

MUNICIPALITY

OF

MABINAY

Citizen's Charter

2024

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.
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FEEDBACK MECHANISM

CLIENT FEEDBACK FORM

COMPLAINT FORM

OFFICE OF THE GENERAL SERVICES

Internal Service



A Green and Organized Municipality

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	Helen C. Moreno
TOTAL:		None	5 Minutes	



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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	Helen C. Moreno
TOTAL:		None	5 Minutes	



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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	2 Minutes	



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

ABOUT THE SERVICE: The General Services Office being the Property of the Local Government Unit issues duly signed Requisition and Issue Slip, Property Acknowledgment Receipt, 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 Property Acknowledgment Receipt whichever is appropriate to the assigned staff	Assigns numbers to the specific documents	None	5 Minutes	John Rhell A. Lim Rufino C. Taytayan
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
	Encode the contents of the RIS as		3 Minutes	Chella T. Andaya



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	an input to the monthly Report of Supplies and Materials Issued			
TOTAL:		None	11 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, Mayors 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	Chaild Mae Amado
TOTAL:		None	10 Minutes	



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6. KEEPING CUSTODY OF ACCOMPLISHED PURCHASE REQUEST, PURCHASE ORDER, REQUISITION AND ISSUE SLIP, INSPECTION AND ACCEPTANCE REPORT, JOB REQUEST, JOB ORDER, INVENTORY CUSTODIAN SLIP AND PROPERTY ACKNOWLEDGMENT RECEIPT

ABOUT THE SERVICE: The General Services Office takes charge of keeping the copies of the aforementioned documents for future reference and for liquidation purposes.

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		
Letter request		From Requesting Official/Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submits Written/Verbal request	Produces a photocopy of the document and release it to the requesting office	None	5 Minutes	Almera L. Quinanola Junnah Rel C. Igpit
TOTAL:		None	5 Minutes	



A Green and Organized Municipality

7. ISSUANCE OF PROPERTY CLEARANCE

ABOUT THE SERVICE: The General Services Office prepares and issues Property Clearance to employees who are applying for retirement and/or separation from the government service.

Office/Division:	General Services Office			
Classification:	Simple			
Type of Transaction:	G2G-Government to Government			
Who may Avail:	Employees of the municipal government			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Verbal/Letter request		From Concerned Individual		
CLIENT STEPS	AGENCY ACTION	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submits Written/Verbal request	Prepares, Prints and Releases the Property Clearance	None	5 Minutes	Genevieve C. Omandac
TOTAL:		None	5 Minutes	



A Green and Organized Municipality

8. PREPARATION OF STOCK CARD

ABOUT THE SERVICE: The General Services Office prepares a Stock Card for each item enumerated in the Purchase Order by office to keep track of the utilization of the supplies and their availability.

Office/Division:		General Services Office		
Classification:		Simple		
Type of Transaction:		G2G-Government to Government		
Who may Avail:		Various offices of the municipal government		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Verbal/Letter request		From Concerned Individual		
CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submits Written/Verbal request	Provides a copy of the Stock Card to the requesting office	None	3 Minutes	Ralf R. Berjolano Elenita A. Genquiscas Cheryl C. Eldo
TOTAL:		None	3 Minutes	



A Green and Organized Municipality

9. GRASSCUTTING/STREETSWEEPING/CARPENTRY AND UTILITY WORKS

ABOUT THE SERVICE: The General Services Office is in charge of the overall cleanliness of the areas around the municipal premises.

Office/Division:		General Services Office		
Classification:		Simple		
Type of Transaction:		G2G-Government to Government		
Who may Avail:		Various offices of the municipal government		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Verbal/Letter request		From Concerned Individual		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submits Written/Verbal request	Directs the assigned personnel to perform the job requested	None	3 Minutes	Michael C. Hongcuay
	Carries out the actual grass cutting/street sweeping/carpentry and utility works	None	Depending on the size of the area	Moody B. Narciso Jessie L. Torreblanca Sunny Cadelina Junly Narciso Ranel Peñuela Wilfredo Pagran Juanito Villar Sammy Casil Remar Villa Joven Baldado Elsa Sulpot
TOTAL:		None	3 Minutes	



A Green and Organized Municipality

10. CONDUCT OF HUMAN RESOURCE ENHANCEMENT CAPACITY BUILDING

ABOUT THE SERVICE: The General Services Officer is also in charge of the Human Resource Training and Development Division of the municipal government. Thus, this service is carried out under this office.

Office/Division:	General Services Office			
Classification:	Simple			
Type of Transaction:	G2G-Government to Government			
Who may Avail:	Employees of the various offices of the national and municipal government			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Gets notice to conduct the activity from the LCE	Prepares activity design	None	1 hour	Lucrecia C. Nicolas Rufino C. Taytayan
Receives memorandum which serves as notice of the said activity	Facilitates the conduct of the capacity building activity	None	1 hour and 30 minutes	Lucrecia C. Nicolas Rufino C. Taytayan
TOTAL:		None	2 hours and 30 mins.	



A Green and Organized Municipality

11. CONDUCT OF INTEGRITY CIRCLE SESSION

ABOUT THE SERVICE: The General Services Officer is also the designated Transformation Officer of the newly-created Transformation Office sanctioned under the Moral Recovery Program of the national government. Hence, this service is carried out under this office.

Office/Division:	General Services Office			
Classification:	Simple			
Type of Transaction:	G2G-Government to Government			
Who may Avail:	Employees of the various offices of the national and municipal government			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Secure list of integrity circle members	Orients the leaders of the integrity circle	None	1 hour	Lucrecia C. Nicolas Junnah Rel C. Igpit
Participate in the Integrity Circle session/sessions	Conducts the sessions once or twice every month as the schedule permits	None	1 hour and 30 minutes	Lucrecia C. Nicolas Junnah Rel C. Igpit
TOTAL:		None	2 hours and 30 mins.	



A Green and Organized Municipality

12. VEHICLE LTO REGISTRATION/RENEWAL

ABOUT THE SERVICE: The General Services Office takes charge of the registration or renewal of registration of the vehicles of the municipal government. This is to ensure that vehicles are running with complete documents including certificates of insurance coverage.

Office/Division:		General Services Office		
Classification:		Simple		
Type of Transaction:		G2G-Government to Government		
Who may Avail:		Designated drivers of vehicles in the different offices of the municipal government		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Previous Official Receipt and Certificate of Insurance Coverage		Designated Driver/GSO Personnel Assigned in this transaction		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Informs the office of the due date for LTO registration renewal 2 weeks before the said date	Accepts the notice	None	3 mins.	Genevieve C. Omandac
Have the vehicle undergo smoke test and submits result	Accepts smoke test result	None	3 mins.	Genevieve C. Omandac
	Prepares all the documents for the insurance coverage and renewal of registration	None	1 hour	Rufino Taytayan
	Reports to GSIS and LTO	None	Depending on the GSIS and LTO processing time	Rufino C. Taytayan
TOTAL:		None	1 hour and 6 mins.	



A Green and Organized Municipality

13. PROVIDING FUEL FOR GOVERNMENT VEHICLES

ABOUT THE SERVICE: The General Services Office takes charge in providing fuel to vehicles including heavy-duty trucks and equipment of the municipal government.

Office/Division:		General Services Office		
Classification:		Simple		
Type of Transaction:		G2G-Government to Government		
Who may Avail:		Designated drivers of vehicles in the different offices of the municipal government		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Verbal/Letter request as may be appropriate		Designated Driver/Department Head of the Concerned Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Informs the office of the need for fuel and its purpose	Accepts the notice and have the request approved by the General Services Officer	None	3 mins.	Genevieve C. Omandac
				Chaild Mae Amado
Fills out the trip ticket	Accepts the accomplished trip ticket	None	3 mins.	Genevieve C. Omandac
				Chaild Mae Amado
Submits the issuance slip to the gas station with MOA in the municipal government	Prepares the issuance slip specifying the no. of liters to be issued and have it signed by the GSO	None	5 mins.	Genevieve C. Omandac
				Chaild Mae Amado
		None	10 mins.	Genevieve C. Omandac
				Chaild Mae Amado
TOTAL:		None	21 mins.	



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14. PROVIDING PUBLIC ASSISTANCE AND ACCEPTING COMPLAINTS

ABOUT THE SERVICE: The General Services Office is assigned to take charge in providing the public, assistance in their transactions in the different offices and receive complaints if there are any and take action on the same.

Office/Division:		General Services Office		
Classification:		Simple		
Type of Transaction:		G2G-Government to Government G2C-Government to Citizen		
Who may Avail:		Any constituent of the municipal government		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Verbal/Written Request/ Complaint		Individual/Concerned Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Approaches the Public Assistance and Complaints Desk Officer	Accommodates the client	None	3 mins.	Chella T. Andaya
Gives details of the assistance needed	Asks for the details of the assistance needed/complaints to be acted upon	None	10 mins.	Chella T. Andaya
	Forward the request/complaint to the concerned individual/ office	None	30 mins.	Lucrecia C. Nicolas
TOTAL:		None	43 mins.	



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15. CONSOLIDATING THE CLIENT SATISFACTION FEEDBACK FORMS AND PREPARING AND SUBMITTING THE CLIENT SATISFACTION MEASUREMENT REPORT

ABOUT THE SERVICE: The General Services Office is responsible in gathering the Client Satisfaction Feedback Forms, preparing and submitting the Client Satisfaction Measurement Report to ARTA considering that the General Services Officer is also the ARTA Focal Person.

Office/Division:	General Services Office			
Classification:	Simple			
Type of Transaction:	G2G-Government to Government			
Who may Avail:	ARTA			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Client Feedback Forms		Various Offices of the Municipal Government		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Direct clients of the different Offices to fill out the Feedback Forms	Gather the accomplished feedback forms	None	Once a week	Ralf R. Berjolano
	Consolidate the results based on the feedback forms	None	2 hrs.	Chaild Mae Amado
	Prepare the Client Satisfaction Measurement Report	None	1 hour	Lucrecia C. Nicolas
	Submit the Client Satisfaction Measurement Report to ARTA online	None	3 mins. <small>(Note: Submission is done once a year)</small>	Lucrecia C. Nicolas
TOTAL:		None	3 hours and 3 mins.	



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16. PREPARING THE ZERO BACKLOG PROGRAM REPORT

ABOUT THE SERVICE: The General Services Office takes responsibility in preparing the annual Zero Backlog Program Report for submission to ARTA.

Office/Division:		General Services Office		
Classification:		Simple		
Type of Transaction:		G2G-Government to Government		
Who may Avail:		ARTA		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Zero Backlog Program Reports		Various Offices of the Municipal Government		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Sends memorandum requiring the report	Direct offices to submit their reports specifying the deadline	None	1 week	Lucrecia C. Nicolas
	Consolidate the results	None	2 hrs.	Chaild Mae Amado
	Prepare the Zero Backlog Report	None	1 hour	Lucrecia C. Nicolas
	Submit the Zero Backlog Report to ARTA online	None	3 mins. (Note: Submission is done once a year)	Lucrecia C. Nicolas
TOTAL:		None	3 hours and 3 mins.	



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17. 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		1. Download in the Civil Service Commission website (http://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 for Leave, with documentary requirements	Receive documents	None	5-10 minutes	Genevieve C. Omandac
	Review, validate and compute leave credits, post to leave card	None	15- 20 minutes	Lucrecia C. Nicolas
	Process Application for Leave, for signature and approval/disapproval		15- 20 minutes	Ma. Rosario F. Ocay Ernie. Uy, RN, JD (Mun. Mayor)
2. Receive approved Leave Application	Release approved leave application, retain file copy		5-10 minutes	Genevieve C. Omandac
	Total	None	1 hour	



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18. 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:		All employees of this LGU		
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	10-20 minutes	Genevieve C. Omandac
2. Proceed to Treasurer's Office	Advise concerned personnel to pay fee on certification	50.00		Treasurer's Office Personnel
3. Submit Official Receipt (OR)	Receive OR, prepare certification		1-5 minutes	Chaild Mae Amado
	For signature of HRMO and/or Head of Agency, release of certification		1-5 minutes	Lucrecia C. Nicolas
4. Receive certification	Release certification, retain file copy		1-5 minutes	Lucrecia C. Nicolas
TOTAL			35 ins.	



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19. 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	
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	



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CLIENT STEPS	AGENCY ACTION	FEE 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	1-5 minutes	Lucrecia C. Nicolas
2. Wait acknowledgement letter	Review documents, check its completeness and forward the same to the Municipal Mayor/Vice- Mayor	None	10-15 minutes	Lucrecia C. Nicolas
	Prepare acknowledgement application of employment		1- 5 minutes	Lucrecia C. Nicolas
3. Receive acknowledgement letter	Release acknowledgement letter, inform applicant of the date of interview/screening	None	1-5 minutes	Lucrecia C. Nicolas
	Total	None	30 mins.	



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20. 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	1-5 minutes	Genevieve C. Omandac
2. Proceed to Treasurer's Office	Advise concerned personnel to pay fee on certification	50.00		Treasurer's Office Personnel
3. Submit Official Receipt (OR)	Receive OR, prepare certification		10 minutes	Chaild Mae Amado
	For signature of HRMO and/or Head of Agency, release of certification		10 minutes	Lucrecia C. Nicolas
4. Receive duly signed certification	Release certification to requesting party, retain file copy		1-5 minutes	Lucrecia C. Nicolas
TOTAL			36 ins.	



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21. 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		1. 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	None	Variable/Flexible time	Chairperson, HRMPSB/ HRMO/HRMPSB Members/ Secretariat
	HRMPSB Secretariat records the minutes of the screening, evaluation, and assessment of applicant	None	Variable/HRMPSB conduct personal interview	D. Amorganda/ HRMPSB Secretariat



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	HRMPSB Secretariat records the minutes of the screening, evaluation, and assessment of applicant	None	Flexible time	Lucrecia C. Nicolas / HRMP SB Secretariat
	HRMO provides HRMPSB members with copies of Comparative Assessment Form to be filled up during the deliberation and evaluate individual applicant. Members shall ask questions relevant to the job, conduct personal interviews and other modes to assess applicant.	None	Flexible time	Lucrecia C. Nicolas / HRMPSB Members
	After all applicants are personally interviewed and assessed, members of the HRMPSB submit their comparative assessment form and deliberate/determine the top 5 candidates per position, if applicable		Flexible time	HRMPSB
	HRMPSB Secretariat prepare the final assessment for the top 5 candidates per position; and submit to the appointing authority for decision		1-3 days after deliberation – screening	D. Amorganda / HRMPSB Secretariat



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	Appointing authority make final selection per job position. Direct the HRMO to prepare and process appointment		Flexible time	Hon. Ernie T. Uy/ Municipal Mayor
	Total		3 days	



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22. 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>g. Birth Certificate</p> <p>h. Marriage Contract, if applicable</p> <p>Appointee is advised to contact or personally see the HRMO for the additional documents that the position may require.</p>	<p>1. HRMO/Office of the Mayor</p> <p>2. From issuing agency</p>



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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	None	Variable/Flexible time	Lucrecia C. Nicolas / HRMO-Desig.
	HRMO provides appointee with the list of documents required for the position	None	10 minutes	Lucrecia C. Nicolas
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.	None	1-2 hours	Lucrecia C. Nicolas
	In the case of appointment to head of department or office, a Sanggunian Resolution embodying the concurrence of the majority of all its members is required		The appointing officer/authority shall submit the appointment to the Local Sanggunian for concurrence within seven (7) calendar days upon issuance	Hon. Ernie T. Uy Mun. Mayor Sanggunian Bayan /SB Sec



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	<p>HRMO prepare the following documents:</p> <ol style="list-style-type: none"> 1. Appointment Form (CS Form No. 33) 2. Appointment Transmittal Form (CS Form No. 1) 3. Oath of Office (CS Form No. 32) 4. Cert. of Assumption to Duty (CS Form No.4) 5. Other relevant and applicable certifications <p>Submit to the approving authority for signature</p>	None	8 hours	Lucrecia C. Nicolas
	<ul style="list-style-type: none"> • HRMO transmit/submit the Appointment Form (CS Form No. 33), in 3 original copies, to the Civil Service • HRMO transmit/submit the Appointment Form (CS Form No. 33), in 3 original copies, to the Civil Service • Provincial Field Office, together with the required supporting documents, for approval/appropriate action 	None	Within thirty (30) calendar days from the date of issuance/signing of the appointing authority	Lucrecia C. Nicolas
	Attested appointments received from CSC Provincial Office and transmitted to the Approving Authority		Variable	Lucrecia C. Nicolas Ernie T. Uy, RN, JD <i>Mun. Mayor</i>
TOTAL			10 hrs. & 10 mins.	

**OFFICE OF THE MUNICIPAL
ACCOUNTANT**

Internal Service



A Green and Organized Municipality

1. AUDIT OF DISBURSEMENT VOUCHER-PROCUREMENT OF GOOD, INFRASTRUCTURE PROJECTS, AND CONSULTANCY SERVICES

ABOUT THE SERVICE: Disbursement Voucher of sorts covering claims on INFRA, Supplies and Materials Maintenance, Security and other related Services rendered by contractors & suppliers under Contracts, Purchase Order, et.al; as payment for services rendered or goods delivered.

OFFICE/DIVISION	Municipal Accounting Office			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2C-Government to Client			
WHO MAY AVAIL	Officials and employees, Contractors, Suppliers and Others			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Voucher/payroll, with pertinent supporting documents in accordance with COA Circular 2012-001 (Revised Documentary Requirements for Common Government Transactions)			*Requesting Office *Municipal Engineering Office-Infrastructure Projects	
2. Number stub issued by Receiver in step 1			Accounting Office	
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the payroll or voucher	1. Initial review and stamp date of claim voucher received	None	12minutes	Maria Je B. Yuson Acctg Clerk
2. Follow up after three(3) working days upon submission	2. Records or cards claims on applicable cards or ledgers		within 5 working days from receipts (depending on nature and bulk of transaction and completeness of supporting documents submitted)	Karen Jean Anfone- Lobos Municipal Accountant
	3. Evaluates the vouchers as to completeness of supporting documents and correctness of computations			
	3.1 If no issue prepare journal entry & forward to the Mun. Accountant for final review (step 4)			
3.2. If with issue return to client to comply with findings and back to step 1				



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	4. Certifies voucher as to appropriateness and completeness of supporting documents	None	Within the day	Karen Jean Anfone-Lobos Municipal Accountant
3. Claim the voucher	5. Release the voucher to the claimant for further processing		3 minutes per voucher/payroll	Acctg. Staff/Clerk
TOTAL			4 days 15mins	

2. AUDIT OF PAYROLL/VOUCHER FOR FINANCIAL ASSISTANCE CLAIMS (AICS)

ABOUT THE SERVICE: This refers to audit of financial claims in need of financial assistance.

OFFICE/DIVISION	Municipal Accounting Office			
CLASSIFICATION	Simple			
TYPE OF	G2C-Government to Client			
WHO MAY AVAIL	Residence/constituents of Mabinay			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid ID, birth certificate, Barangay Certificate for claiming, Certificate of Eligibility & other necessary documentary requirements depending on the assistance needed.		Municipal Social Welfare and Development Office (MSWDO)		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit voucher from MSWDO	1. Initial review of voucher and control voucher		Within 4 minutes	Vicente Epepito Acctg. Staff
	1.1 If lacking requirements, return to MSWDO			
	1.2 If all requirements Voucher will be forwarded to audit			



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2. Wait	2. Evaluates the vouchers as to completeness of supporting documents and correctness of computations	None	within 10 minutes from receipts (depending on completeness of supporting documents submitted)	Karen Jean Anfone-Lobos Municipal Accountant
	2.1 If with issues return to client for appropriate action then back to step 2			
	2.2. If no issues, forward to Municipal accountant for certification as to appropriateness and completeness of supporting documents			
	3. Certify as to appropriateness and completeness of supporting documents			
	4. Release the voucher or payroll to the claimant for further processing		2 minutes per voucher/payroll	Vicente Epepito Acctg. Staff
TOTAL			16 minutes	



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3. AUDIT OF VOUCHERS FOR UTILITIES, SUPPLIES AND OTHERS

ABOUT THE SERVICE: This refers to the audit of Vouchers for payment of Utilities, supplies and others and check the completeness of Disbursement Vouchers.

OFFICE/DIVISION	Municipal Accounting Office			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2G-Government to Government			
WHO MAY AVAIL	Supplier and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Voucher/payroll, with pertinent supporting documents in accordance with COA Circular 2012-001 (Revised Documentary Requirements for Common Government Transactions)		Originating Office		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submits the voucher	1. Initial review and issuance of number stub of voucher received	None	10minutes	MariaJeB. Yuson Acctg. Clerk
2.Follow up after three (3) working days upon submission (Online inquiry or personal follow up)	2. Evaluates the vouchers as to completeness of supporting documents and correctness of computations		within 2 working days from receipt (depending on nature and bulk of transaction and completeness of supporting documents submitted)	Accounting Clerk/ Municipal Accountant
	3.If no issue records or cards claims on applicable cards or ledgers, prepare journal entry and proceed to step 4			
	3.1 If with issue return to client to comply with findings and back to step 1			



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2. Follow up after three(3) working days upon submission	4. Final review of voucher received	None	Within the day	Karen Jean Anfone – Lobos Municipal Accountant
	4.1 If no issues certify as to appropriateness and completeness of supporting documents			
	4.2 If with issues back to step 2 then step 4			
3. Claim the voucher	4. Release the voucher to the claimant for further processing		2 minutes per voucher/payroll	Maria Je B. Yuson Acctg. Clerk
		TOTAL	2 days and 12mins	



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4. INDEX, AUDIT AND DOWNLOAD of Salaries of Employees (PAYROLL)

ABOUT THE SERVICE: Payrolls covering Personnel Services, Disbursement voucher/s and MOOE (regular plantilla, salaries and other benefits; contract of service, consultant, job order) as remuneration for services rendered.

OFFICE/DIVISION	Municipal Accounting Office			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2G-Government to Government			
WHO MAY AVAIL	Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. DTR's from previous month, Form 6, Cert for RATA, Cert. Appearance, Travel Order, Accomplishment report, Raw Data, Authority render Overtime. PLS, NO SI/NOSA, Cert for loyalty (if applicable) and pertinent supporting documents in accordance with COA Circular 2012-001		Originating Office/Individual and Government Officials and Employees		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 Submit the payroll with supporting documents	1.1 Initial review and index the amounts in the payroll the employee's salary card (index card) 1.2 If no issues, Return the payroll to the processor/client and for further processing 1.3 If with issues, return the payroll to the processor/client (Go back to Step 1.1)	None	15-20 minutes	Ayola Faith Facturan –Acctg Clerk Karen Lou Alindajao – Admin Aide III



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<p>2. Submit the payroll with complete documentary requirements and complete signatures of employees and signatories.</p>	<p>2. Evaluates the vouchers/transmittal as to completeness of supporting documents and correctness of computations</p> <p>2.1 If no findings:</p> <p>2.1. transmit payroll to Municipal Accountant for signature</p> <p>2.2 If with findings:</p> <p>2.2. are turn payroll to client to comply with findings and back to step 2</p> <p>3. Certifies payroll electronically as to appropriateness and completeness of supporting documents</p>	<p>None</p>	<p>within 20–30 minutes (depending on nature and bulk of transaction and completeness of supporting documents submitted)</p>	<p>Angel B. Acaso- Acctg. Clerk</p> <p>Maria Je Yuson- Acctg. Clerk</p> <p>KAREN JEAN ANFONE-LOBOS Municipal Accountant</p>
<p>3. Claim the voucher or payroll (not electronically processed)</p>	<p>3.1. Certifies DV or payroll (not electronically processed) as to appropriateness and completeness of supporting documents</p> <p>4. Release the voucher or payroll (not electronically processed) to the claimant for further processing.</p>		<p>Within the day</p> <p>2 mins per payroll</p>	<p>Accounting Staff</p>
TOTAL			37-52 mins	



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5. ISSUANCE OF NET TAKE HOME PAY

ABOUT THE SERVICE: The verification or computation of net take home of employees ensures that it is according to the provisions of the General Appropriations Act and issued it to employees for various purposes

OFFICE/DIVISION	Municipal Accounting Office			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2G-Government to Government			
WHO MAY AVAIL	Officials and employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Payroll		Payroll clerk of the Departments		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Employees requests certification	1. Validate request as to period and employee information	None	3 minutes	Mila Flor Nares– Accounting Clerk III
2. Wait	2. Secure copy of the payroll/employee salary card	None	2 minutes	
	3. Preparation of the Net Take Home Pay	None	15 minutes	Mila Flor Nares– Accounting Clerk III
	4. Review the accuracy of the information/detail in the certificate and sign for approval	None	5 minutes	Karen Jean Anfone– Lobos Municipal Accountant
	5. Release the application to the employee of office liaison.			
		TOTAL	25 minutes	



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6. ISSUANCE OF ACCOUNTANT'S ADVICE FOR CHECK ISSUED

ABOUT THE OFFICE: 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	Accounting Office			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2C-Government to Client			
WHO MAY AVAIL	Government and Private Client			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Approved Disbursement Vouchers			Mayor's Office	
Authorized Checks			Treasurer's Office	
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the approved DVs with the authorized checks	1. Receive and verify the name of the payee in the voucher with the name of payee in the check issued	None	2 minutes	Ayola Faith M. Facturan Acctg. Clerk
2. Wait for the releasing of accountant's advice of check issue	2. Entry the information in the pro-forma template and prepare the advice of checks and assigns number thereto.		15 minutes	
	3. Checks the accuracy of the entry in the Accountant's Advice, and forward to Mun. Accountant if no correction.			Janice C. Cadiz – Mgt & Audit Analyst I
	4. Verification and Approval of advice			10 minutes
		TOTAL	17minutes	

**OFFICE OF THE MUNICIPAL BUDGET
INTERNAL SERVICE**



A Green and Organized Municipality

1. PROCESSING OF CLAIMS

ABOUT THE SERVICE: Submit duly approved Obligation (OBR) From Various Offices of the LGU.

Office/Division:	Municipal Budget Office			
Classification:	Simple			
Type of Transaction:	G2G			
Who may Avail:	All Government Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly Approved OBR with supporting documents		All Offices		
CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submits duly approved obligation request	Receives OBR and evaluates its supporting documents.	None	5 minutes	Janice G. Laluna
	Posting in the RAO and designed Obligation Number.		3 minutes	Janice G. Laluna
	Approval of OBR.		5 minutes	Mary Ann Y, Acaso
	Total	None	13 minutes	



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2. PREPARATION OF ANNUAL PROCUREMENT PLAN

ABOUT THE SERVICE: Preparation Of Annual Procurement Plan (APP)

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

3. SUBMISSION TO COA OFFICE ALL KINDS OF REGISTRIES EVERY QUARTER

About the Service: Encoding of all allotments, obligations in the registries.

Office/Division:	Municipal Budget Office			
Classification:	Simple			
Type of Transaction:	G2G- Government to Government			
Who may Avail:	COA			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Submit all registries to COA office		Budget Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Encode all allotment & obligations & balances in the registries.	Submit all registries at COA office per quarter.	None	Daily	Janice G. Laluna
	Total	None	8 hrs.	



A Green and Organized Municipality

4. CONDUCT PRELIMINARY REVIEW OF ALL BARANGAY ANNUAL BUDGETS & SUPPLEMENTAL BUDGETS

About the Service: Preliminary review conducted before SB approves their budgets.

Office/Division:	Municipal Budget Office			
Classification:	Simple			
Type of Transaction:	G2G			
Who may Avail:	32 Barangays			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly approved AB/Supp. Budgets		32 barangays		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submits duly Approved AB/Supp. Budget	Conducts preliminary review, then endorse to SB for approval	None	30 minutes	Mary Ann Y. Acaso
	Total	None	30 ins.	



A Green and Organized Municipality

5. CONDUCT PRELIMINARY REVIEW OF ALL SK ANNUAL BUDGETS & SUPPLEMENTAL BUDGETS

About the Service: Preliminary review conducted before SB approves their budgets.

Office/Division:	Municipal Budget Office			
Classification:	Simple			
Type of Transaction:	G2G-Government to Government			
Who may Avail:	Sangguniang Kabataan (SK)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly approved SK AB/Supp. Budgets		32 barangays		
CLIENT STEPS	AGENCY ACTION	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submits duly approved AB/Supp. Budget	Conducts preliminary review, then endorse to SB for approval	None	30 minutes	Mary Ann Y. Acaso
	Total	None	30 minutes	



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6. PREPARATION OF PROPOSED ANNUAL BUDGET

About the Service: Consolidate all budget proposals, conduct budget hearings, consolidate budget proposals into the Local Expenditure program, prepares budget message and submission of Executive budget to the Sangguniang for approval.

Office/Division:	Municipal Budget Office			
Classification:	Simple			
Type of Transaction:	G2G-Government to Government			
Who may Avail:	All government offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Submission of proposed budget.		All offices		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submits budget proposals	Consolidate all budget proposals, conduct budget hearings, consolidate budget proposals into the LEP, prepare budget message & submission of Executive budget to the Sanggunian for approval.	None	40 days	Mary Ann Y. Acaso Janice G. Laluna Ramie C. Esmille
	Total	None	30 minutes	



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7. PREPARATION OF SUPPLEMENTAL BUDGETS

About the Service: Preparation of supplemental budgets for submission to the Sanggunian.

Office/Division:	Municipal Budget Office			
Classification:	Simple			
Type of Transaction:	G2G-Government to Government			
Who may Avail:	Concern Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly approved resolution ordinance		SB Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
SB Office will furnish us copies of approved resolution that needs supplemental budget	Prepare all supporting documents needed.	None	3 days	Ruth D. Velarde
	Total	None	2 days	

8. PREPARATION OF SAAOB

About the Service: Quarterly preparation of SAAOB in support to financial reports to the Accounting Office.

Office/Division:	Municipal Budget Office			
Classification:	Simple			
Type of Transaction:	G2G-Government to Government			
Who may Avail:	Accounting Office & COA			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accounting journals		Accounting Office		
CLIENT STEPS	AGENCY ACTION		PROCESSING TIME	PERSON RESPONSIBLE
Accounting Office will submit to MBO all accounting journals.	All accounting journals will be checked to against RAO. After checking it will be imputed to the SAAOB.		5 days	Ruth D. Velarde
	Total	None	5 days	



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9. PREPARE AND SUBMIT STATEMENT OF COMPARISON OF BUDGET AND ACTUAL (SCBA)

ABOUT THE SERVICE: Quarterly Preparation of SCBA and Submit it to the Accounting Office.

Office/Division:	Municipal Budget Office			
Classification:	Simple			
Type of Transaction:	G2G			
Who may Avail:	Accounting Office & COA			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Quarterly reports on SCBA		Budget Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submits quarterly reports on SCBA	Gather data's in preparing the 7 documents to accomplished a SCBA		5 days	Ruth D. Velarde
	Total	None	4 days	

10. PREPARES AND SUBMIT LDRRM FUNDS UTILIZATION

About the Service: Submit monthly reports on LDRRM and BDRRM Fund Utilization to the Regional Offices of DBM, OCD and DILG

Office/Division:	Municipal Budget Office			
Classification:	Simple			
Type of Transaction:	G2G- Government to Government			
Who may Avail:	DBM, OCD & DILG			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Monthly utilization of LDRRM Fund 2. Monthly utilization of BDRRM Fund		Budget Office Accounting Office/BRK		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Accounting office will submit to MBO BDRRM Fund utilization report	Together with the report on LDRRMF & BDRRM Fund of the Accounting office it will be submitted to DILG, DBM& OCD	None	2 days	Ruth D. Velarde
	Total	None	3 days	



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11. PREPARING AND UPLOADING OF ANNUAL AND QUARTERLY REPORTS AT THE FDPP

About the Service: Prepares 8 kinds of quarterly reports (Bid results, 20% DF, LDRRMF, SEF, Unliquidated Cash Advances, Manpower Complement, Trust Funds & Cash Flow) & 6 annual reports (APP, AB, Debt Service, GAD, Supp.APP and SRE) and uploading all reports to the FDPP.

Office/Division:		Municipal Budget Office		
Classification:		Simple		
Type of Transaction:		G2G -Government to Government		
Who may Avail:		DILG		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Bid results		BAC Secretariat		
2. 20% DF, LDRRMF, SEF, APP, AB, Debt Service, GAD and Supp APP		Budget Office		
3. Report on Unliquidated Cash advances, Statement of cash flow		Accounting Office		
4. Manpower Complement		HRMO, Accounting Office		
5. SRE		Treasurer's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
BAC Sec, Acctg. Office, HRMO & Treasurers Office will submit to MBO all the required reports and will be uploaded together with the MBO reports.	Prepares all our reports and upload all kinds of reports at the FDPP.	None	10 days	Ruth D. Velarde
	Total	None	10 days	



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12. UPLOADING OF e-SRE REPORT TO BLGF

About the Service: e-SRE report is uploaded to BLGF website once in every quarter.

Office/Division:	Municipal Budget Office			
Classification:	Simple			
Type of Transaction:	G2G-Government to Government			
Who may Avail:	BLGF			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Quarterly e-SRE report		Budget Office		
CLIENT STEPS	AGENCY ACTION	FEE S TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit quarterly e-SRE report	Uploaded e-SRE report to BLGF website	None	2 days	Ruth D. Velarde

13. CHECKING ACCOUNTING JOURNALS TO OUR REGISTRIES (RAO) TO PRODUCE A SAAOB.

About the Service: Accounting journals are being checked with our registries (RAOs)

Office/Division:	Municipal Budget Office			
Classification:	Simple			
Type of Transaction:	G2G- Government to Government			
Who may Avail:	Accounting Office & Budget Office			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accounting journals		Accounting Office		
2. RAOs		Budget Office		
CLIENT STEPS	AGENCY ACTION	FEE S TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Accounting journals will be submitted to MBO	Journals are being crossed checked with the RAOs	None	5 days	Mary Ann Y. Acaso
	Total	None	4 days	



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14. ENCODING ALL OBRs TO OUR REGISTRIES (RAO)

About the Service: OBRs are being encoded daily against the appropriation in every office.

Office/Division:	Municipal Budget Office			
Classification:	Simple			
Type of Transaction:	G2G-Government to Government			
Who may Avail:	Budget Office			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. OBRs		Budget Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Encode all OBRs	All OBRs from SEF & General Fund are being encoded in their respective appropriation per Office	None	daily	Ramie C. Esmille
	Total		daily	



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**15. ENCODING OF PRELIMINARY BUDGET REVIEW
TRANSMITTAL AND ITS SUBMISSION TO THE SANGGUNIAN**

Office/Division:	Municipal Budget Office			
Classification:	Simple			
Type of Transaction:	G2G- Government to Government			
Who may Avail:	SB Office			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Preliminary budget review		Budget Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Brgy. & SK Annual and supplemental budget preliminary review	Upon review of all Brgy. AB and SK budget	None	10 minutes	Ramie C. Esmille
	and their corresponding supp. MBO will issue a transmittal and endorse it to the Sangguniang Bayan.			
	Total		10 minutes	

**OFFICE OF THE MUNICIPAL
TREASURER**

EXTERNAL SERVICE



A Green and Organized Municipality

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 2.Certificate of Occupancy 3.Certificate of Fire Safety Inspection 4.Certification from Municipal Assessor (as to ownership of property) 5. Barangay Clearance (new business only) 6. Police Clearance 7. Sanitary & Health Cert./MENRO Certificates 8. Community Tax Certificate 9. MTO Clearance		<ul style="list-style-type: none"> • Mun. Planning and Development Office • Office of the Building Official (OBO) • Bureau of Fire and Protection (BFP) • Office of the Municipal Assessor • Barangay Captain • PNP • MHO /Office of the Sanitary Inspector • Office of the Municipal Treasurer • 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 Electronic Business Permit and License System or eBPLS	Zoning clearance-based on land classification and cost of bldg. Occupancy Cert.-₱150.00 Certification fee/docs stamp per transaction ₱80.00	3 mins.	BPLO Office James Ones Steven Bryan T. Yuson Carl T. Hidayawan



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		Police clearance- ₱50.00		
Requests computation business taxes, fees charges	Assessment and issue Official Receipts for payment of taxes, fees & charges	Based on assessment and declaration of gross receipts (Mun. Tax Revenue Code)	10 mins.	Janet T. Gigataras/ Krystal Fil Rose M. Lado
Proceeds to BPLO 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/James V. Ones (Mayor's Office/BPLO Personnel)
TOTAL:		280.00	18 mins.	



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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	FEES 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 Q. Andicoy
Proceeds to Mayor's Office	Receives and reviews application as to required documents and payment of MTOP	None	15 mins.	Florjay L. Ulpiana
Releases MTOP	Records documents	None	3 mins.	Florjay L. Ulpiana
	Total	1,190.00	33 mins.	



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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 Assessor 2. Taxpayer		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Presents previous Official Receipts and latest Tax Declaration	RPTAR checking on the iTax System Data Base and index cards	None	10 mins.	Liniedo Banong Azenith Quirante Geno Quer T. Rodriguez Ruth Amador
	Generates tax bill thru iTax System	None	3 mins.	
	Issuance Official Receipts (AF no. 56)	Based on assessed value of the property 1% Basic Tax & 1% SEF	5 mins. (single property) 10 to 15 mins. for multiple properties	Lolibeth Narciso Liniedo G. Banong Azenith Quirante Geno Quer T. Rodriguez
Requests Tax Clearance/ Certification	Checking of Tax Payments thru iTax System and index card	Tax clearance/ cert. ₱50.00 Documentary stamp- ₱30.00	10 mins.	RPT SECTION
	Total	80.00	38 mins.	



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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 transfer ownership (AF 53)	Ownership- ₱100.00 Transfer- ₱100.00	3 mins./ large cattle	Joseph Hucal Geno Quer T. Rodriguez
	Total	200.00	3 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.		Office of the Municipal Treasurer Stall applicant Stall Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Apply for Market Stall/Space	Verify stall vacancies/receives application	None	3 mins.	Emelisa Balderas Municipal Treasurer



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	from stall lessee			
Submits notarized lease of contract	Received copy of notarized lease of contract and record	None	2 mins.	Emelisa Balderas
	Require to 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	Verify records as to payment of market rental & electric power obligation	50.00	5 mins.	Emelisa Balderas Municipal Treasurer/Asst. Mun. Treasurer
Payment of market rental/and electric power consumption	Prepare billing statement Actual field collection of rental of stalls and space rental	Amount of rental based on Approved Municipal Revenue Code		Marlyn Barrera Eliza Pancho Reynalyn Tan Emelisa Balderas Jocelyn Geraldino Krystal Fil Rose M. Lado Geno Quer T. Rodriguez
	Total	50.00	15 mins.	



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6. CASHIERING SERVICES/DISBURSEMENT OF GOVERNMENT FUNDS

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		Claimant Claimant Agency or Office Concern/Transacting Public Claimant		
CLIENT STEPS	AGENCY ACTION	FEES 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
Request issuance of check to duly validated and approved vouchers/claim			2 mins./check	Municipal Treasurer Gina A. Fuentevilla
	Total	None	12 mins.	

**OFFICE OF THE MUNICIPAL
AGRICULTURE**

EXTERNAL SERVICE



A Green and Organized Municipality

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 Enrolment 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. Verify if farmers are registered to RSBSA b. Issues withdrawal slips 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 f. Weekly monitoring/farm & home visit	None	5 mins. 2 mins. 8 hrs.	Rosemar Cadorna Archie Mi-ot Remy Villo Danilo Tesora Jenessa Java and all ATs
Total			8 hrs. and 7 mins.	



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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 e. Distribution of vegetable seeds, seedlings and fruit trees	None	5 mins. 2 mins. 3 mins. 2-3 hrs.	Ira May Landiza Juje Abrasado Elnie Miot Arnold Elliaga Jr.
	Total	None	3 hrs. & 10 mins.	



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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	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents the RSBSA Number 2. Registers in the Logbook	a. Fry distribution b. Grow out pond c. Fertilizer and feeds distribution 1. Conduct inspection of pond before releasing the Fertilizer, Fry and Feeds 2. Conduct one-on-one advisory while inspecting the area and verify if requirements are met by the client. 3. Conduct weekly monitoring	None	1 hr. 4 hrs. 8 hrs.	Gladys Ignacio Antonio Barrot and all AT's
	Total	None	5 hrs.	



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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. Soccorro
2. Registers in the Logbook	2. Confirms heat reciprocity and set time for such activity		2 mins.	Pablito Baldoza
	3. Sets time to conduct actual artificial insemination		3 mins.	Robert Tondo
	4. Sterilizes all A.I paraphernalia's			
	5. Conducts semen collection			
	6. Prepares the semen for transport to client area		30 mins.	Danilo Tesora
	7. Transports semen		30 mins.	
	8. Does actual artificial insemination		10 mins.	Pablito Baldoza



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<p>1.Presents the RSBSA Number</p> <p>2.Registers in the Logbook</p>	<p>1. Conducts interview on client regarding the situation of the animal</p> <p>2. Confirms heat reciprocity and set time for such activity</p> <p>3. Prepares the semen for transport to client residence</p> <p>4. Prepares chute for restraining the animal</p> <p>5. Conduct actual artificial insemination</p> <p>6. Set schedule of the 21st day for follow-up if animal is still in heat</p> <p>7. If animal is already prepared return after 3 months for confirmation if animal is pregnant</p> <p>8. Conduct internal examination/pregnancy diagnosis</p> <p>9. If pregnant-wait for 9 months (cow) and or 1 month (carabao) assist in the pasturation of the animal</p>		<p>2 mins.</p> <p>20 mins.</p>	<p>Quilour Chua Pablito Baldoza</p> <p>Pablito Baldoza</p> <p>Robert Tondo</p> <p>Danilo Tesora</p> <p>Pablito Baldoza Quilour Chua Kevin Gil A. Socorro</p>
<p>TOTAL</p>			<p>2 hrs. and 28 mins.</p>	



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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	Rosemar Cadorna and all AT's
Total			16 mins.	



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7. DOG IMPOUNDING/FACILITY

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. Citation Ticket B. Adoption Certificate		Municipal Agriculture Office Municipal Nursery		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the OR from MTO upon claiming the dog pound. 2. Present the certificate of adoption.	1. Issuance of Citation Ticket with in 3 calendar days. See to it that the adoption letter has it sign by the Municipal Agriculturist.	1 st office-500.00 2 nd offence-1,000.00 3 rd offence-1,500.00 succeeding offence-2,000.00	2 mins. 3 mins. 3 mins. 3 mins.	RONALD VERGARA ARNOLD ELIAGA JUNREY FAUSTO ELLIE FRANCIS YBAÑEZ PABLITO BALDOZA
TOTAL			2 hrs. and 28 mins.	



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8. 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. Marginal Farmers with 3.0 hectares below		A. Municipal Agriculture Office B. Municipal Nursery		
CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquired if Farm Tractor is available 2. Proceed to MTO office for area inspection 3. Payment for tractor services/certification fee	1. Issuance of Certification. 2. Area inspection and coordinate at the Treasurer's Office 3. Preparation of the certification and MOA 4. Payment to the Treasurer's Office 5. Recording of the OR and scheduling	Flowing-2,500.00 Harrowing -2,000.00 Furrowing -1,200.00	2-3 mins. 1 day 10 mins. 5 mins. 5 mins.	AT's Assign in the area Jenessa Java Grechel Acabal MTO
	Total	5,700.00	1 day & 23 mins.	



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9. TRAINING/SEMINAR WORKSHOP

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. Farmers 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 and accepts resolution from duly organized "Rural Based Organization (RBO's) 2. The Organization has to submit the required resolution 3. The assigned area Agricultural Technologist has to prepare the required training design and schedule be attached to the resolution 4. Revitalized RBO's, FA, RIC, 4H club, FA Fed., RIC fed., 4H fed., TIGOMA	NONE	10 mins. 5 mins. 15-30 mins.	AT's Assigned
	Total		45 mins.	



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10. FUNCTIONAL MUNICIPAL NURSERY

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. Farmers 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. Assist farmers client to avail the planting materials; 2. Fruit trees seedlings and vegetable seedlings	NONE	10 mins.	ELNIE MI-OT ARNOLD ELIAGA JR.
	Total		10 mins.	



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11. 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	31 mins.	



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12. 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. Register 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 e. Process crops and livestock damage report d. Release of indemnity check from PCIC	NONE	3 mins. 10 mins. ½ day	Technician Assigned per Barangay
	Total	None	½ day and 13 mins.	

OFFICE OF THE MUNICIPAL ASSESSOR

External Services



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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.
<p>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)</p> <p>* If owner is deceased, any document that will show proof of relationship/filiation to the owner (1 original copy)</p> <p>I. LAND A. New Declaration * Certified True Copy of the Title * Photocopy of Official Receipt (RPT Payment)</p> <p>B. Transfer of Ownership 1. Titled property > Certified true copy of the title > If by Original Certificate of Title-</p>	<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>



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<p>conformity from the previous owner/any proof of ownership conveyance</p> <ul style="list-style-type: none"> > Approved subdivision plan if portion only > Transfer fee original receipt > Photocopy of Official Receipt of payment of taxes up to the current year 	<ul style="list-style-type: none"> -Register of Deeds- Dumaguete City -Municipal Treasure's Office/Client
<p>2. Untitled Property (alienable and disposable lands only)</p> <ul style="list-style-type: none"> > Certified True Copy of Notarized deed of sale/deed of donation/extrajudicial settlement or other types of deed/other form of conveyance > eCAR stating the subject property > DAR Clearance (if agricultural) > Approved subdivision plan if portion only > Transfer fee original receipt > Photocopy of Official Receipt of payment of taxes up to the current year 	<ul style="list-style-type: none"> -Register of Deeds- Dumaguete City -Client/Law Office -Client -Provincial Treasurer Office- Dumaguete City -Municipal Treasure's Office /Client
<p>C. Subdivision</p> <ul style="list-style-type: none"> ● Approved Subdivision Plan <ul style="list-style-type: none"> ● Photocopy of Official Receipt of Payment of taxes up to current year ● Duly registered deed of conveyance (for beneficial user) 	<ul style="list-style-type: none"> -Client/Law Office
<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 ● Request letter from the owner with proper endorsement by the Municipal Assessor ● Ocular inspection report 	<ul style="list-style-type: none"> -Bureau of Internal Revenue (BIR)- Dumaguete City -Department of Agrarian Reform Office -Client
<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 ● Request letter from the owner with proper endorsement by the Municipal Assessor after ocular inspection ● Ocular inspection report 	<ul style="list-style-type: none"> -Provincial Treasurer Office- Dumaguete City -Municipal Treasurer's Office/Client Client Municipal Treasure's Office /Client Client/Law Office



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<ul style="list-style-type: none"> ● Certification of Lot status from DENR <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 ● Request letter from the owner with proper endorsement by the Municipal Assessor after ocular inspection ● Ocular inspection report <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 ● Request letter from the owner with proper endorsement by the Municipal Assessor after ocular inspection ● Ocular inspection report <p>5. Change in Classification</p> <ul style="list-style-type: none"> ● Ocular inspection report from MA ● Letter request from owner with reasons of reclassification ● Photocopy of Official Receipt of payment taxes up to the current year ● Zoning Certificate ● Agriculturist Certification (lot area more than 1,000 sq. meters) <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 	<p>Municipal Treasure's Office</p> <p>/Client Client</p> <p>Municipal Assessor's Office</p> <p>Client Municipal Treasure's Office</p> <p>/Client Client</p> <p>Municipal Assessor's Office Department of Environment and Natural Resources (DENR) - Dumaguete City</p> <p>Client/Register of Deeds-Dumaguete</p> <p>City Municipal Treasure's Office</p> <p>/Client</p> <p>Client</p> <p>Municipal Assessor's Office</p> <p>Client/Register of Deeds-Dumaguete City Municipal Treasure's Office/Client</p>
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<ul style="list-style-type: none"> ● 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>G. 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>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 	<p>Municipal Assessor's Office</p> <p>Municipal Assessor's Office Client</p> <p>Municipal Treasurer's Office/Client</p> <p>Municipal Planning & Dev't. Coor.(MPDC) Department of Agriculture (DA)</p> <p>Municipal Treasure's Office /Client</p> <p>Client</p> <p>Barangay</p> <p>Municipal Treasure's Office /Client</p> <p>Client</p> <p>Court</p> <p>Municipal Treasure's Office /Client</p> <p>Client/Law Office</p> <p>Register of Deeds- Dumaguete City</p>
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<p>owner)</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>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 Receipt of payment of taxes up to the current year ● Photos of renovation <p>D. Revision due to depreciation (due to abnormal obsolescence of building)</p> <ul style="list-style-type: none"> ● Letter request for depreciation from the owner ● Ocular inspection report from MA ● Photocopy of Official Receipt of payment of taxes up to the current year ● Picture of the building <p>E. Revision due to change/correction of name</p> <ul style="list-style-type: none"> ● Letter request from the owner ● Valid ID/birth certificate/marriage contract/affidavit of 2 disinterested persons ● Photocopy of Official Receipt of payment of taxes up to the current year <p>F. Cancellation of RPU</p> <ul style="list-style-type: none"> ● Letter request from the owner to cancel the property since it is already demolished ● Certification from the brgy. captian stating effectvity that the building is already demolished/ approved demolition permit ● Ocular inspection report ● Photocopy of Official Receipt of 	<p>Municipal Treasure's Office /Client</p> <p>Client</p> <p>Municipal Assessor's Office</p> <p>Bank Court</p> <p>PDIC</p> <p>Municipal Treasurer's Office/Client</p> <p>Client /Municipal Engineer's Office Client</p> <p>Municipal Assessor's Office Client/Law Office</p> <p>Client</p> <p>Client/Law Office Client</p> <p>Client</p> <p>Client</p> <p>Client/Law Office</p>
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<p>payment of taxes up to the year before demolition</p> <p>G. Change the location not affected any transaction/ land reference</p> <ul style="list-style-type: none"> ● Letter request from declarant ● Ocular inspection report from MA ● Photocopy of Official Receipt of <p>payment of taxes up to the year before demolition</p> <p>III. MACHINERIES</p> <p>1. New Declaration</p> <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 	<p>Bureau of Internal Revenue (BIR)- Dumaguete City Municipal Treasurer's Office/Client</p> <p>Provincial Treasurer Office- Dumaguete City</p> <p>Client</p> <p>Municipal Assessor's Office Municipal Treasure's Office /Client</p> <p>Client</p> <p>Client</p> <p>Municipal Assessor's Office Municipal Treasure's Office /Client</p> <p>Client</p> <p>Client</p> <p>Client/Law Office</p> <p>Municipal Treasure's Office /Client</p> <p>Client Barangay</p> <p>Municipal Assessor's Office Municipal Treasure's Office /Client</p>
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		<p>Client</p> <p>Municipal Assessor's Office Municipal</p> <p>Treasure's Office /Client</p> <p>Municipal Assessor's Office Client</p> <p>Client</p> <p>Municipal Treasurer's Office/Client Municipal</p> <p>Assessor's Office</p>		
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	5 mins.	Bernadeth T. Guanzon Riche E.



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		MVXAL =AV		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



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	4.2 Issue owners copy and notice of assessment	None	2 mins.	Municipal Assessor's Office personnel
to client (building with market value of 175,000 and below			to client (building with market value of 175,000 and below	
TOTAL	None	3 weeks, 1 day, 4 hrs. & 15 mins.	TOTAL	



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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:	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)	-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	
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 -Client/Law Office
* If owner is deceased, any document that will show proof of relationship/filiation to the owner (1 original copy)	-Client



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CLIENT STEPS	AGENCY ACTION	FEE 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
	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
	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
TOTAL			30 mins	



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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>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>B. Application for Certificate of No Improvement</p>	



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<p>1. Duly accomplished request form or written request (2 copies)</p> <p>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 from one person to another (1 copy)</p> <p>3. Photocopy of government issued ID of owner (1 copy)</p> <p>4. Original receipt of certification fee (original) <i>Additional requirement if transacted by representative</i></p> <p>5. Photocopy of Valid ID of representative (1 copy)</p> <p>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)</p> <p>* If owner is deceased, any document that will show proof of relationship/filiation to the owner (1 original copy)</p>		<p>Client</p> <p>Client/Law Office</p> <p>Post Office, COMELEC, or any Gov't issued ID</p> <p>Municipal Treasure's Office /Client</p> <p>Client</p> <p>Client/Law Office</p> <p>Client</p>		
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
	1.2 Verify records		10 mins.	Municipal Assessor's Office Personnels



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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.	



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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) * 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 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.	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
	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 tracebackCopy fee ₱50.00-for Cert. True Copy of TD	10 mins.	MTO Personnel/ RPT Section



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		₱30.00-for doc. stamps		
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	



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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	2.1 Actual inspection of the	None	4 days	Bernadeth T. Guanzon



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Property location	property			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**



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1. DRAFTING AND PREPARATION OF PLAN AND PROGRAM OF WORK

ABOUT THE SERVICE: Creation of Plans, Program of Work and Cost Estimates for various Municipal Projects

Office/Division:	Municipal Engineer's Office			
Classification:	Complex			
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		
<ul style="list-style-type: none"> • Appropriation Ordinance/Availability of Funds • Approved Barangay Resolution • Letter request addressed to the Mayor and endorse to the Municipal Engineer 		SB Office/Mun. Budget Office Respective Barangays Requesting party will file the letter request to the Municipal Mayor or appear personally at the Office of the Mun. Engr.		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete requirements and discuss with the person in-charge the request needed.	1. Receive request for assessment and evaluation.	None	3 min	Engr. Beverly Cadalzo Engr. Jack Harris Corciega Ranie Pino Rowel Academia Engr. Cris John Bohol
2. Accompany the engineering staff during ocular inspection of site	2.1 Inspect proposed project	None	1 day	Engr. Beverly Cadalzo Engr. Jack Harris Corciega Ranie Pino Rowel Academia Engr. Cris John Bohol
	2.2 Planning and drawing of proposed project		3 days	Arnold Gimang Engr. Jack Harris Corciega Ranie Pino Rowel Academia Engr. Cris John Bohol
	2.3 Drafting the program of work for the inspected project.		2 days (for simple project) 5 days (for complex projects)	Engr. Beverly Cadalzo Engr. Jack Harris Corciega Ranie Pino Rowel Academia
	2.4 Transmittal of program of work and approval by the Municipal Engineer.			Engr. Robert Askin
TOTAL			6 days, (simple projects) 9 days (complex projects)	



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

ABOUT THE SERVICE: Catering various requests 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:	Complex			
Type of Transaction:	G2C-Government to Citizen;G2G-Government to Government			
Who may Avail:	Barangays, Local and National Offices, Private Sector			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> 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	Assess request	None	3 minutes	Engr. Robert Askin; Engr. Beverly Cadalzo; Eng'g Staff
Accompany the engineering staff upon assessment of the said request at the area.	Inspect and prepare necessary budgetary requirement, if any.	None	1day	Engr. Beverly Cadalzo; Engr. Jack Harris Corciega; Ranie Pino Rowel Academia Eng'g Staff
Follow-up and wait for action	Actual implementation of work to be done	None	1week	Engr. Beverly Cadalzo Engr. Jack Harris Corciega; Ranie Pino Rowel Academia Eng'g Staff
TOTAL:		None	1week	



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

ABOUT THE SERVICE: Preparation and processing of vouchers and work accomplishments for completed government project

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		
<ul style="list-style-type: none"> Letter Request to bill Progress photos (before, during, after) Delivery receipts, Bidding documents, & BAC Resolutions 		Client/Contractors Client/Contractors Supply Officer, BAC Office		
CLIENT STEPS	AGENCY ACTION	FEESTO BEPAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit approved Letter Request with other documentary requirements	Preparation of required documents for billing	None	2 hrs	Emma Niaga Engineering Staff
Signing of documents	DV preparation and signing upon completing checklist of supporting documents.	None	3 days	Emma Niaga Engr. Robert Askin
Processing of DV's	Advancing of DV's for signing and control to concerned offices and Local Chief Executives	None	1 week	Emma Niaga Engineering Staff
TOTAL:		None	1 week, 4 days	

OFFICE OF THE BUILDING OFFICIAL
EXTERNAL SERVICES



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; Government to Business
Who may Avail:	Any person or company securing application for Building Permit on their proposed building/structure to be constructed in the municipality.

CHECKLIST O FREQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> • Preliminary Locational Clearance 	Mun. Planning & Development Office
<ul style="list-style-type: none"> • Accomplished Unified Application Form for Building Permit and all other ancillary Forms & Preliminary FSEC 	OBO,BFP
<ul style="list-style-type: none"> • A copy of Transfer Certificate of Title (TCT),or Deed of Absolute Sale or Lot Locational Plan from LRA (if lessee, Contract of Lease) 	Assessor's Office
<ul style="list-style-type: none"> • Copy of Community Tax Certificate, Copy of Tax Clearance/Current RPT Receipt 	Municipal Treasurer's Office
<ul style="list-style-type: none"> • 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 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) <ul style="list-style-type: none"> ○ Automatic Fire Suppression System ○ Wet stand PipeDry Stand Pipe 	Client



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<ul style="list-style-type: none"> ○ Kitchen Hood Suppression ○ Fire Detection Alarm System 				
<ul style="list-style-type: none"> • Three (3) copies of Valid Licenses (PRCI.D.) of all involved professionals 	Client, Professionals involved in the construction of building			
<ul style="list-style-type: none"> • Four (4) copies of estimated value of the building/structure to be erected, notarized and signed by Licensed Professional Practitioner 	Client			
<ul style="list-style-type: none"> • A copy of Construction Safety and Health Program 	Client			
<ul style="list-style-type: none"> • Affidavit of Undertaking 	Client			
<ul style="list-style-type: none"> • Duly signed and sealed Structural Analysis & design (if applicable) 	client			
<ul style="list-style-type: none"> • ECC, CNC, Height, Clearance, DOH, others (if applicable) 	Client			
CLIENT STEPS	AGENCY ACTION	FEESTO BEPAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure application forms And other requirements	Brief the client regarding the requirements	None	10mins	Edmar Coloyan, Engr. Beverly Cadalzo
2. Submit preliminary Application to Municipal Planning Officer and request Locational Clearance	2.1 Evaluate and approve Locational Clearance	None		MPDO
3. Submit to OBO Application Forms and Documentary Requirements	3.1 Receive, review and evaluate the completeness and correctness of the documents.		20mins	Edmar Coloyan, Ariel Cimafranca
	3.2 Assess fees and issue Order of Payment		15mins	Edmar Coloyan, Engr. Beverly Cadalzo



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2. Receipt of Order of Payment or Notice of Disapproval	2.1 Release Order of Payment or Notice of Disapproval 2.2 Endorse to the BFP for Fire Safety Evaluation Clearance	None	10mins	Edmar Coloyan, Ariel Cimafranca
3. Payment of Fees and Charges	3.1. Receive the payment and issue O.R.	As per Revised Municipal revenue Code/Revised IRR of the NBC		MTO Collecting Officer
4. Submit permit application to Municipal Planning Officer for approval of Land Use & Zoning	4.1. Evaluate and approve Land Use & Zoning Permit	None		MPDO
5. Apply for Fire Safety Evaluation Clearance	5.1 Evaluate and approve FSEC	None		BFP
6. Submit permit application with approved Zoning and Fire safety Evaluation Clearance together with O.R.	Record the OR and completely filled-up forms and prepare permit for approval by the Building Official. Approve permit	None	30min	Edmar Coloyan
		None	3days	Engr. Robert Askin
7. Claiming of Building Permit	4. Preparation and release of Building Permit		15min	Edmar Coloyan, Ariel Cimafranca Engr. Robert Askin
TOTAL:		Based on Assessment	Max.3 days to 1 week	

Note

- Processing time may vary depending on total floor area and complexity of the applied project for building permit. Moreover, in line with the JMC2018-001 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 1 week day including processing time from other concerned offices.
- 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 such charge as determined in Section 212 of the Revised NBCP.



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

ABOUT THE SERVICE: A document issued by the Building Official to an owner/ applicant to proceed with work activity of a specific project/building/structure 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 and its IRR.

Office/Division:	Municipal Engineer's Office/OBO	
Classification:	Simple	
Type of Transaction:	G2G-Government to Government G2C-Government to Citizen 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
For Renewal Permit		
Application form signed by the applicant, signed and sealed by professional and properly filled out.		OBO
Approved Building Permit & Building Plans		OBO
For Demolition Permit		
Demolition Permit Form		OBO
Sketch plan of area or picture of building to be demolished.		Client
TCT of the property		Mun. Assessor's Office
Barangay Endorsement		Respective Barangay
For Sign Permit		
Sign Permit Form		OBO
Electrical Permit Form whenever there is an electrical connection.		OBO
Three (3) sets of plans and design of signage duly signed by a licensed professional		Client
Location of Vicinity Plan		Client
Lot Documents		Client
For Excavation or Ground Permit		
Accomplished Excavation Permit Form signed and sealed by licensed professional		OBO
One(1) set Architectural and Structural Plan		Client
Transfer Certificate of Title (TCT) of lot		Municipal Assessor's Office



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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Requirements	1.1 Verify the requirements	None	15 mins	Edmar Coloyan OBO Assessment Section
	1.2 Assess the fees	None	10 mins	Edmar Coloyan Ariel Cimafranca
3. Receive Order of Payment	3. Receive the payment and issue O.R.	As per Revised Municipal revenue Code/Revised IRR Of the NBC	10 mins	MTO Collecting Officer
4. Submit O.R. to OBO	Record the O.R. and completely filled-up application form and prepare permit for approval. Approve the permit Release the permit.	None	10 mins 1 day 5 min	Edmar Coloyan, Ariel Cimafranca Engr. Robert Askin Edmar Coloyan Ariel Cimafranca OBO
TOTAL:		Based on Assessment	2 days	



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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. Submit Application Forms and Documentary Requirements for evaluation	1.1 Receive and conduct actual inspection on building/ structure applied for.	None	Max. 2 days depending on location	Edmar Coloyan Ariel Cimafranca
	1.2 Assess fees and issue Order of Payment			Edmar Coloyan, Engr. Beverly Cadalzo
2. Receipt of Order of Payment.	2.1 Receive the payment and issue O.R.	None	10 mins	MTO Collecting Officer
3. Submit proof of payment to OBO Personnel	3.1 Prepare the permit and completely fill up the application forms for signature to approving officers	None	15 min	Edmar Coloyan
	4.2 Approve applied permit		1day	Engr. Robert Askin
4. Claim the Certificate of Occupancy	Release approved permit		5min	Edmar Coloyan Ariel Cimafranca
TOTAL:			2 days	



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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 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:	Simple			
Type of Transaction:	G2C-Government to Citizen;G2G-Government to Government 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, Sanitary 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 Engineering-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
1.1 Submit Application Forms And Documentary Requirements for evaluation	1.1 Receive and endorse to BFP for issuance of FSIC	None	2mins	Edmar Coloyan, Ariel Cimafranca,



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<p>2. Submit the approved FSIC (Client should be present during the inspection)</p>	<p>1.2 Process the application and schedule inspection of buildings/structures/machineries. 2.2 Assess fees and issue Order of Payment</p>	<p>None None</p>	<p>Max.1 day</p>	<p>Edmar Coloyan Edmar Coloyan, Engr. Beverly Cadalzo</p>
<p>3. Receipt of Order of Payment.</p>	<p>4.Receive the payment and issue O.R.</p>	<p>As per Revised Municipal revenue Code/Revised IRR of the NBC</p>	<p>10 mins</p>	<p>MTO Collecting Officer</p>
<p>4.Submit O.R.to the OBO Personnel</p>	<p>Prepare the permit and completely fill up the application forms for signature to approving officers Approve applied permit</p>	<p>None</p>	<p>15 min 1 day</p>	<p>Edmar Coloyan Engr. Robert Askin</p>
<p>5. Claim the Certificate of Occupancy</p>	<p>Release approved permit</p>	<p></p>	<p>2 min</p>	<p>Edmar Coloyan Ariel Cimafranca</p>
TOTAL:			<p>2.5 days</p>	



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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:	Simple			
Type of Transaction:	G2C-Government to Citizen;G2G-Government to Government G2B-Government to Business			
Who may Avail:	All business tax payers 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. Submit the application form.	1.1 Verify the application and assess fees.	None	5 mins	Edmar Coloyan, Ariel Cimafranca,
2. Receipt of payment	Receive payment and issue O.R.	As per Revised Municipal revenue Code	5mins	MTO Collecting Officer
4. Submit O.R. to the OBO Personnel	Prepare the permit for signature to approving officer Approve applied permit	None	15min 3min	Edmar Coloyan Ariel Cimafranca Engr. Robert Askin
5. Claim the Business Permit Application	Release approved permit		2min	Edmar Coloyan Ariel Cimafranca
TOTAL:		None	30mins	

Note: If the building for the Business Operation was verified to have no Building Permit, Occupancy Permit and have violations on the building construction, the application for Business with held. If the building is in compliance, proceed to Step 2.

**OFFICE OF THE LOCAL CIVIL
REGISTRAR**

EXTERNAL SERVICES



A Green and Organized Municipality

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 counseling certificate ▪ Pre-cana certificate issued by either of the applicants' pastor or priests, if either or both ▪ Applicant is between the ages 18-24 ▪ Parent's consent if either or both applicant is between the ages 18-21 yrs. old ▪ Parental advice if either or both applicant is between the ages 21-24 yrs. 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
Application Submission of Requirements Accomplishment and signing of Application form Payment of Fees Publication Period Issuance of License	Accepts application, process it and post for 10 days, after which, release marriage license to complying applicants	₱748 (to be paid at MTO) ₱2 – LCR, lic. fee	35 minutes 10 days 10 minutes	CICERO O. CADIZ or Franie C. Rodriguez/ Amie Rose A. Cuelco CATALINA L. GARCES



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2. REGISTRATION OF BIRTH CERTIFICATES

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		
<ul style="list-style-type: none"> 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
Application for birth registration/document verification	Accept & screen, endorse to processor	₱20 timely ₱100 delayed ₱200 admission of paternity ₱150 adv. endorsement to PSA (all to MTO)	1 hour – timely 3 days (parents not married) 10 days – delayed registration	ARLYN M. ABOY KHAREY MAE C. QUILIOPE RONA D. ABADA JUMARD R. YURONG



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3. REGISTRATION OF MARRIAGE AND DEATH 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		
<ul style="list-style-type: none"> ▪ FOR MARRIAGE REGISTRATION/RECONSTRUCTION: <ul style="list-style-type: none"> a. Duly filled-up Marriage Contract (timely) b. For delayed registration: PSA verification, affidavit of contracting parties/solemnizing officer, birth certificates of children. ▪ FOR DEATH REGISTRATION: <ul style="list-style-type: none"> a. Birth record of the deceased for reference, informant should be nearest kin (timely) b. For delayed registration : Church certification, PSA verification, residence certificate, barangay certification, and presence of nearest of kin 		<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
Present Marriage Contract for Registration	Accepts application, screen, endorse to processor	₱100 for delayed registration	30 minutes – timely 10 days - delayed	CICERO O. CADIZ AMIE ROSE A. CUECO
Provide Data of the deceased, or present Death Certificate for registration		₱100 (to be paid at MTO)	Depends on the availability of signatories (Doctors, Police Officer)	<p>Screeners: RONA D. ABADA KHAREY MAE QUILIOPE</p> <p>Processors: ARLYN M. ABOY JUMARD R. YURONG</p>



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

Office or Division:	LOCAL CIVIL REGISTRAR			
Classification:	SIMPLE, COMPLEX			
Type of Transaction:	Issuance of Certified Copy of Civil Registry Documents – LCR/PSA (G2C)			
Who may avail:	PUBLIC			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> ▪ Valid ID of the requester ▪ Marriage Contract, if requesting in behalf of a spouse <ul style="list-style-type: none"> ▪ If requester is not the document owner, authorization and the document owner's valid ID 		Requester to bring		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>Client approaches the employee in charge and files his request</p> <p>Upon instruction, pay necessary fees</p> <p>Wait for the certification/copy (if local), and claim stub for PSA/SECPAs</p>	<p>In charge accepts requests, screen, turns over request form together with the corresponding official receipt, identification Card or authorization to the records personnel. Record personnel will get the record from then bring it to the computer section for encoding or photocopying</p> <p>If requesting for PSA copy, issue claim stub</p>	<p>₱50 for local copies</p> <p>₱75 – BREQS fee (to be paid at MTO)</p> <p>₱155 – PSA + ₱5 bank charge</p>	<p>30 minutes</p> <p>PSA copies: 2 weeks (submit requests every Friday, then pick up previous requests)</p>	<p>Screeners: RONA D. ABADA KHAREY MAE QUILIOPE</p> <p>Processor: FRANIE C. RODRIGUEZ</p> <p>For PSA: AMIE ROSE A. CUECO KHAREY MAE C. QUILIOPE</p> <p>(releasing) Mario Pabillo Wilfredo G. Paco</p>



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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 or Division:		LOCAL CIVIL REGISTRAR		
Classification:		SIMPLE		
Type of Transaction:		-Registration of Court Decrees and Annotation of the Affected Civil Registry Record (G2C) -Registration of Legal Instruments and Annotation of the Affected Civil Registry Record (G2C)		
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
Presentation and Examination of the Court Order Payment of Fees	Registration of the Court Order Annotation of the affected document Preparation of Endorsement to PSA	₱1,000.00 - Decree of legal separation ₱1,000.00 - Decree of Nullity of marriage ₱500.00 - Adoption ₱200.00 - Orders on child custody and Guardianship ₱500.00 - Orders for correction of entries not covered under RA 9048 ₱200.00 - Declaration of Presumptive Death (other legal documentation) Repatriation or voluntary renunciation of citizenship	5 minutes 30 minutes 1 hour	CATALINA L. GARCES (examine) CICERO O. CADIZ (register) FRITSIE M. dela PEÑA



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6. LEGITIMATION OF A NATURAL CHILD

Office or Division:	LOCAL CIVIL REGISTRAR			
Classification:	SIMPLE			
Type of Transaction:	Legitimation of a Natural Child			
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	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Application Submission of Requirements Pay necessary fees	Accept and review documents submitted	₱200 – admission of Paternity (MTO)	5 minutes	CATALINA L. GARCES (examine) Processor/s: ARLYN M. ABOY
	If qualified, process, retrieve files and effect to record		1 hour	



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7. HANDLE AND TAKE ACTION ON PETITIONS TO CORRECT ENTRIES AND CHANGE OF FIRST NAME PURSUANT TO RA 9048 AND RA 10172

Office or Division:	LOCAL CIVIL REGISTRAR			
Classification:	Highly Technical			
Type of Transaction:	Handle and Take Action on Petitions to Correct Entries and Change of First Name pursuant to RA 9048 and RA 10172			
Who may avail:	PUBLIC			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Document/s to be corrected Supporting Documents varies depending on the problems/errors presented for correction checklist available at PACD (all photocopies, 3 each)		Owner's copies, or from concerned offices (church, school, hospitals, NBI, DSWD, etc.)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Petitioner approaches receiving clerk Pay filing fee	Clerk examines the petition, if completed, instruct petitioner to pay filing fee to MTO. Clerk gets the OR, attach to petition, endorse to MCR MCR prepares the Petition, post for 10 days, render decision within 5 days. Except in cases where Newspaper publication is necessary, processing time will be longer. Transmit petition to OCRG.	₱1,000.00 – correction of clerical/typographical error ₱3,000.00 – change of first name ₱3,000.00 – correction of sex, day and month of birth in birth certificate ₱200 – Certificate of Finality fee (all to be paid at MTO)		FRITSIE M. dela PEÑA CATALINA L. GARCES CATALINA L. GARCES



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	<p>After receipt of OCRG's decision, prepare Certificate of Finality for affirmed decisions, or modify/reverse for impugned ones.</p> <p>Annotating of affected document, send copy to OCRG for SECPA annotations.</p>			<p>FRITSIE M. dela PEÑA</p>
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OFFICE OF THE MUNICIPAL MAYOR
INTERNAL AND EXTERNAL SERVICE



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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. Community Tax Certificate 3. Police Clearance 4. Tax Clearance from Municipal Trasurer'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 Trasurer's Office 3. Police Station 4. Municipal Trasurer'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 Municipal Treasurer's Office	Interview client, receives and review documents	none	5 minutes	Mayor's Office Staff



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	Prepare Motorize4d Tricycle Operators Permit (MTOPI)	none	5 minutes	Mayor's Office Staff
2. Proceed to PNP Station TAU Representative	For motor vehicle or accessories inspection	none		PNP Personnel
3. Submit supporting documents to Mayor's Office	Review documents for approval and signature of the Mayor	none	4 minutes	Florjay Ulpiana Ivangelito Lastimoso (Mun. Mayor)
	Facilitate the signing of the Mayor's Permit		10 minutes	Florjay Ulpiana Ivangelito Lastimoso (Mun. Mayor)
Receive the Mayor's Permit	Record transaction in the Log Book and release the MTOPI	none	3 minutes	Florjay Ulpiana Ivangelito Lastimoso (Mun. Mayor)
TOTAL:		None	27 minutes	



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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	



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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>



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CLIENT STEPS	AGENCY ACTION	FEE 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	None	3 minutes	
	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	Mayor's office staff
2. Sign the Logbook and Receive the Business/Mayor's Permit	Release client's copy of Business/Mayor's Permit	None		Municipal Treasurer & Municipal Mayor
	Total	None	33 mins.	



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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:	Simple			
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
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



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	Prepare Motorized Tricycle Operators Permit (MTOPO)	None	5 minutes	Mayor's Office Staff
2. Proceed to PNP Station TAU Representative	For motor vehicle or accessories inspection	None		PNP Personnel
3. Submit supporting documents to Mayor's Office	Review documents for approval and signature of the Mayor	None	4 minutes	Florjay Ulpiana Ivangelito Lastimoso (Mun. Mayor)
	Facilitate the signing of the Mayor's Permit	None	10 minutes	Florjay Ulpiana Ivangelito Lastimoso (Mun. Mayor)
Receive the Mayor's Permit	Record transaction in the Log Book and release the MTOPO	None	3 minutes	Florjay Ulpiana Ivangelito Lastimoso (Mun. Mayor)
	Total	None	27 mins.	



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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:	Simple			
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	Florjay Ulpiana Ivangelito Lastimoso (Mun. Mayor)
	Prepare MCH Mayor's Permit	None	5 minutes	Florjay Ulpiana Ivangelito Lastimoso (Mun. Mayor)
	Assists the client to proceed in the office of the Municipal Treasurer	None	2 minutes	Florjay Ulpiana Ivangelito Lastimoso (Mun. Mayor)



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2. Proceed and fees the Amount at Mun. Treasurer Office				
3. Submit OR and supporting documents at Mayor's Office	Review documents for approval and signed by the Mayor	None	5 minutes	Florjay Ulpiana Ivangelito Lastimoso (Mun. Mayor)
4. Receive the Mayor's Permit	Logbook and Release the client's copy of MCH Mayor's Permit	None	2 minutes	Florjay Ulpiana Ivangelito Lastimoso (Mun. Mayor)
	Total	None	17 mins.	



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6. 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			
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 		Concerned Office/s		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit document/s to Receiving area	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	5 minutes	Rubelyn Caseres Antonette Omandac Manny Cris Tumarong Adrian Clyde Nogra <i>Office Staff</i>
	Reviews document classification.	None	10 minutes	Ma. Rosario F. Oca, DPA <i>Mun. Administrator</i>
	Routes document/s to concerned office or personnel		1-2 days	Antonette Omandac Manny Cris Tumarong Adrian Clyde Nogra <i>Office Staff</i>



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	Recommendation of proper action to grant request or implement given instructions	None	3 mins.	Ma. Rosario F. Ocay <i>Mun. Administrator</i>
	Released and deliver signed document/s to concerned municipality department/ office/ unit, concerned personnel	None	2 mins.	Ma. Rosario F. Ocay <i>Mun. Administrator</i>
	Deliver document/s to various office/brgys.	None	1-2 days	Julius Suede Joel Deguit Federico Mahilum
TOTAL			1-4 days & 15 mins.	



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7. 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) • DTR's • Overtime Certifications • Accomplishment reports 		<ul style="list-style-type: none"> • MTO • Concerned Offices/s • Municipal Budget Department 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCE SSING TIME	PERSON RESPONSIBLE
1. Submit financial/personnel document/s to Receiving area	Receives and records submitted financial document/s	None	10 mins.	All Office Staff
	Receives, records, and checks completeness of submitted personnel/financial documents	None	10 mins.	All Office Staff



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	Final interview/ initials of personnel/financial documents prior to signing of the Municipal Administrator	None	5 mins.	Adrian Clyde Nogra Antonette Omandac <i>Office Staff</i>
	Signs personnel/ financial documents (payrolls and disbursement vouchers on salaries and allowances).	None	30 mins.	Ma. Rosario F. Ocaj, DPA <i>Municipal Administrator</i>
	Signs personnel/financial documents (disbursement vouchers/other forms)	None	30 mins.	Ma. Rosario F. Ocaj, DPA <i>Municipal Administrator</i>
	Releases signed documents	None	5 mins.	Judith Bajao Manny Cris Tumarong Rubelyn Caseres Antonette Omandac <i>Office Staff</i>
2. Follow-up	Informs requesting party on status of documents	None	1 min.	<i>All office staff</i>
Total			1 hr & 31mins.	



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8. PROGRAMS/PROJECTS/ACTIVITY COORDINATION AND MONITORING

About the Service: Assists in the overall coordination among concerned stakeholders in them 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) 		Concerned office/s		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submits letter request with supporting documents as warranted.	Receives and encodes document/s in the Logbook for Documents Tracking System	None	5 minutes	All Office Staff
	Coordinates with requesting party on their logistics.	None	1-3 days	Manny Cris Tumarong



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	Prepares and submits report and drafts of proper action documents on resources/logistics needed if warranted.			Adrian Clyde Nogra Antonette Omandac Judith Bajao Federico Mahilum <i>Office Staff</i>
	Reviews evaluation report and appropriate documents. Recommends final action to the Municipal Administrator	None	1-3 days	Manny Cris Tumarong Adrian Clyde Nogra Antonette Omandac Judith Bajao Federico Mahilum <i>Office Staff</i>
	Approves/ signs final revised action documents	None	1 day	Ma. Rosario F. Ocay, DPA <i>Municipal Administrator</i>
	Releases action documents, if warranted	None	5 minutes	Rubelyn Caseres Judith Bajao Federico Mahilum Julius Suede Joel Deguit <i>Office Staff</i>
Total			3-7 days & 10 mins.	



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9. 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/Endorsement of concerned department/office head • Approved Application for Leave with corresponding computation • Other supporting documents as warranted 		Human Resource Management Department and Concerned Department Heads		
CLIENT STEPS	AGENCY ACTION	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit document/s to the Receiving area	Receives and encodes document/s in the Logbook for Document Tracking System.	None	5 minutes	Federico Mahilum Judith Bajao <i>Office Staff</i>
	Conducts complete staff work. Evaluates request and checks supporting docs. Interviews requesting party, if necessary.	None	30 minutes	Adrian Clyde Nogra Antonette Omandac Judith Bajao Rubelyn Caseres <i>Office Staff</i>



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	Prepares transmittal documents for approval of the Municipal Administrator.	None	1-3 days 5 minutes	Ma. Rosario F. Oca <i>Municipal Administrator</i> Judith Bajao Federico Mahilum <i>Office Staff</i>
Total			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.

10. ISSUANCE OF SPECIAL/BUSINESS PERMIT/S, CERTIFICATION AND MAYOR'S CLEARANCE

About the Service: Analyze, encoding, approving, and releasing of documents

Office or 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 Councilors Municipal Department/Offices/Units Private Entities Barangay Local Government Units (BLGUs)	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Mayor's Business/Special Permit & Special Permit to Transport: <ul style="list-style-type: none"> • OR from MTO Special Permit for Benefit Dance approved by Dr. Uy or Municipal Mayor <ul style="list-style-type: none"> • OR from MTO Mayor's Clearance: <ul style="list-style-type: none"> • OR from MTO • Brgy. Clearance • Police Clearance 		<ul style="list-style-type: none"> • MTO • BLGU's • PNP Station • Concerned Office/s



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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit document/s to the Receiving area	Receives and classifies submitted documents/s (such as Request letter, OR & etc.) to concerned office staff/personnel.	None	5 mins.	Adrian Clyde Nogra Manny Cris Tumarong Judith Bajao Rubelyn Caseres <i>Office Staff</i>
	Interview and encoding of document/s (special/business, certification/s & mayor's clearance) for issuance	None	15 mins.	Adrian Clyde Nogra Antonette Omandac Federico Mahilum <i>Office Staff</i>
	Deliver document/s to the Mun. Mayor/Mun. Administrator for signing of special/business, certification & mayor's clearance.	None	1-3 days 5 mins.	Ernie T. Uy, RN, JD <i>Municipal Mayor</i> Ma. Rosario F. Ocay, DPA <i>Mun. Administrator</i>
	Recording & releasing of special/business, certification & mayor's clearance	None	5 mins	Adrian Clyde Nogra <i>Office Staff</i>
TOTAL			3 days 2 mins.	



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11. MASTERLISTING OF BUSINESS ESTABLISHMENTS

About the Service: Master listing, analyzing, encoding, approving and releasing

Office or Division:		Municipal Administrator's Division		
Classification:		Simple		
Type of Transaction:		G2C (Government to Citizen) G2B (Government to Business)		
Who may avail:		Municipal Councilors Municipal Department/Offices/Units Private Entities		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> • Endorsement Letter from the MTO • Endorsement Letter From the Joint Inspection Team (JIT) 		<ul style="list-style-type: none"> • MTO • BPLO • MEO • Mun. Assessor's Office • BFP • PNP • MENR 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit document/s to receiving area	Receives and categorizes document/s (such as endorsement letter) from concerned office staff/personnel/s	None	5 mins.	Adrian Clyde Nogra Manny Cris Tumarong Antonette Omandac <i>Office Staff</i>
	Master listing and encoding of document/s (notices for renewal/s/newly started business, and notices for closure) for issuance.	None	15 mins.	Adrian Clyde Nogra Manny Cris Tumarong Antonette Omandac <i>Office Staff</i>
	Deliver document/s to the Mun. Administrator for signing of notices for renewal/newly started business and notices for closure.	None	5 mins.	Ma. Rosario F. Ocay, DPA <i>Mun. Administrator</i>



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	Endorsement of clients to the respective office/s if and when necessary	None	30 mins	Adrian Clyde Nogra Federico Mahilum Julius Suede <i>Office Staff</i>
TOTAL			45 mins.	

12. ACCOMODATION AND REQUEST/EVALUATION OF THE RESPONSE/S FROM THE BUSINESS SECTOR

About the Service: Evaluating, approving, and endorsing of client feedback to respective office/s

Office or 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 Councilors Municipal Department/Offices/Units Private Entities		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Notice Letter from the Office of the Admin 		<ul style="list-style-type: none"> BPLO MTO 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request Dialogue with Admin per notice letter received	Receives client and classifies submitted request or document/s (such as Notice from the correspondent) to concerned office staff/personnel.	None	5 mins.	Adrian Clyde Nogra Manny Cris Tumarong Antonette Omandac <i>Office Staff</i>
	Verify request and documents of document/s (Notice from the correspondent) for confirmation.	None	15 mins.	Adrian Clyde Nogra Manny Cris Tumarong Antonette Omandac <i>Office Staff</i>



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	Endorsement client and document/s to the Mun. Administrator for appropriate action.	None	5 mins.	Ma. Rosario F. Ocay, DPA <i>Mun. Administrator</i>
	Endorsing of clients to the respective office/s if and when necessary.	None	30 mins	Adrian Clyde Nogra Manny Cris Tumarong Antonette Omandac <i>Office Staff</i>
TOTAL			45 mins.	



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13. 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	



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14. 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 400.00/5 pax	3 minutes	Russel B. Baldomar
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



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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	

15. ACCOMMODATE INQUIRIES ON TOURISM/CULTURAL ACTIVITIES

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	



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16. 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	



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17. 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. Jovynile Villo 2. Juanito Ortega Jr. 3. Joefrey Herrera
TOTAL		None	3 Minutes	



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18. 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	



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19. 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	



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20. 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.	None	15 - 30 minutes	Mitchie Nulla
	-DC -SWD -DRRMO			



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	Issuance of the certification		1 minute	Dindo M. Amorganda
TOTAL		None	40 Minutes	

21. PROCESSING OF APPLICATION FOR TESDA SCHOLARSHIP

ABOUT THE SERVICE: Aims to strengthen the rights of all individuals to make education accessible to all and an opportunity to avail the different scholarship programs and services of TESDA

Office or Division:	Office of the Municipal Mayor			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens, G2G – Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Must be 18 years old and above At least high school graduate Birth Certificate . (PSA copy) Valid ID 2pcs 2x2 pic Form 137 for High School graduate TOR for College graduate Marriage certificate for married Active gmail account Application Form		- School - LCR School School - LCR		
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	15 minutes	CTEC /Mayors Office staff
	Prepare the document and submit to TESDA	None		CTEC/Mayors Office Staff
TOTAL		None	15 minutes	



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22. 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:	Simple			
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"> • Brgycapatain • 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



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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	7 minutes	



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23. AVAILMENT OF SPES 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:	Simple	
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	
<ol style="list-style-type: none"> 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	



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CLIENT STEPS	AGENCY ACTION	FEE 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	9 minutes	



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24. TULONG PANGHANAPBUHAY SA ATING DISPLACED WORKER (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 30 days.

Office or Division:	Office of the Municipal Mayor			
Classification:	Simple			
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	
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	



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25. REFERRAL OF APPLICATION FOR OWWA ASSISTANCE PROGRAMS

ABOUT THE SERVICE: Balikpinas Hanapbuhay Programs/ Business Plan-Tulong Puso sa samahang OFW/ Business Plan of as organization.

Office or Division:	Office of the Municipal Mayor			
Classification:	Simple			
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	FEEES 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



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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	45 MINUTES	



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26. 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:	Simple			
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	1 hour and 25 mins.	



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27. 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:	Simple			
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		
1. Application for Marriage 2. Marriage License 3. Certificate of NO marriage 4. Birth Certificate 5. Pre- Marriage Counseling		- 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	Mayor's Office Staff



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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	Ernie T. Uy
Total		None	21 Mins.	

28. 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:	Simple
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
1. Certificate of registration by laws	Mayor's Office
2. List of Officer and DOLE application form for assistance	Mayor's Office
3. Board resolution financial statement	Mayor's Office
4. Endorsement authorizing the request of assistance	Mayor's Office



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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	



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29. 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:	Simple			
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. Bio-data 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 PLANNING
AND DEVELOPMENT**



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1. ISSUANCE OF ZONING CLEARANCE/ZONING CERTIFICATE

Office or Division:	Municipal Planning and Development Office			
Classification:	Simple			
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	₱150.00- Residential	5 minutes	Zoning Officer and MPDC
	Total	150.00	3 minutes	

2. REVIEW OF BARANGAY ANNUAL/SUPPLEMENTAL INVESTMENT PROGRAM

Office or Division:	Municipal Planning and Development Office			
Classification:	Simple			
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 mins.	



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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 Forest Land Use Plan (FLUP)		1 year	MPDC PDO 1 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	



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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.	

OFFICE OF THE RURAL HEALTH UNIT I
EXTERNAL SERVICE



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1. CONSULTATION / CLIENT MANAGEMENT

Office or Division:	Mabinay Rural Health Unit I			
Classification:	Simple			
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.	
	Referral to related services (laboratory, ND, etc.)	None	2 mins.	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.	



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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:	Simple			
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.	



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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:	Simple			
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 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.	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.	



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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:	Simple			
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. Salvor, 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. Salvor, RHM
Avail family planning services needed	Gives / administer family planning method chosen	None	5 mins.	Nahlee Narciso, RN Shella A. Salvor, RHM
Advise to come for next visit	Inform next schedule of visit	None	1 min.	Nahlee Narciso, RN Shella A. Salvor, RHM
	Total	None	29 mins.	



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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:	Simple			
Type of Transaction:	G2C			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Family Planning Form 1		RHU 1		
CLIENT STEPS	AGENCY ACTION	FEEES 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.	



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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:		Simple		
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	48 mins.	



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6. LEPROSY CONTROL AND MANAGEMENT (FREE TREATMENT)

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

Office or Division:	Mabinay Rural Health Unit I			
Classification:	Simple			
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	None	10 mis	Nahlee Narciso, RN
	Refer patient to the medical technologist for the skin slit examination	None	3 mins	Nahlee Narciso, RN
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.	



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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:		Simple		
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. Pauline Dawnn Bituin
Pay the required fee to the RHU's Collection Officer Designate	Issue official receipt and OK slip	None	5 mins.	Florafie Baena
	Collects an examined specimen	None	5 mins.	



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Client's specimen is taken per doctor's order / patient's request	Laboratory examination			
	1. Urinalysis	25.00	30 mins	Zyrus Bohol, RMT
	2. Fecalysis	25.00	30 mins	Zyrus Bohol, RMT
	3. Complete Blood Count	50.00	1 Hr	Zyrus Bohol, RMT
	4. Fasting Blood Sugar	25.00	5 mins	Zyrus Bohol
	5. Pregnancy Test	None	5 mins	Zyrus Bohol
	6. Blood Typing	None	5 mins	Zyrus Bohol
	7. Hepa-B Test	80.00	15 mins	Zyrus Bohol
	8. Platelet Count	50.00	30 mins	Zyrus Bohol
	9. Random Blood Sugar	25.00	15 mins	Zyrus Bohol
	10. HIV Testing	None	30 mins	Zyrus Bohol
	11. Rapid Antigen Test Kit	None	30 mins	Zyrus Bohol
	12. RT-PCR Test	None	30 mins	Zyrus Bohol
	13. Gen Expert	None	30 Mins	Zyrus Bohol
Return to health center and present the official receipt	Prepare the result form	None	3 mins	Zyrus Bohol
Return to RHP for diagnosis and appropriate management	Interpret result and prescribe medicines	None	5 mins	Zyrus Bohol
Total		280.00	5 hours and 13 minutes	



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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:		Simple		
Type of Transaction:		G2C		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Medical 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	50.00	5 mins.	Florafie Baena
Client registers 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. Pauline Dawnn Bituin
Client's issued medical certificate	Fill-up and issue medical certificate	None	2 mins	Dr. Pauline Dawnn Bituin
Total		50.00	17 mins	



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9. ISSUANCE OF MEDICO LEGAL CERTIFICATES

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

Office or Division:	Mabinay Rural Health Unit I			
Classification:	Simple			
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 RESPONSIB LE
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 registers 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. 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. Pauline Dawnn Bituin
Total		100.00	55 mins.	



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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.	Chris Emmanuel Novera, RN
Present Barangay Clearance	Verify Barangay Clearance and issue Sanitary Permit	None	2 mins.	Chris Emmanuel Novera, RN
Fill-up the Sanitary Permit	Verify the Sanitary Permit	None	1 min.	Chris Emmanuel Novera, RN
Proceed to Rural Health Physician for signing and approval	Approve the Sanitary Permit	None	1 min.	Dr. Pauline Dawnn Bituin
Total		50.00	9 mins.	



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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:	General Public			
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.	Chris Emmanuel Novera, RN
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. Pauline Dawnn Bituin
Proceed to Sanitation Inspector's Room for issuance of health certificates	Issue health certificate	None	3 mins	Cris Emmanuel Novera, RN
Total		None	33 mins.	



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12. PATIENTS ON LABOR

Provision of comprehensive care and management to patients 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	2 hour	Rural Health Midwife / Nurse On Duty
Total		None	2 hour and 15 mins.	



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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	NBS Fee 1,800.00	1 hour	Florafie Baen
Total		2,800.00	1 hour and 15 mins.	



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14. HIGH RISK PATIENT

Provision of comprehensive care and prompt referral to higher facilities to high Risk Pregnant Patients.

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 Refer Patients to hospital	None	30 mins.	Rural Health Midwife / Nurse On Duty / Ambulance Driver
Total		None	1 hour and 30 mins.	

OFFICE OF THE RURAL HEALTH UNIT II
EXTERNAL SERVICE



A Green and Organized Municipality

MUNICIPAL HEALTH OFFICE

ONGOING SERVICES:

1. CONSULTATION / CLIENT MANAGEMENT

Office/Division:		Mabinay Rural Health Unit II		
Classification:		Simple		
Type of Transaction:		G2C		
Who may Avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Indicidual Treatment Record		RHU 2		
CLIENT STEPS	AGENCY ACTION	FEEES 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	



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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:	Simple			
Type of Transaction:	G2C			
Who may Avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Individual 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 Susan P. Hucal, RN
TOTAL:		None	36 minutes	



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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:	Simple			
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	



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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:		Simple		
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	



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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:	Simple			
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	



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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:	Simple			
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	



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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:	Simple			
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	



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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:	Simple			
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	



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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:		Simple		
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		



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	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	



A Green and Organized Municipality

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:	Simple			
Type of Transaction:	G2C			
Who may Avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Medical Certificate Form, ITR		RHU 2		
CLIENT STEPS	AGENCY ACTION	FEE 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	



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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:	Simple			
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	16 mins	



A Green and Organized Municipality

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	



A Green and Organized Municipality

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	FEE 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	32 mins	



A Green and Organized Municipality

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:	Simple			
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	



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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:	Simple			
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	



A Green and Organized Municipality

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:		Simple		
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	

**OFFICE OF THE MUNICIPAL
ENVIRONMENT AND NATURAL
RESOURCES**

MENRO Commits to establish, maintain and preserve clean and sound environment for the benefit of the Mabinayanons.

ONGOING SERVICES:

- a. Garbage Collection Services
- b. Endorsement Recommending Approval of application for Business Permit.
- c. Responding to Complaints related to pollutions, and violation of environment laws.

ADDED SERVICES (COMMUNITY – BASED FORESTRY PER E.O.138 ON DEVOLUTION)

- 1. Site Validation of FLUP Allocation for Communal Forest
- 2. Community Immersion / Organizing Activities.
- 3. Nurserying and Greening Activities
- 4. Site Validation and Development of Major Watersheds.

1. GARBAGE COLLECTION SERVICES

SERVICE SCHEDULE:

MONDAY TO SATURDAY: 8:00 A.M. TO 5:00 P.M.

FEE/S: PAYABLE TO MUNICIPAL TREASURER'S OFFICE.

Public Markets	Highway Barangays	Residential Areas	Institutions
Daily	Mondays and Fridays	Tuesday, Wednesday and Saturdays	Thursday



A Green and Organized Municipality

2. ENDORSEMENT / RECOMMENDING APPROVAL FOR BUSINESS PERMIT

SERVICE SCHEDULE:

MONDAY TO FRIDAY: 8:00 A.M. TO 5:00 P.M.

FEE/S: NONE

OFFICE/DIVISION:		MUNICIPAL ENVIRONMENT AND NATURAL RESOURCES OFFICE (MENRO)		
CLASSIFICATION:		SIMPLE		
TYPE OF TRANSACTION:		G2C-GOVERNMENT TO CLIENT		
WHO MAY AVAIL:		BUSINESS SECTORS		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit Requirements	Assess Application for business permit	NONE	15 minutes	REENDY MARIE C. ESTORCO
Validation of Documents	Conduct briefing and orientation on solid waste management program		15 minutes	REENDY MARIE C. ESTORCO
	Issue MENRO Clearance to Client		2 minutes	MA. ROSARIO F. OCAY, DPA
TOTAL			32 minutes	



A Green and Organized Municipality

3. RESPONDING TO COMPLAINTS RELATED TO POLLUTION & VIOLATION OF ENVIRONMENTAL LAWS

SERVICE SCHEDULE:

MONDAY TO FRIDAY: 8:00 A.M. TO 5:00 P.M.

FEE/S: NONE

Office/Division:	MUNICIPAL ENVIRONMENT AND NATURAL RESOURCES OFFICE (MENRO)			
Classification:	SIMPLE			
Type of Transaction:	G2C-GOVERNMENT TO CLIENT			
Who may Avail:	CLIENT			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit written complaint or approach MENRO for the complaint	Discuss issue with the complainant/s	NONE	30 minutes	AMY Q. MAULAS, REENDY MARIE C. ESTORCO
	Schedule date of inspection and dialogue with concerned parties		5 minutes	AMY Q. MAULAS CRIS EMMANUEL NOVERA
TOTAL:			35 mins.	



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4. ADDED SERVICES (COMMUNITY-BASED FORESTRY PER E.O. 138 DEVOLUTION)

SERVICE SCHEDULE:

MONDAY TO FRIDAY: HARMONIZE WITH FLUP TEAM SCHEDULE

FEE/S: NONE

Step or Process			
CLIENT	SERVICE PROVIDED	DURATION / PROCESSING TIME	STAFF INCHARGE
1. Site Validation of FLUP Allocation for Communal Forest	On-site visit, Validation and GEO-tagging	As Needed	FLUP TEAM Steering Committee MENRO, MPDC, DENR & BRGY.
2. Community Immersion Organizing activities	Social Marketing / Oriental of concerned Land Occupants	As Needed	FLUP TEAM Steering Committee MENRO, MPDC, DENR & BRGY.
3. Nurserying and Greening Activities	Propagation and distribution of planning Materials	Ongoing	MENRO Jos's BRGY, Po's
4. Site Validation and Development of Major Watersheds	On- site Visit Validation Geo-Tagging and Submission of project Proposal	As Needed	FLUP TEAM Steering Committee MENRO, MPDC, DENR & BRGY.

**OFFICE OF THE MUNICIPAL SOCIAL
WELFARE AND DEVELOPMENT**



A Green and Organized Municipality

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:	Government to Client
Who may Avail:	Indigent Individual/Family head in stressful situation.
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>a. Medical Assistance</p> <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 	<p>Brgy. Hall</p> <p>Hospital/RHU</p> <p>MSWD Office</p>
<p>b. Burial/Funeral Assistance</p> <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 	<p>Brgy. Hall</p> <p>LCR</p>
<p>c. Food Assistance</p> <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 	<p>MSWD Office</p> <p>Brgy. Hall</p>
<p>d. Educational Assistance</p> <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 	<p>MSWDO</p> <p>Brgy. Hall</p> <p>School</p>



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4. General Intake Sheet/Social Case Study		MSWD Office		
e. Disaster/Calamity Response		Brgy. Hall PNP/ BFP		
1. Certification of Damages from the Brgy. Chairman				
2. Blotter report from BFPD, if client is a victim of Fire.				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE Person
1. Submit the required Documents	Received and review documents presented.	None	5 mins.	Janeth Acabal Marybeth Cadayona
2. Submit himself/herself for an interview/assessment	a.) Interview client to complete the General Intake Sheet form and Logbook. 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	5 mins. 5 mins.	Irene June Vailoces Jensler Ulpiana Lorenza Mission Marybeth Cadayona Lorenza Mission 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.	None	2 mins.	Janette Acabal Marybeth Cadayona Lorenza Mission Jensler Ulpiana



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Proceed to cashier/ Treasurer to claim or get the release of financial assistance	Let the Client sign Logbook, sign voucher and proceed to Treasurer's Office.	None	5 mins.	Janette Acabal Marybeth Cadayona
TOTAL:			20 Minutes	



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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:	Government to Client			
Who may Avail:	Older persons 60 years old and above.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Birth Certificate/Baptismal Certificate 2. Income Tax Return (If any) / Documentary Stamp 3. Certificate of Residency from the Brgy. Captain 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		LCR MTO Brgy. Hall MSWD Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents	Received, review and validate documents presented.	None	30 mins.	Marybeth Cadayona Perla Amante
2. Submit himself/herself for an interview/assessment	a.) Interview Senior Citizen and gather	None	30 mins.	Marybeth Cadayona Perla Amante



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	pertinent information.			
3. Accomplish Application Form	a.) Let client fill up the application form and attached required documents submitted.	None	20 minutes	Marybeth Cadayona Perla Amante
4. Received Senior Citizens I.D.	Release I.D and let client sign the Logbook for Office file.	None		Marybeth Cadayona Perla Amante
5. Present Senior Citizen ID	For the request of Senior Citizen Purchase booklets.	None	10 minutes	MSWD Staff
	Log SC Name, Address and ID number			
TOTAL			1 day and 30 mins.	



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3. PERSONS WITH DISABILITY ISSUANCE OF ID'S AND PURCHASE BOOKLETS

In pursuant to Republic Act 9442 an act to maximize the contribution of Persons with Disabilities to nation building, grant benefits and special privileges 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:		Government to Client		
Who may Avail:		Indigent Persons with Disability		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Birth Certificate/Baptismal Certificate		LCR MTO		
2. Certificate of Residency from the Brgy. Captain		MSWD Office		
3. 2 copies of 1 x 1 ID Picture		RHU/Hospital		
4. Accomplished Membership Information sheet				
5. Medical Certificate stating the Specific Disability				
FOR REPLACEMENT:				
1. Affidavit of Loss				
2. Barangay / Police Blotter				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents	Received, review and validate documents presented and conduct interview.	None	15 mins.	Lorenza Mission
2. Submit himself/herself for an interview/assessment	a.) Interview PWD's and gather pertinent information.	None	30 mins.	Lorenza Mission
3. Accomplish Application Form	a) Let client fill up the application form and attached required documents submitted.	None	20 mins.	Lorenza Mission
	b.) Approved application and sign Identification Card.	None	20 mins.	Lorenza Mission



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4. Received PWD I.D.	Release I.D and let client sign the Logbook for Office file.	None	10 mins.	Lorenza Mission
TOTAL			1 day and 35 mins.	

4. FAMILY AND COMMUNITY SERVICES:

A. Pre Marriage Counseling

The Office of the Municipal Social Welfare and Development Office provides counseling 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:	Government to Client			
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
1. Applicants to attend the PMC on the date scheduled	Conducts Pre Marriage-Counseling Seminar Sign the PMC Certificates	None	4 hours	Ireen June Vailoces



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B. Solo Parents Registration and Issuance of Solo Parents I.D.

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:	Government to Client			
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
1. Bring the required documents and submit himself/herself for an interview and assessment.	Received, review and validate documents. Presented and conduct interview.	None	15 mins.	Ireen June Vailoces Jensler Ulpiana
3. Accomplish Application Form	a.) Let client fill up the application form and attached required documents submitted.	None	30 mins.	Ireen June Vailoces Jensler Ulpiana
	b.) Approved application and sign Identification Card		20 mins.	
4. Received Solo Parents I.D.	Release I.D. and let client sign the Logbook for Office file.	None	10 mins.	Ireen June Vailoces Jensler Ulpiana
TOTAL			1 hr & 15 mins.	



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C. Marital Counseling and Family Other Family Problems

Counseling 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:		Government to Client		
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
1. Proceed to MSWD Office	Interview client to get pertinent information	None	30 minutes	Ireen June Vailoces Melba Abril
	Refer client to Women's Desk Center.	None	30 minutes	Ireen June Vailoces
	Conduct Counseling			Melba Abril PNP
4. May go home after the counseling	Counseling/conference Session to couples and other concerned person if necessary.	None	2 hours	Ireen June Vailoces Melba Abril
TOTAL			3 hrs.	



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5. WOMEN, YOUTH AND CHILDREN'S WELFARE

Counseling/Assistance to Youth/Children at Risk and in Conflict with the Law

In Pursuant to Republic Act 9344, the act that was known as "Juvenile Justice Welfare Act 2006", in which the state recognizes the Vital role of children and youth in nation building. It shall promote and protect their physical, moral, Spiritual, Intellectual and social well.

Office/Division:	Municipal Social Welfare and Development Office			
Classification:	Simple			
Type of Transaction:	Government to Client			
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
1. Clients submits himself/herself for an Interview at the MSWD Office or assessment of the case whether 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	2 hours	Ireen June Vailoces Melba R. Abril
	Extends counselling and referral	None	30 minutes	Ireen June Vailoces Melba R. Abril
	Conducts home visitation	None	half day	Ireen June Vailoces Melba R. Abril
	Prepare Social Case Study Report and assist in Court proceedings as scheduled by court.	None	1 hour	Ireen June Vailoces Melba R. Abril
TOTAL			½ day, 3 hrs. and 30 mins.	



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6. DAY CARE SERVICE

Office/Division:	Municipal Social Welfare and Development Office			
Classification:	Simple			
Type of Transaction:	Government to Client			
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	FEE 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	1 hour	Day Care Teachers and DCWs
TOTAL			1 hour	

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.

Control No: _____

(Online Version)

(Insert agency logo here) (Insert agency name here)
HELP US SERVE YOU BETTER!

This Client Satisfaction Measurement (CSM) tracks the customer experience of government offices. Your feedback on your recently concluded transaction will help this office provide a better service. Personal information shared will be kept confidential and you always have the option not to answer this form.

Client type: Citizen Business Government (Employee or another agency)






Date: _____ Sex: Male Female Age: _____

Region of residence: _____ Service Availed: _____

INSTRUCTIONS: Check mark (✓) your answer to the Citizen's Charter (CC) questions. The Citizen's Charter is an official document that reflects the services of a government agency/office including its requirements, fees, and processing times among others.

- CC1** Which of the following best describes your awareness of a CC?
 1. I know what a CC is and I saw this office's CC.
 2. I know what a CC is but I did NOT see this office's CC.
 3. I learned of the CC only when I saw this office's CC.
 4. I do not know what a CC is and I did not see one in this office. (Answer 'N/A' on CC2 and CC3)
- CC2** If aware of CC (answered 1-3 in CC1), would you say that the CC of this office was ...?
 1. Easy to see 4. Not visible at all
 2. Somewhat easy to see 5. N/A
 3. Difficult to see
- CC3** If aware of CC (answered codes 1-3 in CC1), how much did the CC help you in your transaction?
 1. Helped very much 3. Did not help
 2. Somewhat helped 4. N/A

INSTRUCTIONS: For SQD 0-8, please put a check mark (✓) on the column that best corresponds to your answer.

	 Strongly Disagree	 Disagree	 Neither Agree nor Disagree	 Agree	 Strongly Agree	N/A Not Applicable
SQD0. I am satisfied with the service that I availed.						
SQD1. I spent a reasonable amount of time for my transaction.						
SQD2. The office followed the transaction's requirements and steps based on the information provided.						
SQD3. The steps (including payment) I needed to do for my transaction were easy and simple.						
SQD4. I easily found information about my transaction from the office's website.						
SQD5. I paid a reasonable amount of fees for my transaction. (If service was free, mark the 'N/A' column)						
SQD6. I am confident my online transaction was secure.						
SQD7. The office's online support was available, and (if asked questions) online support was quick to respond.						
SQD8. I got what I needed from the government office, or (if denied) denial of request was sufficiently explained to me.						

Suggestions on how we can further improve our services (optional):

Email address (optional): _____

THANK YOU!

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

