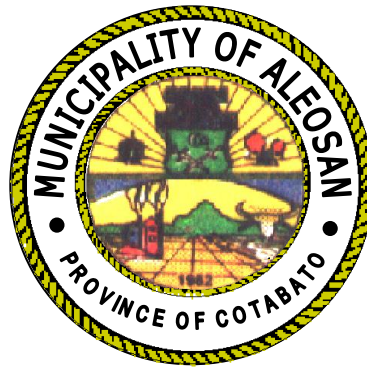


REPUBLIC OF THE PHILIPPINES  
PROVINCE OF COTABATO  
**MUNICIPALITY OF ALEOSAN**



**CITIZEN'S CHARTER**  
**ALEOSAN, COTABATO**



Republic of the Philippines  
Region XII  
Province of Cotabato  
MUNICIPALITY OF ALEOSAN  
\*\*\*\*\*

## OFFICE OF THE MUNICIPAL MAYOR

Email: [igu\\_aleosan@yahoo.com](mailto:igu_aleosan@yahoo.com)

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### M E S S A G E

Greetings to the good people of Aleosan, Cotabato.

The Citizen's Charter is designed to inform our constituents of the services each office is mandated to perform and to which we do pledge our life and our sacred honor. By so doing, we provide a mechanism whereby the affected members of each sector of our community would present the critique and set the line agencies to task for that which they are duty-bound to perform or for the public services that they must deliver as service providers.

I am over-whelmed by the fact, that the Anti-Red Tape Act (R.A. 9485) and its implementing Rules and Regulations are now being disseminated and implemented across the land. With the aid of the brochures and reading materials its implementation of transaction and understanding will be made easier. The intention of the law is to simplify the office transaction process from complex to the simplest processes.

This Anti-Red Tape Act of 2007, otherwise known as R.A. 9485, is a very welcome development in the present system in that it would promote integrity, accountability, proper management of public affairs and public property and establish effective practices to prevent ineffectual governance.

The establishment of our own Citizen's Chart would engage the grassroots in the attainment of the ideal progress and development in our municipality, in that they become privy to the procedures and processes whereby benefits would trickle down to the intended beneficiaries.

May I, then, enjoin our beloved populace of Aleosan to help us perk up our delivery of services by assessing the performance of the LGU and staff and create a feedback mechanism wherewith we enhance customer satisfaction, provide equal treatment of clientele, effect the existence of a complaints and redness mechanism, and allow a wider opportunity for a participation in the improvement of service.

Together and hand in hand, we can achieve an institution whereby government looks after the best of its people's welfare and well-being; indifference and apathy would bring out the worst instances of graft, corruption, disunity and waste. Rally to me and to our government officials and we will watch a new day dawning for Aleosan.

Sulong Aleosan. Mabuhay and more power. #Stay Safe!

**EDUARDO C. CABAYA, MPA**  
Municipal Mayor

# INTRODUCTION

Republic Act No. 9485, otherwise known as the Anti-Red Tape Act of 2007 is an instrument designed to lessen if not eradicate red tape and improved the delivery of the various basic services.

The Act shall apply to all government offices and agencies including Local Government Units and government-owned and controlled corporations that provide frontline services.

The Act also aims to promote transparency in the government especially in the manner of transacting with the public by simplifying frontline services procedures, formulate services standard to be observed in every transaction and make known these standards to the client.

For equality and guaranteed services, it is deemed necessary and recommended to have a review, assess and evaluate from time to time the office procedures, step-by-step transaction processes and other responsive measures in order to maintain and established a well-defined effective and efficient transaction process with customer/clients satisfaction.

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## MUNICIPAL PROFILE

The Batas Pambansa Bilang 206 signed on April 6, 1982 established and created the Municipality of Aleosan in the Province of Cotabato. Parliamentary Bill No.670 was passed authorized by Assemblyman Jesus P. Amparo and co-authored by Assemblyman Blah T. Sinsuat, Ernesto F. Roldan and Tomas B. Baga, Jr. For purposed of ratification, Proclamation No.2188 was signed by President Ferdinand E. Marcos on April 29, 1982. A plebiscite was conducted on May 7,1982 which was unanimously confirmed the desire and aspiration of the people in the nineteen (19) barangays to become a distinct and regular municipality from Pikit its mother municipality.

The name Aleosan is an acronym derived from the three (3) flourishing towns of Ilo-Ilo: A is Alimodian, Leo is for Leon and San for San Miguel where majority of the early Christian settlers came from. The seat of the municipal government is in the Barangay San Mateo. It is bounded on the west by Midsayap; on the north by Libungan and on the east and south by Pikit, all of Cotabato Province. From the municipality seat of government, which is barangay San Mateo to the borders of Pikit, Midsayap and Libungan is a vast area of flat to gently rolling to highly lands, which now belong to Aleosan. But due to the alleged differences in the technical description in the Batas Pambansa Bilang 206 three (3) Municipalities namely, Libungan on the North, Pikit on the east and south east portion and Midsayap on the northwest portion still laid claim to a portion of Aleosan. These territorial jurisdictions have been long in conflict since its creation, a conflict that placed the municipal government of Aleosan as to the exercise of political and economic jurisdiction over these territories, in the losing end. This difficulty was however appreciated in the light of existing political situation, proximity and exigencies.

San Mateo, the seat of the Municipal Government, was just an insignificant area before the creation of Aleosan. The Manobos, the natives northwest of Kidapawan and the Muslims who inhabited the Barangays have long ago learned to co-exist with the settlers from Visayas particularly from Alimodian, Leon, San Miguel and some parts of the Province of Cebu and Leyte. They were not however clustered

in big villages common to other tribes. They were interspersed throughout the different barangays although we find six (6) barangays donated by Muslim tribe.

The opening of Cotabato-Davao national highway has attracted migrants, land settlers and home seekers to establish communities in Barangays Dualing, San Mateo and Pagangan. This was the time settlers from Visayas streamed into the area at a fast rate opening new vista for agricultural lands including mountains. And like anywhere they formed communities patterned after those in the old home. San Mateo and Dualing became the center of activity and commercial interaction among Muslim and the early Christian settlers. The promise of land settlements still open for habitation attracted the later arrival of settlers from Visayas. Together with the old settlers they have enhanced the rapid development of the area, pacing out the rest of the earlier settlement.

Presently Aleosan is a progressive agricultural community with barangay and feeder roads extending into the inner portion of the town. Transport of agricultural product, mainly vegetable root crops, fruit, rice and corn was made convenient which was several years ago, done in carabao sledge and horseback.

In term of financial resources and economic classification Aleosan ranks as a third class municipality in 2008. In this hierarchy of settlements it is classified as a satellite town, its barangay settlements relatively dependent on its urban core and the urban core dependent on neighboring minor urban settlements.

Today, the Municipality of Aleosan looks forward to accelerating further its economic development. The demand to improve its agricultural potential in terms of high value crops and livestock has continuously brought ever increasing number of farmers venturing to integrate organic farming. Together with the Lumads – the Manobo and the Maguindanaons who have found grounds in the municipality wherein to start or renew their base in life. Among others, uplifting the quality of life of the Aleosanons, and transforming Aleosan to a progressive municipality, is a vision and mission of the present administration.

Aleosan is a 3<sup>rd</sup> Class Municipality with a total land area of 24,450 hectares. Endowed with vast plain and rolling areas, farming remains to be the main source of

livelihood of Aleosan and is well-known as a livestock producer of the Province of North Cotabato. It is also gaining grounds in terms of rubber, banana, cacao, coffee and other High Value Commercial Crops production. Aleosan rank 32 among the 3<sup>rd</sup> Class Municipalities in the Philippines in the 2017 Cities and Municipalities Competitive Index.

Aleosan has a total population of 36,892 in 2020 PSA Census, while in 2015, there were 39,405 total populations with 20,382 male and 19, 023 female. In 2015, San Mateo has the highest population while Palacat has the lowest population among the 17 barangays.

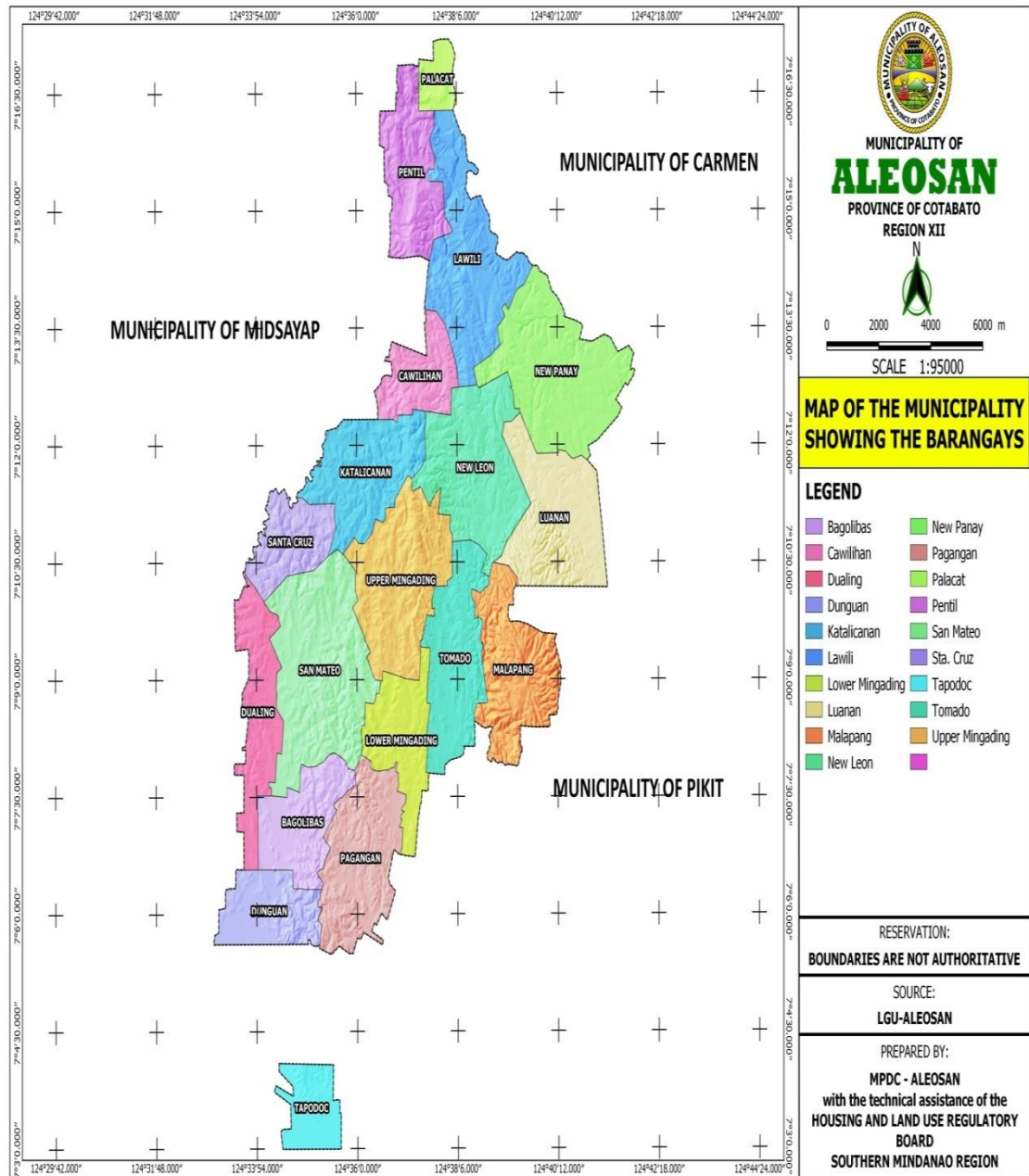
Table No. 1. Total Population per Barangay

<b>Barangay</b>	<b>2020</b>	<b>2015</b>
<b>A. Urban</b>		
1. San Mateo	5,632	4,739
Sub total	5,632	4,739
<b>B. Rural</b>		
1. Bagolibas	1,402	1,562
2. Cawilihan	1,362	1,292
3. Dualing	3,412	2,998
4. Katalicanan	1,309	1,307
5. Lawili	2,185	1,868
6. Lower Mingading	1,476	1,373
7. Luanan	1,548	1,349
8. Malapang	1,435	1,311
9. New Leon	2,294	2,049
10. New Panay	2,673	2,934
11. Pagangan	3,326	2,907
12. Palacat	990	1,101
13. Pentil	1,027	1,392
14. Santa Cruz	1,500	1,175
15. Tomado	2,934	2,780
16. Upper Mingading	2,387	2,208
Sub total	31,260	34,666
<b>TOTAL</b>	<b>36,892</b>	<b>39,405</b>

Source: PSA 2020 & 2015



# ADMINISTRATIVE MAP



# **VISION AND MISSION**

## **VISION**

**Aleosan a leading agri-industrial town and a premier tourist destination in the Province of North Cotabato with a progressive and sustainable economy, well-developed infrastructure, God-fearing, responsive and empowered citizens living in peaceful, ecological-balanced and safe environment, a people-centered, gender-responsive, dynamic, effective and transparent leadership.**

## **MISSION**

**We are committed to improve the quality of life of every Aleosanon, by harnessing its natural, human and fiscal resources through sustainable and integrated development.**

## MANDATE

Consistent with Sections 3, 17, 25, 34, and 35 of RA 7160 and guided with such principles like the local governments are primarily responsible for providing direct service delivery to their constituencies and will assume greater responsibility and accountability in ensuring the quality of the offered services including the devolved services; LGUs are expected to strengthen their capacity to exercise stewardship of their increased fiscal resource; enhance their organizations capability for service delivery, and institute transparent, accountable, and participatory mechanisms to better achieve national and local development objectives; also, local governments are encouraged to establish robust partnership with national government agencies (NGAs) private sector, non-government organization (NGOs), civil society organizations (CSOs) peoples' Organizations (POs) and academic institutions as providers of technical expertise and information, innovations, and governance models on service delivery.

Section 17 of the Local Government Code of 1991 deals with Basic Services and Facilities as a determinant factor in creating organizational structure and staffing pattern from which structure and pattern various services are rendered. In municipalities, the services are delivered through the different offices may they be mandatory or optional or only on designated capacities. These offices included those listed in the Code and others created in pursuance of law, rules and regulations.

These include the following:

- 1) OFFICE OF THE MUNICIPAL MAYOR
- 2) OFFICE OF THE MUNICIPAL VICE MAYOR
- 3) OFFICE OF THE SANGGUNIANG BAYAN
- 4) OFFICE OF THE MUNICIPAL PLANNING AND DEVELOPMENT COORDINATOR
- 5) OFFICE OF THE MUNICIPAL HUMAN RESOURCE MANAGEMENT
- 6) OFFICE OF THE MUNICIPAL SOCIAL WELFARE AND DEVELOPMENT
- 7) OFFICE OF THE MUNICIPAL CIVIL REGISTRAR
- 8) OFFICE OF THE MUNICIPAL ACCOUNTANT
- 9) OFFICE OF THE MUNICIPAL DISASTER RISK REDUCTION MANAGEMNET
- 10) MUNICIPAL ENVIRONMENT AND NATURAL RESOURCES OFFICE
- 11) OFFICE OF THE MUNICIPAL ENGINEERING
- 12) OFFICE OF THE MUNICIPAL BUDGET
- 13) OFFICE OF THE MUNICIPAL TREASURER
- 14) OFFICE OF THE MUNICIPAL AGRICULTURE
- 15) OFFICE OF THE MUNICIPAL HEALTH
- 16) OFFICE OF THE MUNICIPAL ASSESSOR
- 17) PUBLIC EMPLOYMENT SERVICE OFFICE

# LIST OF SERVICES

## OFFICE OF THE MUNICIPAL MAYOR

- LIVELIHOOD ASSISTANCE
- MEDICAL ASSISTANCE
- BURIAL ASSISTANCE
- ISSUANCE OF SPECIAL PERMIT TO HOLD BARANGAY ACTIVITIES
- ISSUANCE OF MAYOR'S CLEARANCE/CERTIFICATION
- ISSUANCE OF NO PENDING CASE
- SOLEMNIZING WEDDING

## OFFICE OF THE MUNICIPAL VICE MAYOR

- RECEIVING OF COMMUNICATION AND REQUEST (CITIZENS)
- RECEIVING OF COMMUNICATION AND REQUEST (GOVERNMENT)
- PERSONNEL RELATED TRANSACTIONS
- RECEIVING PURCHASE REQUEST
- RECEIVING OF ADMINISTRATIVE COMPLAINTS OR OTHER MATTERS
- REQUEST FOR CERTIFIED TRUE COPIES OF LOCAL ORDINANCES OR RESOLUTIONS
- FINANCIAL/LIVELIHOOD ASSISTANCE

## SANGGUNIANG BAYAN OFFICE

- ACCREDITATION OF CIVIL SOCIETY ORGANIZATIONS (CSOs)
- REVIEW OF BARANGAY BUDGET
- REVIEW OF ORDINANCES (SPECIAL, GENERAL & TAX)
- PROCESSING OF FRANCHISE APPLICATIONS
- ISSUANCE OF CERTIFIED TRUE COPY OF RESOLUTIONS/ORDINANCES(NON-CONFIDENTIAL IN NATURE)
- ISSUANCE OF CERTIFIED TRUE COPIES OF TOURISM RELATED DATA, PLANS AND OTHER RELATED DOCUMENTS

## MUNICIPAL PLANNING AND DEVELOPMENT OFFICE

- ISSUANCE OF ZONING CERTIFICATE (NEW & RENEWAL OF BUSINESS)
- ISSUANCE OF ZONING CERTIFICATE (LAND TITLING)
- ISSUANCE OF ZONING CERTIFICATE (FOR BUILDING PERMIT AND ENVIRONMENTALLY CRITICAL PROJECTS)
- ISSUANCE OF LOCATIONAL CLEARANCE (FOR RESIDENTIAL, INSTITUTIONAL, COMMERCIAL BUILDING PERMIT)
- AVAILMENT OF MUNICIPAL AND BARANGAY PROFILE
- AVAILMENT OF MUNICIPAL STATISTICAL DATA

## HUMAN RESOURCE MANAGEMENT OFFICE

- ISSUANCE OF CERTIFICATE OF LEAVE CREDITS
- ISSUANCE OF MONITAZATION
- ISSUANCE OF CERTIFIED COPIES OF APPOINTMENTS AND SERVICE RECORDS
- APPLICATION FOR LEAVE
- SUBMISSION OF STATEMENT OF ASSETS, LIABILITIES AND NETWORTH FOR APPOINTED/ELECTED MUNICIPAL OFFICIALS
- SUBMISSION OF OPCR AND IPCR
- PREPARATION OF APPOINTMENT (PROMOTION AND NEWLY HIRED)

## MUNICIPAL SOCIAL WELFARE AND DEVELOPMENT OFFICE

- ISSUANCE OF CERTIFICATE OF INDIGENCE FOR THE CORRECTION OF ENTRIES, BURIAL, MEDICAL, FINANCIAL, EDUCATIONAL ASSISTANCE.
- BURIAL ASSISTANCE FOR SENIOR CITIZENS
- ISSUANCE OF SENIOR CITIZEN'S ID
- PWD MEMBERSHIP, ISSUANCE OF PWD ID and PURCHASE BOOKLET
- SOLO PARENT'S MEMBERSHIP AND ISSUANCE OF ID
- HANDLING CHILDREN IN CONFLICT WITH THE LAW (CICL) CASES
- ISSUANCE OF THE SOCIAL CASE STUDY REPORT
- PROVISION OF EMERGENCY RELIEF ASSISTANCE
- COUNSELING SERVICES
- CONDUCT SKILLS TRAINING TO ALL ORGANIZED SECTORS
- HANDLING VIOLENCE AGAINST WOMEN CASES

## MUNICIPAL CIVIL REGISTRAR'S OFFICE

- ISSUANCE OF CERTIFICATION OF LIVE BIRTH (COLB) ON TIMELY REGISTRATION OF BIRTH OF CHILDREN OF MARRIED PARENTS
- ISSUANCE OF CERTIFICATION OF LIVE BIRTH (COLB) ON DELAYED REGISTRATION OF BIRTH OF CHILDREN OF MARRIED/UNMARRIED PARENTS
- OUT-OF-TOWN DELAYED REGISTRATION OF BIRTH
- ISSUANCE OF CERTIFICATE OF MARRIAGE
- ISSUANCE OF CERTIFICATE OF DEATH
- ISSUANCE OF LEGAL INSTRUMENTS
- ISSUANCE OF MARRIAGE LICENSE
- ISSUANCE OF CERTIFIED TRUE COPY (LCRO COPY) OF CERTIFICATE OF LIVE BIRTH, CERTIFICATE OF MARRIAGE AND CERTIFICATE OF DEATH
- FACILITATE THE ISSUANCE OF PSA VERIFICATIONS OR AUTHENTICATED COPIES OF CERTIFICATE OF LIVE BIRTH, CERTIFICATE OF MARRIAGE, CERTIFICATE OF DEATH AND CERTIFICATE OF NO MARRIAGE (CENOMAR)
- ISSUANCE OF COURT DECREE / ORDER
- ISSUANCE OF CORRECTION OF CLERICAL ERROR R.A 9048 AND CORRECTION OF GENDER 10172
- PIECEMEAL ENDORSEMENT OF REGISTERED DOCUMENTS

## MUNICIPAL ACCOUNTING OFFICE

- PRE- AUDIT/ COUNTER CHECKING OF DISBURSEMENT VOUCHERS AND OTHER DOCUMENTS
- PREPARATION OF MONTHLY PAYROLL AND REMITTANCE OF CONTRIBUTIONS TO CONCERNED AGENCIES
- ISSUANCE OF CERTIFICATION OF NET TAKE HOME PAY AND CERTIFICATE OF TAX WITHHELD
- PREPARATION OF FINANCIAL STATEMENTS

## MUNICIPAL DISASTER RISK REDUCTION OFFICE

- EMERGENCY RESPONSE 24/7 (URGENT)
- EMERGENCY RESPONSE 24/7 (NON-URGENT)
- REQUEST FOR CAPACITY DEVELOPMENT (TRAININGS, SEMINARS, SYMPOSIUM)
- COVID19 OPERATION AND INTERVENTION
- RESCUE VEHICLE TRANSPORT SERVICE
- RICE ASSISTANCE

## MUNICIPAL ENVIRONMENT AND NATURAL RESOURCE OFFICE

- ISSUANCE OF MENRO CERTIFICATION FOR CHAINSAW REGISTRATION
- ISSUANCE OF MENRO CERTIFICATION FOR TREE CUTTING PERMIT AND PERMIT TO TRANSPORT
- ISSUANCE OF MENRO CERTIFICATION FOR SAND AND GRAVEL PERMIT
- ISSUANCE OF CERTIFICATION FOR BUSINESS CLEARANCE
- RESPOND TO ENVIRONMENT RELATED ISSUES AND COMPLAINTS
- REQUEST FOR SEEDLINGS
- REQUEST SPECIAL CONDUCT OF ENVIRONMENT RELATED INFORMATION EDUCATION AND COMMUNICATION CAMPAIGN

## MUNICIPAL ENGINEERING OFFICE

- ISSUANCE OF BUILDING PERMIT AND ITS ANCILLARY PERMIT
- ISSUANCE OF BUILDING PERMIT AND ITS ANCILLARY PERMIT
- ISSUANCE OF BUILDING PERMIT AND ITS ANCILLARY PERMIT
- ISSUANCE OF BUILDING PERMIT AND ITS ANCILLARY PERMIT
- ISSUANCE OF OCCUPANCY PERMIT
- ISSUANCE OF DEMOLITION PERMIT
- PROVISION OF ENGINEERING TECHNICAL ASSISTANCE
- EQUIPMENT/VEHICLE RENTAL SERVICES
- ISSUANCES OF CERTIFICATION AND CLEARANCE

## MUNICIPAL BUDGET OFFICE

- PREPARATION OF ANNUAL AND SUPPLEMENTAL BUDGET
- REVIEW OF BARANGAY ANNUAL AND SUPPLEMENTAL BUDGET
- PROCESSING OF PURCHASE REQUEST
- CERTIFICATION ON APPROPRIATIONS, FUNDS AND OBLIGATION OF ALLOTMENT
- PREPARATION OF ALLOTMENT RELEASE ORDER (ARO) AND STATEMENT OF ALLOTMENT, OBLIGATIONS AND BALANCES (SAAOB)
- RENEW INSURANCE AND REGISTRATION OF LGU VEHICLES.

# MUNICIPAL TREASURERS OFFICE

## **A. REVENUE COLLECTION DIVISION**

- AVAILING OF BUSINESS PERMIT / RENEWAL OF BUSINESS PERMIT TO OPERATE
- ISSUANCE OF COMMUNITY TAX CERTIFICATE
- PROCESSING PAYMENT FOR GROUND RENTAL FEES
- PROCESSING PAYMENT OF CERTIFIED TRUE COPY OF TAX DECLARATION
- PROCESSING PAYMENT FOR MARRIAGE LICENSE FEES
- PAYMENT FOR BURIAL PERMIT FEES
- PROCESSING PAYMENT FOR MAYOR'S PERMIT FEE
- PROCESSING PAYMENT FOR TRICYCLE'S FRANCHISE FEE
- PROCESSING PAYMENT FOR WEIGHT AND MEASURES FEE
- PROCESSING PAYMENT FOR BUILDING PERMIT
- PROCESSING PAYMENT FOR ZONING FEE
- PROCESSING PAYMENT FOR MAYOR'S CLEARANCE
- PROCESSING PAYMENT OF REAL PROPERTY TAX (RPT) (BASIC AND SEF)
- PROCESSING PAYMENT OF REAL PROPERTY TAX CLEARANCE
- PROCESSING PAYMENT FOR CERTIFICATION OWNERSHIP/TRANSFER OF LARGE CATTLE

## **B. CASH DIVISION**

- DISBURSEMENT OF FUNDS
- ISSUANCE OF ACCOUNTABLE FORM # 51 AND BIR0016

## **C. GENERAL SERVICES OFFICE (GSO)**

- REQUISITION OF OFFICE SUPPLIES FOR THE DIFFERENT DEPARTMENTS
- REQUEST FOR THE RENT OF MUNICIPAL FACILITIES AND EQUIPMENTS



## MUNICIPAL AGRICULTURE OFFICE

- ISSUANCE OF PROJECT ENDORSEMENT
- ISSUANCE OF SHIPPING PERMIT
- DISTRIBUTION OF SEEDS/ PLANTING MATERIALS
- LIVESTOCK AND POULTRY
- ARTIFICIAL INSEMINATION
- LIVESTOCK AND POULTRY MULTIPLIER
- FISHERY
- FARMERS AND FISHERFOLKS ENROLLMENT ON RSBSA, NCFRS, FISHR
- REGISTRATION OF RURAL BASED ORGANIZATIONS

## MUNICIPAL HEALTH OFFICE

- OUT-PATIENT MEDICAL CONSULTATION
- ISSUANCE OF MEDICAL CERTIFICATE
- ISSUANCE OF MEDICO-LEGAL CERTIFICATE
- ISSUANCE OF SANITARY PERMIT
- AVAILMENT OF BLOOD
- INFECTIOUS DISEASE CONTROL PROGRAM SERVICES
  - a) TB-DOTS
  - b) LEPROSY CONTROL PROGRAM
  - c) RABIES CONTROL PROGRAM
- HIV/AIDS CONTROL PROGRAM (MEDICAL CONFIDENTIALITY OF PROCESS IF HIGHLY FOLLOWED, BASED ON REPUBLIC ACT 8504)
- NON-COMMUNICABLE DISEASES
  - a) RENAL DISEASES CONTROL PROGRAM
  - b) PREVENTION AND CONTROL OF LIFESTYLE DISEASE PROGRAM
- MATERNAL, NEONATAL, CHILD HEALTH AND NUTRITIO
  - a) MOTHER
  - b) CHILD CARE
- FAMILY PLANNING
- DRUG REHABILITATION PROGRAM
- MENTAL HEALTH PROGRAM

## MUNICIPAL ASSESSOR'S OFFICE

- REQUEST FOR ASSESSMENT OF LANDS, BUILDINGS, AND OTHER IMPROVEMENTS (NEW DISCOVERY)
- TRANSFER OF OWNERSHIP IN ASSESSMENT
- TRANSFER OF ASSESSMENT BASED ON SUBDIVISION PLAN/SEGREGATION GOVERNMENT SURVEY/CONSOLIDATION OF LANDS
- ISSUANCE OF CERTIFIED TRUE COPY AND TRUE COPY OF TAX DECLARATION
- ISSUANCE OF CERTIFICATION OF NO IMPROVEMENTS/ WITH IMPROVEMENTS
- ISSUANCE OF EXACT LOCATIONS
- ISSUANCE OF CERTIFICATION OF TOTAL LANDHOLDING, WITH PROPERTY AND WITHOUT PROPERTY
- ISSUANCE OF EXTRACT COPY OF MAP
- RECLASSIFICATION OF PROPERTY

## PUBLIC EMPLOYMENT SERVICE OFFICE

- ISSUANCE OF PESO REFERRAL TO LOCAL EMPLOYERS
- REFERRAL AND FACILITATION ON THE AVAILMENT OF DOLE
- SPECIAL PROGRAM FOR EMPLOYMENT OF STUDENTS (SPES)
- VALIDATION OF RURAL WORKERS ASSOCIATION DOCUMENTS FOR DOLE REGISTRATION
- NATIONAL SKILL REGISTRY PROGRAM (NSRP)
- GOVERNMENT INTERNSHIP PROGRAM (GIP)
- ASSIST AND FACILITATE SPECIAL RECRUITMENT ACTIVITIES (SRA)
- ISSUANCE OF REFERRAL/FACILITATION TO OWWA FOR OFW OF THE DIFFERENT PROGRAM AND SERVICES
- FACILITATE AND ASSIST TESDA PROGRAMS AND SERVICES

**OFFICE OF THE MUNICIPAL MAYOR**

**CITIZENS CHARTER**

## 1. LIVELIHOOD ASSISTANCE

This service is intended to all Aleosanon who needs livelihood assistance and a start to a small business that can help in daily living.

<b>OFFICE OR DIVISION:</b>	OFFICE OF THE MUNICIPAL MAYOR			
<b>CLASSIFICATION:</b>	Simple			
<b>Type of Transaction</b>	G2C- Government to Citizens			
<b>Who May Avail</b>	INDIGENT CITIZEN'S OF THE MUNICIPALITY OF ALEOSAN			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Barangay Certification		Barangay Hall where he/she reside		
2. Certificate of Indigent		Municipal Social Welfare and Development Office		
3. Community Tax Certificate		Office of the Municipal Treasurer		
4. Valid Identification Card		Clients available identification card		
5. Letter of Intent		Clients letter of intent as basis of the assistance		
<b>CLIENT STEP</b>	<b>AGENCY ACTION</b>	<b>TIME PROCESSING</b>	<b>FEES TO BE PAID</b>	<b>PERSON RESPONSIBLE</b>
1. Walk-in clients seek livelihood assistance	- Receive and review the documents submitted	5 minutes	None	Imelda C. Jacosalem Agnes P. Costoy
	- Interviewing the clients	5 minutes	None	Imelda C. Jacosalem Agnes P. Costoy
	- Preparing vouchers and filling the attachments	10 minutes	None	Imelda C. Jacosalem Agnes P. Costoy
	- Secure LCE Approval and Signature	3 minutes	None	Local Chief Executive
	- Forwarding Voucher to Budget Office, Accounting Office and Treasurer Office for processing	Refer to Department Time Schedule	None	Imelda C. Jacosalem Agnes P. Costoy
2. Claim the Check or Cash	- Release the Check or Cash	Refer to MTO process	None	MTO
<b>TOTAL</b>		<b>23 MINUTES</b>		

## 2. MEDICAL ASSISTANCE

This service is intended to all Aleosanon who seeks medical assistance and hospitalization assistance and who are indigent citizens of the municipality.

<b>OFFICE OR DIVISION:</b>	OFFICE OF THE MUNICIPAL MAYOR			
<b>CLASSIFICATION:</b>	Simple			
<b>Type of Transaction:</b>	G2C- Government to Citizens			
<b>Who May Avail:</b>	INDIGENT CITIZEN'S OF THE MUNICIPALITY OF ALEOSAN			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Barangay Certification		Barangay Hall where he/she reside		
2. Certificate of Indigent		Municipal Social Welfare and Development Office		
3. Community Tax Certificate		Office of the Municipal Treasurer		
4. Valid Identification Card		Clients available identification card		
5. Hospital Bill. Billing Statement		Government or Private Hospital where he/she confined Clinics where he/she undergone medical check up		
<b>CLIENT STEP</b>	<b>AGENCY ACTION</b>	<b>TIME PROCESSING</b>	<b>FEES TO BE PAID</b>	<b>PERSON RESPONSIBLE</b>
1. Walk-in clients seek livelihood assistance	- Receive and review the documents submitted	5 minutes	None	<b>Imelda C. Jacosalem Agnes P. Costoy</b>
	- Interviewing the clients	5 minutes	None	<b>Imelda C. Jacosalem Agnes P. Costoy</b>
	- Preparing vouchers and filling the attachments	10 minutes	None	<b>Imelda C. Jacosalem Agnes P. Costoy</b>
	- Secure LCE Approval and Signature	3 minutes	None	<b>Local Chief Executive</b>
	- Forwarding Voucher to Budget Office, Accounting Office and Treasurer Office for processing	Refer to Department Time Schedule	None	<b>Imelda C. Jacosalem Agnes P. Costoy</b>
2. Claim the Check or Cash	- Release the Check or Cash	Refer to MTO process	None	<b>MTO</b>
<b>TOTAL</b>		<b>23 MINUTES</b>		

### 3. BURIAL ASSISTANCE

This service is intended to all Aleosanon who seeks burial assistance and to all indigent citizens of the municipality.

<b>OFFICE OR DIVISION:</b>	OFFICE OF THE MUNICIPAL MAYOR			
<b>CLASSIFICATION:</b>	Simple			
<b>Type of Transaction:</b>	G2C- Government to Citizens			
<b>Who May Avail:</b>	INDIGENT CITIZEN'S OF THE MUNICIPALITY OF ALEOSAN			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Barangay Certification		Barangay Hall where he/she reside		
2. Certificate of Indigent		Municipal Social Welfare and Development Office		
3. Community Tax Certificate		Office of the Municipal Treasurer		
4. Valid Identification Card		Clients available identification card		
5. Death Certificate		Municipal Civil Registrar's Office		
<b>CLIENT STEP</b>	<b>AGENCY ACTION</b>	<b>TIME PROCESSING</b>	<b>FEES TO BE PAID</b>	<b>PERSON RESPONSIBLE</b>
1. Walk-in clients seek livelihood assistance	- Receive and review the documents submitted	5 minutes	None	<b>Imelda C. Jacosalem Agnes P. Costoy</b>
	- Interviewing the clients	5 minutes	None	<b>Imelda C. Jacosalem Agnes P. Costoy</b>
	- Preparing vouchers and filling the attachments	10 minutes	None	<b>Imelda C. Jacosalem Agnes P. Costoy</b>
	- Secure LCE Approval and Signature	3 minutes	None	<b>Local Chief Executive</b>
	- Forwarding Voucher to Budget Office, Accounting Office and Treasurer Office for processing	Refer to Department Time Schedule	None	<b>Imelda C. Jacosalem Agnes P. Costoy</b>
2. Claim the Check or Cash	- Release the Check or Cash	Refer to MTO process	None	<b>MTO</b>
<b>TOTAL</b>		<b>23 MINUTES</b>		

#### 4. ISSUANCE OF SPECIAL PERMIT TO HOLD BARANGAY ACTIVITIES

Permits granted to those who wants house-to-house selling various products, political rally and religious gatherings.

<b>OFFICE OR DIVISION:</b>	OFFICE OF THE MUNICIPAL MAYOR			
<b>CLASSIFICATION:</b>	Simple			
<b>Type of Transaction:</b>	G2C- Government to Citizens, G2G-Government to Government			
<b>Who May Avail:</b>	INDIGENT CITIZEN'S OF THE MUNICIPALITY OF ALEOSAN			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Letter Request		Requesting Client		
2. Official Receipt		Office of the Municipal Treasurer		
3. Barangay Certification		Barangay Hall where gatherings be held		
<b>CLIENT STEP</b>	<b>AGENCY ACTION</b>	<b>TIME PROCESSING</b>	<b>FEES TO BE PAID</b>	<b>PERSON RESPONSIBLE</b>
1. Inquiry and submission of Letter Request assistance	- Receiving and log-in letter request	5 minutes	None	<b>Imelda C. Jacosalem</b>
	- Routing the Letter request and endorsed to LCE Secretary	5 minutes	None	<b>Imelda C. Jacosalem</b>
2. Paying the prescribed fees	- Issue Official Receipt	Refer to MTO process	Fees will depend on the kind of permits	<b>MTO Collector Incharge</b>
	- Preparing permits	10 minutes	None	<b>Imelda C. Jacosalem</b>
	- LCE approval and signature	3 minutes	None	<b>Local Chief Executive</b>
3. Claim the permit	- Release/log-out the permits and secure one (1) copy	3 minutes	None	<b>Imelda C. Jacosalem</b>
<b>TOTAL</b>		<b>26 MINUTES</b>		

## 5. ISSUANCE OF MAYOR'S CLEARANCE/CERTIFICATION

The Mayor's Clearance certifies that the individual is a resident of the Municipality of Aleosan, of good moral character and is a law-abiding citizen.

<b>OFFICE OR DIVISION:</b>	OFFICE OF THE MUNICIPAL MAYOR			
<b>CLASSIFICATION:</b>	Simple			
<b>Type of Transaction:</b>	G2C- Government to Citizens,			
<b>Who May Avail:</b>	JOB SEEKERS, BUSINESS OWNER'S/REPRESENTATIVE, FOR MARRIAGE APPLICANTS			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Barangay Clearance		Requesting Client		
2. Official Receipt		Office of the Municipal Treasurer		
<b>CLIENT STEP</b>	<b>AGENCY ACTION</b>	<b>TIME PROCESSING</b>	<b>FEES TO BE PAID</b>	<b>PERSON RESPONSIBLE</b>
1. Present and submit requirements with Official Receipt assistance	- Receives, evaluates and verify clients basic information	5 minutes	None	<b>Imelda C. Jacosalem</b>
	- Interview the client's for basic information clarification	10 minutes	None	<b>Imelda C. Jacosalem</b>
2. Paying the prescribed fees at the MTO	- Issue Official Receipt	Refer to MTO process	Fees will depend on purpose	<b>MTO Collector Incharge</b>
	- Preparing clearance/ certifications	10 minutes	None	<b>Imelda C. Jacosalem</b>
	- LCE approval and signature	3 minutes	None	<b>Local Chief Executive LCE Secretary</b>
3. Claim the permit	- Release/log-out the permits and secure one (1) copy	3 minutes	None	<b>Imelda C. Jacosalem</b>
<b>TOTAL</b>		<b>30 MINUTES</b>		



## 6. ISSUANCE OF NO PENDING CASE

Documents needed for loan/ purposes and other legal purposes.

<b>OFFICE OR DIVISION:</b>	OFFICE OF THE MUNICIPAL MAYOR			
<b>CLASSIFICATION:</b>	Simple			
<b>Type of Transaction:</b>	G2C- Government to Citizens,			
<b>Who May Avail:</b>	Citizen of Aleosan, Barangay Chairman and Treasurer			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Official Receipt		Office of the Municipal Treasurer		
<b>CLIENT STEP</b>	<b>AGENCY ACTION</b>	<b>TIME PROCESSING</b>	<b>FEES TO BE PAID</b>	<b>PERSON RESPONSIBLE</b>
1. Request for a no pending case certificate	- Receives, evaluates and verify clients basic information -	5 minutes	None	<b>Imelda C. Jacosalem</b>
2. Paying the prescribed fees at the MTO	- Issue Official Receipt	Refer to MTO process	Fees will depend on purpose	<b>MTO Collector In charge</b>
	- Preparing certification	10 minutes	None	<b>Imelda C. Jacosalem</b>
	- LCE approval and signature	3 minutes	None	<b>Local Chief Executive LCE Secretary</b>
3. Claim the No Pending case certificate	- Release/log-out the certificate and secure one (1) copy	3 minutes	None	<b>Imelda C. Jacosalem</b>
<b>TOTAL</b>		<b>21 MINUTES</b>		

## 7. SOLEMNIZING WEDDING

The Municipal Mayor has the power to solemnize marriage as provided for by R.A. 7160 otherwise known as the Local Government Code of 1991.

<b>OFFICE OR DIVISION:</b>	OFFICE OF THE MUNICIPAL MAYOR			
<b>CLASSIFICATION:</b>	Simple			
<b>Type of Transaction:</b>	G2C- Government to Citizens			
<b>Who May Avail:</b>	CITIZENS WHO WANT TO GET MARRIED			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Complete Marriage application duly verified and check from MCR		Office of the Municipal Civil Registrar		
<b>CLIENT STEP</b>	<b>AGENCY ACTION</b>	<b>TIME PROCESSING</b>	<b>FEES TO BE PAID</b>	<b>PERSON RESPONSIBLE</b>
1. Inquire for wedding schedule	- Receive, evaluate the marriage application being submitted	5 minutes	None	<b>Imelda C. Jacosalem</b>
	- Interview the couple for clarifications	15 minutes	None	<b>Manuelito S. Gellado</b>
	- Schedule and confirming the wedding schedule as to the availability of the LCE	5 minutes	None	<b>Manuelito S. Gellado</b>
	- Preparation of wedding guide/ceremony	20 minutes	None	<b>Imelda C. Jacosalem</b>
2. Appear for wedding ceremony on the schedule date	- Wedding ceremony - Assist parties - Signing of Certificate of Marriage	1 hour	None	<b>Local Chief Executive Couple/ parties Parents Witnesses</b>
3. Claim the Marriage Certificate	- Submit to MCR for registration	3 minutes	None	<b>Imelda C. Jacosalem</b>
<b>TOTAL</b>		<b>1 HOUR AND 48 MINUTES</b>		

# **OFFICE OF THE MUNICIPAL VICE MAYOR**

## **CITIZENS CHARTER**

### **1. RECEIVING OF COMMUNICATION AND REQUEST**

Receiving of Communication and Request (aside from the offices with the Aleosan Government).

<b>Office or Division:</b>	Vice Mayor's Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C-Government to Citizens			
<b>Who may avail:</b>	Individuals, private, organizations, NGOs, and other government agencies			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Original copy of the document and attachments (if any), with the receiving copy returned to the person			Vice Mayor's Office	
<b>CLIENT STEP</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Receiving of official documents, communications correspondences, notices, letters, invitations from individuals, private organizations or other government agencies	Preliminary review of the document and stamp the same with the date and time of receipt	None	5 minutes	<b>Coleen M. Cambronero</b> Administrative Assistant V
	Forwarded to the Vice Mayor for schedule and proper endorsement	None	60 minutes	<b>Coleen M. Cambronero</b> Administrative Assistant V

## 2. RECEIVING OF COMMUNICATION AND REQUEST

Receiving of Communication and Request (within the offices of the Aleosan Government).

<b>Office or Division:</b>	Vice Mayor's Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G-Government to Government			
<b>Who may avail:</b>	Offices within the Aleosan Local Government			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Original copy of the document and attachments (if any), with the receiving copy returned to the person			Vice Mayor's Office	
<b>CLIENT STEP</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Receiving of official documents, communications, correspondences, notices, letters, and invitations from the offices within the Aleosan Government	Preliminary review of the document and stamp the same with the date and time of receipt	None	5 minutes	<b>Coleen M. Cambronero</b> Administrative Assistant V
	Forwarded to the Vice Mayor for schedule and proper endorsement	None	10 minutes	<b>Coleen M. Cambronero</b> Administrative Assistant V

### 3. PERSONNEL RELATED TRANSACTIONS

Issuance of Certificate of Acceptance, Checks, Obligation Requests, Application for Leave of Absence, for Travel Authority, for Travel Order, and Acceptance of Resignation Letter.

<b>Office or Division:</b>	Vice Mayor's Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G-Government to Government			
<b>Who may avail:</b>	Personnel, Job Order Contracts, and Consultants under the Legislative Department			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Request letter/Filled up form with attachments (if any), with the receiving copy returned to the person			Vice Mayor's Office	
<b>CLIENT STEP</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Personnel Related Transactions, including Issuance of Certificate of Acceptance, Checks, Obligation Requests, Application for Leave of Absence, for Travel Authority, for Travel Order, and Acceptance of Resignation Letter	Preliminary review of the document and stamp the same with the date and time of receipt	None	5 minutes	<b>Coleen M. Cambronero</b> Administrative Assistant V  <b>Jerlyn Labiang</b> LLSE II
	Forwarded to the Vice Mayor for schedule and proper endorsement	None	10 minutes	<b>Coleen M. Cambronero</b> Administrative Assistant V  <b>Jerlyn Labiang</b> LLSE II

#### 4. RECEIVING OF PURCHASE REQUESTS

<b>Office or Division:</b>	Vice Mayor's Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G-Government to Government			
<b>Who may avail:</b>	Heads of Offices under the Legislative Department			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Submission of Purchase Request Form with attachments (if any), with the receiving copy returned to the person			Vice Mayor's Office	
<b>CLIENT STEP</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Receiving of Purchase Requests	Preliminary review of the document and stamp the same with the date and time of receipt	None	3 minutes	<b>Coleen M. Cambronero</b> Administrative Assistant V  <b>Jerlyn Labiang</b> LLSE II
	Forwarded to the Vice Mayor for proper action	None	10 minutes	<b>Coleen M. Cambronero</b> Administrative Assistant V  <b>Jerlyn Labiang</b> LLSE II

## 5. RECEIVING OF ADMINISTRATIVE COMPLAINTS OR OTHER MATTERS

<b>Office or Division:</b>	Vice Mayor's Office			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2G-Government to Government, G2C- Government to Citizens			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Original copy with attachments (if any), with the receiving copy returned to the person			Vice Mayor's Office	
<b>CLIENT STEP</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Receiving of Administrative Complaints or other Matters	Receiving of documents and Forward to the Legislative	None	2 minutes	<b>Coleen M. Cambronero</b> Administrative Assistant V  <b>Jerlyn Labiang</b> LLSE II
	Review of the Legislative	None	Within the Hearing	<b>Legislative (Division)</b>
	Legislative shall forward the same to the Sangguniang Bayan Secretary or the proper committees for inclusion in the Agenda or other appropriate action	None	Within the Hearing	<b>Legislative (Division)</b>

## 6. REQUEST FOR CERTIFIED TRUE COPIES OF LOCAL ORDINANCES OR RESOLUTIONS



<b>Office or Division:</b>	Vice Mayor's Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G-Government to Government, G2C- Government to Citizens			
<b>Who may avail:</b>	Individuals, Businesses, government offices			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Original copy with attachments (if any), with the receiving copy returned to the person			Vice Mayor's Office	
<b>CLIENT STEP</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Request for certified true copies of local ordinances or resolutions	Receiving of documents and Forward to the Legislative	None	2 minutes	<b>Receiving Personnel</b>
	Review of the Legislative	None	20 minutes	<b>Legislative (Division)</b>
	Legislative shall forward the same to the Sangguniang Bayan Secretary or the proper committees for inclusion in the Agenda or other appropriate action	None	20 minutes	<b>Legislative (Division)</b>

## 7. FINANCIAL/LIVELIHOOD ASSISTANCE

<b>Office or Division:</b>	Vice Mayor's Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C- Government to Citizens			
<b>Who may avail:</b>	Indigent Citizens			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Letter Request address to the Vice Mayor, Barangay Clearance, Certificate of Indigent, Cedula, Valid I.D, Hospital Bill or Death Certificate			Vice Mayor's Office, Barangay Secretary MSWDO, MTO, Civil Registrar Office	
<b>CLIENT STEP</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Request for Financial/Livelihood Assistance	Receiving the Letter of Request and the following requirements mention above.	None	10 minutes	<b>Receiving personnel/ Private Secretary I</b>
	Preliminary review and approval of the Vice Mayor	None	10 minutes	<b>Vice Mayor</b>
	Processing of Vouchers	None	10 minutes	<b>Vice Mayor's personnel</b>
	Released of checks	None	2-3 days	<b>Office of the Municipal Treasury (Cash Division)</b>

# **OFFICE OF THE SANGGUNIANG BAYAN**

## **CITIZENS CHARTER**

### **1. ACCREDITATION OF CIVIL SOCIETY ORGANIZATIONS (CSOs)**

Request for the accreditation of a certain organization:

<b>Office or Division:</b>	SANGGUNIANG BAYAN OFFICE	
<b>Classification:</b>	Highly Technical	
<b>Type of Transaction:</b>	G2G-Government to Government and G2C-Government to Citizens	
<b>Who may avail:</b>	All	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<ol style="list-style-type: none"> <li>1. Letter of Application;</li> <li>2. Duly accomplished Application Form for Accreditation</li> <li>3. Duly approved Board Resolution signifying intention for accreditation for the purpose of representation in the local special body;</li> <li>4. Certificate of Registration or Certificate of Accreditation (or in the case of IPOs, certification issued by NCIP);</li> <li>5. List of current Officers and Members;</li> <li>6. Original Sworn Statement, issued by the Chief Executive Officer or equivalent officer of the CSO, starting that the CSO is an independent, non-partisan organization and that it will retain its autonomy while pursuing the advancement of the people's interest through its membership in a local special body, after satisfying all the requirements and set criteria, as stated in the Memorandum Circular 2019-72 and after securing a Certificate of Accreditation from the Sangguniang.</li> <li>7. For existing CSOs Minutes of the Annual Meetings of the immediately preceding year as certified by the organizations board secretary</li> <li>8. For existing SCOs, Annual Accomplishment Report for the immediately preceding year</li> <li>9. For existing SCOs, Financial Statement, at the minimum, signed by the executive officers of the organization, also of the immediately preceding year, and indicating therein other information such as the source (s) of funds; and</li> <li>10. For CSOs applying to be members of the Local School or Health Boards, photocopy of profiles of at least three (3) individuals in the organization that will verify their involvement in education or health services, as prescribed in Section 98 and 102 of RA 7160.</li> </ol>		Office of the Secretary to the Sangguniang Bayan

CLIENT STEP	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits Application letter with Pertinent Documents Required for Accreditation Comply the lacking requirements and submit back to the assigned Sangguniang Bayan Office Staff	<p>1. Scrutinizes Pertinent Documents as submitted</p> <p>If Fully complied, forward to the Secretariat for inclusion in the Order of Business.</p> <p>If not fully complied, return to the Applicant for compliance of the lacking documents</p>	None	<p>Within 30 Minutes</p> <p>Within 5 Minutes</p>	<p><b>Monique R. Regular</b> Administrative Aide IV</p> <p><b>Monique R. Regular</b> Administrative Aide IV</p>
	1. Referral, Review, Deliberate and approve/disapprove of Application	None	Within 15 days	<b>Sangguniang Bayan Members</b>
	<p>2. Preparation of the final version of the proposed resolution as approved on Second Reading and presentation to the Presiding Officer for Signature.</p> <p>3. Preparation of Certificate of Accreditation if approved</p>	None	<p>Within 10 days upon enactment</p> <p>1 day</p>	<p><b>Cristopher C. Trance, MPA</b></p> <p><b>Hon. Felimon C. Cayang, Jr.</b> or the Temporary Presiding Officer</p> <p><b>Deo A. Alejo</b> LLSE II</p>
	4. Transmission of approved copies of Resolution to the concerned Applicant with Certificate of Accreditation	None	Within 3 days upon signature of the Presiding Officer	<b>Rosita T. Calambro</b>
<b>TOTAL</b>		<b>NONE</b>	<b>29 DAYS, AND 40 MINUTESz</b>	

## 2. REVIEW OF BARANGAY BUDGET

Review of Appropriation Ordinances/Annual Performance Budget.

<b>Office or Division:</b>	SANGGUNIANG BAYAN OFFICE	
<b>Classification:</b>	Highly Technical	
<b>Type of Transaction:</b>	G2G-Government to Government and G2C-Government to Citizens	
<b>Who may avail:</b>	All	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
Transmittal Letter Authenticated Copies of Appropriation Ordinances- (12 sets) Authenticated Copies of Annual/Supplement Budget with duly accomplished budget preparation forms and supporting resolutions, annual investment plans and investment programs.		<b>Office of the Sangguniang Bayan</b>

CLIENT STEP	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of copies (12 sets) of the following: Transmittal letter, Appropriation Ordinance and all other budget related forms/documents (Annual Investment Plans (Sectoral), Annual Investment Programs (Sectoral), Gender and Development Plan, BDRRM Plan and 10 % SK Youth and Sports Development Plan	1. Preliminary review, receiving/stamping, and recording in a log book kept for the purpose	None	Within 10 Minutes	<b>SB Staff</b>
	2. Referral, review, deliberation and approval/disapproval of Appropriation Ordinance	None	Within 30 days from receipt	<b>Sangguniang Bayan</b>

	3. Preparation of the final version of the proposed resolution as approved on Second Reading and presentation to the Presiding Officer for Signature.	None	Within 10 days upon enactment	<b>Cristopher C. Trance, MPA</b>
	4. Furnish/Transmission of copies of Resolution to the Barangay	None	Within 3 days upon signature of the Presiding Officer	<b>Cristopher C. Trance, MPA</b>
<b>TOTAL</b>		<b>NONE</b>	<b>43 DAYS AND 10MINUTES</b>	

### 3. REVIEW OF ORDINANCES (SPECIAL, GENERAL & TAX)

<b>Office or Division:</b>	SANGGUNIANG BAYAN OFFICE
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	G2G-Government to Government and G2C-Government to Citizens
<b>Who may avail:</b>	All
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	
Transmittal Letter Authenticated Copies of Ordinances- (12 sets) Minutes of Public Hearing/Attendance	Office of the Sangguniang Bayan

CLIENT STEP	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of copies (12 sets) of the following: Transmittal letter, Ordinances and all supporting documents.	1. Preliminary review, receiving/stamping, and recording in a log book kept for the purpose	None	Within 10 minutes	SB Staff
	2. Referral, review, deliberation and approval or return of the Ordinance, if found inconsistent with law for adjustment, modification or amendment	None	Within 30 days from receipts	Sangguniang Bayan
	3. Preparation of the final version of the proposed ordinances as approved on Second Reading and presentation to the Presiding Officer for Signature	None	Within 10 days upon enactment	Cristopher C. Trance, MPA
	4. Furnished/Transmission of copies of Ordinances to the Barangay	None	Within 3 days upon signature of the Presiding Officer	Cristopher C. Trance, MPA
<b>TOTAL</b>			<b>40 DAYS AND 13 MINUTES</b>	



#### 4. PROCESSING OF FRANCHISE APPLICATIONS

Office or Division:	SANGGUNIANG BAYAN OFFICE		
Classification:	Complex		
Type of Transaction:	G2G-Government to Government and G2C-Goverment to Citizens		
Who may avail:	All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Application for Franchise Picture of the Unit Photo copy of Official Receipt & Certificate of Registration		<ul style="list-style-type: none"><li>- Mayor’s Office (BPLO)</li><li>- Owner/Operator</li><li>- Land Transportation Office (LTO)</li></ul>	

CLIENT STEP	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit documents	1.1 Receives documents and verify its completeness	None	5 minutes	Deo A. Alejo
2. Appearance of applicants to committee meeting of the Committee on Ordinances and Legal Matters	2.1 submits for legislative action	None	2 weeks	Deo A. Alejo
	Preparation of the final version of the proposed ordinances as approved on Second Reading and presentation to the Presiding Officer for Signature	None	Within 10 days	Cristopher C. Trance, MPA
3. Receives approved franchise	3.1 record and release franchise	None	3 minutes	Deo A. Alejo
<b>TOTAL</b>			<b>24 DAYS AND 8 MINUTES</b>	

## 5. ISSUANCE OF CERTIFIED TRUE COPY OF RESOLUTIONS/ORDINANCES (NON-CONFIDENTIAL IN NATURE)

This service is extended to the requesting office, agency or individual for official/legal purposes only.

<b>Office or Division:</b>	Office of the Secretary to the Sangguniang Bayan			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G-Government to Government and G2C-Goverment to citizens			
<b>Who may avail:</b>	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request letter 2. Duly accomplished Request Form		Requesting Employee/Citizens		
CLIENT STEP	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Submit request letter specifying the purpose	1. Receives and facilitates/Provides Request Form	None	Within 2 Minutes	Rosita T. Calambro
5. Fill up Request Form	6. Assists the Filling up of Form	None	Within 2 Minutes	Rosita T. Calambro
	7. Search and Provision Copy	P20/page	Within 10 minutes	Rosita T. Calambro Cristopher C. Trance, MPA
<b>TOTAL</b>		<b>NONE</b>	<b>14 MINUTES</b>	

## 6. ISSUANCE OF CERTIFIED TRUE COPIES OF TOURISM RELATED DATA, PLANS AND OTHER RELATED DOCUMENTS

This service is extended to the requesting office, agency or individual reason for official/legal purpose.

<b>Office or Division:</b>	Tourism Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G-Government to Government and G2C-Goverment to citizens			
<b>Who may avail:</b>	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request letter 2. Duly accomplished Request Form		Requesting Employee/Citizens		
CLIENT STEP	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request letter specifying the purpose	1. Receives and facilitates request/Provides Request Form	None	Within 5 Minutes	Tourism Staff
2. Fill up Request Form	2. Assists the Filling up of Form	None	Within 2 Minutes	Tourism Staff
	3. Search and Provision Copy	P20/page	Within 15 minutes	Tourism Staff
<b>TOTAL</b>		<b>NONE</b>	<b>22 MINUTES</b>	

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

## **CITIZENS CHARTER**

## 1. ISSUANCE OF ZONING CERTIFICATE (NEW & RENEWAL OF BUSINESS)

Zoning Certificate is a document stating that the location of the proposed business is conforming to the Land Use Plan of the Municipality of Aleosan, Cotabato.

<b>OFFICE OR DIVISION:</b>	Municipal Planning and Development Office			
<b>CLASSIFICATION:</b>	Simple			
<b>Type of Transaction:</b>	G2G-Government to Government, G2C- Government to Citizens			
<b>Who May Avail:</b>	Business Owners/ Authorized Representative			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Duly Notarized Locational Clearance application form			Office of the MPDC	
2. Certified true copy of title (Deed of sale), Or Notarized Lease Contract, Consent of Land Owner, Tax Declaration			Client- Applicant	
3. Bill of Materials			Licensed Civil Engineer	
4. Sketch Plan with Vicinity Map signed by the Geodetic Engineer			Licensed Engineer	
CLIENT STEP	AGENCY ACTION	TIME PROCESSING	FEES TO BE PAID	PERSON RESPONSIBLE
1. Submit filled-up application form with attached requirements	- Accept the documents presented and check for completeness	5 minutes	None	Evelyn T. Loro Flora Jean C. Mirano Abegail P. Amoyo
	- Check the location of business vs. Land Use Map	5 minutes	None	
2. Pay the prescribed fees at the Municipal Treasurers Office	- If found complete and conforming to the land use, issue Order of Payment	5 minutes	None	Evelyn T. Loro Flora Jean C. Mirano Abegail P. Amoyo
	- If not, conduct ocular inspection on the area applied	2 hours	None	Evelyn T. Loro Flora Jean C. Mirano Abegail Amoyo
3. Claim the Zoning certification	- Prepare and Issue the Zoning Certification	5 minutes	Refer to Zoning Fees	EnP. Rowena A. Bañaga Evelyn T. Loro Flora Jean C. Mirano
<b>TOTAL</b>		<b>20 MINUTES</b>		

## 2. ISSUANCE OF ZONING CERTIFICATE (LAND TITLING)

Zoning Certificate for this purpose is a document stating the Land Use Zoning over the Land Use Plan of the Municipality of Aleosan, Cotabato.

<b>OFFICE OR DIVISION:</b>	Municipal Planning and Development Office/ Zoning Officer			
<b>CLASSIFICATION:</b>	Simple			
<b>Type of Transaction:</b>	G2C- Government to Citizens			
<b>Who May Avail:</b>	Applicants needing zoning certificate for land titling purpose			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Duly Notarized Locational Clearance application form			Office of the MPDC	
2. Certified true copy of title (Deed of sale), Or Notarized Lease Contract, Consent of Land Owner, Tax Declaration			Client-Applicant	
3. Sketch Plan with Vicinity Map signed by the Geodetic Engineer			Licensed Geodetic Engineer	
CLIENT STEP	AGENCY ACTION	TIME PROCESSING	FEES TO BE PAID	PERSON RESPONSIBLE
1. Submit filled-up application form with attached requirements	- Accept the documents presented and check for completeness - Check the location of proposed land vs. Land Use Map	5 minutes	None	Evelyn T. Loro Flora Jean C. Mirano Abegail P. Amoyo
		5 minutes	None	
2. Pay the prescribed fees at the Municipal Treasurers Office	- If found complete and conforming to the land use, issue Order of Payment	5 minutes	Refer to Zoning Fees	Evelyn T. Loro Flora Jean C. Mirano Abegail P. Amoyo
3. Claim the Zoning certification	- Prepare and Issue the Zoning Certification	5 minutes	None	EnP. Rowena A. Banaga Evelyn T. Loro Flora Jean C. Mirano
<b>TOTAL</b>		<b>20 MINUTES</b>		

### 3. ISSUANCE OF ZONING CERTIFICATE (FOR BUILDING PERMIT AND ENVIRONMENTALLY CRITICAL PROJECTS)

Zoning Certificate is a document stating that the location of the proposed structure to be built is conforming to the Land Use Plan of the Municipality of Aleosan, Cotabato.

<b>OFFICE OR DIVISION:</b>	Municipal Planning and Development Office			
<b>CLASSIFICATION:</b>	Complex			
<b>Type of Transaction:</b>	G2G-Government to Government, G2C- Government to Citizens			
<b>Who May Avail:</b>	Applicants needing zoning certificate for building permit and environmentally critical projects			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly Notarized Locational Clearance application form		Office of the MPDC		
2. Certified true copy of title (Deed of sale), Or Notarized Lease Contract, Consent of Land Owner , Tax Declaration		Client- Applicant		
3. Bill of Materials		Licensed Civil Engineer		
4. Sketch Plan with Vicinity Map signed by the Geodetic Engineer		Licensed Engineer		
CLIENT STEP	AGENCY ACTION	TIME PROCESSING	FEES TO BE PAID	PERSON RESPONSIBLE
1. Submit filled-up application form with attached requirement	- Accept the documents presented and check for completeness	5 minutes	None	Evelyn T. Loro Flora Jean C. Mirano Abegail P. Amoyo
	- Check the location of structure vs. Land Use Map	5 minutes	None	
	- Inform the applicant on the result of table verification if conforming to land use or not	1 minute	None	
	- Inform the applicant on the schedule of site validation	1 minute	None	

2. Assist in the site validation	- Conduct site validation and verification	7 working days after receipt of application	None	Evelyn T. Loro Flora Jean C. Mirano Abegail P. Amoyo
3. Return to MPDO after 7 working days for the Payment of prescribed fees at the Municipal Treasurers Office	- If there is no environmental or locational hazard, issue Order of Payment	7 working days after receipt of application	Refer to Zoning fees	Evelyn T. Loro Flora Jean C. Mirano Abegail P. Amoyo
4.Claim the Zoning certification	- Prepare and Issue the Zoning Certification	5 minutes	None	EnP. Rowena A. Bañaga Evelyn T. Loro Flora Jean C. Mirano
<b>TOTAL</b>		<b>14 DAYS AND 17 MINUTES</b>		



#### 4. ISSUANCE OF LOCATIONAL CLEARANCE (FOR RESIDENTIAL, INSTITUTIONAL, COMMERCIAL BUILDING PERMIT)

Locational Clearance is a document stating that the location of the proposed residential, institutional and commercial building is conforming to the Land Use Plan of the Municipality of Aleosan, Cotabato.

<b>OFFICE OR DIVISION:</b>	Municipal Planning and Development Office			
<b>CLASSIFICATION:</b>	Complex			
<b>Type of Transaction:</b>	G2G-Government to Government, G2C- Government to Citizens			
<b>Who May Avail:</b>	Applicants needing locational clearance for building permit (residential, institutional, commercial uses)			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Duly Notarized Locational Clearance application form			Office of the MPDC	
2. Certified true copy of title (Deed of sale), Or Notarized Lease Contract, Consent of Land Owner , Tax Declaration			Client- Applicant	
3. Bill of Materials			Licensed Civil Engineer	
4. Sketch Plan with Vicinity Map signed by the Geodetic Engineer			Licensed Engineer	
CLIENT STEP	AGENCY ACTION	TIME PROCESSING	FEES TO BE PAID	PERSON RESPONSIBLE
1. Submit filled-up application form with attached requirements	- Accept the documents presented and check for completeness	5 minutes	None	EnP. Rowena A. Banaga Evelyn T. Loro Flora Jean C. Mirano Abegail P. Amoyo
	- if incomplete advise the client to comply	5 minutes	None	
2. Pay corresponding fee	- Issue Order of Payment if documents are complete	5 minutes	Refer to Zoning fees	Evelyn T. Loro Flora Jean C. Mirano Abegail P. Amoyo
3. Submit Official Receipt	- Accepts O.R and advise	3 working days	None	Evelyn T. Loro

	<p>client to return to the office after 3 days</p> <ul style="list-style-type: none"> <li>- Prepare and forward the clearance to MPDO for review and signing</li> <li>- Inform the applicant that the locational clearance is ready for pick-up thru text messaging</li> </ul>	<p>upon receipt of O.R</p> <p>5 minutes</p> <p>2 minutes</p>	<p>None</p> <p>None</p>	<p>Flora Jean C. Mirano</p> <p>Abegail P. Amoyo</p>
4. Return to MPDO to claim the Locational Clearance	- Issue the Zoning Certification	5 minutes	None	<p>EnP. Rowena A. Bañaga</p> <p>Evelyn T. Loro</p> <p>Flora Jean C. Mirano</p>
<b>TOTAL</b>		<b>3 DAYS AND 27 MINUTES</b>		

## 5. AVAILMENT OF MUNICIPAL AND BARANGAY PROFILE

The Office of Municipal Planning and Development Coordinator updates and upgrade Municipal and Barangay Profile.

<b>OFFICE OR DIVISION:</b>	Municipal Planning and Development Office			
<b>CLASSIFICATION:</b>	Simple			
<b>Type of Transaction:</b>	G2G-Government to Government, G2C- Government to Citizens			
<b>Who May Avail:</b>	Requesters needing Municipal or Barangay Profile			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Letter requesting data/ documents			Requesting Employee/ Citizen	
2. Presentation of Official Receipt			Municipal Treasurer's Office	
CLIENT STEP	AGENCY ACTION	TIME PROCESSING	FEES TO BE PAID	PERSON RESPONSIBLE
1. Walk-in clients present request letter	- Receive/ evaluate letter request and issue order of payment	5 minutes	None	EnP. Rowena A. Banaga Evelyn T. Loro Flora Jean C. Mirano Abegail P. Amoyo
2. Payment of fees at the Office of the Municipal Treasurer	- Received the Official Receipt - Reproduction of requested documents	5 minutes	20.00/ document/page	Evelyn T. Loro Flora Jean C. Mirano Abegail P. Amoyo
3. Releasing of documents/ data	- Record/ Releasing of Municipal/ Barangay Profile/ documents	5 minutes	None	Evelyn T. Loro Flora Jean C. Mirano Abegail P. Amoyo
<b>TOTAL</b>		<b>15 MINUTES</b>		

## 6. AVAILMENT OF MUNICIPAL STATISTICAL DATA

THE MUNICIPAL PLANNING AND DEVELOPMENT OFFICE – updates and upgrade Municipal Statistical Data.

<b>OFFICE OR DIVISION:</b>	Municipal Planning and Development Office			
<b>CLASSIFICATION:</b>	Simple			
<b>Type of Transaction:</b>	G2G-Government to Government, G2C- Government to Citizens			
<b>Who May Avail:</b>	Requestions needing Municipal or Barangay Profile			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Letter requesting data/ documents		Requesting Employee/ Citizen		
2. Presentation of Official Receipt		Municipal Treasurer's Office		
<b>CLIENT STEP</b>	<b>AGENCY ACTION</b>	<b>TIME PROCESSING</b>	<b>FEES TO BE PAID</b>	<b>PERSON RESPONSIBLE</b>
1) Walk-in clients present request letter	- Receive/ evaluate letter request and issue order of payment	5 minutes	None	EnP. Rowena A. Banaga Evelyn T. Loro Flora Jean C. Mirano Abegail P. Amoyo
2) Payment of fees at the Office of the Municipal Treasurer	- Received the Official Receipt - Reproduction of requested documents	5 minutes	20.00/ document/page	Evelyn T. Loro Flora Jean C. Mirano Abegail P. Amoyo
3) Releasing of documents/ data	- Record/ Releasing of Municipal Statistical Data	5 minutes	None	Evelyn T. Loro Flora Jean C. Mirano Abegail P. Amoyo
<b>TOTAL</b>		<b>15 MINUTES</b>		

# **OFFICE OF THE MUNICIPAL HUMAN RESOURCE MANAGEMENT**

## **CITIZENS CHARTER**

## 1. ISSUANCE OF CERTIFICATE OF LEAVE CREDITS

Supporting documents for loaning/pending purpose.

<b>OFFICE OR DIVISION:</b>		HUMAN RESOURCE AND MANAGEMENT OFFICE		
<b>CLASSIFICATION:</b>		SIMPLE		
<b>TYPE OF TRANSACTION:</b>		GOVERNMENT TO GOVERNMENT		
<b>WHO MAY AVAIL:</b>		PERMANENT LGU EMPLOYEES		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Official Receipts/Proof of Payments		Office of the Municipal Treasurer		
2. Requisition Slip		Human Resource Management Office		
<b>CLIENT STEP</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Permanent Employee ask for leave credit certification	- Accepts and evaluates the request	None	5 minutes	Agnes P. Costoy
	- Preparation of requested documents	None	10 minutes	Agnes P. Costoy
2. Proceed to MTO for securing Official Receipt	- Issuance of Official Receipt	P20.00	Vary on the MTO Transactions	MTO
	- Approval of the LCE	None	3 minutes	Local Chief Executive
3. Receiving the documents	- Releasing/log-out the documents and secure one (1) copy	None	3 minutes	Agnes P. Costoy
<b>TOTAL</b>		<b>NONE</b>	<b>29 MINUTES</b>	

## 2. ISSUANCE OF CERTIFIED COPIES OF APPOINTMENTS AND SERVICE RECORDS

Authenticated pertinent documents from the 201 file are issued to the employees requested to be used as supporting documents in all legal transactions.

<b>OFFICE OR DIVISION:</b>		HUMAN RESOURCE AND MANAGEMENT OFFICE		
<b>CLASSIFICATION:</b>		SIMPLE		
<b>TYPE OF TRANSACTION:</b>		GOVERNMENT TO GOVERNMENT		
<b>WHO MAY AVAIL:</b>		PERMANENT LGU EMPLOYEES		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Official Receipts/Proof of Payments		Office of the Municipal Treasurer		
2. Requisition Slip		Human Resource Management Office		
<b>CLIENT STEP</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Request for the certified /authenticate copy of the Appointment/Service Record	-Records/evaluates request	None	5 minutes	Agnes P. Costoy
	-Preparation of requested documents	None	10 minutes	Agnes P. Costoy
2. Proceed to MTO for securing Official Receipt	-Issuance of Official Receipt	P20.00 (set)	Vary on the MTO Transactions	MTO
	-Signatories of the documents	None	3 minutes	LCE/ Municipal Administrator
3. Receive and check the documents before leaving	-Releasing copies of the requested documents	None	3 minutes	Agnes P. Costoy
<b>TOTAL</b>		<b>NONE</b>	<b>29 MINUTES</b>	

### 3. APPLICATION FOR LEAVE

Vacation, Sick, Maternity and Paternity Leave, special Leave privileges may be availed for three (3) days or a combination of any leave for maximum of three days in a given year. Special leave privileges are non-cumulative and non-convertible cash. Special privilege leaves include:

Funeral/mourning leave, hospitalization leave, accident leave, relocation leave, government transaction leave, calamity leave, graduation leave, enrolment leave, wedding anniversary leave and birthday leave.

OFFICE OR DIVISION:	HUMAN RESOURCE AND MANAGEMENT OFFICE
CLASSIFICATION:	SIMPLE
TYPE OF TRANSACTION:	GOVERNMENT TO GOVERNMENT
WHO MAY AVAIL:	PERMANENT LGU EMPLOYEES
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Accomplished Leave Form (Civil Service Form No. 6)	Office of the Municipal Treasurer
2. Requisition Slip	Human Resource Management Office
3. Medical Certificate for sick leave incurred for 5 days or more	Hospital
4. For Maternity Leave Application : Medical certificate issued by a Government or Private physician as proof of pregnancy and estimated type of delivery	Hospital/Clinic lying-in
5. For Solo Parent Special Leave Application: Solo Parent ID for Solo Parent who wants to avail the 7-days additional special leave for below 18 years old son/daughter	MSWD



CLIENT STEP	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up the Requisition slip - for vacation leave: filling should be atleast five (5) calendar days before actual leave - for emergency sick leave: filling should be done the day after - for maternity leave: filling should be atleast five (5)	- Provide the Leave form	None	5 minutes	Agnes P. Costoy
	- Signature of the Recommending Approval	None	10 minutes	Employees Head of Offices
	- Submit the Leave form for signature of the LCE (Approval)	None	5 minutes	LCE/ Municipal Administrator
2. Receive and check the Approved Leave form	- Releasing copy to the Employee	None	3 minutes	Agnes P. Costoy
<b>TOTAL</b>		<b>NONE</b>	<b>23 MINUTES</b>	

#### 4. SUBMISSION OF STATEMENT OF ASSETS, LIABILITIES AND NETWORTH FOR APPOINTED/ELECTED MUNICIPAL OFFICIALS

Municipal employees and elected officials must submit their SALN within the first quarter of the year.

<b>OFFICE OR DIVISION:</b>		HUMAN RESOURCE AND MANAGEMENT OFFICE			
<b>CLASSIFICATION:</b>		SIMPLE			
<b>TYPE OF TRANSACTION:</b>		GOVERNMENT TO GOVERNMENT			
<b>WHO MAY AVAIL:</b>		PERMANENT LGU EMPLOYEES			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>			
1. SALN Form (3 copies)		Requesting Employee			
2. Official Receipt		Office of the Municipal Treasurer			
<b>CLIENT STEP</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>	
1. Submit duly accomplished SALN Forms	- Receive and evaluate submitted accomplished SALN forms	None	5 minutes	Agnes P. Costoy	
2. Payment of Fees	- Received payment and attached Official Receipt	P20.00 (set)	Vary on MTO transactions	MTO	
3. Submit the Form with attached OR	-receive and forward the correct and accomplished SALN form for the signature of LCE	None	5 minutes	Agnes P. Costoy	
	- Signature of the SALN		5 minutes	LCE/Municipal Administrator	
4. Receive one (1) copy of the SALN	- Releasing copy to the Employee	None	3 minutes	Agnes P. Costoy	
	- Prepare Transmittal and other supporting documents and transmit to the Office of the Ombudsman	None	10 minutes		
<b>TOTAL</b>		<b>NONE</b>	<b>28 MINUTES</b>		

## 5. SUBMISSION OF OPCR AND IPCR

Permanent employees must submit their Office Performance Commitment Review (OPCR) per department and Individual Performance Commitment review (IPCR) annually.

<b>OFFICE OR DIVISION:</b>		HUMAN RESOURCE AND MANAGEMENT OFFICE		
<b>CLASSIFICATION:</b>		SIMPLE		
<b>TYPE OF TRANSACTION:</b>		GOVERNMENT TO GOVERNMENT		
<b>WHO MAY AVAIL:</b>		PERMANENT LGU EMPLOYEES		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Office Performance Commitment Review (OPCR) Form/Individual Performance Commitment Review (IPCR) Form		Individual Permanent Employee		
<b>CLIENT STEP</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
2. Submit duly accomplished IPCR and OPCR with ratings	- Receive and evaluate	None	10 minutes	Agnes P. Costoy
3. Received copy	- Forwarded the correct and accomplished IPCR and OPCR for the Signature of the Local Chief Executive	None	3 minutes	Local Chief Executive
4. Received File Copy	- Release one (1) copy to the employee and file the remaining copy	None	5 minutes	Agnes P. Costoy
<b>TOTAL</b>		<b>NONE</b>	<b>18 MINUTES</b>	

## 6. PREPARATION OF APPOINTMENT (PROMOTION AND NEWLY HIRED)

Preparation of Appointments for newly hired employees and promoted employees.

<b>Office or Division:</b>	Human Resource and Management Office
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2G-Government to Government
<b>Who may Avail:</b>	Qualified Applicants and Permanent LGU Employees (promotion)
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
<ol style="list-style-type: none"> <li>1. Certificate of Eligibility (Original and Authenticated Photocopy)</li> <li>2. Personal Data Sheet</li> <li>3. Transcript of Records</li> <li>4. Medical Certificate</li> <li>5. Trainings and Seminars (for Promoted Employee)</li> <li>6. National Bureau of Investigation</li> </ol>	

CLIENT STEP	AGENCY ACTIONS	FEES TO BE PAID	PROCESING TIME	PERSON RESPONSIBLE
Submit Application Letter and other pertinent requirements	Received the application letter with attachments and rout to the LCE	None	5 minutes	Agnes P. Costoy
Schedule of Personnel Selection Board	Conduct Interview to Applicants	None	30 minutes	Personnel Selection Board Member
Preparation of Personnel Ranking List	Gather applicants ranking score	None	15 minutes	Agnes P. Costoy
Secure Signature of Personnel Selection Board Member	Personnel Selection Board will sign the Ranking List of Applicants	None	5 minutes	Personnel Selection Board Member
Signature of the Local Chief Executive	Approval of the Local Chief Executive	None	5 Minutes	Local Chief Executive
	Prepare the appointment	None	10 minutes	Agnes P. Costoy
	Appointment signing	None	20 minutes	LCE Applicants
	Submit the appointment to the Office of the Civil Service Commission for approval	None	8 hours (1 day transaction)	Agnes P. Costoy
<b>TOTAL</b>			<b>9 HOURS AND 30 MINUTES</b>	

# **MUNICIPAL SOCIAL WELFARE DEVELOPMENT OFFICE**

## **CITIZENS CHARTER**

# 1. ISSUANCE OF CERTIFICATE OF INDIGENCE FOR THE CORRECTION OF ENTRIES, BURIAL, MEDICAL, FINANCIAL, EDUCATIONAL ASSISTANCE.

Clients shall be assessed and issued of certification prior to avail of Government programs and services.

<b>Office or Division:</b>		Municipal Social Welfare and Development Office			
<b>Classification:</b>		Simple			
<b>Type of Transaction:</b>		G2C-Government to Citizen			
<b>Who may avail:</b>		Indigent Client/s			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>		
1.	Barangay Certification (Original Copy)		Barangay Hall		
2.	General Intake Form (Original copy)		Municipal Social Welfare & Development Office (MSWDO)		
3.	Medical Certificate (Medical-photocopy)		Rural Health Unit/ Hospital		
4.	Death Certificate (Burial-photocopy)		Municipal Civil Registrar		
5.	Enrolment Assessment Form		School		
<b>CLIENT STEP</b>		<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Walk in Client/s inquire for required documents		Provide and discuss on the checklist of requirements	NONE	2 minutes	*Larry Tandoy Jr. *Estila Marie Capilitan
Submission of required documents		Conduct intake interview and assessment to client's level of wellbeing with reference to submitted documents	NONE	10 minutes	*Hanan Lozada *Joie May Calawigan *Mary Joy Olanday *Jasmin Cabaya
		Preparation and Signing of Certificate of Indigence	NONE	5 minutes	*Fel-Annie Capanas *Elmundo Flores *Emelly Caballero
The client will log in the log book and receive the Certificate of Indigence.		Issuance of the Certificate of Indigence	P 20	2 minutes	MTO STAFF
<b>TOTAL</b>			<b>P20</b>	<b>19 MINUTES</b>	

## 2. BURIAL ASSISTANCE FOR SENIOR CITIZENS

Authorized representative of deceased senior client shall follow series of procedures prior to avail of assistance.

<b>Office or Division:</b>		Municipal Social Welfare and Development Office		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C-Government to Citizen		
<b>Who may avail:</b>		Indigent Senior Citizens		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1.	Valid ID of authorized representative (Photocopy)	Requesting Client/s		
2.	Death Certificate (Original copy)	Local Civil Registrar		
3.	Valid ID of deceased (Photocopy)	Requesting Client/s		
4.	General Intake Form (Original copy)	Municipal Social Welfare & Development Office (MSWDO)		
5.	Barangay Certification (Original Copy)	Barangay Hall		
<b>CLIENT STEP</b>		<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>
Walk in Client/s inquire for required documents		Provide and discuss on the checklist of requirements	None	5 Minutes
Client/s provides necessary background information		Conduct interview and assessment of client's needs	None	10 Minutes
		Approval of their commended amount of assistance and prepare vouchers	None	1 Day
Submit documentary requirements		Make attachments and submit	None	1 Day
		Notify the client of the approved assistance	None	7 Days
<b>TOTAL</b>			<b>NONE</b>	<b>9 DAYS AND 15 MINUTES</b>



### 3. ISSUANCE OF SENIOR CITIZEN'S ID

Senior Citizen shall follow series of procedures prior to membership and issuance of I.D.

<b>Office or Division:</b>	Municipal Social Welfare and Development Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C-Government to Citizen			
<b>Who may avail:</b>	Senior Citizen/s			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.	Birth Certificate (PSA copy)	Requesting Applicant/s		
2.	1X1 ID picture	Requesting Applicant/s		
3.	Endorsement Letter	BSCAP president		
4.	Senior Citizen Registration Form	Office of the Senior Citizens Affair (OSCA)		
5.	Barangay Residence Certificate (Original Copy)	Barangay Hall		
CLIENT STEP	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Comply and submit all needed requirements	Review of submitted documents and ensure its authenticity and completeness	None	5 minutes	Hanan G. Lozada
Fill in needed details	Guide and provide clear instructions for filling in needed details for ID.	None	3 minutes	Hanan G. Lozada
	Encode Senior Citizen's profile to data base system	None	10 minutes	Hanan G. Lozada
Applicant receives OSCA ID	Signing and Issuance of OSCA I.D.	None	3 minutes	Hanan G. Lozada
<b>TOTAL</b>		<b>NONE</b>	<b>21 MINUTES</b>	

#### 4. PWD MEMBERSHIP, ISSUANCE OF PWD ID and PURCHASE BOOKLET

Non-member PWD shall follow series of procedures prior to membership and issuance of PWD I.D. and purchase booklet.

<b>Office or Division:</b>		Municipal Social Welfare and Development Office		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C-Government to Citizen		
<b>Who may avail:</b>		Persons With Disabilities		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.	Medical Certificate recommending for PWD membership (except to physical disability)	Hospital- Government attending doctor		
2.	PWD Profile Form	Municipal Social Welfare & Development Office (MSWDO)		
3.	2X2 ID of PWD	Requesting Client/Applicant/s		
4.	Barangay Residence Certificate (Original Copy)	Barangay Hall		
CLIENT STEP	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Comply and submit all needed requirements	Review of submitted documents and ensure its authenticity and completeness	NONE	2 minutes	*Joie Mae L. Calawigan *Larry C. Tandoy
	Encode PWD profile to Data Base System for Membership Preparation of ID and Booklet, signing of PWD ID and purchase booklet	NONE	5 minutes	*Larry Tandoy
Applicant receives purchase booklet and membership I.D.(renewable every 3 years)		P 20.00	5 minutes	*Larry Tandoy *ComTech Printing Press
<b>TOTAL</b>		<b>NONE</b>	<b>12 MINUTES</b>	

## 5. SOLO PARENT'S MEMBERSHIP AND ISSUANCE OF ID

Solo Parents shall follow series of procedures prior to membership and issuance of I.D.

<b>Office or Division:</b>	Municipal Social Welfare and Development Office (MSWDO)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C-Government to Citizen			
<b>Who may avail:</b>	Solo Parents			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.	Solo Profile Form	Municipal Social Welfare & Development Office (MSWDO)		
2.	2X2 ID of Solo Parent	Requesting Client/Applicant/s		
3.	Barangay Residence Certificate (Original Copy)	Barangay Hall		
CLIENT STEP	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Comply and submit all needed requirements	Review of submitted documents	None	3 minutes	*Jasmin Cabaya
	Encode Solo Parent Profile to Data Base System for Membership	None	3 days	*Jasmin Cabaya
	Preparation and signing of Solo Parent ID	None	1 day	*Elmundo Flores *Emelly Caballero
<b>TOTAL</b>			<b>4 DAYS &amp; 3 MINUTES</b>	

## 6. HANDLING CHILDREN IN CONFLICT WITH THE LAW (CICL) CASES

Intervention Plan for the Children in Conflict with the Law.

<b>Office or Division:</b>		Municipal Social Welfare and Development Office		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C-Government to Citizen		
<b>Who may avail:</b>		CICL Client/s		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1.	Certificate of Live Birth			
2.	Barangay or Police Report/Blotter	Barangay/Police Station		
<b>CLIENT STEP</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<i>The Barangay or Police call the attention of the MSWD Office because the client/s is minor (referred or endorsed)</i>	Conducts interview to the client and gat her important information.	None	15 minutes	*Client *Parents/Guardian *Elmundo E. Flores *Emelly C. Caballero
	Home Visitation <i>(If needed)</i>	None	2 hours	
	Counseling	None	2 hours	
	Orientation of the Diversion Process to parents/guardian	None	30 minutes	
<b>TOTAL</b>			<b>49 MINUTES</b>	

## 7. ISSUANCE OF THE SOCIAL CASE STUDY REPORT

Clients shall be assessed pertaining to the problem they presented.

<b>Office or Division:</b>	Municipal Social Welfare and Development Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C-Government to Citizen			
<b>Who may avail:</b>	In need client/s			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.	Barangay Certification (Original Copy)	Barangay Hall		
2.	Social Case Study Form (Original copy)	Municipal Social Welfare & Development Office (MSWDO)		
3.	Medical Certificate (Medical-photocopy)	Rural Health Unit/ Hospital		
4.	Death Certificate (Burial-photocopy)	Municipal Civil Registrar		
5.	Court Order/ Subpoena (Legal-photocopy)	Trial Court		
CLIENT STEP	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
The client went to the MSWD Office.	Conduct interview to the client and gather important information	None	25minutes	*Client or Informant *Elmundo E. Flores *Jasmin A. Cabaya
	Home Visitation <i>(If needed)</i>	None	3 hours	*Client or Informant, *Elmundo E. Flores *Jasmin A. Cabaya
	Encode the information gathered and create the Case Study with corresponding formats	None	2 Days	*Elmundo E. Flores *Jasmin A. Cabaya
Wait for the Notifications until the Case Study is done and signed	Signing and Issuance of the Case Study Report.	None	30 minutes	*Elmundo E. Flores *Jasmin A. Cabaya *Emelly C. Caballero
<b>TOTAL</b>		<b>NONE</b>	<b>2DAYS, 3HOURS, 45 MINUTES (THE TIME WILL BE EXTENDED IF THE CASE IS COURT-RELATED)</b>	

## 8. PROVISION OF EMERGENCY RELIEF ASSISTANCE

Clients shall be assessed and provision of emergency assistance due to calamity.

<b>Office or Division:</b>		Municipal Social Welfare and Development Office			
<b>Classification:</b>		Simple			
<b>Type of Transaction:</b>		G2C-Government to Citizen			
<b>Who may avail:</b>		In need client/s			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>			
1.	Barangay Certification (Original Copy)	Barangay Hall			
2.	Disaster Assistance Family Access Card (DAFAC)	Municipal Social Welfare & Development Office (MSWDO)			
<b>CLIENT STEP</b>		<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
		Conduct interviews and assessment to the clients or household affected by the calamity.	None	30 minutes	*Client's Head of the Family *Elmundo E. Flores *Jasmin A. Cabaya
		Conduct Home Visitation if needed	None	3 hours	*The client's family *Elmundo E. Flores
		Signing and approval of Local Chief Executive.	None	2 Days	*LCE
		Preparation and Signing of Payroll	None	3 minutes	*Fel-Annie Capanas *Emelly Caballero
		Release of Rice Assistance	None	5 minutes	*The client *Elmundo Flores
<b>TOTAL</b>		<b>NONE</b>	<b>2 DAYS, 3 HOURS AND 38 MINUTES</b>		

## 9. COUNSELING SERVICES

<b>Office or Division:</b>		Municipal Social Welfare and Development Office			
<b>Classification:</b>		Simple			
<b>Type of Transaction:</b>		G2C-Government to Citizen			
<b>Who may avail:</b>		The client			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>			
1.	Barangay Certification (Original Copy)		Barangay Hall		
2.	Referral Letter or Police Blotter		Aleosan Municipal Police Station		
3.	Medical Certificate if needed		Rural Heath Unit, Hospital		
<b>CLIENT STEP</b>		<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
The client went to the MSWD Office for the counselling session.		Conduct Interviews and Assessment.  Counselling Session	None	2 hour	*Client *Emelly Caballero
The client will sign in the Log Book		Prepares letter of invitation address to the other party.	None	5 minutes	*Elmundo Flores *Jasmin Cabaya
		Conduct Home Visit if Needed	None	30 minutes	*Elmundo Flores
<b>TOTAL</b>			<b>NONE</b>	<b>2 HOURS AND 35 MINUTES</b>	

## 10. CONDUCT SKILLS TRAINING TO ALL ORGANIZED SECTORS

To develop or enhance their social functioning.

<b>Office or Division:</b>		Municipal Social Welfare and Development Office		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C-Government to Citizen		
<b>Who may avail:</b>		Organized PWD, Women and Solo Parents		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1.	List of the organized sector			
<b>CLIENT STEP</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Federation President went to the MSWD Office for inquiries.	Focal Person will set the schedules for the Meeting and training.	None	5 minutes	*Focal Person
	Prepares Project Proposal	None	5 minutes	*Fel-Annie Capanas
	Prepares Voucher	None	30 minutes	*Fel-Annie Capanas
	Conduct Training	None	2 days	*Organized Sectors *Focal Person
<b>TOTAL</b>		<b>NONE</b>	<b>2 DAYS AND 40 MINUTES</b>	



## 11. HANDLING VIOLENCE AGAINST WOMEN CASES

Intervention Plan for the VAWC Victims in coping their needs arising from the situation.

<b>Office or Division:</b>		Municipal Social Welfare and Development Office		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C-Government to Citizen		
<b>Who may avail:</b>		VAW Victims		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1.	Barangay Certificate	Barangay Hall		
2.	Barangay or Police Report/Blotter	Barangay/Police Station		
3.	Medical Certificate	Aleosan District Hospital		
<b>CLIENT STEP</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
The client went to the MSWD Office to complain	Conduct interview to the client or victim and gather important information	None	30 minutes	*Client *Elmundo E. Flores *Emelly C. Caballero
	Conduct Individual Counselling	None	1 hour	*Client *Emelly C. Caballero
	Home Visitation ( <i>If needed</i> )	None	2 hours	*Client and her family *Elmundo Flores
	Provision of Assistance	None	30 minutes	*Client and Family *Emelly C. Caballero
	Both parties will sign the Agreement.	None	5 minutes	
<b>TOTAL</b>			<b>4 HOURS</b>	

**OFFICE OF THE MUNICIPAL CIVIL REGISTRAR**

**CITIZENS CHARTER**

## 1. ISSUANCE OF CERTIFICATION OF LIVE BIRTH (COLB) ON TIMELY REGISTRATION OF BIRTH OF CHILDREN OF MARRIED PARENTS

Timely registration implies registering the birth of a child born to married parents within the reglementary period of thirty (30) days from the time of birth of the child. The Certificate of Live Birth is issued after the compliance to requirements.

<b>Office or Division:</b>	Office of Municipal Civil Registrar			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C-Government to Citizen			
<b>Who may avail:</b>	Persons Responsible for Registration is any of the following: <ol style="list-style-type: none"> <li>1. Hospital Administrator with the Attendant at Birth Certifying the Facts of Birth</li> <li>2. Physician, Nurse or Midwives if born in a place other than the Hospital</li> <li>3. Either of Both Parents/Guardian/ Relative/Other Persons Concerned</li> <li>4. Persons 18 years of age may apply for Registration of Birth</li> <li>5. Driver of a Vehicle if Birth Occurs while Travelling</li> </ol>			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Registered Certificate of Marriage of Parents		From the Parent/s of the child or from the Local Civil Registry office where Marriage was registered		
CLIENT STEP	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Apply for registration of Certificate of Live Birth (COLB)-(Home Delivery)	-Extract data from the informant -Prepare documents -Examining entries in the documents	None	10 minutes	<b>Josephine C. Orillosa</b> <b>Joie May L. Calawigan</b> <b>Lady Joy R. Viloan</b> <b>Herjelene C. Amas</b>

2. Apply for registration of Certificate of Live Birth (COLB)-( Hospital Delivery)	-Review the documents as to the completeness and correctness of all information	None	10 minutes	<b>Josephine C. Orillosa Joie May L. Calawigan Lady Joy R. Viloan Herjelene C. Amas</b>
3. Pay corresponding fee	-Accept Receipt -Sign the COLB	P50.00	As per MTO's process	<b>MTO</b>
4. Receive the duly registered COLB	-Issue one (1) copy of registered COLB	None	2 minutes	<b>Josephine C. Orillosa Joie May L. Calawigan Lady Joy R. Viloan Herjelene C. Amas</b>
<b>TOTAL</b>		<b>P50.00</b>	<b>22 MINUTES</b>	

## 2. ISSUANCE OF CERTIFICATION OF LIVE BIRTH (COLB) ON DELAYED REGISTRATION OF BIRTH OF CHILDREN OF MARRIED/UNMARRIED PARENTS

Delayed or Late Registration of Birth implies registering the birth of a child born to married/unmarried parents after the reglementary period of thirty (30) days from the time of birth of the child. The Certificate of Live Birth is issued after compliance to requirements.

Office or Division:	Office of Municipal Civil Registrar		
Classification:	Complex		
Type of Transaction:	G2C-Government to Citizen		
Who may avail:	Persons Responsible for Registration is any of the following:  1. Hospital Administrator with the Attendant at Birth Certifying the Facts of Birth 2. Physician, Nurse or Midwives if born in a place other than the Hospital 3. Either of Both Parents/Guardian/ Relative/Other Persons Concerned 4. Persons 18 years of age may apply for Registration of Birth 5. Driver of a Vehicle if Birth Occurs while Travelling		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Certificate of Live Birth (COLB) 4 copies		Concerned Hospital or from the Local Civil Registry office	
2. Certificate of Negative Verification		Philippine Statistics Authority (PSA)	
3. Affidavit of Late Registration of Birth of Two (2) Disinterested Persons		Public or Private Lawyer	
4. Community Tax Certificate		Office of the Municipal Treasurer/ Barangay Treasurer where he/she resides	
5. Baptismal Certificate		Pastoral Office where the child was baptized	
6. Barangay Certification		Barangay Hall/Chairman where the child was born	

7. Valid Id's of parents		From the Parent/s of the child		
8. Certified True Copy Form 137 or any School Record showing facts of birth		Concerned public or private agencies		
9. Any Public document of registrant or Identification Card that shows facts of birth, e.g. Driver's License, PRC License or ID, Passport, Postal ID, Employment ID etc.				
<b>For Legitimate Children:</b> * Certificate of Marriage of parents		Local Civil Registry where marriage was registered		
<b>For Illegitimate Children:</b>  * Affidavit of Acknowledgment/Admission of paternity at the back of the COLB executed by both parents * Separate Affidavit of Admission of Paternity (father) duly notarized * Separate Affidavit to Use the Surname of the father (AUSF) executed by the mother pursuant to RA 9255 and duly notarized, pursuant to RA 9255 * Community Tax Certificate of Both Parents		Private or Public Lawyer		
CLIENT STEP	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements for delayed registration of COLB	Check submitted requirements for delayed registration of COLB	None	5 minutes	<b>Josephine C. Orillosa Joie May L. Calawigan Lady Joy R. Viloan Herjelene C. Amas</b>
	- Prepared documents	None	10 minutes	<b>Josephine C. Orillosa Joie May L. Calawigan Lady Joy R. Viloan Herjelene C. Amas</b>

2. Review/ check entries in the COLB		None	5 minutes	<b>Josephine C. Orillosa Joie May L. Calawigan Lady Joy R. Viloan Herjelene C. Amas</b>
3. Affixed signature at the space provided for the registrant/informants	Sign the documents	None	5 minutes	<b>Josephine C. Orillosa Joie May L. Calawigan Lady Joy R. Viloan Herjelene C. Amas</b>
4. (for Illegitimate Children) Father executes Affidavit of acknowledgment/Admission of Paternity of the Father. Mother executes Affidavit to Use the Surname of the Father pursuant to RA 9255	Sign the documents  -Advice client of the 10 calendar days of posting period to comply with legal requirements.	None	5 minutes	<b>Josephine C. Orillosa Joie May L. Calawigan Lady Joy R. Viloan Herjelene C. Amas</b>
5. Pay corresponding fee	Accept Official Receipt  -Comply with the posting requirements	Reg. fee: P100.00 Late P 50.00 on time P100.00 (AUSF fee) P100.00 (AAP fee)	As per MTO's Processes	<b>MTO</b>
6. Wait for the 10 day posting period by the Mun. Civil Registrar's Office	Assign registry number on the documents.  -Sign on the specific portion for signatories		10 days posting after the date of application	<b>Marilou G. Nanlabi Josephine C. Orillosa Joie May L. Calawigan Lady Joy R. Viloan Herjelene C. Amas</b>

7. Receive the duly registered COLB	Issue one (1) copy of registered COLB after ten (10) calendar days posting period	None	2 minutes	<b>Josephine C. Orillosa Joie May L. Calawigan Lady Joy R. Viloan Herjelene C. Amas</b>
<b>TOTAL</b>		<b>P250.00 (ON TIME) P350.00 (LATE REG.)</b>	<b>32 MINUTES</b>	



### 3. OUT-OF-TOWN DELAYED REGISTRATION OF BIRTH

It is the process of late or delayed registration whereby the Certificate of Live Birth, together with its supporting documents, are reviewed and received by the Local Civil Registrar of the city or municipality other than the place of birth of the registrant, usually at the place where the registrant is currently residing. The documents are then forwarded by the Local Civil Registrar who received the documents to the Local Civil Registrar of the city or municipality where the applicant was born. This is where the birth is registered

<b>Office or Division:</b>	Office of Municipal Civil Registrar	
<b>Classification:</b>	Highly Technical	
<b>Type of Transaction:</b>	G2C-Government to Citizen	
<b>Who may avail:</b>	Persons Responsible for Registration is any of the following: <ol style="list-style-type: none"> <li>1. Either or both parents</li> <li>2. Guardian</li> <li>3. Relative</li> </ol> Other persons concerned (persons 18 years of age may apply for out-of-town- delayed registration of his/her birth.)	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Certificate of Live Birth (COLB) 4 copies		Concerned Hospital or from the Local Civil Registry office
2. Certificate of Negative Verification		Philippine Statistics Authority (PSA)
3. Affidavit of Late Registration of Birth of Two (2) Disinterested Persons		Public or Private Lawyer
4. Community Tax Certificate		Office of the Municipal Treasurer/ Barangay Treasurer where he/she resides
5. Baptismal Certificate		Pastoral Office where the child was baptized
6. Valid Id's of parents		From the Parent/s of the child

7. Certified True Copy Form 137 or any School Record showing facts of birth		Concerned public or private agencies		
8. Any Public document of registrant or Identification Card that shows facts of birth, e.g. Driver's License, PRC License or ID, Passport, Postal ID, Employment ID etc.				
For Legitimate Children: Certificate of Marriage of parents		Local Civil Registry where marriage was registered		
For Illegitimate Children:  Affidavit of Acknowledgment/Admission of paternity at the back of the COLB executed by both parents  *Separate Affidavit of Admission of Paternity (father) duly notarized  *Separate Affidavit to Use the Surname of the father (AUSF) executed by the mother pursuant to RA 9255 and duly notarized, pursuant to RA 9255  *Community Tax Certificate of Both Parents		Private or Public Lawyer		
CLIENT STEP	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements for delayed registration of COLB	<ul style="list-style-type: none"><li>- Check submitted requirements for delayed registration of COLB</li><li>- Prepared documents</li></ul>	None	5 minutes	Josephine C. Orillosa Joie May L. Calawigan Lady Joy R. Viloan Herjelene C. Amas
		None	10 minutes	

2. Review/ check entries in the COLB		None	5 minutes	<b>Josephine C. Orillosa Joie May L. Calawigan Lady Joy R. Viloan Herjelene C. Amas</b>
3. Affixed signature at the space provided for the registrant/informants	- Sign the documents	None	5 minutes	
4.(for Illegitimate Children) Father executes Affidavit of acknowledgment/Admission of Paternity of the Father. Mother executes Affidavit to Use the Surname of the Father pursuant to RA 9255	Sign the documents  - Advice client of the 10 calendar days of posting period to comply with legal requirements.	None	5 minutes	<b>Josephine C. Orillosa Joie May L. Calawigan Lady Joy R. Viloan Herjelene C. Amas</b>
5. Pay corresponding registration and other incidental expenses (to be paid/sent to recipient MCRO)	Ensure that applicant pay the appropriate registration & other incidental fees and forward the COLB to the LCRO of the City/Municipality where birth occurred after 10 days posting period	None	2 minutes	<b>Josephine C. Orillosa Joie May L. Calawigan Lady Joy R. Viloan Herjelene C. Amas</b>
6. Wait for the notification from this office.	Notify the client upon receipt of the approved document.	None	2-6 months	<b>Josephine C. Orillosa Joie May L. Calawigan Lady Joy R. Viloan Herjelene C. Amas</b>
7. Receive the duly registered COLB				<b>Josephine C. Orillosa Joie May L. Calawigan Lady Joy R. Viloan Herjelene C. Amas</b>
<b>TOTAL</b>		<b>NONE</b>	<b>32 MINUTES</b>	

#### 4. ISSUANCE OF CERTIFICATE OF MARRIAGE

The Certificate of Marriage must be registered where the marriage was solemnized, within 15 days (for marriages with license) and within 30 days (for marriages of exceptional character), from the date of solemnization.

<b>Office or Division:</b>	Office of Municipal Civil Registrar			
<b>Classification:</b>	SIMPLE			
<b>Type of Transaction:</b>	G2C-Government to Citizen			
<b>Who may avail:</b>	Persons Responsible for Registration is any of the following: 1. Newly married couple 2. Solemnizing Office			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Certificate of Marriage quadruplicate copies		Municipal Civil Registry Office		
CLIENT STEP	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Submit duly accomplished Marriage Certificate in quadruplicate copies	Examine and validate submitted document	None	5 minutes	Josephine C. Orillosa Joie May L. Calawigan Lady Joy R. Viloan Herjelene C. Amas
3. Wait for MCR's final validation and signing of the documents	Have the final validation and signing of the documents	None	5 minutes	Josephine C. Orillosa Joie May L. Calawigan Lady Joy R. Viloan Herjelene C. Amas
4. Get copy of certificate of marriage with registry number	Issue certificate of marriage with registry number	None	2 minutes	Josephine C. Orillosa Joie May L. Calawigan Lady Joy R. Viloan Herjelene C. Amas
<b>TOTAL</b>		<b>NONE</b>	<b>12 MINUTES</b>	

## 5. ISSUANCE OF CERTIFICATE OF DEATH

The Certificate of Death is registered within the 30 day reglementary period in the civil registry office of the place where the death occurred.

<b>Office or Division:</b>	Office of Municipal Civil Registrar			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C-Government to Citizen			
<b>Who may avail:</b>	Persons Responsible for Registration is any of the following:  1. Nearest Relative or person who has knowledge of the Death of a Person			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Four (4) copies of the Death Certificate accomplished by the Hospital Authority or Local Civil Registry		Concerned Hospital or Municipal Civil Registry Office where death was occurred		
<b>CLIENT STEP</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>Home</b> 1. Fill up decease information sheet	Examine and prepare the documents	None	10 minutes	<b>Josephine C. Orillosa Joie May L. Calawigan Lady Joy R. Viloan Herjelene C. Amas</b>
<b>Hospital Death</b> 1. Check the prepared Death Certificate	Print the four copies of Death Certificate	None	2 minutes	<b>Josephine C. Orillosa Joie May L. Calawigan Lady Joy R. Viloan Herjelene C. Amas</b>

2. Signature of informant	Signature of the one who prepared the documents	None	2 minutes	<b>Josephine C. Orillosa Joie May L. Calawigan Lady Joy R. Viloan Herjelene C. Amas</b>
3. Pay the required fees	Accept and attached the official receipt and the burial permit to the document	P50.00 P100.00 (Burial Permit)	As per MTO's process	<b>MTO</b>
4. Have the form signed by an embalmer			As per Embalmer's process	<b>Licensed Embalmer</b>
5. Proceed to the Office of MHO			As per MHO's process	<b>MHO</b>
6. Proceed to the MCRO for signature of documents	Validate document submitted and assigned registry number	None	3 minutes	<b>Marilou G. Nanlabi Josephine C. Orillosa Joie May L. Calawigan Lady Joy R. Viloan Herjelene C. Amas</b>
7. Claim the duly registered Death Certificate	Issue a copy of Death Certificate	None	2 minutes	<b>Josephine C. Orillosa Joie May L. Calawigan Lady Joy R. Viloan Herjelene C. Amas</b>
<b>TOTAL</b>		<b>P150.00</b>	<b>19 MINUTES</b>	

## 6. ISSUANCE OF LEGAL INSTRUMENTS

Legal instruments are Affidavit of Legitimation, Affidavit of Acknowledgment / Affidavit of Paternity and Affidavit to Use the Surname of the Father.

<b>Office or Division:</b>	Office of Municipal Civil Registrar
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C-Government to Citizen
<b>Who may avail:</b>	Persons Responsible for Registration is any of the following:  1. Any individual whose registry record has been affected by a court decree /order
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
1. Certificate of Live Birth of the child	From the parents/s of the child or from the Local Civil Registry Office where Live Birth was registered
1. Certificate of Marriage of the parents	From the parents/s of the child or from the Local Civil Registry Office where Certificate of Marriage was registered
2. Cenomar of both parents	Philippines Statistics Authority (PSA)
3. Community Tax Certificate of both parents	

CLIENT STEP	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Present required documents	Accept & Examine submitted documents as to authenticity and correctness of entries -Prepare the Affidavit of Legitimation	None	10 Minutes	<b>Josephine C. Orillosa</b> <b>Joie May L. Calawigan</b> <b>Lady Joy R. Viloan</b> <b>Herjelene C. Amas</b>

2. Sign the prepared documents	Signature of OIC/MCR	None	3 Minutes	<b>Josephine C. Orillosa Joie May L. Calawigan Lady Joy R. Viloan Herjelene C. Amas</b>
3. Pay the corresponding fees		P300.00	As per MTO's process	
4. Received the annotated documents	Issue the complete set of documents		2 minutes	<b>Josephine C. Orillosa Joie May L. Calawigan Lady Joy R. Viloan Herjelene C. Amas</b>
<b>TOTAL</b>		<b>P300.00</b>	<b>15 MINUTES</b>	



## 7. ISSUANCE OF MARRIAGE LICENSE

Marriage License is a pre-requisite for marriage issued to the contracting parties upon compliance with all the legal requirements and is valid for 120 days from the date of issuance.

<b>Office or Division:</b>	Office of Municipal Civil Registrar	
<b>Classification:</b>	Complex	
<b>Type of Transaction:</b>	G2C-Government to Citizen	
<b>Who may avail:</b>	Single Men & Women who plan to get married	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1.	Accomplished Application Form, to be secured during the process	Office of the MCR
2.	Birth Certificate (Local or PSA Copy) or Baptismal Certificate original copy, 1 each for both parties	Office of the MCR or PSA/Church
3.	Pre-marriage counselling	Population Commission, MCRO
4.	Parental Consent/Parental Advice (if needed)	Parents to sign in front of the Municipal Civil Registrar
5.	CENOMAR (both parties)	Philippines Statistics Authority (PSA)
6.	Certificate of Legal Capacity to Contract Marriage (when either or both the contracting parties is a Citizen of a Foreign Country) original copy/ies	Respective Diplomatic or Consular Officials of either of the contracting parties
7.	Certificate of Bachelorhood (AFP applicant)	Battalion Commander or AFP Headquarters

CLIENT STEP	AGENCY ACTIONS	FEES TO BE PAID	PROCESING TIME	PERSON RESPONSIBLE
1. Submit the required documents, provide necessary information during the preliminary interview and fill up the application form	Accept & check submitted documents. -Conduct the preliminary interview and prepare and issue the application form	None	10 minutes	<b>Josephine C. Orillosa Joie May L. Calawigan Lady Joy R. Viloan Herjelene C. Amas</b>
2. Confirm the information given on the application and other documents and confirm all information during the final interview	Examine and validate documents while conducting the final interview	None	5 minutes	<b>Josephine C. Orillosa Joie May L. Calawigan Lady Joy R. Viloan Herjelene C. Amas</b>
3. Pay the corresponding fees	Accept and attached the official receipt to the application form	Both applicants are resident of Aleosan <b>P 300.00</b> One of the applicants is not a resident of Aleosan <b>P500.00</b> One of the applicants is a foreigner <b>P3,000.00</b> PMC fee <b>P300.00</b> Special PMC <b>P1,000.00</b>	As per MTO's process	<b>MTO</b>
4. Both parties sign the application form for marriage license and entrust required documents for the 10 calendar day posting period	Sign on all needed documents. Instruct clients to come back after the 10 calendar day posting period	None	3 minutes	<b>Josephine C. Orillosa Joie May L. Calawigan Lady Joy R. Viloan Herjelene C. Amas</b>

5. After 10 calendar days return to this office and claim the marriage license	Issue the marriage license	P 2.00	3 minutes	<b>Marilou C. Nanlabi Josephine C. Orillosa Joie May L. Calawigan Lady Joy R. Viloan Herjelene C. Amas</b>
<b>TOTAL</b>		<b>P 602.00</b>	<b>21 MINUTES</b>	

## 8. ISSUANCE OF CERTIFIED TRUE COPY (LCRO COPY) OF CERTIFICATE OF LIVE BIRTH, CERTIFICATE OF MARRIAGE AND CERTIFICATE OF DEATH

Certified true copy (LCRO Copy) of Certificate of Live Birth, Certificate of Marriage and Certificate of Death can be issued to a document-owner/s and to any individual or institution requesting for such, provided they have the needed requirements. The Office strictly follows the policy of the Philippines Statistics Authority in view of the passage of **Republic Act No. 10173**, also known as “**Data Privacy Act of 2012**”.

<b>Office or Division:</b>	Office of Municipal Civil Registrar	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C-Government to Citizen	
<b>Who may avail:</b>	<ol style="list-style-type: none"> <li>1. The document-owner/s or any of the two parties</li> <li>2. His/her parents or direct descendants</li> <li>3. A duly authorized representative</li> <li>4. The court or proper public official whenever absolutely necessary in administrative, judicial or other official proceedings to determine the identity of a person;</li> <li>5. In case of the person's death, the nearest of kin.</li> </ol>	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
If the requesting party is the document-owner, the only requirement is <ol style="list-style-type: none"> <li>1. Valid Identification Card (ID)</li> </ol>		<ol style="list-style-type: none"> <li>1. Government or Private Agencies</li> </ol>
If the requesting party is his/ her spouse, parent or direct descendants, the requirements are: <ol style="list-style-type: none"> <li>1. Valid ID of the requester</li> <li>2. Any civil registry documents indicating his/her relationship to the document owner</li> </ol>		<ol style="list-style-type: none"> <li>1. Government or Private Agencies</li> <li>2. Public or Private lawyer</li> </ol>

If the requesting party is a guardian, the requirements are: <ol style="list-style-type: none"> <li>1. Valid Id of the requester</li> <li>2. Affidavit of guardianship stating that its purpose is to secure the specific civil registry document. The general statement as to the purpose is not acceptable</li> </ol>				
If the requesting party is a duly authorized representative, the basic requirements are: <ol style="list-style-type: none"> <li>1. Original Copy of Authorization Letter or Special Power of Attorney (SPA), stating that its purpose is to secure the specific civil registry document. The general statement as to the purpose is not acceptable</li> <li>2. Valid ID document-owner (for authorization received from abroad, the document owner should provide a photocopy of passport as the valid ID)</li> <li>3. Valid Id of the requester</li> </ol>		<ol style="list-style-type: none"> <li>1. Document-owner</li> <li>2. Document-owner</li> <li>3. Government or Private Agencies</li> </ol>		
If the requesting party is a legal court, the requirement is: <ol style="list-style-type: none"> <li>1. Court Order</li> </ol>		<ol style="list-style-type: none"> <li>1. Concerned Legal Court</li> </ol>		
In case of the document owner's death, the requirements are: <ol style="list-style-type: none"> <li>1. Valid ID of the requester</li> <li>2. Affidavit of kinship stating that its purpose is to secure the specific civil registry document. The general statement as to the purpose is not acceptable</li> </ol>		<ol style="list-style-type: none"> <li>1. Government or Private agencies</li> <li>2. Public or Private lawyer</li> </ol>		
CLIENT STEP	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire the subject document and provide needed information during the interview	Conduct interview while the requested document is being processed and advice the client to pay the required fee and documentary stamp	None	10 minutes	Josephine C. Orillosa Joie May L. Calawigan Lady Joy R. Viloan Herjelene C. Amas

2. Pay the required fees	Accept and attached the official receipt to the Certified True copy document	CTC fee <b>P50.00</b> per copy Doc. Stamp <b>P 30.00</b>	As per MTO's process	<b>MTO</b>
3. Signing of documents	Sign on the appropriate space provided	None	2 minutes	<b>Marilou G. Nanlabi</b> <b>Josephine C. Orillosa</b> <b>Joie May L. Calawigan</b> <b>Lady Joy R. Viloan</b> <b>Herjelene C. Amas</b>
4. Claimed the Certified True Copy (CTC) of the civil registry document	Issue the certified true copy of the civil registry document	None	2 minutes	<b>Josephine C. Orillosa</b> <b>Joie May L. Calawigan</b> <b>Lady Joy R. Viloan</b> <b>Herjelene C. Amas</b>
<b>TOTAL</b>		<b>P 80.00</b>	<b>14 MINUTES</b>	

**9. FACILITATE THE ISSUANCE OF PSA VERIFICATIONS OR AUTHENTICATED COPIES OF CERTIFICATE OF LIVE BIRTH, CERTIFICATE OF MARRIAGE, CERTIFICATE OF DEATH AND CERTIFICATE OF NO MARRIAGE (CENOMAR)**

PSA verification or authenticated copy in security paper (SECPA) of the Certificate of Live Birth (COLB), Certificate of Marriage (COM), Certificate of Death (COD) and Certificate of No Marriage (CENOMAR) can be issued by the Philippines Statistics Authority (PSA) to a respective document-owner and/or to any individual or institution requesting for such, provided they have the needed requirements. This Office facilitates the issuance of this document and strictly follows the policy of the Philippines Statistics Authority in view of the passage of **Republic Act No. 10173**, also known as “**Data Privacy Act of 2012**”.

<b>Office or Division:</b>	Office of Municipal Civil Registrar		
<b>Classification:</b>	Complex		
<b>Type of Transaction:</b>	G2C-Government to Citizen		
<b>Who may avail:</b>	<ol style="list-style-type: none"> <li>1. The document owner</li> <li>2. His/her spouse, parent or direct descendants</li> <li>3. The guardian, if the document owner is a minor</li> <li>4. A duly authorized representative</li> <li>5. The court or proper public official whenever absolutely necessary in administrative, judicial or other official proceedings to determine the identity of a person;</li> <li>6. In case of the person's death, the nearest of kin</li> </ol>		
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>
If the requesting party is the document-owner, the only requirement is <ol style="list-style-type: none"> <li>1. Valid Identification Card (ID)</li> </ol>			<ol style="list-style-type: none"> <li>1. Government or Private Agencies</li> </ol>

<p>If the requesting party is his/ her spouse, parent or direct descendants, the requirements are:</p> <ol style="list-style-type: none"> <li>1. Valid ID of the requester</li> <li>2. Any civil registry documents indicating his/her relationship to the document owner</li> </ol>	<ol style="list-style-type: none"> <li>1. Government or Private Agencies</li> <li>2. Public or Private lawyer</li> </ol>
<p>If the requesting party is a guardian, the requirements are:</p> <ol style="list-style-type: none"> <li>1. Valid Id of the requester.</li> <li>2. Affidavit of guardianship stating that its purpose is to secure the specific civil registry document. The general statement as to the purpose is not acceptable</li> </ol>	<ol style="list-style-type: none"> <li>1. Government or Private Agencies</li> <li>2. Public or Private lawyer</li> </ol>
<p>If the requesting party is a duly authorized representative, the basic requirements are:</p> <ol style="list-style-type: none"> <li>1. Original Copy of Authorization Letter or Special Power of Attorney (SPA), stating that its purpose is to secure the specific civil registry document. The general statement as to the purpose is not acceptable</li> <li>2. Valid ID document-owner (for authorization received from abroad, the document owner should provide a photocopy of passport as the valid ID)</li> <li>3. Valid Id of the requester</li> </ol>	<ol style="list-style-type: none"> <li>1. Government or Private Agencies</li> <li>2. Public or Private lawyer</li> </ol>
<p>If the requesting party is a duly authorized representative, the basic requirements are:</p> <ol style="list-style-type: none"> <li>1. Original Copy of Authorization Letter or Special Power of Attorney (SPA), stating that its purpose is to secure the specific civil registry document. The general statement as to the purpose is not acceptable</li> <li>2. Valid ID document-owner (for authorization received from abroad, the document owner should provide a photocopy of passport as the valid ID)</li> <li>3. Valid Id of the requester</li> </ol>	<ol style="list-style-type: none"> <li>1. Document-owner</li> <li>2. Document –owner</li> <li>3. Government or Private Agencies</li> </ol>



If the requesting party is a legal court, the requirement is: 1. Court Order		1. Concerned Legal Court		
In case of the document owner's death, the requirements are: 1. Valid ID of the requester 2. Affidavit of kinship stating that its purpose is to secure the specific civil registry document. The general statement as to the purpose is not acceptable		1. Government or Private Agencies 2. Public or Private lawyer		
CLIENT STEP	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire the subject document and provide needed information during the interview	Conduct interview while the requested document is being processed in accordance with applicable rule in civil registration	None	5 minutes	Josephine C. Orillosa Joie May L. Calawigan Lady Joy R. Viloan Herjelene C. Amas
2 Pay the required fees	Received the payment, then advice the client that the Official Receipt from PSA amounting to P155.00 will be received by the client attached to their document after 1 month.	P 155.00	3 minutes	Josephine C. Orillosa Joie May L. Calawigan Lady Joy R. Viloan Herjelene C. Amas
3 Wait for 1 month	Forward the verification form and corresponding fee to PSA	None	As per PSA's process	Philippines Statistics Authority (PSA)
4 After 1 month return to the office, claim the SECPA or negative certification result with the official receipt	After 1 month from the date of filling of verification, release the verified document with official receipt	None	3 minutes	Josephine C. Orillosa Joie May L. Calawigan Lady Joy R. Viloan Herjelene C. Amas
<b>TOTAL</b>		<b>P 155.00</b>	<b>11 MINUTES</b>	

## 10. ISSUANCE OF COURT DECREE / ORDER

Court decree/order is an order handed down by a judge that resolves the issues in a court case

<b>Office or Division:</b>	Office of Municipal Civil Registrar			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C-Government to Citizen			
<b>Who may avail:</b>	Persons Responsible for Registration is any of the following: 1. Any individual whose registry record has been affected by a court decree /order			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Court Decree		Public or Private lawyer		
2. Certificate of finality & Entry of Judgment		Public or Private lawyer		
3. Court Decision, Etc.		Public or Private lawyer		
<b>CLIENT STEP</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present required documents	Accept & Examine submitted documents as to authenticity and correctness of entries -Prepare the documents with annotation	None	5 minutes	<b>Marilou G. Nanlabi</b> <b>Josephine C. Orillosa</b> <b>Joie May L. Calawigan</b> <b>Lady Joy R. Viloan</b> <b>Herjelene C. Amas</b>
	Signature of OIC/MCR	None	3 minutes	<b>Marilou G. Nanlabi</b> <b>Josephine C. Orillosa</b> <b>Joie May L. Calawigan</b> <b>Lady Joy R. Viloan</b> <b>Herjelene C. Amas</b>

a. Pay the corresponding fees	Accept payment for mailing/endorsement to the PSA, Manila	P 160.00		PSA
2. Received the annotated documents	Issue the complete set of documents		2 minutes	Josephine C. Orillosa Joie May L. Calawigan Lady Joy R. Viloan Herjelene C. Amas
<b>TOTAL</b>		<b>P 160.00</b>	<b>10 MINUTES</b>	

## 11. ISSUANCE OF CORRECTION OF CLERICAL ERROR R.A 9048 AND CORRECTION OF GENDER 10172

Authorizing the City/Municipality Civil Registrar to correct clerical or typographical error in an entry in the civil registry document.

<b>Office or Division:</b>	Office of Municipal Civil Registrar
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	G2C-Government to Citizen
<b>Who may avail:</b>	Persons Responsible for Registration is any of the following: 1. Any individual whose registry record has been affected by a court decree /order
CHECKLIST OF REQUIREMENTS	
<b>RA 9048 (Correction of clerical or typographical error)</b>	<b>WHERE TO SECURE</b>
1. Erroneous documents (COLB, COM, COD)	Philippines Statistics Authority
2. Baptismal Certificate	From the parents/s of the child or from the Local Civil Registry Office where civil registry documents was registered
3. School Records	Pastoral Office where the child was baptized
4. Voter's Certification	Concerned public or private agencies
5. Marriage Certificate of parents	Comelec Office where he/she registered
6. COLB of parents	From the parents/s of the child or from the Local Civil Registry Office where civil registry documents was registered
7. COLB of Sibling	
8. Petition Papers, Official Receipt	From the Local Civil Registry Office the documents processed or registered
<b>RA 10172 (Correction of gender and the Day and Month in the Date of Birth)</b>	
1. Erroneous documents (COLB, COM, COD)	Philippines Statistics Authority
	From the parents/s of the child or from the Local Civil Registry Office where civil registry documents was registered

2. Baptismal Certificate	Pastoral Office where the child was baptized			
3. Earliest School Records	Concerned public or private agencies			
4. Medical Certificate	Examine by Government Physician or MHO			
5. NBI Clearance	NBI office			
6. Police Clearance	PNP Office where he/she resides			
7. Newspaper Clipping & Affidavit of Publication	Newspaper Publication			
8. Certificate of unemployment/employment	Public or Private Lawyer /			
CLIENT STEP	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present required documents	Accept & Examine submitted documents as to authenticity and correctness of entries -Prepare the documents / petition	None	5 minutes	Marilou G. Nanlabi
2. Check the petition documents. Signature of applicant on the petition paper	Signature of OIC/MCR	None	3 minutes	Marilou G. Nanlabi
3. Pay the corresponding fees	Accept official receipt and attached to the petition document	<b>RA 9048</b> P 1000.00 <b>RA 10172</b> P3,000.00	As per MTO's process	<b>MTO</b>
	Advice for publication of document	None	2 minutes	Marilou G. Nanlabi
4. Wait for the notification of the MCRO	Advice the applicant to be notified for the affirmation of the petition	None	2 minutes	Josephine C. Orillosa
<b>TOTAL</b>		<b>P 1,000.00/ P 3,000.00</b>	<b>12 MINUTES</b>	

## 12. PIECEMEAL ENDORSEMENT OF REGISTERED DOCUMENTS

Request for advance endorsement (Piecemeal) to Philippines Statistics Authority for Security Paper

<b>Office or Division:</b>	Office of Municipal Civil Registrar	
<b>Classification:</b>	Complex	
<b>Type of Transaction:</b>	G2C-Government to Citizen	
<b>Who may avail:</b>	Persons Responsible for Registration is any of the following:  1. Any individual whose registry record has been affected by a court decree /order	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
<b>RA 9048 (Correction of clerical or typographical error)</b>		
1. Erroneous documents (COLB, COM, COD)	Philippines Statistics Authority	
	From the parents/s of the child or from the Local Civil Registry Office where civil registry documents was registered	
2. Baptismal Certificate	Pastoral Office where the child was baptized	
3. School Records	Concerned public or private agencies	
4. Voter's Certification	Comelec Office where he/she registered	
5. Marriage Certificate of parents	From the parents/s of the child or from the Local Civil Registry Office where civil registry documents was registered	
6. COLB of parents		
7. COLB of Sibling		
8. Petition Papers, Official Receipt	From the Local Civil Registry Office the documents processed or registered	

<b>RA 10172 (Correction of gender and the Day and Month in the Date of Birth)</b>				
1. Erroneous documents (COLB, COM, COD)		Philippines Statistics Authority  From the parents/s of the child or from the Local Civil Registry Office where civil registry documents was registered		
2. Baptismal Certificate		Pastoral Office where the child was baptized		
3. Earliest School Records		Concerned public or private agencies		
4. Medical Certificate		Examine by Government Physician or MHO		
5. NBI Clearance		NBI office		
6. Police Clearance		PNP Office where he/she resides		
7. Newspaper Clipping & Affidavit of Publication		Newspaper Publication		
8. Certificate of unemployment/employment		Public or Private Lawyer /		
CLIENT STEP	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present required documents	Accept & Examine submitted documents as to authenticity and correctness of entries -Prepare the documents / petition	None	5 minutes	<b>Marilou G. Nanlabi</b>
2. Check the petition documents. Signature of applicant on the petition paper	Signature of OIC/MCR	None	3 minutes	<b>Marilou G. Nanlabi</b>
3. Pay the corresponding fees	Accept official receipt and attached to the petition document	<b>RA 9048</b> P 1000.00 <b>RA 10172</b> P3,000.00	As per MTO's process	<b>MTO</b>

	Advice for publication of document	None	2 minutes	<b>Marilou G. Nanlabi</b>
4. Wait for the notification of the MCRO	Advice the applicant to be notified for the affirmation of the petition	None	2 minutes	<b>Josephine C. Orillosa</b>
<b>TOTAL</b>		<b>P 1,000.00/ P 3,000.00</b>	<b>12 MINUTES</b>	



**MUNICIPAL ACCOUNTING OFFICE**

**CITIZENS CHARTER**

## 1. PRE- AUDIT/ COUNTER CHECKING OF DISBURSEMENT VOUCHERS AND OTHER DOCUMENTS

This service checks the completeness of the documents as prescribed by the COA Circular No. 2012-001 and validity of transactions in accordance with the New Government Accounting System for LGUs.

<b>Office or Division:</b>	Municipal Accounting Office
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2G-Government to Government/ G2C- Government to Citizens
<b>Who may avail:</b>	Liaison Officer/s of every office/ End users
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
As required by COA Circular No. 2012-001	Office of the Municipal Accountant

CLIENT STEP	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit Disbursement Voucher with Complete Supporting Documents	Check completeness of documents and the required attachments	None	15 minutes	<b>Judith C. Austria</b> Administrative Asst. II  <b>Ryan L. Estember</b> Administrative Aide IV
	Verify, claim and certify availability of funds (Trust Fund Account)	None	15 minutes	<b>Marivic A. Cambel</b> Administrative Asst. III
	Certify completeness of documents and validity of transactions	None	10 minutes	<b>Jerome C. Orillosa, CPA,DBM</b> Municipal Accountant
	Forward documents to Municipal Treasurer for certification of cash availability	None	5 minutes	<b>Marivic A. Cambel</b> Administrative Asst. III  <b>Judith C. Austria</b> Administrative Asst. II

	Forward documents to the Municipal Mayor for Approval and to Municipal Treasurer for Check Preparation	None	5 minutes	<b>MTO personnel/ Mayor's Office Personnel</b>
	Issue Accountant's advice for local Check disbursements	None	20 minutes	<b>Marivic A. Cambel</b> Administrative Asst. III  <b>Judith C. Austria</b> Administrative Asst. II  <b>Ryan L. Estember</b> Administrative Aide IV
	Forward Checks to Municipal Mayor for signature and to Municipal Treasurer for signature and final releasing	None	5 minutes	<b>Marivic A. Cambel</b> Administrative Asst. III  <b>Judith C. Austria</b> Administrative Asst. II  <b>Ryan L. Estember</b> Administrative Aide IV
	Forward Accountant's advice to Landbank	None	30 minutes	<b>Aldie T. Cañon</b> Administrative Aide II
<b>TOTAL:</b>		<b>NONE</b>	<b>1 HOUR AND 40 MINUTES</b>	

CLIENT STEP	AGENCY ACTIONS	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
COA request for original documents	Forward the original documents with attachments to the Office of the Auditor on the 10th day of the following month.	None	1 day	<b>Jerome C. Orillosa, CPA,DBM</b> Municipal Accountant  <b>Marivic A. Cambel</b> Administrative Asst. III  <b>Judith C. Austria</b> Administrative Asst. II  <b>Ryan L. Estember</b> Administrative Aide IV
<b>TOTAL:</b>		<b>NONE</b>	<b>1 DAY</b>	

## 2. PREPARATION OF MONTHLY PAYROLL AND REMITTANCE OF CONTRIBUTIONS TO CONCERNED AGENCIES

This service focuses on the preparation of monthly payroll of salaries, allowances, honoraria, and labor services to various employees and personnel concerned. Contributions such as GSIS, PAG IBIG, PHILHEALTH and loans to various financial institutions are processed and remitted to concerned agencies.

<b>Office or Division:</b>	Municipal Accounting Office
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2G-Government to Government
<b>Who may avail:</b>	Liaison Officer/s of every office
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
As required by COA Circular No. 2012-001	Office of the Municipal Accountant

CLIENT STEP	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit DTR/ Notice of deductions/ Accomplishment reports	Prepare monthly payroll of officials and employees	None	8 hours	<b>Judith C. Austria</b> Administrative Asst. II
	Forward payroll to all offices for verification of deductions/ mandatory contributions and approval by the heads of offices	None	15 minutes	<b>Judith C. Austria</b> Administrative Asst. II
	Forward Payroll to the Budget Office for certification of appropriations, allotments and obligations	None	5 minutes	<b>Judith C. Austria</b> Administrative Asst. II

	Prepare JEV and Record transaction in the books	None	15 minutes	<b>Marivic A. Cambel</b> Administrative Asst. III  <b>Judith C. Austria</b> Administrative Asst. II  <b>Ryan L. Estember</b> Administrative Aide IV
	Certify completeness of documents and validity of transactions	None	10 minutes	<b>Jerome C. Orillosa, CPA,DBM</b> Municipal Accountant
	Forward payroll to the Municipal Treasurer for cash availability certification	None	5 minutes	<b>Judith C. Austria</b> Administrative Asst. II
	Forward to the Municipal Mayor for final approval	None	5 minutes	<b>Judith C. Austria</b> Administrative Asst. II
	Submit Automatic Debit Advice (ADA) to Authorized Government Depository Bank (AGDB) for downloading of salaries and wages and / or bonuses to individual employees payroll account for permanent employees	None	30 minutes	<b>Aldie T. Cañon</b> Administrative Aide II
	Certify completeness of documents and validity of transactions for payroll of Job Order Employees	None	10 minutes	<b>Jerome C. Orillosa, CPA,DBM</b> Municipal Accountant

	Prepare voucher for all mandatory contributions and deductions for remittance to concerned agencies. (follow procedures above on processing vouchers)	None	20 minutes	<b>Judith C. Austria</b> Administrative Asst. II
<b>TOTAL:</b>		<b>None</b>	<b>9 hours and 55 minutes</b>	

CLIENT STEP	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
COA request for original documents	Forward the original documents with attachments to the Office of the Auditor on the 10th day of the following month.	None	1 day	<b>Jerome C. Orillosa, CPA,DBM</b> Municipal Accountant  <b>Marivic A. Cambel</b> Administrative Asst. III  <b>Judith C. Austria</b> Administrative Asst. II  <b>Ryan L. Estember</b> Administrative Aide IV
<b>TOTAL:</b>		<b>NONE</b>	<b>1 DAY</b>	

### 3. ISSUANCE OF CERTIFICATION OF NET TAKE HOME PAY AND CERTIFICATE OF TAX WITHELD

The certificate on net take home pay is issued upon the request of the employees to avail various loans given by the financial institutions and government agencies. The certificate of tax withheld is given to suppliers and clients where taxes on the purchase and payment transactions are being withheld by the Municipality and remitted same to the Bureau of Internal Revenue.

<b>Office or Division:</b>	Municipal Accounting Office
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2G-Government to Government/G2C-Government to Citizen
<b>Who may avail:</b>	Concerned Personnel and Supplier
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
Payroll Official Receipt Paid Disbursement Voucher	Office of the Municipal Accountant Office of the Municipal Treasurer Office of the Municipal Accountant

CLIENT STEP	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit Payroll, Official receipt	Assess payroll and issue Certificate of Net take Home Pay	20.00	20 minutes	<b>Judith C. Austria</b> Administrative Asst. II
	Certify and approval by the Municipal Accountant	None	15 minutes	<b>Jerome C. Orillosa, CPA,DBM</b> Municipal Accountant
<b>TOTAL:</b>		<b>20.00</b>	<b>35 MINUTES</b>	



CLIENT STEP	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit disbursement voucher	Prepare and issue BIR Form 2307	None	15 minutes	<b>Marivic A. Cambel</b> Administrative Asst. III  <b>Judith C. Austria</b> Administrative Asst. II  <b>Ryan L. Estember</b> Administrative Aide IV
	Certify and approval by the Municipal Accountant	None	15 minutes	<b>Jerome C. Orillosa, CPA,DBM</b> Municipal Accountant
<b>TOTAL:</b>		<b>None</b>	<b>30 minutes</b>	

CLIENT STEP	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Employees request for form 2316	Prepare and issue BIR Form 2316 of all employees	None	1 day	<b>Judith C. Austria</b> Administrative Asst. II
BIR request for alphalist	Forward BIR Form to BIR Office for substituted filing and receiving	None	1 day	<b>Jerome C. Orillosa, CPA,DBM</b> Municipal Accountant
<b>TOTAL:</b>		<b>NONE</b>	<b>2 DAYS</b>	

#### 4. PREPARATION OF FINANCIAL STATEMENTS

This is the main function of the Office of the Municipal Accountant- the preparation and issuance of financial statements which is needed to comply with the requirements set by the Commission on Audit and other regulatory agencies. This service is governed by the Philippine Public Sector Accounting Standards (PPSAS) and New Government Accounting Standards for LGUs.

<b>Office or Division:</b>	Municipal Accounting Office
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2G-Government to Government
<b>Who may avail:</b>	COA and other Interested Agencies
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
As required by Philippine Public Sector Accounting Standards (PPSAS) and New Government Accounting Standards for LGUs	Office of the Municipal Accountant

CLIENT STEP	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
COA request for monthly, Quarterly and Annual Report	Review and Check Report of Collections and Deposits (RCDs) and Report on Checks Issued (RCIs)	None	1 hour	<b>Jerome C. Orillosa, CPA,DBM</b> Municipal Accountant  <b>Marivic A. Cambel</b> Administrative Asst. III
	Record Collections and deposits for the Month	None	15 minutes	<b>Jerome C. Orillosa, CPA,DBM</b> Municipal Accountant  <b>Marivic A. Cambel</b> Administrative Asst. III
	Record Bank Reconciling Items	None	30 minutes	<b>Jerome C. Orillosa, CPA,DBM</b> Municipal Accountant  <b>Marivic A. Cambel</b> Administrative Asst. III

	Record liquidation Reports for cash advances for payroll, operating expenses, special disbursing officers and travel/ training cash advances	None	30 minutes	<b>Jerome C. Orillosa, CPA,DBM</b> Municipal Accountant  <b>Marivic A. Cambel</b> Administrative Asst. III
	Record JEVs/ adjustments on RPT, Due to LGU accounts, Petty cash fund, IRA, Depreciation, and other necessary adjustments	None	30 minutes	<b>Jerome C. Orillosa, CPA,DBM</b> Municipal Accountant  <b>Marivic A. Cambel</b> Administrative Asst. III
	Prepare Monthly, Quarterly and Year-end Financial Statement Reports	None	3 hours	<b>Jerome C. Orillosa, CPA,DBM</b> Municipal Accountant  <b>Marivic A. Cambel</b> Administrative Asst. III
	Prepare Status of Unliquidated Cash Advances and LDRRM Fund Utilization report	None	2 hours	<b>Jerome C. Orillosa, CPA,DBM</b> Municipal Accountant
<b>TOTAL:</b>		<b>NONE</b>	<b>7 HOURS AND 45 MINUTES</b>	

CLIENT STEP	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Forward the original documents with attachments to the Office of the Auditor on the 10th day of the following month	None	1 day	<b>Jerome C. Orillosa, CPA,DBM</b> Municipal Accountant  <b>Marivic A. Cambel</b> Administrative Asst. III  <b>Judith C. Austria</b> Administrative Asst. II  <b>Ryan L. Estember</b> Administrative Aide IV
<b>TOTAL:</b>		<b>NONE</b>	<b>1 DAY</b>	

# **OFFICE OF THE MUNICIPAL DISASTER RISK REDUCTION AND MANAGEMENT**

## **CITIZENS CHARTER**

## 1. EMERGENCY RESPONSE 24/7 (URGENT)

Municipality of Aleosan Province of Cotabato Office of the Municipal Disaster Risk Reduction and Management CITIZEN'S CHARTER				
Emergency Response 24/7 (Urgent)				
Provision of 24/7 rapid response to any emergency situation, providing first aid and transport services. Securing availability of emergency and medical services at all times.				
<b>Office:</b>	Municipal Disaster Risk Reduction and Management Office (MDRRMO)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C Government to Citizen, G2G Government to Government			
<b>Who may Avail:</b>	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEP	UNIT ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Report to MDRRMO any emergency situation or any untoward incident through radio/phone call, walk in (Urgent)	Gather vital information, such as place (with specific land mark), name of incident, time of incident, date of incident, number of victims or persons involve. Name of informant.	None	2 minutes	<b>Noel B. Epanto</b> LDRRMO III
	Alert and Deploy the team on duty, relay the vital information.	None	2 minutes	<b>Noel B. Epanto</b> LDRRMO III
	Inform the Barangay Health Emergency Response Team(BHERT), PNP and other concerned agencies	None	3 minutes	<b>Noel B. Epanto</b> LDRRMO III
	Upon arrival in the scene, the Team Leader should survey the scene, secure the safety of the	None	As Soon As Possible	<b>ALERRT Team Leader</b>

	Response Team, identify the victims, do the triaging. Coordinate with concern agencies if necessary			
	After triaging, the team should provide necessary care such as first aid, Basic Life Support and bandaging. The should also secure the valuable things of the victims.	None	As Soon As Possible	<b>ALERRT TEAM</b>
	Transport the victim/s to the nearest medical facility	None	As Soon As Possible	<b>ALERRT TEAM</b>
	Submit partial and final reports to concern agencies	None	60 minutes	<b>Noel B. Epanto</b> LDRRMO III
	<b>TOTAL</b>		<b>67 MINUTES</b>	

## 2. EMERGENCY RESPONSE 24/7 (NON-URGENT)

<p style="text-align: center;"><b>Municipality of Aleosan</b>  <b>Province of Cotabato</b>  <b>Office of the Municipal Disaster Risk Reduction and Management</b>  <b>CITIZEN'S CHARTER</b></p>				
<b>Emergency Response 24/7 (Non-urgent)</b>				
Provision of 24/7 rapid response to any emergency situation, providing first aid and transport services. Securing availability of emergency and medical services at all times.				
<b>Office:</b>	Municipal Disaster Risk Reduction and Management Office (MDRRMO)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C Government to Citizen, G2G Government to Government			
<b>Who may Avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
None			None	
<b>CLIENT STEP</b>	<b>UNIT ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Report to MDRRMO any emergency situation or any untoward incident through radio/phone call, walk in (Non-Urgent)	Gather vital information, such as place (with specific land mark), name of incident, time of incident, date of incident, number of victims or persons involve, Name of informant.	None	3 minutes	<b>Noel B. Epanto</b> LDRRMO III



	Deploy RDANA Team in the area Record : <ul style="list-style-type: none"> <li>➤ Damaged facilities such as Electric Line, Schools, Hospitals, Roads, Bridges, Water Supply, Houses, Communication Network, Churches, Number of affected individuals and Families.</li> </ul>	None	1 day	<b>RDANA TEAM</b>
	Provision of specific needs of the victims which was analyzed by the Response Team	None	It depends upon the incident scenario, and availability of resources.	<b>Noel B. Epanto</b> LDRRMO III
	Distribution of specific needs of the victim/s	None	It depends upon the availability of resources.	<b>MDRRMO Staff</b>
	Submit partial and final reports to concern agencies	None	2 days	<b>Noel B. Epanto</b> LDRRMO III
	<b>TOTAL</b>		<b>3 DAYS AND 3 MINUTES</b>	

### 3. REQUEST FOR CAPACITY DEVELOPMENT (TRAININGS, SEMINARS, SYMPOSIUM)

<p align="center"><b>Municipality of Aleosan</b>  <b>Province of Cotabato</b>  <b>Office of the Municipal Disaster Risk Reduction and Management</b>  <b>CITIZEN'S CHARTER</b></p>				
<b>Request for Capacity Development (Trainings, Seminars, Symposium)</b>				
Capacitation of force multipliers through trainings, seminars and drills such as First Aid and Basic Life Support training course, bandaging and others.				
<b>Office:</b>	Municipal Disaster Risk Reduction and Management Office (MDRRMO)			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C Government to Citizen, G2G Government to Government			
<b>Who may Avail:</b>	BHERT, Students, Teachers and other group of individuals			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Request Letter			Requesting group	
<b>CLIENT STEP</b>	<b>UNIT ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Submit request letter for the required training, seminar or drills	Study the requested as to what kind of training/seminar/drill, date, time, and possible venue	None	2 hours	<b>Noel B. Epanto</b> LDRRMO III
	Coordinate with other concern agencies	None	3 days	<b>Jonah Grace B. Cayang,RSW</b> LDRRMA
Client may follow up for the confirmation of the request	Discuss the confirmation and finalization of the training, seminar, or drills to be conducted.	None	2 hours	<b>Jonah Grace B. Cayang,RSW</b> LDRRMA

	Prepare activity design for the needed materials and budget.	None	1 day	<b>Jonah Grace B. Cayang, RSW</b> LDRRMA
	Process the activity design for approval	None	Depending on the availability of the signatories.	
	Prepare the needed materials and all the detail for the training proper	None	2 days before the training proper	<b>MDRRMO Staff</b>
	<b>TOTAL</b>		<b>6 DAYS AND 4 HOURS</b>	

#### 4. COVID OPERATIONAL AND INTERVENTION

Municipality of Aleosan Province of Cotabato Office of the Municipal Disaster Risk Reduction and Management CITIZEN'S CHARTER				
Covid19 Operation and Intervention				
Disinfection of facilities, public and private place which are expose or contaminated with Covid19 virus.				
Office:	Municipal Disaster Risk Reduction and Management Office (MDRRMO)			
Classification:	Simple			
Type of Transaction:	G2C Government to Citizen, G2G Government to Government			
Who may Avail:	All			
CKECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None			None	
CLIENT STEP	UNIT ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Request for facility disinfection	Get vital info such as place or name of facility, time date of request to be responded. Name of informant	None	30 minutes	Noel B. Epanto LDRRMO III
	Alert and deploy the Response Team	None	30 mimutes	ALERRT Team
	Recording of action taken to DRRMO's log book	None	5 minutes	ALERRt Team Leader
	Inform the requesting individual about the action taken	None	5 minutes	Noel B. Epanto LDRRMO III
	<b>TOTAL</b>		<b>1 HOUR AND 10 MINUTES</b>	

## 5. COVID OPERATIONAL AND INTERVENTION

<p style="text-align: center;"><b>Municipality of Aleosan</b>  <b>Province of Cotabato</b>  <b>Office of the Municipal Disaster Risk Reduction and Management</b>  <b>CITIZEN'S CHARTER</b></p>				
<b>Covid19 Operation and Intervention</b>				
Provision of basic needs to Covid19 Positive individuals isolated at Municipal Isolation Facility.				
<b>Office:</b>	Municipal Disaster Risk Reduction and Management Office (MDRRMO)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C Government to Citizen, G2G Government to Government			
<b>Who may Avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
RAT/RT PCR result (positive)			RHU	
<b>CLIENT STEP</b>	<b>UNIT ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Walk-in, phone call, Direct Message from RHU	Get vital info: name, address, age, sex, status,	None	20 minutes	<b>Noel B. Epanto</b> LDRRMO III
	Preparation of Room (Municipal Isolation Facility) for the Client	None	20 minutes	<b>ALERRT Team on duty</b>
	Transportation of client from place of origin to Municipal Isolation Facility	None	Depends on the distance of place of origin to Municipal Isolation Facility	<b>Driver and Responder on duty</b>
	Provision food packs, hygiene kits and other basic needs	None	5 minutes	<b>ALERRT Team on duty</b>
	Monitoring of quarantined individual	None	Depends on the number of quarantine days	<b>ALERRT Team on duty</b>
	<b>TOTAL</b>		<b>45 MINUTES</b>	

## 6. RESCUE VEHICLE TRANSPORT SERVICE

<p style="text-align: center;"><b>Municipality of Aleosan</b>  <b>Province of Cotabato</b>  <b>Office of the Municipal Disaster Risk Reduction and Management</b>  <b>CITIZEN'S CHARTER</b></p>				
<b>Rescue Vehicle Transport Service</b>				
Provision of vehicle transport vehicle for Returning Overseas Filipino (ROF) and Locally Stranded Individual(LSI) who are a resident of this municipality				
<b>Office:</b>	Municipal Disaster Risk Reduction and Management Office (MDRRMO)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C Government to Citizen, G2G Government to Government			
<b>Who may Avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Letter of Acceptance			Office of the Municipal Mayor	
<b>CLIENT STEP</b>	<b>UNIT ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Walk-in	Interview client as regards to date, time, and place where the rescue vehicle is needed	None	5 minutes	<b>Noel B. Epanto</b> LDRRMO III
	Verify the availability of the rescue vehicle	None	5 minutes	<b>Noel B. Epanto</b> LDRRMO III
	If available, secure the reservation of the vehicle, write vehicle plate number and driver's name at the MDRRMO's Calendar board.	None	5 minutes	<b>Noel B. Epanto</b> LDRRMO III
	Secure trip Ticket and Gas slip	none	1 hour	<b>Jonah Grace B. Cayang,RSW</b> LDRRMA
	Instruct Driver for the scheduled transport	none	5 minutes	<b>Noel B. Epanto</b> LDRRMO III

## 6. RICE ASSISTANCE

Municipality of Aleosan Province of Cotabato Office of the Municipal Disaster Risk Reduction and Management <b>CITIZEN'S CHARTER</b>				
Rice Assistance				
Rice assistance (1 sack) for the bereaved family due to death of a family member				
<b>Office:</b>	Municipal Disaster Risk Reduction and Management Office (MDRRMO)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C Government to Citizen, G2G Government to Government			
<b>Who may Avail:</b>	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Death Certificate (Photocopy)			Office of the Civil Registrar	
CLIENT STEP	UNIT ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Present a photocopy of Death Certificate at the Municipal Disaster Risk Reduction and Management Office	Review and Receive a copy of death certificate.	None	5 minutes	<b>Noel B. Epanto</b> LDRRMO III
	Record the name, contact number and secure the signature of the client.	None	2 minutes	<b>Noel B. Epanto</b> LDRRMO III
	Release 1 sack of rice to the client	None	5 minutes	<b>Responder on Duty</b>
	<b>TOTAL</b>		<b>12 MINUTES</b>	

# **MUNICIPAL ENVIRONMENT AND NATURAL RESOURCES OFFICE**

## **CITIZENS CHARTER**



## 1. ISSUANCE OF MUNICIPAL ENVIRONMENT AND NATURAL RESOURCES OFFICE CERTIFICATION FOR CHAINSAW REGISTRATION

Clients request MENRO Certification for Chainsaw Registration.

<b>Office or Division:</b>	MENRO OFFICE			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G-Government to Government, G2C- Government to Citizens			
<b>Who may avail:</b>	Citizen requesting MENRO Certification for Chainsaw Registration.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
- Barangay Certification		- Barangay where Chainsaw is use.		
- Documents of ownership with actual chainsaw unit		- Owner		
CLIENT STEP	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Walk-in clients request MENRO Certification for Chainsaw Registration	Accepts and evaluates request with complete attachments: • Barangay Certification where chainsaw is use • Check the chainsaw model and serial number	Payment of Corresponding Fee • MENRO Certification -180.00	6 minutes	<b>EFREN V. CABAYA</b> MENRO Designate
	Issuance of Official Request		3 minutes	<b>MTO Authorized Collector</b>
	Preparation of Requested Document		5 minutes	<b>EFREN V. CABAYA</b> MENRO Designate
	Approval of the Documents		3 minutes	<b>EFREN V. CABAYA</b> MENRO Designate
	Releasing of the Documents		3 minutes	<b>EFREN V. CABAYA</b> MENRO Designate
<b>TOTAL</b>		<b>P 180.00</b>	<b>20 MINUTES</b>	

## 2. ISSUANCE OF MUNICIPAL ENVIRONMENT AND NATURAL RESOURCES OFFICE CERTIFICATION FOR TREE CUTTING PERMIT AND PERMIT TO TRANSPORT

Clients request MENRO Certification for Cutting Permit, or Permit to Transport/Certificate of Origin (Commercial/Personal Use)

<b>Office or Division:</b>	MENRO OFFICE			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G-Government to Government, G2C- Government to Citizens			
<b>Who may avail:</b>	Citizen requesting MENRO Certification for tree cutting permit and permit to transport.			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
- Barangay Certification			- Barangay where planted tree is located.	
- Photo copy of Land Title				
<b>CLIENT STEP</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESING TIME</b>	<b>PERSON RESPONSIBLE</b>
Walk-in clients request MENRO Certification for Cutting Permit, or Permit to Transport/Certificate of Origin (Commercial/Personal Use)	Accepts and evaluates request with complete attachments: • Barangay Certification where tree is located • Land Title	Payment of Corresponding Fee • MENRO Certification – 180.00	3 Minutes	<b>EFREN V. CABAYA</b> MENRO Designate
	Inspection of lumbers		3 hours	<b>EFREN V. CABAYA</b> MENRO Designate
	Issuance of Official Request		3 minutes	<b>MTO Authorized Collector</b>
	Preparation of Requested Document		5 minutes	<b>EFREN V. CABAYA</b> MENRO Designate
	Approval of the Documents		3 minutes	<b>EFREN V. CABAYA</b> MENRO Designate

	Releasing of the Documents		3 minutes	<b>EFREN V. CABAYA</b> MENRO Designate
	<b>TOTAL</b>	<b>P 180.00</b>	<b>3 HOURS AND 17 MINUTES</b>	

### 3. ISSUANCE OF CERTIFICATION FOR BUSINESS CLEARANCE

Clients request MENRO Certification for Business Clearance.

<b>Office or Division:</b>	MENRO OFFICE			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G-Government to Government, G2C- Government to Citizens			
<b>Who may avail:</b>	Citizens who request for Business Clearance.			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
- Business Permit Form			- Business Permit Licensing Office	
<b>CLIENT STEP</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Walk-in clients request MENRO Certification for Business Clearance	Present the Business Permit Form to the receiving clerk for recording	None	2 Minutes	<b>EFREN V. CABAYA</b> MENRO Designate
	The receiving clerk will prepare the certification		10 Minutes	<b>EFREN V. CABAYA</b> MENRO Designate
	Approval of the certification		5 Minutes	<b>MTO Authorized Collector</b>
	Releasing of certification		2 minutes	<b>EFREN V. CABAYA</b> MENRO Designate
	<b>TOTAL</b>	<b>NONE</b>	<b>19 MINUTES</b>	

#### 4. RESPOND TO ENVIRONMENT RELATED ISSUES AND COMPLAINTS

Clients request MENRO to action environment related issues and complaints.

<b>Office or Division:</b>	MENRO OFFICE			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G-Government to Government, G2C- Government to Citizens			
<b>Who may avail:</b>	Citizens who have issues and complaints related to environment.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
- Letter request		- Barangay Hall		
<b>CLIENT STEP</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Walk-in clients request MENRO to action environment related issues and complaints	Sign-in client logbook	None	3 Minutes	<b>EFREN V. CABAYA</b> MENRO Designate
	Conduct Site Inspection with the involve parties		1 day	<b>EFREN V. CABAYA</b> MENRO Designate
	Generate documents		27 Minutes	<b>EFREN V. CABAYA</b> MENRO Designate
<b>TOTAL</b>		<b>NONE</b>	<b>1 DAY AND 30 MINUTES</b>	

## 5. REQUEST FOR SEEDLINGS

Clients request for seedlings.

<b>Office or Division:</b>	MENRO OFFICE			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G-Government to Government, G2C- Government to Citizens			
<b>Who may avail:</b>	Citizens who request seedlings.			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
- Letter request			- Requesting party	
<b>CLIENT STEP</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Walk-in clients request for seedlings.	Sign-in client logbook	None	2 Minutes	<b>EFREN V. CABAYA</b> MENRO Designate
	Received and record request letter		3 Minutes	<b>EFREN V. CABAYA</b> MENRO Designate
	Pick-up seedlings for disposal to the requesting party		1 Hour	<b>EFREN V. CABAYA</b> MENRO Designate
	<b>TOTAL</b>	<b>NONE</b>	<b>1 HOUR AND 5 MINUTES</b>	

## 6. REQUEST SPECIAL CONDUCT OF ENVIRONMENT RELATED INFORMATION EDUCATION AND COMMUNICATION CAMPAIGN

Clients request special conduct of environment related Information Education and Communication campaign

<b>Office or Division:</b>	MENRO OFFICE			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G-Government to Government, G2C- Government to Citizens			
<b>Who may avail:</b>	Citizen requesting for special conduct of environment related Information Education and Communication campaign.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
- Request Letter		- Requesting barangay/party		
<b>CLIENT STEP</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Walk-in clients Requesting for special conduct of environment related Information Education and Communication campaign.	Sign-in client logbook	None	2 minutes	<b>EFREN V. CABAYA</b> MENRO Designate
	Received and record request letter		3 minutes	<b>EFREN V. CABAYA</b> MENRO Designate
	Schedule conduct of IEC		15 minutes	<b>EFREN V. CABAYA</b> MENRO Designate
	<b>TOTAL</b>	<b>NONE</b>	<b>20 MINUTES</b>	

**OFFICE OF THE MUNICIPAL ENGINEER**

**CITIZENS CHARTER**



## 1. ISSUANCE OF BUILDING PERMIT AND ITS ANCILLARY PERMIT

A service that regulates construction activities which includes residential, commercial, and industrial constructions within the Municipality of Aleosan as per Presidential Decree 1096, known as the National Building Code of the Philippines.

Simple transactions cover the construction of private garages (not more than 90 square meters), carports, sheds, agricultural buildings, fences, signboards, tanks and towers, excavation works, among others not mentioned in Complex and Highly technical transactions.

<b>Office or Division:</b>	OFFICE OF BUILDING OFFICIAL		
<b>Classification:</b>	Simple		
<b>Type of Transaction:</b>	G2G-Government to Government and G2C-Goverment to Citizens		
<b>Who may avail:</b>	Any person, firm or corporation, including any agency or instrumentality of the government who shall construct, alter, repair, convert, use, occupy, move, demolish, add any building or structure or any portion thereof or legalize existing structure within the Municipality of Aleosan.		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
4 sets Unified Application Form (duly signed and sealed by licensed Civil Engineer / architect, Electrical and Sanitary Engineer / Master Plumber, etc)		Forms available at the Office of Building Official	
2 sets Survey / Location Plan		Licensed Professional	
4 sets Detailed Engineering Plans duly signed by the licensed professional (Civil Engineer / Architect, Electrical and Sanitary Engineer / Master Plumber, etc. )		Licensed Professional	
1 sets - Technical Specification		Licensed Professional	
3 sets - Building Estimates Cost duly notarized		Licensed Professional	
Three (3) photocopies of valid licenses of all involved professionals (PTR and PRC)		Licensed Professional	
Zoning / Locational Clearance		Office of MPDC	
Fire Safety Evaluation Clearance (FSEC)		Bureau of Fire Protection	
Approved Construction Safety and Health Program		Department of Labor and Employment	
Other Clearances (if applicable)		Department of Education	



## 2. ISSUANCE OF BUILDING PERMIT AND ITS ANCILLARY PERMIT

A service that regulates construction activities which includes residential, commercial, and industrial constructions within the Municipality of Aleosan as per Presidential Decree 1096, known as the National Building Code of the Philippines.

Complex applications cover the construction of projects with total floor area not more than 1,500 square meter single dwelling residential of not more than 3 storeys and commercial building of not more than two (2) storeys, multiple-unit residential houses, single detached residential houses, warehouses not more than two (2) storeys high storing non-hazardous substances, and market buildings, among others.

<b>Office or Division:</b>	OFFICE OF BUILDING OFFICIAL		
<b>Classification:</b>	Complex		
<b>Type of Transaction:</b>	G2G-Government to Government and G2C-Goverment to Citizens		
<b>Who may avail:</b>	Any person, firm or corporation, including any agency or instrumentality of the government who shall construct, alter, repair, convert, use, occupy, move, demolish, add any building or structure or any portion thereof or legalize existing structure within the Municipality of Aleosan.		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
5 sets Unified Application Form (duly signed and sealed by licensed Civil Engineer / architect, Electrical and Sanitary Engineer / Master Plumber, etc)		Forms available at the Office of Building Official	
2 sets Survey / Location Plan		Licensed Professional	
5 sets Detailed Engineering Plans duly signed by the licensed professional (Civil Engineer / Architect, Electrical and Sanitary Engineer / Master Plumber, etc. )		Licensed Professional	
3 sets - Technical Specification		Licensed Professional	
3 sets - Building Estimates Cost		Licensed Professional	
Three (3) photocopies of valid licenses of all involved professionals (PTR and PRC)		Licensed Professional	
Zoning / Locational Clearance		Office of MPDC	
Fire Safety Evaluation Clearance (FSEC)		Bureau of Fire Protection	
Approved Construction Safety and Health Program		Department of Labor and Employment	

Other Clearances (if applicable)		Department of Education Department of Public Works and Highways Department of Health Department of Environment and Natural Resources All Other Agencies		
CLIENT STEP	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submission of all Requirements for Issuance of Building Permit	<p>Receive and check for completeness of documents.</p> <p>If the documents are complete, proceed with evaluation in accordance to the minimum as required by the code, and encoding of data of applicant and then compute for the Permit Fees.</p> <p>If discrepancies were found in the documents, the client are advised or informed for rectification or compliance.</p>	None	10 minutes       6.5 days	<b>Engr. Warda K. Kulod</b> Engineer I
Payment of Fees at MTO	Issuance of Official Receipt	Variable (refer to the schedule of fees)	Variable	<b>MTO - Revenue Collector</b>
Claim of Building Permit	Approval and Issuance Building Permit	None	15 minutes	<b>Engr. Warda K. Kulod</b> Engineer I
	<b>TOTAL</b>		<b>7 DAYS</b>	

### 3. ISSUANCE OF BUILDING PERMIT AND ITS ANCILLARY PERMIT

A service that regulates construction activities which includes residential, commercial, and industrial constructions within the Municipality of Aleosan as per Presidential Decree 1096, known as the National Building Code of the Philippines.

Highly technical covers construction of more than three (3) storeys buildings.

<b>Office or Division:</b>	OFFICE OF BUILDING OFFICIAL		
<b>Classification:</b>	Highly technical		
<b>Type of Transaction:</b>	G2G-Government to Government and G2C-Goverment to Citizens		
<b>Who may avail:</b>	Any person, firm or corporation, including any agency or instrumentality of the government who shall construct, alter, repair, convert, use, occupy, move, demolish, add any building or structure or any portion thereof or legalize existing structure within the Municipality of Aleosan.		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
5 sets Unified Application Form (duly signed and sealed by licensed Civil Engineer / architect, Electrical and Sanitary Engineer / Master Plumber, etc)		Forms available at the Office of Building Official	
Sketch Location Plan		Licensed Professional	
5 sets Detailed Engineering Plans duly signed by the licensed professional (Civil Engineer / Architect, Electrical and Sanitary Engineer / Master Plumber, etc. )		Licensed Professional	
3 sets - Technical Specification		Licensed Professional	
3 sets - Building Estimates Cost		Licensed Professional	
Three (3) photocopies of valid licenses of all involved professionals (PTR and PRC)		Licensed Professional	
Zoning / Locational Clearance		Office of MPDC	
Fire Safety Evaluation Clearance (FSEC)		Bureau of Fire Protection	
Approved Construction Safety and Health Program		Department of Labor and Employment	
Other Clearances (if applicable)		Department of Education Department of Public Works and Highways Department of Health	

		Department of Environment and Natural Resources All Other Agencies		
CLIENT STEP	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submission of all Requirements for Issuance of Building Permit	<p>Receive and check for completeness of documents.</p> <p>If the documents are complete, proceed with evaluation in accordance to the minimum as required by the code, and encoding of data of applicant and then compute for the Permit Fees.</p> <p>If discrepancies were found in the documents, the client are advised or informed for rectification or compliance.</p>	None	<p>10 minutes</p> <p>19.5 days</p>	<b>Engr. Warda K. Kulod</b> Engineer I
Payment of Fees at MTO	Issuance of Official Receipt	Variable (refer to the Revenue Code schedule of fees)	Variable	<b>MTO - Revenue Collector</b>
Claim of Building Permit	Approval and Issuance Building Permit	None	15 minutes	<b>Engr. Warda K. Kulod</b> Engineer I
	<b>TOTAL</b>		<b>20 DAYS</b>	

#### 4. ISSUANCE OF OCCUPANCY PERMIT

Issuance of certificate of occupancy to ensure the safety of use to confirm that the house or building is in a suitable living condition considering its compliance to the provisions of the code and to the submitted plans and specifications.

<b>Office or Division:</b>	OFFICE OF BUILDING OFFICIAL			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G-Government to Government and G2C-Government to Citizens			
<b>Who may avail:</b>	All applicants with issued building permits			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Application for Occupancy Permit		Forms available at Office		
Fire Safety Inspection Certificate		Bureau of Fire Protection		
3 copies Certificate of Completion duly notarized		Forms available at Office		
3 sets As-built plans / drawings (if changes were made in the approved building plans)		Licensed Professional		
Photocopy of Licenses of Professionals		Licensed Professional		
Photograph of the completed structure (front, sides and rear view)		Applicant		
1 copy of Building Permit and its Ancillary Permits issued		Applicant		
1 copy Locational Clearance		Applicant		
CLIENT STEP	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submission of Requirements	Receive and checking of documents and computation of fees	None	10 minutes	<b>Engr. Warda K. Kulod</b> Engineer I
Proceed to Treasurer's Office for payment	Issue Official Receipt	Variable (refer to the schedule of fees)	Variable	<b>MTO – Revenue Collector</b>
Present Official receipt and Claim of Permit	Approval and Issuance of Occupancy Permit	None	10 minutes	<b>Engr. Warda K. Kulod</b> Engineer I
<b>TOTAL</b>			<b>20 MINUTES</b>	

## 5. ISSUANCE OF OCCUPANCY PERMIT

Issuance of certificate of occupancy to ensure the safety of use to confirm that the house or building is in a suitable living condition considering its compliance to the provisions of the code and to the submitted plans and specifications.

<b>Office or Division:</b>	OFFICE OF BUILDING OFFICIAL			
<b>Classification:</b>	Complex and Highly Technical			
<b>Type of Transaction:</b>	G2G-Government to Government and G2C-Goverment to Citizens			
<b>Who may avail:</b>	All applicants with issued building permits			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Application for Occupancy Permit		Forms available at Office		
Fire Safety Inspection Certificate		Bureau of Fire Protection		
3 copies Certificate of Completion duly notarized		Forms available at Office		
3 sets As-built plans / drawings (if changes were made in the approved building plans)		Licensed Professional		
Photocopy of Licenses of Professionals		Licensed Professional		
Photograph of the completed structure (front, sides and rear view)		Applicant		
1 copy of Building Permit and its Ancillary Permits issued		Applicant		
1 copy Locational Clearance		Applicant		
CLIENT STEP	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submission of Requirements	Receiving and checking of documents and computation of fees	None	5 days	<b>Engr. Warda K. Kulod</b> Engineer I
Proceed to Treasurer's Office for payment	Issue Official Receipt	Variable (refer to the schedule of fees)	Variable	<b>MTO – Revenue Collector</b>



Present Official receipt and Claim of Permit	Approval and Issuance of Occupancy Permit	none	1 minute	<b>Engr. Warda K. Kulod</b> Engineer I
	<b>TOTAL</b>		<b>5 DAYS</b>	

## 6. ISSUANCE OF DEMOLITION PERMIT

Issuance of demolition permits to ensure the safety of public and properties from risk or danger among others especially during structure demolition activities and to protect the national preserve historic structures.

<b>Office or Division:</b>	OFFICE OF BUILDING OFFICIAL			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G-Government to Government and G2C-Goverment to Citizens			
<b>Who may avail:</b>	Any person, firm or corporation, including any agency or instrumentality of the government who wish to demolish or abolish existing structure/s or structure/s identified as dangerous and ruinous structures			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Application for Demolition Permit		Forms available at Office		
3 copies Certificate of Completion duly notarized		Forms available at Office		
Photograph of the structure (front, sides and rear view)		Applicant		
1 copy of Building Permit and its Ancillary Permits issued (if applicable)		Applicant		
Barangay Clearance (approval of demolition)		Barangay LGU		
Demolition Clearance (if applicable)		National Historical Commission of the Philippines		
<b>CLIENT STEP</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Submission of Requirements	Receiving and checking of documents and computation of fees	None	30 minutes	<b>Engr. Warda K. Kulod</b> Engineer I
Proceed to Treasurer's Office for payment	Issue Official Receipt	Variable (refer to the schedule of fees)	Variable	<b>MTO – Revenue Collector</b>
Present Official receipt and Claim of Permit	Approval and Issuance of Occupancy Permit	none	1 minute	<b>Engr. Warda K. Kulod</b> Engineer I
	<b>TOTAL</b>		<b>31 MINUTES</b>	

## 7. PROVISION OF ENGINEERING TECHNICAL ASSISTANCE

Provision of technical assistance to the Barangay Local Government preparing their Program of Works and Detailed estimates and Design Plans and other engineering programs and services limited or not available in the Barangay level.

<b>Office or Division:</b>	OFFICE OF BUILDING OFFICIAL			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2G-Government to Government			
<b>Who may avail:</b>	Any Barangay Local Government in Municipality of Aleosan who wish to have a prepared detailed estimates and drawing design for the implementation of their respective barangay programs especially on infrastructure			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter with/or attach details of project (Project Title, Fund Amount, Location, etc)		Applicant (Barangay Government)		
CLIENT STEP	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submission of Request	Receiving and checking of documents	None	7 days	<b>Engr. Warda K. Kulod</b> Engineer I <b>Restituto I. Figuracion</b> Engg. Aide <b>Jerry H. Cambronero</b> Draftsman I
Proceed to Treasurer's Office for payment	Issue Official Receipt -Preparation of Program of Works -Preparation Detailed Engineering Design	- P 50/ page - 5% of Project Cost	Variable	<b>MTO – Revenue Collector</b>
Present Official receipt and Claim of Program of Works	Issuance of Program of Works	None	1 minute	<b>Fe F. Fineza</b> Admin Aide IV
	<b>TOTAL</b>		<b>7 days</b>	

## 8. EQUIPMENT/VEHICLE RENTAL SERVICES

Equipment Rental is special services provided by Engineering Office in support to economic enterprise of the Local Government Unit.

<b>Office or Division:</b>	OFFICE OF BUILDING OFFICIAL			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G-Government to Government and G2C-Government to Citizens			
<b>Who may avail:</b>	Any person, firm or corporation, including any agency or instrumentality of the government who wish to employ services of Light and Heavy Equipment vehicles owned and operated by the Local government Unit.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Equipment Rental Form duly accomplished		Office		
<b>CLIENT STEP</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Fill up request form	Scheduling to availability of requested equipment or vehicle and computation of fees Schedule of Fees	None	15 minutes	<b>Fe F. Fineza</b> Admin Aide IV
Proceed to Treasurer's Office for payment	Issue Official Receipt	Road Grader Komatsu P1,000.00 /hr.- (Government) P1,600.00/hr. – (Private)  Mitsubishi P1,500.00/hr. (Government) 2,000.00/hr. (Private)  Bulldozer Komatsu 1,000.00/hr. (Government) 2,500.00/hr. (Private)	Variable	<b>MTO – Revenue Collector</b>

		Caterpillar 1,500.00/hr. (Government) 2,500.00/hr. (Private)		
		Pay Loader 1,000.00/hr. (Government) 1,300.00/hr. (Private)		
		Road Roller 1,000.00/hr. (Government) 1,300.00/hr. (Private)		
		Back Hoe Loader 1,000.00/hr. (Govt) 1,100.00/hr. (Private)		
		Back Hoe Excavator 2,000.00/hr. (Govt) 3,000.00/hr. (Private)		
		Dump Trucks 500.00/hr. (Government) 600.00/hr. (Private)		
		Tractor 1,800.00/hr.		
		Self-Loading 600.00/hr. (Government) 1,000.00/hr. (Private)		
		4 Wheels Drive Jeep - Small 1,000.00/hr. - Large (Lawin) 1,200.00/day		
		Concrete Mixer 800.00/day		
		Electric Welding Machine 20.00/rod		
		Air Compressor 500.00/day		
		Transit (Surveying instrument) 1,000.00/day		
		Brush Cutter 200.00/day		
		Mobile Generator 100.00/hour		

		LCD	200.00/hour		
Present Official receipt and Approval of request	Approval of request	none		5 minutes	Fe F. Fineza
	<b>TOTAL</b>			<b>20 MINUTES</b>	

## 9. ISSUANCES OF CERTIFICATION AND CLEARANCE

Issuance of various certifications and clearances as applicable

<b>Office or Division:</b>	OFFICE OF BUILDING OFFICIAL			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G-Government to Government and G2C-Government to Citizens			
<b>Who may avail:</b>	Any person, firm or corporation, including any agency or instrumentality of the government who wish to secure applicable clearances and certification from this Office.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Requisition Slip		Office		
<b>CLIENT STEP</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Fill up request form	Preparation of document	none	15 minutes	Fe F. Fineza Admin Aide IV
Proceed to Treasurer's Office for payment	Issue Official Receipt	P 50.00 / page	variable	MTO – Revenue Collector
Claim document	Issuance of document	none	1 minutes	Fe F. Fineza
	<b>TOTAL</b>		<b>16 MINUTES</b>	

**MUNICIPAL BUDGET OFFICER**

**CITIZENS CHARTER**



## 1. PREPARATION OF ANNUAL AND SUPPLEMENTAL BUDGET.

<b>Office or Division :</b>		Office of the Municipal Budget Officer		
<b>Classification:</b>		Complex		
<b>Type of Transaction :</b>		G2G-Government to Government		
<b>Who may Avail:</b>		LGU Employee		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Certified Actual Income and Expense of the past year.		Various Offices		
2. Certified Actual Income and Expense of the Current Year (first semester)				
3. Estimated Income and Expenses for Budget Year.				
<b>CLIENTS STEP</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit office proposed budget per office.	● Receive and evaluate the proposal	None	35 minutes	<b>Elvin V. Bolivar</b> Municipal Budget Officer
	● Get approval from MBO	None	35 minutes	<b>Elvin V. Bolivar</b> Municipal Budget Officer
	● Identify account codes per item and encode	None	35 minutes	<b>Mary Jean C. Caballero</b> Administrative Assistant II  <b>Shiela T. Caalim</b> Administrative Aide IV
<b>TOTAL</b>		<b>NONE</b>	<b>1 HOUR &amp; 45 MINUTES</b>	

## 2. REVIEW OF BARANGAY ANNUAL AND SUPPLEMENTAL BUDGET.

<b>Office or Division:</b>	Office of the Municipal Budget Officer			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G-Government to Government			
<b>Who may Avail:</b>	Barangay Treasurer's and Officials			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Draft barangay budget ( 1 original copy)		Requesting Barangays		
CLIENTS STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit one (1) original copy of draft of Barangay Budget	1. Receive the draft barangay budget documents 1.1. Check the appropriation ordinance and budgetary requirements	None	2 days	<b>Mary Jean C. Caballero</b> Administrative Assistant II
2.Submit approved budget in thirteen (13) copies for preliminary review	2. Notify if the budget has complied all the budgetary requirements and general limitations thru text messages.	None	10 minutes	<b>Mary Jean C. Caballero</b> Administrative Assistant II
2.1.Submit and comply lacking requirements	2.1.Notify and advice the client to comply with the requirements.	None	10 minutes	<b>Mary Jean C. Caballero</b> Administrative Assistant II
3. Submit thirteen (13) original copies of the barangay budget	3.Receive the thirteen (13) original copies of barangay budget. Indorse to the Sangguniang Bayan.	None	20 minutes	<b>Mary Jean C. Caballero</b> Administrative Assistant II
	3.1.Wait for the approval of the Sangguniang Bayan	None	Three (3) weeks	<b>Mary Jean C. Caballero</b> Administrative Assistant II

	3.2.Receive from the Sangguniang Bayan the approval of barangay budget.	None	10 minutes	<b>Mary Jean C. Caballero</b> Administrative Assistant II
	3.3.Notify the barangay treasurer of the approval of the barangay budget	None	10 minutes	<b>Mary Jean C. Caballero</b> Administrative Assistant II
4. Receive the approved barangay budget	4.Issue the approved barangay budget	None	10 minutes	<b>Mary Jean C. Caballero</b> Administrative Assistant II
<b>TOTAL</b>		<b>NONE</b>	<b>12 HOURS AND 15 MINUTES</b>	

### 3. PROCESSING OF PURCHASE REQUEST

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

<b>Type of Transaction:</b>		G2G- Government to Government/ G2C- Government to Citizens		
<b>Who may Avail:</b>		All Municipal Employees, All Offices		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Availability of Procurement Plan		Requesting Office		
2. Availability of appropriation		Budget Office		
<b>CLIENTS STEP</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present Project Procurement and Management Plan (PPMP)	• Receive PR	None	3 minutes	<b>Mary Jean C. Caballero</b> Administrative Assistant II
	• Review as to availability of Procurement Plan	None	10 minutes	<b>Shiela T. Caalim</b> Administrative Aide IV
2. Present Purchase Request	• Earmark availability of appropriations	None	10 minutes	<b>Mary Jean C. Caballero</b> Administrative Assistant II
	• Log and forward to treasury office for further processing	None	10 minutes	<b>Shiela T. Caalim</b> Administrative Aide IV
<b>TOTAL</b>		<b>NONE</b>	<b>33 MINUTES</b>	

#### 4. CERTIFICATION ON APPROPRIATIONS, FUNDS AND OBLIGATION OF ALLOTMENT

<b>Office or Division:</b>	Office of the Municipal Budget Officer
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Classification	Simple	
Type of Transaction:	G2G- Government to Government	
Who may Avail:	All Municipal Employees, All Offices	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
(Goods/Supplies/Infra)		Requesting Office
a. Availability of Approved Purchase Requests		
b. Availability of appropriation based on Annual Budget		Budget Office
(Travel/CA)		Requesting Office
a. CAFOA		
b. Communication,		
c. TO		
d. IT		
e. Profiles		Requesting Office
(Salaries and Wages/Payrolls/Other Benefits)		
a. CAFOAs		
b. DTRs		
c. Payroll		

CLIENTS STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
(Goods/Supplies/Infra)				

1. Submit CAFOA w/ complete attachments i.e approved PR, vouchers etc	<ul style="list-style-type: none"> <li>• Receive CAFOA &amp; other attachments</li> <li>• Log to ledger and affix initial</li> <li>• Sign the CAFOA</li> <li>• Log to the Outgoing logbook</li> </ul>	None None None None	3 minutes 10 minutes 10 minutes 10 minutes	<b>Mary Jean C. Caballero</b> Administrative Assistant II <b>Shiela T. Caalim</b> Administrative Aide IV
<b>TOTAL</b>		<b>NONE</b>	<b>33 MINUTES</b>	
(Travel/CA)				
2. Submit CAFOA with complete attachments	• Receive CAFOA & other attachments	None	3 minutes	<b>Shiela T. Caalim</b> Administrative Aide IV
	• Review completeness of the documents, log to the ledger and affix initial	None	10 minutes	<b>Mary Jean C. Caballero</b> Administrative Assistant II
	• Sign the CAFOA	None	10 minutes	<b>Elvin V. Bolivar</b> Municipal Budget Officer
	• Log to the Outgoing logbook	None	10 minutes	<b>Shiela T. Caalim</b> Administrative Aide IV
<b>TOTAL</b>		<b>NONE</b>	<b>33 MINUTES</b>	
(Salaries and Wages/Payrolls/Other Benefits)				
3. Submit CAFOAs with complete attachments	• Receive CAFOA & other attachments	None	3 minutes	<b>Shiela T. Caalim</b> Administrative Aide IV
	• Log to ledger and affix initial	None	10 minutes	<b>Mary Jean C. Caballero</b> Administrative Assistant II
	• Sign the CAFOA	None	10 minutes	<b>Elvin V. Bolivar</b> Municipal Budget Officer
	• Log to the Outgoing logbook	None	10 minutes	<b>Shiela T. Caalim</b> Administrative Aide IV
<b>TOTAL</b>		<b>NONE</b>	<b>33 MINUTES</b>	

#### 5. PREPARATION OF ALLOTMENT RELEASE ORDER (ARO) AND STATEMENT OF ALLOTMENT, OBLIGATIONS AND BALANCES (SAAOB)

<b>Office or Division:</b>	Office of the Municipal Budget Officer			
<b>Classification</b>	Simple			
<b>Type of Transaction:</b>	G2G- Government to Government			
<b>Who may Avail:</b>	All Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Offices release order		Budget Office		
CLIENTS STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Offices budget for the quarter	<ul style="list-style-type: none"> <li>• Compute for the quarterly release order per office</li> </ul>	None	1 hour & 30 minutes	<b>Shiela T. Caalim</b> Administrative Aide IV
	<ul style="list-style-type: none"> <li>• Recommend for approval by MBO</li> </ul>	None	30 minutes	<b>Elvin V. Bolivar</b> Municipal Budget Officer
	<ul style="list-style-type: none"> <li>• Transmit to MO for LCE approval</li> </ul>	None	1 hour & 30 minutes	<b>Vicente C. Sorupia, Jr.</b> Municipal Mayor
<b>TOTAL</b>		<b>NONE</b>	<b>3 HOURS &amp; 30 MINUTES</b>	

## 6. RENEW INSURANCE AND REGISTRATION OF LGU VEHICLES.

<b>Office or Division:</b>	Office of the Municipal Budget Officer
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Classification	Simple			
Type of Transaction:	G2G- Government to Government			
Who may Avail:	All Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Copy of emission test result 2. Copy of stencil of vehicle engine no. & chassis no.		Requesting Office		
CLIENTS STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the emission test result and the copy of stencil of vehicle engine no. and chassis no.	• Secure billing from the Land Transportation Office	None	1 hour	<b>Mary Jean C. Caballero</b> Administrative Assistant II
	• Prepare voucher based on the billing of the LTO and attached the GSIS insurance COC, emission test result and copy of stencil of vehicle engine no. & chassis no.	None	30 minutes	<b>Mary Jean C. Caballero</b> Administrative Assistant II
	• Submit approved check with voucher and accountant's advice to the office of the LTO.	None	1 hour	<b>Mary Jean C. Caballero</b> Administrative Assistant II
	• Get the original copy of Official Receipt and have it photocopy to be given to the vehicle's official driver.	None	1 hour	<b>Mary Jean C. Caballero</b> Administrative Assistant II
<b>TOTAL</b>		<b>NONE</b>	<b>3 HOURS &amp; 30 MINUTES</b>	



# **OFFICE OF THE MUNICIPAL TREASURER**

## **CITIZENS CHARTER**

<b>Office or Division:</b>	Office of the Municipal Treasurer	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C- Government to Citizens	
<b>Who may Avail:</b>	Corporations, Cooperatives, or Citizens who are at least 18 years old	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Barangay Clearance (1 Original Copy)		Office of the Punong Barangay where the owner lives.
2. SEC/ DTI/ CDA Registration (1 Photocopy)		Securities and Exchange Commission, Department of Trade and Industry/ Negosyo Center, Cooperative Development Authority
3. Fire Safety Certificate (1 Original Copy)		Bureau of Fire Protection
4. Sanitary Permit (1 Original Copy)		Municipal Health Office
5. Occupancy Permit (1 Original Copy)		Municipal Engineer's Office
6. Contract of Lease (if lessee) (1 Photocopy)		Lessor
7. Zoning Certificate (1 Photocopy)		Municipal Planning and Development Office
8. Police Clearance (1 Photocopy)		Police Station
9. SSS membership Clearance		Social Security System
10. PhilHealth Membership		PhilHealth Office
ADDITIONAL REQUIREMENTS PECULIAR TO THE NATURE OF BUSINESS PERMIT		
Nature of Business	Checklist of Requirements	Where to Secure
Pawnshop, Money Remittance, Foreign Exchange	Certificate of Registration as Branch, Head Office (1 Photocopy)	Bangko Central ng Pilipinas
Banking Institutions	Authority to Operate (1 Photocopy)	Bangko Central ng Pilipinas
Cockpits, Videoke Joints/Rentals	Payment of Amusement Tax (1 Photocopy)	Municipal Treasurer's Office/ Provincial Treasurer's Office
Water Refilling Stations	Operational Permit (1 Photocopy)	Municipal Health Office
Drugstore, Bakery	Registration (1 Photocopy)	Bureau of Food and Drug Administration
LPG Dealer, Gasoline Station	Certification (1 Photocopy)	Department of Energy
Cellsite	Sangguniang Bayan Resolution (1 Photocopy)	Office of Sangguniang Bayan

## A. REVENUE COLLECTION DIVISION

### 1. AVAILING OF BUSINESS PERMIT / RENEWAL OF BUSINESS PERMIT TO OPERATE

CLIENT STEP	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Verification and Assessment.	Verifies the completeness of the documents presented and encodes the data online through EBPLS  -Makes an assessment based on the Gross sales of the applicant	None	10 Minutes	<b>GILBERT C. CALICARAN</b> RCC I  <b>ALVIN B. CAMANO</b> Administrative Aide III  <b>JESTONI T. FLORES</b> RCC I
2. Proceed to Bureau of Fire Protection for the compliance of Requirements.	-Confirmation if the payment under Endorsing Office were paid.		2 Minutes	<b>CHERRY MAE C. BRED</b> Ticket Checker
3. Payments.	Issuance of Official Receipt	*Certification Fee- P50.00 *Medical Fee- P 50.00 *Calling Fee- P 300.00 – per employee *Mayor's Permit Fee- (depends on the classification of business) *Police Clearance- P 100.00 *Sanitary Inspection Fee- P300.00 *Documentary Stamp Tax-	10 Minutes	

		P 30.00 *Brgy. Clearance Fee- (depends on barangay) *Brgy. Documentary Stamp Tax- P 30.00 *Business Plate- P 350.00 *Sticker- P 75.00 *Business Tax (based on the Gross sales)		
4. Released.	-Prepares Permit to Engage in Business. -Forward to the Office of the Municipal Mayor for signature. -Records the name of the applicant in the logbook for Business Permits. -Releasing of Business Permit		30 Minutes	
<b>TOTAL</b>			<b>52 MINUTES</b>	

## 2. ISSUANCE OF COMMUNITY TAX CERTIFICATE

<b>Office or Division:</b>	Office of the Municipal Treasurer			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C-Goverment to Citizens			
<b>Who may avail:</b>	All Qualified Individuals			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Valid ID Previous Community Tax Certificate			Requesting Employee/Citizens Copy	
<b>CLIENT STEP</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Request for CTC (Cedula) Issuance	Interview client and fill up CTC form then compute taxes due.	Compute payment based on gross sales and income	3 minutes	<b>GILBERT C. CALICARAN</b> RCC I  <b>ALVIN B. CAMANO</b> Administrative Aide III
2.Payment, Signature and Thumb Mark	Receive payment and release CTC	Basic P 5.00 and additional P 1.00 per P 1,000.00 of Gross sales	2 minutes	<b>JESTONI T. FLORES</b> RCC I  <b>CHERRY MAE C. BRED</b> Ticket Checker
<b>TOTAL</b>			<b>5 MINUTES</b>	

### 3. PROCESSING PAYMENT FOR GROUND RENTAL FEES

Office or Division:	Office of the Municipal Treasurer			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizens			
Who may Avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Ledger of payment		Requesting Employee/Citizens		
2. Rental Bills				
CLIENT STEP	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Present previous payment or billing	Review previous payment of ground rentals	None	2 Minutes	GILBERT C. CALICARAN RCC I
2.Payment of ground rental bills	Receive payment and issue Official Receipt	As per Revenue Code	2 Minutes	
	Record in the ground rental logbook.			
TOTAL			4 MINUTES	

#### 4. PROCESSING PAYMENT OF CERTIFIED TRUE COPY OF TAX DECLARATION

<b>Office or Division:</b>	Office of the Municipal Treasurer			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C- Government to Citizens			
<b>Who may Avail:</b>				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Requisition Slip			Office of the Municipal Assessor	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Requisition Slip	Review the Requisition Slip		2 Minutes	<b>GILBERT C. CALICARAN</b> RCC I  <b>ALVIN B. CAMANO</b> Administrative Aide III  <b>JESTONI T. FLORES</b> RCC I  <b>CHERRY MAE C. BRED</b> Ticket Checker
2. Payment	Receive payment and Issuance of Official Receipt	Certification Fee- P 50.00 Documentary Stamp Tax- P 30.00	2 Minutes	
<b>TOTAL</b>		<b>P 80.00</b>	<b>P 4 MINUTES</b>	

## 5. PROCESSING PAYMENT FOR MARRIAGE LICENSE FEES

<b>Office or Division:</b>	Office of the Municipal Treasurer			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C- Government to Citizens			
<b>Who may Avail:</b>	All Citizens who are at least 18 years old			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Payment Slip			Office of the Municipal Civil Registrar	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>DURATION</b>	<b>PERSON RESPONSIBLE</b>
1. Present Payment Slip	Review the Payment Slip		2 Minutes	<b>GILBERT C. CALICARAN</b> RCC I  <b>ALVIN B. CAMANO</b> Administrative Aide III  <b>JESTONI T. FLORES</b> RCC I  <b>CHERRY MAE C. BRED</b> Ticket Checker
2. Payment	Receive payment and Issuance of Official Receipt	Pre-Marriage Counselling- P 300.00  Application Fee for Marriage License (residence of Aleosan)- P300.00  Application Fee for Marriage License (non-residence of Aleosan)- P500.00	2 Minutes	
<b>TOTAL</b>			<b>P 4 MINUTES</b>	



## 6. PAYMENT FOR BURIAL PERMIT FEES

Office or Division:	Office of the Municipal Treasurer			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizens			
Who may Avail:	All Citizens			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Death Certificate			Office of the Municipal Civil Registrar	
2. Payment Slip				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	DURATION	PERSON RESPONSIBLE
1.Present Requirements	Review the requirements and Interview the client	None	2 Minutes	ALVIN B. CAMANO Administrative Aide III  JESTONI T. FLORES RCC I
2.Payment for burial fees	Receive payment and Issuance of Official Receipt	Registration Fee- P 50.00 Burial Permit Fees- P 100.00	2 Minutes	
TOTAL		P 150.00	P 4 MINUTES	

## 7. PROCESSING PAYMENT FOR MAYOR'S PERMIT FEE

Office or Division:	Office of the Municipal Treasurer			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizens			
Who may Avail:	All Citizens			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Barangay Certification			Office of the Punong Barangay where the activity will be conducted	
2. Barangay Resolution				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Present Requirements	Review the requirements and Interview the client	As per Revenue Code	2 Minutes	GILBERT C. CALICARAN RCC I  ALVIN B. CAMANO Administrative Aide III  JESTONI T. FLORES RCC I  CHERRY MAE C. BRED Ticket Checker
2.Payment	Receive payment and Issuance of Official Receipt		2 Minutes	
TOTAL			P 4 Minutes	

## 8. PROCESSING PAYMENT FOR TRICYCLE'S FRANCHISE FEE

Office or Division:	Office of the Municipal Treasurer			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizens			
Who may Avail:	All Citizens			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Official Receipt			Land Transportation Office	
2. Certificate of Registration				
3. TODA Membership Certificate			President of the TODA	
4. Cedula			Office of the Municipal Treasurer	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Present Requirements	Review application of franchise and verification of registration	Franchise Fee- P 500.00 Filing Fee- P 200.00	2 Minutes	<b>GILBERT C. CALICARAN</b> RCC I  <b>ALVIN B. CAMANO</b> Administrative Aide III  <b>JESTONI T. FLORES</b> RCC I  <b>CHERRY MAE C. BRED</b> Ticket Checker
2.Payment	Receive payment and Issuance of Official Receipt		2 Minutes	
TOTAL		P 700.00	P 4 Minutes	

## 9. PROCESSING PAYMENT FOR WEIGHT AND MEASURES FEE

<b>Office or Division:</b>	Office of the Municipal Treasurer			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C- Government to Citizens			
<b>Who may Avail:</b>	All Citizens			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Weighing Scale			Requesting Employee/Citizens	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Present weighing scale to calibrate	Calibration of weighing scales	As per Revenue Code	2 Minutes	<b>GILBERT C. CALICARAN</b> RCC I
2.Payment	Receive payment and Issuance of Official Receipt		2 Minutes	
<b>TOTAL</b>			<b>P 4 MINUTES</b>	

## 10.PROCESSING PAYMENT FOR BUILDING PERMIT

<b>Office or Division:</b>	Office of the Municipal Treasurer			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C- Government to Citizens			
<b>Who may Avail:</b>	All Citizens			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Billing Statement			Office of the Municipal Engineering	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Present billing statement	Review billing statement	As per Billing Statement	2 Minutes	<b>GILBERT C. CALICARAN</b> RCC I
2.Payment for building permit fees	Receive payment and Issuance of Official Receipt		2 Minutes	
				<b>ALVIN B. CAMANO</b> Administrative Aide III  <b>JESTONI T. FLORES</b> RCC I  <b>CHERRY MAE C. BRED</b> Ticket Checker
<b>TOTAL</b>			<b>P 4 MINUTES</b>	

## 11.PROCESSING PAYMENT FOR ZONING FEE

<b>Office or Division:</b>	Office of the Municipal Treasurer			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C- Government to Citizens			
<b>Who may Avail:</b>	All Citizens			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Billing Statement			Office of the Municipal Planning and Development Council	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Present billing statement	Review billing statement	As per Billing Statement	2 Minutes	<b>GILBERT C. CALICARAN</b> RCC I  <b>ALVIN B. CAMANO</b> Administrative Aide III  <b>JESTONI T. FLORES</b> RCC I  <b>CHERRY MAE C. BRED</b> Ticket Checker
2.Payment for zoning fees	Receive payment and Issuance of Official Receipt		2 Minutes	
<b>TOTAL</b>			<b>P 4 MINUTES</b>	

## 12.PROCESSING PAYMENT FOR MAYOR'S CLEARANCE

<b>Office or Division:</b>	Office of the Municipal Treasurer			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C- Government to Citizens			
<b>Who may Avail:</b>	All Citizens			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Barangay Clearance		Office of the Punong Barangay where the applicant resides		
2. Cedula		Office of the Municipal Treasurer		
3. Police Clearance		PNP Station		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present requirements.  Pay the fees due  Receive Official Receipt	Verifies requirements presented.  Receive payment and Issuance of Official Receipt	As per Revenue Code	2 Minutes	<b>GILBERT C. CALICARAN</b> RCC I
2.Proceed to the Office of the Municipal Mayor				<b>ALVIN B. CAMANO</b> Administrative Aide III  <b>JESTONI T. FLORES</b> RCC I  <b>CHERRY MAE C. BRED</b> Ticket Checker
<b>TOTAL</b>			<b>P 2 Minutes</b>	

### 13. PROCESSING PAYMENT OF REAL PROPERTY TAX (RPT) (BASIC AND SEF)

<b>Office or Division:</b>	Office of the Municipal Treasurer			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C- Government to Citizens			
<b>Who may Avail:</b>	All Real Property Taxpayers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Previous Official Receipt ( if available )		Taxpayer File Copy		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Previous Official Receipt ( if available )	Interview the taxpayer and generate tax billing from the database.	1 % for the Basic Tax and 1 % for the SEF based on the Assessed Value	5 Minutes	<b>GILBERT C. CALICARAN</b> RCC I
2. Pay the tax due.	Issuance, receive payment and release official receipt.		5 Minutes	<b>ALVIN B. CAMANO</b> Administrative Aide III  <b>JESTONI T. FLORES</b> RCC I  <b>CHERRY MAE C. BRED</b> Ticket Checker
<b>TOTAL</b>			<b>P 10 Minutes</b>	



#### 14. PROCESSING PAYMENT OF REAL PROPERTY TAX CLEARANCE

<b>Office or Division:</b>	Office of the Municipal Treasurer			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C- Government to Citizens			
<b>Who may Avail:</b>	All Real Property Taxpayers			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Official Receipt ( AF 56)			Taxpayer File Copy	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present Official Receipt (AF 56)	Verification of payment	Tax Clearance Fee- P 50.00  Documentary Stamp Tax- P30.00	2 Minutes	<b>GILBERT C. CALICARAN</b> RCC I  <b>ALVIN B. CAMANO</b> Administrative Aide III  <b>JESTONI T. FLORES</b> RCC I  <b>CHERRY MAE C. BRED</b> Ticket Checker
2. Payment for tax clearance and receive in the logbook	Issuance of tax clearance, receive payment and release official receipt.  Record in the logbook.		5 Minutes	
<b>TOTAL</b>		<b>P 80.00</b>	<b>P 7 Minutes</b>	

## 15.PROCESSING PAYMENT FOR CERTIFICATION OWNERSHIP/TRANSFER OF LARGE CATTLE

<b>Office or Division:</b>	Office of the Municipal Treasurer			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C- Government to Citizens			
<b>Who may Avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Cedula		Office of the Municipal Treasurer		
2. Barangay Certification		Office of the Punong Barangay where the applicant resides		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present requirements	Interview the client and review barangay certification	Certificate of Ownership of Large Cattle- P 100.00	2 Minutes	<b>GILBERT C. CALICARAN</b> RCC I  <b>JESTONI T. FLORES</b> RCC I
2. Payment for credentials	Issuance of credentials, receive payment and release official receipt.	Certificate of Transfer of Large Cattle- P 65.00	5 Minutes	
<b>TOTAL</b>		<b>P 165.00</b>	<b>P 7 MINUTES</b>	

## B. CASH DIVISION

### 1. DISBURSEMENT OF FUNDS

<b>Office or Division:</b>	Office of the Municipal Treasurer			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C- Government to Citizens, G2G Government to Government			
<b>Who may Avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Valid ID		Requesting Employee/Citizens		
2. Authorization Letter (if needed)				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present requirements 2. Signing of Payrolls	Verification of Required Documents Cash Releasing	None	5 Minutes	<b>MARIA CONSUELO R. MARAINGAN</b> Admin. Asst. II
1. Present requirements 2. Signing of Vouchers and Check Register	Verification of Required Documents Check Releasing	None	5 Minutes	<b>GILDA M. CAMBEL</b> RCC I
<b>TOTAL</b>			<b>P 10 MINUTES</b>	

## 2. ISSUANCE OF ACCOUNTABLE FORM # 51 AND BIR0016

<b>Office or Division:</b>	Office of the Municipal Treasurer			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G Government to Government			
<b>Who may Avail:</b>	Barangay Treasurers			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Requisition and Issue Voucher (RIV)			Office of the Municipal Treasurer	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present requirements	Verifies the documents.	None	5 Minutes	<b>ALVIN B. CAMANO</b> Administrative Aide III  <b>JESTONI T. FLORES</b> RCC I
2. Approval of Requisition and Issue Voucher (RIV) and payment of corresponding fees	Receives payment and issuance official receipt	AF 51- P 300.00 BIR0016- P 150.00	2 Minutes	
3. Sign the logbook and receive the Accountable Form #51 and BIR0016	Records the transaction in the logbook.  Release the Accountable Form #51 and BIR0016	None	3 Minutes	<b>MARIA CONSUELO R. MARAINGAN</b> Admin. Asst. II
<b>TOTAL</b>		<b>P 450.00</b>	<b>P 10 MINUTES</b>	

## C. GSO

### 1. REQUISITION OF OFFICE SUPPLIES FOR THE DIFFERENT DEPARTMENTS

<b>Office or Division:</b>	Office of the Municipal Treasurer			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G Government to Government			
<b>Who may Avail:</b>	LGU			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Requisition and Issue Voucher (RIV)			Office of the Municipal Treasurer	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present requirements	Receive and Verify Supply Requisition and Issue Voucher (RIV)  Post the RIV in the Supply Ledger Cards	None	5 Minutes	<b>ALVIN B. CAMANO</b> Administrative Aide III
2. Receive office supplies	Releasing of Office Supplies		5 Minutes	
<b>TOTAL</b>			<b>P 10 MINUTES</b>	

## 2. REQUEST FOR THE RENT OF MUNICIPAL FACILITIES AND EQUIPMENTS

<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			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Application Form			Office of the Municipal Engineering	
2. Letter Request			Requesting Employee/ Citizens	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present requirements	Receive and Review requirements presented	As per Revenue Code	5 Minutes	<b>GILBERT C. CALICARAN</b> RCC I
2. Payment of Rental	Issuance and Payment of Rental		5 Minutes	<b>ALVIN B. CAMANO</b> Administrative Aide III  <b>JESTONI T. FLORES</b> RCC I  <b>CHERRY MAE C. BRED</b> Ticket Checker
<b>TOTAL</b>			<b>P 10 MINUTES</b>	

**OFFICE OF THE MUNICIPAL AGRICULTURIST**

**CITIZENS CHARTER**

## 1. ISSUANCE OF PROJECT ENDORSEMENT

The project endorsement is issued to Cooperative, Organizations and Farmers in availing projects.

<b>Office or Division:</b>	Agriculture's Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C- Government to Citizens			
<b>Who may avail:</b>	Cooperatives, Organizations and Farmers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Certification and Endorsement from the Barangay Chairperson		Barangay Captain/Citizens		
2. Project Proposal				
3. Certificate of Registration (Xerox) –		DOLE/SEC/CDA		
4. List of officers and members				
5. Letter of Intent				
6. Resolution (Intention to Avail the Project)				
7. CSO Accreditation		SANGGUNIANG BAYAN		
8. Official Receipt/Proof of payment		BARANGAY TREASURER		
CLIENT STEP	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit Requirements in folder	Accept & Verify Submitted Requirements	None	20 minutes	<b>EDERLYN L. ESTESTES GERBER M. AMELLA</b>
	Advise to secure OR for Endorsement Fee			
Secure OR from Mun. Treasurer's Office	Accept OR	P 85.00	5 minutes	<b>Municipal Treasurers Office</b>
	Endorsement Fee			
	Preparation of Endorsement	None	5 minutes	<b>GLEE JANE L. CADUADA</b>
	Approval of Endorsement	None	5 minutes	<b>JIMMY T. BASAS</b>
Secure the Endorsement	Releasing of Endorsement	None	5 minutes	<b>JIMMY T. BASAS</b>
<b>TOTAL</b>		<b>P85.00</b>	<b>40 MINUTES</b>	



## 2. ISSUANCE OF CERTIFICATION

Issuance of certification on damage crops and livestock in support on their claims.

Office or Division:	Agriculture's Office			
Classification:	Simple			
Type of Transaction:	G2C-Goverment to Citizens			
Who may avail:	Farmers and Livestock Raisers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Barangay Certification (Signed by AT Assigned & noted by Barangay Chairman)		Barangay Captain		
2. Fill-in Application Form				
3. Secure OR from the Municipal Treasurer		Municipal Treasures Office		
CLIENT STEP	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Request for Certification	Assist in Filling Request Form	None	5 minutes	<b>GLEE JANE L. CADUADA</b>
Submit the requirements	Accept & Verify Submitted Requirements	None	10 minutes	<b>GLEE JANE L. CADUADA</b>
	Advise to secure OR for Endorsement Fee			
Secure OR from Mun. Treasurer's Office	Accept OR	P 85.00	5 minutes	<b>Municipal Treasures Office</b>
	Preparation of Certification	None	5 minutes	<b>GLEE JANE L. CADUADA</b>
	Approval of Certification	None	5 Minutes	<b>JIMMY T. BASAS</b>
	Releasing of Certification	None	5 Minutes	<b>JIMMY T. BASAS</b>
<b>TOTAL</b>		<b>P 85.00</b>	<b>35 MINUTES</b>	

### 3. ISSUANCE OF SHIPPING PERMIT

The certification is issued to Cooperative, Organizations and Farmers in transporting livestock and crops.

Office or Division:	Agriculture's Office			
Classification:	Simple			
Type of Transaction:	G2C-Goverment to Citizens			
Who may avail:	Farmers and Livestock and Poultry Raisers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Fill-in Certification Form 2. Secure OR from the Municipal Treasurer		Office of the Municipal Agriculturist		
		Municipal Treasures Office		
CLIENT STEP	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Request for Certification	Assist in Filling-in the Certification Form	None	5 minutes	GLEE JANE L. CADUADA
Secure OR from Mun. Treasurer's Office	Accept OR	30.00/head, 85.00/transaction	5 minutes	Municipal Treasures Office
	Preparation of Certification	None	5 minutes	GLEE JANE L. CADUADA
	Approval of Certification	None	5 Minutes	JIMMY T. BASAS
	Releasing of Certification	None	5 Minutes	JIMMY T. BASAS
<b>Total</b>		<b>85.00/30head</b>	<b>25 minutes</b>	

#### 4. DISTRIBUTION OF SEEDS/PLANTING MATERIALS

Distribution of Seeds/ Planting Materials to qualified farmers in support to food security.

Office or Division:	Agriculture's Office			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizens			
Who may avail:	Farmers on Upland and Lowland			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Fill-in Application Form 2. Participated in Orientation/ Seminar (Attendance Sheet) 3. Memorandum of Agreement		Office of the Municipal Agriculturist		
CLIENT STEP	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Request the availment of Seeds/ Planting Materials	Assist in filling-in the Application Form and MOA	None	5 minutes	<b>GLEE JANE L. CADUADA</b>
Secure OR from Mun. Treasurer's Office	Accept OR	Large Planting Materials-50.00 Small Planting Materials- 25.00 HVCC-20.00 Forest Trees-5.00 Ornamental Plants-5.00	5 minutes	<b>Municipal Treasures Office</b>
Signing of MOA	Facilitate signing of MOA		5 minutes	<b>Office of the Municipal Agriculturist</b>
<b>TOTAL</b>		<b>AMOUNT MAY VARY ON REQUEST</b>	<b>15 TES</b>	

## 5. LIVESTOCK AND POULTRY

Administering treatment to Livestock and Poultry to decrease mortality rate.

<b>Office or Division:</b>	Agriculture's Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C-Government to Citizens			
<b>Who may avail:</b>	Livestock and Poultry Farmers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Address calls and Text/Query Problem 2. Inform Livestock Personnel 3. Secure OR from Municipal Treasurer		Office of the Municipal Agriculturist  Municipal Treasurers Office		
CLIENT STEP	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Request assistance to address the problems	Facilitate clients	None	5 minutes	<b>GLEE JANE L. CADUADA</b>
Secure OR from Mun. Treasurer's Office	Accept OR	1. Vaccination Cattle and Carabao-20/head Fowls-1.00/head Swine and Goat-10.00/head Dog- 75.00/head 2. Treatment-100.00/head 3. Vit. Supplementation-100.00/head 4. Deworming-100.00/head 5. Castration	5 minutes	<b>Municipal Treasures Office</b>

		Small Animals- 100.00/head Large Animals- 500.00/head		
Prepare/ secure areas to facilitate treatment	Conduct Treatment	None	20 minutes	<b>FRANCIS JAY R. SORUPIA, DVM</b>  <b>RANDY C. CABALLERO</b>  <b>LLOYD DARYLL A. CABANTING</b>
<b>TOTAL</b>		<b>AMOUNT MAY VARY ON REQUEST</b>	<b>25 MINUTES</b>	

## 6. ARTIFICIAL INSEMINATION

Administering Artificial Insemination in support to livestock production.

<b>Office or Division:</b>	Agriculture's Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C-Government to Citizens			
<b>Who may avail:</b>	Livestock and Poultry Farmers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Address calls and Text/Query Problems		Office of the Municipal Agriculturist		
2. Inform Livestock Personnel				
3. Secure OR from Municipal Treasurer		Municipal Treasurers Office		
CLIENT STEP	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Request assistance to address the problems	Facilitate clients	None	5 minutes	<b>GLEE JANE L. CADUADA</b>
Secure OR from Mun. Treasurer's Office	Accept OR	1. Artificial Insemination Swine-500 Cattle-500.00 Goat-200.00 2. Natural Breeding Bull-1,000.00 Boar-1000.00 Buck-200.00	5 minutes	<b>Municipal Treasures Office</b>
Prepare the area	Administer Artificial Insemination		1 hour	<b>RANDY C. CABALLERO</b>
<b>TOTAL</b>		<b>AMOUNT MAY VARY ON REQUEST</b>	<b>1 HOUR AND 10 MINUTES</b>	

## 7. LIVESTOCK AND POULTRY MULTIPLIER

Support to Livestock and Poultry Raisers for production and breeding purposes.

<b>Office or Division:</b>	Agriculture's Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C-Goverment to Citizens			
<b>Who may avail:</b>	Livestock and Poultry Farmers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Fill-in Application Form 2. Endorsement from the Barangay Chairperson and Organization they belong 3. Housing and Forage establishment 4. Orientation on Livestock and Poultry Production 5. Orientation on the content of the MOA		Office of the Municipal Agriculturist Barangay Chairperson/Organization  Office of the Municipal Agriculturist Office of the Municipal Agriculturist Office of the Municipal Agriculturist		
CLIENT STEP	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Request for Application Form	Facilitate clients	None	5 minutes	<b>GLEE JANE L. CADUADA</b> <b>Municipal Treasures Office</b>
Secure Clearances to Barangay Chairperson and to the organization	Accept OR	85.00	5 minutes	
Presentation of the pertinent documents	Administer Artificial Insemination	None	10 minutes	<b>RANDY C. CABALLERO</b>
Secure Certificate of Ownership	Accept OR	100.00	5 minutes	<b>Municipal Treasures Office</b>
Release of Livestock and Poultry Animals	Facilitate Releases of Livestock and Poultry Animals	None	5 minutes	<b>FRANCIS JAY R. SORUPIA, DVM</b> <b>RANDY C. CABALLERO</b> <b>LLOYD DARYLL A. CABANTING</b>
<b>TOTAL</b>		<b>185.00</b>	<b>30 MINUTES</b>	

## 8. FISHERY

Support to Fisherfolks in the production of Inland Fishery.

<b>Office or Division:</b>	Agriculture's Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C-Goverment to Citizens			
<b>Who may avail:</b>	Fisherfolks Farmers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Fill-in Application Form 2. Enrolled in FishRe 3. Established required area for Fishpond 4. Orientation on Fish production		Office of the Municipal Agriculturist Barangay Chairperson/Organization  Office of the Municipal Agriculturist		
CLIENT STEP	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Request for Application Form	Facilitate clients	None	5 minutes	<b>LORENA C. HINGCO</b>
Attended in orientation on fish production.	Conduct orientation	None	1 hour	<b>LORENA C. HINGCO</b>
Secure OR	Accept OR	MAFC Fee- 25.00	5 minutes	<b>Municipal Treasurers Office</b>
Release of Fingerlings	Facilitate releases	None	5 minutes	<b>LORENA C. HINGCO</b>
<b>TOTAL</b>		<b>25.00</b>	<b>1 HOUR AND 15 MINUTES</b>	



## 9. FARMERS AND FISHERFOLKS ENROLLMENT ON RSBSA, NCFRS, FISHRE

Enrolment of farmers and fisher folks as required by the National Agency for the availment of Programs and projects.

<b>Office or Division:</b>	Agriculture's Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C-Goverment to Citizens			
<b>Who may avail:</b>	Farmers and Fisherfolks			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Fill-in Application Form 2. Barangay Certification 3. Photocopy Valid I.D 4. Photocopy of Land Title		Office of the Municipal Agriculturist Barangay Chairperson Clients Clients		
CLIENT STEP	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Filled-up Application Form	Facilitate clients	None	5 minutes	LORENA C. HINGCO MARCELINA C. JABAYBAY
Presentation of the Pertinent documents	Scrutinize documents	None	5 minutes	LORENA C. HINGCO MARCELINA C. JABAYBAY
Accept fully filled-up Enrollment Form with supporting documents	Encoding Enrollment form	None	5 minutes	LORENA C. HINGCO MARCELINA C. JABAYBAY
<b>TOTAL</b>		<b>NONE</b>	<b>15 MINUTES</b>	

## 10. REGISTRATION OF RURAL BASED ORGANIZATIONS

Assistance and Facilitate Registration of Cooperatives, Farmers Association, Rural Improvements Club and 4H Club to acquire legal identities.

Office or Division:	Agriculture's Office			
Classification:	Simple			
Type of Transaction:	G2g-Government to Government and G2C-Goverment to Citizens			
Who may avail:	Group of Farmers, Fisherfolks, Women's and Youth.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Fill-in Application Form 2. Endorsement from related Councils 3. Endorsement from Municipal Cooperative Officer/ PESO 4. Certificate of Pre-membership Educational Seminar 5. Filled-up Articles of Cooperation and By-Laws 6. List of Officers and Members 7. Sworn Statement 8. Interim Financial Statement (SEC, DOLE) 9. Minutes of Meetings( DOLE) 10. Secure OR		Office of the Municipal Agriculturist/ Municipal Budget Office Office of the Municipal Agriculturist Office of the Municipal Agriculturist Cooperative Development Authority Office of the Municipal Agriculturist/ Municipal Budget Office Organizations Office of the Municipal Agriculturist Organizations Organizations Municipal Treasures Office		
CLIENT STEP	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Filled-up Application Form	Facilitate clients	None	5 minutes	<b>JIMMY T. BASAS</b> <b>GERBER M. AMELLA</b> <b>GLEE JANE L. CADUADA</b> <b>EDERLYN L. ESTESTES</b>
Presentation of the Pertinent documents	Scrutinize documents	None	10 minutes	<b>JIMMY T. BASAS</b> <b>GERBER M. AMELLA</b> <b>GLEE JANE L. CADUADA</b> <b>EDERLYN L. ESTESTES</b>

Secure OR for Endorsement	Accept OR	100.00		<b>Municipal Treasures Office</b>
Submission of documents to related agencies	Advice for submission to agencies concerned	none	5 minutes	<b>LORENA C. HINGCO MARCELINA C. JABAYBAY</b>
<b>TOTAL</b>		<b>100.00</b>	<b>20 MINUTES</b>	

**OFFICE OF THE MUNICIPAL HEALTH OFFICER**

**CITIZENS CHARTER**

## 1. OUT-PATIENT MEDICAL CONSULTATION

For those walk-in client with mild illness to moderate illness

<b>Office or Division:</b>	Municipal Health Office			
<b>Classification :</b>	Simple			
<b>Type of Transaction:</b>	G2C-Goverment to Citizens			
<b>Who may avail:</b>	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Notebook or Referral Slip from the Barangay Health Station 2. Latest Cedula 3. PHIC Card/MDR (if Member)			1. Barangay Health Station of residence 2. Municipal Treasurer's Office 3. PhilHealth Office	
CLENTS STEP	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Out-Patient for medical consultation (Note: Emergency cases, Senior's Citizen, persons with Disability and Pregnant Woman has SPECIAL LANE).	Check requirements. Give client a priority number	None	3mins	OPD Incharge – Midwife/ Nurse on duty
Patient's assessment and registration.	Call priority number and get the notebook or referral slip. 1. Look for medical records. 2. Assess the client. 3. Interview the client. 4. Take vital signs and take present history of medical condition.	None	5mins	OPD Incharge – Midwife/ Nurse on duty
	Consultation and physical examination	None	5mins	Dr. Cherryl C. Gilapay, RN, MPA
Get prescribed medicines.	Dispense medicines as ordered/prescribed, record	None	3mins	Pharmacist/ Bainaut L. Pangato, RM

	patient's data and give home instructions.			
<b>Laboratory Procedure: (if patient is for Laboratory Procedure)</b>				
Patient is referred to a nearest Laboratory Facility	Give Laboratory request and instruct when to follow-up with Laboratory results	None	2mins	Dr. Cherryl C. Gilapay, RN, MPA
<b>Medical treatment and management to a higher facility:</b>				
Present Individual Treatment Record with doctor's order for referral to the OPD staff.	Fill-up Referral Letter. Log in and release Referral Letter to the patient and give instructions.	None	3mins	OPD Incharge – Midwife/ Nurse on duty
<b>Nebulization:</b>				
Present Individual Treatment Record with doctor's order for nebulization to the OPD staff.	Prepare medication and nebulize client.	None	10mins	OPD Incharge – Midwife/ Nurse on duty
<b>Wound dressing:</b>				
Present Individual Treatment Record with doctor's order for wound dressing to the OPD staff.	Prepare medical supplies and wound dress the client.	None	10mins	OPD Incharge – Midwife/ Nurse on duty
<b>Anti-Tetanus Serum (ATS) and Tetanus Toxoid (TT) Vaccination:</b>				
Present Individual Treatment Record with doctor's order for Anti Tetanus vaccination to the OPD staff.	Preparation medicines and medical supplies and inject vaccine to the client.	None	1 hour	OPD Incharge – Midwife/ Nurse on duty
	<b>TOTAL</b>	<b>NONE</b>	<b>1 HOUR AND 41 MINUTES</b>	

## 2. ISSUANCE OF MEDICAL CERTIFICATE

For all out-Patient needs for their employment and for other legal purposes

<b>Office or Division:</b>		Municipal Health Office		
<b>Classification :</b>		Simple		
<b>Type of Transaction:</b>		G2C-Goverment to Citizens		
<b>Who may avail:</b>		All		
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Official Receipt 2. Latest Cedula 3. Laboratory Results			1. Municipal Treasurer's Office 2. Municipal Treasurer's Office 3. Accredited Laboratory Facility	
<b>CLENTS STEP</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Request for medical certificate. Patient's assessment and registration	Check Laboratory results Look medical records for outpatient clients Assess the client Take vital signs and take note present medical condition	None	5mins	OPD Incharge – Midwife/ Nurse on duty
	Consultation, do physical examination and sign the Medical Certificate.	None	10mins	Dr. Cherryl C. Gilapay, RN, MPA
Received signed medical certificate	Log and release signed Medical Certificate.	None	2mins	OPD Incharge – Midwife/ Nurse on duty
	<b>TOTAL</b>	<b>NONE</b>	<b>17 MINUTES</b>	

### 3. ISSUANCE OF MEDICO-LEGAL CERTIFICATE

For all out-patient needs for medico-legal purposes

<b>Office or Division:</b>	Municipal Health Office			
<b>Classification :</b>	Simple			
<b>Type of Transaction:</b>	G2C-Government to Citizens			
<b>Who may avail:</b>	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Request Letter from the Philippine National Police			1. Municipal Police Station	
CLIENTS STEP	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Complainant/s, Request for medico-legal certificate	Check request letter from PNP, Look for client's medical record and get basic information and take vital signs.	None	5mins	OPD Incharge – Midwife/ Nurse on duty
	Consultation and physical examination.	None	10mins	Dr. Cherryl C. Gilapay, RN, MPA
	Prepare/type Medico-legal Certificate.	None	5mins	Dr. Cherryl C. Gilapay, RN, MPA
	Sign Medico-Legal Certificate.	None	1min	Dr. Cherryl C. Gilapay, RN, MPA
Received signed medico-legal certificate	Log and release signed Medico-Legal Certificate.	None	3mins	Midwife/ Nurse on duty
	<b>Total</b>	<b>None</b>	<b>24 minutes</b>	



#### 4. ISSUANCE OF SANITARY PERMIT

Health Certificate and Health Card For Employment, Food/Non-Food Handlers and Operators

<b>Office or Division:</b>	Municipal Health Office			
<b>Classification :</b>	Simple			
<b>Type of Transaction:</b>	G2G-Government to Government and G2C-Goverment to Citizens			
<b>Who may avail:</b>	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Official Receipt			1. Municipal Treasurer's Office	
CLENTS STEP	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Request for Sanitary Permit	Give instructions with laboratory request Refer client to a nearest Accredited Laboratory Facility	None	3mins	Arthur M. Camancho-RSI
Submission of laboratory results	Check Laboratory results, look for client's medical records, assess the client and take vital signs	None	2mins	OPD Incharge – Midwife/ Nurse on duty
Client for medical consultation and physical examination	Conducts consultation and physical examination Instruct release of sanitary permit	None	10 mins	Dr. Cherryl C. Gilapay, RN, MPA
	Prepares and type laboratory results, sanitary permit, medical and health certificate and ID	None	10mins	Arthur M. Camancho-RSI
	Sign sanitary permit, medical and health certificate and ID	None	3mins	Arthur M. Camancho-RSI Dr. Cherryl C. Gilapay, RN, MPA

Received signed Sanitary Permit	Log and release the signed permit, medical and health certificate and ID	None	2mins	Arthur M. Camancho-RSI
	If Laboratories are with positive results or chest x-rays shows specific Lung disease, clients is for treatment and repeat Laboratory procedure after treatment	None	10mins	Dr. Cherryl C. Gilapay, RN, MPA
	<b>TOTAL</b>	<b>NONE</b>	<b>40 MINUTES</b>	

## 5. AVAILMENT OF BLOOD

### Blood Services Availment

<b>Office or Division:</b>	Municipal Health Office			
<b>Classification :</b>	Simple			
<b>Type of Transaction:</b>	G2C-Goverment to Citizens			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Blood Request Form from the Hospital 2. Barangay Certification			1. Hospital where patient is admitted 2. Barangay Hall of residence (Punong Barangay)	
<b>CLENTS STEP</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Family Member or Immediate Relative Present requirements.	Check requirements, login request for blood	None	2mins	Erna C. Tanap, RM
	Fill-up Authority to withdraw Blood	None	3mins	Erna C. Tanap, RM
Received signed Authority to withdraw form	Sign and Release Authority to Withdraw Blood Form	None	5mins	Erna C. Tanap, RM Dr. Cherryl C. Gilapay, RN, MPA
	<b>TOTAL</b>	<b>NONE</b>	<b>10 MINUTES</b>	

## 6. INFECTIOUS DISEASE CONTROL PROGRAM SERVICES

### A. TB-DOTS

Assessment, Counselling and Treatment of TB clients

<b>Office or Division:</b>	Municipal Health Office			
<b>Classification :</b>	Simple			
<b>Type of Transaction:</b>	G2C-Goverment to Citizens			
<b>Who may avail:</b>	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Referral Letter from the Barangay Health Station or other referral facility 2. Latest Cedula 3. PHIC Card /MDR (if Member) 4. Latest Chest X-ray Result 5. GenExpert Result			1. Barangay Health Station of residence or Referral letter from private physician or other health facility 2. Municipal Treasurer's Office 3. PHIC Office 4. Diagnostic/Radiologic Facility 5. Dr. Amado Diaz Provincial Foundation Hospital	
CLIENTS STEP	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Present needed requirements. (Note: Senior's Citizen, Persons with Disability and Pregnant Women has SPECIAL LANE).	Check requirements. Give client a priority number	None	2mins	OPD Incharge – Midwife/ Nurse on duty for the day
Patient's assessment and registration	Call priority number and look for medical records. 1. Assess the client. 2. Interview the client. 3. Take vital signs and other present medical illness.	None	10mins	OPD Incharge – Midwife/ Nurse on duty for the day

Patient for medical consultation	Conduct medical consultation and physical examination.	None	5mins	Dr. Cherryl C. Gilapay, RN, MPA
Present Individual Treatment Record to the TB DOTS staff	Conduct Counselling Prepare medicines and medical supplies Give Anti TB Treatment	None	45mins	Marinissa I. Federico, RN
	Give instructions to client when to come back for follow-ups, and until patient is fully recovered from illness	None	2mins	Marinissa I. Federico, RN
	<b>TOTAL</b>	<b>NONE</b>	<b>1 HOUR AND 2MINS</b>	

## B. LEPROSY CONTROL PROGRAM

<b>Office or Division:</b>	Municipal Health Office			
<b>Classification :</b>	Simple			
<b>Type of Transaction:</b>	G2C-Goverment to Citizens			
<b>Who may avail:</b>	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Referral letter 2. Skin-Slit Smear result 3. PhilHealth Card/MDR (if member) 4. Latest cedula		1. Barangay Health Station or other referring facility 2. Accredited Laboratory Facility 3. PhilHealth Office 4. Municipal Treasurer's Office		
CLIENTS STEP	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Present requirements from BHS or other referring facility	Check requirements and give priority number	None	2mins	Midwife/ Nurse on duty
Patient's assessment and registration	Call priority number and look for medical records. 1. Assess the client. 2. Interview the client. 3. Take vital signs and other present medical illness.	None	5mins	Midwife/Nurse on duty
Patient for medical consultation	Conduct medical consultation and physical examination	None	10mins	Dr. Cherryl C. Gilapay, RN, MPA
Counseling and Treatment	Give counselling, prepare medicines and medical supplies Start and give anti leprosy treatment	None	30mins	Marinissa I. Federico, RN
	Give instructions to client when to come back for follow-ups, and until patient is fully recovered from illness.		2mins	Marinissa I. Federico, RN
	<b>TOTAL</b>		<b>49MINS</b>	

## C. RABIES CONTROL PROGRAM

<b>Office or Division:</b>	Municipal Health Office			
<b>Classification :</b>	Simple			
<b>Type of Transaction:</b>	G2C-Goverment to Citizens			
<b>Who may avail:</b>	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Referral Letter from Barangay Health Station 2. PHIC Card/MDR (if member) 3. Latest cedula		1. Barangay Health Station of residence 2. PhilHealth Office 3. Municipal Treasurer's Office		
CLIENTS STEP	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Present referral letter from BHS	Check Referral letter and give priority number	None	2mins	Midwife/Nurse on duty
Registration of Patient (from BHS referral) or walk in	Call priority number and look for medical records. 1. Assess the client. 2. Interview the client. 3. Take vital signs and other present medical illness.	None	5mins	Midwife/Nurse on duty
Patient for medical consultation & management	Conduct medical consultation and physical examination	None	10mins	Dr. Cherryl C. Gilapay, RN, MPA
Patient's treatment	Dispense medicines as ordered/prescribed, record patient's data and give home instructions.	None	5mins	Pharmacist/ Bainaut L. Pangato, RM
Referral of patient/s to Animal Bite Treatment Center for anti-rabies vaccination	Fill-up Referral Letter. Log and release Referral Letter to the patient and give instructions.	None	3mins	Midwife/ Nurse on duty
	<b>TOTAL</b>		<b>25 MINUTES</b>	

**D. HIV/AIDS Control Program (Medical Confidentiality of process if highly followed, based on Republic Act 8504)**

<b>Office or Division:</b>		Municipal Health Office		
<b>Classification :</b>		Simple		
<b>Type of Transaction:</b>		G2C-Goverment to Citizens		
<b>Who may avail:</b>		All		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None		None		
<b>CLIENTS STEP</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Registration of walk in patients (Presumptive Clients)	Give priority number Look for medical records Assess, interview and take vital signs	None	2mins	Midwife/Nurse duty
Patient counseling	Conduct one on one counselling (confidential)	None	15mins	Marinissa I. Federico, RN (Trained Counselor)
Patient testing (if patient voluntarily submit himself	Fill-up Informed consent Conduct testing	None	20mins	Mishel C. Sarmiento, RMT
Patient for Medical consultation and management	Conduct medical consultation and physical examination	None	30mins	Dr. Cherryl C. Gilapay, RN, MPA
Patient's treatment	Dispense medicines as ordered/prescribed and give home instructions. Remind patient when to return for follow-ups If found to be HIV Positive, refer to an accredited HIV-AIDS Treatment Hub (nearest: Dr. Amado Diaz Provincial Foundation Hospital)	None	10mins	Marinissa I. Federico, RN
	<b>TOTAL</b>		<b>1 HOUR AND 17MINS</b>	



## 7. NON-COMMUNICABLE DISEASES

### 1. Renal Disease Control Program

<b>Office or Division:</b>		Municipal Health Office		
<b>Classification :</b>		Simple		
<b>Type of Transaction:</b>		G2C-Goverment to Citizens		
<b>Who may avail:</b>		0-12 years old children		
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
None			None	
<b>CLIENTS STEP</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Registration of walk-in patient	Give priority number Look for medical records Assess the patient and take vital signs	None	3mins	Midwife/Nurse on duty
Patient submits urine sample for test	Test urine sample using Urinalysis Reagent Strips with 10 parameters	None	5mins	Mishel C. Sarmiento, RMT
Patient for medical consultation	Conduct medical consultation and treatment based on Urine test result	None	10mins	Dr. Cherryl C. Gilapay, RN, MPA
Get prescribed medicines	Dispense medicines as ordered/prescribed, record patient's data and give home instructions	None	3mins	Pharmacist/ Bainaut L. Pangato, RM
	<b>TOTAL</b>		<b>21 MINUTES</b>	

## 8. PREVENTION AND CONTROL OF LIFESTYLE DISEASE PROGRAM

### Hypertension and Diabetes

<b>Office or Division:</b>		Municipal Health Office		
<b>Classification :</b>		Simple		
<b>Type of Transaction:</b>		G2C-Government to Citizens		
<b>Who may avail:</b>		20 years old and above		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Referral Letter		1. Barangay Health Station from residence		
CLIENTS STEP	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Patient's registration (referral from BHS or walk-in)	Give priority number Look for medical records Assess the patient Present and History taking Take vital signs Counseling	None	20mins	Nurse/ Midwife on duty
Patient for medical consultation	Conduct medical consultation, management and treatment	None	10mins	Dr. Cherryl C. Gilapay, RN, MPA
Patient for Laboratory procedure	Refer patient for laboratory procedure and Fill-up Laboratory request as per doctor's order	None	2mins	Nurse/ Midwife on duty
Get prescribed medicines	Dispense prescribed medicines with proper instruction Remind patient when to return for follow up	None	5mins	Pharmacist/ Bainaut L. Pangato, RM
	<b>TOTAL</b>		<b>37 MINUTES</b>	

## 9. MATERNAL, NEONATAL ,CHILD HEALTH AND NUTRITION

### A. MOTHER

<b>Office or Division:</b>	Municipal Health Office			
<b>Classification :</b>	Simple			
<b>Type of Transaction:</b>	G2C-Goverment to Citizens			
<b>Who may avail:</b>	Pregnant and Lactating Women			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Mother and Baby Book and referral letter 2. PHIC Card/MDR			1. Barangay Health Station of residence 2. PHIC Office	
CLIENTS STEP	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Present Mother and baby book and referral letter from Barangay Health Station	Check requirements and give priority number	None	1min	Midwife/ Nurse on duty
Registration of Patient (From BHS referral) or walk-in clients	Look for medical records Assessment of client Take vital signs, OB history and conduct pre-natal check-up including Fetal Heart Beat	None	20mins	Elizabeth D. Cambel, RM Jeniza C. Tadulan, RM
Get prescribed multivitamins	Dispense multivitamins as prescribed, record patient's data and give home instructions. Remind when to return for prenatal check-up	None	5mins.	Pharmacist/ Bainaut L. Pangato, RM
For pregnant women with high risk pregnancy	Referral of high risk pregnant women to Municipal Health Officer or higher health	None	5mins	Elizabeth D. Cambel, RM Jeniza C. Tadulan, RM

	facility Give laboratory request for urinalysis, complete blood count and other laboratory procedures			
Medical consultation and treatment of high risk pregnant women	Conduct medical consultation and Obstetric management	None	10mins.	Dr. Cherryl C. Gilapay, RN, MPA
Get prescribed medicines	Dispense Prescribed medicines and give home instructions	None	5mins.	Pharmacist/ Bainaut L. Pangato, RM
Post-Partum Care	Conduct counselling and give iron supplements to post-partum women	None	15mins	Elizabeth D. Cambel, RM Jeniza C. Tadulan, RM
	<b>TOTAL</b>	<b>NONE</b>	<b>1 HOUR AND 47MINS</b>	

## B. CHILD CARE

<b>Office or Division:</b>		Municipal Health Office		
<b>Classification :</b>		Simple		
<b>Type of Transaction:</b>		G2C-Goverment to Citizens		
<b>Who may avail:</b>		0-5 years old children		
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Mother and Baby Book and referral letter 2. PHIC Card/MDR			1. Barangay Health Station of residence 2. PHIC Office	
<b>CLIENTS STEP</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.NEWBORN CARE Registration of newborn	Register Newborn and make individual medical record	None	5mins	Midwife/ Nurse on duty
Newborn for cord dressing	Assess the newborn Perform cord dressing Take vital signs	None	15mins	Midwife/ Nurse on duty
Newborn for exclusive breastfeeding	Conduct breastfeeding counselling	None	15mins	Midwife/ Nurse on duty
Referral of newborn for newborn screening	Fill-up referral form for newborn screening and give home instructions	None	5mins	Midwife/ Nurse on duty
2. INTEGRATED MANAGEMENT OF CHILDHOOD ILLNESS Examination and treatment of sick 1 week to 5 years old child	Look for medical records Assess the child Take vital signs	None	10mins	Midwife/ Nurse on duty
Referral of sick children to Municipal Health Officer	Medical consultation, treatment and management of sick children aged 1 week to 5 years old child	None	10mins	Dr. Cherryl C. Gilapay, RN, MPA

Get prescribed medicines	Dispense prescribed medicines and give home instructions	None	5mins	Pharmacist/ Bainaut L. Pangato, RM
3. NATIONAL IMMUNIZATION PROGRAM Infant for immunization	Check baby book Assess the infant Take vital signs	None	5mins	Nurse/ Midwife on duty
Give appropriate vaccines to infant	Inject appropriate vaccines to infant	None	5mins	Nurse/ Midwife on duty
Infant for monitoring	Let the mother and infant stay for monitoring	None	20mins	Nurse/ Midwife on duty
4. NUTRITION Operation Timbang (0-59 mos)	Look for the child's medical record Assess the child Take vital signs Weigh the child	None	10mins	Nurse/ Midwife on duty
Garantisadong Pambata (0-59 mos) - Deworming - Vitamin A Capsule	Conduct Deworming, give albendazole 400mg tablet to children 2-5 years old Conduct Vitamin A supplementation, give Vitamin A capsule Give proper instructions to mother	None	10mins	Nurse/ Midwife on duty
	<b>TOTAL</b>	<b>NONE</b>	<b>1 HOUR AND 55MINS</b>	

## 10. FAMILY PLANNING

<b>Office or Division:</b>	Municipal Health Office			
<b>Classification :</b>	Simple			
<b>Type of Transaction:</b>	G2C-Government to Citizens			
<b>Who may avail:</b>	Men and Women of Reproductive Age (MAWRA)			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Referral letter			1. Barangay Health Station of residence	
CLIENTS STEP	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Registration of Patients From BHS referral or walk in	Give priority number Look for medical records Assess the client Take vital signs History taking and physical examination Give Family Planning Counseling	None	5mins	Nurse/ Midwife on duty
Identify Family Planning method of choice	Provision of chosen Family Planning Method	None	30mins	Nurse/ Midwife on duty
Referral of patients for laboratory procedures and for further evaluation and management	Fill-up Referral form and laboratory request Give instruction to client and when to return for follow-up	None	5mins	Nurse/ Midwife on duty
	<b>TOTAL</b>	<b>NONE</b>	<b>40 MINUTES</b>	

## 11. DRUG REHABILITATION PROGRAM

<b>Office or Division:</b>	Municipal Health Office			
<b>Classification :</b>	Complex to Highly Technical			
<b>Type of Transaction:</b>	G2C-Government to Citizens			
<b>Who may avail:</b>	Persons Deprived of Liberty (PDLs)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of endorsement from Regional Trial Court		1. Regional Trial Court		
CLIENTS STEP	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Presentation of letter of endorsement	Check letter of endorsement Give priority number	None	2mins	Nurse/ Midwife on duty
Registration of clients	Look for medical records Assess the client Take vital signs History taking and recording	None	5mins	Yvonne G. Ortega, RM, RN
Client for medical consultation and Physical examination	Conduct medical and physical examination	None	10mins	Dr. Cherryl C. Gilapay, RN, MPA
Scheduling of classes	Brief the client for start of classes and scheduling of classes	None	5mins	Yvonne G. Ortega, RM, RN
Attendance to classes	Conduct of Community-Based Drug Rehabilitation classes (6 months)	None	3 hours	Yvonne G. Ortega, RM, RN
Completion of CBDRP	Conduct Graduation/ completion program of Persons Deprived of Liberty	None	4 hours	Dr. Cherryl C. Gilapay, RN, MPA Yvonne G. Orega, RM, RN
Referral to Municipal Social Welfare and Development Office	Refer client and Give instructions on the "NEXT STEP"	None	10mins	Yvonne G. Ortega, RM, RN
<b>TOTAL</b>		<b>NONE</b>	<b>7 HOURS AND 32MINS</b>	



## 12. MENTAL HEALTH PROGRAM

<b>OFFICE OR DIVISION:</b>		Municipal Health Office		
<b>CLASSIFICATION :</b>		Simple		
<b>TYPE OF TRANSACTION:</b>		G2C-Goverment to Citizens		
<b>WHO MAY AVAIL:</b>		All		
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Referral letter			1. Private clinic/ Psychiatrist or other health facility	
<b>CLIENTS STEP</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Presentation of referral letter	Check referral letter and give priority number	None	2mins	Nurse/ Midwife on duty
Registration of patients	Look for medical records Assess the patient Taking and recording of vital signs	None	10mins	Nurse/ Midwife on duty
Patient for medical consultation	Conduct Medical consultation, physical examination and treatment	None	10mins	Dr. Cherryl C. Gilapay, RN, MPA
Get prescribed medicines	Dispense available prescribed medicines and give instructions Remind watcher when to return patient for follow-up Give counseling	None	10mins	Pharmacist/ Yvonne G. Ortega, RM, RN
Patient Referral to higher facility for further evaluation and management	Fill-up referral form and give appropriate instructions to family members of the patient	None	5mins	Yvonne G. Ortega, RM, RN
	<b>TOTAL</b>	<b>NONE</b>	<b>37 MINUTES</b>	

### 13. CONTROL & PREVENTION OF EMERGING & RE-EMERGING DISEASE

<b>Office or Division:</b>	Municipal Health Office			
<b>Classification :</b>	Complex to Highly Technical			
<b>Type of Transaction:</b>	G2G-Government to Government and G2C-Government to Citizens			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
None			None	
<b>CLIENTS STEP</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Registration of patients (suspect COVID-19)	Give Priority number Look for medical records Assess the patient Take vital signs (following minimum health protocols)	None	5mins	Nurse/ Midwife on duty
Patient for medical consultation	Conduct medical consultation, management and treatment	None	5mins	Dr. Cherryl C. Gilapay, RN, MPA
Patient for swab/ Laboratory procedure	Perform Oropharyngeal/ Nasopharyngeal swab (Rapid Antigen Test/ RT-PCR) Fill-up Case Investigation Form (CIF)	None	20mins	Marinissa I. Federico, RN Mishel C. Sarmiento, RMT
Get Prescribed medicines	Dispense prescribed medicines	None	5mins	Marinissa I. Federico, RN
Patient for quarantine (7-14days)	Endorse patient to Barangay Health Emergency Response Team (BHERT) for proper	None	20mins	Marinissa I. Federico, RN / Nurse/ Midwife assigned barangay

	monitoring Give health education to patient and other family members			
Issuance of quarantine clearance with official RT-PCR Result	Make quarantine clearance, Release signed quarantine clearance with official RT PCR Result	None	15mins.	Marinissa I. Federico, RN Nurse/ Midwife assigned barangay
	<b>TOTAL</b>		<b>1 HOUR AND 10MINS</b>	

**OFFICE OF THE MUNICIPAL ASSESSOR**

**CITIZENS CHARTER**

# 1. REQUEST FOR ASSESSMENT OF LANDS, BUILDINGS, AND OTHER IMPROVEMENTS (NEW DISCOVERY)

This service is made when the property is declared for the first time.

Office or Division:	Municipal Assessor's Office
Classification:	Complex
Type of Transaction:	G2G-Government to Government and G2C Government to Citizens
Who may avail:	Property Owner/ Authorized Representative
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<b>FOR LAND</b>	
A.1 – CERTIFIED PHOTOCOPY OF APPLICATION a.FREE PATENT APPLICATION (2 COPIES) b.HOMESTEAD APPLICATION (2 COPIES) c.SPECIAL PATENT APPLICATION (2 COPIES)	Community Environment and Natural Resources Office – Region XII
A.2 – APPROVED SURVEY PLAN	Requesting Employee/Citizens
A.3 – CERTIFIED TRUE COPY OF TITLE ISSUED BY THE REGISTRY OF DEEDS	Registry of Deeds
A.4 – NOTARIZED SWORN STATEMENT	Requesting Employee / Citizens
<b>FOR BUILDINGS/OTHER IMPROVEMENTS (NEW DISCOVERY)</b>	
1.BUILDING PERMIT	Municipal Engineering Office
2.BUILDING PLAN	Requesting Employee/Citizens
3.CERTIFICATE OF COMPLETION	Municipal Engineering Office
4. CERTIFICATE OF OCCUPANCY	Municipal Engineering Office

5. NOTARIZED SWORN STATEMENT TRUE VALUE OF PROPERTY		Requesting Employee/Citizens		
6. AFFIDAVIT OF OWNERSHIP		Requesting Employee/Citizens		
CLIENT STEP	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Fill-out requisition slip and inquire the requirements in Assessment of Lands, Buildings, and Other improvements (New Discovery)	Received the requisition slip	None	2 Minutes	<b>Nenita G. Alemania</b> Administrative Aide IV
<b>SUBMIT</b> the required documents and provide the necessary information during interview.	<b>REVIEW / CHECK and EVALUATE</b> the submitted documents and get the necessary information from the client. (If documents/requirements are complete proceed to the next step.)		10 minutes	<b>Antonina B. Albastro, REA</b> Municipal Assessor <b>Viktor Mikhail F. Abalde</b> Tax Mapper I
	1. INTERVIEW THE CLIENT		10 minutes	<b>Nenita G. Alemania</b> Administrative Aide IV
	2. Site Inspection – Property Inspection may be conducted if and when the municipal Assessor requires			
File the sworn Statement	3. 4. Fill Out Necessary Data to FAAS For  5. <b>PREPARATION AND COMPUTATION OF MARKET VALUE AND ASSESSED VALUE</b>  & Apply Unit Value and	Non	10 minutes  30 minutes	<b>Antonina B. Albastro, REA</b> Municipal Assessor <b>Viktor Mikhail F. Abalde</b> Tax Mapper I <b>Nenita G. Alemania</b> Administrative Aide IV  <b>Antonina B. Albastro,</b>

Assessment level on Field Appraisal and Assessment Sheet (FAAS)			<b>REA</b> Municipal Assessor  <b>Viktor Mikhail F. Abalde</b> Tax Mapper I  <b>Nenita G. Alemania</b> Administrative Aide IV
	1. <b>FORWARD</b> the documents to the Tax Mapper and plot the land sketch on the FAAS and Update Tax Mapping Control Roll and Tax Mapping	5 minutes	<b>Viktor Mikhail F. Abalde</b> Tax Mapper I  <b>Antonina B. Albastro, REA</b> Municipal Assessor  <b>Viktor Mikhail F. Abalde</b> Tax Mapper I
	2. <b>CHECK AGAINST RECORD</b> and Review Field Appraisal Assessment Sheet and supporting documents	5 minutes	<b>Nenita G. Alemania</b> Administrative Aide IV  <b>Antonina B. Albastro, REA</b> Municipal Assessor  <b>Viktor Mikhail F. Abalde</b> Tax Mapper I
	3. <b>REVIEW Prepared Field Appraisal Assessment Sheet (FAAS)</b>	10 minutes	<b>Nenita G. Alemania</b> Administrative Aide IV
	4. <b>ENCODE</b> final Field Appraisal and Assessment Sheet and		

For personal/hand carried documents to the provincial assessor's office for approval	Print out Tax Declaration		2 minutes	<b>Antonina B. Albastro, REA</b> Municipal Assessor
	5. <b>SIGN</b> the final Field Appraisal and Assessment sheet and recommend of approval to the Provincial Assessor's Office.		5 minutes	
	6. <b>PREPARE</b> transmittal/endorsement of Field Appraisal Assessment Sheet and supporting documents for the approval of the Provincial Assessor			<b>Antonina B. Albastro, REA</b> Municipal Assessor <b>Viktor Mikhail F. Abalde</b> Tax Mapper I
	7. <b>INFORM</b> the client about the schedule of release of Approved Field Appraisal and Assessment sheet		1 Day	<b>Nenita G. Alemania</b> Administrative Aide IV  Requesting Citizen/Client
	<b>TOTAL</b>		<b>1 DAY, 1HR &amp; 29 MINUTES TO 15 DAYS, 1HR &amp; 29 MINUTES</b>	



## 2. TRANSFER OF OWNERSHIP IN ASSESSMENT

A new owner's copy of Field Appraisal Assessment Sheet (FAAS) is prepared caused by transfer of ownership of the whole property from previous owner to the new owner, to issue a new certified true copy of Tax Declaration.

Office or Division:	Municipal Assessor's Office			
Classification:	Simple			
Type of Transaction:	G2G-Government to Government and G2C Government to Citizens			
Who may avail:	Property Owners / Authorized Representative			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. TITLE (CERTIFIED TRUE COPY)		Registry of Deeds		
2. TAX CLEARANCE		Municipal Treasurer's Office		
3. BARANGAY CERTIFICATION WHERE THE PROPERTY IS LOCATED		Barangay Hall		
4. DEED OF SALE/TRANSFER OF RIGHTS		Requesting Citizen/Client		
5. SWORN STATEMENT		Municipal Assessor's Office		
6. BIR CLEARANCE		Bureau of Internal Revenue		
CLIENT STEP	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Fill out the requisition slip and Inquire he requirements in Securing Simple Transfer of Ownership.	<b>Received the requisition slip</b>  <b>GIVE</b> the lists required documents in securing Simple Transfer of Ownership.	None	2 Minutes	<b>Nenita G. Alemania</b> Administrative Aide IV

<b>SUBMIT</b> the required documents and provide the necessary information during interview.	<b>REVIEW / CHECK and EVALUATE</b> the submitted documents and get the necessary information from the client. (If documents/requirements are complete proceed to the next step.)  <b>1. INTERVIEW THE CLIENT</b>		<b>5 minutes</b>	<b>Antonina B. Albastro, REA</b> Municipal Assessor  <b>Viktor Mikhail F. Abalde</b> Tax Mapper I  <b>Nenita G. Alemania</b> Administrative Aide IV
	<b>2. Site Inspection – Property</b> Inspection may be conducted if and when the municipal Assessor requires	<b>None</b>		
FILL IN the Sworn Statement	<b>3. FILL OUT</b> necessary data to FAAS Form		10 minutes	<b>Antonina B. Albastro, REA</b> Municipal Assessor  <b>Viktor Mikhail F. Abalde</b> Tax Mapper I  <b>Nenita G. Alemania</b> Administrative Aide IV
	<b>4. PREPARATION AND COMPUTATION OF MARKET VALUE AND ASSESSED VALUE</b> & Apply Unit Value and Assessment level on Field Appraisal and Assessment Sheet (FAAS)		10 minutes	<b>Antonina B. Albastro, REA</b> Municipal Assessor  <b>Viktor Mikhail F. Abalde</b> Tax Mapper I  <b>Nenita G. Alemania</b> Administrative Aide IV

For personal/hand carried documents to the provincial assessor's office for approval	5. <b>FORWARD</b> the documents to the Tax Mapper and plot the land sketch on the FAAS and Update Tax Mapping Control Roll and Tax Mapping		5 minutes	<b>Viktor Mikhail F. Abalde</b> Tax Mapper I
	6. <b>CHECK AGAINST RECORD</b> and Review Field Appraisal Assessment Sheet and supporting documents		5 Minutes	<b>Antonina B. Albastro, REA</b> Municipal Assessor  <b>Viktor Mikhail F. Abalde</b> Tax Mapper I  <b>Nenita G. Alemania</b> Administrative Aide IV
	7. <b>REVIEW Prepared Field Appraisal Assessment Sheet (FAAS)</b>		5 Minutes	<b>Antonina B. Albastro, REA</b> Municipal Assessor
	8. <b>ENCODE</b> final Field Appraisal and Assessment Sheet and Print out Tax Declaration		5 Minutes	<b>Viktor Mikhail F. Abalde</b> Tax Mapper I  <b>Nenita G. Alemania</b> Administrative Aide IV
	9. <b>SIGN</b> the final Field Appraisal and Assessment sheet and recommend of approval to the Provincial Assessor's Office.		2 Minutes	<b>Antonina B. Albastro, REA</b> Municipal Assessor

	<p><b>10. PREPARE</b> transmittal/endorsement of Field Appraisal Assessment Sheet and supporting documents for the approval of the Provincial Assessor</p>		5 Minutes	<p><b>Antonina B. Albastro, REA</b> Municipal Assessor</p> <p><b>Viktor Mikhail F. Abalde</b> Tax Mapper I</p> <p><b>Nenita G. Alemania</b> Administrative Aide IV</p>
	<p><b>11. INFORM</b> the client about the schedule of release of Approved Field Appraisal and Assessment sheet</p>		1 day	Requesting Citizen/Client
	<b>TOTAL</b>		<b>1 DAY, 1HR &amp; 29 MINUTES</b>	

### 3. TRANSFER OF ASSESSMENT BASED ON SUBDIVISION PLAN/SEGREGATION GOVERNMENT SURVEY/CONSOLIDATION OF LANDS

This service is made to transfer of assessment based on subdivision plan/consolidation of land purposely for individual assessment.

<b>Office or Division:</b>	Municipal Assessor's Office			
<b>Classification:</b>	COMPLEX			
<b>Type of Transaction:</b>	G2G-Government to Government and G2C Government to Citizens			
<b>Who may avail:</b>	Property Owners / Authorized Representative			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
PHOTOCOPY OF TITLE (2 COPIES)			Requesting Employee/Citizens	
PHOTOCOPY OF APPROVED – SUBDIVISION PLAN/SEGREGATION GOVERNMENT SURVEY/CONSOLIDATION OF LANDS (2 COPIES) OR SURVEY PLAN			Requesting Employee/Citizens	
TAX CLEARANCE			Municipal Treasurer's Office	
BIR CLEARANCE (DEED OF SALE OR TRANSFER OF RIGHTS)			Bureau of Internal Revenue	
CLIENT STEP	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Log Book and Inquire he requirements in Securing Simple Transfer of Ownership.	<b>GIVE</b> the lists required documents in securing Simple Transfer of Ownership.	None	2 minutes	<b>Nenita G. Alemania</b> Administrative Aide IV
<b>SUBMIT</b> the required documents and provide the necessary information during interview.	<b>REVIEW / CHECK and EVALUATE</b> the submitted documents and get the necessary information from	None	5 minutes	<b>Antonina B. Albastro, REA</b> Municipal Assessor

	the client. (If documents/requirements are complete proceed to the next step.) 1. INTERVIEW THE CLIENT			<b>Viktor Mikhail F. Abalde</b> Tax Mapper I  <b>Nenita G. Alemania</b> Administrative Aide IV
<b>FILL-IN</b> the request form				
	<b>2. FILL OUT NECESSARY DATA TO FAAS FORM</b>		10 minutes	<b>Antonina B. Albastro, REA</b> Municipal Assessor
	<b>3. PREPARATION AND COMPUTATION OF MARKET VALUE AND ASSESSED VALUE</b> & Apply Unit Value and Assessment level on Field Appraisal and Assessment Sheet (FAAS)		10 minutes	<b>Viktor Mikhail F. Abalde</b> Tax Mapper I  <b>Nenita G. Alemania</b> Administrative Aide IV
	<b>4. FORWARD</b> the documents to the Tax Mapper and plot the land sketch on the FAAS and Update Tax Mapping Control Roll and Tax Mapping		5 minutes	<b>Antonina B. Albastro, REA</b> Municipal Assessor  <b>Viktor Mikhail F. Abalde</b> Tax Mapper I  <b>Nenita G. Alemania</b> Administrative Aide IV

For personal/hand carried documents to the provincial assessor's office for approval	5. <b>CHECK AGAINST RECORD</b> and Review Field Appraisal Assessment Sheet and supporting documents		5 Minutes	<b>Viktor Mikhail F. Abalde</b> Tax Mapper I
	6. <b>REVIEW Prepared Field Appraisal Assessment Sheet (FAAS)</b>		5 Minutes	<b>Antonina B. Albastro, REA</b> Municipal Assessor
	7. <b>ENCODE</b> final Field Appraisal and Assessment Sheet and Print out Tax Declaration		5 Minutes	<b>Viktor Mikhail F. Abalde</b> Tax Mapper I  <b>Nenita G. Alemania</b> Administrative Aide IV
	8. <b>SIGN</b> the final Field Appraisal and Assessment sheet and recommend of approval to the Provincial Assessor's Office.		2 Minutes	<b>Antonina B. Albastro, REA</b> Municipal Assessor
	9. <b>PREPARE</b> transmittal/endorsement of Field Appraisal Assessment Sheet and supporting documents for the approval of the Provincial Assessor		5 Minutes	<b>Viktor Mikhail F. Abalde</b> Tax Mapper I  <b>Nenita G. Alemania</b> Administrative Aide IV

	10. <b>INFORM</b> the client about the schedule of release of Approved Field Appraisal and Assessment sheet		1 day	<b>Antonina B. Albastro, REA</b> Municipal Assessor  Requesting Citizen/Client
	<b>TOTAL</b>		<b>1 DAY, 1HR &amp; 29 MINUTES</b>	



#### 4. ISSUANCE OF CERTIFIED TRUE COPY AND TRUE COPY OF TAX DECLARATION

This document is often request by a taxpayer or his authorized representative who wants to secure a certified true copy of tax declaration for any legal purposes

Office or Division:	Municipal Assessor's Office			
Classification:	Simple			
Type of Transaction:	G2G-Government to Government and G2C Government to Citizens			
Who may avail:	Property Owner/Authorized representative			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
ACCOMPLISHED REQUISITION FORM			Municipal Assessor's Office	
OFFICIAL RECEIPT			Municipal Treasurer's Office	
CLIENT STEP	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Fill out requisition slip	<b>RECEIVED REQUISITION SLIP</b>		2 minutes	<b>Antonina B. Albastro, REA</b> Municipal Assessor  <b>Viktor Mikhail F. Abalde</b> Tax Mapper I  <b>Nenita G. Alemania</b> Administrative Aide IV
	<b>REVIEW / CHECK and EVALUATE</b>  1. VERIFICATION OF AGAINST RECORDS		10 minutes	<b>Antonina B. Albastro, REA</b> Municipal Assessor

PROCEED TO MTO FOR PAYMENT OF FEES		P 50.00 certification  P 30.00 documentary stamp		<b>Viktor Mikhail F. Abalde</b> Tax Mapper I  <b>Nenita G. Alemania</b> Administrative Aide IV  Requesting Employee/Client
	2. EXTRACT AND PREPARE TRUE COPY		5 minutes	<b>Viktor Mikhail F. Abalde</b> Tax Mapper I  <b>Nenita G. Alemania</b> Administrative Aide IV
	3. FOR SIGNATURE		2 minutes	<b>Antonina B. Albastro, REA</b> Municipal Assessor
<b>PRESENT</b> Official Receipt as proof of payment & log book RECEIVED true copy or certified true copy of Tax Declaration	<b>ISSUANCE/RELEASE</b> a certified true copy of Tax Declaration to the client		5 minutes	<b>Viktor Mikhail F. Abalde</b> Tax Mapper I  <b>Nenita G. Alemania</b> Administrative Aide IV
	<b>TOTAL</b>		<b>34 MINUTES</b>	

## 5. ISSUANCE OF CERTIFICATION OF NO IMPROVEMENTS/ WITH IMPROVEMENTS

This document is often requested by a client for Bureau of Internal Revenue requirements.

Office or Division:	Municipal Assessor's Office			
Classification:	Simple			
Type of Transaction:	G2G-Government to Government and G2C Government to Citizens			
Who may avail:	Property Owner/Authorized representative			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. ACCOMPLISHED REQUISITION FORM			Municipal Assessor's Office	
2. OFFICIAL RECEIPT			Municipal Treasurer's Office	
CLIENT STEP	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Fill out requisition slip	1. RECEIVED REQUISITION SLIP		2 minutes	<b>Antonina B. Albastro, REA</b> Municipal Assessor  <b>Viktor Mikhail F. Abalde</b> Tax Mapper I  <b>Nenita G. Alemania</b> Administrative Aide IV
	2. REVIEW / CHECK and EVALUATE  3. VERIFICATION AGAINST RECORDS		10 minutes	<b>Antonina B. Albastro, REA</b> Municipal Assessor  <b>Viktor Mikhail F. Abalde</b>

PROCEED TO MTO FOR PAYMENT OF FEES				Tax Mapper I  <b>Nenita G. Alemania</b> Administrative Aide IV  Requesting Employee/Client
	4. EXTRACT AND PREPARE TRUE COPY	P 50.00 certification  P 30.00 documentary stamp	10 minutes       5 minutes	       <b>Viktor Mikhail F. Abalde</b> Tax Mapper I  <b>Nenita G. Alemania</b> Administrative Aide IV
	5. FOR SIGNATURE		2 minutes	<b>Antonina B. Albastro, REA</b> Municipal Assessor
<b>PRESENT</b> Official Receipt as proof of payment, log book & RECEIVED the certification of no improvement or with improvement.	<b>ISSUANCE/RELEASE</b> of certification of no improvement or with improvement to the client		5 minutes	<b>Viktor Mikhail F. Abalde</b> Tax Mapper I  <b>Nenita G. Alemania</b> Administrative Aide I
	<b>TOTAL</b>	<b>P 80.00</b>	<b>34 MINUTES</b>	

## 6. ISSUANCE OF EXACT LOCATIONS

This document is often request by the client for loaning and other purposes.

Office or Division:	Municipal Assessor's Office			
Classification:	Simple			
Type of Transaction:	G2G-Government to Government and G2C Government to Citizens			
Who may avail:	Property Owner/Authorized representative			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. ACCOMPLISHED REQUISITION FORM			Municipal Assessor's Office	
2. OFFICIAL RECEIPT			Municipal Treasurer's Office	
CLIENT STEP	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Fill out requisition slip	<b>RECEIVED REQUISITION SLIP</b>		2 minutes	<b>Antonina B. Albastro,</b> <b>REA</b> Municipal Assessor  <b>Viktor Mikhail F. Abalde</b> Tax Mapper I  <b>Nenita G. Alemania</b> Administrative Aide IV
	<b>REVIEW / CHECK and EVALUATE</b>  1. VERIFICATION OF AGAINST RECORDS		10 minutes	<b>Antonina B. Albastro,</b> <b>REA</b> Municipal Assessor

PROCEED TO MTO FOR PAYMENT OF FEES		P 50.00 certification	10 minutes	<b>Viktor Mikhail F. Abalde</b> Tax Mapper I
	2. EXTRACT AND PREPARE TRUE COPY	P 30.00 documentary stamp	5 minutes	<b>Nenita G. Alemania</b> Administrative Aide IV  Requesting Employee/Client
	3. FOR SIGNATURE		2 minutes	<b>Viktor Mikhail F. Abalde</b> Tax Mapper I  <b>Nenita G. Alemania</b> Administrative Aide IV
<b>PRESENT</b> Official Receipt as proof of payment & RECEIVED the certification of no improvement or with improvement.	<b>ISSUANCE/RELEASE</b> of certification of no improvement or with improvement to the client		5 minutes	<b>Viktor Mikhail F. Abalde</b> Tax Mapper I  <b>Nenita G. Alemania</b> Administrative Aide IV
	<b>TOTAL</b>	<b>P 80.00</b>	<b>34 Minutes</b>	

## 7. ISSUANCE OF CERTIFICATION OF TOTAL LANDHOLDING, WITH PROPERTY AND WITHOUT PROPERTY

This document is often request by the client for Bureau of Internal Revenue, Department of Agrarian Reform and other agencies for specific requirements

Office or Division:	Municipal Assessor's Office			
Classification:	Simple			
Type of Transaction:	G2G-Government to Government and G2C Government to Citizens			
Who may avail:	Property Owner/Authorized representative			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. ACCOMPLISHED REQUISITION FORM			Municipal Assessor's Office	
2. OFFICIAL RECEIPT			Municipal Treasurer's Office	
CLIENT STEP	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Fill out requisition slip	1. <b>RECEIVED REQUISITION SLIP</b>		2 minutes	<b>Antonina B. Albastro, REA</b> Municipal Assessor  <b>Viktor Mikhail F. Abalde</b> Tax Mapper I  <b>Nenita G. Alemania</b> Administrative Aide IV
	2. <b>REVIEW / CHECK and EVALUATE</b>  3. <b>VERIFICATION OF AGAINST RECORDS</b>		10 minutes	<b>Antonina B. Albastro, REA</b>

PROCEED TO MTO FOR PAYMENT OF FEES				Municipal Assessor  <b>Viktor Mikhail F. Abalde</b> Tax Mapper I  <b>Nenita G. Alemania</b> Administrative Aide IV  Requesting Employee/Client
	4. EXTRACT AND PREPARE TRUE COPY	P 50.00 certification  P 30.00 documentary stamp	10 minutes	
	5. FOR SIGNATURE		5 minutes	<b>Viktor Mikhail F. Abalde</b> Tax Mapper I  <b>Nenita G. Alemania</b> Administrative Aide IV
			2 minutes	<b>Antonina B. Albastro, REA</b> Municipal Assessor
<b>PRESENT</b> Official Receipt as proof of payment & RECEIVED the certification of no improvement or with improvement.	<b>ISSUANCE/RELEASE</b> of certification of no improvement or with improvement to the client		5 minutes	<b>Viktor Mikhail F. Abalde</b> Tax Mapper I  <b>Nenita G. Alemania</b> Administrative Aide IV
	<b>TOTAL</b>	<b>P 80.00</b>	<b>34 MINUTES</b>	



## 8. ISSUANCE OF EXTRACT COPY OF MAP

This document is often request by the client for loaning and other purposes.

Office or Division:	Municipal Assessor's Office			
Classification:	Simple			
Type of Transaction:	G2G-Government to Government and G2C Government to Citizens			
Who may avail:	Property Owner/Authorized representative			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. ACCOMPLISHED REQUISITION FORM			Municipal Assessor's Office	
2. OFFICIAL RECEIPT			Municipal Treasurer's Office	
CLIENT STEP	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Fill out requisition slip	1. <b>RECEIVED REQUISITION SLIP</b>		2 minutes	<b>Antonina B. Albastro, REA</b> Municipal Assessor  <b>Viktor Mikhail F. Abalde</b> Tax Mapper I  <b>Nenita G. Alemania</b> Administrative Aide IV
	<b>2. REVIEW / CHECK and EVALUATE</b>  3. VERIFICATION OF AGAINST RECORDS		10 minutes	<b>Antonina B. Albastro, REA</b> Municipal Assessor  <b>Viktor Mikhail F. Abalde</b> Tax Mapper I

PROCEED TO MTO FOR PAYMENT OF FEES		P 50.00 certification	10 minutes	<b>Nenita G. Alemania</b> Administrative Aide IV
	4. EXTRACT AND PREPARE TRUE COPY	P 30.00 documentary stamp	5 minutes	Requesting Employee/Client  <b>Viktor Mikhail F. Abalde</b> Tax Mapper I
	5. FOR SIGNATURE		2 minutes	<b>Nenita G. Alemania</b> Administrative Aide IV  <b>Antonina B. Albastro, REA</b> Municipal Assessor
<b>PRESENT</b> Official Receipt as proof of payment, Log Book & RECEIVED the certification of no improvement or with improvement.	<b>ISSUANCE/RELEASE</b> of certification of no improvement or with improvement to the client		5 minutes	<b>Viktor Mikhail F. Abalde</b> Tax Mapper I  <b>Nenita G. Alemania</b> Administrative Aide IV
	<b>TOTAL</b>	<b>P 80.00</b>	<b>34 MINUTES</b>	

## 9. RECLASSIFICATION OF PROPERTY

This service is requested by a tax payer for purposed of declaring the predominant use of property.

Office or Division:	Municipal Assessor's Office			
Classification:	Simple			
Type of Transaction:	G2G-Government to Government and G2C Government to Citizens			
Who may avail:	Property Owner/Authorized representative			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
PHOTOCOPY OF TITLE (2 COPIES)			Requesting Employee/Citizens	
PHOTOCOPY OF APPROVED – SUBDIVISION PLAN/SEGREGATION GOVERNMENT SURVEY/CONSOLIDATION OF LANDS (2 COPIES) OR SURVEY PLAN			Requesting Employee/Citizens	
TAX CLEARANCE			Municipal Treasurer's Office	
BIR CLEARANCE (DEED OF SALE OR TRANSFER OF RIGHTS)			Bureau of Internal Revenue	
CLIENT STEP	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Fill out requisition slip and Inquire he requirements in Securing Simple Transfer of Ownership.	<b>Received Requisition slip</b>  <b>GIVE</b> the lists required documents in securing Simple Transfer of Ownership.	None	2 minutes	<b>Nenita G. Alemania</b> Administrative Aide IV
<b>SUBMIT</b> the required documents and provide the necessary information during interview.	<b>REVIEW / CHECK and EVALUATE</b> the submitted documents and get the necessary information from the client. (If documents/requirements	None	5 minutes	<b>Antonina B. Albastro, REA</b> Municipal Assessor  <b>Viktor Mikhail F. Abalde</b> Tax Mapper I

	are complete proceed to the next step.)  1. INTERVIEW THE CLIENT			<b>Nenita G. Alemania</b> Administrative Aide IV
	2. Site Inspection – Property Inspection may be conducted if and when the municipal Assessor requires			
File the sworn statement	3. <b>FILL OUT NECESSARY DATA TO FAAS FORM</b>		10 minutes	<b>Antonina B. Albastro, REA</b> Municipal Assessor
	4. <b>PREPARATION AND COMPUTATION OF MARKET VALUE AND ASSESSED VALUE</b> & Apply Unit Value and Assessment level on Field Appraisal and Assessment Sheet (FAAS)		10 minutes	<b>Viktor Mikhail F. Abalde</b> Tax Mapper I  <b>Nenita G. Alemania</b> Administrative Aide IV
	5. <b>FORWARD</b> the documents to the Tax Mapper and plot the land sketch on		5 minutes	<b>Viktor Mikhail F. Abalde</b> Tax Mapper I

	the FAAS and Update Tax Mapping Control Roll and Tax Mapping			
	6. <b>CHECK AGAINST RECORD</b> and Review Field Appraisal Assessment Sheet and supporting documents		5 minutes	<b>Viktor Mikhail F. Abalde</b> Tax Mapper I  <b>Nenita G. Alemania</b> Administrative Aide IV
	7. <b>REVIEW Prepared Field Appraisal Assessment Sheet (FAAS)</b>		5 Minutes	<b>Antonina B. Albastro, REA</b> Municipal Assessor
	8. <b>ENCODE</b> final Field Appraisal and Assessment Sheet and Print out Tax Declaration		5 Minutes	<b>Viktor Mikhail F. Abalde</b> Tax Mapper I  <b>Nenita G. Alemania</b> Administrative Aide IV
	9. <b>SIGN</b> the final Field Appraisal and Assessment sheet and recommend of approval to the Provincial Assessor's Office.		2 Minutes	<b>Antonina B. Albastro, REA</b> Municipal Assessor

For personal/hand carried documents to the provincial assessor's office for approval	10. <b>PREPARE</b> transmittal/endorsement of Field Appraisal Assessment Sheet and supporting documents for the approval of the Provincial Assessor		5 Minutes	<b>Viktor Mikhail F. Abalde</b> Tax Mapper I
	11. <b>INFORM</b> the client about the schedule of release of Approved Field Appraisal and Assessment sheet		1 day	<b>Nenita G. Alemania</b> Administrative Aide IV  <b>Antonina B. Albastro, REA</b> Municipal Assessor
	<b>TOTAL</b>		<b>1 DAY, 1HR &amp; 29 MINUTES</b>	

# COMPLAINT'S FORM

\_\_\_\_\_  
DATE

TRANSACTION : \_\_\_\_\_

\_\_\_\_\_

DATE OF TRANSACTION: \_\_\_\_\_

\_\_\_\_\_

OFFICE/S VISITED : \_\_\_\_\_

\_\_\_\_\_

SUBJECT OF : \_\_\_\_\_

COMPLAINT \_\_\_\_\_

NAME OF PERSONNEL : \_\_\_\_\_

**(RESPONDENT/S)**

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**COMPLAINANT**  
(SIGNATURE OVER PRINTED NAME)

(Kindly drop your complaint in the Complaint Box found at the Public Desk Assistance)