Treasurer's personnel
	<b>Total</b>	<b>Php 50.00</b>	<b>30 minutes to 1 hour and 15 minutes</b>	



#### 4. Veterinary Health Service

The Office of the Municipal Veterinarian is committed to provide quality veterinary service in the form of walk-in client consultation, farm/on-site visitation, seminar/workshop, diagnosis and treatment of animals.

<b>Office or Division:</b>	<b>Municipal Veterinarian Office</b>			
<b>Classification:</b>	<b>Simple</b>			
<b>Type of transaction:</b>	<b>G2C; G2B</b>			
<b>Who may avail:</b>	<b>All</b>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Written request or Walk In		Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.1 Submit letter request or call The Office of the Municipal Veterinarian.	1.1 Set schedule of farm visit and/ or seminar.	<b>P 0.00</b>	15 minutes	Municipal Veterinarian
Or	1.2 Confirm schedule of farm visit and/ or seminar.	<b>P 0.00</b>		
1.2 Walk-in consultation and request	Immediate consideration of client's concern	<b>P 0.00</b>	10 minutes	Municipal Veterinarian
	<b>Total</b>	<b>P 0.00</b>	<b>10-15 Minutes</b>	



## Feedback and Complaints Mechanisms

FEEDBACK AND COMPLAINTS MECHANISMS	
How to send a feedback	<p>Answer the Client Feedback Form and drop at the designated drop box located in front of the Public Information/Assistance Desk in the entrance of the building.</p> <p>Clients may contact the following telephone number: (043)711-1030 or through email: <a href="mailto:lgumamburao.hrmo@gmail.com">lgumamburao.hrmo@gmail.com</a></p>
How to feedbacks are processed	<p>Every Friday, the Security Guard/Administrative Aide will give the drop box to the HR Office.</p> <p>The HRMO III will compile and records all feedback submitted.</p> <p>Feedback requiring answers are forwarded to the relevant offices 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.</p>
How to file a complaint	<p>Answer the Client Complaint Form and drop at the designated drop box located in front of the Public Relations &amp; Information Desk in the entrance of the building.</p> <p>Complaints can also be filed via telephone or E-mail. Make sure to provide the following information:</p> <ul style="list-style-type: none"> <li>-Name of person being complained</li> <li>- Incident</li> <li>- Evidence</li> </ul> <p>For inquiries and follow-ups, clients may contact the following telephone number: (043)711-1030 or through email: <a href="mailto:lgumamburao.hrmo@gmail.com">lgumamburao.hrmo@gmail.com</a></p>
How complaints are processed	<p>The Security Guard/Administrative Aide will give the drop box to the HR Office in the end of the day.</p> <p>The HRMO III opens the complaints drop box on a daily basis and evaluates each complaint.</p> <p>Upon evaluation, the HRMO III shall start the investigation and forward the complaint to the</p>





	<p>relevant office for their explanation.</p> <p>The HRMO III will create a report after the investigation and shall submit it to the Head of Agency for appropriate action.</p> <p>The HRMO III will give the feedback to the client.</p> <p>For inquiries and follow-ups, clients may contact the following telephone number: (043)711-1030 or through email: <a href="mailto:lgumamburao.hrmo@gmail.com">lgumamburao.hrmo@gmail.com</a></p>
Contact information of ARTA, PCC, CCB	ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> 8478 5093 PCC: 8888 CCB: 0908-881-6565 (SMS)



# CLIENT FEEDBACK FORM



Republic of the Philippines  
Province of Occidental Mindoro  
Municipality of Mamburao

## CLIENT FEEDBACK FORM

Name (Pangalan) (optional): \_\_\_\_\_ Date (Petsa) \_\_\_\_\_

Address (Saan Nakatira) \_\_\_\_\_

Contact Number (Numero): \_\_\_\_\_

Office Visited (Opisina na binisita): \_\_\_\_\_

Type of Transaction (Serbisyong natanggap): \_\_\_\_\_

Please Check the corresponding box of your answer (Paki-lagyan ng Check ang kahon ng iyong sagot)

COMMEND/PRAISE(PAPURI)

Puna/Suggestion

Complaint/Reklamo

Comment/Detalye: \_\_\_\_\_

What action you want us to do?(Anong action po ang gusto Ninyo naming gawin?) \_\_\_\_\_

Do you want a written reply?

No (Hindi)

Yes (Oo)

\_\_\_\_\_  
Signature (Lagda)



## List of Offices

Office	Address	Contact Information
Office of the Municipal Mayor-Administrative Section	2 <sup>nd</sup> Floor Municipal Building, National Rd. Brgy. 8, Mamburao, Occidental Mindoro 5106	Email: <a href="mailto:mamburao.lgu@gmail.com">mamburao.lgu@gmail.com</a> Tel. No. (043)711-1009
Business Permit and Licensing Section	1 <sup>st</sup> Floor Municipal Building, National Rd. Brgy. 8, Mamburao, Occidental Mindoro 5106	Email: <a href="mailto:bplo.lgumamburao@gmail.com">bplo.lgumamburao@gmail.com</a> Tel. No. (043)711-0039
Human Resource Management Section	2 <sup>nd</sup> Floor Municipal Building, National Rd. Brgy. 8, Mamburao, Occidental Mindoro 5106	Email: <a href="mailto:lgumamburao.hrmo@gmail.com">lgumamburao.hrmo@gmail.com</a> Tel. No. (043)711-1030
Local Disaster Risk Reduction and Management Office	Municipal Compound, National Rd. Brgy. 8, Mamburao, Occidental Mindoro 5106	Email: <a href="mailto:mdrrmomamburao@gmail.com">mdrrmomamburao@gmail.com</a> Hotline: 09773379723/09606918466
Tourism Section	1 <sup>st</sup> Floor Municipal Building, National Rd. Brgy. 8, Mamburao, Occidental Mindoro 5106	Email: <a href="mailto:mamburao.lgu@gmail.com">mamburao.lgu@gmail.com</a> Tel. No. (043)711-0207
Office of the Municipal Vice Mayor	3 <sup>rd</sup> Floor Municipal Building, National Rd. Brgy. 8, Mamburao, Occidental Mindoro 5106	Hotline: 09057202554
Office of the Sangguniang Bayan	3 <sup>rd</sup> Floor Municipal Building, National Rd. Brgy. 8, Mamburao, Occidental Mindoro 5106	Email: <a href="mailto:sangguniangbayanngmamburao@gmail.com">sangguniangbayanngmamburao@gmail.com</a>
Office of the General Services Officer-BAC	2 <sup>nd</sup> Floor Municipal Building, National Rd. Brgy. 8, Mamburao, Occidental Mindoro 5106	Email: <a href="mailto:mamburao.lgu@gmail.com">mamburao.lgu@gmail.com</a> Tel. No. (043)711-0207
Office of the Municipal Treasurer	1 <sup>st</sup> Floor Municipal Building, National Rd. Brgy. 8, Mamburao, Occidental Mindoro 5106	Email: <a href="mailto:mto.lgumamburao@gmail.com">mto.lgumamburao@gmail.com</a>
Office of the Municipal Engineer	1 <sup>st</sup> Floor Municipal Building, National Rd. Brgy. 8, Mamburao, Occidental Mindoro 5106	Email: <a href="mailto:lgumamburaomeo@gmail.com">lgumamburaomeo@gmail.com</a>
Office of the Municipal Assessor	1 <sup>st</sup> Floor Municipal Building, National Rd. Brgy. 8, Mamburao, Occidental Mindoro 5106	Email: <a href="mailto:masso.lgumamburao@gmail.com">masso.lgumamburao@gmail.com</a>
Office of the Municipal Planning and Development Coordinator	1 <sup>st</sup> Floor Municipal Building, National Rd. Brgy. 8, Mamburao, Occidental Mindoro 5106	Email: <a href="mailto:mpdo.mamburao21@gmail.com">mpdo.mamburao21@gmail.com</a> Hotline: 09989000306



Office of the Municipal Civil Registrar	1 <sup>st</sup> Floor Municipal Building, National Rd. Brgy. 8, Mamburao, Occidental Mindoro 5106	Email: <a href="mailto:mcr.lgumamburao5106@gmail.com">mcr.lgumamburao5106@gmail.com</a> Tel. No. (043)732-0059
Office of the Municipal Agriculture	1 <sup>st</sup> Floor Municipal Building, National Rd. Brgy. 8, Mamburao, Occidental Mindoro 5106	Email: <a href="mailto:agriculture.lgumamburao@gmail.com">agriculture.lgumamburao@gmail.com</a>
Office of the Municipal Health Officer	Municipal Compound, National Rd. Brgy. 8, Mamburao, Occidental Mindoro 5106	Email: <a href="mailto:rhu.lgumamburao@gmail.com">rhu.lgumamburao@gmail.com</a> Tel. No. (043)711-0283 Hotline: 09564781967
Office of the Municipal Social Welfare and Development Officer	Municipal Compound, National Rd. Brgy. 8, Mamburao, Occidental Mindoro 5106	Hotline: 09564781967
Office of the Municipal Veterinarian	1 <sup>st</sup> Floor Municipal Building, National Rd. Brgy. 8, Mamburao, Occidental Mindoro 5106	Email: <a href="mailto:ndescanzo@gmail.com">ndescanzo@gmail.com</a>



**OFFICE OF THE MUNICIPAL MAYOR**

**CERTIFICATE OF COMPLIANCE**

**Year: 2021**

*Pursuant to Republic Act No. 11032: An Act Promoting Ease of Doing Business and Efficient Delivery of Government Services, amending for the purpose Republic Act No. 9485, otherwise known as the Anti-Red Tape Act of 2007, and for Other Purposes*

I, **ANGELINA FRANCO TRIA**, Filipino, of legal age, **Local Chief Executive** of the **Local Government Unit of Mamburao**, the person responsible and accountable in ensuring compliance with Section 6 of the R.A. 11032 or the *Ease of Doing Business and Efficient Government Service Delivery Act of 2018*, hereby declare and certify the following facts:

- 1) The **Local Government Unit of Mamburao** has established its most current and updated Citizen's Charter pursuant to Section 6 of R.A. 11032, its Implementing Rules and Regulations, and the relevant ARTA Issuances.

Citizen' Charter Handbook Edition: 2021, 1<sup>st</sup> Edition

- 2) The following required forms of posting of the Citizen's Charter are present:

- Citizen's Charter Information billboard  
*(In the form of interactive information kiosks, electronic billboards, posters, tarpaulins standees, others)*
- Citizen's Charter Handbook  
*(Aligned with Reference B of ARTA Memorandum Circular No. 2019-002)*
- Official website/Online Posting

- 3) The Citizen's Charter Information Billboard enumerates the following information:

- a. External services;
- b. Checklist of requirements for each type of application or request;
- c. Name of the person responsible for each step;
- d. Maximum processing time;
- e. Fee/s to be paid, if necessary; and
- f. Procedure for filing complaints and feedback.

- 4) The Citizen's Charter Handbook enumerates the following information:

- a. Mandate, vision, mission, and service pledge of the agency;
- b. Government services offered (External and Internal Services);
  - i. Comprehensive and uniform checklist of requirements for each type of application or request;
  - ii. Classification of service;
  - iii. Type of transaction;
  - iv. Who may avail;
  - v. Client steps and agency actions to obtain a particular service;
  - vi. Person responsible for each step;
  - vii. Processing time per step and total;
  - viii. Fee/s to be paid per step and total, if necessary.



**OFFICE OF THE MUNICIPAL MAYOR**

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- c. Procedure for filing complaints and feedback;
  - d. Contact Information of ARTA, Presidential Complaints Center (PCC), and CSC Contact Center ng Bayan in the complaints mechanism; and
  - e. List of Offices
- 5) The Citizen's Charter Information Billboard is posted at the main entrance of the office or at the most conspicuous place of all the said service offices.
  - 6) The printed Citizen's Charter Handbook is placed at the windows/counters of each frontline offices to complement the information on the services indicated in the Information Billboard.
  - 7) The Citizen's Charter Handbook version is uploaded on the website or any online platform available of the agency/LGU through a tab or link specifically for the Citizen's Charter, located at the most visible space or area of the official website or the online platform available.
  - 8) The Citizen's Charter is written either in English, Filipino, and/or in the local dialect and published as an information material.
  - 9) There is an established Client Satisfaction Measurement per service.

This certification is being issued to attest to the compliance of the agency with the foregoing statements that can be validated by the Authority.

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**ANGELINA FRANCO TRIA**  
Local Chief Executive  
Local Government Unit of Mamburao