



MUNICIPALITY OF MABINAY

**CITIZEN'S CHARTER
2022**



Mandate

The Municipal Government of Mabinay shall ensure and support, among other things, the preservation and enrichment of culture, promote health and safety, enhance the right of the people to a balanced ecology, encourage and support the development of appropriate and self-reliant, scientific and technological capabilities, improve public morals, enhance economic prosperity and social justice, promote full employment among its residents, maintain peace and order, and preserve the comfort and convenience of its inhabitants.

Vision

A diverse agro-industrial and flourishing ecotourism destination in Negros Oriental with God-loving, gender responsive and disaster-resilient citizenry, spurred by diversified and progressive economy and propelled by a transparent and participatory governance

Mission

The Municipal Government of Mabinay cognizant of its moral and social responsibilities shall:

- Provide adequate basic support services and equal opportunities to attain a peaceful and respectable life through people-building and effective Networking.
- Create a business-friendly environment to allow convergence of economic enterprises, thereby creating job opportunities.
- Develop its God-given natural resources with utmost care and responsibility.
- Pursue sustainable socio-economic services with adequate infrastructure support facilities towards a self-reliant economy.
- Provide avenue for shared governance for greater productivity and enhance sense of accountability



Service Pledge

As public servants we commit to:

- M- Make every client feel that he/she is important.
- A- Accept client for who he/she is.
- B- Build trust and confidence in government among clients.
- I- Instill fair treatment among employees and clients.
- N- Never fail to accommodate clients that come to the office for any transaction.
- A- Appear in the office wearing a smile and having a joyful heart knowing that to serve the clients is the very reason why offices and employees exist.
- Y- Yearn for continuous improvement to achieve excellence in government service.



LIST OF SERVICES

Internal Services

Office of the General Services

1	Numbering of Purchase/Job Requests and Requests for Sealed Quotations	13
2	Numbering of Purchase Orders/Job Orders.....	14
3	Signing of the Inspection and Acceptance Report.....	15
4	Numbering and Signing of Requisition and Issue slip, Inventory Custodian Slip Acknowledgment Receipt for Equipment.....	16
5	Issuance of Report of Physical Count of Inventories, Property, Plant, Equipment and Unserviceable Property.....	17

Office of the Municipal Accountant

6	Pre-audit Disbursement Vouchers and Payrolls (claims under general fund, special education fund and trust fund).....	19-20
7	Issuance of Accountant's Advice for Check Issued.....	21
8	Issuance of Certification.....	22

Office of the Municipal Budget

9	Processing of Claims.....	24
10	Preparation of Annual Procurement Plan.....	25
11	Encoding Registries of Allotment, Obligation and Balances.....	26
12	Review of Barangay Annual and Supplemental Budget.....	27-28
13	Review of Sangguniang Kabataan Annual and Supplemental Budget.....	29
14	Preparation of LGU Proposed Annual Budget.....	30
15	Preparation of Supplemental Budget.....	31
16	Preparation of SAOB per Quarter.....	31
17	Uploading of Quarterly Reports at the Full Disclosure Policy Portal.....	32-33
18	Submitting monthly reports to the regional offices of DBM OCD and DILG.....	33



19 Submitting quarterly reports of statement of comparison of budget and actual expenditures.....	34
20 Quarterly uploading of e-SRe Report.....	34
21 Checking accounting journals to our registries (RAOs).....	35
22 Encoding OBRs to registries per office.....	35

External Services

Office of the Municipal Treasurer

23 Payment of Business Taxes, Fees & Charge	37-38
24 Motorized Tricycle Operator's Permit/MTOP.....	39
25 Payment of Real Property Tax.....	40
26 Registration of Large Cattle.....	41
27 Operation of Mabinay Public Market.....	42-43
28 Cashiering Services.....	44

Office of the Municipal Agriculturist

29 Rice Seeds Distribution.....	46
30 Corn seeds and Fertilizer Distribution.....	47
31 Distribution of High Value Commercial Crops.....	48
32 Upland Fisheries Services.....	49
33 Livestock Services.....	50-51
34 Soil and Water Management.....	53
35 Availment of Tractor Services.....	54
36 Training/Workshop Services.....	55
37 Registration in (RSBSA) Registry System for Basic Sector In Agriculture Services.....	56
38 Philippine Crop Insurance Corporation Services.....	57



Office of the Municipal Assessor

39	Processing and Issuance of Tax Declaration	59-66
40	Issuance of Certified True Copy of Tax Declaration.....	67-68
41	Issuance of Property Certification	69-71
42	Issuance of Certificate of History of Real Property.....	71-72
43	Issuance of Ocular Inspection Report	73-74

Office of the Municipal Engineer and Building Official

46	Drafting and Preparation of Plan and Program of Work.....	76-77
47	Maintenance of Government Buildings and De-clogging of all Drainage Systems.....	77-78
48	Preparation of Vouchers and Work Accomplishments for Completed Government Projects.....	79
49	Issuance of Building Permit for Construction of New Buildings and/or Structure including extension, renovation, fence and alteration/amendatory of plans.....	80-83
50	Issuance of other Permits for Renewal, Demolition, Signage, and Excavation or Ground Improvement.....	84-85
51	Issuance of Certificate of Electrical Inspection for Temporary Connection/electrical Wiring Permit.....	86-87
52	Issuance of Certificate of Occupancy/Use/Operation.....	88-89
53	Issuance of Clearance for New and Renewal of Business.....	90-91



Office of the Local Civil Registrar

54	Applying for Marriage License.....	93
55	Registration of Marriage and Death.....	94
56	Registration of Birth Certificate.....	95
57	Issuance of Certified Copy of Civil Registry documents LCR-PSA.....	96-97
58	Registration of Court Decrees and Annotation of the Affected Civil Registry record/registration of legal instruments and annotation affected civil registry record.....	97-98
59	Legitimation of a Natural Child.....	99
60	Legitimation of Natural Child (Correction of Documents).....	100-101

Office of the Municipal Mayor

61	Issuance of Mayor's Clearance.....	103
62	Issuance of Special Permits.....	104
63	Issuance of Business License and Mayor's Permits (new/renewal).....	105-106
64	Issuance of Motorized Tricycle Operator's Permit/MTOP.....	107-108
65	Issuance of Mayor's Permit for Drivers of Motorcycle for Hire(MCH).....	109-110
66	Issuance of Fuel.....	110-111
67	Processing of Leave Applications	111-112
68	Issuance of Certificate of Employment and Service Record.....	113
69	Receipt of Applicants for Employment.....	114-115
70	Issuance of Certification for Other Purposes.....	116
71	Screening/Selection of Applicants for Employment.....	117-119
72	Processing of Appointments.....	120-123
73	GSIS Loan Application via Electronic Online.....	124



74	Processing of Incoming Correspondence covering various requests,Complaints and Proposals.....	125-126
75	Processing of Selected Financial Documents.....	127-129
76	Programs/Projects/Activity Coordination and Monitoring.....	129-130
77	Evaluation of Requests for Leave Credits and Travel Order.....	131-132
78	Provide relevant information and materials (photographs, textbooks,and documents) to clients conducting research on the municipal culture and history	133
79	Accommodate Request on Tour Guiding Services to Historical Places in the Municipality.....	134-135
80	Accommodate Inquiries on Tourism/Cultural Activities of the Municipality.....	135
81	Assist Inquiries on Tourism Accreditation.....	136
82	Emergency Response.....	137
83	Issuance of Certification for Damaged Properties.....	138
84	Request for the Conduct of Safety Drills	139
85	Issuance of Certification for Approved BDRRM Plan.....	140
86	Processing of Application for Scholarship.....	141
87	Issuance of Endorsement or Recommendation for Employment.....	142-143
88	Availment of Application Form and List of Requirements.....	143-144
89	Tulong Panghanapbuhay sa Ating displaced workers (TUPAD).....	145
90	Referral of Application for OWWA Assistance Programs.....	146-147
91	Assistance for the Provision for Career Guidance and Counseling.....	148
92	Solemnization of Marriage.....	149-150
93	Referral of Application for DILP components (DOLE Integrated Livelihood Program).....	151-152
94	Assistance in the Conduct of Special Recruitment Activity (SRA).....	153-154



Office of the Municipal Planning and Development

95	Issuance of Zoning Clearance/Zoning Certificate.....	156
96	Review of Barangay Annual/Supplemental Investment Program.....	157
97	Planning and formulation of comprehensive local economic and development plan.....	158-159
98	Request copy of maps, and Municipal Profiles and development plans.....	159

Office of the Municipal Rural Health Unit I

99	Consultation / Client Management.....	161
100	Pre-natal Services.....	162
101	Immunization Services.....	163
102	Family Planning Services (First time / New couples).....	164
103	Family Planning Services (Returning Couples).....	165
104	TB Infection Control and Management (Free Treatment Through TB-DOTS).....	166
105	Leprosy Control and Management (free treatment).....	167
106	Laboratory Services.....	168-169
107	Issuance of Medical Certificate.....	170
108	Issuance of Medico Legal Certificates.....	171
109	Issuance of Sanitary Permits.....	172
110	Issuance of Health Certificate.....	173-174
111	Patient's on Labor.....	174-175
112	Postpartum.....	176
113	High Risk Patient.....	177

Office of the Municipal Rural Health Unit II

114	Consultation/Client Management.....	179
115	Pre-natal Services.....	180
116	Immunization Services.....	181



117	Family Planning Services(Fist time/New Couple).....	182
118	Family Planning Services(Returning Couples).....	183
119	TB Infection Control and Management.....	184
120	Leprosy Control and Management.....	185
121	Anti-Rabies Vaccination.....	186
122	Laboratory Services.....	187-188
123	Issuance of Medical Certificate.....	189
124	Issuance of Medico-Legal Certificate.....	190
125	Issuance of Sanitary Permits.....	191
126	Issuance of Health Certificates.....	192
127	Patient on Labor.....	193
128	Postpartum Care.....	194
129	High Risk Patient.....	195

Office of the Municipal Environment and Natural Resources

130	Garbage Collection Services.....	197
131	Endorsement/Recommending Approval for Application of Business Permits.....	198
132	Responding to Complaints Related to Pollution, and Violation of Environmental Laws.....	199
133	Facilitating disinfection of COVID-19 quarantine facilities, Residents and institutions.....	200

Office of the Municipal Social Welfare and Development

134	Emergency Shelter Assistance/Assistance to Individuals in Crisis Situation.....	202-204
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135 Senior Citizens' ID Distribution and Provision of Purchase Booklets.....	204-205
136 PWDs ID Distribution and Provision of Purchase Booklets.....	206
137 Family and Community Services.....	207-210
138 Women, Youth and Children's Welfare.....	210-211

FEEDBACK MECHANISM
CLIENT FEEDBACK FORM
COMPLAINT FORM



OFFICE OF THE GENERAL SERVICES

Internal Service



1. NUMBERING OF PURCHASE/JOB REQUESTS AND REQUESTS FOR SEALED QUOTATIONS

ABOUT THE SERVICE: Purchase requests from the different offices of the Local Government Unit will have to be chronologically Numbered to ensure that these are consistent with the approved programmed appropriation for the calendar year and are aligned with the submitted Annual Procurement Plan of the Agency and the Project Procurement Management Plan of the Office.

Office/Division:	General Services Office			
Classification:	Simple			
Type of Transaction:	G2G- Government to Government			
Who may Avail:	Government employees in-charge of the procurement			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Budget Code		Budget Office		
Pre-Inspection Report (for Job Requests involving Repair and Maintenance)		Engineering office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submits the Purchase Request/Job Request with the Request for Sealed Quotations to the assigned staff	Accepts and check the documents including signatures of concerned authorities	None	2 Minutes	Helen C. Moreno
	Assigns corresponding numbers to the documents	None	3 Minutes	Grace M. Hongcuay
TOTAL:		None	5 Minutes	



2. NUMBERING OF PURCHASE ORDERS/JOB ORDERS

ABOUT THE SERVICE: Purchase Orders/Job Orders are chronologically numbered for audit, tracking and reference purposes.

Office/Division:	General Services Office			
Classification:	Simple			
Type of Transaction:	G2G- Government to Government			
Who may Avail:	Government employees in-charge of the procurement			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Accomplished Abstract of Sealed Quotations			BAC Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submits the Purchase Order/Job Order to the assigned staff	Accepts and check the documents including signatures of concerned authorities and BAC personnel	None	2 Minutes	Helen C. Moreno
	Assigns a number to the document	None	3 Minutes	Grace M. Hongcuay
TOTAL:		None	5 Minutes	



3. SIGNING OF THE INSPECTION AND ACCEPTANCE REPORT

ABOUT THE SERVICE: The General Services Officer being the property officer of the Local Government Unit accepts all items/goods/services purchased/ordered and delivered to the different offices after having been duly inspected by the Internal Control Unit being the Inspection Committee.

Office/Division:	General Services Office			
Classification:	Simple			
Type of Transaction:	G2G- Government to Government			
Who may Avail:	Government employees in-charge of the procurement			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Inspection and Acceptance Report bearing the names and signatures of the Inspection Committee		Internal Control Unit/ Inspection Committee Office		
Duly signed Waste Material Report (for Repair and Maintenance)		General Services office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submits the Inspection and Acceptance Report to the General Services Officer	Accepts and check the documents including signatures of concerned Inspection Committee personnel and sign the document	None	2 Minutes	Lucrecia C. Nicolas
TOTAL:		None	5 Minutes	



4. NUMBERING AND SIGNING OF REQUISITION AND ISSUE SLIP, INVENTORY CUSTODIAN SLIP AND ACKNOWLEDGMENT RECEIPT FOR EQUIPMENT

ABOUT THE SERVICE: The General Services Office being the Property Office of the Local Government Unit issues duly signed Requisition and Issue Slip, Acknowledgment Receipt for Equipment, and Inventory Custodian Slip as deemed appropriate to ensure proper accountability of all the property, plant and equipment of the LGU.

Office/Division:	General Services Office			
Classification:	Simple			
Type of Transaction:	G2G- Government to Government			
Who may Avail:	Government employees in-charge of the procurement			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly signed Inspection and Acceptance Report		Internal Control Unit/ Inspection Committee Office/ General Services Offices		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submits the Requisition and Issue Slip, Inventory Custodian Slip or Acknowledgment Receipt for Equipment whichever is appropriate to the assigned staff	Assigns numbers to the specific documents	None	5 Minutes	Helen C. Moreno
Submits the numbered RIS, ICS, or ARE to the General Services Officer	Signs the numbered RIS, ICS, and ARE	None	3 Minutes	Lucrecia C. Nicolas
TOTAL:		None	5 Minutes	



5. ISSUANCE OF REPORT OF PHYSICAL COUNT OF INVENTORIES, PROPERTY, PLANT, EQUIPMENT AND UNSERVICEABLE PROPERTY

ABOUT THE SERVICE: The General Services Office is required by law to prepare the Report on Physical Count of Inventories for every type of inventory item twice every year, the Report on the Physical Count of Property, Plant, and Equipment according to type once every year and the Inventory and Inspection Report of Unserviceable Property for proper disposal as deemed necessary by the Municipal Inventory and Disposal Committee.

Office/Division:	General Services Office			
Classification:	Simple			
Type of Transaction:	G2G- Government to Government			
Who may Avail:	COA, Accounting Office, Mayor's Office			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Inventory Report		Different offices of the LGU		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submits Written/Verbal request	Submits either a soft copy or hard copy of the document to the requesting office	None	10 Minutes	Grace M. Hongcuay
TOTAL:		None	5 Minutes	



OFFICE OF THE MUNICIPAL ACCOUNTANT
Internal Service



1. Pre-Audit Disbursement Vouchers and Payrolls (claims under General Fund, Special Education Fund and Trust Fund)

ABOUT THE SERVICE: To check the completeness of Disbursement Vouchers and Payrolls

Office/Division:	Municipal Accountant's Office			
Classification:	Simple			
Type of Transaction:	G2G- Government to Government			
Who may Avail:	Government employees and suppliers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> • ALOBS • Disbursement Voucher • Purchase Request • Purchase Request • Req. For Quotation • Inspection & Acceptance Report • Payroll • DTR • And other pertinent supporting documents in accordance with COA Circular 2012-001 		Requesting Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Receives Disbursement vouchers/payrolls from Budget Office	Reviews and checks the DV/payrolls as to completeness and validity of supporting documents, checks all the signatories and computation of the amount due. In case of any deficiency, the DV/payroll will be returned	None	3 minutes 15 minutes if contractor's billing DV	Emmanuel Fuentevilla Marissa Ojeda Acctg. Staff



	to the client for compliance of the requirements with notation or checklist of the requirement/s to be complied.			
	Records the DV/payroll in the logbook.	None	2 minutes	Emmanuel Fuentevilla Acctg. Staff
	Posts the payroll in the Index of Payments to Employees.		10 minutes	Karen Lou Alindajao Ayola Faith Facturan Acctg. Staff
	Forwards the DV/payroll to the Municipal Accountant, if it has the required attachments, for signature as to completeness, propriety and validity of the claim.		2 minutes	Municipal Accountant
	Places the signed DV/payroll in the releasing window.			Emmanuel Fuentevilla Acctg. Staff
	TOTAL:	None	7 min. (reg. DV) 17 min. (Contractor's billing DV)) 17 min. (payroll)	



2. Issuance of Accountant's Advice for Check Issued

ABOUT THE SERVICE: The Accountant's Advice is issued to the Authorized Government Depository Bank as proof that all checks issued are complete with documentary requirements.

Office/Division:	Municipal Accountant's Office			
Classification:	Simple			
Type of Transaction:	G2G- Government to Government			
Who may Avail:	Government Depository Banks			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Approved Disbursement Voucher Authorized check (Check Issued) 		Requesting Office Mun. Treasurer's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Receives the approved Disbursement Voucher (DV) with the issued Check	Receives and verifies the name of Payee and amount in the DV against the name of payee and amount in the check.	None	2 minutes	Janice Cadiz Acctg. Staff
	Prepares the Accountant's Advice of the check issued and assigns number thereto	None	2 Minutes	Janice Cadiz Karen Lou Alindajao Acctg. Staff
	The Municipal Accountant reviews the accuracy of entry in the Accountant's Advice for signature.	None	2 minutes	Municipal Accountant
	Delivers the Accountant's Advice to Authorized Government Depository Bank	None		Mun. Treasurer's Office/Mun. Accountant's Office
TOTAL:		None	6 minutes	



3. Issuance of Certification

ABOUT THE SERVICE: The Certification is issued to employees for whatever legal purpose/sit will serve them.

Office/Division:	Municipal Accountant's Office			
Classification:	Simple			
Type of Transaction:	G2G- Government to Government			
Who may Avail:	Government employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Official Receipt for Certification Fee		Municipal Treasurer's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Requests for Certification	Validates request of employees, ask employees information, period of service and purpose.	P50.00	1minute	Maria Je Y. Bohol Mila Flor Nares Acctg. Staff
	Requires the official receipt for the certification fee.		1minute	Maria Je Y. Bohol Mila Flor Nares Acctg. Staff
	Prepares the Certification.		5 minutes	Maria Je Y. Bohol Mila Flor Nares Acctg. Staff
	Reviews the accuracy of the entries in the certification and affixes signature of approval.		2 minutes	Municipal Accountant Acctg. Staff
TOTAL:		None	9 minutes	



**MUNICIPAL BUDGET OFFICE
INTERNAL SERVICE**



1. PROCESSING OF CLAIMS

Office/Division:	Municipal Budget Office			
Classification:	Simple			
Type of Transaction:	G2G			
Who may Avail:	LGU employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. OBR and its supporting documents 2. OBR and its supporting documents		From concerned offices		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submits duly approved obligation request	Receives and evaluates OBR.	None	3 minutes	Janice G. Laluna
	Checks availability of appropriation . Posts in the logbook and assigns obligation number to the OBR.		3 minutes 5 minutes	
	Total	None	11 minutes	



2. PREPARATION OF ANNUAL PROCUREMENT PLAN

Office/Division:	Municipal Budget Office			
Classification:	Simple			
Type of Transaction:	G2G			
Who may Avail:	DBM			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Annual Procurement Plan		From the different offices		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Prepares Annual Procurement Plan	2. Submits approved Annual Procurement Plan to BAC Secretariat	None	30 minutes	Janice G. Laluna
	Total	None	30 minutes	



3. ENCODE REGISTRIES OF ALLOTMENT OBLIGATION AND BALANCES

Office/Division:	Municipal Budget Office			
Classification:	Simple			
Type of Transaction:	G2G			
Who may Avail:	COA			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Registry of Allotment, Obligations and Balances				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submits Registries to COA Office every end of the quarter	Encodes and submits all Registries	None	8 hrs.	Janice G. Laluna
	Total	None	8 hrs.	



4. REVIEW OF BARANGAY ANNUAL AND SUPPLEMENTAL BUDGET

Office/Division:	Municipal Budget Office			
Classification:	Simple			
Type of Transaction:	G2G			
Who may Avail:	LGU			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Filled in standard Barangay budget forms		From the barangays		
CLIENT STEPS	AGENCY ACTION	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submits duly Approved Annual and Supplemental Budget from the Barangay	Conducts preliminary review of the Barangay annual/supplemental budget	None	30 minutes	Meriam N. Cadayday
	Total	None	30 mins.	



5. REVIEW OF BARANGAY ANNUAL AND SUPPLEMENTAL BUDGET

Office/Division:	Municipal Budget Office			
Classification:	Simple			
Type of Transaction:	G2G			
Who may Avail:	LGU			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> 1. Filled in standard Barangay budget forms 2. Recommendation letter 3. Recommendation letter duly signed 4. Barangay Annual/Supplemental Budget duly reviewed 		From the barangays		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submits duly Approved Annual and Supplemental budget from the Barangay	Conducts preliminary review of the Barangay annual/supplemental budget	None	30 minutes	Meriam N. Cadayday
	Prepares and encodes recommendation letter		3 minutes	Meriam N. Cadayday & Ramie Esmille
	Reviews and signs recommendation letter		3 minutes	Meriam N. Cadayday
	Endorses to Sanguniang Bayan duly reviewed Barangay annual/supplemental budgets		5 minutes	Janice G. Laluna
	Total	None	41 mins.	



6. REVIEW OF SANGGUNIANG KABATAAN (SK) ANNUAL AND SUPPLEMENTAL BUDGET

Office/Division:	Municipal Budget Office			
Classification:	Simple			
Type of Transaction:	G2G			
Who may Avail:	SK/LGU			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> 1. Filled in standard Barangay budget forms 2. Recommendation letter 3. Recommendation letter duly signed 4. SK annual/supplemental budgets duly reviewed 				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submits duly Approved Annual and supplemental budget of the SK	Conducts preliminary review of the Barangay annual/supplemental budget	None	30 minutes	Meriam N. Cadayday
	Prepares and encodes recommendation letter		3 minutes	Meriam N. Cadayday & Ramie Esmille
	Reviews and signs recommendation letter		3 minutes	Meriam N. Cadayday
	Endorses to Sanguniang Bayan duly reviewed SK annual/supplemental budgets		5 minutes	Janice G. Laluna
	Total	None	41 mins.	



7. PREPARATION OF LGU PROPOSED ANNUAL BUDGET

Office/Division:	Municipal Budget Office			
Classification:	Highly technical			
Type of Transaction:	G2G			
Who may Avail:	LGU			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> 1. Filled in standard budgetary requirements 2. Proposed budget per office 3. Approved budget per office 4. Approved budget per office and other standard budgetary requirements 		From the different offices		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submits LGU proposed annual budget to SB Office for Authorization and approval	Consolidates all budget proposals	None	7 days	Meriam N. Cadayday
	Conducts budget hearing per office	None	2 days	Meriam N. Cadayday & All Department Heads
	Consolidates Budget Proposals into the Local Expenditure Program(LE P)	None	10 days	Meriam N. Cadayday
	Prepares Budget Message and submits Executive Budget to the Sanggunian Bayan	None	20 days	Meriam N. Cadayday, Janice G. Laluna Ramie C. Smille
	Total	None	39 days	



8. PREPARATION OF SUPPLEMENTAL BUDGET

Office/Division:	Municipal Budget Office			
Classification:	Simple			
Type of Transaction:	G2G			
Who may Avail:	LGU			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. All supporting documents must be duly signed		From the requesting offices		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submits supplemental budget to SB Office	Prepares all supporting documents needed	None	3 days	Ruth D. Velarde
	Total	None	3 days	

9. PREPARATION OF SAOB per quarter

Office/Division:	Municipal Budget Office			
Classification:	Simple			
Type of Transaction:	G2G			
Who may Avail:	LGU			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. All registries				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submits quarterly SAOB to Accounting Office	8. Prepares 16 kinds of SAOB	None	5 days	Ruth D. Velarde
	Total	None	5 days	



10. Uploading of quarterly reports at the Full Disclosure Policy Portal (FDPP)

Office/Division:	Municipal Budget Office			
Classification:	Simple			
Type of Transaction:	G2G			
Who may Avail:	LGU/DILG			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. All reports are uploaded to DILG FDP Portal				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submits quarterly reports to DILG FDP Portal	Prepares 8 kinds of reports, to Wit: Bid Result, 20% Df, LDRRMF, SEF, Unliquidated Cash Advance, Manpower complement, Trust Fund and Cash Flow	None	5 days	Ruth D. Velarde
	Total	None	5 days	



11. Uploading of annual reports at the Full Disclosure Policy Portal (FDPP)

Office/Division:	Municipal Budget Office			
Classification:	Simple			
Type of Transaction:	G2G			
Who may Avail:	LGU,DILG			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. All reports are uploaded to DILG FDP Portal				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submits annual reports to DILG FDP Portal	Prepares 6 kinds of reports, to Wit: APP, AB,Debt Service, GAD, Supplemental APP, and SRE	None	5 days	Ruth D. Velarde
	Total	None	5 days	

12. Submit monthly reports to the Regional Offices of DBM, OCD & DILG

Office/Division:	Municipal Budget Office			
Classification:	Simple			
Type of Transaction:	G2G			
Who may Avail:	DBM,DILG			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. All reports are e-mailed to the Regional Offices of DBM, OCD and DILG				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submits monthly reports on LDRRM Fund utilization	Prepares 2 kinds of reports, to Wit: LDRRMF & BDRRMF	None	5 days	Ruth D. Velarde



13. Submit quarterly reports on Statement of Comparison of Budget and Actual Expenditures (SCBAE)

Office/Division:	Municipal Budget Office			
Classification:	Simple			
Type of Transaction:	G2G			
Who may Avail:	DBM			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. SBCA submitted to Accounting Office				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit quarterly report on SCBA	Prepares 7 kinds of documents, to accomplished a SBCA	None	5 days	Ruth D. Velarde
	Total	None	5 days	

14. Quarterly uploading of e-SRE report

Office/Division:	Municipal Budget Office			
Classification:	Simple			
Type of Transaction:	G2G			
Who may Avail:	BLGF			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Changes in the appropriation				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Uploads e-SRE report to BLGF website	Gets financial data	None	2 days	Ruth D. Velarde



15. Checking accounting journals to our registries (RAOs)

Office/Division:	Municipal Budget Office			
Classification:	Complex			
Type of Transaction:	G2G			
Who may Avail:				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Quarterly SAAOB				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submits Statement of Appropriation, Allotment and Obligations(SAAOB)	Checks accounting journals against Registries(RAOs)	None	7 days	Meriam N. Cadayday

16. Encoding OBRs to Registries (RAOs) per office

Office/Division:	Municipal Budget Office			
Classification:	Simple			
Type of Transaction:	G2G			
Who may Avail:	LGU			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Monthly registries(RAOs) per office				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submits monthly registries(RAOs) per office	Encode OBRs into their respective office's registries	None	8 hrs.	Ramie c. Esmille
	Total	None	8 hrs.	




**OFFICE OF THE MUNICIPAL TREASURER
EXTERNAL SERVICE**



1. PAYMENT OF BUSINESS TAXES, FEES & CHARGES

OFFICE OR DIVISION:	Municipal Treasurer's Office			
Classification:	Simple			
Type of Transaction:	G2B			
Who may avail:	All business entities			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Zoning Clearance		Mun. Planning and Development Office		
2. Certificate of Occupancy		Office of the Building Official (OBO)		
3. Certificate of Fire Safety Inspection		Bureau of Fire and Protection (BFP)		
4. Certification from Municipal Assessor(as to ownership of property)		Office of the Municipal Assessor		
5. Barangay Clearance (new business only)		Barangay Captain		
6. Police Clearance		PNP		
7. Sanitary & Health Cert./MENRO Certificates		MHO /Office of the Sanitary Inspector		
8. Community Tax Certificate		Office of the Municipal Treasurer		
9. MTO Clearance		Office of the Municipal Treasurer		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Secures Business Application Form	Encodes applicants' data and other business information in the application template		3 mins.	BPLO/Mayor's Office
Requests computation business taxes, fees charges	Assesses and issue Official Receipts for payment of taxes, fees & charges	Based on assessment and declaration of gross receipts (Mun. Tax	10 mins.	Janet T. Gigataras Municipal Treasurer/ Asst. Mun. Treasurer

		Revenue Code)		
Proceeds to Mayor's Office for issuance of Mayor's Permit	Receives business application with attachment of all required documents and official receipt as proof of payment.		5 mins.	Hoperich Alberastine (Mayor's Office Personnel)
TOTAL:		280.00	18 mins.	



2. MOTORIZED TRICYCLE OPERATOR'S PERMIT/MTOP

Office/Division:	Municipal Treasurer's Office			
Classification:	Simple			
Type of Transaction:	G2C			
Who may Avail:	All tricycle operators			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ol style="list-style-type: none"> 1. Barangay Clearance 2. Community Tax Certificate 3. Police Clearance 4. MTO Clearance 5. Copy of Motorcycle LTO Certificate of 6. Registration and Official Receipt (latest) 7. Previous MTOP for renewal application only 8. Copy of Insurance Policy 9. Health, Sanitary and MENRO Certificate 			Barangay Captain Office of the Municipal Treasurer PNP Office of the Municipal Treasurer Tricycle Operator Tricycle Operator Tricycle Operator MHO/Office of the Sanitary Inspector	
CLIENT STEPS	AGENCY ACTION	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submits application and required documents	Reviews documents and receives payment of MTOP fees and other fees	1,190.00	15 mins.	Melisa Cuevas Jenelin Andicoy
Proceeds to Mayor's Office	Receives and reviews application as to required documents and payment of MTOP	None	15 mins.	Susan Cuadra
Releases MTOP	Records documents	None	3 mins.	Susan Cuadra
	Total	1,190.00	33 mins.	



3. PAYMENT OF REAL PROPERTY TAX

Office/Division:	REAL PROPERTY TAX DIVISION/Municipal Treasurer's Office			
Classification:	Simple			
Type of Transaction:	G2C			
Who may Avail:	All Real Property Owners/Taxpayers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Latest Tax Declaration 2. Previous Official Receipts		1. Office of the Municipal Assesor 2. Taxpayer		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Presents previous Official Receipts and latest Tax Declaration	Checks RPTAR on the ITAX System Data Base and Index cards	None	10 mins.	Liniedo Banong Azenith Quirante Geno Quer Rodriguez Ruth Amador
	Generates tax bill thru iTax System	None	3 mins.	
	Issues Official Receipts (AF no. 56)	Based on assessed value of the property 1% SEF	15 mins.	Lolibeth Narciso Liniedo Banong Azenith Quirante Geno Quer Rodriguez
Requests Tax Clearance/ Certification	Checks Tax Payments thru iTax System and index card	80.00	10 mins.	RPT SECTION
	Total	80.00	38 mins.	



4. REGISTRATION OF LARGE CATTLE

Office/Division:	Municipal Treasurer's Office			
Classification:	Simple			
Type of Transaction:	G2B- Government to Business			
Who may Avail:	Large Cattle Owners			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Barangay Certification (as to ownership of large cattle)		Barangay Captain		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Requests registration of Large Cattle (Ownership) or transfer of ownership	Issues Certificate of ownership of large cattle (A.F. 52) and transfers ownership (AF 53)	200.00	3minutes/ Large cattle	Joseph Hucal Glecerio Nobleza
Requests Tax Clearance/ Certification	Checks Tax Payments thru iTax System and index card	80.00	10 minutes	RPT SECTION
	Total	280.00	13 mins.	



5. OPERATION OF MABINAY PUBLIC MARKET

Office/Division:	Municipal Treasurer's Office			
Classification:	Simple			
Type of Transaction:	G2B			
Who may Avail:	Business establishments/ Market Stalls and Commercial Buildings Occupants			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Application to Lease Market Stall 2.Notarized Leased of Contract 3.Payment of 2 months deposit rental and 1 month equivalent of Mayor's permit.		Barangay Captain Office of the Municipal Treasurer Stall applicant Stall Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Applies for Market Stall/Space	Verifies stall vacancies/ receives application from stall lessee	None	3 mins.	Emelisa Balderas Municipal Treasurer
Submits notarized lease of contract	Receives copy of notarized lease of contract and records in the logbook	None	2 mins.	Emelisa Balderas
	Requires deposit for 2 months rental and pays 1 month equivalent Mayor's Permit	Amount is based on the monthly rental of the stall leased	5 mins.	Emelisa Balderas Any collector available



Requests Market Clearance/Certification	Verifies records as to payment of market rental & electric power obligation	P50.00	5 mins.	Emelisa Balderas Municipal Treasurer/Asst. Mun. Treasurer
Pays of market rental/and electric power consumption	1.Prepare billing statement 2. Conducts actual field collection of rental of stalls and space rental.	Amount of rental based on Approved Municipal Revenue Code	10 mins.	Marlyn Barrera Eliza Pancho Reynalyn Tan Emelisa Balderas Armeda Bomediano Jocelyn Geraldino
	Total	50.00	25 mins.	



6. CASHIERING SERVICES

Office/Division:	CASH DIVISION/OFFICE OF THE MUNICIPAL TREASURER			
Classification:	Simple			
Type of Transaction:	G2C AND G2G			
Who may Avail:	Government Employee/Officials and Transacting Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Community Tax Certificate 2.Valid Identification Card 3.Approved payroll or approved vouchers 4.Daily Time Record		MTO Mayor's Office		
CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Requests Payment of payroll	Checks payroll as to completeness of signatories and attachments	None	3 mins.	Mary Rose A. Salabas
Requests payment of voucher for any various claims	Checks vouchers as to completeness of supporting documents	None	2 mins.	Verna Marie C. Alinco
Requests payment	Checks vouchers as to completeness of supporting documents	None	5 mins.	Mary Cel Niñal
	Total	None	10 mins.	



**OFFICE OF THE MUNICIPAL AGRICULTURE
EXTERNAL SERVICE**



1. RICE SEEDS DISTRIBUTION

Office/Division:	Municipal Agriculture Office			
Classification:	Simple			
Type of Transaction:	G2C			
Who may Avail:	All farmers Association Registered at Registry System for Basis Sector in Agriculture			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
A. Registry System for Basic Sector in Agriculture Number B. Farmer's Association Enrollment Form		A. Municipal Agriculture Office B. Municipal Nursery		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Presents the RSBSA Number 2.Registers in the Logbook	a. Verifies if farmers are registered to RSBSA b. Issues withdrawal slip with RSBSA number. c. Advises the farmers to proceed to the Training Center d. Controls withdrawals and log out data of client farmers. e. Assists farmer clients to withdraw the seeds and fertilizers at the bodega/Training Center	None	5 mins.	Rosemar Cadorna Archie Mi-ot
			2 mins.	Remy Villo Danilo Tesora
	Total	None	7 mins.	



3. Distribution of High Value Commercial Crops

Office/Division:	Municipal Agriculture Office			
Classification:	Simple			
Type of Transaction:	G2C			
Who may Avail:	All farmers Association Registered at Registry System for Basis Sector in Agriculture			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
A. Registry System for Basic Sector in Agriculture Number B. Farmer's Association Enrollment Form		A. Municipal Agriculture Office B. Municipal Nursery		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents the RSBSA Number 2. Registers in the Logbook	a. Prepares a Masterlist of farmers with Banana, Mango, Coffee and vegetable farmers. b. Verifies if they are registered to RSBSA c. Controls withdrawals and log out data of client farmers d. Monitors farmers' area if qualified	None	5 mins.	Ira May Landiza
			2 mins.	Juje Abrasado
			3 mins.	Elnie Miot
			3 hrs.	
	Total	None	3 hrs. & 10 mins.	



4. Upland Fisheries Services

Office/Division:	Municipal Agriculture Office			
Classification:	Simple			
Type of Transaction:	G2C			
Who may Avail:	All farmers Association Registered at Registry System for Basis Sector in Agriculture			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
A.Registry System for Basic Sector in Agriculture Number B.Farmer's Association Enrollment Form		A. Municipal Agriculture Office B. Municipal Nursery		
CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Presents the RSBSA Number 2. Registers in the Logbook	1. Conducts inspection of the pond before releasing the Ferlitizer, Fry and Feeds. 2. Conducts one-on one advisory while inspecting the area and verifies if requirements are met by the client.	None	4 hrs.	Gladys Ignacio
	Total	None	4 hrs.	



5. Livestock Services

Office/Division:	Municipal Agriculture Office			
Classification:	Simple			
Type of Transaction:	G2C			
Who may Avail:	All farmers Association Registered at Registry System for Basis Sector in Agriculture			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
A. Registry System for Basic Sector in Agriculture Number B. Farmer's Association Enrollment Form		A. Municipal Agriculture Office B. Municipal Nursery		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents the RSBSA Number	1. Conduct interview of clientele regarding problem on swine (in test)	NONE	3 mins.	Kevin Gil A. Socorro
2. Registers in the Logbook	2. Confirms heat reciprocity and set time for such activity		2 mins.	Eladio Torres
	3. Sets time to conduct actual artificial insemination		3 mins.	Robert Tondo
	4. Sterilizes all A.I paraphernalias		30 mins.	Danilo Tesora
	5. Conducts semen collection		30 mins.	Pablito Baldoza
			10 mins.	Quilour Chua



	6. Prepares the semen for transport to client area		2 mins .	Eladio Torres
	7. Transports semen		20 mins.	Robert Tondo
	8.Does actual artificial insemination		3 minutes	Danilo Tesora
	9.Conducts interview on client regarding the situation of the animal		2 minutes	Pablito Baldoza
	10.Confirms heat reciprocity and set time for such activity		10 minutes	Quilour Chua
	11.Prepares the semen for transport to client residence	None	30 minutes	Kevin Gil A. Socorro
	12.Prepares actual for restraining the animal		1 minute	
	13. Conducts actual artificial		2 minutes	



	<p>insemination</p> <p>14. Sets Schedule of the of the 21st day for follow-up is animal is still in heat</p> <p>15. If animal is already prepared returns after 3 months for confirmation if animal is pregnant</p> <p>17. Conducts internal examination/ pregnancy diagnosis</p> <p>18. If pregnant-wait for 9 months (cow) and or 1 months (carabao)and assists in the pasturation of the animal</p>			
	Total	None	2 hrs.& 28 mins.	



6. SOIL AND WATER MANAGEMENT

Office/Division:	Municipal Agriculture Office			
Classification:	Simple			
Type of Transaction:	G2C			
Who may Avail:	All farmers Association Registered at Registry System for Basis Sector in Agriculture			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
A.Registry System for Basic Sector in Agriculture Number B.Farmer's Association Enrollment Form		A. Municipal Agriculture Office B. Municipal Nursery		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Presents the RSBSA Number 2. Registers in the Logbook	1.Receives soil samples for analysis and labels sample for identification 2.Informs Farmers/clients as to when the result would possible arrive from the laboratory in Dumaguete City 3.Upon the arrival of the result the farmer client is informed through the AT's or the result is handed over the AT's to be given to the client. The At's will inform the farmers who are not able to appear personally in the office 4.If the farmer personally receives the result,he will be given further information on the data of the soil analysis.	None	3 minutes 5 minutes 3 minutes 5 minutes	Rose Cadorna and all AT's
	Total	None	16 mins.	



7. Availment of Tractor Services

Office/Division:	Municipal Agriculture Office			
Classification:	Simple			
Type of Transaction:	G2C			
Who may Avail:	All farmers with 3.0 hectares below			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
A.Registry System for Basic Sector in Agriculture Number B.Farmer's Association Enrollment Form		A. Municipal Agriculture Office B. Municipal Nursery		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Inquires if farm tractor is available 2.Proceed to MTO office for area inspection 3.Pays tractor services/certification fee	1.Issues Certification. 2. Inspects Areaand coordinates at the Treasurer's Office 3.Prepare the certification and MOA 4.Pays to the Treasurer's Office 5.Records OR and plots the schedules	5,700.00	3 mins. 8 hrs. 10 mins. 5 mins. 5 mins.	AT's Assign in the area Jenessa Java Grechel Acabal MTO
	Total	5,700.00	8 hrs. & 23 mins.	



8. Training/Workshop Services

Office/Division:	Municipal Agriculture Office			
Classification:	Simple			
Type of Transaction:	G2C			
Who may Avail:	All farmers Association Registered at Registry System for Basic Sector in Agriculture			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
A. Marginal Farmers with 3.0 hectares below		A. Municipal Agriculture Office B. Municipal Nursery		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents the RSBSA Number 2. Registers in the Logbook	1. Receives and accepts resolution from duly organized "Rural Based Organization (RBO's) 2. Submits the required resolution 3. Prepares the required training design and schedule be attached to the resolution	NONE	10 mins. 5 mins. 30 mins.	AT's Assigned in the area
	Total	None	45 mins.	



9. Registration in (RSBSA) REGISTRY SYSTEM FOR BASIC SECTOR IN AGRICULTURE SERVICES

Office/Division:	Municipal Agriculture Office			
Classification:	Simple			
Type of Transaction:	G2C			
Who may Avail:	Qualified Farmers within the Municipality			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
A. Photocopy Valid ID, Resident Certificate and Barangay certificate B. ID Picture, Land Title and Declaration		A. Municipal Agriculture Office B. Municipal Nursery		
CLIENT STEPS	AGENCY ACTION	FEESTO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Registers in the Logbook	1. Assists clients on how to fill out the registration form 2. Issues RSBSA control number to farmers	None	3 mins.	Technician on Duty
	Total	None	3 mins.	



10. PHILIPPINE CROP INSURANCE CORPORATION SERVICES (PCIC)

Office/Division:	Municipal Agriculture Office			
Classification:	Simple			
Type of Transaction:	G2C			
Who may Avail:	All farmers Association Registered at Registry System for Basic Sector in Agriculture			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
A.Registry System for Basic Sector in Agriculture Number B.Farmer's Association Enrollment Form		A. Municipal Agriculture Office B. Municipal Nursery		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Presents the RSBSA Number 2.Registers in the Logbook 3.Wears Facemask	a.Registers farmers crops/livestock and life of the farmers 15 years old to 79 years old b.Consolidates the insurance froms/Barangay c.Submits Consolidated crops/livestock and life insurance to PCIC focal person	NONE	3 mins. 10mins. 4 hrs.	Technician Assigned per Barangay
	Total	None	4 hrs. & 13 mins.	



OFFICE OF THE MUNICIPAL ASSESSOR
External Services



1. PROCESSING AND ISSUANCE OF TAX DECLARATION

Tax Declaration of Real Property Value assessment record containing all information pertaining real property (land, building and machinery) appraised and assessed accordingly based on the prevailing Schedule of Market Values which is prepared, processed, approved and issued for taxation purposes only.

Office/Division:	Municipal Assessor's Office
Classification:	Complex
Type of Transaction:	G2C - Government to Citizen: G2B-Government to Business
Who may Avail:	Any person, natural or juridical or their duly authorized representatives, owning or administering real property may avail of this service.
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request Form (2 copies) 2. 1 Photocopy of Government Issued ID 3. Official Receipt or Tax Clearance (original) <i>Additional requirement if transacted by representative</i> 4. Photocopy of Valid ID representative 5. Special Power of Attorney (or authorization letter, signature must be the same with the signature in the ID of the owner), or board Resolution of Corporate Secretary, in case of corporation, to transact with the Office of the Municipal Assessor (original copy) * If owner is deceased, any document that will show proof of relationship/filiation to the owner (1 original copy) I. LAND A. New Declaration * Certified True Copy of the Title * Photocopy of Official Receipt (RPT Payment)	-Municipal Assessor's Office -Post Office, COMELEC, or any Gov't issued ID -Municipal Treasure's Office -Client -Client/Law Office -Client -Register of Deeds- Dumaguete City -Municipal Treasure's Office/Client



<p>B. Transfer of Ownership</p> <p>1. Titled property</p> <p>> Certified true copy of the title</p> <p>> If by Original Certificate of Title-conformity from the previous owner/any proof of ownership conveyance</p> <p>> Approved subdivision plan if portion only</p> <p>> Transfer fee original receipt</p> <p>> Photocopy of Official Receipt of payment of taxes up to the current year</p> <p>2. Untitled Property (alienable and disposable lands only)</p> <p>> Certified True Copy of Notarized deed of sale/deed of donation/extrajudicial settlement or other types of deed/other form of conveyance</p> <p>> eCAR stating the subject property</p> <p>> DAR Clearance (if agricultural)</p> <p>> Approved subdivision plan if portion only</p> <p>> Transfer fee original receipt</p> <p>> Photocopy of Official Receipt of payment of taxes up to the current year</p> <p>C. Subdivision</p> <ul style="list-style-type: none"> ● Approved Subdivision Plan ● Photocopy of Official Receipt of Payment of taxes up to current year ● Duly registered deed of conveyance (for beneficial user) <p>D. Revision for Correction of Entries</p> <p>1. Change due to increase/decrease of improvement</p> <ul style="list-style-type: none"> ● Photocopy of Official Receipt of payment of taxes up to current year 	<p>-Register of Deeds- Dumaguete City</p> <p>-Client/Law Office</p> <p>-Client</p> <p>-Provincial Treasurer Office- Dumaguete City</p> <p>-Municipal Treasure's Office /Client</p> <p>- Client/Law Office</p> <p>- Bureau of Internal Revenue (BIR)- Dumaguete City</p> <p>- Department of Agrarian Reform Office</p> <p>- Client</p> <p>- Provincial Treasurer Office- Dumaguete City</p> <p>- Municipal Treasurer's Office/Client</p> <p>Client</p> <p>Municipal Treasure's Office /Client</p> <p>Client/Law Office</p> <p>Municipal Treasure's Office /Client</p>
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<ul style="list-style-type: none"> ● Request letter from the owner with proper endorsement by the Municipal Assessor ● Ocular inspection report 	<p>Client</p> <p>Municipal Assessor's Office</p>
<p>2. Change of boundaries/Cadastral Lot No.</p> <ul style="list-style-type: none"> ● Approved survey plan ● Photocopy of Official Receipt of payment of taxes up to current year 	<p>Client</p> <p>Municipal Treasure's Office /Client</p>
<ul style="list-style-type: none"> ● Request letter from the owner with proper endorsement by the Municipal Assessor after ocular inspection ● Ocular inspection report ● Certification of Lot status from DENR 	<p>Client</p> <p>Municipal Assessor's Office</p> <p>Department of Environment and Natural Resources (DENR) - Dumaguete City</p>
<p>3. Change in Area</p> <ul style="list-style-type: none"> ● Approved survey plan or certified true copy of Title ● Photocopy of Official Receipt of payment of taxes up to the current year 	<p>Client/Register of Deeds-Dumaguete City</p> <p>Municipal Treasure's Office /Client</p>
<ul style="list-style-type: none"> ● Request letter from the owner with proper endorsement by the Municipal Assessor after ocular inspection ● Ocular inspection report 	<p>Client</p> <p>Municipal Assessor's Office</p>
<p>4. Change in Actual Use</p> <ul style="list-style-type: none"> ● Approved survey plan or certified true copy of Title ● Photocopy of Official Receipt of payment of taxes up to the current year 	<p>Client/Register of Deeds-Dumaguete City</p> <p>Municipal Treasure's Office /Client</p>
<ul style="list-style-type: none"> ● Request letter from the owner with proper endorsement by the Municipal Assessor after ocular inspection ● Ocular inspection report 	<p>Client</p> <p>Municipal Assessor's Office</p>
<p>5. Change in Classification</p> <ul style="list-style-type: none"> ● Ocular inspection report from MA 	<p>Municipal Assessor's Office</p>
<ul style="list-style-type: none"> ● Letter request from owner with reasons of reclassification ● Photocopy of Official Receipt of payment taxes up to the 	<p>Client</p> <p>Municipal Treasurer's Office/Client</p>



<p>current year</p> <ul style="list-style-type: none"> • Zoning Certificate • Agriculturist Certification <p>(lot area more than 1,000 sq. meters)</p> <p>6. Change in Location</p> <ul style="list-style-type: none"> • Photocopy of Official Receipt of payment of taxes up to the current year • Request letter from the owner with proper endorsement by the Municipal Assessor after ocular inspection • Barangay Chairman certification from the concerned barangays as to whether its under his jurisdiction or not <p>7. Change Administrator</p> <ul style="list-style-type: none"> • Photocopy of Official Receipt of payment of taxes up to the current year • Request from the owner/administrator • Court order <p>E. Consolidation</p> <ul style="list-style-type: none"> • Photocopy of Official Receipt of payment of taxes up to the current year • Request letter signed by the owner/SPA in behalf of other heirs • Certified True Copy of Title (if necessary) <p>F. Reassessment</p> <p>1. Revision due to Partial Destruction/Physical Change</p> <ul style="list-style-type: none"> • Photocopy of Official Receipt of payment of taxes up to the current year • Request letter from the owner • Inspection report by the Municipal Assessor after ocular inspection 	<p>Municipal Planning & Dev't. Coord. (MPDC) Department of Agriculture (DA)</p> <p>Municipal Treasurer's Office /Client</p> <p>Client</p> <p>Barangay</p> <p>Municipal Treasurer's Office /Client</p> <p>Client</p> <p>Court</p> <p>Municipal Treasurer's Office /Client</p> <p>Client/Law Office</p> <p>Register of Deeds- Dumaguete City</p> <p>Municipal Treasurer's Office /Client</p> <p>Client</p> <p>Municipal Assessor's Office</p>
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<p>H. Annotation/Cancellation of Mortgage/Bail bond</p> <ul style="list-style-type: none"> • Cancellation of mortgage from bank • Cancellation of bail bond from the court • PDIC Certification • Photocopy of Official Receipt of payment of taxes up to current year 	<p>Bank</p> <p>Court</p> <p>PDIC</p> <p>Municipal Treasurer's Office/Client</p>
<p>II. BUILDING</p> <p>A. New Declaration</p> <ul style="list-style-type: none"> • Photocopy of approved building plan/ building permit or occupancy permit • At least 3 photos of the building • Ocular inspection report • If by Sworn Statement of the Market Value of the property, the document must be signed by the owner and must be notarized • Consent from Land Owner/affidavit affirming the reference • Location clearance • Affidavit of ownership (land owner) • As built plan (legal basis Sec. 204) • Affidavit of Consent (not the land owner) 	<p>Client /Municipal Engineer's Office</p> <p>Client</p> <p>Municipal Assessor's Office</p> <p>Client/Law Office</p> <p>Client</p> <p>Client/Law Office</p> <p>Client</p> <p>Client</p>
<p>B. Transfer of Ownership</p> <ul style="list-style-type: none"> • Deed of Sale or any form of conveyance • eCAR stating the subject improvement • Photocopy of Official Receipt of payment of taxes up to current year • Transfer fee (original official receipt) 	<p>Client/Law Office</p> <p>Bureau of Internal Revenue (BIR)- Dumaguete City</p> <p>Municipal Treasurer's Office/Client</p> <p>Provincial Treasurer Office- Dumaguete City</p>
<p>C. Reassessment/Renovation</p> <ul style="list-style-type: none"> • Letter request for revision from the owner /assessors findings • Ocular inspection report • Photocopy of Official 	<p>Client</p> <p>Municipal Assessor's Office</p> <p>Municipal Treasure's Office /Client</p>



<p>Receipt of payment of taxes up to the current year</p> <ul style="list-style-type: none"> • Photos of renovation 	<p>Client</p>
<p>D. Revision due to depreciation (due to abnormal obsolescence of building)</p>	<p>Client</p>
<ul style="list-style-type: none"> • Letter request for depreciation from the owner 	<p>Municipal Assessor's Office</p>
<ul style="list-style-type: none"> • Ocular inspection report from MA 	<p>Municipal Assessor's Office</p>
<ul style="list-style-type: none"> • Photocopy of Official Receipt of payment of taxes up to the current year 	<p>Municipal Assessor's Office /Client</p>
<ul style="list-style-type: none"> • Picture of the building 	<p>Client</p>
<p>E. Revision due to change/correction of name</p>	<p>Client</p>
<ul style="list-style-type: none"> • Letter request from the owner 	<p>Client</p>
<ul style="list-style-type: none"> • Valid ID/birth certificate/marriage contract/affidavit of 2 disinterested persons 	<p>Client/Law Office</p>
<ul style="list-style-type: none"> • Photocopy of Official Receipt of payment of taxes up to the current year 	<p>Municipal Assessor's Office /Client</p>
<p>F. Cancellation of RPU</p>	<p>Client</p>
<ul style="list-style-type: none"> • Letter request from the owner to cancel the property since it is already demolished 	<p>Client</p>
<ul style="list-style-type: none"> • Certification from the brgy. captian stating effectivity that the building is already demolished/ approved demolition permit 	<p>Barangay</p>
<ul style="list-style-type: none"> • Ocular inspection report 	<p>Municipal Assessor's Office</p>
<ul style="list-style-type: none"> • Photocopy of Official Receipt of payment of taxes up to the year before demolition 	<p>Municipal Assessor's Office /Client</p>
<p>G. Change the location not affected any transaction/ land reference</p>	<p>Client</p>
<ul style="list-style-type: none"> • Letter request from declarant 	<p>Client</p>
<ul style="list-style-type: none"> • Ocular inspection report from MA 	<p>Municipal Assessor's Office</p>
<ul style="list-style-type: none"> • Photocopy of Official Receipt of payment of taxes up to the year before demolition 	<p>Municipal Assessor's Office /Client</p>



III. MACHINERIES 1. New Declaration <ul style="list-style-type: none"> • Tax Declaration of the land & bldg. in memoranda • List of machines with date of installation, operation, acquisition cost/invoice • If by Sworn Statement of the Market Value of the property, document must be signed • Photocopy of Official Receipt of payment of taxes up to the year before demolition • Ocular inspection report from MA 		Municipal Assessor's Office Client Client Municipal Treasurer's Office/Client Municipal Assessor's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Request Form together with valid ID or authorization if applicable and all required documents	1.1 evaluate all required documents submitted	None	10 mins.	Bernadeth T. Guanzon Riche E. Lastimoso Ivy V. Kadusale Grace E. Torres Mishelle B. Baldoza
	1.2 verify records	None	1 day	Bernadeth T. Guanzon Riche E. Lastimoso Ivy V. Kadusale Grace E. Torres Mishelle B. Baldoza
	1.3 Issue of order of payment	sq.m.xUV = MV MVXAL = AV	5 mins.	Bernadeth T. Guanzon Riche E. Lastimoso Ivy V. Kadusale Grace E. Torres Mishelle B. Baldoza
2. Payment required fee(s)	2.1 Issue official receipt	AVx1% Basic '+1% SEF(plus penalties/ discount if applicabl e	5 mins.	MTO Personnel/ RPT Section
3. Submit the Official Receipt	3.1 Assign TD and PIN	None	5 mins.	Bernadeth T. Guanzon Riche E. Lastimoso Ivy V. Kadusale Grace E. Torres Mishelle B. Baldoza



	3.2 Prepare TD and FAAS	None	1 day	Bernadeth T. Guanzon Riche E. Lastimoso Ivy V. Kadusale Grace E. Torres Mishelle B. Baldoza
	3.3 Forward to draftsman for tax map updating and sketch plan (land)	None	2 hrs.	Municipal Assessor's Office personnel
	3.4 Review and sign Tax Declaration	None	1 hr. & 30 mins.	Bernadeth T. Guanzon
4. Claim owner's copy of Tax Declaration	4.1 Forward to Provincial Assessors' Office for approval	None	2-3 weeks	Provincial Assessor's Office- Dumaguete City
	4.2 Issue owners copy and notice of assessment to client (building with market value of 175,000 and below	None	2 mins.	Municipal Assessor's Office personnel
	TOTAL	None	3 weeks, 1 day, 4 hrs. & 15 mins.	



2. ISSUANCE OF CERTIFIED TRUE COPY OF TAX DECLARATION

Tax Declaration (Declaration of Real Property Value) assessment record containing all information pertaining real property (land, building and machinery) appraised and assessed accordingly base on prevailing Schedule of Market Values which is prepared, processed, approved and issued for taxation purposes only.

Office/Division:	Municipal Assessor's Office
Classification:	Complex
Type of Transaction:	G2C - Government to Citizen; G2B-Government to Business
Who may Avail:	Any person, natural or juridical or their duly authorized representatives, owning or administering real property may avail of this service.
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request Form (2 copies)	-Municipal Assessor's Office
2. 1 Photocopy of Government Issued ID	-Post Office, COMELEC, or any Gov't issued ID
3. Official Receipt of certification fee (original) Additional requirement if transacted by representative	-Municipal Treasure's Office
4. 1 Photocopy of Valid ID of representative	-Client
5. Special Power of Attorney (or authorization letter, signature must be the same with the signature in the ID of the owner), or board Resolution of Corporate Secretary, in case of corporation, to transact with the Office of the Municipal Assessor (1 original copy)	-Client/Law Office
* If owner is deceased, any document that will show proof of relationship/filiation to the owner (1 original copy)	-Client



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Request Form together with valid ID (or authorization if applicable) and all required documents	1.1 evaluate the form with the requirements	None	2 mins.	Riche E. Lastimoso Ivy V. Kadusale Mishelle B. Baldoza Grace E. Torres Crestita R. Tilos Annie Maria B. Erojo Jilyn C. Silva Justine Erm C. Pellejo Nikko N. Lobos
	1.2 Verify records	None	10 mins.	Municipal Assessor's Office Personnels
	1.3 Issue of order of payment	None	1 min.	Municipal Assessor's Office Personnels
2. Payment required fee (s)	2.1 Issue official receipt	₱50.00- for Cert. True Copy ₱30.00- for doc. stamps	10 mins.	MTO Personnel/RPT Section
3. Submit the Official Receipt	3.1 Print copy of Tax Declaration	None	2 mins.	Riche E. Lastimoso Ivy V. Kadusale Mishelle B. Baldoza Grace E. Torres
	3.2 Review and Sign	None	3 mins.	Bernadeth T. Guanzon
4. Claim certified true copy of Tax Declaration	4.1 Record and control request	None	1 min.	Crestita R. Tilos Annie Maria B. Erojo Jilyn C. Silva Justine Erm C. Pellejo Nikko N. Lobos
	4.2 Issue Certified True to the client	None	1 min.	Crestita R. Tilos Annie Maria B. Erojo Jilyn C. Silva Justine Erm C. Pellejo Nikko N. Lobos
	TOTAL	₱80.00	30 mins.	



3. ISSUANCE OF PROPERTY CERTIFICATION

Certification as to With/Without improvements or no property issued upon request of Property Holdings, Non-encumbrance, Property verification, BIR Requirement, Register of Deeds requirement, Medical, Scholarship, or Legal.

Office/Division:	Municipal Assessor's Office
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen; G2B-Government to Business
Who may Avail:	Any person, natural or juridical or their duly authorized representatives, owning or administering real property may avail of this service.
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>A. Application for Certification of Non- Ownership or No Property Holdings</p> <ol style="list-style-type: none"> 1. Request Form (2 copies) 2. Photocopy of Government Issued ID of owner (1 copy) 3. Official Receipt of certification fee (original) <p><i>Additional requirement if transacted by representative</i></p> <ol style="list-style-type: none"> 4. Photocopy of Valid ID of representative (1 copy) 5. Special Power of Attorney (or authorization letter, signature must be the same with the signature in the ID of the owner), or board Resolution of Corporate Secretary, in case of corporation, to transact with the Office of the Municipal Assessor (1 original copy) <p>* If owner is deceased, any document that will show proof of relationship/filiation to the owner (1 original copy)</p> <p>B. Application for Certificate of No Improvement</p> <ol style="list-style-type: none"> 1. Duly accomplished request form or written request (2 copies) 2. Proof of transfer - photocopy of duly notarize Deed of Sale, Deed of Donation or Extra - Judicial Settlement or any other document indicating the transfer of real property form one 	<p>Municipal Assessor's Office Post Office, COMELEC, or any Gov't issued ID Municipal Treasure's Office</p> <p>Client</p> <p>Client/Law Office</p> <p>Client</p> <p>Client</p> <p>Client/Law Office</p>



person to another (1 copy) 3. Photocopy of government issued ID of owner (1 copy) 4. Original receipt of certification fee (original) <i>Additional requirement if transacted by representative</i> 5. Photocopy of Valid ID of representative (1 copy) 6. Special Power of attorney (or authorization letter, signature must be the same with signature in the ID of the owner), or board Resolution of Corporate Secretary, in case of corporation, to transact with the Office of the Municipal Assessor (1 original copy) * If owner is deceased, any document that will show proof of relationship/filiation to the owner (1 original copy)		Post Office, COMELEC, or any Gov't issued ID Municipal Treasure's Office /Client Client Client/Law Office Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Request Form together with valid ID (or authorization letter if applicable) and all required documents	1.1 Evaluate the from the requirements	None	2 mins.	Riche E. Lastimoso Ivy V. Kadusale Mishelle B. Baldoza Grace E. Torres Crestita R. Tilos Annie Maria B. Erojo Jilyn C. Silva Justine Erm C. Pellejo Nikko N. Lobos
	1.2 Verify records		10 mins.	Municipal Assessor's Office Personnels
2. Payment required fee (s)	2.1 Issue Official Receipt	₱50.00- for cert. fee ₱30.00- for doc. stamps ₱15.00- for Cert. Photo copy	10 mins.	MTO Personnel/ RPT Section



3. Submit the Official Receipt	3.1 Encode and Print	None	2 mins.	Riche E. Lastimoso Ivy V. Kadusale Mishelle B. Baldoza Grace E. Torres Crestita R. Tilos
	3.2 Review and sign	None	3 mins.	Bernadeth T. Guanzon
4. Claim Certification	4.1 Record and control request	None	1 min.	Municipal Assessor's Office Personnels
	4.2 Issue Certification to client	None	1 min.	Municipal Assessor's Office Personnels
	TOTAL	₱95. 00	30 mins.	

4. ISSUANCE OF CERTIFICATION OF HISTORY OF REAL PROPERTY

Office/Division:	Municipal Assessor's Office		
Classification:	Simple		
Type of Transaction:	G2C - Government to Citizen; G2B-Government to Business		
Who may Avail:	Any person, natural or juridical or their duly authorized representatives, owning or administering real property may avail of this service.		
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE		
1. Request Form (2 copies) 2. 1 Photocopy of Government Issued ID 3. Official Receipt of Certification Fee (original) <i>Additional requirement if transacted by representative:</i> 4. Photocopy of Valid ID of representative (1 copy) 5. Special Power of attorney (or authorization letter, signature must be the same with signature in the ID of the owner), or board Resolution of Corporate Secretary, in case of corporation, to transact with the Office of the Municipal Assessor (1 original copy)	Municipal Assessor's Office Post Office, COMELEC, or any Gov't issued ID Municipal Treasurer's Office Client Client/Law Office		



* If owner is deceased, any document that will show proof of relationship/filiation to the owner (1 original copy)		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Request Form together with valid ID (or authorization if applicable)	1.1 Evaluate the form with the requirements	None	2 mins.	Riche E. Lastimoso Ivy V. Kadusale Mishelle B. Baldoza Grace E. Torres Crestita R. Tilos Annie Maria B. Erojo Jilyn C. Silva Justine Erm C. Pellejo Nikko N. Lobos
	1.2 Verify records	None	1 day	Municipal Assessor's Office Personnels
2. Payment required fee (s)	2.1 Issue Official Receipt	₱100.00- for traceback Copy fee ₱50.00- for Cert. True Copy of TD ₱30.00- for doc. stamps	10 mins.	MTO Personnel/ RPT Section
3. Submit the Official Receipt	3.1 Encode and print	None	2 hrs.	Mishelle B. Baldoza Grace E. Torres Annie Maria B. Erojo
	3.2 Review and sign	None	3 mins.	Bernadeth T. Guanzon
4. Claim Trace Back certification/true copy of Tax Declaration	4.1 Record and control request	None	3 mins.	Municipal Assessor's Office Personnels
	4.2 Issued Certified True Copy to client	None	2 mins.	Municipal Assessor's Office Personnels
	TOTAL	₱180.00	1 day, 6 hrs. & 20 minutes	



5. ISSUANCE OF OCULAR INSPECTION REPORT

Office/Division:	Municipal Assessor's Office
Classification:	Complex
Type of Transaction:	G2C - Government to Citizen; G2B-Government to Business
Who may Avail:	Any person, natural or juridical or their duly authorized representatives, owning or administering real property may avail of this service.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request Form (2 copies) 2. 1 Photocopy of Government Issued ID 3. Approved Building Plan & Building Permit or as built building plan (2 copies) 4. Official Receipt of Certification Fee (original) <i>Additional requirement if transacted by representative:</i> 5. Photocopy of Valid ID of representative (1 copy) 6. Special Power of attorney (or authorization letter, signature must be the same with signature in the ID of the owner), or board Resolution of Corporate Secretary, in case of corporation, to transact with the Office of the Municipal Assessor (1 original copy) * If owner is deceased, any document that will show proof of relationship/filiation to the owner (1 original copy)	Municipal Assessor's Office Post Office, COMELEC, or any Gov't issued ID Municipal Engineer's Office /Civil Engineer Municipal Treasurer's Office Client Client/Law Office Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Request Form together with valid ID (or authorization if applicable)	1.1 Evaluate the form with the requirements	None	2 mins.	Bernadeth T. Guanzon Riche E. Lastimoso Ivy V. Kadusale Mishelle B. Baldoza Grace E. Torres
2. Guide Assessor's Staff of the Real Property location	2.1 Actual inspection of the property	None	4 days	Bernadeth T. Guanzon Riche E. Lastimoso Ivy V. Kadusale Mishelle B. Baldoza Grace E. Torres



	2.2 Print ocular inspection report and attached pictures	None	22 mins.	Bernadeth T. Guanzon Riche E. Lastimoso Ivy V. Kadusale Mishelle B. Baldoza Grace E. Torres
	2.3 Sign the ocular	None	3 mins.	Bernadeth T. Guanzon Riche E. Lastimoso Ivy V. Kadusale Mishelle B. Baldoza Grace E. Torres
3. Claim copy of Ocular Inspection Report	3.1 Record and control request in the logbook	None	1 min.	Municipal Assessor's Office Personnels
	3.2 Issue ocular inspection report to client	None	2 mins.	Municipal Assessor's Office Personnels
	TOTAL	None	4 days and 30 minutes	



**OFFICE OF THE MUNICIPAL ENGINEER
OFFICE OF THE BUILDING OFFICIAL
INTERNAL AND EXTERNAL SERVICE**



1. DRAFTING AND PREPARATION OF PLAN AND PROGRAM OF WORK

About the Service: Creation of Program of work and cost estimates for various Municipal Projects

Office/Division:	Municipal Engineer's Office			
Classification:	Highly Technical			
Type of Transaction:	G2C –Government to Citizen G2G-Government to Government			
Who may Avail:	Barangays, School Administrators, Local Offices and Private concerned citizens			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
*Approved Barangay Resolution *Letter request addressed to the Mayor and endorse to the Municipal Engineer		Respective Barangays Requesting party will file the letter request to the Municipal Mayor or appear personally at the Office of the Municipal Engineer.		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits complete requirements and discusses with the person in-charge of the request needed	1. Receives request for assessment and evaluation	None	3 mins.	Engr. Beverly Cadalzo Engr. Jack Harris Corciega Ranie Pino Rowel Academia
2. Accompanies the engineering staff during inspection	2.1 Inspects proposed project	None	1 day	Engr. Beverly Cadalzo Engr. Jack Harris Corciega Ranie Pino Rowel Academia
	2.2 Plans and draws proposed project		3 days	Arnold Gimang Engr. Jack Harris Corciega Ranie Pino Rowel Academia
			5 days	Engr. Beverly Cadalzo Engr. Jack Harris Corciega Ranie Pino Rowel Academia



	2.3 Drafts the Program of work for the inspected project 2.4 Transmits of program of work and approval by the Municipal Engineer		5 minutes	Engr. Robert Askin
	Total	None	9 days& 8 mins.	

2. MAINTENANCE OF GOVERNMENT BUILDINGS AND DE-CLOGGING OF ALL DRAINAGE SYSTEMS

About the Service: Catering various request for repair and maintenance of government buildings including electrical and plumbing, drainage de-clogging, and others that demands immediate action.

Office/Division:	Municipal Engineer's Office		
Classification:	Technical		
Type of Transaction:	G2C –Government to Citizen G2G-Government to Government		
Who may Avail:	Barangays, Local and National Offices, Private Sectors		
	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	
	*Request letter (addressed to the Mayor and endorsed to the Municipal Engineer	Requesting party will have to file the letter request to the Mayor.	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit Requirements	Assesses request	None	3 minutes	Engr. Robert Askin Engr. Beverly cadalzo Engineering Staffs
Accompanies the engineering staff upon assessment of the said request at the area	Inspects and prepares necessary budgetary requirement, if any	None	1 day	Engr. Beverly Cadalzo Engr. Jack Harris Corciega Ranie Pino Rowel Academia
Follows-up and waits for action	Implements actual work to be done	None	7days	Engr. Beverly Cadalzo Engr. Jack Harris Corciega Ranie Pino Rowel Academia Engr. S
	Total	None	8 days & 3 mins.	



3. PREPARATION OF VOUCHERS AND WORK ACCOMPLISHMENTS FOR COMPLETED GOVERNMENT PROJECTS

Office/Division:	Municipal Engineer's Office			
Classification:	Complex			
Type of Transaction:	G2G-Government to Government			
Who may Avail:	Suppliers and Contractors of the Project			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
*Progress photos (before, during, after) *Delivery receipts, Bidding documents & BAC Resolutions		Client Supply Officer, BAC Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submits Requirements	Prepares required documents for billing	None	15 minutes	Emma Niaga Engineering Staff
Signs documents	Processes billing for completed documents	None	2 days	Emma Niaga Engr. Robert Askin Engineering Staff
	Total	None	2 days & 15 mins.	



4. ISSUANCE OF BUILDING PERMIT FOR CONSTRUCTION OF NEW BUILDINGS AND/OR STRUCTURE INCLUDING EXTENSION, RENOVATION, FENCE AND ALTERATION/AMENDATORY OF PLANS

ABOUT THE SERVICE: A document issued by the building official to an owner/applicant to proceed with the construction, installation, addition, alteration, renovation, conversion, repair, moving, demolition or other work activity to a specific project/building/structure or portions thereof after the accompanying principal plans, specifications and other pertinent documents with the duly notarized application are found satisfactory and substantially conforming with the National Building code of the Philippines and its implementing rules and regulations.

Office/Division:	Municipal Engineer's Office/OBO
Classification:	Complex
Type of Transaction:	G2G-Government to Government G2C-Government to Citizen G2B-Government to Business
Who may Avail:	Any person or company securing application to Building Permit on their Proposed building structure to be constructed in the Municipality
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> • Primary Locational Clearance • Accomplished Unified Application Form for Building Permit and Preliminary FSEC • A copy of Transfer Certificate of Title (TCT), or Deed of Absolute Sale or Lot Locational Plan from LRA (if Lessee, Contract of Lessee) • Copy of Community Tax Certificate Copy of Tax Clearance/ Current RPT Receipt • Five (5) sets of duly signed and sealed Survey Plan, design Plans and accomplished Application forms as follows: <ol style="list-style-type: none"> a. Line and Grade Documents b. Architectural Document 	Municipal Planning and Development Office BFP Office Assessor's Office Municipal Treasurer's Office Client



c. Civil/Structural Documents d. Electrical Documents e. Mechanical Documents f. Sanitary Documents g. Plumbing Documents h. Electronics Documents i. Geodetic Documents j. Fire Protection Plan (if applicable) *Automatic Fire Suppression System *Wet Stand Pipe *Dry stand Pipe *Kitchen Hood Suppression *Fire Detection Alarm system <ul style="list-style-type: none"> • Three (3) copies of valid Licenses (PRC I.D.) of all involved Professionals • Four (4) copies of estimated value of the building/structure to be erected, notarized and signed by licensed Professional Practitioner • A copy of Construction Safety and Health Program • Affidavit of Undertaking • Duly signed and sealed structural Analysis and design (if applicable) • ECC, CNC Height, Clearance, DOH, others (if applicable) 		Client, Professionals involved in the construction of building Client Client Client Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESsing TIME	PERSON RESPONSIBLE
1. Secures application forms and other requirements	Briefs the client regarding the requirements	None	5 minutes	OBO Assessment Section
2. Submits Application forms and Documentary Requirements	Receives, reviews and evaluates the completeness and correctness of the documents.	None	10 minutes	OBO Assessment Section
3. Receives Order of payment or notice of Disapproval	Assesses fees and issues Order of Payment	None	30 minutes	Edmar Coloyan Ariel Cimafranca



4. Pays Fees and Charges	Releases order of payment or Notice of Disapproval	None	10 minutes	Edmar Coloyan Ariel Cimafranca
5. Submits permit application to Municipal Planning Officer for approval of Locational Clearance	Endorses to the BFP for Fire Safety Evaluation Clearance	As per revised Municipal Revenue Code/Revised IRR of the NBC	10 minutes	MTO Collecting Officer
6. Applies Fire Safety Evaluation Clearance	Receives the Payment and issue O.R.	None	2 days	MPDO
7. Submit permit application with approved Zoning and Fire safety Evaluation Clearance together with O.R.	Evaluates and approves Locational Clearance	None	5 minutes	BFP
8. Claims Building Permit	Evaluates and approves FSEC	None		Engr. Robert Askin
	7.1 Record the O.R. and completely filled –up forms and prepare permit for approval			Edmar Coloyan Ariel Cimafranca Engr. Robert Askin



	7.2 Approve permit Prepares and releases Building Permit			
	Total	None	2 days, 1 hr. & 10 mins.	

Note:

- Processing time may vary depending on total floor area and complexity of the applied project for building permit. Moreover, in line with the JMC 2018-001 and to be processed in the One Stop Shop for Construction Permits, processing time may be done in 1 day, otherwise, processing time may take up to 3 days.**
- For constructing, installing, repairing, altering or causing any change in the occupancy/use of any building/structure or part thereof or appurtenances there WITHOUT ANY PERMIT, there shall be imposed a considerable surcharge as determined in Section 212 of the Revised NBCP.**



5. ISSUANCE OF OTHER PERMITS FOR RENEWAL, DEMOLITION, SIGNAGE, AND EXCAVATION OR GROUND IMPROVEMENT

Office/Division:	Municipal Engineer's Office/OBO	
Classification:	SIMPLE	
Type of Transaction:	G2G-Government to Government G2C –Government to Citizen G2B-Government to Business	
Who may Avail:	Any person or company who intends to demolish a structure, excavate, install signage and renew a Building Permit.	
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	
<p>For Renewal Permit *Application form signed by the applicant, signed and sealed by professional and properly filled out. *Approved Building Permit and Building Plans</p> <p>For Demolition Permit *Demolition Permit Form *Sketch plan of area or picture of building to TCT of the property *TCT of the property *Barangay Endorsement</p> <p>For Sign Permit *Sign Permit Form *Electrical Permit form whenever there is an Electrical connection *Three (3) sets of plans and design of signage duly signed by a license professional *Location of Vicinity Plan *Lot Documents</p> <p>For Excavation of Ground Permit *Accomplished Excavation Permit Form signed and sealed by licensed professional *One (1) set Architectural and Structural Plan *Transfer Certificate of Title (TCT) of lot</p>	<p>OBO OBO</p> <p>OBO Client</p> <p>Municipal Assessor's Office Respective Barangay</p> <p>OBO OBO</p> <p>Client</p> <p>Client Client</p> <p>OBO</p> <p>Client</p> <p>Municipal Assessor's Office</p>	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submits Requirements	1.1 Verifies the requirements	None	15 minutes	Edmar Coloyan OBO Assessment Section
	1.2 Assesses the Fees	None	10 minutes	Edmar Coloyan Ariel Cimafranca
2.Receives Order of Payment	2.Receives the payment and Issues O.R.	As per Revised Municipal Code/Revised IRR of the NBC	10 Minutes	MTO Collecting Officer
3.Submits O.R. to OBO	3.1 Record the O.R. and completely filled-up application form and prepare permit for approval.	None	10 minutes	Edmar Coloyan Ariel Cimafranca
	3.2 Approve the permit		1 day	Engr. Robert Askin
	3.3 Release the permit		2 minutes	Edmar Coloyan Ariel Cimafranca OBO
	Total	None	1 day & 47 mins.	



6. ISSUANCE OF CERTIFICATE OF ELECTRICAL INSPECTION FOR TEMPORARY CONNECTION/ELECTRICAL WIRING PERMIT

About the Service: A document issued by the Building Official to authorize an owner applicant to carry out electrical installation. It is required for most new, remodel, reconnection and to those buildings (mostly residential) whose floor area is below 20 sq.m. and are not made of concrete structure.

Office/Division:	Office of the Building official			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen G2B-Government to Business			
Who may Avail:	Any person or company who was issued a Building Permit who intends to apply for electrical power and temporary connection permit.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
*A copy of Transfer Certificate of Title (TCT) or Deed of Absolute Sale or Lot Locational Plan from LRA (if Lessee, Contract of Lease)		Client		
*Copy of Community Tax Certificate, Copy of Tax Clearance/Current RPT Receipt		Client		
*Three (3) sets of duly signed and sealed Sketch Plans and accomplished Electrical Permit Application Form.		Client, Professionals involved in the construction of the building		
*Letter of Undertaking, if applicable		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits Application forms and Documentary	1.1 Receives and conduct actual inspection on	None	2 days	Edmar Coloyan Ariel Cimafranca



Requirements for evaluation	building/structure applied for.			
2.Receipt of Order of Payment	1.2 Assesses fees and issue Order of Payment		10 minutes	MTO Collecting Officer
3.Submit proof of payment to OBO Personnel	2.1 receive the Payment and issue Order of Payment	None	15 minutes	Edmar Coloyan Ariel Cimafranca
4.Claim the Certificate of Occupancy	3.1 Prepares the permit and completely fill up the application forms for signature to approving officers		1 day	Engr. Robert Askin
	3.2 Approves applied permit		2 minutes	Edmar Coloyan Ariel Cimafranca
	Releases approved permit			
	Total	None	3 days & 27 mins.	



7. ISSUANCE OF CERTIFICATE OF OCCUPANCY/USE/OPERATION

ABOUT THE SERVICE: A document issued by the Building Official to an owner/applicant certifying a building's compliance with the NBCP and its IRR and indicating it to be in a condition suitable for occupancy. It is evidence that the building complies substantially with the plans and specifications that have been submitted to, and approved by the building Official

Office/Division:	Office of the Building official
Classification:	Complex
Type of Transaction:	G2C-Government to Citizen G2B-Government to Business
Who may Avail:	Any person or company who was issued a Building Permit may apply upon completion of the building, ready for occupancy.
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
*Photocopy of the approved Building Permit, Electrical Permit among others, and Fire Safety Evaluation Clearance (FSEC) issued by BFP	Client
*Three (3) copies of duly notarized Certificate of Completion signed and sealed by the duly licensed Architect or Civil Engineer in-charge of construction, and one copy of the construction logbook. If the construction was undertaken through contract, the certificate of Completion shall be signed by the contractor/Authorized Managing Officer.	Client
One (1) photocopy of the Valid Licenses of all involved Professionals (e.g. Professional Tax receipt and the Professional Regulation Commission Identification Card.	Client, Professionals involved in the construction of the building.



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits Application forms and Documentary Requirements for evaluation	1.1 Receives and endorse to BFP for issuance of FSIC	None	2 minutes	Edmar Coloyan Ariel Cimafranca
2. Submit the approved FSIC (Client should be present during the inspection)	1.2 Processes the application and schedule of inspection of buildings/structures/machineries.	None	1 day	Edmar Coloyan Ariel Cimafranca
3. Receipt of Order of Payment	2.2 Assesses fees and issue order of Payment	None	10 minutes	Edmar Coloyan Ariel Cimafranca
	3.1 Received the Payment and issue O.R	As per Revised Municipal Revenue Code/Revised IRR of the NBC	10 minutes	MTO Collecting Officer
4. Submits O.R. to the OBO Personnel	4.1 Prepares the permit and completely fills out the application forms for signature to approving officers	None	15 minutes	Edmar Coloyan Ariel Cimafranca
5. Claims the Certificate of Occupancy	4.2 Approves applied permit			Engr. Robert Askin
	Releases approved permit		2 minutes	Edmar Coloyan Ariel Cimafranca
	Total	None	1 day & 39 mins.	



8. ISSUANCE OF CLEARANCE FOR NEW AND RENEWAL OF BUSINESS

ABOUT THE SERVICE: Clearance for business permit given to owner/applicant certifying the compliance of the structures/building with NBCP and with Locational Clearances.

Office/Division:	Office of the Building official			
Classification:	Complex			
Type of Transaction:	G2C-Government to Citizen G2B-Government to Business			
Who may Avail:	All business taxpayers in the Municipality			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly accomplished application form		One Stop Shop		
*Building Permit		Client, OBO		
*Occupancy Permit		Client, OBO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits Application	Verifies the application and assess fees.	None	5 minutes	Edmar Coloyan Ariel Cimafranca
2.Receives Payment	Receives payment and issue O.R.	As per Revised Municipal revenue Code	5 minutes	MTO Collecting Officer
3.Submits O.R.to the OBO Personnel	Prepares the permit for signature to approving officer	None	15 minutes	Edmar Coloyan Ariel Cimafranca
	3.2 Approves applied permit		3 minutes	Engr. Robert Askin
	Released			



4.Claim the Business Permit Application	Approved Permit		2 minutes	Edmar Coloyan Ariel Cimafranca
	Total	None	30 mins.	



**OFFICE OF THE LOCAL CIVIL REGISTRAR
EXTERNAL SERVICES**



1. APPLYING FOR MARRIAGE LICENSE

Office/Division:	OFFICE OF THE LOCAL CIVIL REGISTRAR			
Classification:	Complex			
Type of Transaction:	G2C-Government to Citizen			
Who may Avail:	Public			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
<ul style="list-style-type: none"> *Birth certificates of the applicants or Voters registration record of both applicants (2 photocopies) *Pre-marriage counselling certificate *Pre-cana certificate issued by either of the applicants pastor or priest, if either or both *Applicant is between the ages 18-24 years old *Parent's Consent if either or both applicant between the ages 18-21 years old *Parental advice if either or both applicant is between the ages 21-24 years old *CENOMAR 	Personal copy or from LCR or COMELEC DSWD Solemnizing Officer/Church Parents Signature PSA			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submits requirements and Accomplishment and signs Application form Payment and Fees Publication Period Issuance of License	Accepts application, processes it and posts for 10 days, after which, release marriage license to complying applicants	748.00 (To be paid at MTO) 2.00-LCR License Fee	35 minutes 10 days 10 minutes	Cicero O. Cadiz (in his absence, Amie Rose A. Cueco) Vilma M. Solinap Catalina L. Garces
	Total	750.00	10 days & 45 mins.	



2. REGISTRATION OF MARRIAGE AND DEATH

Office/Division:	OFFICE OF THE LOCAL CIVIL REGISTRAR			
Classification:	Simple, Complex			
Type of Transaction:	G2C-Government to Citizen			
Who may Avail:	Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<p>FOR MARRIAGE REGISTRATION/RECONSTRUCTION:</p> <p>a. Dully filled-up Marriage Contract (timely)</p> <p>b. For delayed registration: PSA verification, affidavit of contracting parties/solemnizing officer, birth certificates of children</p> <p>FOR DEATH REGISTRATION:</p> <p>a. Birth record of the deceased for reference, informant should be nearest kin (timely)</p> <p>b. For delayed registration: Church certification, PSA verification, residence certificate, barangay certification and presence of the nearest kin</p>		<p>Solemnizing Officer or the Contracting party Solemnizing officer/Party concerned PSA (verification)</p> <p>Family of the deceased</p> <p>Church/barangay PSA</p>		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>Presents marriage Contract for Registration</p> <p>Provides data of the deceased, or present Death Certificate for registration</p>	<p>Accepts application, screens and endorses to processor</p>	<p>100.00 (to be Paid at MTO)</p>	<p>30 minutes (timely) 10 days delayed</p> <p>Depends on the availability of signatories (Doctors, Police Officer)</p>	<p>Vilma Solinap Cicero O Cadiz Amie Rose A. Cuelo</p> <p>Screeners: Giselle Lirazan Kharey Mae Quiliope</p> <p>Processors: Arlyn M. Aboy Val Jerry A. Ladesma</p>
	Total	100.00	10 days & 30 mins.	



3. REGISTRATION OF BIRTH CERTIFICATE

Office/Division:	OFFICE OF THE LOCAL CIVIL REGISTRAR			
Classification:	Simple, Complex			
Type of Transaction:	G2C-Government to Citizen			
Who may Avail:	Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
*Baptismal Certificate/Immunization record/medical record/school record *Marriage record of parents and of applicants (if married) *Residence Certificate/Valid ID, barangay Certification *PSA Verification *Presence of parents		Concerned Office File copy or request from LCR MTO, Barangay PSA		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Applies for birth registration/document verification	Accepts and screens, endorses to processor	P20 timely P100 delayed P200 admission of paternity P150 Adv. Endorsement to PSA (all to MTO)	1 hour-timely 3 days (parents not married) 10 days-delayed registration	Arlyn M. Aboy Giselle Q. Lirazan Kharey Mae C. Quiliope Val Jerry A. Ledesma
	Total	470.00	13 days & 1 hr.	



4. ISSUANCE OF CERTIFIED COPY OF CIVIL REGISTRY DOCUMENTS LCR-PSA

Office/Division:	OFFICE OF THE LOCAL CIVIL REGISTRAR			
Classification:	Simple, Complex			
Type of Transaction:	G2C-Government to Citizen G2G-Government to Government			
Who may Avail:	Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
*Valid ID of the requester *Marriage Contract, if requesting in behalf of a spouse *If requester is not the document owner, authorization and the document owner's valid ID				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Approaches the employee in-charge and files his request	Accepts request, screens, turns-over request form together with the corresponding official receipt, Identification Card/ Authorization to the records personnel.	P50 for local copies	30 minutes	Giselle Lirazan Kharey Mae Quiliope Frannie C. Rodriguez
Upon instruction, pays necessary fees	Gets the record then brings it to the computer section for encoding or photocopying	P75- BREQS fee (to be paid at MTO) P155- PSA + P5 bank charge	PSA copies: 2 weeks (submit requests every Friday, then pick up previous requests)	For PSA: Amy Rose A. Cueco



Waits for the certification/copy (if local), and claim stub for PSA/SECPAs	If requesting for PSA copy, issues claim stub			Kharey Mae C. Quillope Mario Pabillo (releasing)
	Total	280.00	14 days & 30 mins.	

5. REGISTRATION OF COURT DECREES AND ANNOTATION OF THE AFFECTED CIVIL REGISTRY RECORD/REGISTRATION OF LEGAL INSTRUMENTS AND ANNOTATION OF THE AFFECTED CIVIL REGISTRY RECORD

Office/Division:	OFFICE OF THE LOCAL CIVIL REGISTRAR		
Classification:	Simple		
Type of Transaction:	G2C-Government to Citizen		
Who may Avail:	Public		
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE		
Court decision recognizing or acknowledging of natural children or impugning or denying such recognition or acknowledgment and others 4 certified copies of the court order 4 certified copies of the certificate of finality 4 certified copies of either birth, marriage or death certificates	RTC		



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Presents and Examines court order	Registers the court order	P1,000.00- Decree of legal separation	5 minutes	Catalina L. Garces (examine)
Payment of fees	Annotation of the affected document	P1,000.00- Decree of Nullity of Marriage	30 minutes	Cicero O. Cadiz (register)
	Preparation of Endorsement to PSA	P500.00- Adoption P200.00- orders on child custody and Guardianship P500.00- Orders for correction of entries not covered under RA 9048 P200.00- Declaration of Presumptive Death (other legal documentations) Repatriation or voluntary renunciation of citizenship		
	Total	3,400.00	1 hr & 35 mins.	



6.LEGITIMATION OF A NATURAL CHILD

Office/Division:	OFFICE OF THE LOCAL CIVIL REGISTRAR			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may Avail:	Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Marriage Certificate of parents CENOMAR Birth Certificate of the child to be legitimated Admission of Paternity Affidavit of Legitimation		LCR Office, PSA, Attorney		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCES SING TIME	PERSON RESPONSIBLE
Applies and Submits Requirements	Accepts and reviews documents submitted	P200-admission of Paternity (MTO)	5 minutes	Catalina L. Garces
Pays necessary Fees	If qualified, processes, retrieves files and effects to record		1 hour	Arlyn M. Aboy Giselle Q. Lirazan
	Total	200.00	1 hr. & 5 mins.	



7.LEGITIMATION OF A NATURAL CHILD (For Correction of Documents)

Office/Division:	OFFICE OF THE LOCAL CIVIL REGISTRAR			
Classification:	Highly Technical			
Type of Transaction:	G2C-Government to Citizen			
Who may Avail:	Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<p>Documents to be corrected Supporting documents varies depending on the problems/errors presented for correction</p> <p>Checklist available at PACD (All photocopies, 3 copies each)</p>		<p>Owner's copies, or from concerned offices (church, school, hospitals, NBI, DSWD,etc.)</p>		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Approaches receiving clerk	Examines the petition, if completed, instruct petitioner to pay filing fee to MTO	P1000.00 correction of clerical/typographical error P3000.00 Change of first name	5 minutes	Fritsie M. Dela Pena
Pay filing fee	Gets the OR, attaches to petition, endorses to MCR Prepares the petition, posts for 10 days, renders decision within 5 days except in cases where newspaper	P3000.00 Correction of sex, day and month of birth in birth certificate P200.00- Certificate of finality fee (all to be paid at MTO)	1 hour	Catalina L. Garces



	<p>publications is necessary, processing time will be longer and transmits petition to OCRG.</p> <p>After receipt of OCRG's decision, prepares certificate of Finality for affirmed decisions, or modify/reverse for impugned ones.</p> <p>Annotates affected document, sends copy to OCRG for SECPA annotations.</p>			Catalina L. Garces
	Total	7,200.00	1 hr & 5 mins.	



**OFFICE OF THE MUNICIPAL MAYOR
INTERNAL AND EXTERNAL SERVICES**



1. ISSUANCE OF MAYOR'S CLEARANCE

About the Service: Mayor's clearance is issued to individual for local and foreign employment, for promotion of PNP, PBP AFP and for other purposes.

Office or Division:		Office of the Municipal Mayor		
Classification:		Complex		
Type of Transaction:		G2C		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> 1. Barangay Clearance 2. Police Clearance 3. Latest Community Tax Certificate 4. Official Receipt issued by the Office of the Municipal Treasurer 		<ol style="list-style-type: none"> 1. Barangay Office 2. Police Station 3. Municipal Treasurer's Office 4. Municipal Treasurer's Office 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present requirements for such request of clearance	Checks the documents / requirements and interview client	none	1 minutes	Mayor's Office Staff
	Prepare Mayor's Clearance and have it signed by the Mun. Administrator/ Mayor	none	7 minutes	Mayor's Office Staff
2. Receive the Mayor's Clearance	Release the Mayor's Clearance	none		Mayor's Office Staff
TOTAL:		None	8 minutes	



2. ISSUANCE OF SPECIAL PERMITS

About the Service: Special Permit's is issued to individuals for local and foreign, special activities, and other purposes.

Office or Division:	Office of the Municipal Mayor			
Classification:	Complex			
Type of Transaction:	G2C			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Official Receipt issued by the Office of the Municipal Treasurer 2. Request letter for approval by the Municipal Mayor		1. Municipal Treasurer's Office 2. Agency/Organization		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present requirements to the person responsible	Receive the documents and interview client	none	1 minutes	Mayor's Office Staff
	Prepare Special Permit and have it signed by the Mun. Administrator/ Mayor	none	7 minutes	Mayor's Office Staff
2. Receive the Mayor's Clearance	Release the Mayor's Clearance	none		Mayor's Office Staff
TOTAL:		None	8 minutes	



3. ISSUANCE OF BUSINESS LICENSE AND MAYOR'S PERMITS (NEW/RENEWAL)

About the Service: Every individual or entity is required to secure a business license and mayor's permit to start a new business or to continue operating an existing business within the municipality. To facilitate and hasten up renewal of business permits, Business one-stop shop (BOSS) shall be conducted within the municipality hall premises in the 2nd or 3rd week of January. Normally this transaction can be completed in one (1) working day

Office/Division:	Office of the Municipal Mayor	
Classification:	Complex	
Type of Transaction:	G2C	
Who may Avail:	All	
	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	<ol style="list-style-type: none"> 1. MTO and BIR clearance 2. Barangay Clearance from where the business is located (New Business Only) 3. Community tax certificate 4. Police Clearance 5. Sanitary and Health Certificate, Smoke-free and MENRO certificate. 6. Environmental Clearance Certificate 7. Zoning Clearance from the Municipal Planning and Development Office (New Business) 8. Certificate of Fire Safety Inspection from the Bureau of Fire Protection. <p>Economic Enterprise Clearance (as to Stall Rentals and Electric Bills Due, including Lease Contract)</p>	<ol style="list-style-type: none"> 1. Municipal Treasurer's Office 2. Barangay Office 3. Municipal Treasurer's Office 4. Police Station 5. MENRO Office 6. MENRO Office 7. Municipal Planning Development Office 8. Bureau of Fire Protection Office <p>Municipal Treasurer's Office</p>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit application, with the required supporting documents to the Office of the Mayor	Interview Client, receive Application and Review documentary	None	5 minutes	Mayor's Office Staff
	Record in the Log Book for designated permit number		3 minutes	Mayor's office staff
	Prepare the Business/Mayor's Permit	None	5 minutes	Mayor's office staff
	Approve and signed the Business/ Mayor's Permit by the Municipal Treasurer and Municipal Mayor	None	20 minutes	Municipal Treasurer & Municipal Mayor
	2. Sign the Logbook and Receive the Business/ Mayor's Permit	Release client's copy of Business/Mayor's Permit	None	
		None		
	Total	None	33 mins.	



4. ISSUANCE OF MOTORIZED TRICYCLE OPERATOR'S PERMIT/MTOP

About the Service: Motorized Tricycle Operators Permit is required for all tricycle operators/ owners whose motorized units are servicing the public within the jurisdiction of the municipality.

Office/Division:	Office of the Municipal Mayor			
Classification:	Complex			
Type of Transaction:	G2C			
Who may Avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> 1. Barangay Clearance 2. Community Tax Certificate 3. Police Clearance 4. Tax Clearance from Mun. Treasurer's Office and BIR 5. Copy of Motorcycle LTO Certificate of Registration and Official Receipt 6. Previous MTOP Permit for Renewal Application 7. Copy of Insurance Policy 8. Health Sanitary and Smoke-free Certificate from Rural Health Station 		<ol style="list-style-type: none"> 1. Barangay Office 2. Municipal Treasurer's Office 3. Police Station 4. Municipal Treasurer's Office 5. Company 6. Office of the Mayor 7. LTO 8. MENRO 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit application for the renewal of MCH Operator, include OR from Mun. Treasurer's Office	Interview Client, receives and review documents	None	5 minutes	Mayor's Office Staff
2. Proceed to				Mayor's Office Staff



PNP Station TAU Representative 3. Submit supporting documents to Mayor's Office	Prepare Motorized Tricycle Operators Permit (MTOPT)	None	5 minutes	PNP Personnel
4. Receive the Mayor's Permit	For motor vehicle or accessories inspection	None	4 minutes	Mayor's Office Staff /Jesusa T. Cuadra
	Review documents for approval and signature of the Mayor	None	3 minutes	Mayor's Office Staff
	Record transaction in the Log Book and release the MTOPT			
	Total	None	18 mins.	



5. ISSUANCE OF MAYOR'S PERMIT FOR DRIVERS OF MOTORCYCLE FOR HIRE (MCH)

About the Service: All drivers of motorcycle for hire (MCH) are required to apply or renew for Mayor's Permit to operate within the territorial limits of the municipality.

Office/Division:	Office of the Municipal Mayor			
Classification:	Complex			
Type of Transaction:	G2C			
Who may Avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> 1. Barangay Clearance 2. Community Tax Certificate 3. Police Clearance 4. Driver's License 5. Tax Clearance from the Mun. Treasurer's Office & BIR 6. Health Sanitary and Smoke-free Certificate from the Rural Health Station. 		<ol style="list-style-type: none"> 1. Barangay Office 2. Municipal Treasurer's Office 3. Police Station 4. LTO 5. Municipal Treasurer's Office 6. MENRO 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit application for the renewal of MCH Operator, include OR from Mun. Treasurer's Office	Interview Client, receives and review documents	None	3 minutes	Mayor's Office Staff
2. Proceed and fees the Amount at Mun. Treasurer Office	Prepare MCH Mayor's Permit Assists the client to proceed in the office of the Municipal Treasurer	None	5 minutes 2 minutes	Mayor's Office Staff



3. Submit OR and supporting documents at Mayor's Office	Review documents for approval and signed by the Mayor	None	5 minutes	Mayor's Office
Receive the Mayor's Permit	Logbook and Release the client's copy of MCH Mayor's Permit	None	2 minutes	Mayor's Office Staff
	Total	None	17 mins.	

6.ISSUANCE OF FUEL

About the Service: Issuance of Fuel to the Government Vehicles likes Ambulance and Heavy Equipments

Office/Division:	Office of the Municipal Mayor		
Classification:	Complex		
Type of Transaction:	G2G		
Who may Avail:	Government Driver		
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE		
7. Authorization 8. Trip Ticket 9. Certificate of Appearance	1. Office of the Mayor 2. Office of the Mayor 3. Driver's Destination		



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get the authorization and Trip Ticket to the person in-charge	Give the authorization and trip ticket to the driver	None	2 minutes	Mayor's Office Staff
2. Return the Trip Ticket with certificate of appearance, signature to the driver and passenger	Receive and review the Trip Ticket and interview the Driver	None	4 minutes	Mayor's Office Staff
	Total	None	6 mins.	

7.PROCESSING OF LEAVE APPLICATIONS

About the Service:Processing of Application for Leave of Municipal Employees and Officials for approval/disapproval by the Head of Agency

Office/Division:	Human Resource Management Office		
Classification:	Simple		
Type of Transaction:	G2G		
Who may Avail:	Municipal officials and employees of this LGU		
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE		
1. Application for Leave (Civil Service Form No. 6, Revised 2020 2. Medical Certificate, if applicable	4. Office of the Mayor 5. Office of the Mayor 3.Driver's Destination		



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Application for Leave, with documentary requirements	Receive documents	None	10 minutes	Hope A. Alberastine
	Review, validate and compute leave credits, post to leave card	None	20 minutes	H.V. Layague / Office Staff M.J. Novera HRMO-Desig.
	Process Application for Leave, for signature and approval/disapproval		20 minutes	M.F. Oca (Mun. Administrator) J.A. Uy (Mun. Mayor)
. Receive approved Leave Application	Release approved leave application, retain file copy		10 minutes	M.J. Novera
	Total	None	60 mins.	



8.ISSUANCE OF CERTIFICATE OF EMPLOYMENT AND SERVICE RECORD

About the Service: Issuance of certification upon request by concerned municipal employees and officials as supporting document or for other legal purposes

Office/Division:	Human Resource Management Office			
Classification:	Simple			
Type of Transaction:	G2G / G2C			
Who may Avail:	Employees of this LGU and all qualified applicants			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Request form duly filled-up		HRMO / Office of the Mayor		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request for issuance of certification for - a) Employment b) Service Record	Receive request, refer to records on file of employee, prepare certification	None	20 minutes	J. Ones M.J. Novera
	For signature of HRMO and Head of Agency, release of certification	None	5 minutes	M.J. Novera HRMO-Desig.
2 Receive certification	Release certification, retain file copy		5 minutes	M.J. Novera
	Total	None	30 mins.	



9. RECEIPT OF APPLICANTS FOR EMPLOYMENT

About the Service: Receipt and acknowledgement of pertinent documents submitted by interested applicants for the vacant position in the municipality as published

Office/Division:	Human Resource Management Office			
Classification:	Simple			
Type of Transaction:	G2G / G2C			
Who may Avail:	Employees of this LGU and all qualified applicants			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
1. Fully accomplished Personal Data Sheet (PDS) with recent passport-sized picture (CS Form No. 212, Revised 2017); 2. Performance rating in the present position for one (1) year (if applicable); 3. Photocopy of certificate of eligibility/rating/license; and 4. Photocopy of Transcript of Records. Application Letter addressed to the Municipal Mayor	1. Can be downloaded at www.csc.gov.ph ; 2. HRMO/Office of the Mayor			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit application letter specifying the desired position with the attached required documents	Receive the application letter with the supporting documents	None	5 minutes	M.J. Novera
2. Wait acknowledgment letter	Review documents, check its completeness and forward the same to the Municipal Mayor/Vice-Mayor Prepare acknowledgment	None	15 minutes 5 minutes 5 minutes	M.J. Novera



3.Receive acknowledgeme nt letter	t application of employment Release acknowledgemen t letter, inform applicant of the date of interview/screeni ng		5 minutes	M.J. Novera M.J. Novera
	Total	None	35 mins.	



10. ISSUANCE OF CERTIFICATION FOR OTHER PURPOSES

About the Service: Issuance of certification for other personnel records as

supporting documents for various purposes like, certification of leave credits for monetization, retirement and terminal leave benefits, certification of good moral character, salary loans and other forms of loans

Office/Division:	Human Resource Management Office			
Classification:	Simple			
Type of Transaction:	G2G / G2C			
Who may Avail:	All employees of this LGU and other interested parties			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request form duly filled-up		HRMO / Office of the Mayor		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request for issuance of certification	Receive request, refer to records on file	None	5 minutes	J. Ones M.J. Novera
2. Proceed to Treasurer's Office	Advise concerned personnel to pay fee on certification Receive OR, prepare certification	50.00	variable 10 minutes	Treasurer's Office Personnel J. Ones M.J. Novera
3. Submit Official Receipt (OR)	For signature of HRMO and/or Head of Agency, release of certification		10 minutes	J.A. Uy (Mun. Mayor)
4. Receive duly signed certification	Release certification to requesting party, retain file copy		5 minutes	M.J. Novera
	Total	50.00	30 mins.	



11.SCREENING/SELECTION OF APPLICANTS FOR EMPLOYMENT

About the Service:A procedure to ensure that job applicant will go through proper screening and evaluation for selection of the best fit candidate for the vacant position, in accordance with Civil Service Commission (CSC) rules and regulation, particularly the 2017 ORAOHRA (Revised 2018)

Office/Division:	Human Resource Management Division			
Classification:	Simple			
Type of Transaction:	G2G / G2C			
Who may Avail:	Employees of this LGU and all qualified applicants			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. The documents published by the LGU and submitted by applicant (items 1-5) shall be the same reference documents to be used during the screening of applicants		File folder of applicant shall be provided by the HRMO to each member of the Human Resource Merit Promotion and Selection Board (HRMPSB)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Applicant attend screening and wait for his/her turn to be called	HRMO prepare list of qualified applicants scheduled for screening. Request the applicant to sit with the members of the HRMPSB. The Chairperson, HRMPSB, preside the meeting-screening HRMPSB Secretariat records the minutes of the screening, evaluation, and assessment of	None 50.00	Variable/Flexible time Variable/ HRMPSB conduct personal interview Variable/flexible time	Chairperson, HRMPSB/ HRMO/HRMPSB Members/ Secretariat D. Amorganda/ HRMPSB Secretariat



<p>2. Another applicant is requested to appear before the HRMPSB for screening, and same goes to other applicants present</p>	<p>HRMPSB Secretariat prepare resolution for the top 5 candidates per position; and submit to the appointing authority, in our case, the Municipal Mayor, for decision</p> <p>Appointing authority make final selection per job position. Issue resolution for his final choice of applicant for hiring/appointment. Direct the HRMO to prepare and process appointment</p>		<p>Variable/flexible time</p>	<p>D. Amorganda/ HRMPSB Secretariat</p> <p>J.A. Uy / Municipal Mayor / HRMO</p>
	<p>Total</p>	<p>50.00</p>	<p>3 days</p>	



12. PROCESSING OF APPOINTMENTS

About the Service: Upon the receipt of the HRMPSB resolution duly signed by the appointing authority of his/her final choice of personnel to be appointed/hired, and with the accompanying directive, the HRMO shall prepare and process the appointment papers of said appointee in accordance with rules and regulation, particularly the CSC 2017 ORAOHRA (Revised 2018) and submit the same to the Civil Service Commission, Negros Oriental Field Office, Dumaguete City, for appropriate action/approval.

Office/Division:	Human Resource Management Division	
Classification:	Simple	
Type of Transaction:	G2G / G2C	
Who may Avail:	Employees of this LGU and personnel to be appointed	
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	
<p>1. The requirements for regular appointments to be submitted to the Civil Service Commission may vary depending on the job position. The basic documents are the following:</p> <p>a. Personal Data Sheet (CS Form 212)</p> <p>b. Position Description Form (DBM-CS Form #1)</p> <p>c. Medical Certificate (CS Form No. 211)</p> <p>d. Clearances, NBI, Police Clearance, Barangay Clearance, Court Clearance</p> <p>e. Certificate of Eligibility/Rating/License, if applicable</p> <p>f. Transcript of Records</p>	<p>1. HRMO/Office of the Mayor</p> <p>2. From issuing agency</p>	



g. Birth Certificate				
h. Marriage Contract, if applicable				
Appointee is advised to contact or personally see the HRMO for the additional documents that the position may require.				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Applicant-Candidate to be appointed may contact or personally see HRMO, for additional documents required for the job position	HRMO coordinate with appointee for documentation requirements, in accordance with Civil Service rules and regulations HRMO provides appointee with the list of documents required for the position	None	Variable/Flexible time	M.J. Novera / HRMO-Desig.
2. Appointee submit required documents in relation to his/her appointment	HRMO receive the documents, - review and check its completeness, prepare certifications that such appointment is issued in accordance with the limitations provided for under Sec. 325, RA 7160 and that funds are available. In the case of appointment to head of department or office, a Sanggunian		1 day The appointing officer/authority shall submit the appointment to the Local Sanggunian for	M.J. Novera J.A. Uy / Mun. Mayor Sanggunian Bayan /SB Sec



	<p>Provincial Field Office, together with the required supporting documents, for approval/appropriate action</p> <p>Attested appointments received from CSC Provincial Office and transmitted to the Approving Authority</p>		<p>2 days</p> <p>Within thirty (30) calendar days from the date of issuance/signing of the appointing authority</p> <p>Variable</p>	<p>M.J. Novera</p> <p>M.J. Novera / J.A. Uy Mun. Mayor</p>
	Total	None	40 days	



13. GSIS LOAN APPLICATION VIA ELECTRONIC ONLINE

About the Service: Appropriate action for loan applications of municipal officials and employees with the GSIS thru online transactions/designated GSIS kiosks, as Primary Authorized Approving Officer (AAO)

Office/Division:	Human Resource Management D			
Classification:	Simple			
Type of Transaction:	G2G			
Who may Avail:	GSIS Members, holder of UMID Card			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1 Must have applied for loan in the GSIS Kiosk		HRMO / Office of the Mayor		
2. Certification of Net Take Home Pay				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. . GSIS member apply for loan in designated kiosk	Visit GSIS website @ gsis.gov.ph for AAO	None	5 minutes	M.J. Novera
2. Member submit the required certification	Receive certification, approve/disapprove loan	50.00	15 minutes	M.J. Novera
	Inform member of the action taken on his/her loan		10 minutes	M.J. Novera
3. Submit Official Receipt (OR)	For signature of HRMO and/or Head of Agency, release of certification			
	Total	50.00	30 mins.	



14. Processing of Incoming Correspondence Covering Various Requests, Complaints and Proposals

About the Service: Act on various requests, complaints and proposals received by the Office

Office/Division:	Municipal Administrator's Division			
Classification:	Simple, Complex			
Type of Transaction:	G2C (Government to Citizen) G2B (Government to Business) G2G (Government to Government)			
Who may Avail:	Municipal Departments/Offices/Operating Units Municipal Officials Private entities National Government Agencies Local Government Units			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> • Original copy – Letter, Memo, Endorsement/Indorsement, Transmittal • One (1) set of supporting documents, if warranted 		N/A		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit document/s to Receiving area	1.1. Receives and classifies various submitted document/s/communications (such as Transmittals, Memoranda, registered mails, emails, etc.) in the Logbook serving as Document Tracking System for Reference/ Gives to Administrator for final review	None 50.00	5 minutes 15 minutes	Assigned Staff Municipal Administrator



15. Processing of Selected Financial Documents

About the Service: Evaluate and process the payment of identified financial documents received by the Office

Office/Division:	Municipal Administrator's Division
Classification:	Simple
Type of Transaction:	G2C (Government to Citizen) G2B (Government to Business) G2G (Government to Government)
Who may Avail:	Municipal Government Officials and/or Employees Teaching and Non-teaching Employees Utility Concessionaires Contractors/Service Providers National Government Agencies State Universities and Colleges Local Government Units Private entities
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> • Payrolls • Disbursement Vouchers (DV) • Obligation Requests (OBR) 	<ul style="list-style-type: none"> • MTO • Municipal Budget Department



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Financial document/s to Receiving area 2.	1.1. Receive s and records submitted financial document/s	None	10 minutes	Assigned Staff
	1.2 Receive certification, approve/dis approve loan	50.00	10 minutes	Assigned Staff
	1.3 Final review/ initials financial documents prior to signing of the Municipal Administrator	None	5 minutes	Municipal Administrator
	1.4 Signs financial documents (payrolls and disbursement vouchers on salaries and allowances)	None	30 minutes	Municipal Administrator
	1.5 Signs financial documents (disburseme	None	30 minutes	Municipal Administrator
			5 minutes	Assigned Staff



	nt vouchers) 1.6 Releases signed documents			
	Total	50.00	1 hr & 30 mins.	

16. Programs/Projects/Activity Coordination and Monitoring

About the Service: Assists in the overall coordination among concerned stakeholders in the implementation of a program, project or activity.

Office/Division:	Municipal Administrator's Division
Classification:	Simple
Type of Transaction:	G2C (Government to Citizen) G2B (Government to Business) G2G (Government to Government)
Who may Avail:	Municipal Government Officials and/or Employees Teaching and Non-teaching Employees Utility Concessionaires Contractors/Service Providers National Government Agencies State Universities and Colleges Local Government Units Private entities




CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Letter Project/Program Description) 		None		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits letter request with supporting documents as warranted.	1.1 Receives and encodes document/s in the Logbook for Documents Tracking System	None	10 minutes	Assigned Staff
	1.2 Receive certification, approve/disapprove loan	50.00	10 minutes	Assigned Staff
	1.3 Final review/ initials financial documents prior to signing of the Municipal Administrator		5 minutes	Municipal Administrator
	1.4 Signs financial documents (payrolls and disbursement vouchers on salaries and allowances).	None	30 minutes	Municipal Administrator
	1.5 Signs financial documents (disbursement vouchers)	None	30 minutes	Municipal Administrator
	1.6 Release signed documents	None	5 minutes	Assigned Staff
	Total	50.00	1 hr. & 30 mins.	



17. Evaluation of Requests for Leave Credits and Travel Order

About the Service: Assess applicants for fifty percent (50%) monetization of leave credits

Office or Division:	Municipal Administrator's Office			
Classification:	Simple			
Type of Transaction:	G2G (Government to Government)			
Who may avail:	Municipal Government Officials and/or Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> • Letter-request of official/employee • Endorsement/Indorsement of concerned department/office head • Approved Application for Leave with corresponding computation • Other supporting documents as warranted 		Human Resource Management Department		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit document/s to the Receiving area	1.1. Receives and encodes document/s in the Logbook for Document Tracking System.	None	5 minutes	Assigned Staff
	1.2. Conducts complete staff work. Evaluates request and checks supporting docs. Interviews requesting party, if necessary.	None	30 minutes	Municipal Administrator

	1.3. Prepares transmittal documents for approval of the Municipal Administrator.	None	30 minutes	 Assigned Staff
	Total	None	65 minutes	

Note: * Subject to time availability of the signatory due to prior meeting/s scheduled and/or due to immediate notice by the Municipal Mayor.



18. PROVIDE RELEVANT INFORMATION AND MATERIALS (PHOTOGRAPHS, TEXTBOOKS, AND DOCUMENTS) TO CLIENTS CONDUCTING RESEARCH ON THE MUNICIPAL CULTURE AND HISTORY

About the Service: The Office will provide necessary data on Municipal culture and history.


Office or Division:	Municipal Tourism and Development Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens, G2G – Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Letter Request Identification Card 		<ul style="list-style-type: none"> Client Client 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a letter or inquire directly	1.1 Assist request and consult the department head (if necessary)	None	1 minutes	Riza S. Caseres
	1.2 Check the availability of research materials or research person	None	4 minutes	Gary C. Caseres
2. Get Necessary Data	Provide necessary materials and information; refer to other department (if necessary)	None	30 minutes	Riza S. Caseres
TOTAL		None	35 minutes	



19.ACCOMMODATE REQUEST ON TOUR GUIDING SERVICES TO HISTORICAL PLACES IN THE MUNICIPALITY

About the Service: Schedule and assist Tour guiding services.

Office or Division:	Municipal Tourism and Development Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens, G2G – Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request Tour Guiding services to any Historical Places in the Town.	Assist request & consult the department head	None	5 minutes	Gary C. Caseres
	Check the availability of date requested	None	5 minutes	Gary C. Caseres
2. Wait for the approval	Approved of the Office in-charge <ul style="list-style-type: none"> • Beginners & Advance caving • Entrance Fee for 3 caves • Municipal Tour fees 	45.00/pax x 400.00/5 pax	3 minutes	Russel B. Baldomar
3. Receive the approval and the name of the cave guide from Bulwang Cave Information Center	Assign personnel for tour guiding and briefing	None	5 minutes	Shem A. Bellesta

Actual Tour in Caving	<ul style="list-style-type: none"> For beginners tour a group of 5 for 3 caves For Advance caving tour a group of 5 for 1 cave 	None	3 hours 4 hours	 Shem A. Bellesta Brian Patria Pio Ojeda
	TOTAL	445.00	7 hours & 18 minutes	

20. ACCOMMODATE INQUIRIES ON TOURISM/CULTURAL ACTIVITIES OF THE MUNICIPALITY

About the Service: The Office will provide the schedule/coordination on tourism/cultural activities

Office or Division:	Municipal Tourism and Development Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens, G2G – Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Inquiry on Tourism/Cultural Activities	Accommodate inquiries and concerns on tourism/cultural activities Schedule of activities Program	None	5 minutes	Gary C. Caseres
TOTAL		None	5 minutes	



21. ASSIST INQUIRIES ON TOURISM ACCREDITATION

About the Service: Assists Business Owners in preparation of DOT Accreditation

Office or Division:	Municipal Tourism and Development Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens, G2G – Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Business Permits		Business Permits and Licensing Office, Ground Floor, Municipal Hall		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquiry on DOT Accreditation	Explain the importance of DOT Accreditation.	None	5 minutes	Gary C. Caseres
2. Get information and requirements.	Assist business owner on papers needed for Accreditation: 1. General Requirements 2. Specific Requirements	None	5 minutes	Gary C. Caseres
TOTAL		None	10 Minutes	



22. EMERGENCY RESPONSE

About the Service: The LDRRM office is prepared to respond to any emergencies within the area of responsibility of the Municipality of Mabinay.

Office or Division:	Local Disaster Risk Reduction and Management Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All emergency cases within Mabinay area of responsibility.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
N/A		N/A		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Contact the Local DRRM Operation Center Hotline numbers. 0927 835 7484 0919 410 9452 527-4305	Received the call. Introduce self and the office receiving the call.	None	2 minutes	Communication Officer of the day 1.Jay-R Ulpiana 2.Juniel Tenebroso 3.Ronnie Bauden
Identify yourself; State the Nature of incident, Place of incident and other relevant details.	Records the data on the Incident log book.	None		Communication Officer of the day 1.Jay-R Ulpiana 2.Juniel Tenebroso 3.Ronnie Bauden
	Dispatch emergency response team	None	1 minute	Team Leader of the day. 1.Joeynile Villo 2.Juanito Ortega Jr. 3.Joefrey Herrera
TOTAL		None	3 Minutes	



23. ISSUANCE OF CERTIFICATION FOR DAMAGED PROPERTIES

About the Service: The LDRRM office issues certifications of damaged property due to effects of natural disasters.

Office or Division:	Local Disaster Risk Reduction and Management Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Residents of Mabinay			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Certification from the Barangay. Structure of the damage property.			Barangay Hall	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Client signs in the log-book.	Give the log-book to the client.	None	1 minute	Mitchie Nulla
Present the Brgy. Certification for damaged properties and supporting documents.	Receive the required document and check for completeness.	None	1 minute	Vince Francis Cadayday Grace Joy Peguit
	Start processing the request	None	5 minutes	Vince Francis Cadayday Grace Joy Peguit
	Photo copied client's document for office file-copy.	None	3 minutes	Vince Francis Cadayday Grace Joy Peguit
	Issue the Certificate for damaged properties.	None	1 minute	Vince Francis Cadayday Grace Joy Peguit
TOTAL		None	11 Minutes	



24. REQUEST FOR THE CONDUCT OF SAFETY DRILLS

About the Service: The LDRRM office aims to strengthen the disaster preparedness and capability of the people through the conduct of trainings, seminars, orientations and disaster management drills.

Office or Division:	Local Disaster Risk Reduction and Management Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Residents of Mabinay			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Communication Letter				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Client signs in the log-book.	Give the log-book to the client.	None	1 minute	Mitchie Nulla
Present the request letter duly signed by the head of office/organization.	Receive the communication letter.	None	1 minute	Nico Garces
	Forwarding the letter request for scheduling and approval.	None	5 minutes	Nico Garces
	Return the receiving copy with confirmation.	None	1 minute	Nico Garces
TOTAL		None	8 Minutes	



25. ISSUANCE OF CERTIFICATION FOR APPROVED BDRRM PLAN

About the Service: The LDRRM office aims to strengthen the disaster preparedness and capability of the people through the conduct of trainings, seminars, orientations and disaster management drills.

Office or Division:	Local Disaster Risk Reduction and Management Office			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Barangays of Mabinay			
CHECKLIST OF REQUIREMENTS				WHERE TO SECURE
Executive Order (two original copies) DRRM Plan (two original copies) Resolution adopting the BDRRM Plan(two original copies)				Barangay Hall
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Client signs in the log-book.	Give the log-book to the client.	None	1 minute	Mitchie Nulla
Present the required documents.	Receive the required document and check for completeness	None	1 minute	Nico Garces
	Reviewing of the BDRRM programs, projects and activities.	None	5 minutes	Dindo M. Amorganda
	Making of certification.	None	2 minute	Dindo M. Amorganda
	Signatures of three department heads. -DC -SWD -DRRMO	None	15 - 30 minutes	Mitchie Nulla
	Issuance of the certification.		1 minute	Dindo M. Amorganda
TOTAL		None	40 Minutes	



26. PROCESSING OF APPLICATION FOR SCHOLARSHIP

About the service: The municipal government recognizes the right of every child to education. It provides educational assistance to poor but deserving students to continue their studies. It has also linkages to Cong. Manuel T. Sagarbarria with scholarship programs, and it evaluates applications before forwarding the same to concerned university.


Office or Division:	Office of the Municipal Mayor			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizens, G2G – Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Good Moral Character 2. Enrollment Form or Load Slip 3. Grade Last Year 4. PSA 5. Certificate of indigency. Indorsement letter from brgy captain address to Hon. Manuel T. Sagabarrria 6. Voter Certificate 7. 2pcs 2x2 pic 8. Ched Form 9. Cong. Chiquiting Form		- School - School - School - LCR - Brgy Captain - Comelec - Studio - Mayor's office - Mayor's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit application form together with the requirements	Interview client, received and review the documents	None	10 minutes	Mayor's Office Staff
	Prepare the document and submit to Cong. Sagarbarria office	None	5 minutes	Mayor's Office Staff
TOTAL		None	15 Minutes	



27. ISSUANCE OF ENDORSEMENT OR RECOMMENDATION FOR EMPLOYMENT

About the Service: Bonafide residents of the municipality may avail of the service for the purpose of recommendation or endorsement for employment purpose, financial support or assistance for referral medical or hospital benefit in case of indigent people.

Office or Division:	Office of the Municipal Mayor			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizens, G2G – Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> 1. Biodata 2. Brgy Certification 3. Comelec Identification or voters ID 		<ul style="list-style-type: none"> • Brgy Captain • Comelec 		
FOR ENDORSEMENT- MEDICAL ASSISTANT OR FINANCIAL SUPPORT		WHERE TO SECURE		
<ol style="list-style-type: none"> 1. Cert. from Brgy captain a bonafide resident or indigent 2. Hospital / Medical Cert. 3. Doctor's prescription 4. Letter endorsement from the DSWD 		<ul style="list-style-type: none"> • Brgy capatain • Hospital • Hospital DSWD office 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Present the requirement to the front liner personnel	Interview w/ client and receive the documents	None	2 minutes	Mayor's Office Staff

Wait while the personnel prepare the endorsement or recommendation and forward the same to the municipal mayor for approval	Process the documents and submit to municipal mayor for approval	None	3 minutes	 Mayor's Office Staff
Receive copy of the requested documents	Release the documents	None	2 minutes	Mayor's Office Staff
Total		None	7 minutes	

28. AVAILMENT OF APPLICATION FORM AND LIST OF REQUIREMENTS

About the Service: The Special Program for Employment of Students (SPES) aims to help poor but deserving study and out of school youth by encouraging their employment during summer / Christmas vacation. The program was created under RA 7323 in March 30, 1992

Office or Division:	Office of the Municipal Mayor
Classification:	Complex
Type of Transaction:	G2C – Government to Citizens, G2G – Government to Government
Who may avail:	15-30 years old and college students of out of school youth



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Registration Form 2. Application Form 3. Birth Certificate/ Baptismal 4. School Certificate/Report Card 5. Brgy Certification of Indigency 6. FOR OSY- Brgy Certification as (INDIGENCY & OSY) 7. Employment Contract 8. Oath of Undertaking 9. Certificate of Employment		<ul style="list-style-type: none"> • Mayor's Office • Mayor's Office • Mayor's Office • School • Brgy Captain • Brgy Captain • Mayor's Office • Mayor's Office • Mayor's Office 		
SCHEDULE OF AVAILABILITY		Feb-March / Monday to Friday		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Approach the public assistant information desk officer and present the endorsement from the LCE.	1. Assist and interview the client	NONE	5 minutes	Mayor's office staff
	2. Provide the application form and list of requirements		2 minutes	Mayor's Office Staff
	3. Set the deadline of submission of requirements		2 minutes	Mayor's Office Staff
Total		None	9 minutes	



29. TULONG PANGHANAPBUHAY SA ATING DISPLACED WORKERS(TUPAD)

About the Service:It is a community-based package of assistance that provides emergency employment for displaced workers, underemployment and seasonal workers for a minimum period of 10 days but not exceed of 30days.

Office or Division:	Office of the Municipal Mayor			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizens, G2G – Government to Government			
Who may avail:	18 -72 years old, Displaced worker / unemployed			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ol style="list-style-type: none"> 1. Endorsement letter from the municipal mayor 2. Valid ID 			<ul style="list-style-type: none"> • Mayor’s Office 	
SCHEDULE OF AVAILABILITY			Monday to Friday	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Approach the public assistant information desk officer and present the endorsement from the LCE.	<ul style="list-style-type: none"> • Assist and interview the client • Requirement endorsement letter from municipal mayor and brgy captain 	NONE	5 minutes 5 minutes	Mayor’s office staff Mayor’s Office Staff
		Total	10 minutes	



30. REFERRAL OF APPLICATION FOR OWWA ASSISTANCE PROGRAMS

About the service: -Balik pinas Hanapbuhay Programs/ Business Planahang OFW/ Business Plan of as organization

Office or Division:	Office of the Municipal Mayor	
Classification:	Complex	
Type of Transaction:	G2C – Government to Citizens, G2G – Government to Government	
Who may avail:	Displaced OFW	
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	
<ol style="list-style-type: none"> 1. Application Form 2. One 2x2 picture 3. Passport (PHOTOCOPY) <ul style="list-style-type: none"> - Passport bio page - Latest date of Departure stamp - Travel documents 4. Proof of Repatriation/Displacement(photocopy) 5. Business Plan 6. Entrepreneurship Development Training (photocopy) 7. Commitment Form 	<ul style="list-style-type: none"> • Mayor's Office • Studio • Photocopying center • Photocopying center • Mayor's Office • DTI • Mayor's Office 	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. If Availing service, proceed at Mayor's Office.	- Assist Clients need and give the requirements .	None	5 minutes	Mayor's Office Staff
2. Client log in @ PESO logbook	- Endorse welfare case sheet to OWWA office for the proper action	None	5 minutes	Mayor's Office Staff
3. Fill up case sheet form for welfare assistance and submit to PESO	Assist client's information details	None	20 minutes	Mayor's Office Staff
4. Wait for PESO update for welfare case status and request	Follow up client welfare case status at OWWA and inform client of development by updates	None	15 minutes	Mayor's Office Staff
TOTAL		None	45 MINUTES	





31. ASSISTANCE FOR THE PROVISION FOR CAREER GUIDANCE AND COUNSELING

About the service: Designed to help learner explore their choices and make relevant to career pathing.


Office or Division:	Office of the Municipal Mayor			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizens, G2G – Government to Government			
Who may avail:	Different High School, College and University			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
Request letter	- School			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. To submit letter of request to PESO for the conduct career guidance by coaching.	Received letter request by arrange the data of career guidance activity	None	10 minutes	Mayor's Office Staff
2. Provide venue and participant and speaker for the conduct of career guidance activity.	Conduct career guidance counseling and coaching	None	1 hour	Mayor's Office Staff
3. Issue certificate of appearance / appreciation to PESO	Document and file attendance of participants of the career guidance activity.	None	15 minutes	Mayor's Office Staff
Total		None	1 hour and 25 MINUTES	



32. SOLEMNIZATION OF MARRIAGE

ABOUT THE SERVICE: The Municipal Mayor has a power to solemnize marriage as provided for by RA7160 otherwise known as the Local Government Code of 1991.

Office or Division:	Office of the Municipal Mayor			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizens, G2G – Government to Government			
Who may avail:	Different High School, College and University			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
<ol style="list-style-type: none"> 1. Application for Marriage 2. Marriage License 3. Certificate of NO marriage 4. Birth Certificate 5. Pre- Marriage Counseling 	<ul style="list-style-type: none"> - LCR - LCR - LCR - LCR - LCR 			
SERVICE SCHEDULE	AVAILABILITY OF SERVICE			
Once every Tuesday	Monday to Friday (8am to 5pm)			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Clients registers in the logbook and submit request for solemnization	Interview Clients, receive and review the documents	None	10 minutes	Mayor's Office Staff

	Verifies the request and documents with the Local Civil Register	None	5 minutes	
Proceed to MTO for payment of fees	Record the request in the log book	As contained in the Mun. Revenue code	3 minutes	Revenue Collector Assigned
4. Received the Schedule of the Marriage	Schedule the date of marriage as confirmed with the municipal mayor	None	3 minutes	Joeterry A.Uy
Total		None	21 Mins.	



32. REFERRAL OF APPLICATION FOR DILP COMPONENTS (DOLE INTEGRATED LIVELIHOOD PROGRAM)

About the service: Livelihood enhancement / livelihood formation

Office or Division:	Office of the Municipal Mayor			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizens, G2G – Government to Government			
Who may avail:	Any association from farmers, vendors, unemployed, pedicab drivers.			
REQUIREMENTS	WHERE TO SECURE			
<ol style="list-style-type: none"> 1. Certificate of registration by laws 2. List of Officer and DOLE application form for assistance 3. Board resolution financial statement 4. Endorsement authorizing the request of assistance 	<p style="text-align: center;">Mayor's Office</p> <p style="text-align: center;">Mayor's Office</p> <p style="text-align: center;">Mayor's Office</p> <p style="text-align: center;">Mayor's Office</p>			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. If Availing service, proceed at Mayors Office.	Assist Clients need and give the requirements.	None	5 minutes	Mayor's Office Staff

Client log in @ PESO logbook	Endorse welfare case sheet to DOLE office Dumaguete for the proper action	None	5 minutes	Mayor's Office Staff
Fill up case sheet form for welfare assistance and submit to PESO	Assist client's information details by counsel client	None	15 minutes	Mayor's Office Staff
Wait for PESO update for welfare case status and request	Follow up client welfare case status at DOLE office Dumaguete and inform client of development by updates	None	10 minutes	Mayor's Office Staff
Total		None	35 Minutes	






33. ASSISTANCE IN THE CONDUCT OF SPECIAL RECRUITMENT ACTIVITY (SRA)

About the service: All land or sea based licensed recruitment agency may seek PESO Mabinay assistance in the conduct of special recruitment activity in the municipality.

Office or Division:	Office of the Municipal Mayor			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizens, G2G – Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Requirements / For employer 1. Letter of instantly copies of accreditation certification 2. Confirmed job order from principal employers abroad. Requirements for Application 1. Biodata 2. NSO Authentication 3. Valid passport 4. Whole body picture		- Mayor's Office - POEA - -LCR/ PSA - DFA -Studio		
SCHEDULE OF APPLICATION		Monday to Friday 8:00 to 5:00 pm		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up the application form and designated area where SRA is conducted.	Give the application form to the jobseekers Receive the application form	None	3 minutes	Mayor's Office Staff

2. Submit the Application to PESO Manager	Forward the application form to agency conducted during	None	2 minutes	 Mayor's Office Staff
TOTAL		None	5 Minutes	



OFFICE OF THE MUNICIPAL DEVELOPMENT AND PLANNING



1. Issuance of Zoning Clearance/Zoning Certificate

Office or Division:	Municipal Planning and Development Office			
Classification:	Complex			
Type of Transaction:	G2C, G2B			
Who may avail:	All Residents and Businessmen			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Land Title, Tax Declaration,				
Sketch Plan, Deed of Sale,				
Receipt of certification fee				
Zoning Ordinance				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit required documents pertaining to the property	Checked/evaluate the documents and prepare certification	Php 150.00- Residential	5 minutes	Zoning Officer and MPDC
	Total	150.00	5 mins.	



2. Review of Barangay Annual/Supplemental Investment Program

Office or Division:	Municipal Planning and Development Office			
Classification:	Complex			
Type of Transaction:	G2G			
Who may avail:	Barangay Secretaries			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
AIPs and Supplemental AIPs				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit duly approved Barangay Annual/ Supplemental Investment Program for review	Review and prepare endorsement letter to SB	None	15 minutes	PDO 1
	Total	None	15 minutes	



3. Planning and formulation of comprehensive local economic and development plan

Office or Division:	Municipal Planning and Development Office			
Classification:	Technical			
Type of Transaction:	G2G, G2B			
Who may avail:	All Government Agencies and other Government Instrumentalities Private			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Prepare/Updating the Comprehensive Land Use Plan consonant to HLURB Guidebook. Mainstreaming of CDRA to CLUP	None	1 year	MPDC PDO 1 MPDC Staff
	Prepare/Formulation of Climate & Disaster Risks Assessment (CDRA) for the Integration to CLUP, FLUP and CDP.		1 year	MPDC PDO 1 MPDC Staff
	.Prepare/Formulation of Comprehensive Development Plan (CDP)		1 year	MPDC PDO 1 MPDC Staff
	Prepare/Formulation of		1 year	MPDC PDO 1



	Forest Land Use Plan (FLUP)			MPDC Staff
	Monitor the implementation of Programs/ Projects/ Activities		Whole year	MPDC PDO 1 MPDC Staff
	Verification of Accomplishment of Infra Projects for billing			
	Total	None	5 years	

4. REQUEST COPY OF MAPS, AND MUNICIPAL PROFILES AND DEVELOPMENT PLANS

Office or Division:	Municipal Planning and Development Office			
Classification:	Complex, Technical			
Type of Transaction:	G2G, G2C, G2B			
Who may avail:	All Government Agencies and other Government Instrumentalities Private			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter Request				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit the request to the frontline personnel	Review and prepare the request for release	None	15 minutes	PDO 1 MPDC Staff
	Total	None	15 mins.	



RURAL HEALTH UNIT I



1. Consultation / Client Management

Office or Division:	Mabinay Rural Health Unit I			
Classification:	Complex			
Type of Transaction:	G2C			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Individual Treatment Record		RHU 1		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Client approach the admitting staff	Retrieve client's folder	None	2 mins.	BHW On -Duty
Register at the admission area	Take health and personal information vital signs	None	6 mins.	BHW On -Duty
Proceed to the consultation room	Check up the patient and prescribe medicines, give proper medication, instruction, and client-centered health teachings	None	15 mins.	Dr. Tara Dawn N. Cadayday / Dr. Dawnn Pauline C. Bituin
	Referral to related services (laboratory , ND, etc.)	None	2 mins.	Dr. Tara Dawn N. Cadayday / Dr. Dawnn Pauline C. Bituin
Proceed to Medicine Dispensing Counter	Dispense medicines and give proper medication instructions. Let the client fill up the Medicine Log Book	None	5 mins.	Nahlee E. Narciso
Total		None	30 mins.	



2. Pre-natal Services

Provision of free prenatal services to women from first trimester to third trimester of pregnancy

Office or Division:	Mabinay Rural Health Unit I			
Classification:	Complex			
Type of Transaction:	G2C			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Pre-natal booklet		RHU 1		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Register at the admission area	Admit patient, Take personal information, History taking, Vital signs	None	10 mins.	Shella A. Salvoro, RHM
Proceed to the examination area of the reproductive room	Examine client's abdomen through Leopold's Maneuver Listens to fetal heartbeat through doppler Give immunization (Tetanus Toxoid)	None	10 mins.	Shella A. Salvoro, RHM
Proceed to the admission area of the reproductive room for health education	Inform client of her findings Prescribe prenatal multivitamins Proper nutrition Danger signs of pregnancy	None	15 mins.	Shella A. Salvoro, RHM
	Total	None	.35 mins.	



3. Immunization Services

Provision of free vaccination of children 0-11 months against the 7 immunizable diseases

Office or Division:	Mabinay Rural Health Unit I			
Classification:	Complex			
Type of Transaction:	G2C			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Early Childhood Care and Development Card		RHU 1		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Register at the admission area	Register client (baby) at the target client list	None	3 mins.	BHW On-duty
Baby's name announced /called	Call / announce baby's name Do the necessary assessment before giving the vaccines Give the vaccines due, give health education	None	8 mins.	Shella A. Salvoro, RHM
Retrieves back the early childhood care and development card	Returns early childhood care and development card and inform mother on next schedule	None	5 mins.	Shella A. Salvoro, RHM
	Total	None	16 mins.	



4.a Family Planning Services (First Time / New Couples)

Helping and counseling couples to plan their family and providing necessary information and FP Services needed.

Office or Division:	Mabinay Rural Health Unit I			
Classification:	Complex			
Type of Transaction:	G2C			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
Family Planning Form 1	RHU 1			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Proceed to nurses / midwife for screening physical check-up	Examine / screen the client if eligible for family planning	None	5 mins.	Nahlee Narciso, RN Shella A. Salvoro, RHM
Eligible client is registered at the DTUR form and given counseling session on different family planning method	Register client as new acceptor and explains the advantages / disadvantages / side effects of the method	None	20 mins.	Nahlee Narciso, RN Shella A. Salvoro, RHM
Avail family planning services needed	Gives / administer family planning method chosen	None	5 mins.	Nahlee Narciso, RN Shella A. Salvoro, RHM
Advise to come for next visit	Inform next schedule of visit	None	1 min.	Nahlee Narciso, RN Shella A. Salvoro, RHM
	Total	None	29 mins.	



4.b Family Planning Services (Returning Couples)

Helping and counseling couples to plan their family and providing the necessary information and Family Planning services needed

Office or Division:	Mabinay Rural Health Unit I			
Classification:	Complex			
Type of Transaction:	G2C			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Family Planning Form 1		RHU 1		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Register at the nurse's/midwife's room	Register client to the DTUR form	None	3 mins.	Nahlee Narciso, RN Sheila A. Salvoro, RHM
Receive family planning services needed	Give / administer family planning service needed	None	5 mins.	Nahlee Narciso, RN Sheila A. Salvoro, RHM
Instructed when to come back for next schedule	Give proper instruction regarding next visit	None	3 mins.	Nahlee Narciso, RN Sheila A. Salvoro, RHM
	Total	None	11 mins.	



5. TB Infection Control and Management (Free Treatment Through TB-DOTS)

Provision of free and complete Anti-TB Drugs and comprehensive management of all forms of Tuberculosis

Office or Division:		Mabinay Rural Health Unit I		
Classification:		Complex		
Type of Transaction:		G2C		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Positive/Negative Sputum Result and X-ray Result		RHU 1 LABORATORY		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Register at the TB-DOTS Facility	Conduct comprehensive health history taking and thorough assessment	None	20 mins.	Nahlee Narciso, RN
Enrol at the TB Registry	Enrol patient under TB-DOTS Program Fill-up TB Registry	None	10 mins.	Nahlee Narciso, RN
Signs at the back of the treatment card	Fills-up TB-DOTS Treatment Card	None	3 mins.	Nahlee Narciso, RN
Receives medicines	Explains how to take the medicines properly and gives health education	None	15 mins.	Nahlee Narciso, RN
	Total	None	11 mins.	



6. Leprosy Control and Management (Free Treatment)

Provision of free and complete anti-leprosy and comprehensive management of all forms of


Office or Division:	Mabinay Rural Health Unit I			
Classification:	Complex			
Type of Transaction:	G2C			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Leprosy Registry		RHU 1		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Visit RHU and inquire about leprosy and its treatment	Directs patient to nurse coordinator	None	2 mins	Nahlee Narciso, RN
	Assess the patient for signs and symptoms of leprosy		10 mins	
	Refer patient to the medical technologist for the skin slit examination		3 mins	
Proceed to the medical technologist for the skin slit examination	Perform skin slit examination	None	10 mins.	Zyrus Bohol, RMT
Return to nurse coordinator	If found positive, enrol patient for multi-drug therapy	None	3 mins.	Nahlee Narciso, RN
	Lecture patient about leprosy	None	15 mins.	Nahlee Narciso, RN
	Total	None	48 mins.	Nahlee Narciso, RN Zyrus Bohol, RMT



7. Laboratory Services

Procedures done to the patient at the laboratory upon the request of the doctor for diagnostic purposes

Office or Division:	Mabinay Rural Health Unit I			
Classification:	Complex			
Type of Transaction:	G2C			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Laboratory Request		RHU 1 LABORATORY		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Register at the admission area	Retrieve patient's folder, take personal information and medical history	None	5 mins.	BHW-on duty
Proceed to RHP room for examination	Examine the client before giving laboratory request	None	5 mins.	Dr. Tara Dawn Cadayday, Dr. Pauline Dawnn Bituin
Pay the required fee to the RHU's Collection Officer Designate Proceed to the laboratory Receives medicines	Issue official receipt and OK slip	None	5 mins.	Florafie Baena
	Collects an examined specimen	None	5 mins.	Zyrus Bohol, RMT

	Laboratory examination			
Client's specimen is taken per doctor's order / patient's request	1. Urinalysis	25.00	30 mins	Zyrus Bohol, RMT
	2. Complete Blood Count	50.00	30 mins	Zyrus Bohol, RMT
	3. Fasting Blood Sugar	25.00	1 Hr	Zyrus Bohol, RMT
	4. Pregnancy Test	None	5 mins	Zyrus Bohol, RMT
	5. Blood Typing	None	5 mins	Zyrus Bohol, RMT
	6. Hepa-B Test	80.00	5 mins	Zyrus Bohol, RMT
	7. Platelet Count	50.00	15 mins	Zyrus Bohol, RMT
	8. Random Blood Sugar	50.00	30 mins	Zyrus Bohol, RMT
	9. HIV Testing	25.00	15 mins	Zyrus Bohol, RMT
	10. Rapid Antigen Test Kit	None	30 mins	Zyrus Bohol, RMT
		11. RT-PCR Test	None	30 mins
Return to health center and present the official receipt	Prepare the result form	None	3 mins	Zyrus Bohol, RMT
Return to RHP for diagnosis and appropriate management	Interpret result and prescribe medicines	None	5 mins	Dr. Tara Dawn Cadayday, Dr. Pauline Dawnn Bituin
	Total	280	5 hours and 13 minutes	Dr. Tara Dawn Cadayday, Dr. Pauline Dawnn Bituin



8. Issuance of Medical Certificate

Clients are issued medical certificate examined by the doctor for various purposes such as employment, leave of absence, study grants, for travel outside Negros Oriental, etc.

Office or Division:		Mabinay Rural Health Unit I		
Classification:		Complex		
Type of Transaction:		G2C		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Laboratory Request		RHU 1 LABORATORY		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Client approach the admitting staff	Interviews the client and advise to pay the required fee at the MTO	None	5 mins.	BHW-on duty
Pay the required fee to the RHU's Collection Officer Designate	Issue Official Receipt and OK slip	50.00	5 mins.	Florafie Baena
Client register at the admission area	History taking, personal information, vital signs	None	3 mins.	BHW On-Duty
Proceed to RHP for consultation / physical examination	Performs physical check-up / examination	None	10 mins	Dr. Tara Dawn Cadayday, Dr. Pauline Dawnn Bituin
Client's issued medical certificate	Interpret result and prescribe medicines	None	5 mins	Dr. Tara Dawn Cadayday, Dr. Pauline Dawnn Bituin
	Total	50.00	17 mins	Dr. Tara Dawn Cadayday, Dr. Pauline Dawnn Bituin



9. Issuance of Medico Legal Certificates

Clients are examined and issued medico legal certificates by the doctor for medico legal purposes

Office or Division:		Mabinay Rural Health Unit I		
Classification:		Complex		
Type of Transaction:		G2C		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Medico Legal Certificate Form, ITR		RHU 1		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Client approach the admitting staff	Interviews the client and advise to pay the required fee at the MTO	None	2 mins.	BHW-on duty
Pay the required fee to the RHU's Collection Officer Designate	Issue Official Receipt and OK slip	100.00	5 mins.	Florafie Baena
Client register at the admission area	History taking, personal information, vital signs	None	3 mins.	BHW On-Duty
Proceed to RHP for consultation / physical examination	Take personal information, time, date, place, nature of incidence, and time of arrival Doctor performs physical examination and fills-up medico legal certificate	None	15 mins	Dr. Tara Dawn Cadayday, Dr. Pauline Dawnn Bituin
Client's issued medical certificate	Interpret result and prescribe medicines	None	5 mins	Dr. Tara Dawn Cadayday, Dr. Pauline Dawnn Bituin
For injured clients, proceed to the treatment corner	For injured clients, wound suturing, and dressing and other appropriate treatment	None	5-30 minutes (depending on client situation)	Dr. Tara Dawn Cadayday, Dr. Pauline Dawnn Bituin
	Total	100.00	55 mins.	



10. Issuance of Sanitary Permits

Permit issued to all business owners / managers complete with requirements


Office or Division:	Mabinay Rural Health Unit I			
Classification:	Simple			
Type of Transaction:	G2B			
Who may avail:	Business and Transport Sector			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Application Form, Brgy. Clearance, Sanitary Permit		Barangay / RHU 1		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Register at the Sanitation Inspector's Room	Register client at the Master List	None	5 mins.	Ernesto B. Banong, RSI
Present Barangay Clearance	Verify Barangay Clearance and issue Sanitary Permit	None	2 mins.	Ernesto B. Banong, RSI
Fill-up the Sanitary Permit	Verify the Sanitary Permit	None	1 min.	Ernesto B. Banong, RSI
Pay the prescribed fee	Accept payment	50.00	2 mins.	MTO
Proceed to Rural Health Physician for signing and approval	Approve the Sanitary Permit	None	15 mins	Dr. Tara Dawn Cadayday, Dr. Pauline Dawnn Bituin
	Total	50.00	25 mins.	



11. Issuance of Health Certificate

Health certificate is issued to all businesses and qualified food handlers


Office or Division:	Mabinay Rural Health Unit I			
Classification:	Simple			
Type of Transaction:	G2B			
Who may avail:	Business and Transport Sector			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Application Form, Brgy. Clearance, Sanitary Permit		Barangay / RHU 1		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Register at the Sanitation Inspector's Room	Register client at the Master List, ask for specimen	None	5 mins.	Ernesto B. Banong, RSI
Submit specimen to the laboratory (only if kind of business require certain laboratory results)	Examine the specimen	None	10 mins.	Zyrus Bohol, RMT
Pay the required fee to the RHU's Collection Officer Designate, if applicable (for the laboratory user's fee)	Issue official result	Refer to laboratory user's fee	5 mins.	Florafie Baena
Proceed to the Municipal Health Officer for interpretation of lab result and for consultations	Interpret result and give health education	None	10 mins.	Dr. Tara Dawn Cadayday, Dr. Pauline Dawnn Bituin

Proceed to Sanitation Inspector's Room for issuance of health certificates	Issue health certificate	None	3 mins	 Ernesto B. Banong, RSI
	Total	None	33 mins.	

12. Patient's on labor

Provision of comprehensive care and management to patient's from labor to delivery admitted In the Lying-In Facility

Office or Division:	Mabinay Rural Health Unit I			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	ALL			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Home Based Maternal Record, Patient's Chart, MDR, Partograph, ITR		BHS / RHU 1		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Register at the admission area	Admits patient, take personal information, risk assessment, history taking, vital signs monitoring	None	15 mins.	Rural Health Midwife / Nurse On Duty

Patient's proceed to labor room	Labor watching and monitoring of patient	None	Variable	 Rural Health Midwife / Nurse On Duty
Patient on delivery room	Proper coaching, essential newborn care, postpartum care	None	1 hour	Rural Health Midwife / Nurse On Duty
	Total	None	1 hour and 15 mins.	



13. Postpartum

Provision of comprehensive care and management to postpartum patients admitted in the Lying-In Facility

Office or Division:	Mabinay Rural Health Unit I			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	ALL			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Patient's Chart, Official Receipt (NBS Fee)		RHU 1		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Patient to Recovery Room	Observation, monitor vital signs, initiate breastfeeding, Vitamin A, micronutrient supplementation, monitor for bleeding and other complications of delivery Promote newborn screening after 24 hours of delivery and encourage family planning	None	15 mins.	Rural Health Midwife / Nurse On Duty
Payment of bill after 24 hours	Discharge patient	1,000.00	Variable	Florafie Baena
Newborn screening of infant (if parents are willing)	Perform newborn screening, issue Official Receipt	2,250.00	1 hour	Florafie Baena
	Total	3,250.00	1 hour and 15 mins.	



14. High Risk Patient

Provision of comprehensive care and prompt referral to higher facilities to high risk

Office or Division:		Mabinay Rural Health Unit I		
Classification:		Simple		
Type of Transaction:		G2C		
Who may avail:		ALL		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
HBMR, Referral Form, Monitoring Tools, Ambulance			RHU 1	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
High risk pregnant	Admits and assess patient then identify danger signs that need referral Fill-up referral form, accompanies patient to the hospital, encode and submit e-referral form, refer patient to hospital	None	30 mins.	Rural Health Midwife / Nurse On Duty / Ambulance Driver
Patient on delivery	Assessment of abnormal labor Fill-up referral form, accompanies patient to the hospital, encode and submit e-referral form, refer patient to hospital	None	30 mins.	Rural Health Midwife / Nurse On Duty / Ambulance Driver
Postpartum patient	Monitor vital signs, assess postpartum abnormalities that need referral	None	30 mins.	Rural Health Midwife / Nurse On Duty / Ambulance Driver
	Total	None	1 hour and 30 mins.	



RURAL HEALTH OFFICE II

EXTERNAL SERVICE



1. MUNICIPAL HEALTH OFFICE ONGOING SERVICES:

1. Consultation / Client Management

Office/Division:	Mabinay Rural Health Unit II			
Classification:	Complex			
Type of Transaction:	G2C			
Who may Avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Indicidual Treatment Record		RHU 2		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Client approach the admitting staff	Retrieve client's folder	None	2 mins	BHW-on duty
Register at the admission area	Take health and personal information vital signs	None	6 mins	BHW On-Duty
Proceed to the consultation room	Check up the patient and prescribe medicines, give proper medication, instruction, and client-centered health teachings	None	15 mins	Dr. Ernest T. Uy
	Referral to related services (laboratory , ND, etc.)	None	2 minutes	Dr. Ernest T. Uy
Proceed to Medicine Dispensing Counter	Dispense medicines and give proper medication instructions. Let the client fill up the Medicine Log Book	None	5 mins	Hanili A. Laguerder, RN
TOTAL:		None	30 minutes	



2. Prenatal Services

Provision of free prenatal services to women from first trimester to third trimester of pregnancy

Office/Division:	Mabinay Rural Health Unit II			
Classification:	Complex			
Type of Transaction:	G2C			
Who may Avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Indicidual Treatment Record		RHU 2		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Register at the admission area	Admit patient, Take personal information, History taking, Vital signs	None	10 mins	BHW-on duty
Proceed to the examination area of the reproductive room	Examine client's abdomen through Leopold's Maneuver Listens to fetal heartbeat through doppler Give immunization (Tetanus Toxoid)	None	10 mins	Susan P. Hucal, RN
Proceed to the admission area of the reproductive room for health education	Inform client of her findings Prescribe prenatal multivitamins Proper nutrition Danger signs of pregnancy	None	15 mins	Susan P. Hucal, RN
	Referral to related services (laboratory , ND, etc.)	None	2 minutes	Dr. Ernest T. Uy
TOTAL:		None	35 minutes	Susan P. Hucal, RN



3. Immunization Services

Provision of free vaccination of children 0-11 months against the 7 immunizable diseases

Office/Division:	Mabinay Rural Health Unit II			
Classification:	Complex			
Type of Transaction:	G2C			
Who may Avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Early Childhood Care and Development Card		RHU 2		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Register at the admission area	Register client (baby) at the target client list Fills-up early childhood care and development card	None	3 mins	BHW-on duty
Baby's name announced /called	Call / announce baby's name Do the necessary assessment before giving the vaccines Give the vaccines due, give health education	None	8 mins	Susan P. Hucal, RN
Retrieves back the early childhood care and development card	Returns early childhood care and development card and inform mother on next schedule	None	5 mins	Susan P. Hucal, RN
TOTAL:		None	16 minutes	Susan P. Hucal, RN



4. a Family Planning Services (First Time / New Couples)

Helping and counseling couples to plan their family and providing necessary information and FP Services needed.

Office/Division:	Mabinay Rural Health Unit II			
Classification:	Complex			
Type of Transaction:	G2C			
Who may Avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Family Planning Form 1		RHU 2		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Proceed to nurses / midwife for screening physical check-up	Examine / screen the client if eligible for family planning	None	5 mins	BHW-on duty
Eligible client is registered at the DTUR form and given counseling session on different family planning method	Register client as new acceptor and explains the advantages / disadvantages/ side effects of the method	None	20 mins	Susan P. Hucal, RN
Advised to come for next visit	Inform next schedule of visit	None	1 minute	Susan P. Hucal, RN
TOTAL:		None	29 minutes	Susan P. Hucal, RN



4.b Family Planning Services (Returning Couples)

Helping and counseling couples to plan their family and providing the necessary information and Family Planning services needed

Office/Division:		Mabinay Rural Health Unit II		
Classification:		Complex		
Type of Transaction:		G2C		
Who may Avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Family Planning Form 1		RHU 2		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Client register at the nurse's/midwife's room	Register client to the DTUR form	None	3 mins	BHW-on duty
Receive family planning services needed	Give / administer family planning service needed	None	5 mins	Susan P. Hucal, RN
Instructed when to come back for next schedule	Give proper instruction regarding next visit	None	3 minutes	Susan P. Hucal, RN
TOTAL:		None	11 minutes	Susan P. Hucal, RN



5. TB Infection Control and Management (Free Treatment Through TB-DOTS)

Provision of free and complete Anti-TB Drugs and comprehensive management of all forms of Tuberculosis

Office/Division:	Mabinay Rural Health Unit II			
Classification:	Complex			
Type of Transaction:	G2C			
Who may Avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Positive/Negative Sputum Result and X-ray Result		RHU 2 / LABORATORY		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Register at the TB-DOTS Facility	Conduct comprehensive health history taking and thorough assessment	None	20 mins	Hanili A. Laguerder, RN
Enrolled at the TB Registry	Enrol patient under TB-DOTS Program Fill-up TB Registry	None	10 mins	Hanili A. Laguerder, RN
Signs at the back of the treatment card	Fills-up TB-DOTS Treatment Card	None	3 minutes	Hanili A. Laguerder, RN
Receives medicines	Explains how to take the medicines properly and gives health education		15 minutes	Hanili A. Laguerder, RN
TOTAL:		None	48 minutes	Hanili A. Laguerder, RN



6. Leprosy Control and Management (Free Treatment)

Provision of free and complete anti-leprosy and comprehensive management of all forms of leprosy

Office/Division:	Mabinay Rural Health Unit II			
Classification:	Complex			
Type of Transaction:	G2C			
Who may Avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Leprosy Registry		RHU 2 / LABORATORY		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Visit RHU and inquire about leprosy and its treatment	Directs patient to nurse coordinator	None	2 mins	Hanili A. Laguerder, RN
	Assess the patient for signs and symptoms of leprosy	None	10 mins	Hanili A. Laguerder, RN
Return to nurse coordinator Receives medicines	If found positive, enrol patient for multi-drug therapy	None	3 minutes	Hanili A. Laguerder, RN
	Lecture patient about leprosy		20 minutes	Hanili A. Laguerder, RN
TOTAL:		None	48 minutes	Hanili A. Laguerder, RN



7. Anti - Rabies Vaccination

Provision of Anti - Rabies Vaccine to Animal Bite Patients to supplement animal bite.

Office/Division:	Mabinay Rural Health Unit II			
Classification:	Complex			
Type of Transaction:	G2C			
Who may Avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Anti - Rabies Registry		RHU 2		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Interview	Registration	None	10 mins	Hanili A. Laguerder, RN
Proceed to MHO's Room for examination	Examine the client for category of exposure before prophylaxis given	None	3 minutes	Hanili A. Laguerder, RN
Return to Treatment Room	Administer Anti - Rabies Vaccine	None	10 mins	Hanili A. Laguerder, RN
TOTAL:		None	30 mins	Hanili A. Laguerder, RN



8. Laboratory Services

Procedures done to the patient at the laboratory upon the request of the doctor for diagnostic

Office/Division:	Mabinay Rural Health Unit II			
Classification:	Complex			
Type of Transaction:	G2C			
Who may Avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Laboratory Request		RHU 2		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Interview Register at the admission area	Registration Retrieve patient's folder, take personal information and medical history	None	5 mins	Hanili A. Laguerder, RN
Proceed to MHO room for examination	Examine the client before giving laboratory request	None	5 mins	Dr. Ernest T. Uy
Proceed to Laboratory	Collects an examined specimen	None	5 mins	Ma. Luisa Angela Tingson, RMT
Client's specimen is taken per doctor's order / patient's request	Laboratory examination			
	1. Urinalysis	None	30 mins	Ma. Luisa Angela Tingson, RMT
	2. Complete Blood Count	None	1 Hr	Ma. Luisa Angela Tingson, RMT
	3. Fasting Blood Sugar	None	5 mins	Ma. Luisa Angela Tingson, RMT
	4. Pregnancy Test	None	5 mins	Ma. Luisa Angela Tingson, RMT
	5. Blood Typing	None	5 mins	Ma. Luisa Angela Tingson, RMT
	6. Hepa-B Test	None	15 mins	Ma. Luisa Angela Tingson, RMT
7. Platelet Count	None	30 mins	Ma. Luisa Angela Tingson, RMT	



	8. Random Blood Sugar	None	15 mins	Ma. Luisa Angela Tingson, RMT
	9. HIV Testing	None	30 mins	Ma. Luisa Angela Tingson, RMT
	10. Rapid Antigen Test Kit	None	30 mins	Ma. Luisa Angela Tingson, RMT
Client's specimen is taken per doctor's order / patient's request	11. RT-PCR Test	None	30 mins	Ma. Luisa Angela Tingson, RMT
Return to health center and present the official receipt	Prepare the result form	None	3 mins	Ma. Luisa Angela Tingson, RMT
Return to MHO for diagnosis and appropriate management	Interpret result and prescribe medicines	None	5 mins	Dr. Ernest T. Uy
TOTAL:		None	5 hours and 13 minutes	Dr. Ernest T. Uy



9. Issuance of Medical Certificate

Clients are issued medical certificate examined by the doctor for various purposes such as employment, leave of absence, study grants, for travel outside Negros Oriental, etc.

Office/Division:	Mabinay Rural Health Unit II			
Classification:	Complex			
Type of Transaction:	G2C			
Who may Avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Medical Certificate Form, ITR		RHU 2		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Interview Register at the admission area	Registration Retrieve patient's folder, take personal information and medical history	None	2 mins	BHW On-Duty
Client register at the admission area	History taking, personal information, vital signs	None	3 mins	BHW On-Duty
Proceed to MHO for consultation / physical examination	Performs physical check-up / examination	None	10 mins	Dr. Ernest T. Uy
Client's issued medical certificate	Fill-up and issue medical certificate	None	2 mins	Dr. Ernest T. Uy
TOTAL:		None	17 mins	Dr. Ernest T. Uy



10. Issuance of Medico Legal Certificates

Clients are examined and issued medico legal certificates by the doctor for medico legal purposes

Office/Division:	Mabinay Rural Health Unit II			
Classification:	Complex			
Type of Transaction:	G2C			
Who may Avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Medical Certificate Form, ITR		RHU 2		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Client approach the admitting staff	Interviews the client and advise to pay the required fee at the MTO	None	2 mins	BHW On-Duty
Client register at the admission area	History taking, personal information, vital signs	None	3 mins	BHW On-Duty
Proceed to MHO for consultation / physical examination	Take personal information, time, date, place, nature of incidence, and time of arrival Doctor performs physical examination and fills-up medico legal certificate	None	15 mins	Dr. Ernest T. Uy
Client's issued medical certificate	Fill-up and issue medical certificate	None	2 mins	Dr. Ernest T. Uy
TOTAL:		None	17 mins	Dr. Ernest T. Uy



11. Issuance of Sanitary Permits

Permit issued to all business owners / managers complete with requirements

Office/Division:	Mabinay Rural Health Unit II			
Classification:	Simple			
Type of Transaction:	G2C			
Who may Avail:	Business and Transport sector			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Application Form, Brgy. Clearance, Sanitary Permit		RHU 2		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Register at the Sanitation Inspector's Room	Register client at the Master List	None	5 mins	Romilo A. Carreon, RSI
Present Barangay Clearance	Verify Barangay Clearance and issue Sanitary Permit	None	2 mins	Romilo A. Carreon, RSI
Fill-up the Sanitary Permit	Verify the Sanitary Permit	None	1 mins	Romilo A. Carreon, RSI
Proceed to MHO for signing and approval	Approve the Sanitary Permit	None	1 mins	Dr. Ernest T. Uy
TOTAL:		None	9 mins	Dr. Ernest T. Uy



12. Issuance of Health Certificate

Health certificate is issued to all businesses and qualified food handlers

Office/Division:	Mabinay Rural Health Unit II			
Classification:	Simple			
Type of Transaction:	G2C			
Who may Avail:	Business and Transport sector			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Application Form, Brgy. Clearance, Sanitary Permit		Barangay / RHU 2		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Register at the Sanitation Inspector's Room	Register client at the Master List, ask for specimen	None	5 mins	Romilo A. Carreon, RSI
Submit specimen to the laboratory (only if kind of business require certain laboratory results)	Examine the specimen	None	10 mins	Ma. Luisa Angela Tingson, RMT
Proceed to the Municipal Health Officer for interpretation of lab result and for consultations	Interpret result and give health education	None	10 mins	Dr. Ernest T. Uy
Proceed to Sanitation Inspector's Room for issuance of health certificates	Issue health certificate	None	3 mins	Romilo A. Carreon, RSI
TOTAL:		None	33 mins	Dr. Ernest T. Uy



13. Patients on Labor

Provision of comprehensive care and management to patient from labor to delivery admitted in Lying in Facility.

Office/Division:	Mabinay RHU II Birthing Facility			
Classification:	Complex			
Type of Transaction:	G2C			
Who may Avail:	Business and Transport sector			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Home Based Maternal Record/Individual Treatment Record Patient Chart		BHS/RHU II		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register at the admission area	Admits patient Take personal information Risk Assessment History taking Vital Signs Monitoring	None	15 mins	RURAL HEALTH MIDWIFE/ NURSE ON DUTY
2. Patient proceeds to Labor Room	Labor watching and monitoring of patient	None	Variable	RURAL HEALTH MIDWIFE/ NURSE ON DUTY
3. Patient on Delivery Room	Proper coaching Essential newborn Care Postpartum Care	None	1 Hour	RURAL HEALTH MIDWIFE/ NURSE ON DUTY
TOTAL:		None	90 mins	RURAL HEALTH MIDWIFE/ NURSE ON DUTY



14. Postpartum Care

Provision of comprehensive care and management to postpartum patients admitted in the Lying-in Facility.

Office/Division:	Mabinay RHU II Birthing Facility			
Classification:	Complex			
Type of Transaction:	G2C			
Who may Avail:	Business and Transport sector			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Patient's Chart		BHS/RHU II		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Patient to Recovery Room	Observation Monitor Vital Signs Initiate breastfeeding Monitor for bleeding and other complications of delivery Promote newborn screening and Encourage Family Planning	None	24 hours	RURAL HEALTH MIDWIFE/ NURSE ON DUTY
2. Payment of bill after 24 hours Newborn screening of infant (if parents are willing)	Discharge patient Perform newborn screening Issue official receipt	1,000.00 1,750.00	5 minutes 5 minutes	RURAL HEALTH MIDWIFE/ NURSE ON DUTY
TOTAL:		2,750.00	1 day and 10 minutes	RURAL HEALTH MIDWIFE/ NURSE ON DUTY



15. High Risk Patient

Provision of comprehensive care and management and prompt referral to higher facilities to high risk pregnant patients

Office/Division:	Mabinay RHU II			
Classification:	Complex			
Type of Transaction:	G2C			
Who may Avail:				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
HBMR Referral form Ambulance		BHS/RHU II		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
High Risk Pregnant	Admits and Assess patient then identify danger signs that need referral NURSE ON DUTY/MIDWIFE ON DUTY fill up referral form NURSE ON DUTY/MIDWIFE ON DUTY accompanies patient to the hospital	None	30 mins	RURAL HEALTH MIDWIFE/ NURSE ON DUTY AMBULANCE DRIVER
Postpartum patient	Monitor Vital signs Assess postpartum abnormalities that need referral Refer patient to hospital	None	30 mins	RURAL HEALTH MIDWIFE/ NURSE ON DUTY IN-CHARGE OF REFERRAL AMBULANCE DRIVER
TOTAL:		2,750.00	1 hour and 30 minutes	



MUNICIPAL ENVIRONMENT AND NATURAL RESOURCES OFFICE



1. Garbage Collection Services

Daily collection of segregated garbage from households, public places and institutions

Office or Division:	Municipal Environment and Natural Resources Office			
Classification:	COMPLEX			
Type of Transaction:	G2C			
Who may avail:	ALL			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
Proof of Payment Renewed Business Permit Tickets for Households	Municipal Treasurer's Office; MENRO			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Implement Proper Segregation of Garbage	Inspection of Garbage for disposal	None	5 mins.	4 Garbage Inspectors & 11 Garbage Collection Crew
Provide Separate Containers by type	Inspection of Garbage for disposal	None	5 mins.	4 Garbage Inspectors & 11 Garbage Collection Crew
Adopt to Scheduled set-out time	Update Schedule of Collections	None	10 mins.	4 Garbage Inspectors & 11 Garbage Collection Cre
	Total	None	20 mins.	



2. Endorsement/Recommending approval of application for Business Permit

Assessment of Clients for compliance to solid waste and smokefree program

Office or Division:	Municipal Environment and Natural Resources Office			
Classification:	Simple			
Type of Transaction:	G2B			
Who may avail:	Business and Transport Sector			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Personal Appearance to attend Solid waste management and Smokefree orientation/reorientation		MENRO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit Business permit application requirements	Evaluate documents	None	5 mins.	Reendy C. Estorco Jojean A. Enopre Amy Q. Maulas
Attend Orientation or reorientation on solid waste and smokefree program	Conduct Orientation / Reorientation on SWM & SF Program	None	10 mins.	Jojean A. Enopre Amy Q. Maulas
Provide Garbage receptacles for segregated wastes	Inspection and Issuance of SWM Certificate	None	5 mins.	Roderick C. Grapa Agustin Benting Green Officers
Post 'No Smoking' signage, Smokefree posters and stickers	Inspection and Issuance of SF Certificate	None	5 mins.	Roderick C. Grapa Agustin Benting Green Officers
Remove Posters and Stickers of Cigarette Ads	Inspection and Operation 'Baklas'	None	As needed	PNP, MENRO, Green Officers
	Total	None	25 minutes	



3. Responding to complaints related to pollutions, and violation of environmental laws

Accommodate complaints on improper waste disposal, swine raising, smokefree violation and other related ordinance

Office or Division:		Municipal Environment and Natural Resources Office		
Classification:		Highly technical		
Type of Transaction:		G2C		
Who may avail:		ALL		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Signed Complaint		MENRO / Barangay		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit written and signed complaint	Record and file complaints	None	5 mins.	Reendy C. Estorco Jojean A. Enopre Amy Q. Maulas
	Schedule inspection	None	5 mins.	Jojean A. Enopre Amy Q. Maulas
	Discuss with parties involved or refer to Barangay for conference	None	As needed	Ernesto B. Banong Romilo A. Carreon
	Monitor compliance	None	15 days	Ernesto B. Banong Romilo A. Carreon Amy Q. Maulas
	Total	None	25 minutes	



4. Facilitate disinfection of COVID-19 quarantine facilities, residents and institutions

Accommodate request for disinfection of quarantine facilities, residents and institutions before and after use

Office or Division:		Municipal Environment and Natural Resources Office		
Classification:		Complex		
Type of Transaction:		G2C		
Who may avail:		ALL		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Appearance in office or via Phone		RESCUE Office, EOC-MIATF		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Channel Request to Rescue office or MIATF	Assess requests	None	10 mins.	Jojean A. Enopre Amy Q. Maulas
	Schedule Qualified Sites for Disinfection	None	5 mins.	Jojean A. Enopre Amy Q. Maulas
	Refer requests to BFP for disinfection Urge household to perform disinfection	None	5 mins.	Ernesto B. Banong Romilo A. Carreon Amy Q. Maulas
	Monitor completion	None	1 day	Ernesto B. Banong Romilo A. Carreon Amy Q. Maulas
	Total	None	1 day and 20 minutes	



Municipal Social Welfare and Development Office



1. Emergency Shelter Assistance: AICS -Assistance to Individuals in Crisis Situation

AICS- this service is designed to readily respond and provide timely and appropriate assistance to individuals/families in distress brought by a sudden event or series of stressful situations during which the social functioning of these individuals or families is impaired and their resources are inadequate to cope with their problems.

Office/Division:	Municipal Social Welfare and Development Office
Classification:	Simple
Type of Transaction:	G2C
Who may Avail:	Indigent Individual/Family head in stressful situation.
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
a. Medical Assistance <ol style="list-style-type: none"> 1. Barangay Certification signed by the Brgy. Chairman certifying that the bearer is really in dire need of assistance and belongs to the Indigent/low income family. 2. Medical Certificate from the hospital where the sick person was confined. And/Or Medical receipt. 3. Any I.D or picture of client 4. General Intake Sheet/Social Case Study 	Brgy. Hall Hospital/RHU MSWD Office Brgy. Hall
b. Burial/Funeral Assistance <ol style="list-style-type: none"> 1. Barangay Certification signed by the Brgy. Chairman 2. Death Certificate of the Deceased Person 3. General Intake Sheet/Social Case Study 	LCR MSWD Office Brgy. Hall
c. Food Assistance <ol style="list-style-type: none"> 1. Barangay Certification signed by the Brgy. Chairman 2. Any I.D or picture of client 3. Sign the Relief Distribution Sheet 	MSWDO Brgy. Hall School
d. Educational Assistance <ol style="list-style-type: none"> 1. Barangay Certification signed by the Brgy. Chairman 2. Billing Statement from the School/Colleges 3. Any I.D or picture of client 4. General Intake Sheet/Social Case 	MSWD Office



Study				
e. Disaster/Calamity Response 1. Certification of Damages from the Brgy. Chairman 2. Blotter report from BFPD, if client is a victim of Fire.		Brgy. Hall PNP/ BFP		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required Documents	Received and review documents presented.	None	3-5 mins	Marybeth Cadayona
2. Submit himself/herself for an interview/assessment	a.) Interview client to complete the General Intake Sheet form and Log book. If found eligible. b.) Prepare Certificate of Eligibility, and Other Supporting Documents ready for signature of MSWDO, and processing to Finance Offices : Budget Officer, Accountant and Treasurer for checking	None	4-6 minutes 3-5 minutes	Irene June Vailoces Jensler Ulpiana Lorenza Mission Marybeth Cadayona Lorenza Mission Marybeth Cadayona Janette Acabal
3. Wait for the release of Financial Assistance	Advise the client to follow up financial assistance after 3-5 days. And/or wait for notification thru letter or other means of communication of the approval of assistance. Let the Client sign Logbook, Sign voucher and proceed to Treasurer's Office.		1-2 minutes 2-3 minutes	Janette Acabal Marybeth Cadayona Lorenza Mission Jensler Ulpiana



Proceed to cashier/ Treasurer to claim or get the release of financial assistance				Janette Acabal Marybeth Cadayona
TOTAL:		None	6 Minutes	

2. Senior Citizens ID and Purchase booklets.

In Pursuant to Republic Act 7432 & RA 9994 - an act to maximize the contribution of Senior Citizen to nation building and special privileges for Senior Citizens purposes. Thus, issuance of Senior Citizens I.D card, be released to individual reaching the age of 60 yrs. old.

Office/Division:	Municipal Social Welfare and Development Office		
Classification:	Simple		
Type of Transaction:	G2C		
Who may Avail:	Older persons 60 years old and above.		
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE		
1. Birth Certificate/Baptismal Certificate	LCR		
2. Income Tax Return (If any) / Documentary Stamp	MTO		
3. Certificate of Residency from the Brgy. Captain	MSWD Office		
4. 2 copies of 1 x 1 ID Picture			
5. Accomplished Membership Information sheet			
6. CEDULA			
FOR REPLACEMENT:			
1. Affidavit of Loss			
2. Barangay/Police Blotter			
Purchase Booklet:			
1. Senior Citizens ID only			



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents	Received, review and validate documents presented.	None	20-30 minutes	Marybeth Cadayona Perla Amante
Submit himself/herself for an interview/ assessment	a.) Interview Senior Citizen and gather pertinent information.	None	20-30 minutes	Marybeth Cadayona Perla Amante
Accomplish Application Form	a.) Let client fill up the application form and attached required documents submitted. b.) Approved application and sign Identification Card.	None	15-20 minutes	Marybeth Cadayona Perla Amante
Received Senior Citizens I.D.	Release I.D and let client sign the Logbook for Office file.		15-20 minutes	Marybeth Cadayona Perla Amante
Present Senior Citizen ID	For the request of Senior Citizen Purchase booklets. Log SC Name, Address and ID number		5-10 minutes	MSWD Staff



3. Persons with Disability Issuance of ID's and Purchase Booklets

In pursuant to Republic Act 9442 an act to maximize the contribution of Person's with Disabilities to nation building, grant benefits and special priviledges for PWD's purposes. Thus, issuance of PWD's I.D Card be prioritized.

Office/Division:		Municipal Social Welfare and Development Office		
Classification:		Simple		
Type of Transaction:		G2C		
Who may Avail:		Indigent Persons with Disability		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Birth Certificate/Baptismal Certificate		LCR		
2. Certificate of Residency from the Brgy. Captain		MTO		
3. 2 copies of 1 x 1 ID Picture		MSWD Office		
4. Accomplished Membership Information sheet		RHU/Hospital		
5. Medical Certificate stating the Specific Disability				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Submit the required documents	Received, review and validate documents presented.	None	10-15 minutes	Lorenza Mission
Submit himself/herself for an interview/assesment	a.) Interview PWD's and gather pertinent information.	None	20-30 minutes	Lorenza Mission
Accomplish Application Form	a)Let client fill up the application form and attached required documents submitted. b.) Approved application and sign Identification Card.	None	5-10 minutes	Lorenza Mission
Received PWD I.D.	Release I.D and let client sign the Logbook for Office file.		5-10 minutes	Lorenza Mission
Present Senior Citizen ID	For the request of Senior Citizen Purchase booklets. Log SC Name, Address and ID number		5-10 minutes	MSWD Staff



4. Family and Community Services:

A. Pre Marriage Counselling

The Office of the Municipal Social Welfare and Development Office provides counselling to engaged and/or married couples for relationship enrichment pursuant to the provisions of the Family Code and Presidential Decree 965 which requires applicant for marriage license to received instructions on family planning and responsible parenthood.

Office/Division:	Municipal Social Welfare and Development Office			
Classification:	Simple			
Type of Transaction:	G2C			
Who may Avail:	Engage couple applying for marriage License.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly Accomplished PMC Pre-Evaluation Form.		MSWD Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Applicants to attend the PMC on the date scheduled	Conducts Pre Marriage Counselling Seminar Sign the PMC Certificates	None	2 - 4 hours	Ireen June Vailoces
Submit himself/herself for an interview/ assessment	a.) Interview Senior Citizen and gather pertinent information.	None	20-30 minutes	Marybeth Cadayona Perla Amante
Accomplish Application Form	b.) Let client fill up the application form and attached required documents submitted. b.) Approved application and sign Identification Card.	None	15-20 minutes	Marybeth Cadayona Perla Amante
Received Senior Citizens I.D.	Release I.D and let client		15-20 minutes	Marybeth Cadayona



	sign the Logbook for Office file.			Perla Amante
Present Senior Citizen ID	For the request of Senior Citizen Purchase booklets. Log SC Name, Address and ID number		5-10 minutes	MSWD Staff

B. Solo Parents Registration and Issuance of Solo Parents ID

The issuance of Solo Parent's Identification Card as per provision under the Republic Act 8972 otherwise known as the Solo Parents Welfare Act of 2000"

Office/Division:	Municipal Social Welfare and Development Office			
Classification:	Simple			
Type of Transaction:	G2C			
Who may Avail:	Solo Parents			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Certification from Brgy. Captain as to residency and solo status. 2. 2 pcs 1 x 1 I.D Picture		Brgy. Hall		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Bring the required documents and submit himself/herself for an interview and assessment.	Received, review and validate documents presented and conduct interview.	None	10-15 minutes	Ireen June Vailoces Jensler Ulpiana
Accomplish Application Form	a.) Let client fill up the application form and attached required documents submitted.	None	15-20 minutes	Ireen June Vailoces Jensler Ulpiana
Accomplish Application Form	a.) Let client fill up the application	None	5-10 minutes	Ireen June Vailoces Jensler Ulpiana



	form and attached required documents submitted. b.) Approved application and sign Identification Card.			
Received Senior Citizens I.D.	Release I.D and let client sign the Logbook for Office file.		15-20 minutes	Ireen June Vailoces Jensler Ulpiana
Received Solo Parents I.D.	Release I.D and let client sign the Logbook for Office file.		5-10 minutes	Ireen June Vailoces Jensler Ulpiana

C. Marital Counselling and Family Other Family Problems

Counselling to both husband and wife and other family members in order to sort out issues on their situations, and clarify problems/conflicts with reality. Workers and the concerned individuals, groups discussed the possibility of various courses of action in relation to the problem. Hence, promoting moral values and family welfare.

Office/Division:	Municipal Social Welfare and Development Office			
Classification:	Simple			
Type of Transaction:	G2C			
Who may Avail:	Violence Against Women and their Children			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Invitation Letter for conference		MSWD Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Proceed to MSWD Office	Interview client to get pertinent information	None	20-30 minutes	Ireen June Vailoces Melba Abril
Proceed to MSWD Office	a) Interview client to get pertinent information Refer client to	None	20-30 minutes	Ireen June Vailoces Melba Abril



	Women's Desk Center. Conduct Counselling			
May go home after the counselling	Counselling/conference Session to couples and other concerned person if necessary.	None	1-2 hours	Ireen June Vailoces Melba Abril

4. Women, Youth and Children's Welfare

A. Counselling/Assistance to Youth/Children at Risk and in Conflict with the Law

Office/Division:	Municipal Social Welfare and Development Office			
Classification:	Simple			
Type of Transaction:	G2C			
Who may Avail:	Abused Children and Youth			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Referral Letter from the PNP and/or from the Fiscal's Office 2. Secure Birth Certificate of Child/Children.		PNP/FISCAL'S OFFICE		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Clients submits himself/herself for an Interview at the MSWD Office or assessment of the case wheter the crime was done with discernment.	Interviews client thru the General Intake sheet (GIS) and administer the assessment tool to determine whether the act has been done with or without discernment.	None	1-2 hours	Ireen June Vailoces Melba Abril
	Extends counselling and referral		10-30 minutes	Ireen June Vailoces Melba Abril
	Conducts home visitation		half day	Ireen June Vailoces Melba Abril
			30 minutes -1 hour	Ireen June Vailoces Melba Abril



	Prepare Social Case Study Report and assist in Court proceedings as scheduled by court.			Ireen June Vailoces Melba Abril
Proceed to MSWD Office	alnterview client to get pertinent information Refer client to Women's Desk Center. Conduct Counselling	None	20-30 minutes	Ireen June Vailoces Melba Abril
May go home after the counselling	Counselling/confere nce Session to couples and other concerned person if necessary.	None	1-2 hours	Ireen June Vailoces Melba Abril

4. Women, Youth and Children's Welfare

B. Day Care Service

Office/Division:	Municipal Social Welfare and Development Office			
Classification:	Simple			
Type of Transaction:	G2C			
Who may Avail:	Pre-school Children			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Pre-School Children 2. Certificate of Live-Birth				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Day Care workers to submit issues/concerns on Day Care Service Implementation.	Attend to DCW's Issues and Concerns: Receives Reports, Issues Forms Needed, Consolidated reports, Weight Monitoring records and Monitors Implementation.	None	30 minutes -1 hour	Day Care Teachers and DCWs



FEEDBACK AND COMPLAINTS MECHANISM

<p>How to send a feedback</p>	<ul style="list-style-type: none"> ● Accomplish the feedback form available at the Public Assistance and Complaints Desk and drop the accomplished form in the drop box labeled Accomplished Feedback Form/Client Satisfaction Survey Form. ● Send your feedback to this email address: gsomabinaynegor@gmail.com. ● Talk to the Officer of the Day assigned at the Public Assistance and Complaints Desk.
<p>How feedbacks are processed</p>	<ul style="list-style-type: none"> ● The Officer of the Day opens the drop box and compiles the feedback submitted for the day. The Officers from Monday-Friday convene and consolidate all the feedback every Friday of the week . ● The feedback gathered will be forwarded to the concerned office.
<p>How to file a complaint</p>	<ul style="list-style-type: none"> ● Fill out the complaint form available at the Public Assistance and Complaints Desk and drop it with a copy of the evidences in the box labeled Accomplished Complaints Form.
<p>How complaints are processed</p>	<ul style="list-style-type: none"> ● ARTA focal person opens the drop box for the Accomplished complaints form every Friday and submits to the mayor a consolidated report of the said complaints on the same day the box is opened and provides a copy of the complaints to the concerned office for appropriate action. ● Inform the client of the action of the office through text using the number provided in the complaint form or in writing using the address provided by the client.
<p>Contact information of CCB, PCC, ARTA</p>	<ul style="list-style-type: none"> ● ARTA 8-478-5093 complaints@arta.gov.ph ● PCC pcc@malacanang.gov.ph ● CCB email@contactcenterngbayan.gov.ph 0908-881-6565



CLIENT FEEDBACK FORM

In order to improve the delivery of our services, please let us know how we have served you.

Date _____

Time: _____

Client's name: _____

Contact Number: _____

Address: _____

Sex:

Age Group:

___ Male

___ 18 & below

___ 31-40

___ 51-60

___ Female

___ 19 -30

___ 41-50

___ 61 & above

Office Transacted/Visited: _____ Service Availed: _____

Instruction: Rate the following situations/conditions using the rating scale below.

5-Very satisfied

4-Satisfied

3-Undecided

2-Dissatisfied

1-Very Dissatisfied

5 4 3 2 1

- | | | | | | |
|---|-----|-----|-----|-----|-----|
| 1. Employee's treatment of clients | ___ | ___ | ___ | ___ | ___ |
| 2. Response time of the transaction | ___ | ___ | ___ | ___ | ___ |
| 3. Employee's competence and skill in delivering the service | ___ | ___ | ___ | ___ | ___ |
| 4. Physical set-up of the office | ___ | ___ | ___ | ___ | ___ |
| 5. Personnel wearing easy to read ID | ___ | ___ | ___ | ___ | ___ |
| 6. Office displays Citizen's Charter | ___ | ___ | ___ | ___ | ___ |
| 7. Over-all Satisfaction regarding the quality of service delivered | ___ | ___ | ___ | ___ | ___ |



Complaint Form

Date: _____

Time: _____

Name of Complainant: _____

Contact Number: _____

E-mail Address: _____

Residential Address: _____

Name of person being complained: _____

Position: _____

Office: _____

Statement of Complaint

Signature Over Printed Name of Complainant