



MUNICIPALITY OF TUY, BATANGAS

PAMAHALAANG BAYAN NG TUY

CITIZEN'S CHARTER
2023



MUNICIPALITY OF TUY, BATANGAS

CITIZEN'S CHARTER 2023



I. Mandate

To provide our citizen the simplest, easiest, and efficient service towards achieving our goal of a self-reliant community.

II. Vision

TUY will be a Municipality of empowered and gender-responsive people, that values equality and recognition of every citizen's right, with God-loving leaders striving to achieve and provide the highest degree of importance to a clean, protected, safe and peaceful environment with disaster-resilient communities, having a progressive and sustainable economy with access to quality social services.

III. Mission

To widen the ability of the forerunners and employees of the municipality in the formulation and execution of a long range, comprehensive and integrated plans and programs, intensify the observance of morality and community cooperation toward the realization of a progressive, peaceful and a more orderly society with a balanced environmental protection for the welfare and betterment of lives of the people.

IV. Service Pledge

- ❖ Public interest should prevail before personal gain
- ❖ Transparency in the official transactions
- ❖ Service excellence
- ❖ Continuous learning and improvement of ways of doing things
- ❖ Wise usage of government resources
- ❖ Participatory planning and implementation
- ❖ Favors partnership with private sectors, civil society to better address the needs of the people



LIST OF SERVICES

External Services

Office of the Mayor

1. Issuance of Affidavit – Loss
2. Issuance of Certifications
3. Issuance of Franchise for Tricycle Operation
4. Issuance of Mayor's Permit for Tricycle Drivers
5. Issuance of Recommendation Letters

Page 12

Page 13-14

Page 14-16

Page 16-17

Page 18-19

Page 20-21

Office of the Mayor – Business Permit and Licensing Office (BPLO)

1. Issuance of Certified True Copy of Mayor's Permits
2. Processing of Business Closure/Retirement (iBPLS)
3. Processing of New Business Application (iBPLS)
4. Processing of Renewal Business Application (iBPLS)
5. Processing of Working Permit (iBPLS)
6. Special Permit to Operate
7. Certificate of Existing Business Registration
8. Certificate of Non-Existing Business Record

Page 22

Page 23-24

Page 24-26

Page 26-29

Page 29-33

Page 33-34

Page 34-36

Page 36-37

Page 37-38

Office of the Mayor – Market

1. Collections and Issuance of Official Receipts for Goodwill, Rental Collections and Remittance to the Municipal Treasurer's Office
2. Electric Meter Reading
3. Issuance of Cash Tickets to Transient/Ambulant Vendors and Distributors
4. Issuance of Market Clearance
5. Stall Application, and Preparation of Contract of Lease

Page 39

Page 40-42

Page 42-44

Page 44-45

Page 45-46

Page 47-49



6. Testing and Calibration of Weighing Scale of All Market Stallholders are well as of the Transient/Ambulant Vendors	Page 49-50
7. Receipting Payments of Mayor's Permit and Assigning a Place/Location of Transient/Ambulant Vendors	Page 51-52
8. Feedback and Complaints Mechanism	Page 52-53
Office of the Mayor – General Services Office (GSO)	Page 54
1. Issuance of Property Accountability Clearance	Page 55
2. Procurement of goods and services (For small value procurement and other Alternate modes of procurement)	Page 56-58
3. Procurement of goods and services (Requiring Public Bidding) RA 9184	Page 58-59
4. Receipt, Inspection and Acceptance of Delivered Goods and Services	Page 59-60
5. Requisition of Supplies, Materials and Equipment from Stock	Page 60-61
Office of the Sangguniang Bayan (SB)	Page 62
1. Accreditation of Non-Government Organization (NGOs) and People's Organization (POs)	Page 63-64
2. Barangay Resolutions and Ordinances	Page 64-65
3. Enactment of Ordinances	
a. Adoption of Republic Act	Page 66-67
b. Institution of Project/Program	Page 67-69
c. Reclassification of Land within the Jurisdiction of the Municipality	Page 69-72
4. Issuance of Certified True Copy of Legislative Document	Page 72-73
Municipal Budget Office (MBO)	Page 74
1. Certifying the Obligation Request	Page 75-76
2. Review of Sangguniang Kabataan and Barangay Annual and Supplemental Budget	Page 76-78
3. Technical Assistance on Budget Manner	Page 78-79



Municipal Planning and Development Office (MPDO)

1. Release of Requirements for Building Permit (Locational Clearance)
2. Release of Requirements for Building Permit (Zoning Certificate)
3. Issuance of Development Permit

Page 80

Page 81

Page 82

Page 83-84

Office of the Municipal Engineer

1. Building Permit, Ancillary and Accessory Permits for Residential/Commercial/Industrial/Agricultural Buildings for Structures
2. Occupancy Permit

Page 85

Page 86-87

Page 88-89

Municipal Disaster Risk Reduction Management Office (MDRRMO)

1. Information and Education Materials
2. Issuance of Situational Report
3. Provision of Food and Non-Food Items
4. Request for Documents/Records Reproduction
5. Request for Travel Coordination Permit
6. Rescue Vehicle Request
7. Feedback and Complaints Mechanism

Page 90

Page 91

Page 92-93

Page 93-95

Page 95

Page 96

Page 97-98

Page 99

Municipal Social Welfare and Development Office (MSWDO)

1. Assistance to Individual in Crisis Situation
2. Emergency Relief Assistance Program
3. Issuance of Person with Disability Identification Card
4. Issuance of Purchased Slip/Booklet
5. Issuance of Referral, Certificate of Indigency and Social Case Study Report
6. Issuance of Solo Parent Identification Card
7. Pre-Marriage Counseling
8. Pre-Marriage Orientation
9. Protective Services

Page 100

Page 101-103

Page 103-105

Page 105-106

Page 106-107

Page 108-109

Page 109-115

Page 115-117

Page 117-118

Page 119-121



10. Provision of Counseling Session

Page 121-122

11. Self-Employment Assistance/Livelihood Program

Page 122-124

Office of the Municipal Treasurer

1. Collection of Business Taxes

Page 125

Page 126-127

2. Collection of Real Property Taxes (RPT)

Page 127-129

3. Collection of Regulatory Fees and Charges

Page 129-131

4. Issuance of Community Tax Certificate (Individual/Corporation)

Page 131-133

5. Issuance of Official Receipt for Tricycle Franchise/Mayor's Permit (PUJ/TRICYCLE)

Page 134-135

Municipal Agriculture Office (MAO)

Page 136

1. Crop Insurance/Livestock Insurance

Page 137-138

2. Garbage Collection

Page 139

3. Issuance of Animal Inspection Certificate

Page 139-141

4. Large Animal Vaccination

Page 141-142

5. Planting Materials Distribution System

Page 142-143

6. Provision of Organic Fertilizer

Page 144-145

7. Rabies Vaccination

Page 145-146

8. RSBSA Registration

Page 146-148

9. Soil Analysis

Page 149-150

10. Tractor Operation

Page 150-151

11. Treatment of Animals

Page 152-153

12. Garden Tools

Page 153-154

13. Deworming

Page 154-155

14. Slaughtering of Food Animals

Page 155-156

15. Inspection of Piggery

Page 156-157

16. Inspection of Poultry

Page 157-158

17. Issuance of Certification

Page 158-159

18. Registration of Vaccinated Dog

Page 159



19. Issuance of Environmental Clearance

Page 160-161

20. Materials Recovery Facility and Sanitary Land Fill Maintenance

Page 161-162

Municipal Civil Registrar (MCR)

Page 163

1. Application for Annotation of Registry Document Registered at MCRO

Page 164-166

2. Application for Change of Surname of Illegitimate Children Pursuant to Republic Act No. 9255 (Child Registered with Unknown Father)

Page 166-169

3. Application for Delayed Registration of Certificate of Death/Fetal Death

Page 169-171

4. Application for Endorsement of the Documents to PSA (Previous Approved Petition Republic Act No. 9048/Republic Act No. 10172)

Page 171-173

5. Application for Legitimation of Birth

Page 173-175

6. Application for Out of Town Reporting for Birth (For delayed registration)

Page 175-177

7. Application for Registration of Certificate of Live Birth-Delayed and Not Married Parents (COLB Prepared by: Clinics)

Page 177-181

8. Application for Registration of Certificate of Live Birth-Timely and Not Married Parents

Page 181-183

9. Application for Registration of Certificate of Live Birth-Timely with Married Parents (COLB Prepared by: Tuy Maternity Clinic)

Page 183-184

10. Application for Registration of Court Decree (Court Decision at Regional/Municipal Trial Court (R/MTC), Balayan, Batangas; Registry Documents Registered at the MCRO, Tuy, Batangas)

Page 185-188

11. Application for Registration of Court Decree (Court Decision at Regional/Municipal Trial Court (R/MTC), Balayan, Batangas; Registry Document Not Registered at the MCRO, Tuy, Batangas)

Page 188-190

12. Application for Timely Registration of Certificate of Death/Fetal Death

Page 191

13. For Delayed Registration for Married and Not Married Parents

Page 192-194

14. Migrant Petition for Correction of Clerical Error Pursuant to Republic Act No. 9048 (CCE)

Page 194-197

15. Petition for Change of First Name Pursuant to Republic Act No. 9048 (CFN)

Page 197-200

16. Petition for Correction of Clerical Error Pursuant to Republic Act No. 9048 (CCE)

Page 200-204

17. Petition for Correction of Sex and Day & Month in the Date of Birth Pursuant to Republic Act No. 10172

Page 204-208



- 18. Registration of Municipal Form No. 97 – Certificate of Marriage
- 19. Secure Municipal Form 92 (Consent)/68 (Advice) – For Parents of Couples Applying for Marriage License

Page 208-209

Page 210-212

Office of the Municipal Accountant

- 1. Accountant's Advice for Check Issued
- 2. Issuance and Certification of Payslip/Payroll
- 3. Issuance of Tax Certificate (2306, 2307, 2316)
- 4. Pre-Audit Disbursement Voucher
- 5. Processing of Bidded Transaction
- 6. Receipt of Barangay Accounts and Reports
- 7. Provision of Barangay Annual Financial Reports
- 8. Verification/Certification of Loan Records and Remittances
- 9. Request for copy of files and supporting documents

Page 213

Page 214

Page 215

Page 216

Page 217-218

Page 218-220

Page 220-221

Page 221-222

Page 222-223

Page 223-224

Municipal Assessor's Office

- 1. Annotation of Mortgage
- 2. Cancellation of Mortgage
- 3. Collection of Area
- 4. Issuance of Certificate of No Property
- 5. Issuance of Certifications (No/With Improvement, Aggregate Property Holding and No liens or Encumbrances
- 6. Issuance of Certified True Copy of Tax Declaration
- 7. Issuance of Tax Declaration for New Building, Machinery and Improvements
- 8. Issuance of Tax Declaration for Undeclared Lands
- 9. Re-Classification of Land
- 10. Subdivision/Consolidation of Property
- 11. Transfer of Ownership

Page 225

Page 226-227

Page 228-229

Page 229-232

Page 232-233

Page 234-235

Page 235-237

Page 237-239

Page 239-242

Page 242-245

Page 245-247

Page 247-250



Human Resource Management Office (HRMO)

1. Certificate of Completion (On-The-Job-Training)
2. Certificate of Unemployment
3. Permit to conduct Local Recruitment Activity (LRA)
4. Permit to conduct Special Recruitment Activity (SRA)

Page 251

Page 252-253

Page 253-255

Page 256-258

Page 258-260

Municipal Health Office (MHO)

1. Availment of Ancillary Procedures
2. Basic Emergency Obstetric and Newborn Care
3. Consultation with Physician and Dispensing of Medicines
4. Family Planning
5. Issuance of Health Card and Certificate
6. Issuance of Health Certificate and Sanitary Permit
7. National Vaccination Campaign Against COVID-19
8. New Born Screening
9. TB Dots

Page 261

Page 262-263

Page 263-266

Page 266-267

Page 268-269

Page 269-270

Page 270-272

Page 272-273

Page 274

Page 275-276

Internal Services

Human Resource Management Office (HRMO)

1. Application for Leave
2. Certificate of Employment
3. Copy of Employee's Service Record
4. Copy of Leave Balance

Page 278

Page 279-280

Page 280-282

Page 282-284

Page 284-286

Feedbacks and Complaints Mechanism

List of Offices

Municipal Officials

Page 287

Page 288

Page 289-292



Message

Our constituents expect transparency and efficiency from all services that the municipality or the government offers. This is our promise and this is what I believe in. Our people must not be burdened by red tape whenever they avail or apply for any government service. They must be given the best government service that they deserve.

With that, I am truly glad that Section 20 of Republic Act No. 11032 or the Ease of Doing Business and Efficient Government Services Delivery Act of 2018 mandates the implementation of Report Card Survey (RCS) to obtain feedback on how provisions of the Act are followed. This will definitely safeguard the quality or efficiency on how government workers render services to our people.

I firmly hope that this Citizen's Charter will be supported by all since its implementation will uplift the government service process in our Municipality.




JOSE JECERELL C. CERRADO
Municipal Mayor



EXTERNAL SERVICES



Office of the Mayor External Services



1. Issuance of Affidavit – Loss

Office/Division:	Office of the Mayor			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Client who loss or dropped valuable things			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Cedula (1 Original Copy)		Municipal Treasurer's Office		
2. Residence Certificate/ID (1 Original Copy)		Client		
3. Official Receipt (1 Original Copy)		Municipal Treasurer's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Office of the Mayor for the interview	<p>1. Interview the Client</p> <p>If the Affidavit can be issued in the office, the client will proceed to the Municipal Treasurer's Office for the secretarial fee of Affidavit of Loss</p> <p>If the Affidavit cannot be issued in the office, the client is advised to refer the case to a lawyer.</p>	None	2 minutes	<i>Liza B. Carandang</i> Ticket Checker Office of the Mayor
2. Proceed to the Municipal Treasurer's Office	2. Issue Official Receipt	Php80	2 minutes	<i>Rosallee D. Perez</i> Admin Assistant I



for the payment of Affidavit of Loss.				Office of the Municipal Treasurer
3. Submit to the Office of the Mayor the original Official Receipt	3. Received the original Official Receipt, then process the Affidavit of Loss and print.	None	1 minute	<i>Liza B. Carandang</i> Ticket Checker Office of the Mayor
None	3.1 Signing of Affidavit of Loss by the Municipal Mayor	None	3 minutes or the following day if the signatory is not present	<i>Liza B. Carandang</i> Ticket Checker Office of the Mayor <i>Jose Jecerell C. Cerrado</i> Municipal Mayor
None	3.2 Issuance of Affidavit of Loss	None	1 minute	<i>Liza B. Carandang</i> Ticket Checker Office of the Mayor
TOTAL:		Php80 per Affidavit	9 minutes or the following day if the signatory is not present	

2. Issuance of Certifications

Office/Division:	Office of the Mayor
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Client who wants to avail certifications
CHECKLIST OF REQUIREMENTS	
1. Official Receipt (1 Original Copy)	WHERE TO SECURE Municipal Treasurer's Office



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Office of the Mayor for the interview then submit the requirements.	1. Received the requirements and check for the correctness, then inform the client to proceed to the Municipal Treasurer's Office for the payment of Certifications	None	3 minutes	<i>Liza B. Carandang</i> <i>Ticket Checker</i> Office of the Mayor
2. Proceed to the Municipal Treasurer's Office for the payment of Certifications	2. Issue Official Receipt	Php80 per Affidavit	3 minutes	<i>Rosallee D. Perez</i> <i>Admin Assistant I</i> Office of the Municipal Treasurer
3. Submit the original Official Receipt to the Office of the Mayor	3. Received the original Official Receipt	None	1 minute	<i>Liza B. Carandang</i> <i>Ticket Checker</i> Office of the Mayor
None	3.1 Print Certifications	None	2 minutes	<i>Liza B. Carandang</i> <i>Ticket Checker</i> Office of the Mayor
None	3.2 For Municipal Mayor's signature	None	3 minutes or the following day if the signatory is not present	<i>Liza B. Carandang</i> <i>Ticket Checker</i> Office of the Mayor <i>Jose Jecerell C. Cerrado</i> <i>Municipal Mayor</i>
None	3.4 Issue Certifications	None	1 minute	<i>Liza B. Carandang</i> <i>Ticket Checker</i> Office of the Mayor



TOTAL:	Php80 per Affidavit	16 minutes or the following day if the signatory is not present	
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3. Issuance of Franchise for Tricycle Operation

Office/Division:	Office of the Mayor			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Tricycle Drivers - member of the Driver's Association			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Official Receipt (1 Photocopy)		Land Transportation Office (LTO)		
2. Certificate of Registration (1 Photocopy)		Land Transportation Office (LTO)		
3. Official Receipt (O.R.) (1 Original)		Municipal Treasurer's Office		
4. Driver's License (1 Photocopy)		Client		
5. Cedula (1 Original Copy)		Municipal Treasurer's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of all the requirements: a. Certificate of Registration b. Driver's License	1. Check the requirements submitted by the client for completeness. Then, inform the client to pay for Cedula and Franchise to the	None	3 minutes	Josephine Villarba Book Binder Office of the Mayor



	Municipal Treasurer's Office			
2. Proceed to the Municipal Treasurer's Office and pay for the Cedula and Franchise.	2. Municipal Treasurer's Staff will give the Official Receipt for the payment of Franchise and Cedula	Php335 for Mayor's Permit Php45 for Cedula	3 minutes	<i>Rosallee D. Perez</i> Admin Assistant I Office of the Municipal Treasurer
3. Submit the original Official Receipt for Mayor's Permit and Cedula.	3. Process Franchise for the Tricycle Drivers	None	3 minutes	<i>Josephine Villarba</i> Book Binder Office of the Mayor
None	3.1 Signing of Franchise by the Municipal Mayor	None	3 minutes or the following day when the signatory is not present	<i>Josephine Villarba</i> Book Binder Office of the Mayor <i>Jose Jecerell C. Cerrado</i> Municipal Mayor
None	3.2 Issuance of Franchise	None	1 minute	<i>Josephine Villarba</i> Book Binder Office of the Mayor
TOTAL:		Php380	13 minutes of the following day when the signatory is not present	



4. Issuance of Mayor's Permit for Tricycle Drivers

Office/Division:	Office of the Mayor			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Tricycle Drivers – member of the Driver's Association			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Official Receipt (1 Photocopy)		Land Transportation Office (LTO)		
2. Certificate of Registration (1 Photocopy)		Land Transportation Office (LTO)		
3. Official Receipt (O.R.) (1 Original)		Municipal Treasurer's Office		
4. Driver's License (1 Photocopy)		Client		
5. Certification of Driver's Association Membership (1 Photocopy)		Barangay Hall		
6. Cedula (1 Original Copy)		Municipal Treasurer's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of all the requirements: a. Certificate of Registration b. Driver's License c. Certification of Driver's Association Membership	1. Checking of the requirements submitted by the client. Then, inform the client to proceed to the Municipal Treasurer's Office for the payment of Mayor's Permit and Cedula.	None	3 minutes	Josephine Villarba Book Binder Office of the Mayor



2. Proceed to the Municipal Treasurer's Office and pay for the Mayor's Permit and Cedula.	2. Municipal Treasurer's Staff will give the Official Receipt for the payment of Mayor's Permit and Cedula	Php590 for Mayor's Permit Php45 for Cedula	3 minutes	<i>Rosallee D. Perez</i> <i>Admin Assistant I</i> Office of the Municipal Treasurer
3. Submit the original Official Receipt for Mayor's Permit and Cedula	3. Process Mayor's Permit for the Tricycle Drivers	None	3 minutes	<i>Josephine Villarba</i> <i>Book Binder</i> Office of the Mayor
None	3.1 Signing of Mayor's Permit by the Municipal Mayor	None	3 minutes or the following day when the signatory is not present	<i>Josephine Villarba</i> <i>Book Binder</i> Office of the Mayor <i>Jose Jecerell C. Cerrado</i> <i>Municipal Mayor</i>
None	3.2 Issuance of Mayor's Permit	None	1 minute	<i>Josephine Villarba</i> <i>Book Binder</i> Office of the Mayor
TOTAL:		Php635	13 minutes or the following day when the signatory is not present	



9. Issuance of Recommendation Letters

Office/Division:	Office of the Mayor			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Applicant			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Barangay Clearance (1 Original Copy)		Barangay Hall		
2. Official Receipt (1 Original Copy)		Municipal Treasurer's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Office of the Mayor for the interview then submit the requirements.	1. Received the requirements and check for the correctness, then inform the client to proceed to the Municipal Treasurer's Office for the payment of Recommendation Letters	None	4 minutes	<i>Liza B. Carandang</i> Ticket Checker Office of the Mayor
2. Proceed to the Municipal Treasurer's Office for the payment of Recommendation Letters	2. Issue Official Receipt	Php80 per Recommendation Letter	3 minutes	<i>Rosallee D. Perez</i> Admin Assistant I Office of the Municipal Treasurer
3. Submit the original Official Receipt to	3. Received the original Official Receipt	None	1 minute	<i>Liza B. Carandang</i> Ticket Checker Office of the Mayor



the Office of the Mayor				
None	3.1 Print Recommendation Letters	None	2 minutes	<i>Liza B. Carandang Ticket Checker Office of the Mayor</i>
None	3.2 For Municipal Mayor signature	None	3 minutes or the following day when the signatory is not present	<i>Liza B. Carandang Ticket Checker Office of the Mayor Jose Jecerell C. Cerrado Municipal Mayor</i>
None	3.3 Issuance of Recommendation Letters	None	1 minute	<i>Liza B. Carandang Ticket Checker Office of the Mayor</i>
TOTAL:		Php80 per Recommendation Letter	15 minutes or the following day if the signatory is not present	



Office of the Mayor – Business Permit and Licensing Office (BPLO)
External Services



1. Issuance of Certified True Copy of Mayor's Permit

Certified True Copy of Mayor's Permit is issued to stall holders/vendors in public markets, owners/operators of private markets, tiangge organizers and traders.

Office/Division:	Office of the Mayor – Business Permit and Licensing Office (BPLO)			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business			
Who may avail:	Stall holders/vendors in public market, owners/operators or private markets and traders, meat shop owner/operator and other business with issued Mayor's Permit			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Mayor's Permit (1 Photocopy)		Business Permit and Licensing Office (BPLO)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the photocopy of Mayor's Permit	Receive the photocopy of Mayor's Permit and instruct the applicant for the payment to the Municipal Treasurer's Office	None	1 minute	<i>Jean Claudine I. Dela Rosa Admin Aide II Office of the Mayor-BPLO</i>
2. Proceed to the Municipal Treasurer's Office then, pay for the amount indicated in the <i>Official Receipt</i> and submit to the BPLO	Receive the payment and issue corresponding <i>Official Receipt</i>	Php35 per page/per copy	5 minutes	<i>Rosallee D. Perez Admin Assistant I Municipal Treasurer's Office</i>
	Receive and validate the <i>Official Receipt</i> ;	None	1 minute	<i>Jean Claudine I. Dela Rosa Admin Aide II Office of the Mayor-BPLO</i>



	Affixing stamp of “ Certified True Copy ” on the photocopy of Mayor’s Permit from the applicant			
	Signing of <i>Certified True Copy of Mayor’s Permit</i>	None	2 minutes	Jacqueline S. De Taza BPLD Designate Office of the Mayor - BPLD
3. Receive the <i>Certified True Copy of Mayor’s Permit</i> together with the <i>Official Receipt</i>	Affixing the official municipal Dry Seal and releasing the <i>Certified True Copy of Mayor’s Permit</i>	None	1 minute	Jean Claudine I. Dela Rosa Admin Aide II Office of the Mayor-BPLD
TOTAL:		Php35 per page/per copy	10 minutes	

2. Processing of Business Closure/Retirement (iBPLS)

Business Closure is an activity that any business owner does not want to happen. It can happen for various reasons. Most of the time, it’s financial like loss or low profits. But whatever the reason is, closing a business in the municipality formally is **a must** if you want to ensure you have clean records.

Office/Division:	Office of the Mayor – Business Permit and Licensing Office (BPLD)
Classification:	Simple
Type of Transaction:	G2B – Government to Business
Who may avail:	Stall holders/vendors in public market, owners/operators or private markets and traders, meat shop owner/operator and other business registered in the municipality.
CHECKLIST OF REQUIREMENTS	
1. Barangay Certificate of Business Closure	Barangay Hall



2. DTI/CDA Certificate of Business Closure For SEC: a. Affidavit of Closure b. Board of Resolution c. Secretariat Certificate		Department of Trade and Industry (DTI) Cooperative Development Authority (CDA) Security and Exchange (SEC)		
3. Mayor's Permit (Original)		Issued to the Applicant		
4. Tax Order of Payment and Official Receipt for Business Closure		Municipal Treasurer's Office (MTO)		
5. Business Retirement Application Form		Business Permits and Licensing Office (BPLO)		
6. Business Plate (1 Original)		Issued to the Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all the requirements listed above	1.1 Evaluate the completeness of the submitted requirement 1.2 Encode and upload all the data in the system and print <u>2 copies</u> of <i>Business Retirement Application Form</i>	None	12 minutes	<i>Mariane Joy R. Macalindong Admin Aide II Office of the Mayor-BPLO</i>
2. Pay the amount indicated in the <i>Tax Order of Payment and Official Receipt</i> and submit to the BPLO	Finalize Assessment and issue corresponding <i>Official Receipt</i>	Php80	10 minutes	<i>Jerome C. Capacia RCC I Municipal Treasurer's Office</i>



3. Shall receive a copy of <i>Business Retirement Application Form</i> and 2 copies of <i>Certificate of Business Closure</i>	Issue <u>2 copies</u> of <i>Certificate of Business Closure</i>	None	5 minutes	<i>Mariane Joy R. Macalindong Admin Aide II Office of the Mayor-BPLO</i>
TOTAL		Php80	27 minutes	

3. Processing of New Business Application (iBPLS)

New Business Permit is issued to any person who shall conduct or operate business in all government owned and privately owned/operated Public Markets and all other market related activities in the municipality.

Office/Division:	Office of the Mayor – Business Permit and Licensing Office (BPLO)		
Classification:	Complex		
Type of Transaction:	G2B – Government to Business		
Who may avail:	Stall holders/vendors in public market, owners/operators or private markets and traders, meat shop owners/operators and other business registered in the municipality.		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. DTI/SEC/CDA Proof of Registration (Original)		Department of Trade and Industry (DTI) Security and Exchange (SEC) Cooperative Development Authority (CDA)	
2. Brgy. Business Clearance (Original)		Business Permit and Licensing Office (BPLO)	
3. Cedula/CTC (Original)		Municipal Treasurer’s Office (MTO)	
4. Amilyar/Notarized Contract of Lease (Original)		Municipal Treasurer’s Office (MTO) Lessor	
5. TIN ID or Certificate of Registration (COR)		Bureau of Internal Revenue (BIR)	



6. Municipal Engineer Office (MEO)	Municipal Engineer's Office (MEO)
• Certificate of Occupancy (Original)	
7. Sanitary and Health Permit	Rural Health Unit (RHU)
a. For Food Establishment: (Owner/Employees) <ul style="list-style-type: none"> • Chest X-ray • Fecalysis • Urinalysis • Hepa B Screening b. For Farms, Resort, and Water Refilling Station (Owner/Employees) <ul style="list-style-type: none"> • Chest X-ray • Physico-Chemical • Microbiological • Pollution Control Officer Certificate (For Farms only) c. For Maternity Clinic (Owner/Employees) <ul style="list-style-type: none"> • DOH License to Operate • Waste Management Certificate • Environmental Clearance • Chest X-ray • Fecalysis • Urinalysis • Hepa B Screening d. Other Business: Chest X-ray only e. Health Card of Employees (For Fast-food chains, Convenience Store and Gasoline Station)	
8. Bureau of Fire Protection (BFP)	Bureau of Fire Protection (BFP)
a. Photocopy of Fire Insurance (if any)	
b. Photocopy of Receipt of Fire Extinguisher (Optional)	



c. FSIC (BPLO's copy)				
9. UNIFIED Business Application Form		Business Permit and Licensing Office (BPLO)		
a. Business Application Form				
10. Tax Order of Payment and Official Receipt (Original)		Municipal Treasurer's Office (MTO)		
11. Additional Requirement				
a. Environmental Clearance <i>(For Farms, Piggery, LPG, Oxygen, Gasoline Station)</i>		Municipal Agriculture's Office (MAO)		
b. BSP Certificate <i>(For Bank, Pawnshop, Money Remittance and Money Changer)</i>				
c. Certificate of Embalmers <i>(For Funeral)</i>				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Shall submit all the requirement listed above	Shall encode, verify and print <u>2 copies</u> of <i>UNIFIED Application Form</i>	None	15 minutes	<i>Jacqueline S. De Taza BPLO Designate Office of the Mayor</i> <i>Aries C. Calbayar Admin Aide II Office of the Mayor-BPLO</i>
2. Pay for the amount indicated in the <i>Tax Order of Payment and Official Receipt</i>	2.1 Re-assess and Finalize Assessment ; 2.2 Receive the payment, print <i>Tax Order of Payment</i> and issue corresponding <i>Official Receipt</i>	Based on the LGU Revenue Code of 2008	10 minutes	<i>Jerome C. Capacia RCC I Municipal Treasurer's Office</i> <i>Rufina Bathan LRCC I Municipal Treasurer's Office</i>



3. Proceed to the BFP for the application and payment of <i>FSIC</i> and submit to the BPLO		Php500	15 minutes	<i>BFP Personnel Bureau of Fire Protection (BFP)</i>
4. Submit <i>UNIFIED Business Application Form</i> and <i>FSIC</i> ; Receive the <i>Sanitary and Health Permit, Mayor's Permit, Business Plate, Sticker, and Brgy. Business Clearance</i>	4.1 Prepare and print <i>Sanitary and Health Permit</i> 4.2 Issuance of <i>Mayor's Permit, Business Plate, Sticker, Sanitary and Health Permit and Brgy. Business Clearance</i>	None	5 minutes	<i>Rural Sanitary Inspector Rural Health Unit</i> <i>Jacqueline S. De Taza BPLO Designate Office of the Mayor</i> <i>Aries C. Calbayar Admin Aide II Office of the Mayor-BPLO</i>
TOTAL:		System generated computation	45 minutes	

4. Processing of Renewal Business Application (iBPLS)

Renewal of Business Permit is issued to any stall holders/vendors in public markets, owners/operators of private markets and traders, meat shop owners/operators and other market activities who were previously permitted to engage in business in the municipality and intend to apply for renewal of their permit.

Office/Division:	Office of the Mayor – Business Permit and Licensing Office (BPLO)
Classification:	Complex



Type of Transaction:	G2B – Government to Business		
Who may avail:	Stall holders/vendors in public market, owners/operators or private markets and traders, meat shop owners/operators and other business registered in the municipality.		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. DTI/SEC/CDA Proof of Registration (Original)		Department of Trade and Industry (DTI) Security and Exchange (SEC) Cooperative Development Authority (CDA)	
2. Brgy. Business Clearance (Original)		Business Permit and Licensing Office (BPLO)	
3. Cedula/CTC (Original)		Municipal Treasurer’s Office	
4. Amilyar/Notarized Contract of Lease (Original)		Municipal Treasurer’s Office Lessor	
5. TIN ID or Certificate of Registration (COR)		Bureau of Internal Revenue (BIR)	
6. Proof of Gross Income/BIR/Auditor or Accountant Certificate			
7. Sanitary and Health Permit		Rural Health Unit (RHU)	
a. For Food Establishment: (Owner/Employees)			
• Chest X-ray			
• Fecalysis			
• Urinalysis			
• Hepa B Screening			
b. For Farms, Resort, and Water Refilling Station (Owner/Employees)			
• Chest X-ray			
• Physico-Chemical			
• Microbiological			
• Pollution Control Officer Certificate (For Farms only)			
c. For Maternity Clinic (Owner/Employees)			
• DOH License to Operate			
• Waste Management Certificate			



<ul style="list-style-type: none">• Environmental Clearance• Chest X-ray• Fecalysis• Urinalysis• Hepa B Screening <p>d. Other Business: Chest X-ray only</p> <p>e. Health Card of Employees (For Fast-food chains, Convenience Store and Gasoline Station)</p>						
8. Bureau of Fire Protection (BFP)		Bureau of Fire Protection (BFP)				
a. Photocopy of Fire Insurance (if any)						
b. Photocopy of Receipt of Fire Extinguisher (Optional)						
c. FSIC (BPLO's copy)						
9. UNIFIED Business Application Form		Business Permit and Licensing Office (BPLO)				
a. Business Application Form						
10. Tax Order of Payment and Official Receipt (Original)		Municipal Treasurer's Office (MTO)				
11. Additional Requirement						
a. Environmental Clearance <i>(For Farms, Piggery, LPG, Oxygen, Gasoline Station)</i>		Municipal Agriculture's Office (MAO)				
b. BSP Certificate <i>(For Bank, Pawnshop, Money Remittance and Money Changer)</i>						
c. Certificate of Embalmers <i>(For Funeral)</i>						
CLIENT STEPS		AGENCY ACTION	FEES TO BE PAID		PROCESSING TIME	PERSON RESPONSIBLE
1. Shall submit all the requirements listed above	1. Shall encode, verify and print <u>2</u> <u>copies</u> of UNIFIED Application Form		None	15 minutes	Jacqueline S. De Taza BPLO Designate Office of the Mayor	



				Adrian B. Saroca Admin Aide II Office of the Mayor-BPLO
2. Pay for the amount indicated in the <i>Tax Order of Payment</i> and <i>Official Receipt</i>	2.1 Re-assess and Finalize Assessment ; 2.2 Receive the payment, print <i>Tax Order of Payment</i> and issue corresponding <i>Official Receipt</i>	Based on the LGU Revenue Code of 2008	10 minutes	Jerome C. Capacia RCC I Municipal Treasurer's Office Rufina Bathan LRCO I Municipal Treasurer's Office
3. Proceed to the BFP for the application and payment of <i>FSIC</i> and submit to the BPLO		Php500	15 minutes	BFP Personnel BFP
4. Submit <i>UNIFIED Business Application Form</i> and <i>FSIC</i> ; Receive the <i>Sanitary and Health Permit</i> , <i>Mayor's Permit</i> , <i>Business Plate</i> , <i>Sticker</i> , and <i>Brgy. Business Clearance</i>	4.1 Prepare and print <i>Sanitary and Health Permit</i> 4.2 Issuance of Mayor's <i>Permit</i> , <i>Business Plate</i> , <i>Sticker</i> , <i>Sanitary and Health Permit</i> and <i>Brgy. Business Clearance</i>	None	5 minutes	Rural Sanitary Inspector Rural Health Unit Jacqueline S. De Taza BPLO Designate Office of the Mayor Adrian B. Saroca Admin Aide II Office of the Mayor-BPLO



TOTAL:	System generated computation	45 minutes	
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5. Processing of Working Permit (iBPLS)

Working Permit is issued to the applicants applying for a job within the municipality.

Office/Division:	Office of the Mayor – Business Permit and Licensing Office (BPLO)			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business			
Who may avail:	Applicants applying for a job within the municipality.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Police Clearance		Philippine National Police (PNP)		
2. SSS or E1 Form		Applicant		
3. TIN ID		Bureau of Internal Revenue (BIR)		
4. Cedula		Municipal Treasurer's Office (MTO)		
5. Barangay Clearance		Barangay Hall		
6. 2x2 or 1x1 Picture		Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all the requirements listed above	1.1 Evaluate the completeness of submitted requirements	None	10 minutes	Mariane Joy R. Macalindong Admin Aide II Office of the Mayor-BPLO
	1.2 Encode and upload all the data in the system and print <u>2</u> copies of			

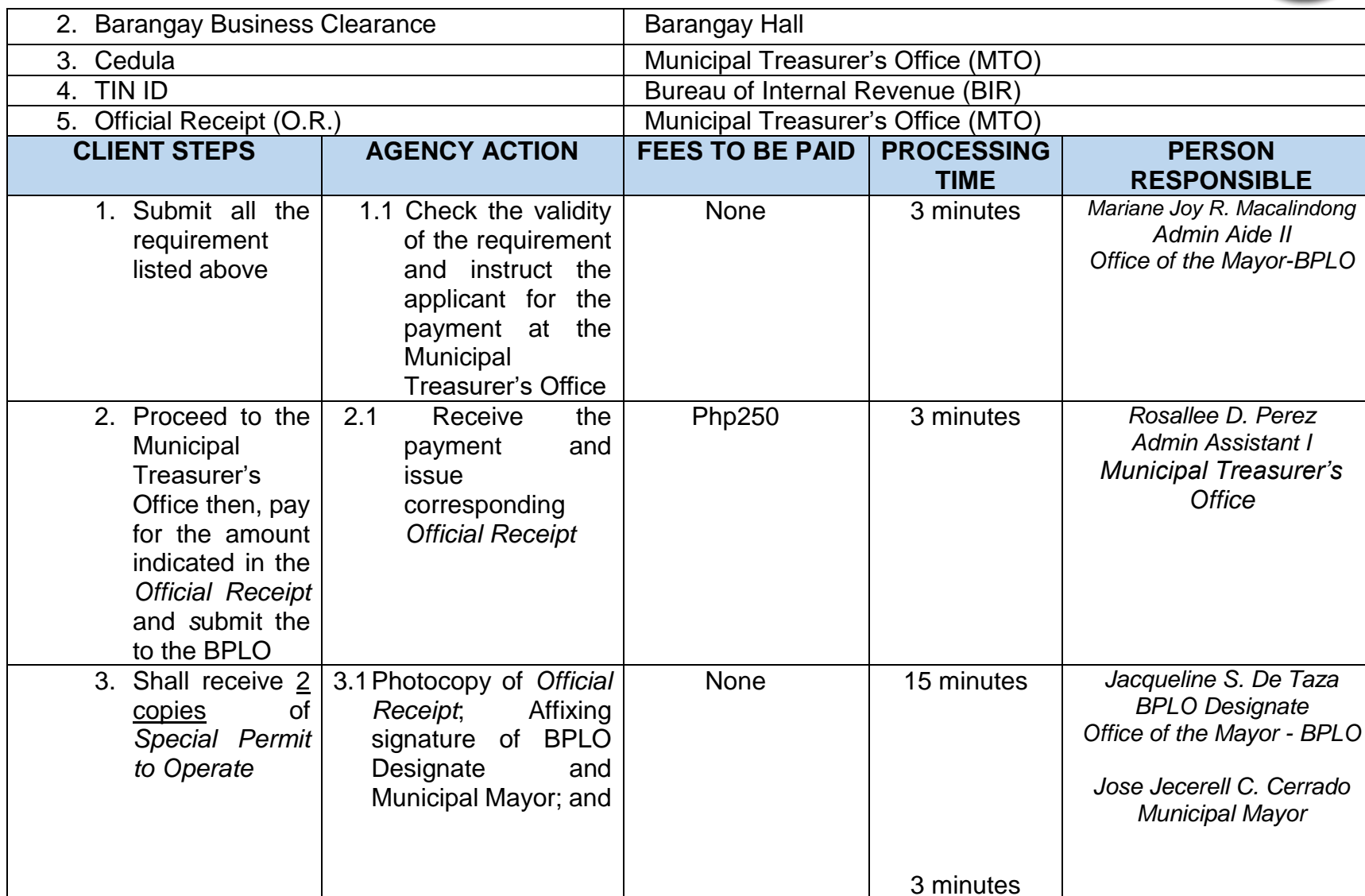


	<i>Individual Working Permit Application Form</i>			
2. Pay the amount indicated in the <i>Tax Order of Payment and Official Receipt</i> and submit to the BPLO	Finalize Assessment and issue corresponding <i>Official Receipt</i>	Php80	5 minutes	<i>Jerome C. Capacia RCC I Municipal Treasurer's Office</i>
3. Shall receive a copy of <i>Working Permit</i>	Issuance of Working Permit	None	5 minutes	<i>Mariane Joy R. Macalindong Admin Aide II Office of the Mayor-BPLO</i>
		Php80	20 minutes	

6. Special Permit to Operate

Special Permit is issued to those business without office or stalls and outside of the municipality.

Office/Division:	Office of the Mayor – Business Permit and Licensing Office (BPLO)
Classification:	Simple
Type of Transaction:	G2B – Government to Business
Who may avail:	Businesses without offices or stalls and outside of the municipality that wish to have a permit to conduct their business for a period of time.
CHECKLIST OF REQUIREMENTS	
1. DTI/SEC/CDA Registration	Department of Trade and Industry (DTI) Security and Exchange (SEC) Cooperative Development Authority (CDA)





	3.2 Issuance of <i>Special Permit to Operate</i> to the applicant			Mariane Joy R. Macalindong Admin Aide II Office of the Mayor-BPLO
		Php250	24 minutes	

7. Certificate of Existing Business Registration

This Certification is issued to those applicants who have business registered in the municipality.

Office/Division:	Office of the Mayor – Business Permit and Licensing Office (BPLO)			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business			
Who may avail:	Applicant and other government agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Mayor's Permit (Photocopy)		Applicant		
2. Official Receipt (O.R) from the Municipal Treasurer's Office		Municipal Treasurer's Office (MTO)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all the requirement listed above	1.1 Check the validity of the requirements and instruct the applicant for the payment at the Municipal Treasurer's Office	None	3 minutes	Jean Claudine I. Dela Rosa Admin Aide II Office of the Mayor-BPLO
2. Proceed to the Municipal Treasurer's Office	2.1 Receive the payment and issue	Php80	3 minutes	Rosallee D. Perez Admin Assistant I



then, pay for the amount indicated in the <i>Official Receipt</i> and submit the to the BPLO	corresponding <i>Official Receipt</i>			<i>Municipal Treasurer's Office</i>
3. Shall receive <u>2</u> <i>copies of Certificate of Existing Business Registration</i>	a. Photocopy of <i>Official Receipt</i> ; Affixing signature of BPLO Designate and Municipal Mayor; and	None	15 minutes	<i>Jacqueline S. De Taza BPLO Designate Office of the Mayor - BPLO</i>
	b. Issuance of <i>Certificate of Existing Business Registration</i>		3 minutes	<i>Jose Jecerell C. Cerrado Municipal Mayor</i>
		Php80	24 minutes	<i>Jean Claudine I. Dela Rosa Admin Aide II Office of the Mayor-BPLO</i>

8. Certificate of Non-Existing Business Record

This Certificate is issued to those applicant and other government agencies to confirm that the specific business has no record in the municipality.

Office/Division:	Office of the Mayor – Business Permit and Licensing Office (BPLO)
Classification:	Simple
Type of Transaction:	G2B – Government to Business
Who may avail:	Applicant and other government agencies
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	



1. Official Receipt (O.R) from the Municipal Treasurer's Office		Municipal Treasurer's Office (MTO)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Shall pay to the Municipal Treasurer's Office the amount indicated in the <i>Official Receipt</i> and submit the to the BPLO	1.1 Receive the payment and issue corresponding <i>Official Receipt</i>	Php80	3 minutes	<i>Rosallee D. Perez</i> Admin Assistant I Municipal Treasurer's Office
2. Shall receive <u>2 copies</u> of <i>Certificate of Non-Existing Business Record</i>	2.1 Photocopy of <i>Official Receipt</i> ; Affixing signature of BPLO Designate and Municipal Mayor; and	None	15 minutes	<i>Jacqueline S. De Taza</i> BPLO Designate Office of the Mayor - BPLO <i>Jose Jecerell C. Cerrado</i> Municipal Mayor
	2.2 Issuance of Certificate of Non-Existing Business Record		3 minutes	<i>Jean Claudine I. Dela Rosa</i> Admin Aide II Office of the Mayor-BPLO
		Php80	21 minutes	



Office of the Mayor – Market External Services



1. Collections and Issuance of Official Receipts for Goodwill, Rental Collections and Remittance to the Municipal Treasurer's Office

Office/Division:	Office of the Mayor – Market			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business			
Who may avail:	Stallholders, Transient Vendors (every citizen interested for business caters in the market), Other Business Owners			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Record of Payments		Market Administration Office and Municipal Treasurer's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Logbook in the Office Lobby	1. Give the Logbook to the client	None	2 minutes	<i>Perlita Abiad</i> Administrative Aide I Office of the Mayor - Market
2. Ask/Request records of payments	2. Provide the Record of Payments	None	3 minutes	<i>Criselda Galsim</i> Market Specialist II Office of the Mayor - Market
3. Pay the required fees. Make sure to secure Official Receipt that will be issued upon payment	3. Accept the payment and issue the Official Receipts	Good will and Rental Fees Class A – Php100,000.00- Php1,980.00/month Class B – Php80,000.00- Php1,800.00/month Class C – Php60,000.00- Php1,500.00/month Eatery – Php50,000.00- Php1,500.00/month	3 minutes	<i>Rostelita C. Mendoza</i> Market Specialist III Office of the Mayor – Market <i>Jesusa De Jesus</i> Administrative Aide IV Office of the Mayor - Market



		Fruits and Vegetable stall – Php40,000.00/Php900/month Meat Section – Php40,000.00 – Php1,350.00/month		
None	3.1 Collection of Monthly Rental and Goodwill payments and issuance of Official Receipts	Good will and Rental Fees Class A – Php100,000.00- Php1,980.00/month Class B – Php80,000.00- Php1,800.00/month Class C – Php60,000.00- Php1,500.00/month Eatery – Php50,000.00- Php1,500.00/month Fruits and Vegetable stall – Php40,000.00/Php900/month Meat Section – Php40,000.00 – Php1,350.00/month	1 hour	<i>Rostelita C. Mendoza</i> <i>Market Specialist II</i> Office of the Mayor - Market <i>Criselda Galsim</i> <i>Market Specialist I</i> Office of the Mayor - Market <i>Jesusa De Jesus</i> <i>Administrative Aide IV</i> Office of the Mayor - Market
None	3.2 Prepare Report of Collection and Deposits	None	2 minutes	<i>Jesusa De Jesus</i> <i>Administrative Aide IV</i> Office of the Mayor - Market
None	3.3 Remit the Collections to the Municipal Treasurer's Office	None	15 minutes	<i>Rostelita C. Mendoza</i> <i>Market Specialist III</i> Office of the Mayor - Market
None	3.4 Encode/Records all payments made by the stallholders to	None	30 minutes	<i>Criselda Galsim</i> <i>Market Specialist II</i> Office of the Mayor – Market



	their individual accounts.			<i>Jesusa De Jesus Administrative Aide IV Office of the Mayor - Market</i>
None	3.5 Send Letters/Notice of Payments if found delinquent	None	5 minutes	<i>Rostelita C. Mendoza Market Specialist II Office of the Mayor - Market</i>
TOTAL:			2 hours	

2. Electric Meter Reading

Office/Division:	Office of the Mayor – Market			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business			
Who may avail:	Market Stallholders			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Electric Meter		Market Administration Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



None	1. Prepare the Monthly Reading Sheets of the following Economic Enterprises: 1.1 Reading Sheets for Market Stalls 1.2 Reading Sheets for Food Plaza 1.3 Reading Sheets for Tuy Transport Terminal	None	9 minutes	<i>Cesar Villanueva</i> <i>Meter Reader I</i> Office of the Mayor - Market
None	2. Conduct Monthly Meter Reading of the following economic enterprises: a. Market Stalls b. Food Plaza c. Tuy Transport Terminal	None	1 Hour 10 Minutes 15 Minutes	<i>Cesar Villanueva</i> <i>Meter Reader I</i> Office of the Mayor - Market
None	3. Encoding/Computing and Preparation of Electric Bill Statements of 3 Economic Enterprises 1.Public Market Stalls 2. Plaza 3.Transport Terminal	None	2 hours	<i>Rostelita C. Mendoza</i> <i>Market Specialist II</i> Office of the Mayor - Market



None	4. Submit the prepared Electric Bill Statement to the duly authorized collector of the Municipal Treasurer's Office	Computation of Electric Bill (based on the Billing statement consumed during the period.)	10 minutes	Ricardo Ballelos Office of the Mayor - Market
TOTAL:			3 Hrs. & 44 Mins.	

3. Issuance of Cash Tickets to Transient/Ambulant Vendors and Distributors

Office/Division:	Office of the Mayor – Market			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business			
Who may avail:	Stallholders, Transient Vendors, Distributors (every citizen interested for business caters in the market), Other Business Owners			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Merchandise for Sale		1. Market Administration Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Ask the Cash Tickets from the Market Collector	1. Issue Cash Ticket.	Cash Ticket	2 minutes	<i>Erminildo Atienza Administrative Aide II Frederick Gozano</i>



				<i>Administrative Aide II</i>
2. Pay/Received the Cash Tickets issued by the Market collectors.	3. Collect the amount and issue Cash Tickets	None	3 minutes	<i>Herminildo Atienza Administrative Aide III</i>
2. Keep the Cash Tickets for inspection of Market Inspector.	4. Teared-off the Cash ticket once inspected	None	2 minutes	<i>Market Inspector</i>
None	4.1 Remit the collection to the Municipal Treasurer's Office	None	5 minutes	<i>Market Collectors</i>
TOTAL:			13 minutes	

4. Issuance of Market Clearance

Office/Division:	Office of the Mayor – Market			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business			
Who may avail:	Market Stallholders			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Application Form for Business Permit		Market Administration Office		
2. Updated Payment of Rental Fees				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Market Administration	1. Get the name of the Stallholder as well as the Stall Number	None	2 minutes	<i>Rostelita C. Mendoza Market Specialist II Office of the Mayor - Market</i>



Office and request for the Market Clearance to be used in applying for Business Permit/Mayor's Permit				
2. Pay the amount of Clearance Fee	<p>2. Check the records of payment</p> <p>2.1 If non-delinquent request the client to pay the corresponding fee</p> <p>2.2 If delinquent, client has to pay all the obligations prior to the issuance of Market Clearance</p>	None	5 minutes	<p><i>Rostelita C. Mendoza</i> Market Specialist II Office of the Mayor - Market</p> <p><i>Criselda Galsim</i> Market Specialist I Office of the Mayor - Market</p> <p><i>Jesusa De Jesus</i> Administrative Aide IV Office of the Mayor - Market</p>
3. Received the Official Receipt as proof of payment together with the clearance duly signed by the Market Administrator Designate	3. Prepare/make the Clearance for signature of the market Administrator Designate	None	5 minutes	<p><i>Rostelita C. Mendoza</i> Market Specialist II Office of the Mayor - Market</p> <p><i>Jesusa De Jesus</i> Administrative Aide IV Office of the Mayor - Market</p>
TOTAL:		None	12 minutes	



5. Stall Application, and Preparation of Contract of Lease

Office/Division:	Office of the Mayor – Market			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business			
Who may avail:	Stallholders, Transient Vendors (every citizen interested for business caters in the market), Other Business Owners			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Resume/Biodata with Picture (3 Copies)		Stallholder, Transient Vendor		
2. Community Tax Certificate (1 Photocopy)		Municipal Treasurer's Office/Barangay Hall		
3. Barangay Clearance (3 Copies, 1 Original and 2 Photocopy)		Barangay Hall		
4. Barangay Clearance (3 Copies, 1 Original and 2 Photocopy)		Barangay Hall		
5. Government Issued Identification Card		BIR, Post Office, PSA, SSS, GSIS, Pag-ibig		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Market Administration Office then Sign in the Client Logbook.	1. Give the Logbook to the client then give the Application Form	None	2 minutes	<i>Perlita Abiad</i> Administrative Aide I Office of the Mayor - Market
2. Ask for Stallholders Application Form	2. Give the Application Form.	None	3 minutes	<i>Rostelita C. Mendoza</i> Market Specialist II Office of the Mayor - Market



				<i>Criselda Galsim</i> <i>Market Specialist I</i> Office of the Mayor - Market
3. Fill-out the required Application Form	3. Received the Application and checked its completeness.	None	2 minutes	<i>Rostelita C. Mendoza</i> <i>Market Specialist II</i> Office of the Mayor - Market
4. Submit the Application Form and other required documents for assessment and verification.	4. Received all the documents and check.	None	10 minutes	<i>Jesusa De Jesus</i> <i>Administrative Aide - IV</i> Office of the Mayor - Market
5. Pay the required fees. Wait for the Official Receipt.	5. Accept the payment and issue Official Receipts and Prepare Contract of Lease. 6. Submit the Contract of Lease to the Chairman of the Market Committee for signature and then forward the	Goodwill Good will and Rental Fees Class A – Php100,000.00- Php1,980.00/month Class B – Php80,000.00- Php1,800.00/month Class C – Php60,000.00- Php1,500.00/month Eatery – Php50,000.00- Php1,500.00/month Fruits and Vegetable stall – Php40,000.00/Php900/month	3 Calendar Days	<i>Rostelita C. Mendoza</i> <i>Market Specialist II</i> Office of the Mayor - Market



	documents to the Office of the Mayor for signature and Notary purposes.	Meat Section – Php40,000.00 – Php1,350.00/month		
7. Request the Copy of the Notarized Contract of Lease.	6. Provide/Give the copy of the Contract of Lease.	None	5 Minutes	<i>Jesusa De Jesus Administrative Aide IV Office of the Mayor - Market</i>
TOTAL:		Total amount depending on the computation	3 days, 22 minutes	

6. Testing and Calibration of Weighing Scale of All Market Stallholders as well as the Transient/Ambulant Vendors

Office/Division:	Office of the Mayor – Market			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business			
Who may avail:	Market Stallholders Transient/Ambulant Vendors			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Weighing Scale		Market Administration Office and Municipal Treasurer's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Bring the Weighing Scale to the Market Administration Office and Request for Testing and Calibration	Received/Check and Calibrate the units	None	5 minutes	Market Inspector Office of the Mayor – Market MTO Employee
2. Pay the Sealing and Calibration fee of the Weighing Scale	2. Inspect/Check the unit using the different kilogram weights	None	5 minutes	Market Inspector or duly assigned personnel from the Municipal Treasurer's Office
None	2.1 If found not defective request client to pay the corresponding amount and seal	None	2 minutes	Market Inspector or duly assigned personnel from the Municipal Treasurer's Office
None	2.2 If found to be defective and beyond repair the unit shall be confiscated	None	5 minutes	Market Inspector or duly assigned personnel from the Municipal Treasurer's Office
None	2.3 If found to be defective but can be repaired the unit shall be recommended for repair prior to sealing and calibration	None	5 minutes	Market Inspector or duly assigned personnel from the Municipal Treasurer's Office
None	2.4 Remit the Collections to Municipal Treasurer's Office	None	5 minutes	Rostelita C. Mendoza Market Specialist II Office of the Mayor - Market
TOTAL:		None	27 minutes	



7. Receipting Payments of Mayor's Permit and Assigning a Place/Location of Transient/Ambulant Vendors

Office/Division:	Office of the Mayor – Market			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business			
Who may avail:	Market Stallholders Transient/Ambulant Vendors			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Resume/Biodata with Picture (3 copies-2x2) Community Tax Certificate (Xerox copy) Barangay Clearance Barangay Business Clearance Government Issued Identification Card Health Certificate Sanitary Permit		Mun. Treasurer's Office Barangay Hall Barangay Hall of Rillo Tuy, Batangas BIR, Post Office, PSA, SSS, GSIS, PAG-IBIG Municipal Health Center Municipal Health Center		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Market Administration Office		None		
2. Sign in the Client Logbook in the Office Lobby.	Give the Logbook to the client	None		<i>Perlita Abiad Administrative Aide II</i>
3. Request for a place/location for the display of their merchandise to be sold and Fill-out the Application Form.	Give the Application Form	None	5 minutes	<i>Criselda Galsim Market Specialist III</i>



4. Submit the required documents for checking.	Accept the Documents and check.	None	3 minutes	<i>Rostelita C. Mendoza Market Specialist III</i>
1. Pay the required fees and wait for the Official Receipt.	Accept payment and issue Official Receipt. Assign Place/Location as to where they can display their merchandise.	Mayor's Permit	2 minutes 3 minutes	<i>Rostelita C. Mendoza Market Specialist III Jesus De Jesus Administrative Aide IV Cesar Villanueva Meter Reader</i>
TOTAL:		None	27 minutes	

8. Feedback and Complaint Mechanism

FEEDBACK AND COMPLAINTS MECHANISMS	
1. Feedback Submission <i>How to Send Feedback?</i>	1. Answer the client feedback form at the designated Drop Box located at the gate of the Public Market <u>Contact Number:</u> 0916-307-1867 0917-947-1451 0906-916-3777 0935-065-4150
2. Feedback Processing <i>How Feedback is processed?</i>	1. Every Friday collect/compiles and records all feedback submitted.



	<ol style="list-style-type: none"> 2. Feedback requiring answers are forwarded to the concerned offices and they are required to answer within 4 days of the receipts of the feedback. 3. The response of the concerned office is then relayed to the citizen.
4. Complaint Filing <i>How to file complaints?</i>	<ol style="list-style-type: none"> 1. Sign in the client Logbook in the office lobby 2. Submit the written complaints 3. Receiving of written complaints
4. Complaints Processing <i>How complaints are processed?</i>	<ol style="list-style-type: none"> 2. Receiving of written complaints 3. Recording/Logging in the Record Book Received/ Attend and validates complaints from clients against: <ol style="list-style-type: none"> a. Market Stallholders b. Market goers, etc. 4. Interview, investigate, interrogate and gather information regarding their complaints <ol style="list-style-type: none"> 4.1 If the complaint is customer stallholder related, the concerned stallholder is called for the possible settlement. 4.2 If the case or complaint is related to theft/robbery the stallholder has to decide for amicable settlement or file a case against the suspects. 4.3 If the concerned is minor the parents/guardians will be summoned prior to endorsement to DSWD/Police Station. 4.4 If settled amicably, both parties will affix signature to signify settlement 4.5 If the complainant decided to file a case against the suspect he/she shall sign in the logbook for endorsement to proper authority.



Office of the Mayor – General Services Office (GSO)
External Services



1. Issuance of Property Accountability Clearance

Office/Division:	Office of the Mayor – General Services Office			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	<p>1. Client/employee requests for cancellation of property accountability and returns property.</p> <p>GSO staff verifies records, cancels accountability, and prepares clearance together with Property Return Slip (PRS) to those separating from service</p>	None	30 minutes	<i>Dhonna Ville C. Rodriguez</i> Administrative Aide II General Services Office
None	1.2 GSO signs and issues PRS/ARE/Clearance	None	5 minutes	<i>Kathrine A. De Jesus</i> GSO Designate General Services Office
None	1.3 Client/employee accepts the documents.	None	3 minutes	<i>Dhonna Ville C. Rodriguez</i> Administrative Aide II General Services Office
TOTAL:		None	38 minutes	



2. Procurement of goods and services (For small value procurement and other alternative modes of procurement)

Office/Division:	Office of the Mayor – General Services Office			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Purchase Request Form		1. GSO		
2. BAC Resolution		2. BAC Secretariat		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Purchase Request from end-user	1. Receive, record number Approved Purchase Request and Obligation Request and check if it is in accordance with the Annual Procurement Plan	None	10 minutes	<i>Dhonna Ville C. Rodriguez</i> Administrative Aide II General Services Office <i>Kathrine A. De Jesus</i> GSO Designate General Services Office
None	1.1 Prepare Resolution to the Head of Procuring Entity for use of Alternative Mode of Procurement (RA 9184)	None	20 minutes	<i>Kathrine A. De Jesus</i> GSO Designate General Services Office
None	1.2 Prepare canvass of Bids (3 sets)	None	2-3 hours	<i>Renan R. Mendoza</i> Administrative Aide VI General Services Office <i>Froilan V Bautista</i> Administrative Aide II General Services Office



				<i>Kathrine A. De Jesus</i> GSO Designate General Services Office
None	1.3 Send, receive and follow-up canvass of Bids	None	3 Calendar Days	<i>Renan R. Mendoza</i> Administrative Aide VI General Services Office <i>Froilan V Bautista</i> Administrative Aide II General Services Office <i>Kathrine A. De Jesus</i> GSO Designate General Services Office
None	1.4 Prepare Recommendation to the Head of Procuring Entity for award of the contract to lowest and responsive calculated bids	None	30 minutes	<i>Kathrine A. De Jesus</i> GSO Designate General Services Office
None	1.5 Prepare contract/ Purchase Order/Notice to Proceed	None	2 hours	<i>Kathrine A. De Jesus</i> GSO Designate General Services Office
None	1.6 Follow-up signatories in contracts/Purchase Order, ObR and Notice to Proceed	None	2 Calendar Days	<i>Renan R. Mendoza</i> Administrative Aide VI General Services Office <i>Froilan V Bautista</i> Administrative Aide II General Services Office



				<i>Dhonna Ville C. Rodriguez</i> Administrative Aide II General Services Office
None	1.7 Receive/record/number Approved Contracts	None	10 minutes	<i>Dhonna Ville C. Rodriguez</i> Administrative Aide II General Services Office
None	1.8 Send copies of Approved Contracts / P.O. to suppliers for delivery of goods or services	None	10 minutes	<i>Kathrine A. De Jesus</i> GSO Designate General Services Office
TOTAL:		None	6 Calendar days	

3. Procurement of goods and services (Requiring Public Bidding) RA 9184

Office/Division:	Office of the Mayor – General Services Office			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. BID Documents		BAC Secretariat		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Bid Documents	1. Receive, record, number Approved Purchase Request and Obligation Request and check if it is in accordance	None	10 minutes	<i>Dhonna Ville C. Rodriguez</i> Administrative Aide II General Services Office <i>Kathrine A. De Jesus</i>



	with the Annual Procurement Plan			GSO Designate General Services Office
None	2. Prepare Bid Documents	None	1 CD	Kathrine A. De Jesus GSO Designate General Services Office
None	3. Bidding Process from posting to issuance of Notice to Proceed (RA 9184)	None	Earliest Possible Time = 15 CD	BAC Secretariat Bids and Awards Committee
TOTAL:		None	Earliest Possible Time = 15-20 Calendar Days	

4. Receipt, Inspection and Acceptance of Delivered Goods and Services

Office/Division:	Office of the Mayor – General Services Office			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Inspection and Acceptance Report		General Services Office (GSO)		
2. Purchase Order		General Services Office (GSO)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	1. Supplier delivers goods per approved Purchase	None	1 hour	Renan R. Mendoza Administrative Aide VI



	Order; GSO staff receives and inspects delivered goods/services			General Services Office <i>Froilan V Bautista</i> <i>Administrative Aide II</i> General Services Office <i>Dhonna Ville C. Rodriguez</i> <i>Administrative Aide II</i> General Services Office
None	2. Signing of Inspection and Acceptance Report if delivery of goods/services conforms with Purchase Order.	None	10 minutes	<i>Kathrine A. De Jesus</i> <i>GSO Designate</i> General Services Office
TOTAL:		None	1 hour and 10 minutes	

5. Requisition of Supplies, Materials and Equipment from Stock

Office/Division:	Office of the Mayor – General Services Office	
Classification:	Simple	
Type of Transaction:	G2G – Government to Government	
Who may avail:		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. PAR		General Services Office (GSO)
2. ICS		General Services Office (GSO)



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	<p>1. Requisitioning office accomplishes Property Acknowledgement Receipt (PAR), for equipment, or Inventory Custodian Slip (ICS), for Supplies, and returns the same to General Services Office</p> <p>GSO staff issues/releases available supplies/ 10 minutes materials/equipment</p> <p>Representative of requisitioning office accepts supplies/ materials.</p>	None	10 minutes	<p><i>Renan R. Mendoza</i> Administrative Aide VI General Services Office</p> <p><i>Froilan V Bautista</i> Administrative Aide II General Services Office</p> <p><i>Dhonna Ville C. Rodriguez</i> Administrative Aide II General Services Office</p>
TOTAL:		None	10 minutes	



**Office of the Sangguniang Bayan (SB)
External Services**



1. Accreditation of Non-Government Organization (NGOs) and People's Organization (POs)

Office/Division:	Office of the Sangguniang Bayan			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Any applicant natural or juridical person			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly accomplished application form for accreditation 2. Board resolution		} NGO concerned		
3. Certificate of Registration used by SEC or CDA		Security Exchange Commission or Development Cooperative Authority		
4. List of current officers and members 5. Annual Accomplishment Report 6. Annual Financial Report 7. Profile indicating the purposes and objectives of the organization 8. Copy of the Minutes		} NGO concerned		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of letter request for the accreditation of their requirements	1. Checking or assessing the submitted requirements of the applicant	None	10 minutes	<i>SB Secretariat</i> Office of the Sangguniang Bayan
2. Processing accreditation	2. Calendars letter applications	None	5 minutes	<i>SB Secretariat</i> Office of the Sangguniang Bayan
None	2.1 Referral to the Committee on Cooperative and Non-Governmental Organization during session	None	5 minutes	<i>Presiding Officer or Temporary Presiding Officer</i> Office of the Sangguniang Bayan



None	2.2 Committee meeting with applicant and resource persons	None	2 hours (depending on the date scheduled)	<i>Committee on Cooperative and Non-Governmental Organization</i> Office of the Sangguniang Bayan
3. Preparation of accreditation paper	3. Preparation of the certificate or resolution of accreditation	None	5 minutes (depending on the date scheduled)	<i>SB Secretary</i> Office of the Sangguniang Bayan
4. Issuance of accreditation paper	4. Issuance of the certificate or resolution of accreditation	None	5 minutes	<i>SB Secretariat</i> Office of the Sangguniang Bayan
TOTAL:		None	2 hours and 30 minutes	

2. Barangay Resolutions and Ordinances

Office/Division:	Office of the Sangguniang Bayan			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Barangay Officials			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Resolution and Ordinance passed by the Sangguniang Barangay concerned		Sangguniang Barangay concerned		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of the copy of resolution/	1. Validation and endorsement to SB Secretary for calendar	None	5 minutes	<i>SB Secretariat</i> Office of the Sangguniang Bayan



ordinance with requirements (if any)				
2. Preparation of resolution/ordinance for agenda	2. Inclusion in the agenda	None	5 minutes	<i>SB Secretary</i> Office of the Sangguniang Bayan
None	2.1 Referral to the Committee on Laws and Ordinance during session	None	5 minutes	<i>Presiding Officer or Temporary Presiding Officer</i> Office of the Sangguniang Bayan
3. Review, deliberation and approval	3. Committee meeting with the barangay concerned and resource persons	None	2 hours (depending on the date scheduled)	<i>Committee on Laws and Ordinance</i> Office of the Sangguniang Bayan
	3.1 For review and deliberation with SB during session	None	10 minutes (depending on the date scheduled)	<i>Committee on Laws and Ordinance</i> Office of the Sangguniang Bayan
	3.2 If approved, signing of the resolution/ ordinance by SB Secretary and the Presiding Officer and submission to the Municipal Mayor for approval	None	10 minutes (depending on the date scheduled)	<i>SB Secretariat</i> Office of the Sangguniang Bayan
4. Issuance of SB resolution/ ordinance	4. Forwarding the documents to the concerned barangay, person, or agency	None	5 minutes (depending on the date scheduled)	<i>SB Secretariat</i> Office of the Sangguniang Bayan
TOTAL:		None	2 hours and 40 minutes	



3. Enactment of Ordinances

a.) Adoption of Republic Act

Office/Division:	Office of the Sangguniang Bayan			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Any applicant natural or juridical person			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Copy of Republic Act to be adopted		SC Office or the agency/office concerned		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of letter request to the Sangguniang Bayan	1. Calendars letter of application	None	5 minutes	<i>SB Secretary</i> Office of the Sangguniang Bayan
None	1.1 Referral to the committee concerned during session	None	5 minutes	<i>Presiding Officer/ Vice Mayor or Presiding Officer Pro Tempore or Temporary Presiding Officer</i> Office of the Sangguniang Bayan
None	1.2 Committee meeting with applicant and resource person	None	2 hours (depending on the date scheduled)	<i>Chairman of the Committee concerned</i> Office of the Sangguniang Bayan
None	1.3 Preparation of adopted ordinance with stipulations amended	None	2 hours (depending on the date scheduled)	<i>Chairman of the Committee concerned</i> Office of the Sangguniang Bayan



None	1.4 Committee meeting for the final draft of the ordinance	None	2 hours (depending on the date scheduled)	<i>Chairman of the Committee concerned and SB Secretary</i> Office of the Sangguniang Bayan
None	1.5 Presentation of the proposed ordinance during the regular session	None	15 minutes (depending on the date scheduled)	<i>Chairman of the Committee concerned</i> Office of the Sangguniang Bayan
None	1.6 Public hearing on the proposed ordinance	None	2 hours (depending on the date scheduled)	<i>Chairman of the Committee concerned</i> Office of the Sangguniang Bayan
None	1.7 Third and final reading during regular session	None	10 minutes (depending on the date scheduled)	<i>Chairman of the Committee concerned and all SB members</i> Office of the Sangguniang Bayan
TOTAL:		None	8 hours and 35 minutes	

b.) Institution of Project/Program

Office/Division:	Office of the Sangguniang Bayan
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Any applicant natural or juridical person
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter request of the agency/office concerned; inclusion of the project program	Agency/office concerned



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of letter request to the Sangguniang Bayan	1. Calendars letter of application	None	5 minutes	<i>SB Secretary</i> Office of the Sangguniang Bayan
None	1.1 Referral to the committee concerned during session	None	5 minutes	<i>Presiding Officer/ Vice Mayor or Presiding Officer Pro Tempore or Temporary Presiding Officer</i> Office of the Sangguniang Bayan
None	1.2 Committee meeting with applicant and resource person	None	2 hours (depending on the date scheduled)	<i>Chairman of the Committee concerned</i> Office of the Sangguniang Bayan
None	1.3 Preparation of adopted ordinance with stipulations amended	None	2 hours (depending on the date scheduled)	<i>Chairman of the Committee concerned</i> Office of the Sangguniang Bayan
None	1.4 Committee meeting for the final draft of the ordinance	None	2 hours (depending on the date scheduled)	<i>Chairman of the Committee concerned and SB Secretary</i> Office of the Sangguniang Bayan
None	1.5 Presentation of the proposed ordinance during the regular session	None	15 minutes (depending on the date scheduled)	<i>Chairman of the Committee concerned</i> Office of the Sangguniang Bayan
None	1.6 Public hearing on the proposed ordinance	None	2 hours (depending on the date scheduled)	<i>Chairman of the Committee concerned</i> Office of the Sangguniang Bayan



			the date scheduled)	
None	1.7 Third and final reading during regular session	None	10 minutes (depending on the date scheduled)	<i>Chairman of the Committee concerned and all SB members</i> Office of the Sangguniang Bayan
TOTAL:		None	8 hours and 35 minutes	

c.) Reclassification of Land within the Jurisdiction of the Municipality

Office/Division:	Office of the Sangguniang Bayan	
Classification:	Complex	
Type of Transaction:	G2C – Government to Citizen	
Who may avail:	Any applicant natural or juridical person	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Certified True Copy of Transfer Certificate of Title		Register of Deeds
2. Deed of Absolute Sale		Register of Deeds
3. Tax Declaration		Office of the Municipal Assessor
4. Certification of Real Property Tax Payment		Office of the Municipal Treasurer
5. Zoning Clearance		Office of the Municipal Planning and Development Coordinator
6. DAR Certification		Department of Agrarian Reform
7. Site Development Plan		CENRO
8. Detailed Cost Estimate of the Project		Other agency concerned
9. Construction Specifications		
10. Project Feasibility		Company concerned



11. Barangay Resolution 12. Barangay Business Clearance 13. Attendance of Public Hearing 14. Certification of Barangay		Barangay concerned		
15. SEC Registration Certificate		Security Exchange Commission		
16. Company Profile		Company concerned		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquiry from the client regarding the requirements for reclassification	1. Presentation of list of requirements to the client	None	5 minutes	<i>SB Secretary</i> Office of the Sangguniang Bayan
2. Client's letter and requirements to the Sangguniang Bayan	2. Calendars letter of application	None	5 minutes	<i>SB Secretary</i> Office of the Sangguniang Bayan
None	2.1 Referral to the Committee on Land Use and Housing during session	None	5 minutes	<i>Presiding Officer/ Vice Mayor or Presiding Officer Pro Tempore or Temporary Presiding Officer</i> Office of the Sangguniang Bayan
None	2.2 Committee meeting with applicant and resource person	None	3 hours (depending on the date scheduled)	<i>Chairman on Committee on Land Use and Housing</i> Office of the Sangguniang Bayan
None	2.3 Preparation of draft reclassification ordinance	None	3 hours (depending on the date scheduled)	<i>Chairman on Committee on Land Use and Housing</i>



				Office of the Sangguniang Bayan
None	2.4 Committee meeting for the final draft of the ordinance	None	3 hours (depending on the date scheduled)	<i>Chairman on Committee on Land Use and Housing and SB Secretary</i> Office of the Sangguniang Bayan
None	2.5 Presentation of the proposed reclassification ordinance during the regular session	None	15 minutes (depending on the date scheduled)	<i>Chairman on Committee on Land Use and Housing</i> Office of the Sangguniang Bayan
None	2.6 Public hearing on the proposed reclassification ordinance	None	3 hours (depending on the date scheduled)	<i>Chairman on Committee on Land Use and Housing</i> Office of the Sangguniang Bayan
None	2.7 Committee meeting on the result of the public hearing	None	3 hours (depending on the date scheduled)	<i>Chairman on Committee on Land Use and Housing and SB Secretary</i> Office of the Sangguniang Bayan
None	2.8 Preparation of amended proposed reclassification ordinance after the public hearing during committee meeting.	None	2 hours (depending on the date scheduled)	<i>Chairman on Committee on Land Use and Housing</i> Office of the Sangguniang Bayan
None	2.9 Third and final reading during regular session	None	10 minutes (depending on the date scheduled)	<i>Chairman on Committee on Land Use and Housing and all SB members</i> Office of the Sangguniang Bayan
TOTAL:		None	17 hours and 40 minutes	



Preparation and signing of the approved copy of the reclassification ordinance by the SB Secretary, attested by the Vice Mayor and submitted for the signature of the Municipal Mayor. Transmittal of the enacted reclassification Ordinance to the Sangguniang Panlalawigan for review.

4. Issuance of Certified Copy of Legislative Document

Issuance of legislative measure pursuant to the right to information of the public on matters of public concerns which are not otherwise classified by the Sangguniang Bayan as highly confidential.

Office/Division:	Office of the Sangguniang Bayan			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Any applicant natural or juridical person			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter request of the client		Agency/office concerned		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of client's letter request to the Vice Mayor thru SB Secretary	1. Verification of letter and the propose thereof	None	5 minutes	<i>SB Secretariat</i> Office of the Sangguniang Bayan
None	1.1 Research and preparation of requested documents	None	15 minutes	<i>SB Secretariat</i> Office of the Sangguniang Bayan
None	1.2 Presentation of official receipt of payment by	None	5 minutes	<i>SB Secretariat</i>



	the client for the inscription of the date and amount made on the requested document			Office of the Sangguniang Bayan
None	1.3 Presentation of the requested certified copy to the SB Secretary for signature and affixing official seal	None	5 minutes (depending on the date scheduled)	<i>SB Secretariat</i> Office of the Sangguniang Bayan
2. Issuance of the certified copy of legislative document to the client	2. Release of certified copy of legislative document	None	3 minutes (depending on the date scheduled)	<i>SB Secretariat</i> Office of the Sangguniang Bayan
TOTAL:		None	33 minutes	



Municipal Budget Office (MBO)

External Services



1. Certifying the Obligation Request

The Budget Office certifies the existence of appropriation/allotment that has been legally made for the purpose.

Office/Division:	Municipal Budget Office			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Executive and Legislative Departments and other National Government Agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Obligation Request (3 Original Copies)		Accounting Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the Obligation Request to the MBO in triplicate copies with the complete supporting documents (SEF and General Fund)	1. Check the attached documents or completeness	None	13 minutes	<i>Joseph Ysrael G. Razon</i> <i>Budgeting Aide</i> Municipal Budget Office <i>Criselda Anne Marie A. Apacible</i> <i>BookBinder II</i> Municipal Budget Office
None	1.1 Verify the availability of allotment	None	5 minutes	<i>Raquel Nimpa R. Cruz</i> <i>Budgeting Assistant</i> Municipal Budget Office <i>Joseph Ysrael G. Razon</i> <i>Budgeting Aide</i> Municipal Budget Office
None	1.2 Assign the Obligation Request Number	None	2 minutes	<i>Raquel Nimpa R. Cruz</i> <i>Budgeting Assistant</i> Municipal Budget Office



				<i>Joseph Ysrael G. Razon</i> <i>Budgeting Aide</i> Municipal Budget Office
None	1.3 Classifying of the expenditure and posting of the same to the ledger	None	4 minutes	<i>Raquel Nimpa R. Cruz</i> <i>Budgeting Assistant</i> Municipal Budget Office <i>Joseph Ysrael G. Razon</i> <i>Budgeting Aide</i> Municipal Budget Office
None	1.4 Confirmation and Signing of the Obligation Request	None	5 minutes	<i>Rita D. Macalindong</i> <i>Municipal Budget Officer</i> Municipal Budget Office
2. Get the approved Obligation Request and proceed to the Accounting Office for processing of payment	2. Release the Obligation Request to the client/forward to proper or concerned office	None	1 minute	<i>Raquel Nimpa R. Cruz</i> <i>Budgeting Assistant</i> Municipal Budget Office <i>Joseph Ysrael G. Razon</i> <i>Budgeting Aide</i> Municipal Budget Office
TOTAL:		None	30 minutes	

2. Review of Sangguniang Kabataan and Barangay Annual and Supplemental Budget

The Budget Office assist the barangay officials and employees in the preparation of their Annual and Supplemental Budget

Office/Division:	Municipal Budget Office
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	Sangguniang Kabataan and Barangay Officials



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Sangguniang Kabataan/Barangay Annual and Supplemental Budget with approved Sangguniang Kabataan/Barangay Development Plan (7 Original Copies)		<ul style="list-style-type: none"> - Municipal Budget Office - Budget Operation Manual for barangay and sangguniang kabataan 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits complete SK and Sangguniang Budget	1. Receives the budget	None	3 minutes	<i>Raquel Nimpa R. Cruz</i> Budgeting Assistant Municipal Budget Office <i>Criselda Anne Marie A. Apacible</i> BookBinder II Municipal Budget Office
2. Wait for advice	2. Quick review of the submitted budget for completeness of documents	None	30 minutes	<i>Raquel Nimpa R. Cruz</i> Budgeting Assistant Municipal Budget Office <i>Criselda Anne Marie A. Apacible</i> BookBinder II Municipal Budget Office
3. Leave the budget for review	3. Conduct of initial preliminary review	None	30 minutes	<i>Local Finance Committee (LFC)</i>
None	3.1 Convenes Municipal Finance Committee for a meeting	None	1 hour	<i>Local Finance Committee (LFC)</i>
None	3.2 Prepares initial review of the budget	None	50 minutes	<i>Local Finance Committee (LFC)</i>
None	3.3 Transmits the budget to the Sangguniang Bayan	None	2 minutes	<i>Raquel Nimpa R. Cruz</i> Budgeting Assistant



				Municipal Budget Office <i>Criselda Anne Marie A. Apacible</i> <i>BookBinder II</i> Municipal Budget Office
4. Received the preliminary and final review and furnish copies of said budget to concerned offices/agencies	4. After the final review of the budget, return to the client for implementation	None	2 minutes	<i>Rita D. Macalindong</i> Municipal Budget Officer Municipal Budget Office
TOTAL:		None	2 hours and 57 minutes	

3. Technical Assistance on Budget Manner

The Municipal Budget Office renders assistance, clarifies/answers queries on budget matters.

Office/Division:	Municipal Budget Office			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Barangay Officials, Municipal Officials and Employees and others			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None			None	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Query on the balance of appropriation allotment	1. Verifies/checks the ledger for the balance	None	5 minutes	<i>Raquel Nimpa R. Cruz</i> Budgeting Assistant Municipal Budget Office



				Joseph Ysrael G. Razon Budgeting Aide Municipal Budget Office
2. Query on budget preparation	2. Advice the client on the process of budgeting	None	30 minutes	Raquel Nimpa R. Cruz Budgeting Assistant Municipal Budget Office Joseph Ysrael G. Razon Budgeting Aide Municipal Budget Office
TOTAL:		None	35 minutes	



Municipal Planning and Development Office (MPDO)

External Services



1. Release of Requirements for Building Permit (Locational Clearance)

Office/Division:	Municipal Planning and Development Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Client Securing Locational Clearance			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Filled-up Locational Clearance Form (Notarized)		Municipal Planning and Development Office/Notary Public		
2. Certificate of Title or Tax Declaration (Photocopy)		Municipal Assessor's Office Registry of Deeds		
3. Proposed Building Plan (1 set)		Client's contracted Engineer or Architect		
4. Bill of Materials		Client's contracted Engineer or Architect		
5. Project Description		Client's contracted Engineer or Architect		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of Application Form together with the necessary requirements	1. Approval and Issuance of the Locational Clearance	As per assessment	10 minutes	<i>Guillerma D. Mayor</i> Municipal Planning and Development Office <i>Narciso V. Mulingbayan</i> Municipal Planning and Development Office
TOTAL:		As per assessment	10 minutes	



2. Release of Requirements for Building Permit (Zoning Certificate)

Office/Division:	Municipal Planning and Development Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Client Securing Zoning Certificate			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Land Title or Tax Declaration (Photocopy)		Registry of Deeds Office		
2. Lot Plan		Client's contracted Engineer or Architect		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of Requirements	1. Approval and Issuance of Zoning Certificate	Php720 per hectare	Depends on the completion of requirements and Sangguniang Bayan approval	<i>Eunice D. Bentijaba</i> Book Binder Municipal Planning and Development Office <i>Guillerma D. Mayor</i> Planning Officer II Municipal Planning and Development Office <i>Narciso V. Mulingbayan</i> Municipal Planning and Development Officer Municipal Planning and Development Office
TOTAL:		Php720 per hectare	10 minutes	



3. Issuance of Development Permit

Office/Division:	Municipal Planning and Development Office
Classification:	Complex
Type of Transaction:	G2C – Government to Project Proponent
Who may avail:	Client securing Development Permit
CHECKLIST OF REQUIREMENTS	
1. Land Title or Tax Declaration (Photocopy)	Registry of Deeds Office or Municipal Assessor
2. Deed of Absolute Sale/Contract of Lease	Proponent's contracted Engineer or Architect
3. Tax Declaration	Municipal Assessor's Office
4. Certification of Payment of Real Property Tax	Municipal Treasurer's Office
5. Vicinity Map/Location Map	Contracted Geodetic Engineer
6. Site Development Plan	Proponent's contracted Engineer or Architect
7. Detailed Cost Estimate of the Project	Client's contracted Engineer or Architect
8. Project Specifications	Client's contracted Engineer or Architect
9. Project Feasibility	Proponent
10. Barangay Resolution	Sangguniang Barangay where the project is located
11. Minutes of Public Hearing	Sangguniang Barangay where the project is located
12. Barangay Business Clearance	Sangguniang Barangay where the project is located
13. Certification of BARC Chairman	BARC Chairman of Barangay where the project would be located
14. DAR Clearance	Department of Agrarian Reform Office
15. Zoning Certification	Municipal Planning and Development Office
16. Certification from Municipal Agriculture Office	Municipal Agriculture Office
17. Environmental Compliance Certificate	Department of Environment and Natural Resources
18. SEC Certification of Incorporation	Securities and Exchange Commission
19. Company Profile	Proponent



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Application for Development Permit	1. Approval of Development Permit	Dependent on the project cost	10 minutes	<i>Eunice D. Bentijaba</i> <i>Book Binder</i> <i>Guillerma D. Mayor</i> <i>Planning Officer II</i> <i>Narciso V. Mulingbayan</i> <i>MPDO</i>
TOTAL:		Dependent on the project cost	10 minutes	



Office of the Municipal Engineer External Services



1. Building Permit, Ancillary and Accessory Permits for Residential / Commercial / Industrial / Agricultural Buildings or Structures

The Building Permit is issued to individuals in order to implement regulations and requirements for the construction, alteration, renovation, conversion, use, occupancy and demolition pursuant to the provisions of the National Building Code (P.D. 1096) as well as enforcements of related orders.

Office/Division:	Office of the Municipal Engineer/Building Official			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Any person, firm, or corporation, including any agency or instrumentality of the government who intends to erect, construct, alter, repair, move, convert or demolish any building or structure located or to be located in Tuy, Batangas.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Application Forms (1 Original Copy)		Office of the Municipal Engineering/Building Office		
Five (5) sets of Design Documents		Design Professionals		
Proof of Lot Ownership, two (2) copies		Registry of Deeds		
Tax Declaration, Tax Clearance		Assessor's Office, Treasurer's Office		
Clearances from other Government agencies: a. Fire Safety Evaluation Clearance b. Locational Clearance c. Easement Clearance d. DOLE Clearance e. Barangay Clearance for Construction		Bureau of Fire Protection Municipal Planning and Development Office Department of Public Works and Highways Department of Labor and Employment Respective Barangay		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure endorsement from OBO to other offices/agencies	1. Assess the requirements, endorse to MPDO, BFP and other agencies.	Refer to BFP and MPDO for computation	15 minutes	<i>Clerk II</i> Office of the Municipal Engineer



2. Submit complete and clearances	2. Check completeness of the requirements and issue claim stub.	None	15 minutes	Clerk II Office of the Municipal Engineer
None	2.1 Evaluate plans	None	1 day	Evaluators Office of the Municipal Engineer
None	2.2 Site Inspection	None	0.5 day	Inspector Office of the Municipal Engineer
None	2.3 Assessment Fees and Encode Fees on Forms	Refer to the 2005 Revised IRR of the National Building Code (P.D. 1096)	1 hour	Clerk II Office of the Municipal Engineer
None	2.4 Forward Assessment to MTO	None	15 minutes	Clerk II Office of the Municipal Engineer
None	2.5 Notify Applicant to Pay or Comply with deficiencies (if any)	None	5 minutes	Clerk II Office of the Municipal Engineer
None	2.6 Sign Permit Forms	None	15 minutes	Building Official Office of the Municipal Engineer
3. Pay required fees at MTO	2.7 Receive the payment and issue Official Receipt	None	5 minutes	Treasurer's Staff Municipal Treasurer's Office
4. Submit copy of OR and receive permit	2.8 Encode/Print Payment details release permit documents	None	15 minutes	Clerk II Office of the Municipal Engineer
TOTAL:		Total amount depending on the computation	1.5 days, 2 hours and 25 minutes	



2. Occupancy Permit

The Occupancy Permit is issued to individuals to ensure that all changes, modification and alterations in the design plans during the construction phase must be evaluated and the necessary mandatory permit must be issued.

Office/Division:	Office of the Municipal Engineer/Building Official			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Any person, firm or corporation, including any agency or instrumentality of the government who erected, constructed, altered, repaired, moved or converted any building or structure located in Tuy, Batangas.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Notarized Certificate of Completion Forms		Office of the Municipal Engineer/Building Official		
2. Construction Logbook		Contractor		
3. Building Inspection Sheet		Contractor		
4. Three (3) sets of As-built Plans and Specifications		Supervising Professionals		
5. Pictures of the building or structure (all sides and interior)		Owner		
6. Fire Safety Inspection Clearance		Bureau of Fire Protection		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure endorsement from OBO to other offices/agencies	1. Check completeness of the requirements and issue claim stub.	None	15 minutes	<i>Clerk I</i> Office of the Municipal Engineer <i>I</i>
2. Be present during Site Inspection	2. Evaluate Submitted Documents and Site Validation/Inspection	None	1 day	<i>Evaluators</i> Office of the Municipal Engineer



None	2.1 Assess Fees and Encode Fees on Forms	Refer to the 2005 Revised IRR of the National Building Code (P.D. 1096)	30 minutes	<i>Clerk II</i> Office of the Municipal Engineer
	2.2 Forward Assessment to MTO	None	15 minutes	<i>Clerk II</i> Office of the Municipal Engineer
	2.3 Notify Applicant to Pay or comply with deficiencies (if any)	None	5 minutes	<i>Clerk II</i> Office of the Municipal Engineer
	2.4 Sign Permit Forms	None	15 minutes	<i>Building Official</i> Office of the Municipal Engineer
3. Pay required fees at MTO	3. Receive the payment and issue Official Receipt	None	15 minutes	<i>Treasurer's Staff</i> Municipal Treasurer's Office
TOTAL:		Total amount depending on the computation	1 day, 1 hour and 25 minutes	



Municipal Disaster Risk Reduction Management Office (MDRRMO)

External Services



1. Information and Education Materials

Office/Division:	Municipal Disaster Risk Reduction Management Office - 24/7 Operations Center			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter request address to the MDRRMO		Municipal Disaster Risk Reduction Management Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a letter request address to the MDRRMO	1. Receipt of letter request and Identification of IEC materials being requested	None	1 minute	<i>Jacqueline S. De Taza</i> MDRRMO-ICO MDRRM Office
None	1.1 Coordinate concerned Division for the preparation of IEC materials needed.	None	2 minutes	<i>Sherwin Venzon</i> MDRRM Staff/Responders MDRRM Office
None	1.2 Inform the requesting entity of the status of their request	None	2 minutes	<i>Karlotta C. Mulingbayan</i> MDRRM Staff MDRRM Office
TOTAL:		None	5 minutes	



2. Issuance of Situational Report

Office/Division:	Municipal Disaster Risk Reduction Management Office - 24/7 Operations Center			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government of other Municipalities G2B – Government to Business Entity			
Who may avail:	Personnel of LGU departments, private sectors, CSOs, and other stakeholders			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Reports and information regarding accidents and other untoward incidents 2. Information/reports regarding current disasters and pending disasters		MDRRMC, 22 Barangays		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Gathering reports and information regarding accidents and other untoward incidents	1. Gather all information/data regarding location of accident, no. of victims, extent of the damage suffered, and the time of arrival of the responders	None	1 minute	Jacqueline S. De Taza MDRRMO-ICO MDRRM Office
None	1.1 Performing First Aid Action to the victims and transporting them to medical facilities if needed.	None	1 minute	Sherwin Venzon MDRRM Staff/Responders MDRRM Office



2. Gather information/reports regarding current disasters and pending disasters.	2. Activate all personnel needed for immediate response especially for rescue, evacuate, and retrieval	None	1 minute	Jacqueline S. De Taza MDRRMO-ICO MDRRM Office
None	2.1 Performing first aid action to the victims and transporting them to medical facilities if needed	None	1 minute	All MDRRMO Staff/Responders MDRRM Office
TOTAL:		None	4 minutes	

3. Provision of Food and Non-Food Items

Office/Division:	Municipal Disaster Risk Reduction Management Office - Logistics, Interoperability and Force Management Division			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Local Government Units			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter request to Office of the Mayor/Sangguniang Bayan Office		1. Requesting Party		
2. Declaration of State of Calamity		2. Municipal/City/Provincial Sanggunian		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits letter indicating the current event, current situation, number of	1. Receive the necessary documents	None	10 minutes	Jacqueline S. De Taza MDRRMO-ICO MDRRM Office



affected families, quantity requested, intended beneficiaries, distribution plan and justification together with a copy of the Declaration of State of Calamity				<i>Karlotta C. Mulingbayan</i> MDRRM Staff MDRRM Office
None	<p>1.1 MDRRMO shall assess the submitted requirements and approve the requesting LGUs Distribution Plan</p> <p>Operation Section of MDRRMO to review and evaluate the submitted documents for Mayor's approval</p>	None	1 hour	<i>Jacqueline S. De Taza</i> MDRRMO-ICO MDRRM Office
None	<p>1.2 MDRRMO shall endorse the request to the CDA through the Director of the Operations Service CO</p> <p>MDRRMO to send the endorsement to the CDA through OS</p>	None	1 hour	<i>Sherwin Venzon</i> MDRRM Staff MDRRM Office



TOTAL:	None	2 hours and 10 minutes	
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4. Request for Documents/Records Reproduction

Office/Division:	Municipal Disaster Risk Reduction Management Office - General Services Division (Administrative & Financial Management Service)			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Personnel from the MDRRM Office			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Document/Records Reproduction Form 2. Copy of requested documents		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits request for document/records reproduction form	1. Received request for document/records reproduction form	None	5 minutes	Jacqueline S. De Taza MDRRMO-ICO MDRRM Office Karlotta C. Mulingbayan MDRRM Staff MDRRM Office
None	1.1 Check in database and files and printing documents	None	50 minutes	Sherwin Venzon MDRRM Staff MDRRM Office
2. Receives copy of requested documents	2. Release of requested document	None	5 minutes	Sherwin Venzon MDRRM Staff MDRRM Office
TOTAL:		None	1 hour	



5. Request for Travel Coordination Permit

Office/Division:	Municipal Disaster Risk Reduction Management Office - Logistics, Interoperability and Force Management Division			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Personnel from the MDRRM Office			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Travel Permit/Health Certificate 2. Copy of requested Travel Permit		Requesting Party, Rural Health Unit		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits request for Travel Permit/Health Certificate from RHU	1. Receives request Travel Permit/Health Certificate	None	5 minutes	<i>Jacqueline S. De Taza</i> MDRRMO-ICO MDRRM Office
None	1.1 Check in database and files and printing of documents	None	5 minutes	<i>Sherwin Venzon</i> MDRRM Staff MDRRM Office
2. Receives copy of requested Travel Permit	2. Release of requested Travel Permit	None	5 minutes	<i>Teresa H. Abiad</i> MDRRM Staff MDRRM Office <i>Ronnie A. Eslobo</i> MDRRM Staff MDRRM Office
TOTAL:		None	15 minutes	



6. Rescue Vehicle Request

Office/Division:	Municipal Disaster Risk Reduction Management Office - General Services Division (Administrative & Financial Management Service)			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Personnel from the MDRRM Office			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Vehicle request form		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits vehicle request form	1. Receives vehicle request form & evaluates request	None	5 minutes	Jacqueline S. De Taza MDRRMO-ICO MDRRM Office
None	1.1 Recommend approval/non-approval	None	5 minutes	Jacqueline S. De Taza MDRRMO-ICO MDRRM Office
None	1.2 Receives vehicle request form for approval/non-approval of GSD	None	5 minutes	Jacqueline S. De Taza MDRRMO-ICO MDRRM Office



None	1.3 Return vehicle request form to Motor pool Section for coordination with requesting party	None	10 minutes	Jacqueline S. De Taza MDRRMO-ICO MDRRM Office
None	1.4 Coordinate with requesting party on the approval/non-approval of request	None	10 minutes	Eliza Afable Motor pool Section Office of the Municipal Engineer
None	1.5 If request is approved, assign appropriate vehicle and driver	None	15 minutes	Benzon Andal Wilfredo Aoanan Rodel Perez Reynaldo Carandang John Paul Laurista MDRRM Staff MDRRM Office
None	1.6 Record schedule in the Motor pool Section Monitoring Board	None	5 minutes	Eliza Afable Motor pool Section Office of the Municipal Engineer
None	1.7 File Vehicle Request Form	None	5 minutes	Eliza Afable Motor pool Section Office of the Municipal Engineer
TOTAL:		None	1 hour	



7. Feedback and Complaints Mechanism

FEEDBACK AND COMPLAINTS MECHANISMS	
How to file a complaint?	<p>Complaints be filed via telephone. Make sure to provide the following information:</p> <ul style="list-style-type: none">- <i>Name of person being complained</i>- <i>Incident</i>- <i>Evidence</i> <p>For inquiries and follow-ups, clients may contact the following telephone number: 0908-365-2133</p>
Contact information	MDRRMO – 0908-365-2133



Municipal Social Welfare and Development Office (MSWDO)

External Services



1. Assistance to Individual in Crisis Situation

Based on Memorandum Circular 2014-002, the MSWDO extends financial assistance to indigent individuals and families. This service covers Medical and Burial assistance to individual clients and families.

Office or Division:	Office of the Municipal Social Welfare and Development	
Classification:	Simple	
Type of Transaction:	G2C	
Who may avail:	Indigent Individuals and Families	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Medical		
1. Certificate of Indigency (1 Original Copy and 1 Photocopy)	Office of the Barangay Captain	
2. Medical Abstract/ Medical Certificate (1 Original/ Certified True Copy)	Hospital or attending physician	
3. Prescription of medicines/ Laboratory and medical procedure request (1 Original Copy)	Hospital or attending physician	
4. Valid Identification Card of claimant (1 Photocopy)	GSIS, SSS, Driver's License, Voter's ID, PRC, UMID, TIN, PhilSys IN/National ID	
Burial		
1. Certificate of Indigency and Residency (1 Original Copy)	Barangay Hall/Office of the Barangay Captain	
2. Death Certificate (Photocopy)	Local Civil Registrar	
3. 1 Valid ID (Photocopy) of claimant	GSIS, SSS, Driver's License, Voter's ID, PRC, UMID, TIN, PhilSys IN/National ID	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Write name and the purpose of the visit on a client logbook.	1. Instruct client to fill-in the logbook	None	1 minute	<i>Administrative Aide</i> Office of the Municipal Social Welfare and Development
2. Submit requirements and subject for an interview. Give all the necessary information and cooperation during the interview.	2. Conduct interview and accomplishes the General Intake Sheet indicating the problem presented and Social Worker's assessment as basis of providing necessary assistance. Retrieval of the documents Processing of papers and other documents	None	30 minutes 3 days	<i>Administrative Aide</i> Office of the Municipal Social Welfare and Development <i>MGDH-Municipal Budget Officer</i> Office of the Municipal Budget Officer <i>MGDH-Municipal Accountant</i> Office of the Municipal Accountant <i>MGDH-Municipal Treasurer</i> Office of the Municipal Treasurer <i>Municipal Mayor</i> Office of the Municipal Mayor



3. Client directly receives financial assistance.	3. Refer client to the office of the treasurer for the release of financial assistance	None	5 minutes	MGDH-Municipal Treasurer Office of the Municipal Treasurer
TOTAL:		None	3 days and 36 minutes	

2. Emergency Relief Assistance Program

The MSWDO is at the forefront of relief assistance during natural or manmade calamities such as typhoons, fires and earthquakes, among others; it distributes relief goods and provides housing materials to families affected by calamity.

Office or Division:	Office of the Municipal Social Welfare and Development			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Victims of natural and man-made calamities thru MDCC			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Barangay Certification		Office of the Barangay Captain		
2. Joint Report		PNP, MSWD, MHO, MAO, MDRRMO		
3. Valid ID		GSIS, SSS, Pag-IBIG, Philhealth, BIR, PhilSys IN/National ID		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Client reported the incident at the BDCC Chairman and the latter reports to the Office of MDCC or possible assistance	1. Home visitation and validation of the status of victims Preparation of Joint Report	None	10 minutes	<i>Focal Staff of the Program</i> Office of the Municipal Social Welfare and Development
2. Submit for an interview and provide all the necessary information	2. Conducts an interview and accomplishes ERA form	None	30 minutes	<i>Focal Staff of the Program</i> Office of the Municipal Social Welfare and Development
3. Sign the Emergency Relief Assistance (ERA form)	3. Processing of documents for the release of assistance requested	None	30 minutes	<i>MGDH-Municipal Social Welfare and Development Officer</i> Office of the Municipal Social Welfare and Development <i>MGDH-Municipal Budget Officer</i> Office of the Municipal Budget Officer <i>MGDH-Municipal Accountant</i> Office of the Municipal Accountant
4. Receive the assistance requested	4. Refer client to the office of the treasurer for the	None	5 minutes	<i>MGDH-Municipal Treasurer</i> Office of the Municipal Treasurer



	release of assistance			
TOTAL:		None	1 hour and 15 minutes	

3. Issuance of Person with Disability Identification Card

Based on RA 7277 known as Magna Carta for Disabled Persons, the MSWDO shall extends assistance such as assistive device to physically handicapped, visually impaired that will enable them to perform tasks with minimum supervision. Livelihood program, and issuance of PWD ID card.

Office or Division:	Office of the Municipal Social Welfare and Development			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Person with disabilities			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Certificate of Residency (Original Copy)		Office of the Barangay Captain		
2. Birth Certificate (1 Original and 1 Photocopy) or Marriage Certificate (for married woman)		Office of the Municipal Registrar or PSA		
3. Medical Certificate indicating disability (Photocopy)		Attending physician		
4. 2 pcs. Of 1x1 picture & 1pc. 2x2 picture		Applicant/ PWD		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Write name and the purpose of the visit on a client logbook.	1. Instruct client to fill-in the logbook	None	1 minute	<i>Administrative Aide II</i> Office of the Municipal Social Welfare and Development
2. Give all the necessary data and cooperate during the initial interview. Provide a sketch of the location of your residence for visitation.	2. Issuance of PWD ID CARD Conduct interview and Fill up PWD profiler form Assess and evaluate the data given by the client	None	2 days	<i>Administrative Aide II</i> Office of the Municipal Social Welfare and Development
3. Receives PWD ID	3. Issuance of PWD ID card	None	5 minutes	<i>Administrative Aide II</i> Office of the Municipal Social Welfare and Development
TOTAL:		None	2 Days and 6 minutes	

4. Issuance of Purchased Slip/Booklet

Based on RA 9257 and RA 7277, the MSWD shall issue a purchased slip/ booklet as requirement in availing discounts entitled to persons who are Senior Citizens and PWDs.

Office or Division:	Office of the Municipal Social Welfare and Development
Classification:	Simple
Type of Transaction:	G2C



Who may avail:		Senior Citizens and PWD		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. OSCA or PWD ID		Municipal Social Welfare and Development Office		
2. 1x1 Picture & 2x2 Picture		Applicant/ Solo Parent		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Write name and the purpose of the visit on a client logbook.	1. Instruct client to fill-in the logbook	None	2 minutes	<i>Administrative Aide II</i> Office of the Municipal Social Welfare and Development
2. Request for purchase booklet.	2. Prepare and submit to the LCE for signature.	None	5 minutes	<i>Administrative Aide II</i> Office of the Municipal Social Welfare and Development
3. Receive the requested booklet.	3. Issue the requested booklet.	None	2 minutes	<i>Administrative Aide II</i> Office of the Municipal Social Welfare and Development
TOTAL:		None	9 minutes	



5. Issuance of Referral, Certificate of Indigency and Social Case Study Report

The MSWDO extends Referral, Certificate of Indigency and Social Case Study Report to indigent individuals and families to avail external assistance which is beyond the service of MSWDO.

Office or Division:	Office of the Municipal Social Welfare and Development			
Classification:	Complex			
Type of Transaction:	G2G			
Who may avail:	Indigent Individuals and Families			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Social Case Study Report				
1. Certificate of Indigency (Original Copy)		Office of the Barangay Captain		
2. Medical Abstract/ Medical Certificate (Original/ Certified True Copy)		Hospital or attending physician		
3. Valid ID (Photocopy)		GSIS, SSS, Driver's License, Voter's ID, PRC, UMID, TIN, PhilSys ID/National ID		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Write name and the purpose of the visit on a client logbook.	1. Instruct client to fill-in the logbook	None	1 minute	<i>Administrative Aide II</i> Office of the Municipal Social Welfare and Development



2. Submit requirements and give all the necessary information and cooperation during the interview.	2. Conduct interview and prepare referral and/or Social Case Study Report Processing of papers and other documents	None	1 hour	<i>Social Worker / MGDH-MSWD</i> Office of the Municipal Social Welfare and Development
3. Wait for the release of the referral or Social Case Study Report	3. Issuance of the referral and Social Case Study Report duly signed by the Municipal Mayor	None	5 minutes per client	<i>Social Worker/ Administrative Aide IV</i> Office of the Municipal Social Welfare and Development
TOTAL:		None	1 hour and 7 minutes	

6. Issuance of Solo Parent Identification Card

The MSWDO is the lead agency in the implementation of R.A. 8972 or the Solo Parent Welfare Act and tasked to issue the Solo Parent Certification.

Office or Division:	Office of the Municipal Social Welfare and Development	
Classification:	Simple	
Type of Transaction:	G2C	
Who may avail:	Solo Parent	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE



1. Application Form	Office of the Municipal Social Welfare and Development
2. Certificate of Residency	Office of the Barangay Captain
<p>3. Any documents that could prove that applicant is solo parent with child or children as a consequence of rape:</p> <p>a) Birth certificate/s of the child or children</p> <p>b) Complaint affidavit</p> <p>c) Medical record on the incident of rape</p> <p>d) Sworn affidavit declaring the solo parent has the sole parental care and support of the child or children at the time of the execution of the affidavit</p> <p>e) Affidavit of a barangay official attesting that the solo parent is a resident of the barangay and that the child or children is/are under the parental care and support of the solo parent</p>	<p>Office of the Municipal Civil Registrar Regional/Municipal Trial Court/Public or Private Counsel Attending Physician Regional/Municipal Trial Court/Public or Private Counsel</p> <p>Office of the Barangay Captain</p>
<p>4. For the solo parent on account of the death of the spouse</p> <p>a) Birth certificate/s of the child or children.</p> <p>b) Marriage certificate</p> <p>c) Death certificate of the spouse</p> <p>d) Sworn affidavit declaring that the solo parent is not cohabitating with a partner or co-parent, and has the sole parental care and support of the child or children</p> <p>e) Affidavit of a barangay official attesting that the solo parent is a resident of the barangay and that the child or children is/are under parental care and support of the solo parent.</p>	<p>Office of the Municipal Civil Registrar Office of the Municipal Civil Registrar Office of the Municipal Civil Registrar Regional/Municipal Trial Court/Public or Private Counsel</p> <p>Office of the Barangay Captain</p>



<p>5. For the solo parent on account of the detention or criminal conviction of the spouse.</p> <ul style="list-style-type: none"> a) Birth certificate/s of the child or children. b) Marriage certificate c) Certificate of detention or a certification that the spouse is serving sentence for at least three (3) months issued by the law enforcement agency having actual custody of the detained spouse or commitment order by the court pursuant to a conviction of the spouse 	<p>Office of the Municipal Civil Registrar Office of the Municipal Civil Registrar Regional/Municipal Trial Court/Public or Private Counsel</p>
<p>6. For the solo parent on account of physical or mental incapacity of the spouse</p> <ul style="list-style-type: none"> a) Birth certificate/s of the child or children. b) Marriage certificate or affidavit of cohabitation. c) Medical records, medical abstract, or a certificate of confinement in the National Center for Mental health or any medical hospital or facility confinement of the incapacitated spouse should have been issued not more than three (3) months before the submission, or a valid person with disability ID d) Sworn affidavit that the solo parent is not cohabitating with a partner or co-parent and has sole parental care and support of the child/children e) Affidavit of a barangay official attesting that the solo parent is a resident of the barangay and that the child or children is/are under the parental care and support of the solo parent. 	<p>Office of the Municipal Civil Registrar Office of the Municipal Civil Registrar Attending Physician</p> <p>Regional/Municipal Trial Court/Public or Private Counsel</p> <p>Office of the Barangay Captain</p>



<p>7. For the solo parent on account of legal or de facto separation of spouse</p> <ul style="list-style-type: none"> a) Birth certificate/s of the child or children b) Marriage certificate c) Judicial decree of legal separation of the spouses or, in the case of de facto separation, an affidavit of two (2) disinterested persons attesting to the fact of separation of the spouses d) Sworn affidavit declaring that the solo parent is not cohabitating with a partner or co-parent, and has sole parental care and support of the child or children e) Affidavit of a barangay official attesting that the solo parent is a resident of the barangay and that the child or children is/are the parental care and support of the solo parent. 	<p>Office of the Municipal Civil Registrar Office of the Municipal Civil Registrar Regional/Municipal Trial Court/Public or Private Counsel</p> <p>Regional/Municipal Trial Court/Public or Private Counsel</p> <p>Office of the Barangay Captain</p>
<p>8. For the solo parent on account of abandonment by the spouse</p> <ul style="list-style-type: none"> a) Birth certificate/s of the child or children b) Marriage certificate or affidavit of the applicant solo parent. c) Affidavit of two (2) disinterested persons attesting to the fact of abandonment of the spouse d) Police or barangay Record of the fact of abandonment e) Sworn affidavit declaring that the solo parent is not cohabitating with a partner or co-parent, and has sole parental care and support of the child or children 	<p>Office of the Municipal Civil Registrar Office of the Municipal Civil Registrar</p> <p>Regional/Municipal Trial Court/Public or Private Counsel</p> <p>Municipal Police Station</p> <p>Regional/Municipal Trial Court/Public or Private Counsel</p>



<p>f) Affidavit of a barangay official attesting that the solo parent is a resident of the barangay and that the child or children is/are under the parental care and support of the solo parent.</p>	<p>Office of the Barangay Captain</p>
<p>9. For the unmarried father or mother who keeps and rears the child or children</p> <ul style="list-style-type: none"> a) Birth certificate/s of the child or children b) Certificate of No Marriage (CENOMAR) c) Sworn affidavit declaring that the solo parent is not cohabitating with a partner or co-parent and has sole parental care and support of the child or children d) Affidavit of a barangay official attesting that the solo parent is a resident of the barangay and that the child or children is/are under the parental care and support of the solo parent. 	<p>Office of the Municipal Civil Registrar Regional/Municipal Trial Court/Public or Private Counsel Municipal Police Station</p> <p>Office of the Barangay Captain</p>
<p>10. For the solo parent who is a legal guardian, adoptive or foster parent</p> <ul style="list-style-type: none"> a) Birth certificate/s of the child or children b) Proof of guardianship, such as the decision granting legal guardianship issued by a court; proof of adoption, such as the decree of adoption issued by a court, or order of Adoption issued by the DSWD or the National Authority on Child Care (NACC); proof of foster care such as the Foster Parent License issued by the DSWD or the NACC c) Sworn affidavit declaring that the solo parent is not cohabitating with a partner or co-parent and 	<p>Office of the Municipal Civil Registrar Regional/Municipal Trial Court/Public or Private Counsel</p> <p>Regional/Municipal Trial Court/Public or Private Counsel</p>



<p>has sole parental care and support of the child or children</p> <p>d) Affidavit of a barangay official attesting that the solo parent is a resident of the barangay and that the child or children is/are under the parental care and support of the solo parent.</p>	<p>Office of the Barangay Captain</p>
<p>11. For any relative within the fourth (4th) civil degree of consanguinity or affinity of the parent or legal guardian who assumes parental care and support of the child or children;</p> <p>a) Birth certificate/s of the child or children</p> <p>b) Death certificate, certificate of incapacity, or judicial declaration of absence or presumptive death of the parents or legal guardian; police or barangay records evidencing the fact of disappearance or absence of the parent or legal guardian for at least six (6) months</p> <p>c) Proof of relationship of the relative to the parent or legal guardian, such as birth certificate, marriage certificate, family records, or other similar or analogous proof of relationship</p> <p>d) Sworn affidavit declaring that the solo parent has a sole parental care and support of the child or children</p> <p>e) Affidavit of a barangay official attesting that the solo parent is a resident of the barangay and that the child or children is/are under the parental care and support of the solo parent</p>	<p>Office of the Municipal Civil Registrar</p> <p>Office of the Municipal Civil Registrar</p> <p>Regional/Municipal Trial Court/Public or Private Counsel</p> <p>Regional/Municipal Trial Court/Public or Private Counsel</p> <p>Office of the Barangay Captain</p>



12. For the solo parent who is a pregnant woman a) Medical record of her pregnancy b) Affidavit of a barangay official attesting that the solo parent is a resident of the barangay, and c) Sworn affidavit declaring that the solo parent is not cohabitating with a partner or co-parent who is providing support to the pregnant woman		Attending physician Office of the Barangay Captain Regional/Municipal Trial Court/Public or Private Counsel		
13. 1x1 picture and 2x2 picture		Applicant/ Solo Parent		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Write name and the purpose of the visit on a client logbook.	1. Instruct client to fill-in the logbook	None	2 minutes	<i>Social Welfare Aide</i> Office of the Municipal Social Welfare and Development
2. Submit for an interview and provide all the necessary information.	2. Conduct interview; Prepare the Solo Parent ID	None	30 minutes	<i>Social Welfare Aide</i> Office of the Municipal Social Welfare and Development
3. Receives the solo parent certification	3. Issuance of Solo Parent ID	None	10 minutes	<i>Social Welfare Aide</i> Office of the Municipal Social Welfare and Development
TOTAL:		None	42 minutes	

7. Pre-Marriage Counseling

The PMC is given to would be married couples aged 18-25 years old. The counseling session aims to provide opportunities to look into preparedness of the would be married couples, to help deepen understanding on the realities of marriage based on the accomplished Marriage Expectation Inventory Form.



Office or Division:		Office of the Municipal Social Welfare and Development		
Classification:		Simple		
Type of Transaction:		G2C		
Who may avail:		Would be married couples (18-25 years old)		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish the Marriage Expectation Inventory Form (MEIF)	Guides or assists the would-be couples in answering/accomplishing the MEIF	None	15 minutes	<i>PMO Focal Person</i>
2. Requests for schedule of PMC Seminar	Provide the schedule of the PMC	None	2 minutes	Social Welfare Aide PMO Focal Person
3. Return on the scheduled PMC and must listen attentively and participate during the discussions.	3. Counsellors conducts the discussion on the following topics: Session 1: You and your future spouse Session 2: Understanding individual differences Session 3: Importance of Communication in Marriage Session 4: Lifetime Commitment Signs Pre-	None	4 hours	<i>Pre- Marriage Counselor</i>
			3 minutes	<i>Pre- Marriage Counselor</i>
			8 minutes	<i>Pre- Marriage Counselor</i>



	Marriage Counseling Certificate submit the duly signed PMC Certificate to the Marriage License Application Form at the Office of the Municipal Civil Registrar			
TOTAL:		None	4 hours and 28 minutes	

8. Pre-Marriage Orientation

The PMO is given to would be married couples aged 18 and above in accordance with Section 15 of RA 10354 otherwise known "The Responsible Parenthood and Reproductive Health Act of 2012".

Office or Division:	Office of the Municipal Social Welfare and Development			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Would be married couples (18 and above)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish the Marriage Expectation Inventory Form (MEIF)	Guides or assists the would-be couples in	None	15 minutes	<i>PMO Focal Person</i>



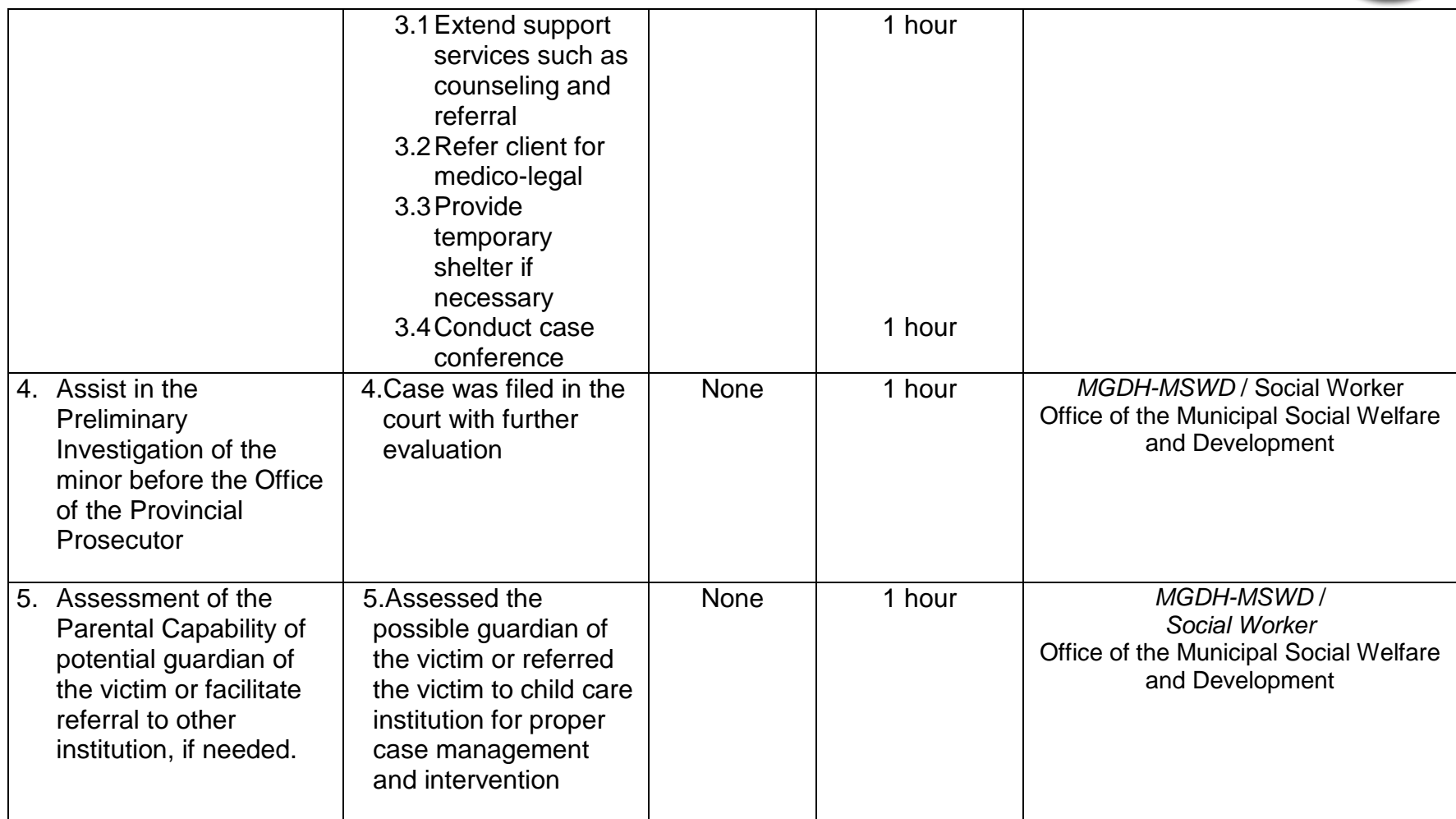
	answering/accomplishing the MEIF			
2. Requests for schedule of PMO Seminar	Provide the schedule of the PMO	None	2 minutes	Social Welfare Aide PMO Focal Person
3. Return on the scheduled PMO and must listen attentively and participate during the discussions.	3. Counsellors conducts the discussion on the following topics: a. Marriage and Relationships b. Responsible Parenthood c. Family Planning d. Pregnancy and Child Care	None	4 hours	<i>Pre- Marriage Counselor</i>
None	e. Other matters related to family signs pre-marriage orientation certificate submit the duly signed PMO Certificate to the Marriage License Application Form at the Office of the Municipal Civil Registrar		3 minutes 8 minutes	Social Welfare Aide PMO Focal Perso
TOTAL:		None	4 hours and 28 minutes	



9. Protective Services

Extend assistance to victims of all kinds of domestic violence by providing counseling sessions and referral to legal services.

Office or Division:		Office of the Municipal Social Welfare and Development		
Classification:		Simple		
Type of Transaction:		G2C		
Who may avail:		Victims of domestic violence, abuse women and children, rape, incest, and CICL		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Incident Report		PNP/ Office of the Barangay Captain		
2. Medico-legal		BatMC/ Other accredited health facilities		
3. Birth Certificate (Photocopy)		Office of the Municipal Civil Registrar or PSA		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register and Indicate the purpose of visit.	1. Acknowledgement of incident report	None	2 minutes	<i>MGDH-MSWD/Social Worker</i> Office of the Municipal Social Welfare and Development
2. Submit requirements.	2. Reviews the submitted documents	None	30 minutes	<i>MGDH-MSWD/ Social Worker</i> Office of the Municipal Social Welfare and Development
3. Submit for an interview and provide all the necessary information.	3.Assist client to report to PNP women's desk for proper disposition of the case	None	1 hour	<i>MGDH-MSWD/Social Worker</i> Office of the Municipal Social Welfare and Development





6. Monitoring of the filed case and prepare updated progress report for submission to court if needed	6. Progress report was submitted to court	None	1 hour	MGDH-MSWD / Social Worker Office of the Municipal Social Welfare and Development
TOTAL:		None	7 hours and 32 minutes	

10. Provision of Counseling Session

This is the provision of intervention to individuals who are experiencing ambivalent decisions when in difficult situations.

Office or Division:	Office of the Municipal Social Welfare and Development			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	All constituents of the municipality who are in distress or difficult circumstances			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Signs in the client's logbook	1. Assists client/visitor and conduct brief interview	None	1 minute	<i>Social Welfare Aide</i> Office of the Municipal Social Welfare and Development



2. Requests for advice or guidance on his/her present situation	2. Conducts interview and let client tell his/her present problem	None	30 minutes	MGDH-MSWD Office of the Municipal Social Welfare and Development
None	2.1 Provides intervention to client's present problem	None	1 hour	MGDH-MSWD Office of the Municipal Social Welfare and Development
TOTAL:		None	1 hour and 31 minutes	

11. Self-Employment Assistance/Livelihood Program

This is a poverty-alleviation program that extends loan assistance to clients with zero percent interest rate a payable within 1 year. SEA stresses the concept of self-resilience, management and project sustainability.

Office or Division:	Office of the Municipal Social Welfare and Development			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Organized groups			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Barangay Certification		Office of the Barangay Captain		
2. Endorsement Letter		Office of the Barangay Captain		
3. Project Proposal		Office of the Municipal Social Welfare and Development		
4. Feasibility Study		Office of the Municipal Social Welfare and Development		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Register and indicate the purpose of visit on a client's logbook	1. Instruct/assist the client in filing up the logbook	None	1 minute	<i>Administrative Aide II</i> Office of the Municipal Social Welfare and Development
2. Submit himself/herself for an interview and provide all necessary information	2. Conduct interview. Inform the client of the scheduled home visit to determine his/her eligibility for the availment of the program	None	10 minutes	<i>Social Welfare Aide/ Administrative Aide II</i> Office of the Municipal Social Welfare and Development
3. Extend the necessary cooperation during the home visit.	3. Conducts home visit, and validate the proposed project	None	45 minutes	<i>Social Welfare Aide/Administrative Aide II</i> Office of the Municipal Social Welfare and Development
4. Attend to the orientation	4. Conduct program orientation and business management seminar.	None	1 hour	<i>Social Welfare Aide</i> <i>Administrative Aide II</i> Office of the Municipal Treasurer Office of the Municipal Accountant
	Prepare the necessary documents for the release of the funding assistance such as contract documents, schedule of payments,		30 minutes	



	etc. Processing of application.			
5. Received the approved funding/ financial assistance	5. Releasing funding/ loan assistance	None	10 minutes	<i>Social Welfare Aide</i> <i>MGDH</i> Office of the Municipal Social Welfare and Development Office of the Municipal Treasurer Office of the Municipal Mayor
TOTAL:		None	2 hours and 36 minutes	



Office of the Municipal Treasurer External Services



1. Collection of Business Taxes

Business establishments are required to secure Mayor's Permit and pay corresponding business taxes before the start of business operations. It is renewable every year as mandated by the local sanggunian and penalties are imposed when payments are made after the required period of renewal.

Office/Division:	Office of the Municipal Treasurer			
Classification:	Complex			
Type of Transaction:	Government to Business Entity			
Who may avail:	Sole Proprietor, Partnership, Corporation, Cooperative & Institution			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Fully accomplished Unified Application Form for Business Permit		Business Permit Licensing Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receive the Unified Application Form for business	1.1 Re-assess the application in the system (iBPLS) 1.2. Print <i>Tax Order of Payment</i>	Based on the LGU Revenue Code of 2008; declared Gross Receipts	5 minutes	<i>Elizabeth U. Sales</i> <i>Municipal Treasurer</i> Office of the Municipal Treasurer <i>Jerome Aaron Capacia</i> <i>RCC I</i> Office of the Municipal Treasurer <i>Rufina M. Mendoza</i> <i>LRCO I</i> Office of the Municipal Treasurer



2. Pay the corresponding amount in the <i>Tax Order of Payment</i> and receive the <i>Official Receipt</i>	2. Finalize Assessment and issue the <i>Official Receipt</i>	None	5 minutes	<i>Elizabeth U. Sales</i> Municipal Treasurer Office of the Municipal Treasurer <i>Jerome Aaron Capacia</i> RCC I Office of the Municipal Treasurer <i>Rufina M. Mendoza</i> LRCO I Office of the Municipal Treasurer
TOTAL:		Total amount depending on the computation	10 minutes	

2. Collection of Real Property Taxes (RPT)

Real Property Taxes are due every year based on the assessment level of the real property. Payments can be made annually, semi-annually or quarterly basis. Early payment can also be made and shall be entitled to early payment discount. On the contrary, penalties are imposed against late payments of real property tax which is equivalent to 2% per month.

Office/Division:	Office of the Municipal Treasurer
Classification:	Simple
Type of Transaction:	Government to Individual Citizen/Government to Business Entity
Who may avail:	Individual Taxpayers and Business Owners/Corporation who owns Real Property in the Municipality
<div>CHECKLIST OF REQUIREMENTS</div> <div>WHERE TO SECURE</div>	



1. Previous year's Official Receipt (last payment) or latest Property Tax Assessment		1. Official Receipt is provided by the owner/Copy of tax declaration can be secured at the Municipal Assessor's Office.		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the previous year's Official Receipt or latest copy of Tax Declaration to Revenue Collection Clerk.	1. The Revenue Collection Clerk verifies the presented receipts and/or tax declaration number and computes the real property tax bill.	2% of the Assessed Value with corresponding discount for early payment and penalty for late payment. *January (current year) 15% discount February 10% discount and 2% penalty every month for late payment.	5 minutes	<p><i>Milagros M. Perez</i> LRCO III Office of the Municipal Treasurer</p> <p><i>Ma. Virginia Bautista</i> RCC I Office of the Municipal Treasurer</p> <p><i>Jerome Aaron Capacia</i> RCC I Office of the Municipal Treasurer</p> <p><i>Rowena Mendoza</i> Admin Aide I Office of the Municipal Treasurer</p>



2. The taxpayer pays the corresponding tax bill.	2. The RCC issues the real property tax Official Receipt. (AF 56)	2% of the Assessed Value with corresponding discount for early payment and penalty for late payment. <i>*January (current year) 15% discount</i> <i>February 10% discount and 2% penalty every month for late payment.</i>	5 minutes	<i>Milagros M. Perez</i> <i>LRCO III</i> Office of the Municipal Treasurer <i>Ma. Virginia Bautista</i> <i>RCC I</i> Office of the Municipal Treasurer <i>Jerome Aaron Capacia</i> <i>RCC I</i> Office of the Municipal Treasurer <i>Rufina M. Bathan</i> <i>LRCO I</i> Office of the Municipal Treasurer
TOTAL:		Total amount depending on the computation	10 minutes	

3. Collection of Regulatory Fees and Charges

The Municipality of Tuy imposes the collection of regulatory fees such as fees on weights and measures, building permit, occupational fees, civil registration, animal inspection fees et.al. and charges such as clearances and certification and other service fees as mandated in the Local Revenue Code.



Office/Division:	Office of the Municipal Treasurer			
Classification:	Simple			
Type of Transaction:	Government to Individual Citizen/Government to Business Entity			
Who may avail:	Individual Taxpayer and Business Owners			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1 Order of Payment		1 Issued by concerned offices.		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the Order of Payment to Revenue Collection Clerk.	1. The Revenue Collection Clerk issues the Official Receipt based on the Order of Payment (AF 51)	Based on the Order of Payment issued by the concerned office.	3 minutes	<i>Rosallee D. Perez</i> <i>Admin Assistant I</i> Office of the Municipal Treasurer <i>Mylene V. Rivera</i> <i>Disbursing Officer I</i> Office of the Municipal Treasurer <i>Rowena M. Mendoza</i> <i>Admin Aide I</i> Office of the Municipal Treasurer <i>Mark Louie A. Granados</i> <i>Job Order</i>



				Office of the Municipal Treasurer
TOTAL:		Based on the Order of Payment issued by the concerned office	3 minutes	

4. Issuance of Community Tax Certificate (Individual/Corporation)

A Community Tax Certificate (CTC-Individual) is a form of identification issued to all individuals that have reached the age of 18 years old. CTC is proof that an individual is a resident of the city/Municipality and that he/she paid the necessary dues arising from income derived from business, exercise of profession, and/or ownership of real properties in the area. It is paid during the beginning of the year at the Municipal Treasurer’s Office. After February 28, a penalty interest is imposed on the total tax due computed on a monthly basis.

Community Tax Certificate (CTC-Corporation) is issued to a person or corporation upon payment of the Community Tax. A community tax is paid in place of residence of the individual or in the place where the principal office of the juridical entity is located and a requirement in securing business permit.

Office/Division:	Office of the Municipal Treasurer
Classification:	Simple



Type of Transaction:	Government to Individual Citizen/Government to Business Entity			
Who may avail:	Individual Taxpayers and Business Owners			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For Individual:				
1. Client Information Slip/Identification Card		Office of the Municipal Treasurer/To be provided by the taxpayer		
For Corporation:				
1. Client Information Slip/Identification Card		Office of the Municipal Treasurer/To be provided by the taxpayer/business owner		
2. Annual Gross Receipts		To be provided by the business owner		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up the client information slip and present to the revenue collection clerk.	1. The Revenue Collection Clerk computes the Community Tax and fill out the CTC based on the data given.	<p>Php5.00 basic tax, additional Php1.00 for every Php1,000.00 gross receipts for individual.</p> <p>Php500.00 basic tax, additional Php2.00 for every Php5,000.00 of Assessed Value of Real Property located in the Philippines and</p>	3 minutes	<p><i>Rosallee D. Perez</i> Admin Assistant I Office of the Municipal Treasurer</p> <p><i>Mylene V. Rivera</i> Disbursing Officer I Office of the Municipal Treasurer</p> <p><i>Rowena M. Mendoza</i> Admin Aide I Office of the Municipal Treasurer</p> <p><i>Mark Louie A. Granados</i></p>



		Php2.00 for every Php5,000.00 of gross receipts from business for corporation		<i>Job Order</i> Office of the Municipal Treasurer
2. The taxpayer signs the CTC and affix his/her thumb mark and pays the amount due to the RCC.	2. The RCC issues the Community Tax Certificate upon payment.	<p>Php5.00 basic tax, additional Php1.00 for every Php1,000.00 gross receipts for individual.</p> <p>Php500.00 basic tax, additional Php2.00 for every Php5,000.00 of Assessed Value of Real Property located in the Philippines and Php2.00 for every Php5,000.00 of gross receipts from business for corporation</p>	1 minute	<p><i>Rosallee D. Perez</i> <i>Admin Assistant I</i> Office of the Municipal Treasurer</p> <p><i>Mylene V. Rivera</i> <i>Disbursing Officer I</i> Office of the Municipal Treasurer</p> <p><i>Rowena M. Mendoza</i> <i>Admin Aide I</i> Office of the Municipal Treasurer</p> <p><i>Mark Louie A. Granados</i> <i>Job Order</i> Office of the Municipal Treasurer</p>
TOTAL:		Total amount depending on the computation	4 minutes	



5. Issuance of Official Receipt for Tricycle Franchise/Mayor's Permit (PUJ/TRICYLCE)

Tricycle Operator's Permit and/or tricycle franchise permit is a necessary document to be qualified to use and operate a motorized tricycle/franchise to operate for any livelihood purposes for local transportation business. Tricycle permit and franchise permit to operate has a validity of one (1) year and renewable yearly.

Office/Division:	Office of the Municipal Treasurer			
Classification:	Complex			
Type of Transaction:	Government to Individual Citizen			
Who may avail:	Individual Taxpayer and			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Certificate of Registration, Official Receipt, Driver's License (for tricycle permit & franchise)		LTO		
2. CTC (for tricycle permit & franchise)		Municipal Treasurer's Office		
3. Barangay Clearance		Barangay		
4. TODA membership (for tricycle permit)		TODA		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure all the necessary documentary requirements and present to the designated person in the Office of the Mayor for checking and back to Municipal Treasurer's	1. The Revenue Collection Clerk issues the Official Receipt (AF 51) upon checking of the completeness of documentary requirements from the Office of the Mayor	Tricycle Permit Registration Php200.00 Secretary's Fee Php10.00 Sticker P50.00 Occupation Fee Php200.00	3 minutes	<i>Rosallee D. Perez</i> Admin Assistant I Office of the Municipal Treasurer <i>Mylene V. Rivera</i> Disbursing Officer I Office of the Municipal Treasurer



Office for the issuance of official receipt.		<p>Doc. Stamp Php30.00 Total Php520.00</p> <p>Franchise</p> <p>Application Php75.00 Legal Research Php5.00 Certification Php5.00 Supervision Php20.00 Franchise Php100.00 Fare Adjustment Php50.00 Filing fee MTOP 50.00 Doc. Stamp Php30.00 Total Php335.00</p>		<p><i>Rowena M. Mendoza</i> <i>Admin Aide I</i> Office of the Municipal Treasurer</p> <p><i>Mark Louie A. Granados</i> <i>Job Order</i> Office of the Municipal Treasurer</p>
TOTAL:		Total amount depending on the computation	3 minutes	



Municipal Agriculture Office (MAO)

External Services



1. Crop Insurance/Livestock Insurance

To provide insurance protection to farmers against losses arising from natural calamities, plant and animal diseases, and pests' infestations as mandated by the Philippine Crop Insurance Company (PCIC).

Office/Division:	Municipal Agriculture Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Farmers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. RSBSA Certification		Municipal Agriculture Office		
2. Photo of the animal to be insured		Applicant/Famer		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire about the Crop/Livestock Insurance	1. Brief discussion about Crop/Livestock Insurance	None	2 minutes	<i>Aiza Gomez</i> MAO Staff Municipal Agriculture Office <i>Ancelma Umali</i> MAO Staff Municipal Agriculture Office <i>Maro Gonzales</i> MAO Staff Municipal Agriculture Office <i>Marife Mandanas</i> MAO Staff Municipal Agriculture Office
2. Provide the requirements and give the necessary	2. Interview the applicant/farmer and	None	10 minutes	<i>Aiza Gomez</i> MAO Staff Municipal Agriculture Office



data to the interviewer in filling-out the application form	assist in filling-out the form			<p><i>Ancelma Umali</i> MAO Staff Municipal Agriculture Office</p> <p><i>Maro Gonzales</i> MAO Staff Municipal Agriculture Office</p> <p><i>Marife Mandanas</i> MAO Staff Municipal Agriculture Office</p>
3. Sign in to Logbook	4. Submit the application form to PCIC	None	1 day	<p><i>Aiza Gomez</i> MAO Staff Municipal Agriculture Office</p> <p><i>Ancelma Umali</i> MAO Staff Municipal Agriculture Office</p> <p><i>Maro Gonzales</i> MAO Staff Municipal Agriculture Office</p> <p><i>Marife Mandanas</i> MAO Staff Municipal Agriculture Office</p>
TOTAL:		None	1 day and 12 minutes	



2. Garbage Collection

This is a daily activity in compliance to RA 9003 otherwise known as Ecological Solid Waste Management Act of 2000.

Office/Division:	Municipal Agriculture Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Household/Public and Private Establishment			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Segregate waste according to its kind	1. Educate the community about proper segregation	None	1 day	Garbage Collectors/MENRO
2. Put the garbage in the proper container	2. Collect the garbage based on the schedule	None	Daily	Garbage Collectors
3. Assist the garbage collectors during the schedule hauling	3. Inspect the segregated waste 3.1 Dump the collected garbage in the designated dumpsite	None	Daily	Garbage Collectors
TOTAL:		None	Daily	

3. Issuance of Animal Inspection Certificate

Inspection of livestock and poultry is to be done prior to slaughtering to see if the animals are free from diseases. The certificate is issued to the owner of an animal after inspection.



Office/Division:	Municipal Agriculture Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Poultry and piggery owners			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Veterinary Health Certificate (Poultry)		Farm Veterinarian		
2. ASF Weekly Negative Disease Monitoring		Farm Veterinarian/Barangay Biosecurity Officer		
3. Certificate of Free status on African Swine Fever (ASF)		Bureau of Animal Industry/Department of Agriculture IV-A		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in to Logbook	1. Interview the owner and conduct ocular inspection at the poultry or piggery	0.10 per head (broiler)	30 minutes	<i>Marife C. Mandanas</i> MAO Staff Municipal Agriculture Office <i>Vince Michael Bagui</i> MAO Staff Municipal Agriculture Office
2. Provide necessary requirements and give appropriate information	2. Interview the owner of animal	Php5.00 per head (swine) Php50.00 per certificate (layer)	5 Minutes	<i>Marife C. Mandanas</i> MAO Staff Municipal Agriculture Office <i>Vince Michael Bagui</i> MAO Staff Municipal Agriculture Office
	2.1 Record all the necessary information a) Farm Name		2 minutes	



	b) Farm Owner c) Date of shipment d) No. of Heads per AIC e) Preparing the AIC: Type; Print			
3. Receives the AIC	3. Issuance of AIC		1 minute	<i>Marife C. Mandanas</i> MAO Staff Municipal Agriculture Office
TOTAL:		Php5 per head (swine) Php0.10 per head (broiler) Php50.00 per certificate (layer)	38 minutes	

4. Large Animal Vaccination

Prevention and control of Hemorrhagic septicemia disease for large animals. A provision of EO 138 Section 2B.

Office/Division:	Municipal Agriculture Office				
Classification:	Simple				
Type of Transaction:	G2C – Government to Citizen				
Who may avail:	Farmers				
<table> <tr> <th>CHECKLIST OF REQUIREMENTS</th><th>WHERE TO SECURE</th></tr> <tr> <td> 1. Healthy Animals 4 months and above 2. Not pregnant </td><td>Farmer</td></tr> </table>		CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	1. Healthy Animals 4 months and above 2. Not pregnant	Farmer
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE				
1. Healthy Animals 4 months and above 2. Not pregnant	Farmer				



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for animal vaccination for cattle and carabao	1. Schedule the mass vaccination for cattle and carabao	None	2 minutes	<i>Marife C. Mandanas</i> MAO Staff Municipal Agriculture Office <i>Ancelma Umali</i> MAO Staff Municipal Agriculture Office
2. Assist the technician in handling during vaccination and give necessary information	2.1 Observe the behavior of animal 2.2 Interview the owner 2.3 Record the information (Name of Barangay, Kinds of Animals, Age, Sex) 2.4 Administer the vaccine	None	3 minutes 3 minutes 2 minutes 2 minutes	<i>Livestock Technician</i>
3. After vaccination, observe the animals, report immediately if the animals experienced side effects	4. Monitor the result of vaccination, give appropriate medicines	None	4 minutes	<i>Livestock Technician</i>
TOTAL:		None	16 minutes	

5. Planting Materials Distribution System

An agricultural support services under RA 8435 otherwise known as AFMA of 1997 which includes distribution of vegetable seeds, fruit trees and other inputs to farmers.



Office/Division:	Municipal Agriculture Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Farmers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for seeds, trees and fertilizer	1. Conduct brief technical knowhow on the vegetable production or fruit production and application of fertilizer	None	5 minutes	<i>Extension Worker</i>
2. Sign in to logbook	2. Record the necessary information: Name of Farmer, Address, Area to be planted.	None	2 minutes	<i>Extension Worker</i>
3. Receive the inputs and prepare for the process of production	3. Releasing of requested planting materials	None	2 minutes	<i>Extension Worker</i>
4. Report to MAO every stages of production	4. Monitor the activities of the farmer by stages of production	None	30 minutes every visit	<i>Extension Worker</i>
None	4.1 Give technical assistance	None	5 minutes	<i>Extension Worker</i>
TOTAL:		None	44 minutes	



6. Provision of Organic Fertilizer

Office/Division:	Municipal Agriculture Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Farmers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for organic inputs/vermicomposting	1. Ask farmer the area of the farm and the crop planted to determine the quantity needed 1.1 Give stub to farmers needed upon pick-up of vermicomposting in MRF	None	5 minutes	<i>Extension Worker</i>
2. Sign to logbook	2. Record the necessary information: name of farmer, birthday, address, area to be planted	None	2 minutes	Extension worker
3. Receive the inputs and prepare for the process production.	3. Releasing of requested fertilizer	None	2 minutes	MRF Staff
4. Report to MAO every stages of production	4. Monitor the activities of the farmer by stages of production	None	30 minute every visit	Extension worker



None	5. Give technical assistance.	None	5 minutes	Extension worker
TOTAL:		None	44 minutes	

7. Rabies Vaccination

Prevention and control of rabies disease for dogs. A provision of EO 138 Section 2B.

Office/Division:	Municipal Agriculture Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Farmers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Dog registration certificate from last vaccination		Farmer/Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for schedule of dog vaccination, give all the necessary information	1. Inspection of the dogs 1.1 Injection of Anti-Rabies Vaccine	Php20.00 per dog for registration	10 minutes	<i>Emmanuel Diones</i> MAO Staff Municipal Agriculture Office <i>Ancelma Umali</i> MAO Staff Municipal Agriculture Office
2. Assist the technician during vaccination	2. Administer the vaccine	None	8 minutes	<i>Edmundo Gomez</i> MAO Staff Municipal Agriculture Office <i>Calixto De Gala</i> MAO Staff Municipal Agriculture Office



				<i>Marife Mandanas</i> MAO Staff Municipal Agriculture Office
None	3.1 Issue dog registration certificate	None	2 minutes	<i>Edmundo Gomez</i> MAO Staff Municipal Agriculture Office <i>Calixto De Gala</i> MAO Staff Municipal Agriculture Office <i>Marife Mandanas</i> MAO Staff Municipal Agriculture Office
TOTAL:		Php20 per dog	20 minutes	

8. RSBSA Registration

Registry System for Basic Sectors in Agriculture (RSBSA) is an electronic compilation of basic information of farmers, farmworkers, and other target agriculture – related beneficiaries of the Department of Agriculture. Their data are encoded in the farmers' registry system managed by the DA-Central Office.

Office/Division:	Municipal Agricultural Office								
Classification:	Simple								
Type of Transaction:	G2C – Government to Citizen								
Who may avail:	Farmers								
<table> <tr> <th>CHECKLIST OF REQUIREMENTS</th><th>WHERE TO SECURE</th></tr> <tr> <td>1. RSBSA Form (Ani at Kita)</td><td>Municipal Agriculture Office</td></tr> <tr> <td>2. Photocopy of valid ID</td><td>Applicant (Farmer)</td></tr> <tr> <td>3. 2 pcs. – 2x2 picture</td><td>Applicant (Farmer)</td></tr> </table>		CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	1. RSBSA Form (Ani at Kita)	Municipal Agriculture Office	2. Photocopy of valid ID	Applicant (Farmer)	3. 2 pcs. – 2x2 picture	Applicant (Farmer)
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE								
1. RSBSA Form (Ani at Kita)	Municipal Agriculture Office								
2. Photocopy of valid ID	Applicant (Farmer)								
3. 2 pcs. – 2x2 picture	Applicant (Farmer)								



4. Barangay Certificate		Brgy. Chairperson		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire about RSBSA	1. Conduct discussion brief about RSBSA	None	1 minute	<p><i>Aiza D. Gomez</i> MAO Staff Municipal Agriculture Office</p> <p><i>Ancelma Umali</i> MAO Staff Municipal Agriculture Office</p> <p><i>Doris Arzobal</i> MAO Staff Municipal Agriculture Office</p>
2. Provide the necessary requirements	2. Check all the requirement submitted by the client	None	15 minutes	<p><i>Aiza D. Gomez</i> MAO Staff Municipal Agriculture Office</p> <p><i>Ancelma Umali</i> MAO Staff Municipal Agriculture Office</p> <p><i>Doris Arzobal</i> MAO Staff Municipal Agriculture Office</p>
3. Give the data needed in the application form	3. Interview the applicant/farmer and assist in filling-out the form	None	5 minutes	<p><i>Aiza D. Gomez</i> MAO Staff Municipal Agriculture Office</p> <p><i>Ancelma Umali</i> MAO Staff Municipal Agriculture Office</p>



None	3.1 Encode the collected information at the system	None	3 minutes	<i>Aiza D. Gomez</i> MAO Staff Municipal Agriculture Office <i>Doris Arzobal</i> MAO Staff Municipal Agriculture Office
4. Receives RSBSA Enrollment stub	4. Issuance of RSBSA Enrollment stub	None	1 minute	<i>Aiza D. Gomez</i> MAO Staff Municipal Agriculture Office <i>Ancelma Umali</i> MAO Staff Municipal Agriculture Office <i>Doris Arzobal</i> MAO Staff Municipal Agriculture Office
None	4.1 Submit the accomplished form at the DA IV-A	None	1 day	<i>Aiza D. Gomez</i> MAO Staff Municipal Agriculture Office <i>Ancelma Umali</i> MAO Staff Municipal Agriculture Office <i>Doris Arzobal</i> MAO Staff Municipal Agriculture Office
TOTAL:		None	1 day and 25 minutes	



9. Soil Analysis

Qualitative analysis on soils using soil test kit to assess the nutrient status of the farmland and for fertilizer recommendation pursuant to PD 1435.

Office/Division:	Municipal Agriculture Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Farmers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. 1 kg of soil sample		Farmland		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for soil analysis	1. Conduct brief discussion on the importance of soil analysis to recommend the fertilizer to be used and the type of crop suited to the farmland	None	10 minutes	<i>Maro S. Gonzales</i> MAO Staff Municipal Agriculture Office <i>Aiza D. Gomez</i> MAO Staff Municipal Agriculture Office
2. Sign in to logbook	2. Instruct the farmer to sign in to logbook, record the necessary information: Name of farmer, date, and location of farmland	None	5 minutes	<i>Maro S. Gonzales</i> MAO Staff Municipal Agriculture Office <i>Aiza D. Gomez</i> MAO Staff Municipal Agriculture Office
3. Assist the technician during	3. Collect soil sample	None	30 minutes	<i>Maro S. Gonzales</i> MAO Staff



soil collection	sample				Municipal Agriculture Office <i>Aiza D. Gomez</i> MAO Staff Municipal Agriculture Office
None	3.1 Submit the soil sample to designated laboratories	None	1 day		<i>Maro S. Gonzales</i> MAO Staff Municipal Agriculture Office <i>Aiza D. Gomez</i> MAO Staff Municipal Agriculture Office
4. Wait for the results	4. Orients and discuss the result of the soil analysis	None	20 minutes		<i>Maro S. Gonzales</i> MAO Staff Municipal Agriculture Office <i>Aiza D. Gomez</i> MAO Staff Municipal Agriculture Office
TOTAL:		None	1 day, 1 hour and 5 minutes		

10. Tractor Operation

Assistance to farm mechanization to lessen the production cost of agricultural crops. The farmer may avail the service of the municipal government owned farm tractors at half the prevailing price of private operators' pursuant operators pursuant to Municipal Ordinance No. 011 Series 2018.

Office/Division:	Municipal Agriculture Office
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen



Who may avail:	Farmers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for a schedule of the tractor operation	1. Assist the client in scheduling the operation	None	1 minutes	<i>Aiza D. Gomez</i> MAO Staff Municipal Agriculture Office
2. Assist the tractor on the scheduled plowing operator on which area is to be plowed	2. The tractor operator will plow the requested area	None	1-3 days depends on the weather	<i>Crisanto Dimayuga</i> MAO Staff Municipal Agriculture Office
3. Return to the Municipal Agriculture Office for the computation of payment	3. Compute for the total amount to be paid by the client	None	2 minutes	<i>Aiza D. Gomez</i> MAO Staff Municipal Agriculture Office
4. Pay for the computed amount at the treasurer's office	4. Issue Official Receipt	Implements Plow– Php8,000/ha Harrow– Php3,500/ha	3 minutes	<i>Rosallee Perez</i> MTO Staff Municipal Treasurer's Office
TOTAL:		Plow– Php8,000/ha Harrow– Php3,500/ha	1 day/ha and 6 minutes	



11. Treatment of Animals

This procedure to give medication to sick animals. A provision in EO 138 Section 2B.

Office/Division:	Municipal Agriculture Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Farmers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Observe the behaviour of animals	1. Interview of the owner	None	3 minutes	<i>Marife Mandanas</i> <i>MAO Staff</i> Municipal Agriculture Office
2. Report to MAO case	2. Conduct ocular inspection and observe the behaviour of animal	None	30 minutes	<i>Marife Mandanas</i> <i>MAO Staff</i> Municipal Agriculture Office
3. Sign in to logbook	3. Administer oral or injection	None	30 minutes	<i>Edmundo Gomez</i> <i>MAO Staff</i> Municipal Agriculture Office
4. Assist the technician in handling animal during treatment	4. Record all the patient data	None	3 minutes	<i>Marife Mandanas</i> <i>MAO Staff</i> Municipal Agriculture Office
5. Report the result of treatment	5. Follow up medication	None	30 minutes	<i>Edmundo Gomez</i> <i>MAO Staff</i>



	depending in the result first treatment			Municipal Agriculture Office
TOTAL:		None	1 hour and 36 minutes	

12. Garden Tools

Office/Division:	Municipal Agriculture Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Farmers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for garden tools	1. Ask farmer the area of the farm and the crop planted to assess the needed tools.	None	5 minutes	<i>Extension Worker</i>
2. Sign to Logbook	2. Record the necessary information: name of farmer address, area to be planted 2.1 Give stub to farmers.	None	2 minutes	<i>Extension Worker</i>



3. Pick up garden tools to Municipal MRF in Brgy. Magahis	3. Present stub to MRF staff	None	10 minutes	<i>Enrico Arzobal</i> <i>MAO Staff</i> Municipal Agriculture Office
TOTAL:		None	17 minutes	

13. Deworming

Office/Division:	Municipal Agriculture Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Farmers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for dewormer for animals	1. Interview the owner of the animal.	None	5 minutes	<i>MAO Staff</i> Edmundo Gomez/Marife Mandanas/Ancelma Umali
2. Provide necessary information	2. Record the necessary information: Name of farmer, kind of animal, Age, and date of last deworming.	None	2 minutes	<i>MAO Staff</i> Edmundo Gomez/Marife Mandanas/Ancelma Umali
3. Receives the dewormer to be administered by the owner of the animal.	3. Give appropriate dewormer and instruct the farmer on how to administer the dewormer.	None	5 minutes	<i>MAO Staff</i> Edmundo Gomez/Marife Mandanas/Ancelma Umali



4. Report the result of the deworming.	4. Follow-up and record the result of the deworming.	None	5 minutes	MAO Staff Edmundo Gomez/Marife Mandanas/Ancelma Umali
TOTAL:		None	17 minutes	

14. Slaughtering of Food Animals

Office/Division:	Municipal Agriculture Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Meat Vendors			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for slaughterhouse services	Acceptance of animals to holding pens	Coral fee-P5/head	10 minutes	Slaughterhouse staff
	Ante-mortem inspection	P50/head	2 minutes	Livestock Inspector
	Issuance of Permit to Slaughter	P50/head	5 minutes	Livestock Inspector
	Butchering of animals	P250/head	30 minutes	Butchers
	Post mortem inspection	P5/head	5 minutes	Meat Inspector



	Releasing of carcass		10 minutes	Slaughterhouse staff
2. Payment of fees	2. Collection of fees	360.00	2 minutes	MTO Staff
	2.1 Issuance of Official Receipt		5 minutes	MTO Staff
TOTAL:		None	17 minutes	

15. Inspection of Piggery

Office/Division:	Municipal Agriculture Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Farmers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for schedule of visit/inspection of farm	1. Schedule farm visitation		5 minutes	<i>Marife C. Mandanas</i> MAO Staff Municipal Agriculture Office
2. Assist the Municipal Poultry and Livestock Task Force during farm visitation	2. Inspect the health condition of animals.		30 minutes	Municipal Livestock and Poultry Task Force
3. Proceed to Municipal Treasurers Office for payment	3. Issue Official Receipt	P5.00/head for inspection fee P30.00 Documentary Stamp	3 minutes	MTO Staff



4. Present OR to MAO	4. Record OR number		1 minute	<i>Marife Mandanas</i> MAO Staff Municipal Agriculture Office
TOTAL:		None	39 minutes	

16. Inspection of Poultry

Office/Division:	Municipal Agriculture Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Farmers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for schedule of visit/inspection of farm	1. Schedule farm visitation	None	5 minutes	<i>Marife C. Mandanas</i> MAO Staff Municipal Agriculture Office
2. Assist the Municipal Poultry and Livestock Task Force during farm visitation	2. Inspect animal health condition.	None	30 minutes	Municipal Livestock and Poultry Task Force
3. Proceed to Municipal Treasurers Office for payment	3. Issue Official Receipt	P5.00/head for inspection fee P30.00 Documentary Stamp	3 minutes	MTO Staff
4. Present OR to MAO	4. Record OR number		1 minute	<i>Marife C. Mandanas</i>



				MAO Staff Municipal Agriculture Office
TOTAL:		P5.00/head for inspection fee P30.00Documentary Stamp	39 minutes	

17. Issuance of Certification

Office/Division:	Municipal Agriculture Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Farmers/Land Owner/Land Developer			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for Certification	1. Interview the client and record necessary data	None	5 minutes	<i>Liza C. Maranan (Municipal Agriculturist)</i>
2. Present and submit necessary documents	2. Check documents	None	5 minutes	<i>Liza C. Maranan (Municipal Agriculturist)</i>
3. Proceed to Municipal Treasurers Office for the payment	3. Issue Official Receipt	Php50.00	3 minutes	<i>MTO Staff</i>
4. Present Official Receipt	4. Prepare Certification	None	5 minutes	<i>Liza C. Maranan (Municipal Agriculturist)</i>



	4.1 Issuance of Certification	None	2 minutes	<i>Liza C. Maranan (Municipal Agriculturist)</i>
TOTAL:		Php50.00	20 minutes	

18. Registration of Vaccinated Dog

Office/Division:	Municipal Agriculture Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Farmers/Land Owner/Land Developer			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Municipal Treasurers Office for the payment.	1. Issue Official Receipt	Php20.00	3 minutes	<i>MTO Staff</i>
2. Present/Submit Official Receipt	2. Prepare Certificate of Dog Registration	None	3 minutes	<i>Ancelma Umali/ Niño Emmanuel Diones MTO Staff</i>
None	2.1 Releasing of Dog Registration Certificate	None	1 minute	<i>Ancelma Umali/ Niño Emmanuel Diones MTO Staff</i>
TOTAL:		Php20.00	7 minutes	



19. Issuance of Environmental Clearance

Office/Division:	Municipal Agriculture Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Business Establishment			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Brgy. Business Clearance		Brgy. Hall		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for environmental clearance	Interview the client and record necessary data	None	3 minutes	<i>Liza Maranan Municipal Agriculturist</i> <i>Maro Gonzales MAO Staff Municipal Agriculture Office</i>
2. Present Brgy. Business clearance and other necessary documents to MAO Staff	Check documents	None	3 minutes	<i>Liza Maranan Municipal Agriculturist</i> <i>Maro Gonzales MAO Staff Municipal Agriculture Office</i>
3. Proceed to Municipal Treasurers Office for the payment	Issue Official Receipt	Php50.00	3 minutes	<i>Liza Maranan Municipal Agriculturist</i> <i>Maro Gonzales MAO Staff Municipal Agriculture Office</i>
4. Present Official Receipt	Prepare Environmental Certificate	None	5 minutes	<i>Liza Maranan Municipal Agriculturist</i>



				<i>Maro Gonzales</i> <i>MAO Staff</i> <i>Municipal Agriculture Office</i>
None	Issuance of Environmental Clearance	None	2 minutes	<i>Liza Maranan</i> <i>Municipal Agriculturist</i> <i>Maro Gonzales</i> <i>MAO Staff</i> <i>Municipal Agriculture Office</i>
TOTAL:		Php20.00	16 minutes	

20. Materials Recovery Facility and Sanitary Land Fill Maintenance

Office/Division:	Municipal Agriculture Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Household/Establishment			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Dump truck driver will inform MRF staff before dumping of waste	Record Volume of waste	None	2 minutes	<i>Francis Hernandez</i> <i>MAO Staff</i> <i>Municipal Agriculture Office</i>
	Recyclable waste is stored in MRF	None	5 minutes	<i>Francis Hernandez</i> <i>MAO Staff</i> <i>Municipal Agriculture Office</i>



2. Dump waste in sanitary landfill		None	10 minutes	<i>Felix Malabanan</i> MAO Staff Municipal Agriculture Office
	Final sorting is done in sanitary land fill	None	5 hours	<i>Francis Hernandez</i> MAO Staff Municipal Agriculture Office <i>Virgilio Aliling</i> MAO Staff Municipal Agriculture Office
TOTAL:		Php20.00	5 hours and 17 minutes	



Municipal Civil Registrar (MCR) External Services



1. Application for Annotation of Registry Document Registered at MCRO

Office or Division:	Municipal Civil Registry Office			
Classification:	Complex			
Type of Transaction:	G2C-Government to Citizen			
Who may avail	Document owner / Nearest kin of documents owner			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Certification of registration of court decree 2. Certified photo copy of certificate of finality/ court decision and certificate of authenticity all signed by the registrar where the court decree was registered, transmittal letter			Regional/Municipal Trial Court	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete requirements	1. Accepts and reviews document submitted	None	5 minutes	<i>Marilyn Ortuoste</i> <i>MCR Staff</i> Municipal Civil Registry Office
None	1.1 Provides payment slip and advices client to proceed to MTO.	None	5 minutes	<i>Marilyn Ortuoste</i> <i>MCR Staff</i> Municipal Civil Registry Office
2. Proceed to MTO	None	None	3 minutes	<i>Client</i>



3. Pays appropriate fees	3. Refers to payment procedure of business tax and fees division	Annotation Fee – Php100.00 Endorsement fee & CXC of legal documents – Php20 per copy	5 minutes	<i>Rosallee D. Perez</i> <i>Admin Assistant I</i> Office of the Municipal Treasurer
4. Returns to MCRO	None	None	2 minutes	<i>Client</i>
5. Submits OR to MCRO Staff	5. Accepts OR, then annotate the affected documents	None	5 minutes	<i>Marilyn Ortuoste</i> <i>MCR Staff</i> Municipal Civil Registry Office
None	5.1 Prepares endorsement	None	5 minutes	<i>Marilyn Ortuoste</i> <i>MCR Staff</i> Municipal Civil Registry Office
None	5.2 Releases 3 sets of documents a. Client's copy b. PSA copy	None	5 minutes	<i>Marilyn Ortuoste</i> <i>MCR Staff</i> Municipal Civil Registry Office
None	5.3 Advises client to mail the PSA copy to Lipa City for the release.	None	5 minutes	<i>Marilyn Ortuoste</i> <i>MCR Staff</i> Municipal Civil Registry Office
TOTAL:		Annotation Fee – Php100.00 Endorsement fee & CXC of legal	40 minutes	



	documents – Php20 per copy		
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2. Application for Change of Surname of Illegitimate Children Pursuant to Republic Act No. 9255 (Child Registered with Unknown Father)

Office or Division:	Municipal Civil Registry Office			
Classification:	Complex			
Type of Transaction:	G2C-Government to Citizen			
Who may avail	Document owner/nearest kin of document owner/authorized by document owner with Special Power of Authority (SPA)			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Birth Certificate from PSA & MCRO 2. Valid ID's (mother & father) 3. Private handwritten documents			Philippine Statistics Authority	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits complete requirements	1. Receives and reviews documents submitted 1.1 Advises client to wait for prepared documents for signature	None	40 minutes	<i>Marilyn Ortuoste</i> MCR Staff Municipal Civil Registry Office



	<p>1.2 Prepares the affidavit to Use the Surname of the Father (AUSF) and Affidavit of Admission of Paternity</p> <p>1.3 Advises client to read, review and sign the prepared documents and have it notarized at Legal Office</p> <p>1.4 Provides payment slip and advises client to proceed to MTO</p>			
2. Proceed to Legal Office for notarization	None	None	1 hour	<i>Jose Jecerell C. Cerrado</i> <i>Municipal Mayor</i>
3. Pays appropriate fees	3. Refer to payment procedure of business tax and fees division	AUSF – Php200.00 Endorsement fee & CXC of legal documents – Php200.00	5 minutes	<i>Rosallee D. Perez</i> <i>Admin Assistant I</i> Office of the Municipal Treasurer



		Admission of Paternity – Php100.00		
4. Submits the notarized documents and OR to MCR Staff	4. Receives the documents and OR 4.1 Processes the change of surname 4.2 Annotates the affected document	None	2 days	<i>Myrna C. Filler</i> MCRO Municipal Civil Registry Office
5. Presents claim slip	5. Releases 2 sets of documents: a. Client's copy b. PSA copy 5.1 Advises client to mail the PSA copy to Lipa City for annotation	None	5 minutes	<i>Myrna C. Filler</i> MCRO Municipal Civil Registry Office
6. Accepts released documents	None	None	1 minute	None
TOTAL:		AUSF – Php200.00	2 days, 1 hour and 51 minutes	



	Endorsement fee & CXC of legal documents – Php200.00		
	Admission of Paternity – Php100.00		

3. Application for Delayed Registration of Certificate of Death/Fetal Death

Office or Division:	Municipal Civil Registry Office			
Classification:	Complex			
Type of Transaction:	G2C-Government to Citizen			
Who may avail	Nearest Relative / Close Friend / Concerned Authorities / Authorized Person			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Triplicate copies of accomplished Certificate of Death/Fetal Death		Municipal Civil Registry Office		
2. Burial Permit/Transit Permit and Official Receipt		Municipal Treasurer's Office		
3. Affidavit Delayed Registration		Municipal Civil Registry Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Submits the Triplicate copies of accomplished and notarized Certificate of Death together with all necessary requirements	1. Receives and verifies the documents submitted 1.1 Provides the payment slip 1.2 Directs the client to proceed to Municipal Treasurer's Office (MTO)	None	15 minutes	<i>Vett Raymond Sales</i> MCR Staff Municipal Civil Registry Office <i>Ma. Sheila Avena</i> MCR Staff Municipal Civil Registry Office <i>Rosallee D. Perez</i> Admin Assistant I Office of the Municipal Treasurer
2. Proceeds to MTO	2. Advices client to accomplish the information sheet	None	4 minutes	<i>Vett Raymond Sales</i> MCR Staff Municipal Civil Registry Office
3. Pays the appropriate fee	3. Refers to payment procedure of Municipal Treasurer's Office (MTO)	None	5 minutes	<i>Rosallee D. Perez</i> Admin Assistant I Office of the Municipal Treasurer
4. Presents the Official Receipt (OR)	4. Receives and checks the OR. 4.1 Prepares the claim stub	None	5 minutes	<i>Vett Raymond Sales</i> MCR Staff Municipal Civil Registry Office <i>Ma. Sheila Avena</i> MCR Staff Municipal Civil Registry Office
5. Receives the claim Stub	5. Gives the claim stub and advices the client to return to Municipal Civil Registry Office (MCRO) on the next working	None	3 minutes	<i>Marilyn Ortuoste</i> MCR Staff Municipal Civil Registry Office



	day after the 10 posting days to claim the registered document.			
6. Returns to MCRO presents the claim stub, signs the log book and claims the newly registered Certificate of Death/Fetal Death and its certified photocopy or LCR Form no. 2A (Certificate of Death-Available)	6. Receives and verifies the claim stub presented 6.1 Gets the logbook of delayed registration 6.2 Releases the newly registered Certificate of Death/Fetal Death Available.	None	3 minutes	<i>Vett Raymond Sales</i> MCR Staff Municipal Civil Registry Office <i>Ma. Sheila Avena</i> MCR Staff Municipal Civil Registry Office
TOTAL:		None	32 minutes	

4. Application for Endorsement of the Documents to PSA (Previously Approved Petition Republic Act No. 9048/Republic Act No. 10172)

Office or Division:	Municipal Civil Registry Office			
Classification:	Complex			
Type of Transaction:	G2C-Government to Citizen			
Who may avail	Parents document owner/grandparents with two private handwritten documents			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Birth Certificate from PSA without annotation			PSA	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Presents PSA copy without annotation	1. MCRO staff search for file	None	5 minutes	<i>Marilyn Ortuoste</i> MCR Staff Municipal Civil Registry Office
2. Request for endorsement of documents	2. Provides payment slip and advises to pay fees to MTO	None	5 minutes	<i>Rosallee D. Perez</i> Admin Assistant I Office of the Municipal Treasurer
3. Pays appropriate fees	3. Refer to payment procedure of MTO	Endorsement – Php200.00	5 minutes	<i>Rosallee D. Perez</i> Admin Assistant I Office of the Municipal Treasurer
4. Submits OR to MCR	4. Accepts OR 4.1 Advises clients to wait for the release of documents 4.2 Prepares endorsement letter and have it signed by the MCR 4.3 Advises client to mail the PSA copy to Lipa City for annotation	None	1 hour	<i>Myrna C. Filler</i> MCRO Municipal Civil Registry Office
TOTAL:		Endorsement	1 hour and 15 minutes	



	- Php200.00		
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5. Application for Legitimation of Birth

Office or Division:	Municipal Civil Registry Office			
Classification:	Complex			
Type of Transaction:	G2C-Government to Citizen			
Who may avail	Both Parents			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Certificate of Live Birth of the child from PSA		Philippine Statistics Authority		
2. Certificate of Marriage of parents from PSA		Philippine Statistics Authority		
3. Cenomar of parents		Philippine Statistics Authority		
4. Father's Valid I.D.		Government Agencies		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits all the requirements	1. Accept and validates all the requirements 1.1 Prepares the draft of Affidavit of Legitimation	None	20 minutes	<i>Marilyn Ortuoste</i> MCR Staff Municipal Civil Registry Office <i>Vett Raymond Sales</i> MCR Staff Municipal Civil Registry Office
2. Reads and Validate the draft of the Legitimation	2. Advises client to read and validates all the data in the Affidavit of Legitimation	None	20 minutes	<i>Marilyn Ortuoste</i> MCR Staff Municipal Civil Registry



	<p>2.1 Processes the Legitimation</p> <p>2.2 Prints the validated Affidavit of Legitimation</p>			<p>Office</p> <p><i>Vett Raymond Sales</i> MCR Staff Municipal Civil Registry Office</p>
3. Signs the Affidavit of Legitimation	<p>3. Advises client to sign the Affidavit of Legitimation</p> <p>3.1 Provides Payment Slip</p>	None	3 minutes	<p><i>Myrna Filler</i> MCRO Municipal Civil Registry Office</p> <p><i>Marilyn Ortuoste</i> MCR Staff Municipal Civil Registry Office</p> <p><i>Vett Raymond Sales</i> MCR Staff Municipal Civil Registry Office</p>
4. Pays the appropriate fee	4. Refer to payment procedure of MTO	Service fee - Php100.00 Certification fee – Php50.00	3 minutes	<i>Rosallee D. Perez</i> Admin Assistant I Office of the Municipal Treasurer
5. Presents the claim stab	<p>5. Releases the client's copy together with the sealed envelope for endorsement</p> <p>5.1 Advises clients to request the annotated COLB at PSA Lipa City</p>	None	10 minutes	<p><i>Marilyn Ortuoste</i> MCR Staff Municipal Civil Registry Office</p> <p><i>Ma. Sheila Avena</i> MCR Staff</p>



				Municipal Civil Registry Office Vett Raymond Sales MCR Staff Municipal Civil Registry Office
TOTAL:		Php150	53 minutes	

6. Application for Out of Town Reporting of Birth (For delayed registration)

Office or Division:	Municipal Civil Registry Office
Classification:	Complex
Type of Transaction:	G2C-Government to Citizen
Who may avail	Father / Mother / Nearest Relatives
CHECKLIST OF REQUIREMENTS	
1. Certificate of No Record from PSA	Philippine Statistics Authority (PSA)
2. At least five (5) from the following documents:	
a. Baptismal Certificate	Parish Church
b. Voter's Registration record	COMELEC
c. School records (Form 137)	School
d. Certificate of Marriage (if married)	Municipal Civil Registrar / Philippine Statistics Authority
e. Valid I.D.'s	Government Agencies
f. Affidavit of Two Disinterested Person	Legal Office



g. Certificate of Marriage of Parents		Municipal Civil Registrar / Philippine Statistics Authority		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approaches office staff to secure information sheet	1. Provides information sheet 1.1 Explains the necessary data	None	10 minutes	<i>Marilyn Ortuoste</i> MCR Staff Municipal Civil Registry Office
2. Accomplishes the information sheet	2. Advises client to accomplish the information sheet	None	15 minutes	<i>Marilyn Ortuoste</i> MCR Staff Municipal Civil Registry Office
3. Submits the accomplished information sheet	3. Accepts and verifies the accomplish information sheet 3.1 Provide payment slip	None	10 minutes	<i>Marilyn Ortuoste</i> MCR Staff Municipal Civil Registry Office <i>Ma. Sheila Avena</i> MCR Staff Municipal Civil Registry Office
4. Pays the appropriate fee	4. Refer to payment procedures of MTO	Miscellaneous Fee – Php100.00 Doc. stamp – Php30.00	5 minutes	<i>Rosallee D. Perez</i> Admin Assistant I Office of the Municipal Treasurer
5. Reads and validates the draft of COLB	5. Advises client to read and validate all the data in the COLB 5.1 Prints and validate	None	3 minutes	<i>Vett Raymond Sales</i> MCR Staff Municipal Civil Registry Office <i>Ma. Sheila Avena</i> MCR Staff



				Municipal Civil Registry Office
6. Receives the sealed enveloped documents	6. Processes the endorsement to concerned LCR 6.1 Releases client's copy together with sealed envelope for mailing 6.2 Asks clients contact number in order to notify them when concerned LCR responses	None	10 minutes	<i>Myrna C. Filler</i> MCRO Municipal Civil Registry Office <i>Marilyn Ortuoste</i> MCR Staff Municipal Civil Registry Office
TOTAL:		Php80	53 minutes	

7. Application for Registration of Certificate of Live Birth-Delayed and Not Married Parents (COLB Prepared by: Clinics)

Office or Division:	Municipal Civil Registry Office
Classification:	Complex
Type of Transaction:	G2B-Government to Business Entity
Who may avail	Clinic Staff
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	



1. Certificate of No Record from PSA		Philippine Statistics Authority		
2. Certificate of No Record from LCRO		Municipal Civil Registrar		
3. At least Five (5) from the following documents:				
a. Baptismal Certificate		Parish Church		
b. Voter's Registration Record		COMELEC		
c. School records (Form 137)		School		
d. Certificate of Marriage (if married)		Municipal Civil Registrar / Philippine Statistics Authority		
e. Valid I.D.'s		Government Agencies		
f. Affidavit of Two Disinterested Person		Legal Office		
g. Certificate of Marriage of Parents		Municipal Civil Registrar / Philippine Statistics Authority		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the accomplished COLB	1. Accepts and reviews the accomplished COLB 1.1 Provides payment slip and AUSF 1.2 Advises client to proceed MTO and accomplished the AUSF 1.3 Prepares the acknowledgment of father	None	25 minutes	<i>Marilyn Ortuoste</i> <i>MCR Staff</i> Municipal Civil Registry Office <i>Ma. Sheila Avena</i> <i>MCR Staff</i> Municipal Civil Registry Office <i>Vett Raymond Sales</i> <i>MCR Staff</i> Municipal Civil Registry Office <i>Dranreb Boltair Arzobal</i> <i>MCR Staff</i> Municipal Civil Registry Office
2. Pays the	2. Refer to payment	Service fee:	5 minutes	<i>Rosallee D. Perez</i>



appropriate fee	procedures of MTO	1 month below – 1 year Php50.00 1 year – 7 years – Php100.00 7 years – 18 years Php200.00 18 years and above – Php300.00		<i>Admin Assistant I</i> Office of the Municipal Treasurer
3. Return to LCRO and presents the Official Receipt and the accomplished AUSF. Then, signs the acknowledgement and AUSF	3. Receives and validate the Official Receipt and verifies accomplished AUSF 3.1 Advice the client to Sign the acknowledgement and the AUSF 3.2 Advises the client to proceed in any Legal Office for notarization	None	10 minutes	<i>Ma. Sheila Avena</i> <i>MCR Staff</i> Municipal Civil Registry Office <i>Vett Raymond Sales</i> <i>MCR Staff</i> Municipal Civil Registry Office
4. Proceeds to any Legal Office for notarization	4. Receives and validates the notarized acknowledgement and AUSF	None	15 minutes	<i>Ma. Sheila Avena</i> <i>MCR Staff</i> Municipal Civil Registry Office <i>Vett Raymond Sales</i> <i>MCR Staff</i> Municipal Civil Registry



				Office <i>Dranreb Boltaire Arzobal</i> MCR Staff Municipal Civil Registry Office
5. Presents the notarized acknowledgement and AUSF	5. Process the COLB	None	5 minutes	<i>Ma. Sheila Avena</i> MCR Staff Municipal Civil Registry Office <i>Vett Raymond Sales</i> MCR Staff Municipal Civil Registry Office
6. Verifies and receives the newly registered COLB	6. Releases the client copy	None	5 minutes	<i>Ma. Sheila Avena</i> MCR Staff Municipal Civil Registry Office <i>Vett Raymond Sales</i> MCR Staff Municipal Civil Registry Office
TOTAL:		Service fee: 1 month below – 1 year Php50.00 1 year – 7 years –	1 hour and 5 minutes	



	Php100.00 7 years – 18 years Php200.00 18 years and above – Php300.00		
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8. Application for Registration of Certificate of Live Birth-Timely and Not Married Parents

Office or Division:	Municipal Civil Registry Office			
Classification:	Complex			
Type of Transaction:	G2C-Government to Citizen			
Who may avail	Both Parents / Father Only			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Parents Valid I.D.		Government Agencies		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approaches office staff to secure information sheet	1. Provides information sheet 1.1 Explains the necessary data	None	10 minutes	<i>Ma. Sheila Avena</i> <i>MCR Staff</i> Municipal Civil Registry Office <i>Dranreb Boltaire Arzobal</i> <i>MCR Staff</i> Municipal Civil Registry Office
2. Accomplishes the information sheet and Affidavit to Use the	2. Advices client to accomplish the information sheet	AUSF – Php200.00	25 minutes	<i>Vett Raymond Sales</i> <i>MCR Staff</i> Municipal Civil Registry Office



Surname of Father (AUSF)				
3. Submits the accomplished information sheet	3 Accepts and verifies the accomplished information sheet 3.1 Prepares the draft of COLB	None	10 minutes	<i>Ma. Sheila Avena</i> MCR Staff Municipal Civil Registry Office <i>Dranreb Boltaire Arzobal</i> MCR Staff Municipal Civil Registry Office
4 Reads and validates the draft of COLB	4. Advises client to read and validate the draft of COLB	None	5 minutes	<i>Ma. Sheila Avena</i> MCR Staff Municipal Civil Registry Office
5 Signs the printed COLB	5. Advises client to sign the printed COLB 5.1 Provides payment slip	None	3 minutes	<i>Myrna C. Filler</i> MCRO Municipal Civil Registry Office <i>Marilyn Ortuoste</i> MCR Staff Municipal Civil Registry Office <i>Ma. Sheila Avena</i> MCR Staff Municipal Civil Registry Office <i>Vett Raymond Sales</i> MCR Staff Municipal Civil Registry Office
6 Pays the appropriate fee	6. Refer to payment procedures of MTO	None	5 minutes	<i>Rosallee D. Perez</i> Admin Assistant I Office of the Municipal Treasurer



7	Proceeds to any Legal Office for notarization	7. Receives and validates the notarized COLB	None	2 hours	<i>Myrna C. Filler</i> MCRO Municipal Civil Registry Office
8	Verifies and receive the newly registered COLB	8. Releases client's copy	None	3 minutes	<i>Ma. Sheila Avena</i> MCR Staff Municipal Civil Registry Office <i>Dranreb Boltaire Arzobal</i> MCR Staff Municipal Civil Registry Office <i>Vett Raymond Sales</i> MCR Staff Municipal Civil Registry Office
TOTAL:			Php200 AUSF	1 hour and 3 minutes	

9. Application for Registration of Certificate of Live Birth-Timely with Married Parents (COLB Prepared by: Tuy Maternity Clinic)

Office or Division:	Municipal Civil Registry Office			
Classification:	Complex			
Type of Transaction:	G2B-Government to Business Entity			
Who may avail:	Clinic Staff			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Accomplished COLB			Tuy Maternity Clinic	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Submits the accomplished COLB	1. Accepts and reviews the accomplished COLB 1.1 Provides payment slip 1.2 Advises client to proceed to MTO 1.3 Processes the COLB	Miscellaneous Fee – Php100.00 Doc. stamp – Php30.00	30 minutes	<i>Ma. Sheila Avena</i> <i>MCR Staff</i> Municipal Civil Registry Office <i>Dranreb Boltaire Arzobal</i> <i>MCR Staff</i> Municipal Civil Registry Office <i>Vett Raymond Sales</i> <i>MCR Staff</i> Municipal Civil Registry Office
2. Verifies and receives the newly registered COLB	2. Releases the client's copy	None	3 minutes	<i>Ma. Sheila Avena</i> <i>MCR Staff</i> Municipal Civil Registry Office <i>Dranreb Boltaire Arzobal</i> <i>MCR Staff</i> Municipal Civil Registry Office <i>Vett Raymond Sales</i> <i>MCR Staff</i> Municipal Civil Registry Office
TOTAL:		Php130	33 minutes	



10. Application for Registration of Court Decree (Court Decision at Regional/Municipal Trial Court (R/MTC), Balayan, Batangas; Registry Documents Registered at the MCRO, Tuy, Batangas)

Office or Division:	Municipal Civil Registry Office			
Classification:	Complex			
Type of Transaction:	G2C-Government to Citizen			
Who may avail	Document owner / Nearest kin of documents owner			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Original or certified photo copy with (3) three Xerox copies of: 1. Court decision 2. Certificate of finality			Regional/Municipal Trial Court (R/MTC)	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete requirements	1. Accepts and reviews document submitted 1.1 Provides payment slip and advises client to proceed to MTO.	None	20 minutes	<i>Myrna C. Filler</i> MCRO Municipal Civil Registry Office <i>Rosallee D. Perez</i> Admin Assistant I Office of the Municipal Treasurer
2. Proceed to MTO	None	None	3 minutes	<i>Client</i>
3. Pays appropriate fees	3. Refers to payment procedure of MTO	1. Registration fee	5 minutes	<i>Rosallee D. Perez</i> Admin Assistant I Office of the Municipal Treasurer



		<ul style="list-style-type: none"> a. Adoption – Php200 b. Annulment of marriage – Php300 c. Absolute nullity of marriage – Php100 d. Correction/ Cancellation of entries – Php100 e. Declaration of presumptiv e death – Php100 <ul style="list-style-type: none"> 2. Certificate of authenticity- Php100 3. Certification fee –Php50 		
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None	None	<p>4. CXC of legal documents – Php35 per document</p> <p>5. Endorsement & CXC of legal documents – Php200</p>		
4. Presents OR to MCRO	<p>4. Accepts OR</p> <p>5.1 Ask for client's contact number for reference</p> <p>5.2 Notifies client upon registration of court decision & annotation of affected registry documents</p>	None	10 minutes	<p><i>Marilyn Ortuoste</i> MCR Staff Municipal Civil Registry Office</p>
6. Receives notification, proceeds to MCRO for endorsement	<p>5. Prepares endorsement</p> <p>6.1 Advices client to mail the PSA copy to Lipa City for the release of annotated copy of document</p>	None	10 minutes	<p><i>Myrna C. Filler</i> MCRO Municipal Civil Registry Office</p>



TOTAL:	Total amount depending on the computation	48 minutes	
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11. Application for Registration of Court Decree (Court Decision at Regional/Municipal Trial Court (R/MTC), Balayan, Batangas; Registry Document Not Registered at the MCRO, Tuy, Batangas)

Office or Division:	Municipal Civil Registry Office			
Classification:	Complex			
Type of Transaction:	G2C-Government to Citizen			
Who may avail	Document owner / Nearest kin of documents owner			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Original or certified photo copy with (4) three Xerox copies of: 1. Court decision 2. Certificate of finality			Regional/Municipal Trial Court (R/MTC)	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete requirements	1. Accepts and reviews document submitted 1.1 Provides payment slip and advices client to proceed to MTO.	None	20 minutes	<i>Marilyn Ortuoste</i> <i>MCR Staff</i> Municipal Civil Registry Office <i>Rosallee D. Perez</i> <i>Admin Assistant I</i> Office of the Municipal Treasurer
2. Proceed to MTO	None	None	3 minutes	None



3. Pays appropriate fees	3. Refers to payment procedure of MTO	1. Registration fee: a. Adoption – Php200 b. Annulment of marriage – Php300 c. Absolute nullity of marriage – Php100 d. Correction/C an-collation of entries – Php100 e. Declaration of presumptive death – Php100 2. Certificate of authenticity- Php100 3. Certification fee –Php50	5 minutes	<i>Rosallee D. Perez</i> <i>Admin Assistant I</i> Office of the Municipal Treasurer
None	None	4. CXC of legal documents – Php50 per documents	None	None



5. Presents OR to MCRO	5. Accepts OR and advices 5.1 Client to wait to wait for the release of documents 5.2 Register court decree 5.3 Releases 3 sets of documents a. Client's copy b. LCRO copy where the documents were registered c. PSA copy 5.4 ask for clients contact number for reference	None	10 minutes	<i>Myrna C. Filler</i> MCRO Municipal Civil Registry Office
TOTAL:		Total amount depending on the computation	38 minutes	



12. Application for Timely Registration of Certificate of Death/Fetal Death

Office/Division:	Municipal Civil Registry Office			
Classification:	Complex			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	Nearest Relative / Close Friend / Concerned Authorities / Authorized Person			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Triplicate copies of accomplished Certificate of Death/Fetal Death		Municipal Civil Registrar		
2. Burial Permit/Transit Permit and Official Receipt attached		Municipal Treasurer's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the triplicate copies of accomplished Certificate of Death together with all necessary requirements	1. Receives and verifies the documents submitted 1.1 Processes the death registration 1.2 Photocopies / encodes and prints the newly registered document	None	25 minutes	<i>Ma. Sheila Avena</i> MCR Staff Municipal Civil Registry Office <i>Vett Raymond Sales</i> MCR Staff Municipal Civil Registry Office <i>Dranreb Boltaire Arzobal</i> MCR Staff Municipal Civil Registry Office
2. Receives the client's copy of the newly registered Certificate of Death/Fetal Death	2. Releases the newly registered Certificate of Death/Fetal Death	None	20 minutes	<i>Myrna C. Filler</i> MCRO Municipal Civil Registry Office <i>Marilyn Ortuoste</i> MCR Staff Municipal Civil Registry Office
TOTAL:		None	45 minutes	



13. For delayed Registration for Married and Not Married Parents

Office/Division:	Municipal Civil Registry Office			
Classification:	Complex			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	Both parents only / Relatives			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Certificate of No Record from PSA		Philippine Statistics Authority		
2. Certificate of No Record from LCRO		Municipal Civil Registrar		
3. At least Five (5) from the following documents:				
a. Baptismal Certificate		Parish Church		
a. Voter's Registration record		COMELEC		
b. School records (Form 137)		School		
c. Certificate of Marriage (if married)		Municipal Civil Registrar / Philippine Statistics Authority		
d. Valid I.D.'s		Government Agencies		
e. Affidavit of Two Disinterested Person		Legal Office		
Certificate of Marriage of Parents		Municipal Civil Registrar / Philippine Statistics Authority		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approaches office staff to secure information sheet	1. Provides information sheet 1.1 Explains the necessary data	None	10 minutes	<i>Marilyn Ortuoste</i> <i>MCR Staff</i> Municipal Civil Registry Office <i>Ma. Sheila Avena</i> <i>MCR Staff</i> Municipal Civil Registry Office
2. Accomplishes the information sheet	2. Advises client to accomplish the information sheet	None	15 minutes	<i>Ma. Sheila Avena</i> <i>MCR Staff</i> Municipal Civil Registry Office



3. Submits the accomplished information sheet	3. Accepts and verifies the accomplish information sheet 3.1 Provide payment slip	None	10 minutes	<i>Marilyn Ortuoste</i> <i>MCR Staff</i> Municipal Civil Registry Office <i>Ma. Sheila Avena</i> <i>MCR Staff</i> Municipal Civil Registry Office
4. Pays the appropriate fee	4. Refer to payment procedures of MTO	Miscellaneous Fee – Php100.00 Doc. stamp – Php30.00	5 minutes	<i>Rosallee D. Perez</i> <i>Admin Assistant I</i> Office of the Municipal Treasurer
5. Reads and validates the draft of COLB	5. Advises client to read and validate all the data in the COLB 5.1 Prints and validate	None	10 minutes	<i>Marilyn Ortuoste</i> <i>MCR Staff</i> Municipal Civil Registry Office <i>Ma. Sheila Avena</i> <i>MCR Staff</i> Municipal Civil Registry Office
6. Receives the sealed enveloped documents	6. Processes the endorsement to concerned LCR 6.1 Releases client's copy together with sealed envelope for mailing	None	10 minutes	<i>Myrna C. Filler</i> <i>MCRO</i> Municipal Civil Registry Office <i>Marilyn Ortuoste</i> <i>MCR Staff</i> Municipal Civil Registry Office
7. Verifies and receives the newly registered delayed COLB	7. Releases the client's copy	None	5 minutes	<i>Myrna C. Filler</i> <i>MCRO</i> Municipal Civil Registry Office <i>Marilyn Ortuoste</i>



				<i>MCR Staff</i> Municipal Civil Registry Office <i>Ma. Sheila Avena</i> <i>MCR Staff</i> Municipal Civil Registry Office
TOTAL:		Php130	1 hour and 5 minutes	

14. Migrant Petition for Correction of Clerical Error Pursuant to Republic Act No. 9048 (CCE)

Office or Division:	Municipal Civil Registry Office																						
Classification:	Complex																						
Type of Transaction:	G2C-Government to Citizen																						
Who may avail	Document owner / Nearest kin of documents owner / authorized by document owner thru Special Power of Attorney (PSA)																						
<table> <tr> <th>CHECKLIST OF REQUIREMENTS</th><th>WHERE TO SECURE</th></tr> <tr> <td>1. Birth certificate from PSA and MCRO</td><td>Philippine Statistics Authority / Municipal Civil Registrar</td></tr> <tr> <td>2. Registry documents of ascendant</td><td>Client</td></tr> <tr> <td>3. At least 5 from the following documents:</td><td></td></tr> <tr> <td>a. Baptismal Certificate</td><td>Parish Church</td></tr> <tr> <td>b. Voter registration record</td><td>COMELEC</td></tr> <tr> <td>c. School records</td><td>School</td></tr> <tr> <td>d. Employment records</td><td>Company</td></tr> <tr> <td>e. Driver's License</td><td>Land Transportation Office</td></tr> <tr> <td>f. Marriage Certificate</td><td>Municipal Civil Registrar</td></tr> <tr> <td>g. Bank pass book</td><td>Bank</td></tr> </table>		CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	1. Birth certificate from PSA and MCRO	Philippine Statistics Authority / Municipal Civil Registrar	2. Registry documents of ascendant	Client	3. At least 5 from the following documents:		a. Baptismal Certificate	Parish Church	b. Voter registration record	COMELEC	c. School records	School	d. Employment records	Company	e. Driver's License	Land Transportation Office	f. Marriage Certificate	Municipal Civil Registrar	g. Bank pass book	Bank
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE																						
1. Birth certificate from PSA and MCRO	Philippine Statistics Authority / Municipal Civil Registrar																						
2. Registry documents of ascendant	Client																						
3. At least 5 from the following documents:																							
a. Baptismal Certificate	Parish Church																						
b. Voter registration record	COMELEC																						
c. School records	School																						
d. Employment records	Company																						
e. Driver's License	Land Transportation Office																						
f. Marriage Certificate	Municipal Civil Registrar																						
g. Bank pass book	Bank																						



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits complete requirements	1. Receives and reviews documents submitted 1.1 Provides payment slip and advises client to proceed MTO	None	35 minutes	<i>Marilyn Ortuoste</i> <i>MCR Staff</i> Municipal Civil Registry Office
2. Pays appropriate fees	2. Refers to payment procedure of MTO	1. Service Fee – Php500 2. Miscellaneous fees & CXC of legal documents – Php20 per copy	5 minutes	<i>Rosallee D. Perez</i> <i>Admin Assistant I</i> Office of the Municipal Treasurer
3. Returns to MTO	None	None	2 minutes	<i>Client</i>



4. Submits OR to MCRO staff	<p>4. Accepts OR and advises client to wait for the prepared petition for signature</p> <p>4.1 Prepares the petition, advises clients to sign and have it notarized at the Legal Office</p>	None	35 minutes	<p><i>Myrna C. Filler</i> MCRO Municipal Civil Registry Office</p>
5. Proceeds to Legal Office for notarization of petition	None	None	1 hour	<p><i>Jose Jecerell C. Cerrado</i> Municipal Mayor</p>
6. Submits notarized petitions to the MCRO staff	<p>6. Receives notarized petition</p> <p>6.1 Ask for clients contact number for reference</p> <p>6.2 Advises client to mail petition to the record keeping civil registrar after ten-day posting period</p>		10 minutes	<p><i>Myrna C. Filler</i> MCRO Municipal Civil Registry Office</p>



7. Mail Documents	None	None	2 minutes	Ma. Sheila Avena MCR Staff Municipal Civil Registry Office
TOTAL:		Service Fee – Php500 Miscellaneous fees & CXC of legal documents – Php20 per copy	2 hours and 29 minutes	

15. Petition for Change of First Name Pursuant to Republic Act No. 9048 (CFN)

Office/Division:	Municipal Civil Registry Office
Classification:	Complex
Type of Transaction:	G2C-Government to Citizen
Who may avail:	Document owner / Nearest kin of documents owner / authorized by document owner thru Special Power of Attorney (PSA)
CHECKLIST OF REQUIREMENTS	
1. Birth certificate from PSA and MCRO	Philippine Statistics Authority / Municipal Civil Registrar
2. NBI and Police clearance, employer clearance (no pending administrative case) if unemployed – affidavit of unemployment	NBI/POLICE DEPARTMENT/LEGAL OFFICE
3. At least 5 from the following documents:	
a. Baptismal Certificate	Parish Church
b. Voter registration record	COMELEC
c. School records	School



d. Employment record's		Company		
e. Driver's License		Land Transportation Office		
f. Marriage Certificate		Municipal Civil Registrar		
g. Bank passbook		Bank		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete requirements	1. Receives and reviews document submitted 1.1 Provides payment slip and advices client to proceed to MTO.	None	35 minutes	<i>Marilyn Ortuoste</i> <i>MCR Staff</i> Municipal Civil Registry Office <i>Rosallee D. Perez</i> <i>Admin Assistant I</i> Office of the Municipal Treasurer
2. Pays appropriate fees	2. Refers to payment procedure of MTO	1. Filing fee – Php3000 (If with certification of indigence from MSDWO) FREE 2. Publication Fee (payable to publisher) – Php2000	3 minutes	<i>Rosallee D. Perez</i> <i>Admin Assistant I</i> Office of the Municipal Treasurer



		3. Endorsement fee & CXC of legal documents – Php20 per copy		
3. Proceeds to Legal Office for notarization of petition	None	None	1 hour	<i>Jose Jecerell C. Cerrado</i> <i>Municipal Mayor</i>
4. Submits notarized petitions to the MCRO staff	4. Receives notarized petition 4.1 Ask for clients contact number for reference 4.2 Advices client to wait for notification within 4 to 6 months	None	10 minutes	<i>Marilyn Ortuoste</i> <i>MCR Staff</i> Municipal Civil Registry Office <i>Myrna C. Filler</i> <i>MCRO</i> Municipal Civil Registry Office
5. Receives notification, proceeds to MCRO and request for endorsement of documents	5. Notifies client upon receipt of the affirmed petition and preparation of additional documents 5.1 Prepares endorsement	None	1 hour	<i>Myrna C. Filler</i> <i>MCRO</i> Municipal Civil Registry Office



	<p>5.2 Releases 3 sets of documents (owners file, office file, PSA file)</p> <p>5.3 Advices client to mail the PSA copy to Lipa City for the release of annotated copy of document</p>			
TOTAL:		Total amount depending on the computation	2 hours and 48 minutes	

16. Petition for Correction of Clerical Error Pursuant to Republic Act No. 9048 (CCE)

Office/Division:	Municipal Civil Registry Office
Classification:	Complex
Type of Transaction:	G2C-Government to Citizen
Who may avail:	Document owner / Nearest kin of documents owner / authorized by document owner thru Special Power of Attorney (PSA)
CHECKLIST OF REQUIREMENTS	
1. Birth certificate from PSA and MCRO	Philippine Statistics Authority / Municipal Civil Registrar
2. Registry documents of ascendant	Client
3. At least 5 from the following documents:	



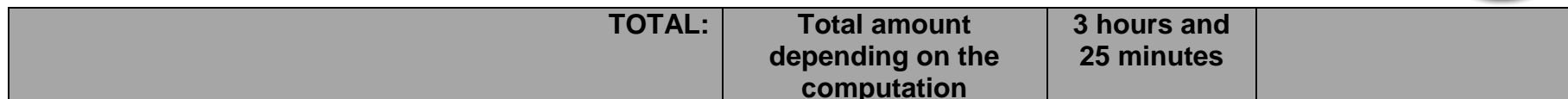
a. Baptismal Certificate	Parish Church			
b. Voter registration record	COMELEC			
c. School records	School			
d. Employment record's	Company			
e. Driver's License	Land Transportation Office			
f. Marriage Certificate	Municipal Civil Registrar			
g. Bank passbook	Bank			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits complete requirements	1. Receives and reviews documents submitted 1.1 Provides payment slip and advices client to proceed MTO	None	35 minutes	<i>Marilyn Ortuoste</i> MCR Staff Municipal Civil Registry Office
2. Pays appropriate fees	2. Refers to payment procedure of business tax and fees division	1. Filing fee – Php1000 (If with certification of indigence from MSDWO) FREE 2. Endorsement fee & CXC of legal	5 minutes	<i>Rosallee D. Perez</i> Admin Assistant I Office of the Municipal Treasurer



		documents – Php20 per copy		
3. Submits OR to MCRO staff	3. Accepts OR and advices client to wait for the prepared petition for signature 3.1 Prepares the petition, advices clients to sign and have it notarized at the Legal Office	None	35 minutes	<i>Myrna C. Filler</i> <i>MCRO</i> Municipal Civil Registry Office
4. Proceeds to Legal Office for notarization of petition	None	None	1 hour	<i>Jose Jecerell C.</i> <i>Cerrado</i> <i>Municipal Mayor</i>
5. Submits notarized petitions to the MCRO staff	5. Receives notarized petition 5.1 Ask for clients contact number for reference 5.2 Advices client to	None	10 minutes	<i>Marilyn Ortuoste</i> <i>MCR Staff</i> Municipal Civil Registry Office <i>Myrna C. Filler</i> <i>MCRO</i>



	wait for notification within 4 to 6 months			Municipal Civil Registry Office
6. Receives notification, proceeds to MCRO and request for endorsement of documents	<p>6. Notifies client upon receipt of the affirmed petition and preparation of additional documents</p> <p>6.1 Prepares endorsement</p> <p>6.2 releases 3 sets of documents (owners file, office file, PSA file)</p> <p>6.3 advises client to mail the PSA copy to Lipa, City for the release of annotated copy of document</p>	None	1 hour	<p><i>Marilyn Ortuoste</i> MCR Staff Municipal Civil Registry Office</p> <p><i>Myrna C. Filler</i> MCRO Municipal Civil Registry Office</p>



Office/Division:	Municipal Civil Registry Office
Classification:	Complex
Type of Transaction:	G2C-Government to Citizen
Who may avail:	SEX-document owner of legal age / Nearest kin of documents owner (appearance of the minor document owner is required) DAY & MONTH IN THE DATE OF BIRTH Document owner of legal age / Nearest kin of documents owner / authorized by document owner thru Special Power of Attorney (PSA)
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Birth certificate from PSA and MCRO	Philippine Statistics Authority / Municipal Civil Registrar
2. NBI and Police clearance, employer clearance (no pending administrative case) not applicable to minor document owner;	NBI / Police Department/Legal Office
3. Earliest school record (form 137- elementary)	School
4. Baptismal certificate and other documents issued by religious authorities	Parish Church
5. Medical records; valid ID cards;	Hospital / Clinic
6. Marriage certificate and certification from accredited government physician that the document owner has not undergone sex change or sex transplant (for correction of sex only)	Municipal Civil Registrar Office / Clinic



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete requirements	1. Receives and reviews document submitted 1.1 Provides payment slip and advices client to proceed to MTO.	None	35 minutes	<i>Marilyn Ortuoste</i> MCR Staff Municipal Civil Registry Office
2. Pays appropriate fees	2. Refers to payment procedure of MTO	1. Filing fee – php3000 (If with certification of indigence from MSDWO) FREE 2. Publication Fee (payable to publisher) – php2000 3. Certificate of	3 minutes	<i>Rosallee D. Perez</i> Admin Assistant I Office of the Municipal Treasurer



		authenticity – php100 Endorsement fee & CXC of legal documents – php20 per copy		
3. Submits OR to MCRO Staff	3. Accept OR and advises client to wait for the prepared petition for signature 3.1 Prepares the petition, advises clients to sign and have it notarized at the Legal Office	None	35 minutes	<i>Myrna C. Filler</i> MCRO Municipal Civil Registry Office
4. Proceeds to Legal Office for notarization of petition	None	None	1 hour	<i>Jose Jecerell C. Cerrado</i> Municipal Mayor
5. Submits notarized petitions to the MCRO staff	5. Receives notarized petition 5.1 Ask for clients	None	10 minutes	<i>Myrna C. Filler</i> MCRO Municipal Civil Registry Office



	<p>contact number for reference</p> <p>5.2 Advices client to wait for notification within 4 to 6 months</p>			
<p>6. Receives notification, proceeds to MCRO and request for endorsement of documents</p>	<p>6. Notifies client upon receipt of the affirmed petition and preparation of additional documents</p> <p>6.1 Prepares endorsement</p> <p>6.2 Releases 3 sets of documents (owners file, office file, PSA file)</p> <p>6.3 Advices client to mail the PSA copy to</p>	<p>None</p>	<p>1 hour</p>	<p><i>Myrna C. Filler</i> MCRO Municipal Civil Registry Office</p>



	Lipa City for the release of annotated copy of document			
TOTAL:		Total amount depending on the computation	3 hours and 23 minutes	

18. Registration of Municipal Form No. 97 – Certificate of Marriage

Office or Division:	Municipal Civil Registry Office			
Classification:	Complex			
Type of Transaction:	G2C-Government to Citizen			
Who may avail	Religious Sectors / Solemnizing Officers / Married Couples / Parents of both parties.			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Municipal form no. 97 – Certificate of Marriage with attachments			Client	
2. Official Receipt			Municipal Treasurer's Office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits Marriage Certificate together with the attachments	1. Receives and reviews documents submitted 1.1 Informs client of released of	None	1 Day	<i>Marilyn Ortuoste</i> <i>MCR Staff</i> Municipal Civil Registry Office



	registered Certificate of Marriage after 1 day.			
2. Gets the registered Certificate of Marriage	2. Searches client's copy on file 2.1 Ask client to read and verify correctness of data on registered	None	5 minutes	<i>Vett Raymond Sales</i> MCR Staff Municipal Civil Registry Office <i>Ma. Sheila Avena</i> MCR Staff Municipal Civil Registry Office
3. Reads the Registered Certificate of Marriage	3. Directs client to the MTO for payment of fee.	None	3 minutes	<i>Rosallee D. Perez</i> Admin Assistant I Office of the Municipal Treasurer
4. Pays appropriate fee	4. Refers to payment procedure	None	5 minutes	<i>Rosallee D. Perez</i> Admin Assistant I Office of the Municipal Treasurer
5. Presents O.R. signs logbook and claims the document needed	5. Releases the document	None	3 minutes	<i>Marilyn Ortuoste</i> MCR Staff Municipal Civil Registry Office
TOTAL:		None	1 Day and 16 minutes	



19. Secure Municipal Form 92 (Consent)/68 (Advice) – For Parents of Couples Applying for Marriage License

Office or Division:	Municipal Civil Registry Office
Classification:	Complex
Type of Transaction:	G2C-Government to Citizen
Who may avail	Client / Parents / Guardian
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Valid Id or Cedula (Community Tax Certificate)	Municipal Treasurer's Office
2. CENOMAR	Philippine Statistics Authority
3. Birth Certificate of the Contracting Parties PSA	Philippine Statistics Authority
4. Consent or Advice of Parents or Guardian if below 21 and 25 y/o respectively	Client
5. Certificate of legal capacity / divorce papers to Contract marriage for citizens of Foreign Country	DFA / Embassy here in the Philippines or issued by their consular officials / Philippine Statistics Authority
6. Death Certificate of deceased spouse, for widow/widower applicant	Philippine Statistics Authority
7. Pre- marriage Counseling Certificate and family Planning.	Municipal Civil Registry Office
8. Annulment Papers with previous marriage	Municipal Social Welfare and Development Office
9. Affidavit of Responsibility	Legal Office



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the requirements	1. Reviews and Verifies the requirement presented	None	5 minutes	<i>Marilyn Ortuoste</i> <i>MCR Staff</i> Municipal Civil Registry Office
2. Answers queries	2. Interviews & validates the answers	None	5 minutes	<i>Vett Raymond Sales</i> <i>MCR Staff</i> Municipal Civil Registry Office
3. Pay application fee for marriage license (Municipal Treasurer Office)	None	Marriage Application Fee- Php200 Marriage License fee- Php100. Family Planning Seminar- Php100. Solemnization Fee- Php100. Premarital Counseling Seminar- Php100.	5 minutes	<i>Rosallee D. Perez</i> <i>Admin Assistant I</i> Office of the Municipal Treasurer
4. Submit receipt	4. Assess, Review and signature	None	3 minutes	<i>Marilyn Ortuoste</i> <i>MCR Staff</i> Municipal Civil Registry Office



				<i>Vett Raymond Sales</i> <i>MCR Staff</i> Municipal Civil Registry Office <i>Myrna C. Filler</i> <i>MCRO</i> Municipal Civil Registry Office
5. Claims the requested documents	5. Releases the form with MCR signature and dry seal	None	3 minutes	<i>Myrna C. Filler</i> <i>MCRO</i> Municipal Civil Registry Office
TOTAL:		Total amount depending on the computation	21 minutes	



Office of the Municipal Accountant External Services



1. Accountant's Advice for Check Issued

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:	Office of the Municipal Accountant			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Government and Private Clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Approved Disbursement Voucher		Office of the Mayor		
2. Authorized Checks		Municipal Treasurer's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submits Disbursement Voucher (DV) with signed and countersigned check	1. Receives and Verify the name of payee in the DV with the name in the check	None	2 minutes	<i>Accounting Staff</i> Office of the Municipal Accountant
None	1.1 Prepares Advice of Checks Issued and assigns number thereto	None	5 minutes	<i>Accounting Staff</i> Office of the Municipal Accountant
None	1.2 Reviews accuracy of entry in the Accountant's Advice and signs afterwards	None	5 minutes	<i>Municipal Accountant</i> Office of the Municipal Accountant
None	1.3 Delivers Accountant's Advice to Authorized Government Depository Bank	None	15 minutes	<i>Accounting Staff</i> Office of the Municipal Accountant
TOTAL:		None	27 minutes	



2. Issuance and Certification of Payslip/Payroll

The certification of payslip/payroll is issued to employees for various legal purposes it may serve.

Office/Division:	Office of the Municipal Accountant			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Payroll		Office of the Municipal Accountant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Employee requests for certification of payslip/payroll to the Accounting Office	1. Validate request as to period and employee information	None	3 minutes	<i>Accounting Staff</i> Office of the Municipal Accountant
None	1.1 Secure copy of the payroll	None	3 minutes	<i>Accounting Staff</i> Office of the Municipal Accountant
None	1.2 Preparation of payslip/payroll requested	None	2 minutes	<i>Accounting Staff</i> Office of the Municipal Accountant
None	1.3 Review the accuracy of entries in the certificate and sign for approval	None	3 minutes	<i>Municipal Accountant</i> Office of the Municipal Accountant
TOTAL:		None	11 minutes	



3. Issuance of Tax Certificates (2306, 2307, 2316)

The Tax certificates are issued to clients (suppliers and employees) as proof that the payor (Local Government of Tuy) withheld taxes and bound to remit the said amount to the Bureau of Internal Revenue.

Office/Division:	Office of the Municipal Accountant			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Suppliers and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Paid Disbursement Vouchers		Municipal Treasurer's Office		
2. Tax Identification Number		Bureau of Internal Revenue		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client requests certificate to the Accounting Office	1. Validate and review request and supporting document	None	2 minutes	<i>Accounting Staff</i> Office of the Municipal Accountant
None	1.1 Prepare and print the tax certificates	None	3 minutes	<i>Accounting Staff</i> Office of the Municipal Accountant
None	1.2 Review the accuracy of tax certificates	None	3 minutes	<i>Municipal Accountant</i> Office of the Municipal Accountant
None	1.3 Approve and sign the tax certificates before release	None	2 minutes	<i>Municipal Accountant</i> Office of the Municipal Accountant
TOTAL:		None	10 minutes	



4. Pre-Audit Disbursement Voucher

To check the completeness of Disbursement Voucher and Payrolls

Office/Division:	Office of the Municipal Accountant			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Suppliers and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Obligation Request		Requesting Office		
2. Disbursement Voucher		Requesting Office		
3. Purchase Order		Requesting Office		
4. Purchase Request		Requesting Office		
5. RFQ (Canvass)		Requesting Office		
6. Inspection Report		Requesting Office		
7. Payrolls		Requesting Office		
8. DTR		Requesting Office		
9. Pictures		Requesting Office		
10. Attendance		Requesting Office		
11. Travel Order		Requesting Office		
12. Invitation Letter/Notice of Meeting		Requesting Office		
13. Money value computation		Accounting Office		
14. Certification of Leave		HRMO		
15. Application for Leave		HRMO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Receives Disbursement Vouchers/Payroll from Budget Office	1.1 Receive the DV/Payroll from Budget Office	None	2 minutes	<i>Accounting Staff</i> Office of the Municipal Accountant
None	1.2 Conduct pre-audit on completeness of the supporting documentary requirements on each Disbursement Vouchers/Payrolls	None	3 minutes	<i>Accounting Staff</i> Office of the Municipal Accountant
None	1.3 Review/signed all completed Disbursement Vouchers/Payrolls	None	2 minutes	<i>Municipal Accountant</i> Office of the Municipal Accountant
None	1.4 Release all completed and duly signed Disbursement Vouchers and Payrolls to the Office of the Municipal Treasurer for the Issuance of Checks	None	2 minutes	<i>Accounting Staff</i> Office of the Municipal Accountant
TOTAL:		None	9 minutes	

5. Processing of Bidded Transaction

Office/Division:	Office of the Municipal Accountant
Classification:	Complex
Type of Transaction:	G2B – Government to Business
Who may avail:	All Suppliers and Contractors/Bids and Awards Committee/Municipal General Services Office
<div> <div>CHECKLIST OF REQUIREMENTS</div> <div>WHERE TO SECURE</div> </div>	



1. Disbursement Voucher	Bids and Awards Office/Office of the Municipal Engineer			
2. Auditorial and Legal Review Checklist	Bids and Awards Office			
3. Notice to Proceed	Bids and Awards Office			
4. Statement of Work Accomplished/Accomplishment Report	Office of the Municipal Engineer			
5. Certificate of Award	Bids and Awards Office			
6. Inspection and Acceptance Report	Office of the Municipal Engineer			
7. Such other document peculiar to the contract and/or to the mode of procurement and considered necessary in auditorial review and in the technical evaluation	Bids and Awards Office/Office of the Municipal Engineer			
8. Other requirements in compliance with RA 9184 and COA Circular No. 2012-001	Bids and Award Office/Office of the Municipal Engineer			
9. Obligation Request and Status (ORS)	Office of the Municipal Budget			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Disbursement Voucher and supporting documents	1. Receive and record the DV together with the supporting documents and forward to JEV preparer	None	2 minutes	<i>Accounting Staff</i> Office of the Municipal Accountant
None	1.1 Prepare JEV	None	2 minutes	<i>Accounting Staff</i> Office of the Municipal Accountant
None	1.2 Comprehensive review of submitted DV	None	30 minutes	<i>Accounting Staff</i> Office of the Municipal Accountant
None	1.3 Final Review and approval and signature on DV and JEV	None	30 minutes	<i>Municipal Accountant</i> Office of the Municipal Accountant
None	1.4 Release of approved DV	None	2 minutes	<i>Accounting Staff</i> Office of the Municipal Accountant



TOTAL:	None	1 hour and 6 minutes	
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6. Receipt of Barangay Accounts and Reports

Office/Division:	Office of the Municipal Accountant			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Disbursement Voucher and supporting documents different Barangay Treasurers with transmittal		Barangay Treasurer		
2. Official Receipt (AF 51)		Barangay Treasurer		
3. Monthly Reports		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit DV's, OR's and supporting documents	1. For DV's: Ensure the existence of the following: <ul style="list-style-type: none"> Punong Barangay Certification Transmittal Letter Supporting documents with complete signatures of the assigned signatories 	None	15 minutes	<i>Accounting Staff</i> Office of the Municipal Accountant
None	For AF 51: Check the existence of the following: <ul style="list-style-type: none"> Series of AF 51 number 	None	10 minutes	Accounting Staff Office of the Municipal Accountant



	<ul style="list-style-type: none"> • Deposit Slip Summary of Collection and Deposits			
None	1.2 Receive and review Transmittal Letter	None	2 minutes	Municipal Accountant Office of the Municipal Accountant
None	1.3 Release of copy of transmittal letter to barangay treasurer	None	2 minutes	Accounting Staff Office of the Municipal Accountant
TOTAL:		None	29 minutes	

7. Provision of Barangay Annual Financial Reports

Office/Division:	Office of the Municipal Accountant				
Classification:	Complex				
Type of Transaction:	G2G – Government to Government				
Who may avail:	Barangay Officials				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
1. Monthly Report of Vouchers/Transactions			Requesting Party		
2. Journal of Cash Transactions (JCT) with JEV			Requesting Party		
3. Annual Depreciation of Assets			Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Submit the documentary requirements	1. Receive and record	None	5 minutes	Accounting Staff Office of the Municipal Accountant	
None	1.1 Release copy of Annual Financial	None	5 minutes	Accounting Staff Office of the Municipal Accountant	



	Report to the Barangay Treasurer			
TOTAL:		Php110	10 minutes	

8. Verification/Certification of Loan Records and Remittances

Certification of Loan Records and Remittances is issued to employees and Government agencies for verification and reconciliation purposes.

Office/Division:	Office of the Municipal Accountant			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Payroll		Office of the Municipal Accountant		
2. Remittance vouchers		Office of the Municipal Accountant		
3. Individual Ledger of Employees		Office of the Municipal Accountant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Employees request for verification/certification of Loan Records and Remittances	1. Validate request as to period and employee information	None	2 minutes	<i>Accounting Staff</i> Office of the Municipal Accountant
None	1.1 Locate the files needed and prepare the requested record	None	20 minutes	<i>Accounting Staff</i> Office of the Municipal Accountant



None	1.2 Review the accuracy and sign for approval	None	3 minutes	Municipal Accountant Office of the Municipal Accountant
TOTAL:		None	25 minutes	

9. Request for copy of files and supporting documents

Copy of files and supporting documents are requested for various purposes.

Office/Division:	Office of the Municipal Accountant			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Vouchers		Office of the Municipal Accountant		
2.Receipts		Office of the Municipal Accountant		
3.Forms		Office of the Municipal Accountant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Employee requests for a copy of file or supporting document	a. Validate request as to legality	None	2 minutes	Accounting Staff Municipal Accountant Office of the Municipal Accountant
None	b. Locate the file/s needed	None	5 minutes	Accounting Staff Office of the Municipal Accountant
None	c. Release of file/s or documents	None	3 minutes	Accounting Staff



				Office of the Municipal Accountant
TOTAL:		None	10 minutes	



Municipal Assessor's Office External Services



1. Annotation of Mortgage

Office/Division:	Municipal Assessor's Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Property owner or duly authorized representative			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly notarized and registered Real Estate Mortgage between mortgagor and mortgage (2 Copies)		Lending Institution		
2. Tax Clearance or Official Receipt showing payment of Real Property Tax for the current year		Municipal Treasurer's Office		
3. Payment of Annotation of Mortgage fee		Municipal Treasurer's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach the frontline staff and present the required documents	1. Receive presented documents and check for completeness and validity. If complete, compute the fee to be paid.	For loans Php20,000 and below = Php50 For every Php1,000 in excess of Php20,000 = Php5	2 minutes	<i>Alfredo A. Saroca, Jr.</i> <i>LAOO I</i> Municipal Assessor's Office <i>Ma. Luisa B. Inciong</i> <i>A.C. III</i> Municipal Assessor's Office <i>Alberto V. Lapitan</i> <i>R.C.C. I</i> Municipal Assessor's Office <i>Ma. Elena B. Reyes</i> <i>Admin Aide I</i> Municipal Assessor's Office



2. Pay the annotation fee at the Municipal Treasurer's Office. Make sure to secure the Official Receipt to be issued upon payment.	2. Receive the Official Receipt and check for correctness. Annotate the mortgage on Tax Declaration, on the office file and real estate mortgage document.	None	3 minutes	<i>Rosallee D. Perez</i> Admin Assistant I Office of the Municipal Treasurer <i>Alfredo A. Saroca, Jr.</i> LAOO I Municipal Assessor's Office
3. Receive the duly annotated owner's copy of tax declaration and real estate mortgage document	3. Endorse it to the Municipal Assessor for signature	None	1 minute	<i>Alfredo A. Saroca, Jr.</i> LAOO I Municipal Assessor's Office <i>Horesto D. Fernandez</i> Municipal Assessor Municipal Assessor's Office
None	3.1 Release the documents to the client	None	1 minute	<i>Alfredo A. Saroca, Jr.</i> LAOO I Municipal Assessor's Office
TOTAL:		For loans Php20,000 and below = Php50 For every Php1,000 in excess of Php20,000 = Php5	7 minutes	



2. Cancellation of Mortgage

Office/Division:	Municipal Assessor's Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Property owner or duly authorized representative			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly notarized and registered Release of Real Estate Mortgage		Lending Institution		
2. Tax Clearance or Official Receipt showing payment of Real Property Tax for the current year		Municipal Treasurer's Office		
3. Payment of Cancellation of Mortgage fee		Municipal Treasurer's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach the frontline staff and present the required document	1. Receive presented documents and check for completeness and validity. If complete, instruct the client to pay the release of mortgage fee.	Php50 per Tax Declaration	2 minutes	<i>Alfredo A. Saroca, Jr</i> LAOO I Municipal Assessor's Office <i>Ma. Luisa B. Inciong</i> A.C. III Municipal Assessor's Office <i>Alberto V. Lapitan</i> R.C.C. I Municipal Assessor's Office <i>Ma. Elena B. Reyes</i> Admin Aide I Municipal Assessor's Office
2. Pay the Cancellation of Mortgage at the	2. Receives the Official Receipt and check for	None	3 minutes	<i>Rosallee D. Perez</i> Admin Assistant I



Municipal Treasurer's Office. Make sure to secure the Official Receipt to be issued upon payment.	correctness. Process the cancellation of mortgage on the tax declaration and have it signed by the Municipal Assessor.			Office of the Municipal Treasurer <i>Alfredo A. Saroca, Jr.</i> LAOO I Municipal Assessor's Office <i>Horesto D. Fernandez</i> Municipal Assessor Municipal Assessor's Office
3. Receive the copy of tax declaration clear of annotation of mortgage and other documents	3. Issue a certified copy of tax declaration clear of annotation of mortgage	None	2 minutes	<i>Alfredo A. Saroca, Jr.</i> LAOO I Municipal Assessor's Office
TOTAL:		Php50 per Tax Declaration	3 minutes	

3. Collection of Area

Office/Division:	Municipal Assessor's Office
Classification:	Complex
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Property owner or duly authorized representative
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
1. Request letter of the owner or duly authorized representative	Property Owner



2. Duly approved survey plan		Geodetic Engineer who made the survey		
3. Title, if titled property		Registry of Deeds		
4. Affidavit of the owner		Property Owner		
5. Affidavit of Barangay Captain having jurisdiction of the property		Barangay Captain		
6. Affidavit of adjoining property owners (if increase in area)		Adjoining property owner		
7. Tax Clearance or Official Receipt showing payment of Real Property Tax for the current year		Municipal Treasurer's Office		
8. For increase in area, payment of 10 years back taxes on undeclared area after approval of the Provincial Assessor		Municipal Treasurer's Office		
Note: this transaction is subject to approval of the Provincial Assessor. PASSO staff will conduct ocular inspection on the subject property.				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach the frontline staff and present the required documents	1. Receive the documents and check for completeness and authenticity, instruct client to pay the required fee at Municipal Treasurer's Office.	Php100 per Tax Declaration. For increase area, 10 years back taxes on the undeclared area	3 minutes	<i>Alfredo a. Saroca, Jr.</i> <i>LAOO I</i> Municipal Assessor's Office <i>Ma. Luisa B. Inciong</i> <i>A.C. III</i> Municipal Assessor's Office <i>Alberto V. Lapitan</i> <i>R.C.C. I</i> Municipal Assessor's Office <i>Ma. Elena B. Reyes</i> <i>Admin Aide I</i>



				Municipal Assessor's Office
2. Pay the required fee at the Municipal Treasurer's Office. Make sure to secure the Official Receipt to be issued upon payment.	2. Receive the Official Receipt and check for correctness	None	1 minute	<i>Rosallee D. Perez</i> Admin Assistant I Office of the Municipal Treasurer <i>Alfredo A. Saroca, Jr.</i> LAOO I Municipal Assessor's Office
3. Present the Official Receipt to the frontline staff	3. Process the requested service. Print new F.A.A.S., review, sign and forward to the Municipal Assessor for approval.	None	6 minutes per Tax Declaration	<i>Alfredo A. Saroca, Jr.</i> LAOO I Municipal Assessor's Office <i>Horesto D. Fernandez</i> Municipal Assessor Municipal Assessor's Office
4. Give contact details to be notified when new Tax Declaration is ready for pick-up	4. Get client's contact details to be notified when new Tax Declaration is ready for pick-up.	None	1 minute	<i>Alfredo A. Saroca, Jr.</i> LAOO I Municipal Assessor's Office
5. Wait for the notification from Municipal Assessor's Office that the new Tax Declaration is ready for pick-up	5. Endorse the printed F.A.A.S. to the Provincial Assessor for approval.	None	1 minute	<i>Alfredo A. Saroca, Jr.</i> LAOO I Municipal Assessor's Office
6. Receive the copy of new Tax Declaration and Notice of Assignment. Make sure to sign on the	6. Once approved by the Provincial Assessor, notify the client to pick-up the new Tax Declaration	None	1 minute	<i>Alfredo A. Saroca, Jr.</i> LAOO I Municipal Assessor's Office



receiving copy of NOA and indicate date received.				
7. Pay the 10 years back taxes on the undeclared area, if increase in area, make sure to secure Official Receipt that will be issued upon payment	7. Release the new Tax Declaration and Notice of Assessment. Make sure the client will sign on receiving copy of NOA and indicate date received	None	2 minutes	Alfredo A. Saroca, Jr. LAOO I Municipal Assessor's Office
TOTAL:		Php100 per Tax Declaration.	12 minutes	

4. Issuance of Certificate of No Property

Office/Division:	Municipal Assessor's Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Official Receipt showing payment of fee for the certification. No fees to be collected if the purpose is for securing certificate of indigency, scholarship, assistance from charitable institutions and court litigation.		Municipal Treasurer's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Approach the frontline personnel and inquire about the service	1. Frontline personnel process the request and instruct the client to pay the fee at the Treasurer's Office.	Php80 per copy	5 minutes	<p><i>Alfredo A. Saroca, Jr.</i> LAOO I Municipal Assessor's Office</p> <p><i>Ma. Luisa B. Inciong</i> A.C. III Municipal Assessor's Office</p>
2. Pay the corresponding fee for the certification at the Treasurer's Office, make sure to secure Official Receipt to be issued upon payment.	2. Prepares the requested certification and have it signed by Municipal Assessor.	None	6 minutes	<p><i>Alberto V. Lapitan</i> R.C.C. I Municipal Assessor's Office</p> <p><i>Ma. Elena B. Reyes</i> Admin Aide I Municipal Assessor's Office</p> <p><i>Rosallee D. Perez</i> Admin Assistant I Office of the Municipal Treasurer</p> <p><i>Horesto D. Fernandez</i> Municipal Assessor Municipal Assessor's Office</p>
3. Present the Official Receipt to the frontline staff	3. Check Official Receipt for correctness and issue the requested certification	None	1 minute	<p><i>Alfredo A. Saroca, Jr.</i> LAOO I Municipal Assessor's Office</p>
TOTAL:		Php80 per copy	12 minutes	



5. Issuance of Certifications (No/With Improvement, Aggregate Property Holding and No Liens or Encumbrances)

Office/Division:	Municipal Assessor's Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Property owner or duly authorized representative			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Authorization Letter for Special Power of Attorney, if other than the owner		Land Owner		
2. Tax Clearance or Official Receipt showing payment of Real Property for the current		Municipal Treasurer's Office		
3. Official Receipt showing payment for the Certified True Copy of Tax Declaration		Municipal Treasurer's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach the frontline personnel and present the required documents	1. Frontline personnel examines the documents presented and check its completeness and authenticity.	Php80 per copy	2 minutes	<i>Alfredo A. Saroca, Jr.</i> <i>LAOO I</i> Municipal Assessor's Office <i>Ma. Luisa B. Inciong</i> <i>A.C. III</i> Municipal Assessor's Office
2. Pay the corresponding fee for the certification at the Treasurer's Office, make sure to secure Official Receipt	2. Prepares the requested certification and have it signed by the Municipal Assessor.	None	5 minutes	<i>Alberto V. Lapitan</i> <i>R.C.C. I</i> Municipal Assessor's Office <i>Ma. Elena B. Reyes</i> <i>Admin Aide I</i> Municipal Assessor's Office



to be issued upon payment				<i>Rosallee D. Perez</i> <i>Admin Assistant I</i> Office of the Municipal Treasurer <i>Horesto D. Fernandez</i> <i>Municipal Assessor</i> Municipal Assessor's Office
3. Present the Official Receipt to the frontline staff	3. Check Official Receipt for correctness and issue the requested certification	None	1 minute	<i>Alfredo A. Saroca, Jr.</i> <i>LAOO I</i> Municipal Assessor's Office
TOTAL:		Php80 per copy	4 minutes	

6. Issuance of Certified True Copy of Tax Declaration

Office/Division:	Municipal Assessor's Office
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Property owner or duly authorized representative
CHECKLIST OF REQUIREMENTS	
1. Authorization Letter or Special Power of Attorney, if other than the owner	Land Owner
2. Tax Clearance of Official receipt showing payment of Real Property for the current year	Municipal Treasurer's Office
3. Official receipt showing payment for the certified true copy of tax declaration	Municipal Treasurer's Office



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach the frontline personnel and present the required documents	1. Frontline personnel examines the documents presented and check its completeness and authenticity	Php80 per copy	2 minutes	<i>Alfredo A. Saroca, Jr.</i> LAOO I Municipal Assessor's Office <i>Ma. Luisa B. Inciong</i> A.C. III Municipal Assessor's Office
2. Pay the corresponding fee for the Certified True Copy of Tax Declaration at the Treasurer's Office, make sure to secure Official Receipt that will be issued upon payment.	2. Prepares the requested certified true copy of tax declaration have it signed by the Municipal Assessor.	None	5 minutes	<i>Alberto V. Lapitan</i> R.C.C. I Municipal Assessor's Office <i>Ma. Elena B. Reyes</i> Admin Aide I Municipal Assessor's Office <i>Rosallee D. Perez</i> Admin Assistant I Office of the Municipal Treasurer <i>Horesto D. Fernandez</i> Municipal Assessor Municipal Assessor's Office
3. Present the Official Receipt to the frontline personnel.	3. Check Official Receipt for correctness and issue the requested copy of ID.	None	1 minute	<i>Alfredo A. Saroca, Jr.</i> LAOO I Municipal Assessor's Office
4. Receive the copy of requested Tax Declaration.	None	None	1 minute	None



	TOTAL:	Php80 per copy	5 minutes	
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7. Issuance of Tax Declaration for New Building, Machinery and Improvements

Office/Division:	Municipal Assessor's Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Property owner or duly authorized representative			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Sworn Statement of the owner/declarant or duly authorized representative		Owner/Declarant		
2. Building Plan		Contractor or Draft man		
3. Building Permit		Engineering Office		
4. Bill of Materials and Labor		Contractor or Engineer		
5. Official Receipt or Invoice if machinery		Supplier where purchased		
Note: Commercial, industrial, agricultural and other buildings, machinery and improvement other than residential are subject to approval of the Provincial Assessor client may transact directly with the PASSO.				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach the frontline staff and present the required documents	1. Receive the documents and check for completeness	Back taxes, if any after approval	1 minute	Alfredo A. Saroca, Jr. LAOO I Municipal Assessor's Office



				Alberto V. Lapitan RCC I Municipal Assessor's Office
2. Give contact details to be notified of inspection of property and approval of Tax Declaration	2. Set schedule of ocular inspection	None	1 minute	Alfredo A. Saroca, Jr. LAOO I Municipal Assessor's Office
3. Wait for the MASSO staff to inspect the property. Make sure there is somebody to accompany the inspecting staff.	2. Conduct ocular inspection of the property to be assessed	None	10 minutes per Tax Declaration	Alfredo A. Saroca, Jr. LAOO I Municipal Assessor's Office
4. Receive the owners copy of Tax Declaration. Make sure to sign on the receiving copy of NOA and indicate date received	4. Prepare, review, print and sign the new F.A.A.S and forward the same to the Municipal Assessor for approval, if residential and recommending approval if other classification	None	3 minutes	Alfredo A. Saroca, Jr. LAOO I Municipal Assessor's Office



5. Pay back taxes, if any at the Municipal Treasurer's Office	5. Prepare transmittal of F.A.A.S for approval of Provincial Assessor. This may be sent through courier or hand carried by MASSO staff. Client may opt to hand carry the same if they wish or duly authorize representative sign on the receiving copy of NOA and indicate date received.	None	2 minutes	<i>Rosallee D. Perez</i> Admin Assistant I Office of the Municipal Treasurer <i>Alfredo A. Saroca, Jr.</i> LAOO I Municipal Assessor's Office
TOTAL:		Total amount depending on the computation	17 minutes	

8. Issuance of Tax Declaration for Undeclared Lands

Office/Division:	Municipal Assessor's Office
Classification:	Complex
Type of Transaction:	G2C – Government to Citizen



Who may avail:		Property owner or duly authorized representative		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request letter of the owner or duly authorized representative		Property Owner		
2. Certified True Copy of Title, if titled property		Registry of Deeds		
3. Duly approved survey plan		Geodetic Engineer who made the survey		
4. Certification from CENRO that the subject property is alienable and disposable		CENRO		
5. Affidavit or Ownership that the declarant is in long, continuous and open possession of the property		Property Owner		
6. Affidavit of Barangay Captain that the declarant is in long, and open possession of the property		Barangay Captain		
7. Affidavit of adjoining owners that the declarant is in long, continuous and open possession of the property and that their respective landholding are not affected by the issuance of Tax Declaration in the name of declarant		Adjoining property owners		
8. Payment of 10 years back taxes after approval by the Provincial Assessor.		Municipal Treasurer's Office		
Note: This transaction is subject to approval of the Provincial Assessor. PASSO staff will conduct ocular inspection on the subject property.				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach the frontline staff and present the required documents	1. Receive the documents and check for completeness and authenticity	Php100 per Tax Declaration. For increase in area, 10 years back	3 minutes	Alfredo a. Saroca, Jr. LAOO I Municipal Assessor's Office Ma. Luisa B. Inciong A.C. III



		taxes on the undeclared area		Municipal Assessor's Office <i>Alberto V. Lapitan</i> <i>R.C.C. I</i> Municipal Assessor's Office <i>Ma. Elena B. Reyes</i> <i>Admin Aide I</i> Municipal Assessor's Office
2. Give the contact details to be notified when the Provincial Assessor or PASSO staff will conduct field investigation and ocular inspection on subject property.	2. Get clients contact details and write it down on the owner's request letter	None	1 minute	<i>Alfredo a. Saroca, Jr.</i> <i>LAOO I</i> Municipal Assessor's Office
3. Wait for notification from PASSO for schedule of ocular inspection and filed investigation	3. Prepare, review, print and sign the F.A.A.S. of the land	None	6 minutes per Tax Declaration	<i>Alfredo a. Saroca, Jr.</i> <i>LAOO I</i> Municipal Assessor's Office
4. Wait for notification the transaction is approved by the Provincial Assessor and Tax Declaration is ready for pick-up.	4. Forward the F.A.A.S. to the Municipal Assessor for signature of recommending approval to the Provincial Assessor.	None	2 minutes per Tax Declaration	<i>Alfredo a. Saroca, Jr.</i> <i>LAOO I</i> Municipal Assessor's Office <i>Horesto D. Fernandez</i> <i>Municipal Assessor</i> Municipal Assessor's Office
5. Receive the copy of Tax Declaration and	5. Transmit the F.A.A.S and supporting documents to	None	1 minute	<i>Alfredo a. Saroca, Jr.</i> <i>LAOO I</i>



Notice of Assessment. Make sure to sign receiving copy of NOA and indicate date received.	the Provincial Assessor who will approve the transaction			Municipal Assessor's Office
6. Pay ten (10) years back taxes at the Municipal Treasurer's Office	6. Once approved by the Provincial Assessor inform the client that the Tax Declaration is ready for pick-up	None	2 minutes	<i>Rosallee D. Perez</i> <i>Admin Assistant I</i> Office of the Municipal Treasurer <i>Alfredo a. Saroca, Jr.</i> <i>LAOO I</i> Municipal Assessor's Office
TOTAL:		Php100 per Tax Declaration	13 minutes	

9. Re-classification of Land

Office/Division:	Municipal Assessor's Office
Classification:	Complex
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Property owner or duly authorized representative
CHECKLIST OF REQUIREMENTS	
1. Request letter of the owner or duly authorized representative	Property Owner
2. Tax Clearance or Official Receipt showing payment of Real Property Tax for the current year	Municipal Treasurer's Office



3. Sangguniang Bayan Resolution reclassifying the subject property.		Sangguniang Bayan		
4. Sangguniang Panlalawigan Resolution reclassifying the subject property or occurrence to the Sangguniang Bayan Resolution		Sangguniang Panlalawigan		
Note: This transaction is subject to approval of the Provincial Assessor. PASSO Staff will conduct ocular inspection on the subject property.				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach the frontline staff and present the required documents	1. Receive the documents and check for completeness and authenticity, if complete advise the client to pay for the required fees.	Agri.-Res. Php0.30 per sqm Agri.-Comm Php0.20 per sqm Agri.-Ind. Php0.20 per sqm Agri.-Other uses: Php0.20 per sqm Non-Agri.-Other uses: P0.10 per sqm Php100 per Tax Declaration	3 minutes	<i>Alfredo a. Saroca, Jr.</i> <i>LAOO I</i> Municipal Assessor's Office <i>MA. Luisa B. Inciong</i> <i>A.C. III</i> Municipal Assessor's Office <i>Alberto V. Lapitan</i> <i>R.C.C. I</i> Municipal Assessor's Office <i>Ma. Elena B. Reyes</i> <i>Admin Aide I</i> Municipal Assessor's Office
2. Pay the corresponding fee at the Municipal Treasurer's Office. Make sure to secure the Official Receipt to be	2. Receive the Official Receipt and check for correctness	None	1 minute	<i>Rosallee D. Perez</i> <i>Admin Assistant I</i> Office of the Municipal Treasurer <i>Alfredo a. Saroca, Jr.</i> <i>LAOO I</i>



issued upon payment.				Municipal Assessor's Office
3. Present the Official Receipt to the frontline staff	3. Process the requested service. Print new F.A.A.S. sign and forward to the Municipal Assessor for recommendation to the Provincial Assessor for approval.	None	6 minutes per Tax Declaration	Alfredo a. Saroca, Jr. LAOO I Municipal Assessor's Office Horesto D. Fernandez Municipal Assessor Municipal Assessor's Office
4. Give contact details to be notified when PASSO Staff will conduct inspection.	4. Get client's contact details to be notified when PASSO staff will conduct inspection	None	1 minute	Alfredo a. Saroca, Jr. LAOO I Municipal Assessor's Office
5. Wait for call or text from Municipal Assessor's Office that the new Tax Declaration is ready for pick-up	5. Once approved by the Provincial Assessor, inform the client at given contact details.	None	1 minute	Alfredo a. Saroca, Jr. LAOO I Municipal Assessor's Office
6. Receive the copy of new Tax Declaration and Notice of Assessment. Make sure to sign on the receiving copy of NOA and indicate date received	6. Release the new Tax Declaration and Notice of Assessment. Make sure the client sign the receiving copy of NOA and indicate date received.	None	2 minutes	Alfredo a. Saroca, Jr. LAOO I Municipal Assessor's Office



TOTAL:	Agri.-Res. Php0.30 per sqm Agri.-Comm Php0.20 per sqm Agri.-Ind. Php0.20 per sqm Agri.-Other uses: Php0.20 per sqm Non-Agri.-Other uses: P0.10 per sqm Php100 per Tax Declaration	14 minutes	
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10. Subdivision/Consolidation of Property

Office/Division:	Municipal Assessor's Office
Classification:	Complex
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Property owner or duly notarized representative
CHECKLIST OF REQUIREMENTS (2 copies each)	
1. Request letter of the owner or duly authorized representative	Property Owner
2. Duly approved subdivision or consolidation plan	Geodetic Engineer who made the survey
3. Tax Clearance or Official Receipt showing payment of Real Property Tax for the current year	Municipal Treasurer's Office
4. Title, if titled property	Registry of Deeds
5. Deed of Partition, if multiple ownership	Property Owner



Note: Consolidation or Subdivision with 10 or more lots is subject to approval of the Provincial Assessor, Client may directly go to Provincial Assessor Office for this transaction.				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach the frontline personnel and present the required documents	1. Receive the documents and check for completeness and authenticity, if complete advise the client to pay for the required fees	Php100 per Tax Declaration	3 minutes	<i>Alfredo A. Saroca, Jr.</i> LAOO I Municipal Assessor's Office <i>Ma. Luisa B. Inciong</i> A.C. III Municipal Assessor's Office
2. Pay the required fees at the Municipal Treasurer's Office. Make sure to secure the Official Receipt to be issued upon payment.	2. Process the subdivision/consolidation of property, print the new F.A.A.S., sign on it and forward to the Assessor for approval or recommendation to Provincial Assessor if more than 10 lots.	None	6 minutes per Tax Declaration	<i>Alberto V. Lapitan</i> R.C.C. I Municipal Assessor's Office <i>Rosallee D. Perez</i> Admin Assistant I Office of the Municipal Treasurer
3. Present the Official Receipt to the frontline staff	3. Receive the Official Receipt and check for correctness. Release the new Tax Declaration and Notice of Assessment if less than 10 lots. Make sure the client sign and indicate date received on the receiving copy of NOA.	None	3 minutes	<i>Alfredo A. Saroca, Jr.</i> LAOO I Municipal Assessor's Office
4. Receive the copy of new Tax Declaration	None	None	1 minute	<i>Alfredo A. Saroca, Jr.</i> LAOO I



and Notice of Assessment. Make sure to sign on the receiving copy of NOA and indicate date received. If for approval of the Provincial Assessor give contact details to be notified when new Tax Declaration is ready for pick-up.				Municipal Assessor's Office
TOTAL:		Php100 per Tax Declaration	13 minutes	

11. Transfer of Ownership

Office/Division:	Municipal Assessor's Office
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Property owner or duly authorized representative
CHECKLIST OF REQUIREMENTS	
1. Duly notarized and registered Deed of Conveyance (Deed of Sale, Deed of Exchange, Deed of Donation, Extra Judicial Settlement, Deed of Assignment, Court Order and others)	Notary Public who prepared the Deed or Court, if cor order
2. Title, if titled property	Registry of Deeds



3. Certificate Authorizing Registration		Bureau of Internal Revenue		
4. Tax Clearance or Official Receipt showing payment of Real Property Tax for the current year		Municipal Treasurer's Office		
5. Official Receipt or Certification showing payment of Transfer Tax and Transfer Fee		Municipal Treasurer's Office		
6. Subdivision Plan, if portion sale		Bureau of Lands or Geodetic Engineer who made the Subdivision Survey		
7. Request Letter of the Owner		New Owner		
8. Secretary's Certificate, if transferor or transferee is a corporation		Corporate Secretary		
9. Certificate of Finality, if court order		Court where the case is litigated		
10. Certificate of Sale, if auctioned property		Court where auction is conducted		
11. Affidavit of consolidation of ownership, if auctioned property		New owner through a Notary Public		
12. Special Power of Attorney, if the person executing the Deed is other than the registered owner		Registered owner through a Notary Public or Consulate, if abroad.		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach the frontline personnel and present the required documents	1. Receive the presented documents and check for completeness and authenticity. Issue order	½ of 1% of purchase value or market value whichever is higher if sale 30% of 1% of market value if donation, Extra Judicial Settlement, Deed of Assignment and others Transfer Tax must be paid within 60 days after notarization of Deed	5 minutes	Alfredo A. Saroca, Jr. LAOO I Municipal Assessor's Office Alberto V. Lapitan R.C.C. I Municipal Assessor's Office



		of Sale and one (1) year if Donation, Extra Judicial Settlement, etc.		
2. Pay the corresponding fees at the Municipal Treasurer's Office, make sure to secure the Official Receipt that will be issued upon payment.	2. Receive and check the official receipt for correctness and start processing the transfer of ownership.	None	1 minute	<i>Rosallee D. Perez</i> Admin Assistant I Office of the Municipal Treasurer <i>Alfredo A. Saroca, Jr.</i> LAOO I Municipal Assessor's Office
3. Receive the copy of new Tax Declaration and Notice of Assessment. Make sure to sign on NOA and indicate date received.	3. Print the new F.A.A.S, check for correctness, sign and forward it to the Municipal Assessor for approval	Transfer fee of Php100 per Tax Declaration no fees to be collected on transfer of ownership to CARP beneficiaries	1 minute per Tax Declaration	<i>Alfredo A. Saroca, Jr.</i> LAOO I Municipal Assessor's Office <i>Horesto D. Fernandez</i> Municipal Assessor Municipal Assessor's Office
None	3.1 Print new Tax Declaration and Notice of Assessment	None	2 minutes per Tax Declaration	<i>Alfredo A. Saroca, Jr.</i> LAOO I Municipal Assessor's Office
None	3.2 Issue the new Tax Declaration and Notice of Assessment to the owner or representative. Make sure the owner or representative signed the receiving copy of Notice of Assessment with date received	None	2 minutes per Tax Declaration	<i>Alfredo A. Saroca, Jr.</i> LAOO I Municipal Assessor's Office



TOTAL:	Total amount depending on the computation	16 minutes	
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Human Resource Management Office (HRMO)

External Services



1. Certificate of Completion (On-The-Job-Training)

The Certificate of Completion of On-The-Job-Training is issued to students who have completed their On-The-Job-Training in the municipality. The certificate contains the number of hours completed as required by their respective schools and the rating given by their supervisors where the students are assigned.

Office/Division:	Human Resource Management Office			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Student who have undergone their OJT			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid ID of the student		Client		
2. Daily time record as proof of their attendance.		Office where the students are assigned		
3. Rating sheet as proof of their performance during OJT		Office where the students are assigned		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESONSIBLE
1. Proceed to the office at the 2 nd floor to request	1. Give the log book to the client	None	3 minutes	<i>HRM Assistant</i> Human Resource Management Office
2. Sign in the client log book	2. Receive the requirements and check for completeness	None	10 minutes	<i>HRM Assistant</i> Human Resource Management Office <i>Emmanuel A. Afable</i> <i>HRMO</i> Human Resource Management Office
3. Submit the requirements for initial assessment	3. Prepare the certificate (2 copies)	None	4 minutes	<i>HRM Assistant</i> Human Resource Management Office <i>Emmanuel A. Afable</i>



				<i>HRMO</i> Human Resource Management Office
4. Receive the certification	4. Receive 1 copy duly signed by the Mayor	None	10 minutes	<i>HRM Assistant</i> Human Resource Management Office <i>Emmanuel A. Afable</i> <i>HRMO</i> Human Resource Management Office <i>Armando P. Afable</i> <i>Municipal Mayor</i> Office of the Mayor
5. Return one copy for filing at the HRMO	None	None	3 minute	<i>HRM Assistant</i> Human Resource Management Office <i>Emmanuel A. Afable</i> <i>HRMO</i> Human Resource Management Office
TOTAL:		None	30 minutes	

2. Certificate of Unemployment

The Certificate of Unemployment is issued to parents of students who would want to avail of discount from the tuition fee of schools where their respective children are enrolled. It is part of the program of the government to help those parents who are presently unemployed to defray of the education expenses of their children.



Office/Division:	Human Resource Management Office			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Parents or guardian of the enrolled student			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid ID of the parent/guardian of the student		Client		
2. Birth certificate of the enrolled student as proof of the client being their child		Municipal Registrar's Office/PSA		
3. Certificate of Guardianship when the client is the guardian of the student		MSWDO or from the barangay where they are residing		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the office at the 2 nd floor to request	1. Give the log book to the client	None	1 minute	<i>HRM Assistant</i> Human Resource Management Office
2. Sign in the client log book	2. Receive the requirements and check for completeness	None	2 minutes	<i>HRM Assistant</i> Human Resource Management Office <i>Emmanuel A. Afable</i> <i>HRMO</i> Human Resource Management Office
3. Submit the requirements for initial assessment	3. Prepare the certificate (2 copies)	None	5 minutes	<i>HRM Assistant</i> Human Resource Management Office <i>Emmanuel A. Afable</i> <i>HRMO</i> Human Resource Management Office



4. Receive the certification	4. Instruct the client to bring the certification to the Office of the Mayor for signature	None	15 minutes	<i>HRM Assistant</i> Human Resource Management Office <i>Emmanuel A. Afable</i> <i>HRMO</i> Human Resource Management Office <i>Armando P. Afable</i> <i>Municipal Mayor</i> Office of the Mayor
5. Go to the Office of the Mayor for Signature	5. Receive 1 copy duly signed by the Mayor	None	5 minutes	<i>HRM Assistant</i> Human Resource Management Office <i>Emmanuel A. Afable</i> <i>HRMO</i> Human Resource Management Office
6. Return one copy for filing at the HRMO	None	None	2 minutes	<i>HRM Assistant</i> Human Resource Management Office <i>Emmanuel A. Afable</i> <i>HRMO</i> Human Resource Management Office
TOTAL:		None	30 minutes	



3. Permit to conduct Local Recruitment Activity (LRA)

This permit is given by the PESO to business establishments who seeks permit to conduct a local recruitment activity in the municipality for possible local hiring. The permit also indicates the scheduled date of the local recruitment activity.

Office/Division:	Human Resource Management Office			
Classification:	Complex			
Type of Transaction:	Government to Business			
Who may avail:	Manager/Authorize Representative			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Company profile		Client		
2. Business Permit		City/municipality where the business if registered		
3. DTI Registration if single proprietorship		Department of Trade and Industry		
4. SEC Registration if partnership or corporation		Securities and Exchange Commission		
5. Certificate of No Pending Case		Department of Labor and Employment, Region 4 Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESONSIBLE
1. Proceed to the office at the 2 nd floor to request	1. Give the log book to the client	None	3 minutes	<i>HRM Assistant</i> Human Resource Management Office
2. Sign in the client log book	2. Receive the requirements and check for completeness	None	5 minutes	<i>HRM Assistant</i> Human Resource Management Office <i>Emmanuel A. Afafe</i> <i>HRMO</i> Human Resource Management Office
3. Submit the requirements for initial assessment	3. Submit the requirements to DOLE Batangas for verification and approval	None	10 days	<i>HRM Assistant</i> Human Resource Management Office



				<i>Emmanuel A. Afable</i> HRMO Human Resource Management Office
4. Receive the permit	4. Prepare the permit upon approval by DOLE Batangas	None	1 hour	<i>HRM Assistant</i> Human Resource Management Office <i>Emmanuel A. Afable</i> HRMO Human Resource Management Office
5. Return on the scheduled date for the conduct of LRA	5. Go to the Office of the Mayor for signature	None	2 days	<i>HRM Assistant</i> Human Resource Management Office <i>Emmanuel A. Afable</i> HRMO Human Resource Management Office <i>Armando P. Afable</i> Municipal Mayor Office of the Mayor
None	5.1 Issue the permit to the client.	None	1 hour	<i>HRM Assistant</i> Human Resource Management Office <i>Emmanuel A. Afable</i> HRMO Human Resource Management Office



None	5.2 Assist the client during LRA	None	1 day	<i>HRM Assistant</i> Human Resource Management Office <i>Emmanuel A. Afable</i> <i>HRMO</i> Human Resource Management Office
TOTAL:		None	13 days, 2 hours and 8 minutes	

4. Permit to conduct Special Recruitment Activity (SRA)

This permit is given by the PESO to business establishments who seeks permit to conduct a special recruitment activity in the municipality for possible hiring abroad. The permit also indicates the scheduled date of the special recruitment activity.

Office/Division:	Human Resource Management Office
Classification:	Complex
Type of Transaction:	Government to Business
Who may avail:	Manager/Authorize Representative
CHECKLIST OF REQUIREMENTS	
1. Company profile	Client
2. Business Permit	City/municipality where the business if registered
3. DTI Registration if single proprietorship	Department of Trade and Industry
4. SEC Registration if partnership or corporation	Securities and Exchange Commission
5. POEA Registration	POEA
6. Certificate of No Pending Case	Department of Labor and Employment, Region 4 Office
7. Job order	Employment Agency's client



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESONSIBLE
1. Proceed to the office at the 2 nd floor to request	1. Give the log book to the client	None	5 minutes	<i>HRM Assistant</i> Human Resource Management Office
2. Sign in the client log book	2. Receive the requirements and check for completeness	None	10 minutes	<i>HRM Assistant</i> Human Resource Management Office <i>Emmanuel A. Afable</i> <i>HRMO</i> Human Resource Management Office
3. Submit the requirements for initial assessment	3. Submit the requirements to POEA and DOLE Batangas for verification and approval	None	10 days	<i>HRM Assistant</i> Human Resource Management Office <i>Emmanuel A. Afable</i> <i>HRMO</i> Human Resource Management Office
4. Receive the permit	4. Prepare the permit upon approval by POEA and DOLE Batangas	None	1 hour	<i>HRM Assistant</i> Human Resource Management Office <i>Emmanuel A. Afable</i> <i>HRMO</i> Human Resource Management Office
None	4.1. Go to the Office of the Mayor for signature	None	9 days	<i>HRM Assistant</i> Human Resource Management Office



				<i>Emmanuel A. Afable</i> HRMO Human Resource Management Office <i>Armando P. Afable</i> Municipal Mayor Office of the Mayor
None	4.2 Issue the permit to the client.	None	1 hour	<i>HRM Assistant</i> Human Resource Management Office <i>Emmanuel A. Afable</i> HRMO Human Resource Management Office
None	4.3 Assist the client during SRA	None	1 day	<i>HRM Assistant</i> Human Resource Management Office <i>Emmanuel A. Afable</i> HRMO Human Resource Management Office
TOTAL:		None	20 days, 2 hours and 15 minutes	



Municipal Health Office (MHO)

External Services



1. Availment of Ancillary Procedures

Ancillary procedures available at the Municipal Health Office include Laboratory and X-ray.

Office/Division:	Municipal Health Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	All Citizens			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Form		Municipal Health Officer or any Government Physician		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits Request Form to either the X-ray or Laboratory Department whichever the case may be	1. Receives request form and reviews requested procedure	None	3 minutes	<i>Rionel G. Matira RRT Xray Technician Municipal Health Office</i> <i>Althea R. Barrios RMT Lenesse Kristel C. Bituin, RMT Medical Technologists Municipal Health Office</i>
None	1.1 Determines whether client will pay for the procedure or not. All senior citizens and members of the PPP can avail of laboratory procedures, such as CBC, Urinalysis and Fecalysis; and Chest X-ray (screening for PTB only) for free.	Rates: CBC with PC – 120 Urinalysis – 45 Fecalysis – 45 Chest X-ray - 150	3 minutes	<i>Rionel G. Matira RRT Xray Technician Municipal Health Office</i> <i>Althea R. Barrios RMT Lenesse Kristel C. Bituin, RMT Medical Technologists Municipal Health Office</i>



2. Waits for name to be called	2. Prepares equipment and materials for the procedure	None	5 minutes	<i>X-ray Technician/Medical Technologist</i> Municipal Health Office
None	2.1 Performs procedure requested	None	10-15 minutes	<i>X-ray Technician/Medical Technologist</i> Municipal Health Office
None	2.3. Instructs client when to return to get results	None	3 minutes	<i>X-ray Technician/Medical Technologist</i> Municipal Health Office
TOTAL:		Variable	29 minutes	

2. Basic Emergency Obstetric and Newborn Care

Performs emergency obstetric and delivers emergency newborn care.

Office/Division:	Municipal Health Office
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen / Client
Who may avail:	18 to 34 years old mother on their second to fourth uncomplicated pregnancy
<div> <div>CHECKLIST OF REQUIREMENTS</div> <div>WHERE TO SECURE</div> </div>	



None		N/A		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Prenatal check-up as soon as pregnancy is discovered	1. Assess the pregnant woman 1.1 Confirm the pregnancy (ex. Pregnancy test, Leopold maneuvers) 1.2 Transcribe client's name to the target client list 1.3 Give Ferrous Sulfate with folic Acid 1.4 Administer Tetanus Diphtheria vaccine accordingly 1.5 Health teaching about diet and lifestyle during pregnancy 1.6 Refer for laboratory exams as necessary 1.7 Schedule the follow-up visit	None	30 minutes	<i>Marcela B. Caraig, RM</i> <i>Cecilia B. Bello, RM</i> <i>Leilani Y. Illao, RM</i> <i>Maria Fatima Hernandez, RM</i> <i>Aurea I. Macalindong, RM</i>
2. Admission and confinement	2. Assess the pregnant woman	None	5 minutes	<i>Pilar A. Adrias, MD</i>



	2.1 Check client's vital signs 2.2 Check client's name on the target client list 2.3 Assess for the signs of true labor 2.4 Assist the client to the delivery room 2.5 Assist client during NSVD 2.6 Assist client until the placenta is delivered 2.7 Check vital signs 2.8 Monitor for any adverse reaction 2.9 Transfer client to the ward	None None None None None None None None None	2 minutes 5 minutes 3 minutes 30 minutes 10 minutes 3 minutes 15 minutes 5 minutes	<i>Marcela B. Caraig, RM</i> <i>Cecilia B. Bello, RM</i> <i>Leilani Y. Illao, RM</i> <i>Maria Fatima Hernandez, RM</i> <i>Aurea I. Macalindong, RM</i>
3. Essential newborn care	3. Assess the newborn 3.1 APGAR score 3.2 Check vital signs 3.3 Delayed cord clamping, latching and newborn bathe 3.4 Apply eye prophylaxis 3.5 Administer Vitamin K, BCG and Hepatitis B vaccine	None None None None None None	1 minute 5 minutes 20 minutes 1 minute 10 minutes 15 minutes	<i>Marcela B. Caraig, RM</i> <i>Cecilia B. Bello, RM</i> <i>Leilani Y. Illao, RM</i> <i>Maria Fatima Hernandez, RM</i> <i>Aurea I. Macalindong, RM</i>



	3.6 Monitoring of the newborn			
4. Discharge of the mother and the newborn	4. Assess the mother and Newborn 4.1 Check Vital signs 4.2 Discuss the post-natal check-up schedule 4.3 Discuss the things to do and the home medications	None None None	10 minutes 5 minutes 5 minutes	<i>Marcela B. Caraig, RM</i> <i>Cecilia B. Bello, RM</i> <i>Leilani Y. Illao, RM</i> <i>Maria Fatima Hernandez, RM</i> <i>Aurea I. Macalindong, RM</i>
TOTAL: Philhealth Member Non-PhilHealth Member		None 1500 pesos	Prenatal- 30 minutes Admission- 1 hour 30 minutes Newborn care- 52 minutes Discharge- 20 minutes	

3. Consultation with Physician and Dispensing of Medicines

Patients come for consultation and diagnosis and dispensing of medicines

Office/Division:	Municipal Health Office
Classification:	Simple
Type of Transaction:	G2C– Government to Citizen
Who may avail:	All Citizens
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	



1. Any valid ID eg. Pantawid Pamilya Program ID, PhilHealth ID, PhilSys IN/National ID		None		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Queue for consultation slot	1. Checks previous records	None	2 minutes	<i>Triage Staff on Duty</i>
None	1.1 Prepares consultation form	None	1 minutes	<i>Triage Staff on Duty</i>
2. Wait for name to be called	2. Vital signs of patient obtained and recorded	None	3 minutes	<i>Triage Staff on Duty</i>
3. Wait for name to be called	3. Endorsed to nurse on duty	None	2 minutes	<i>Triage Staff on Duty</i>
4. Wait for name to be called	4. Consultation proper with doctor with instructions and Rx given	None	10-15 minutes	<i>Pilar A. Adrias MD Municipal Health Officer Municipal Health Office</i>
5. Return to triage staff	5. Reviews consultation record and checks for Rx of medicines available	None	3 minutes	<i>Triage Staff on Duty</i>
None	5.1 Dispenses medicine as prescribed by physician	None	3-5 minutes	<i>Triage Staff on Duty</i>
TOTAL:		None	30 minutes	



4. Family Planning

Family planning allows people to attain their desired number of children, if any, and to determine the spacing of their pregnancies. Available methods are: oral contraception, DMPA injection and condom.

Office/Division:	Municipal Health Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen / Client			
Who may avail:	Men and Women of reproductive age			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Family Planning Counselling	1. Accomplish Family Planning Form 1 1.1 Family Planning Client Assessment Record 1.2 Explain the different Family Planning methods	None	20 minutes	Marcela B. Caraig, RM Cecilia B. Bello, RM Leilani Y. Illao, RM Maria Fatima Hernandez, RM Aurea I. Macalindong, RM
2. Selection of the type of Family Planning Method	2. Transcribe client's name to the Target Client List 2.1 Provide supplies necessary for the chosen method (ex. Pills, condom, DMPA injection)	None	2 minutes	Marcela B. Caraig, RM Cecilia B. Bello, RM Leilani Y. Illao, RM Maria Fatima Hernandez, RM Aurea I. Macalindong, RM



3. Receives Client Family Planning Record	3. Schedule the client for follow-up visit	None	5 minutes	<i>Marcela B. Caraig, RM</i> <i>Cecilia B. Bello, RM</i> <i>Leilani Y. Illao, RM</i> <i>Maria Fatima Hernandez, RM</i> <i>Aurea I. Macalindong, RM</i>
TOTAL:		None	27 minutes	

5. Issuance of Health Card and Certificate

Health Certificates are issued to owners and food handlers of food-related industries.

Office/Division:	Office of the Sanitary Inspector - Municipal Health Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Stall holders/vendors in public markets, owners/operators of private markets, owners/operators and food handlers of restaurants and food related industries (eg groceries, supermarkets, etc)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Results of diagnostic tests When required such as: Chest x-ray, Laboratory procedures		Licensed X-ray and laboratory facilities		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits requirements to the office of the Sanitary Inspector	1. Receives documents and evaluates results	None	5 minutes	<i>Rhodora H. Consigo</i> <i>RSI</i> Municipal Health Office
None	1.1 Refers to the MHO for physical examination	None	3 minutes	<i>Rhodora H. Consigo</i> <i>RSI</i> Municipal Health Office



2. Proceeds to the MHO for PE	2. MHO performs Physical Examination		15 minutes	<i>Pilar A. Adrias MD</i> Municipal Health Officer Municipal Health Office
3. Proceeds to pay the Health Card fee	None	Php160.00	5 minutes	<i>Treasurer's Office</i> Office of the Municipal Treasurer
4. Returns to the office of the Sanitary Inspector	4. Issues Health Card	None	3 minutes	<i>Rhodora H. Consigo RSI</i> Municipal Health Office
TOTAL:		Php160.00	31 minutes	

6. Issuance of Health Certificate and Sanitary Permit

Health Certificates are issued to owners and food handlers of food-related industries

Office/Division:	Office of the Sanitary Inspector - Municipal Health Office		
Classification:	Simple		
Type of Transaction:	G2B – Government to Business		
Who may avail:	All business establishment owners		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Sanitary and Health Permit a. For Food Establishment: (<i>Owner/Employees</i>) <ul style="list-style-type: none">Chest X-rayFecalysisUrinalysisHepa B Screening		Municipal Health Office (MHO) Office of the Mayor – BPLO Municipal Treasurer’s Office (MTO) Barangay Hall Licensed x-ray and laboratory facilities	



<p>b. For Farms, Resort, and Water Refilling Station (<i>Owner/Employees</i>)</p> <ul style="list-style-type: none">• Chest X-ray• Physico-Chemical• Microbiological• Pollution Control Officer Certificate (<i>For Farms only</i>) <p>c. For Maternity Clinic (<i>Owner/Employees</i>)</p> <ul style="list-style-type: none">• DOH License to Operate• Waste Management Certificate• Environmental Clearance• Chest X-ray• Fecalysis• Urinalysis• Hepa B Screening <p>d. Other Business: Chest X-ray only</p> <p>e. Health Card of Employees (<i>For Fast-food chains, Convenience Store and Gasoline Station</i>)</p> <p>f. Environmental Clearance (<i>For Farms, Piggery, LPG, Oxygen, Gasoline Station</i>)</p> <p>g. Certificate of Embalmers (<i>For Funeral</i>)</p> <p>2. DTI/SEC/CDA Registration</p> <p>3. Barangay Business Clearance</p> <p>4. Cedula</p>					
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	



None	<p>1.1 Receives, evaluates and download all the documents uploaded in the system (iBPLS)</p> <p>1.2. Issue and upload Sanitary Permit and Health Certificate in the system (iBPLS) when all documents are in order</p> <p><i>Claiming of Sanitary Permit and Health Certificate for Mayor's Permit will be in the Business Permit and Licensing Office</i></p>	None	<p>10 minutes</p> <p>5 minutes</p>	<p><i>Rhodora H. Consigo</i> RSI Municipal Health Office</p>
TOTAL:		None	15 minutes	

7. National Vaccination Campaign Against COVID-19

Implementation of the National Program of vaccination of all eligible Filipinos against covid-19 and the attainment of 70% vaccination rate to attain herd immunity.

Office/Division:	Municipal Health Office
Classification:	Complex
Type of Transaction:	G2C– Government to Citizen
Who may avail:	All Citizens
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>1. Any valid ID to validate eligibility of citizen to avail of the anti-Covid vaccine.</p> <p>2. Individual PPEs consisting of Face mask and face shield</p>	None



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Queue to avail of vaccine available	1. Checks requirements and makes citizen fill-up registration form	None	5 minutes	<i>Assigned staff for screening of requirements</i>
None	1.1 Registration completed	None	5 minutes	<i>Assigned staff for registration</i>
2. Proceed to Medical Screening	2. Cursory review of systems obtained. Vital signs of patient obtained and recorded	None	15 minutes	<i>Assigned staff for medical screening</i>
3. Proceed to Counselling	3. Vaccination process explained including its benefits and side effects	None	15 minutes	<i>Physician/Nurse</i>
4. Proceed to Vaccination	4. Inoculation of vaccine to the client	None	10 minutes	<i>Vaccinator and recorder</i>
5. Proceed to Monitoring and Validation	5. Post-vaccination monitoring for untoward signs and symptoms; provision of medicines for possible side effects and instructions given for further vaccination schedule	None	30 minutes	<i>Assigned staff for monitoring</i>
None	5.1 Review and validation of records of all vaccinees	None	5 minutes	<i>Assigned staff for validation</i>
TOTAL:		None	85 minutes	



8. New Born Screening

Newborn screening (NBS) enables the early detection and management of several congenital disorders, which if left untreated, may lead to mental retardation and/or death.

Office/Division:	Municipal Health Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen / Client			
Who may avail:	Newborns delivered at home and at Tuy RHU			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Newborn is sent to the extraction area	1. Assessment of the newborn status 1.1 Blood extraction via heel-prick	None	5 minutes 3 minutes	<i>Angelica B. Manalo, RN</i> <i>Marcela B. Caraig, RM</i> <i>Cecilia B. Bello, RM</i>
2. Parents will wait for the result to be release	2. Relay the result to the parents of the newborn	None	2 minutes	<i>Angelica B. Manalo, RN</i>
TOTAL:		None	10 minutes	

*Release of the results is approximately 1 week after the blood extraction



9. TB Dots

Directly observed treatment, short-course activates the community and patients to promptly access quality TB care and prevention

Office/Division:	Municipal Health Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen / Client			
Who may avail:	Clinically and Bacteriologically diagnosed TB patients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Patient consultation	1. Assessment of patient 1.1 Check vital signs 1.2 Assess present signs and symptoms 1.3 Review chest X-ray result if present 1.4 Request for laboratory tests as necessary such as GeneXpert, SGPT, etc.	None None None None	5 minutes 5 minutes 5 minutes 5 minutes	<i>Pilar A. Adrias, MD</i> <i>Marcela B. Caraig, RM</i> <i>Cecilia B. Bello, RM</i> <i>Leilani Y. Illao, RM</i> <i>Maria Fatima Hernandez, RM</i> <i>Aurea I. Macalindong, RM</i>
2. Admission to the program	2. Review of patient's case 2.1 Review of the laboratory test results 2.2 Categorize patient (BC or CD)	None None None None	5 minutes 1 minute 5 minutes 10 minutes	<i>Pilar A. Adrias, MD</i> <i>Marcela B. Caraig, RM</i> <i>Cecilia B. Bello, RM</i> <i>Leilani Y. Illao, RM</i>



	2.3 Transcribe patient's name on the target client list	None	5 minutes	<i>Maria Fatima Hernandez, RM</i> <i>Aurea I. Macalindong, RM</i>
	2.4 Counsel patient about the treatment process	None	3 minutes	
	2.5 Instruct patient on how to properly take the medicines			
	2.6 Schedule patient's follow-up visits during the treatment course			
TOTAL:		None	Patient Consultation- 20 minutes Admission 29 minutes	

Note: treatment course is 6 to 12 months depending on the extent/ site of infection



INTERNAL SERVICES



Human Resource Management Office (HRMO)

Internal Services



1. Application for Leave

Application for leave should be done by the employee who will file for a leave of absence may it be vacation or sick leave, using Civil Service Form No. 6 revised 1994. But the HRM Office sometimes do it for the employee as a consideration and special additional service rendered to the employees of the agency.

Office/Division:		Human Resource Management Office		
Classification:		Simple		
Type of Transaction:		Government to Government		
Who may avail:		Government Employee		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Apply for the leave		Employee		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESONSIBLE
1. Proceed to the office at the 2 nd floor to apply for a leave of absence	1. Give the log book to the client	None	1 minute	<i>HRM Assistant</i> Human Resource Management Office
2. Sign in the client log book	2. Prepare the document (3 copies)	None	5 minutes	<i>HRM Assistant</i> Human Resource Management Office <i>Emmanuel A. Afable</i> <i>HRMO</i> Human Resource Management Office
3. Receive the copy of the Leave Form and affix their signature	3. The authorized person will sign the Form	None	2 minutes	<i>HRM Assistant</i> Human Resource Management Office <i>Emmanuel A. Afable</i> <i>HRMO</i>



				Human Resource Management Office
4. Go to the Office of the Mayor for Signature	4. Instruct the client to bring the certification to the Office of the Mayor for signature	None	20 minutes	<i>HRM Assistant</i> Human Resource Management Office <i>Emmanuel A. Afable</i> <i>HRMO</i> Human Resource Management Office <i>Armando P. Afable</i> <i>Municipal Mayor</i> Office of the Mayor
5. Return one copy for filing at the HRMO	5. Receive 1 copy duly signed by the Mayor	None	2 minutes	<i>Emmanuel A. Afable</i> <i>HRMO</i> Human Resource Management Office
TOTAL:		None	30 minutes	

2. Certificate of Employment

The Certificate of Employment is issued to employees or MTOthem authorize representative. This document certifies that the name of the person stated is presently employed or was employed in the Agency stating the period of employment, latest salary and the purpose and date of its issuance.

Office/Division:	Human Resource Management Office
Classification:	Simple
Type of Transaction:	Government to Government/Government to Citizen
Who may avail:	Government Employee/Authorize Representative
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	



1. Authorization if representative (1 copy)		Client being represented		
2. Valid ID of the client being represented with signature (1 ID)		Client being represented		
3. Valid ID of the authorized representative with signature (1 ID)		Authorized representative		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESONSIBLE
1. Proceed to the office at the 2 nd floor to request	1. Give the log book to the client	None	1 minute	<i>HRM Assistant</i> Human Resource Management Office
2. Sign in the client log book	2. Receive the requirements and check for completeness	None	3 minutes	<i>HRM Assistant</i> Human Resource Management Office <i>Emmanuel A. Afable</i> <i>HRMO</i> Human Resource Management Office
3. Submit the requirements for initial assessment	3. Prepare the certificate (2 copies)	None	5 minutes	<i>HRM Assistant</i> Human Resource Management Office <i>Emmanuel A. Afable</i> <i>HRMO</i> Human Resource Management Office
4. Receive the certification	4. The authorized person will sign the certification	None	5 minutes	<i>HRM Assistant</i> Human Resource Management Office <i>Emmanuel A. Afable</i> <i>HRMO</i>



				Human Resource Management Office
5. Go to the Office of the Mayor for Signature	5. Instruct the client to bring the certification to the Office of the Mayor for signature	None	15 minutes	<i>HRM Assistant</i> Human Resource Management Office <i>Emmanuel A. Afable</i> <i>HRMO</i> Human Resource Management Office <i>Armando P. Afable</i> <i>Municipal Mayor</i> Office of the Mayor
6. Return one copy for filing at the HRMO	6. Receive 1 copy duly signed by the Mayor	None	1 minute	<i>Emmanuel A. Afable</i> <i>HRMO</i> Human Resource Management Office
TOTAL:		None	30 minutes	

3. Copy of Employee's Service Record

The Employee's service Record contains the complete name, birth date and birth place of the employee. It also contains the inclusive dates of the services rendered, and their respective position. It also states the record of appointment, salary, and the office where the employee is assigned. When separated in service, it also indicates the reason for separation and the inclusive dates they incurred absent without pay.

Office/Division:	Human Resource Management Office
Classification:	Simple
Type of Transaction:	Government to Government/Government to Citizen
Who may avail:	Government Employee/Authorize Representative



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Authorization if representative (1 copy)		Client being represented		
2. Valid ID of the client being represented with signature (1 ID)		Client being represented		
3. Valid ID of the authorized representative with signature (1 ID)		Authorized representative		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESONSIBLE
1. Proceed to the office at the 2 nd floor to request	1. Give the log book to the client	None	1 minute	HRM Assistant Human Resource Management Office
2. Sign in the client log book	2. Receive the requirements and check for completeness	None	3 minutes	HRM Assistant Human Resource Management Office Emmanuel A. Afable HRMO Human Resource Management Office
3. Submit the requirements for initial assessment	3. Prepare the document (3 copies)	None	5 minutes	HRM Assistant Human Resource Management Office Emmanuel A. Afable HRMO Human Resource Management Office
4. Receive the copy of the service record	4. The authorized person will sign the certification	None	5 minutes	HRM Assistant Human Resource Management Office Emmanuel A. Afable



				<i>HRMO</i> Human Resource Management Office
5. Go to the Office of the Mayor for Signature	5. Instruct the client to bring the certification to the Office of the Mayor for signature	None	15 minutes	<i>HRM Assistant</i> Human Resource Management Office <i>Emmanuel A. Afable</i> <i>HRMO</i> Human Resource Management Office <i>Armando P. Afable</i> <i>Municipal Mayor</i> Office of the Mayor
6. Return one copy for filing at the HRMO	6. Receive 1 copy duly signed by the Mayor	None	1 minute	<i>Emmanuel A. Afable</i> <i>HRMO</i> Human Resource Management Office
TOTAL:		None	30 minutes	

4. Copy of Leave Balance

The Leave Balance of each permanent employee contains their accumulated leave credits from the day the employee assumed to office until the end of the past month.

Office/Division:	Human Resource Management Office
Classification:	Simple
Type of Transaction:	Government to Government
Who may avail:	Government Employee
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	



1. Request for leave balance stating the purpose.		Requesting employee		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESONSIBLE
1. Proceed to the office at the 2 nd floor and present the request	1. Give the log book to the client	None	1 minutes	HRM Assistant Human Resource Management Office
2. Sign in the client log book	2. Receive the request from the client	None	3 minutes	HRM Assistant Human Resource Management Office Emmanuel A. Afable HRMO Human Resource Management Office
3. Receive the copy of the Leave Balance	3. Prepare the document (3 copies)	None	5 minutes	HRM Assistant Human Resource Management Office Emmanuel A. Afable HRMO Human Resource Management Office
4. Go to the Office of the Mayor for Signature	4. The authorized person will sign the certification	None	5 minutes	HRM Assistant Human Resource Management Office Emmanuel A. Afable HRMO Human Resource Management Office
5. Return one copy for filing at the HRMO	5. Instruct the client to bring the certification to the Office of the Mayor for signature	None	15 minutes	HRM Assistant Human Resource Management Office



				<i>Emmanuel A. Afable</i> <i>HRMO</i> Human Resource Management Office <i>Armando P. Afable</i> <i>Municipal Mayor</i> Office of the Mayor
None	5.1 Receive 1 copy duly signed by the Mayor	None	1 minute	<i>Emmanuel A. Afable</i> <i>HRMO</i> Human Resource Management Office
TOTAL:		None	30 minutes	



FEEDBACK AND COMPLAINTS MECHANISMS	
How to send a feedback?	Feedback shall be sent to the Office of the Mayor or on his email address – lqutuy30@gmail.com It might be written or verbal.
How feedbacks are processed?	A committee of 5 persons shall be formed. They shall analyze and evaluate feedbacks and determine whether it is constructive or distributive.
How to file complaints?	<ol style="list-style-type: none"> 1. A complaint shall be in writing mentioning the facts, date and person under complaint or questioned. 2. It shall be sent to the Office of the Mayor and must be received 72 hours after its occurrence.
How complaints are processed?	<ol style="list-style-type: none"> 1. A committee on grievance shall be formed and determine the veracity of the complaint. 2. The committee shall render a report regarding their findings. 3. The Municipal Mayor calls the complainant and render his/her judgement.
Contact information in the Municipality of Tuy:	Email: lqutuy30@gmail.com Website: https://tuybatangas.gov.ph/ Telephone number: (043)276-0047;276-0048



LIST OF OFFICES

Office	Address	Telephone Number
Office of the Mayor	2F/3F, Gomez Street Tuy, Batangas	(043)276-0097
Office of the Mayor – Business Permit and Licensing Office (BPLO)	1F, Gomez Street Tuy, Batangas	(043)722-1032
Office of the Mayor – Market	Brgy. Rillo Tuy, Batangas	N/A
Office of the Mayor – General Services Office (GSO)	2F, Gomez Street Tuy, Batangas	(043)276-0100 local 217
Legislative Building (Sangguniang Bayan)	Gomez Street Tuy, Batangas	(043)276-0121 (043)233-0652
Municipal Budget Office (MBO)	1F, Gomez Street Tuy, Batangas	(043)276-0879 local 225/226
Municipal Planning and Development Office (MPDO)	2F, Gomez Street Tuy, Batangas	(043)276-0104
Municipal Engineering Office (MEO)	Brgy. Luna Tuy, Batangas	(043)276-0105
Municipal Disaster Risk Reduction Management Office (MDRRMO)	Brgy. Luna Tuy, Batangas	(043)276-0292 (043)784-7893
Municipal Social Welfare and Development Office (MSWDO)	Gomez Street Tuy, Batangas	(043)276-0117 (043)233-0585
Office of the Municipal Treasurer	1F, Gomez Street Tuy, Batangas	(043)312-6551
Municipal Agriculture Office (MAO)	1F, Gomez Street Tuy, Batangas	(043)276-0107
Municipal Civil Registrar (MCR)	1F, Gomez Street Tuy, Batangas	(043)276-0112 local 220
Office of the Municipal Accountant	2F, Gomez Street Tuy, Batangas	(043)276-0100 local 214
Municipal Assessor's Office	2F, Gomez Street Tuy, Batangas	local 207
Human Resource and Management Office (HRMO)	2F, Gomez Street Tuy, Batangas	local 209/210
Municipal Health Office (MHO)	Brgy. Luna Tuy, Batangas	(043)409-0113



MUNICIPAL OFFICIALS







