



LGU-SAN FERNANDO, BUKIDNON

**CITIZEN'S CHARTER
2022 2nd Edition**



LIST OF SERVICES

External Services	Page Number
Vision, Mission, Service Pledge	5
Service Header	6
Accreditation of POs, NGOs and CSOs	7-8
Animal Slaughter	9-10
Anti-Rabies Vaccination for Dogs and Cats	11
Application for Market Stall	12
Application for Marriage License	13
Approval of Barangay Budgets and Regulatory Ordinances, LCE Requests, Other Local Offices Request, National Offices Request, NGO's & PO's Request and Private Individual Request	14
Availing of the Public Customer Assistance	15-16
Availment of Post Evaluation and Interview of Marriage License Applicants	17
Availment of Pre-Marriage Orientation and Counselling	18
Availment of Tilapia Fingerlings	19
Barangay Gender and Development Plan and Budget Review	20-21
Business Name Registration - New and Renewal	22-23
Certification for Scholars	24
Certification for Transport of Forest Products	25-26
Computation & Billing of Real Property Taxes	27
Conduct Family Planning Check-Up/ SVA-VIA	28
Conduct of Consultation (Medical) Services	29
Conduct of Inspection and Verification of Planted Trees	30-31
Conduct of Newborn Screening Test	32
Conduct of Post-Mortem Examination	33
Conduct of Prenatal Check-Up	34
Consultation of Animal Health Services	35
Control of Vouchers and Payroll of Salaries and Wages, Mun. Accounting Office	36-37
Control of Vouchers and Payroll of Salaries and Wages, Mun. Budget Office	38-40
Provision of Disaster Preparedness Training/Drill	41
Provision of Disaster Response	42
Giving of Maternal Care Package	43-44
Giving of TB-DOTS- Service Package	45-46
Household Water Connection	47
Implementation of Expanded Program on Immunization	48
Issuance of Affidavit of Loss	49
Issuance of Building Permit, Highly Technical	50-52
Issuance of Building Permit, Complex	53-55
Issuance of Building Permit and Certifications, Simple	56-57
Issuance of Burial Permit/Cemetery Contract	58
Issuance of Business Certification (With or Without Business)	59
Issuance of Business Permit (Renewal)	60
Issuance of Real Property Taxes Payment Receipt	61
Issuance of Certificate of Employment, Non Employment, Oneness and Leave Credits	62
Issuance of Subdivided and/or Consolidated Tax Declaration With Transfer of Ownership	63
Issuance of Certificate of Occupancy	64-66
Issuance of Certification of Services Rendered by the Local Officials and/or Portion of the Masterlist of Local Officials	67-68
Issuance of Certified Transcription, Certified True/Photocopy of Registered	



Certificate of Live Births, Death and Marriage	69
Issuance of Certificates (Land Holding, Land with or without Encumbrance Property History Verification and Certified True Copy of Tax Declaration	70-71
Issuance of Community Tax Certificate (Cedula)	72-73
Issuance of Death Certificate (Occurrence-Home)	74
Issuance of Electrical Permit	75-76
Issuance of Farmers Certification and Endorsement	77
Issuance of Marriage License (After 10 Day Posting Period of Notice of Application for Marriage License)	78
Issuance of Mayor's Clearance	79
Issuance of Mayor's Permit	80
Issuance of Medical Certificate	81
Issuance of Medico-Legal Certification	82-83
Issuance of Mun. Planning & Development Coordinator (MPDC) Project Certification	84-85
Issuance of Official Receipt of Economic Enterprises	86
Issuance of Official Receipt of Fees & Charges	87
Issuance of Pre-Marriage Orientation and Counselling Certificate	88
Issuance of Business Taxes Payment Receipt	89
Issuance of Sanitary Permit and Health Certificate	90
Issuance of Service Record	91
Issuance of Special Permit for Holding Events	92
Issuance of Tax Clearance	93
Issuance of Trust Fund Official Receipt	94
Issuance of Zoning Certification	95
Legitimation of Previously Registered Illegitimate Children including those who Beared the Surname of the Mother Whose Age 18 Yrs. and Below (RA No. 9858)	96-97
Issuance of MENRO Certificate for Marriage	98-99
Municipal Environmental Certificate	100-103
Municipal Tractor Service and Operation	104-105
Issuance of Tax Declaration for New, Revision and/or Transfer of Ownership	106
Out-Of-Town Registration of Birth/Death/Marriage Certificate (Delayed Registration)	107-108
Payment of Claims thru Checks	109
Payment of Salaries & Wages, Vouchers, Etc.	110
Petition for Change of First Name, Month and Day of Birth in the Certificate of Live Birth under R.A. Nos. 9048 And 10172	111-112
Petition for Corrections of Clerical Errors in the Certificate of Live Births, Deaths and Marriages	113-114
Preparation and Submission of Social Case Study Report to the Trial Court	115-116
Prevention & Mitigation Measures	117
Processing of Authentication or Issuance of Security Paper in Philippine Statistics Authority (PSA) Copy at the Regional Office of LCR Documents thru BREQS or Personal Request thru MCR	118-119
Processing of Supplemental Report for One or Two Omitted Entries in Certificate of Live Birth/Death/Marriage at the Regional Office (PSA)	120-121
Processing of Corrected or Annotated Copy of Birth/Death/Marriage Document in PSA-SECPA Copy Under Ra Nos. 9048 And 10172 at the PSA Regional Office	122-123
Processing of Civil Registry Documents Affected By Court Decrees (Adoption/Rescission of Adoption, Recognition of Foreign Judgment, Annulment of Marriage, Declaration of Absolute Nullity of Marriage, Legal Separation, Change of Name/Cancellation (Pursuant To Rule 103 And 108 Of the Revised Rules of Court), Declaration of Presumptive	124-125



Death of Absent Spouse, and Other Court Decrees Affecting the Status of Persons)	
Processing of Registered Illegitimate Children thru RA NO. 9255 (An Act Allowing Illegitimate Children to use the Surname of the Father)	126-127
Provision for Financial Assistance	128
Provision of Artificial Insemination to Large Animals	129
Provision of Burial Assistance to Beneficiaries of Older Person	130
Provision of Case Summary/Referral & Indigent Certification	131
Provision of Senior Citizens ID Cards/ Application to Social Pension and Issuance of Medicine and Commodity Booklet	132
Provision of Limited Financial Assistance to Victims of Disaster	133
Provision of Limited Financial Assistance for Food and Transportation of Families in Crisis Situation	134
Provision of Limited Financial Assistance for Medical Assistance	135-136
Provision of Nursery Fruit & Forestal Seedling	137
Provision of Official Receipt to Clients Availing Eco-Adventure Park and Resort Services	138
Provision of Rice, Corn and Vegetable Seeds	139
Provision of Vegetable Seeds for Backyard Gardening	140
Referral (For Emergency Situation)	141
Registration and Issuance of New Business Permit	142
Registration and Provision of ID card, Medicine and Commodity Booklet to Person with Special Need	143
Registration and Provision of ID Cards to Solo Parent	144
Registration of Births and Deaths (Occurred within San Fernando)	145-146
Registration of Ownership or Transfer of Ownership of Large Cattle	147
Renewal of Lease of Contract in the Public Market	148
Rental of Heavy Equipment	149
Technical Assistance on Soil Sampling	150
Using of Government Facilities	151-153
Withdrawal of Fuel (Diesel, Gasoline, Premium, Unleaded)	154
Withdrawal of Office Supplies	155
Feedback and Complaint Mechanism	156
Feedback Form	157
Contact Information by Offices	158

I. MANDATE:

Local Government Code of 1991 gives the local government powers to ensure the preservation and enhancement of culture, promotion of health and safety, right of people to a balanced ecology, development of technological capabilities, improvement of public morals, economic prosperity and social justice, full employment of residents, peace and order, and the convenience of inhabitants.

II. VISION:

San Fernando, a paradise of God-loving, healthy, empowered society, with globally competitive Agri-based Industries, in an ecologically-balanced environment, managed and sustained by competent, committed and dynamic leaders, aiming to improve the quality of life.

III. MISSION:

The Local Government Unit of San Fernando shall promote good governance in the delivery of basic services to attain sustainable development and uplift the living conditions of the people.

IV. SERVICE PLEDGE:

E - Enterprising governance
X - eXemplary performance of local government functionaries
C - Competence of its human resources
E - Empowerment through public participation and education
L - Legislations to promote and protect general public welfare
L - Leadership by example
E - Effectiveness and efficiency in responding to the needs of our clients
N - No partiality in dealing with our clients
C - Camaraderie among the members of the LGU organization
E - Ethical standards in public governance are highly observed

We, the officials and employees of the Municipal Government of San Fernando, Bukidnon, do hereby swear and pledge to aim for EXCELLENCE in public service, value our constituents and our clients by taking care of their needs with integrity and satisfaction. We further pledge to build people-centered governance and to create a client-friendly environment. We will aim high and fulfill our commitments in the Citizen's Charter as our means to achieve EXCELLENCE in the public service.

So help us God.



Municipal Offices

External Services



1. ACCREDITATION OF PEOPLE’S ORGANIZATION (POs), NON-GOVERNMENT ORGANIZATIONS (NGOs) AND CIVIL SOCIETY ORGANIZATIONS (CSOs)

As partners of the Government in its pursuit for Progress, the POs, NGOs and CSOs play a crucial part in delivering services to the people, especially in the grassroots level and as such it is imperative that the office of the Sangguniang Bayan shall issue certificate of accreditation in order to formalize their operation in the community and for their voice to be heard in the local governance & development process.

Office or Division:	Sangguniang Bayan Office			
Classification:	Highly Technical			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	People’s Organization (POs), Non-Government Organizations (NGOs) and Civil Society Organizations (CSOs)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Application;		Clients		
Duly accomplished Application Form for Accreditation;		Clients		
Board resolution signifying intention for accreditation for the purpose of representation in the local special body;		Clients		
Certificate of Registration;		Clients		
List of current officers and members;		Clients		
Annual Accomplishment Report for the immediately preceding year and;		Clients		
Financial Statement , at the minimum signed by the executive officers of the organization also of the immediately preceding year, and indicating therein other information such as the source(s) of funds.		Clients		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PRO-CESSING TIME	PERSON RESPONSIBLE
1.Submission of application letter and required documents	1. Receive and check the completeness of the documents submitted	None	20 mins.	<i>SB Secretary, Local Legislative Staff Officer III, Admin Officer III Office of the Sangunian Bayan</i>
2. Wait while certificate of accreditation and resolution are on process	2. Legislate and process the Civil Society Organization certificate of accreditation	None	15 days	<i>SB Secretary, Local Legislative Staff Officer III, SB Comm. on Rules, Admin Officer III Office of the Sangunian Bayan</i>



3. Receive Certificate of Accreditation and approved resolution	3. Issue / release certificate of accreditation and approved resolution and retain file copies	None	10 mins	<i>SB Secretary, Local Legislative Staff Officer III, Admin Officer III Office of the Sangunian Bayan</i>
TOTAL		None	15 days, 30 minutes	



2. ANIMAL SLAUGHTER

This type of service is provided to all; whether for business purposes or for individual consumption, ensuring safe and quality meat fit for human consumption.

Office or Division:	Municipal Mayor's Office - ECONOMIC ENTERPRISE			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Credentials (Cattles only)		Municipal Treasurer's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PRO-CESSING TIME	PERSON RESPONSIBLE
1.1 Deliver the animal to the Slaughterhouse for anti-Mortem.	1. Receive the animal and Check the credentials 2. Receive the payment	None COW Hide Fee – 200.00/head Anti-Mortem – 20.00/head Post Mortem – Dressed Meat - 0.75/kg. Slaughter Fee – 300.00/head (below 150 kg. live weight) 500.00/head (above 150 kg. live weight)	20 minutes	<i>Meat Inspector & Utility</i> Office of the Local Economic Enterprise
1.2 Check-up and for Weighing of animals.			5 minutes	
1.3 Present Credentials for Cattle for legality		PIG Hide Fee – 100.00/head Anti-Mortem – 15.00/head Post Mortem - (Dressed Meat x 0.75) Slaughter Fee – Below 80kg- 150.00/head; 80kgs.- 150kg. – 200.00/head; above 150kg. – 250.00/head		



		<p>GOAT</p> <p>Hide Fee - 75.00/head</p> <p>Anti-Mortem – 10.00/head</p> <p>Post Mortem - (Dressed Meat x 0.75)</p> <p>Slaughter Fee – 150.00/head</p>		
		<p>CHICKEN</p> <p>Slaughter Fee - 20.00/head</p> <p>Hide Fee - 50.00/head</p> <p>Anti-Mortem – 5.00/head</p> <p>Post Mortem - (Dressed Meat x 0.75)</p>		
		<p>Coral Fee</p> <p>1. Large Cattle – 60.00/head</p> <p>2. Hogs – 40.00/head</p> <p>3. Goat/Cheep – 20.00/head</p> <p>4. Poultry/Others – 10.00/head</p>		
		<p>Weighing Fee:</p> <p>Cow= ₱50.00</p> <p>Pig= ₱20.00</p> <p>Goat=₱ 10.00</p>		
3. Ready for slaughter, post Mortem check-up and Ready for delivery	3. Stamping for post mortem Inspection and ready for Delivery.	None	1 hour, 30 minutes	<i>Meat Inspector III</i> Office of the Local Economic Enterprise
TOTAL			1 hour, 55 minutes	



3. ANTI-RABIES VACCINATION FOR DOGS AND CATS

This activity is a yearly provision to vaccinate the anti-rabies for dog and cats that aimed for 100% rabies free Municipality.

Office or Division	Municipal Agriculture Office			
Classification	Simple			
Type of Transaction	G2C - Government to Citizen			
Who may avail	Pet Owners			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Dogs and cats			Owners	
Vaccination Fee Receipt			Municipal Treasurer Office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PRO-CESSING TIME	PERSON RESPONSIBLE
1. Register the Dogs and Cats	1. Assist the Pet owners and check the vital signs of the pet	None	7 minutes	<i>Livestock Coordinator</i> Office of the Municipal Agriculturist
2. Client will Pay Dog Vaccination Fee at Municipal Treasurers Office	2. Prepare rabies vaccination certificate and vaccine for administration	50.00	2 minutes	<i>Revenue Collections Clerk</i> Office of the Municipal Treasurer <i>Livestock Coordinator</i> Office of the Municipal Agriculturist
3. client follow the correct handling of the pet	3. Administer the anti-rabies vaccine	None	1 minute	<i>Livestock Coordinator</i> Office of the Municipal Agriculturist
TOTAL		50.00	10 minutes	



4. APPLICATION FOR MARKET STALL CONTRACT OF LEASE

The type of service is given to individuals who show willingness to sell in the public market, with corresponding agreement to pay the daily rentals and cash tickets.

Office or Division:	Municipal Mayor's Office - Economic Enterprise			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Photocopy of Cedula			Municipal Treasurer's Office	
2x2 Picture (2 pcs)			Client	
Photocopy of government issued ID (1 pc)			Client	
CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PRO-CESSING TIME	PERSON RESPONSIBLE
1. Inquire from the Economic Enterprise Office if there's any vacant stall	1. Confirm base on the record	None	10 minutes	<i>Market Specialist II/ Economic Enterprise Section Office of the Local Economic Enterprise</i>
2.1 Fill-up application form 2.2 Submit photocopy of government issued ID, 2 2x2 ID picture, and photocopy of Cedula 2.3 Pay the Goodwill Fee.	2.1 Receive and sign documents 2.2 Receive payment of Goodwill Fee	Php 10,000.00	30 minutes	<i>Market Specialist II & Cash Collector/ Economic Enterprise Section Office of the Local Economic Enterprise</i>
3. Submit notarized Lease of Contract	3.1 Orientation of Terms and Conditions of the Market and awarding Of stall. 3.2 Retain File Copies of Notarized of Contract of Lease	None	4 hours	<i>Market Specialist II Office of the Local Economic Enterprise</i>
TOTAL		Php 10,000.00	4 hours, 40 minutes	



5. APPLICATION FOR MARRIAGE LICENSE

Registrations of Marriage is the proper recording and establishment of permanent records of special contract of permanent union between a man and a woman entered into in accordance with law.

Office or Division:	Municipal Civil Registrar's Office (MCRO)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Qualified applicants for marriage license, parents / guardians of applicants			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> 1. Filled-up Application guide for applicants 2. Birth Certificate / Baptismal / Certificate of Applicants/ Contracting Parties 3. Community Tax Certificate of Contracting Parties 4. Certificate of No Marriage (CENOMAR) of Applicants aged 22 years and above 5. Certificate of Death of Deceased Spouse of Widow/Widower applicants 6. Certificate of Legal Capacity to Contract Marriage of Foreigner issued by their Consular Officials 7. Presence of Parents/Guardians aged 18 years old – 25 years old 		<ul style="list-style-type: none"> - Municipal Civil Registrar's Office - Municipal Civil Registrar's Office-Philippine Statistics Authority/Church - Municipal Treasurer's Office/Brgy. Treasury - Philippine Statistics Authority - Municipal Civil Registrar's Office-Philippine Statistics Authority - Foreign Embassy/Consular Office - Client 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PRO-CESSING TIME	PERSON RESPONSIBLE
1. Submit Applicable Requirements	1. Check requirements, prepare application for marriage license including the required signatories	None	10 minutes	<i>Municipal Civil Registrar/ Computer Operator-I/ Clerk</i> Office of the Municipal Civil Registrar
2. Payment of prescribed Fees	2. Receive payment and issue corresponding receipt of payment	Php 150.00 (Resident Applicants), Php 200.00 (if 1 is non resident), Php 700.00 (if 1 is Foreigner)	2 minutes	<i>Municipal Treasurer/ Revenue Collection Officers</i> Office of the Municipal Treasurer
3. Present receipt of Payment	3. Print, Sign and Release Clients Copy of the Document	None	3 minutes	<i>Municipal Civil Registrar/ Computer Operator-I/ Clerk</i> Office of the Municipal Civil Registrar
TOTAL			15 minutes	



6. APPROVAL OF BARANGAY BUDGETS AND REGULATORY ORDINANCES, LCE REQUESTS, OTHER LOCAL OFFICES REQUEST, NATIONAL OFFICES REQUEST, NGO'S & PO'S REQUEST AND PRIVATE INDIVIDUAL REQUEST.

The Sangguniang Bayan as the legislative body of the municipality shall enact ordinances, approved resolutions and take appropriate actions on requests for the general welfare of the municipality and its constituency pursuant to section 16 of Local Government Code (LGC) and in the proper exercise of the corporate power of the municipality as provided for under section 22 of the LGC.

Office or Division:	Sangguniang Bayan Office (SBO)			
Classification:	Highly Technical			
Type of Transaction:	G2G-Government to Government, G2C- Government to Client			
Who may avail:	BLGU, LGU Offices, National Offices NGO's & PO's & Private Individuals			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Four copies each of the ordinance / request and letter of Intention		BLGU, LGU Offices, National Offices NGO's, PO's and Private Individuals		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PRO-CESSING TIME	PERSON RESPONSIBLE
1.Submission of resolution/ordinance and request	1. Receive and check the completeness of the documents submitted	None	20 mins.	SB Secretary, Local Legislative Staff Officer III Admin Officer III Office of the Sanggunian Bayan
2. Wait while the request is on process	2. Legislate and Process Ordinance/ Request	None	15 days	SB Secretary, Local Legislative Staff Officer III, SB Approp. Comm., Admin Officer III Office of the Sanggunian Bayan
3. Receive approved resolution and ordinance	3. Transmit approved resolution and ordinance to concerned Office/ Agency and retain copies	None	10 minutes.	SB Secretary, Local Legislative Staff Officer III, Admin Officer III Office of the Sanggunian Bayan
TOTAL		None	15 days, 30 minutes	



7. AVAILING OF THE PUBLIC CUSTOMER ASSISTANCE

Public Customer Assistance covers the following areas:

- Free Medical Assistance
- Endorsement for Transfer
- Job Recommendation
- Endorsement

Office or Division:	Municipal Mayor's Office			
Classification:	Simple			
Type of Transaction:	Government to Citizen, Government to Business, Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
FINANCIAL ASSISTANCE <ul style="list-style-type: none"> • Medical Prescription/ Medical Certificate (Photocopy) • One (1) Valid ID (Photocopy) • Barangay Certification (Original Copy) • Statement of Billing (Original Copy) 		Applicant/Client		
EDUCATIONAL ASSISTANCE <ul style="list-style-type: none"> • Certificate of Registration (Original Copy) • Latest Grades (Original Copy) • Indigent Certificate (DSWD) (Original Copy) • Barangay Certificate (Original Copy) • Certificate of Tree Planting (Original Copy) • 4Ps Certification (Original Copy) • Municipal Assessor Certificate (Original Copy) 		Applicant/Client		
JOB RECOMMENDATION <ul style="list-style-type: none"> • Complete Personal Data Sheet • Other relevant documents 		Applicant/Client		
ENDORSEMENT <ul style="list-style-type: none"> • Valid ID • Letter request/Letter of Intent (Original Copy) • Other Pertinent documents (Original Copy) 		Applicant/Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PRO-CESSING TIME	PERSON RESPONSIBLE
1. Submit all Requirements	1.1 Receive and Review the Documents 1.2 Forward to Mayor for Approval	None	10 minutes 8 minutes	<i>Private Secretary-II/ Admin. Aide/Clerk Local Chief Executive</i> Office of the Municipal Mayor



2. Wait while the documents is on process	2.1 Prepare the documents 2.2 Forward to Mayor for signing	None	5 minutes 5 minutes	<i>Admin. Aide/ Clerk/ Local Chief Executive</i> Office of the Municipal Mayor
3. Receive the Documents	3. Get a duplicate copy, record and release the documents	None	2 minutes	<i>Admin Aide/Clerk</i> Office of the Municipal Mayor
TOTAL			30 minutes	



8. AVAILMENT OF POST EVALUATION AND INTERVIEW OF MARRIAGE LICENSE APPLICANTS

The Post Evaluation Interview is given to would-be couple who have applied for Marriage License as pre-requisite of Pre-Marriage Orientation and Counselling (PMOC).

Office or Division:	Municipal Mayor's Office - POPULATION DEVELOPMENT SECTION			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Would-be-couples who have applied for Marriage License			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly accomplished and Local Civil Registrar approved Application for Marriage License.		Municipal Civil Registry Office		
2. Persona appearance		Applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PRO-CESSING TIME	PERSON RESPONSIBLE
1. Request Post Evaluation Interview at Population Development Office	1. Attend to client's request and verify Marriage License Application for validity of data.	None	10 minutes	<i>Population Program Officer-II/ Population Program Worker Designate</i> Population Development Office
2. Answer the evaluation sheet at Population Development Office	2. Register the would-be couple in the record book of Post –evaluated would-be-couples for counselling while waiting for the client to finish.	None	30 minutes	<i>Population Program Officer-II/ Population Program Worker Designate</i> Population Development Office
3. Completed answering the evaluation sheet as prerequisite for Pre-Marriage Orientation and Counselling	3. Receive the answer sheets and provide schedule of Pre-Marriage Orientation and Counselling	None	5 minutes	<i>Population Program Officer-II/ Population Program Worker Designate</i> Population Development Office
TOTAL		None	45 minutes	



9. AVAILMENT OF PRE-MARRIAGE ORIENTATION AND COUNSELLING

The Pre-Marriage Orientation and Counselling seminar is a service given to would-be couples in order for them to be ready and responsible would-be-parents.

Office or Division:	Municipal Mayor's Office - POPULATION DEVELOPMENT SECTION			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Would-be-couples having approved Application for Marriage License and have underwent post evaluation and interview.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Has been previously registered in the record book of Post evaluated would-be-couples and the approved Application for Marriage License.		Municipal Civil Registry Office Population Development Office		
2. Personal Appearance of both parties to the venue		Applicant		
3. Official Receipt of Pre-Marriage Orientation and Counselling Fee		Municipal Treasurer's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PRO-CESSING TIME	PERSON RESPONSIBLE
1. Signify attendance to Pre-Marriage Orientation and Counselling	1. Attend to client's request and verify record book of Post Evaluation.	None	10 minutes	<i>Population Program Officer-II/ Population Program Worker Designate</i> Population Development Office
2. Attend /Participate Pre-Marriage Orientation and Seminar at the prepared venue by Population Development	2. Conduct lecture on Responsible Parenthood with other mandatory speakers with different topics	Pre-Marriage Orientation and Counselling Fee: Ordinary-Php300.00 Special-Php 1,000.00	4 hours	<i>Population Program Officer-II/ Population Program Worker Designate</i> Population Development Office <i>Revenue Collection Clerk</i> Office of the Municipal Treasurer
3. Completed attendance to the seminar in the prepared venue by Population Development	3. Collected the Application for Marriage License for correct data encoding	None	20 minutes	<i>Population Program Officer-II/ Population Program Worker Designate</i> Population Development Office
TOTAL		None	4 hours, 30 minutes	



10. AVAILMENT OF TILAPIA FINGERLINGS

This service is an assistance that aimed to increase farmers' Income and improve the nutritional requirement of families.

Office or Division	Municipal Agriculture Office			
Classification	Highly Technical			
Type of Transaction	G2C - Government to Citizen			
Who may avail	Farmers engaged in crop and fish production			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
FishR Registration Form			Municipal Agriculture Office Fishery In-charge	
Valid Government ID			Client	
2x2 Picture (1pc.)			Client	
Fishpond Area			Client	
Letter Requests (for Associations and Schools)			Client	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PRO-CESSING TIME	PERSON RESPONSIBLE
1. Farmer Request for Fingerlings and fill-up FishR Form Registration Form	1. Agricultural Technologist In-charge will record request	None	10 minutes	<i>Agriculture Technologist-Fishery Designate</i> Office of the Municipal Agriculturist
2. Prepare Fishpond Area	2. Submit Letter Request to Bureau of Fisheries and Aquatic Resources (BFAR) Provincial Office	None	2 days	<i>Agriculture Technologist-Fishery Designate</i> Office of the Municipal Agriculturist
3. Wait for Schedule of release of Fingerlings	3. Follow-up Bureau of Fisheries and Aquatic Resources (BFAR) and contact Farmer for the scheduled release set by Bureau of Fisheries and Aquatic Resources (BFAR)	None	25 days	<i>Agriculture Technologist-Fishery Designate</i> Office of the Municipal Agriculturist
TOTAL		None	27 days, 10 minutes	



11. BARANGAY GENDER AND DEVELOPMENT PLAN AND BUDGET REVIEW

To review/check the correctness and alignment of entries in the GAD Plan and Budget form as prescribed in the JMC 2016- entitled, Amendments to PCW-DILG-DBM-NEDA JMC No. 2013- 01: Guidelines on the Localization of the Magna Carta of Women and to monitor and evaluate advancement of gender mainstreaming efforts under the BLGU's programs, projects and activities (PPAs)

Office or Division:	Department of the Interior and Local Government (DILG) - San Fernando			
Classification:	Highly Technical			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Barangay Local Government Unit			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Gender and Development Plan and Budget		BLGU		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PRO-CESSING TIME	PERSON RESPONSIBLE
1. Submit Barangay GAD Plan and Budget	1. Receive submitted GAD Plan and Budget	None	3 minutes	<i>Clerk</i> Office of the Municipal Local Government Operations Officer
2. Wait while the Plan is on process of review	2.1 Check the presence of the endorsement from Municipal Planning and Development Coordinator	None	1 minute	<i>Municipal Local Government Operations Officer (MLGOO)</i> Office of the Municipal Local Government Operations Officer
	2.2 Review the Barangay GAD Plan and Budget		16 working days	
	2.3 Prepare Certificate of Review and Endorsement (CRE)/ Letter of Review (LoR)		3 working days	
	2.4 Review and sign Certificate of Review and Endorsement (CRE)/ Letter of Review (LoR)		5 minutes	



3. Receive approved and signed Certificate of Review and Endorsement (CRE)/ Letter of Review (LoR)	3. Issue/release Certificate of Review and Endorsement (CRE)/ Letter of Review (LoR)	None	5 minutes	Clerk Office of the Municipal Local Government Operations Officer
TOTAL		None	19 working days, 14 minutes	



12. BUSINESS NAME REGISTRATION - NEW AND RENEWAL

This type of services is for a person intending to engage in business and is required to initially register name, other than its true name with the Department of Trade and Industry (DTI), before such name is used in any business transactions.

The Business Name Registration should be renewed every five (5) years from the date of registration. The application for renewal of Business Name Registration may be filed one hundred eighty (180) calendar after the expiration date.

Office or Division:	DTI-NEGOSYO CENTER SAN FERNANDO			
Classification:	Simple			
Type of Transaction:	G2B - Government to Business			
Who may avail:	Individuals/Sole Proprietors - at least 18 years old			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. One (1) duly filled-out Application Form signed by the applicant of Business Name Registration		Negosyo Center		
2. One (1) valid government-issued ID		Business Owner		
Additional requirements if filer is other than the owner				
1. Authorization letter from the owner		Business Owner		
2. Valid ID of the authorized representative		Business Owner Representative		
Additional requirement for renewal of registration				
1. To be renewed Business Name Registration Certificate		Business Owner		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PRO-CESSING TIME	PERSON RESPONSIBLE
1. Accomplish and submit application form	1. Receive, verify and process application form. (If incomplete, immediately return the application to applicant and point out deficiencies	None	35 minutes	<i>Negosyo Center Manager & Staff</i> Negosyo Center-San Fernando
2. Pay registration fee	2. Receive payment	Registration fee based on territorial scope: Barangay - Php200.00 City/ Municipality - Php500.00	30 minutes	<i>Negosyo Center Manager & Staff</i> Negosyo Center-San Fernando



		Regional – Php1,000.00 National – Php2,000.00 Plus Documentary Stamp Tax of Php30.00 per registration and Php40.00 service fee Surcharge for renewal - 50% of registration fee if filed within ninety one (91) days to one hundred eighty (180) days after the expiration date		
3. Claim Certificate of Business Name Registration	Print and issue Certificate of Business Name Registration	None	5 minutes	<i>Negosyo Center Manager & Staff</i> Negosyo Center-San Fernando
TOTAL			1 hour, 10 minutes	



13. ISSUANCE OF CERTIFICATES FOR SCHOLARS

Certification issued to bona-fide students who are under the educational assistance of the Local Government Unit of San Fernando after they have planted Ten (10) hills of Mahogany/Narra/Lauan at the designated area for scholars.

Office or Division:	Municipal Environmental and Natural Resources Office (MENRO)			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	Residents and a Bona-fide Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Tree Planting Slip		Municipal Environmental and Natural Resources Office (MENRO), Municipal Final Disposal Facility		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PRO-CESSING TIME	PERSON RESPONSIBLE
1. Submission of Tree planting slip	1.1 Checking of Documents	None	3 Minutes	<i>Environment Management Specialist (EMS) II,</i> Office of the Municipal Environment and Natural Resources Officer
	1.2 Interview of client	None	5 Minutes	<i>Environment Management Specialist (EMS) II</i> Office of the Municipal Environment and Natural Resources Officer
2. Wait while certification is being prepared	2.1 Printing of Certification	None	3 Minutes	<i>Environment Management Specialist (EMS) II,</i> Office of the Municipal Environment and Natural Resources Officer
	2.2 Signing of certification	None	3 Minutes	<i>Environment Management Specialist (EMS) II,</i> Office of the Municipal Environment and Natural Resources Officer
3. Receive certification	3. Release of Certification	None	3 Minutes	<i>Environment Management Specialist (EMS) II, Clerk</i> Office of the Municipal Environment and Natural Resources Officer
TOTAL		None	17 Minutes	



14. ISSUANCE OF CERTIFICATE FOR TRANSPORT OF FOREST PRODUCTS

Certification issued to individuals or corporations or to any government entity who wish to transport any forest product like logs, lumber, or furniture.

Office or Division:	Municipal Environmental and Natural Resources Office (MENRO)			
Classification:	Simple			
Type of Transaction:	Government to Citizen, Government to Business, Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Barangay Clearance		Office of the Punong Barangay (Respective Barangays)		
Inspection Report		Municipal Environmental and Natural Resources Office		
Private Tree Plantation Ownership (1 Photocopy)		DENR-CENRO		
Tax Declaration (1 Photocopy)		Municipal Assessor's Office		
Original Certificate of Title (1 Photocopy)		Registry of Deeds (ROD)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PRO-CESSING TIME	PERSON RESPONSIBLE
1. Submission of Request and Requirements	1.1 Checking of Documents	None	5 Minutes	<i>Environment Management Specialist (EMS) II, Office of the Municipal Environment and Natural Resources Officer</i>
	1.2 Assessment and issuance of order of payment		5 Minutes	
2. Make payment at the Treasurer's Office, Return to the MENRO with the Official Receipt and Wait	2.1 Issuance of Original Receipt	Inspection and Verification Fee PhP 100 Municipal Environmental Clearance PhP 100.00+5.00/ Tree Production Clearanc PhP 100.00 + 5.00/ Cu.m. 6 Wheeler Conveyance PhP 200.00 10 Wheeler Conveyance PhP 500.00	5 Minutes	<i>Revenue Collector-II, Office of the Municipal Treasurer</i>
			2.2 Printing of Certification	



				Office of the Municipal Environment and Natural Resources Officer
	2.3 Signing of Certification	None	5 Minutes	<i>Environment Management Specialist (EMS) II, Municipal Environment and Natural Resources Officer</i> Office of the Municipal Environment and Natural Resources Officer
3. Receive MENRO Certificate	3. Release of Certificate	None	5 Minutes	<i>Environment Management Specialist (EMS) II, Clerk</i> Office of the Municipal Environment and Natural Resources Officer
TOTAL			30 Minutes	



15. COMPUTATION & BILLING OF REAL PROPERTY TAXES

The computation and billing of Real Property Taxes shall be the responsibility of the Municipal Treasurer's Office. This is beneficial in assessing the client's Real Property Tax obligation which is necessary in the payment process.

Office or Division	Municipal Treasurer's Office			
Classification	Simple Transaction			
Type of Transaction	G2C-Government to Citizen			
Who may avail	All			
CHECKLIST REQUIREMENTS			WHERE TO SECURE	
1. Official record of latest tax payment			1. Municipal Treasurer's Office	
2. Tax declaration			2. Municipal Assessor's Office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PRO-CESSING TIME	PERSON RESPONSIBLE
1. Ask for Computation of Real Property Taxes @ Window pay counters 1,2,3,4,5,6,	1. Request for the Presentation of latest tax payment & tax declaration	None	15 minutes	<i>Asst. Municipal Treasurer Revenue Collection Clerk – I Revenue Collection Clerk (2) Revenue Collection Clerk II (3) Office of the Municipal Treasurer</i>
2. Receive Real Property Tax Billing @ Window pay counters 1,2,3,4,5,6	2. Verify records into Enhance Tax Revenue Assessment Collection System (ETRACS) and Real Property Tax (RPT) Ledger and Print-Out Billing	None	10 minutes	<i>Asst. Municipal Treasurer Revenue Collection Clerk – I Revenue Collection Clerk (2) Revenue Collection Clerk II (3) Office of the Municipal Treasurer</i>
TOTAL		None	25 minutes	



16. CONDUCT OF FAMILY PLANNING CHECK-UP/ SVA-VIA

The Health center helps the couples planning to have children understanding their health and fertility status before pregnancy. The facility introduces natural, modern, and permanent family planning among couples and monitors with follow-up check-up like IUD, etc. VIA check-up is also available to monitor the possibility of infection and/or cancer.

Office or Division:	RURAL HEALTH UNIT			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All women of reproductive appearance			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Patients personal appearance			Client	
2. Patients medical Individual Treatment Record			Barangay Health Station/ Rural Health Unit	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PRO-CESSING TIME	PERSON RESPONSIBLE
1. Patient's come in for the Family Planning checkup or follow up examination and listen to the lecture	1.1 Make/Retrieve patient's record	None	10 minutes	Rural Health Midwife Office of the Municipal Health Officer
	1.2 Get patient vital signs			
	1.3 Provide Information Education Campaign on reproductive health and Family Planning			
2. Submit for examination proceed to Family Planning room for Pelvic exam Pay lab fees and present OR and receive laboratory result, then go back to midwives, nurse or doctor	2.1 Perform thorough pelvic and abdominal examinations and genealogical procedures	None	15 minutes	Rural Health Midwife/ Municipal Health Officer/ Medical Technologist Office of the Municipal Health Officer
	2.2 Refer Visual Inspection with Acetic Acid/ Laboratory Examination			
3. Follow Instructions	3. Prescribe meds and set schedule for follow-up examination	None	5 minutes	Rural Health Midwife/ Municipal Health Officer Office of the Municipal Health Officer
TOTAL		None	30 minutes	



17. CONDUCT OF CONSULTATION (MEDICAL) SERVICES

The Rural Health Unit office conducts medical consultation to the community for diagnosis of certain disease/s of a patient and manage such disease/s and to prevent death/s.

Office or Division:	RURAL HEALTH UNIT			
Classification:	Simple			
Type of Transaction:	G2G - Government to government G2C - Government to Citizen G2B - Government to Business			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Patient's personal appearance				
2. Patient's medical Individual Treatment Record		Barangay Health Station/Rural Health Unit		
3. Official Receipt		Municipal Treasurer's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PRO-CESSING TIME	PERSON RESPONSIBLE
1. Patient's come in the consultation	1.1 Make/ retrieve patient's record	None	3 minutes	<i>Rural Health Midwife/ Barangay Health Worker Office of the Municipal Health Officer</i>
	1.2 Take patient's vital signs			
2. Submit Physically for exam & Laboratory examination	2.1 Do physical examination, counseling session instructions	None	5 minutes	<i>MHO/Nurses for integrated management for childhood illnesses (IMCI)/ RHM-Family Planning Office of the Municipal Health Officer</i>
	2.2 Do physical examination, counseling session instructions	P50.00 Per lab test (for Non-PhilHealth)	15 minutes	<i>Revenue Collection Clerks Office of the Municipal Treasurer</i>
	2.3 Perform laboratory Procedure	None	15 minutes	<i>Medical Technologist (MedTech) Office of the Municipal Health Officer</i>
	2.4 Release laboratory result/s	None	5 minutes	<i>Medical Technologist (MedTech) Office of the Municipal Health Officer</i>
3. Receive medicines and follow instructions	3.1 Prescribe and dispense medicines if available (c/o medicine room)	None	5 minutes	Municipal Health Officer, <i>Registered Nurse, Rural Health Midwife Office of the Municipal Health Officer</i>
	3.2 Set schedule for follow-up examination			
TOTAL		Php50.00 per laboratory test for Non-PHIC	48 minutes	



18. CONDUCT OF INSPECTION AND VERIFICATION OF PLANTED TREES

Inspection and verification is conducted to individuals or group of individuals who own tree plantations or to persons who wish to cut and harvest planted trees within their lands.

Office or Division:	Municipal Environmental and Natural Resources (MENRO)			
Classification:	Complex			
Type of Transaction:	Government to Citizen, Government to Business, Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Barangay certification			Office of the Punong barangay	
Original Certificate of Title (OCT) 1 Photocopy			Registry of Deeds (ROD)	
Certificate of Stewardship Contract (CSC) 1 Photocopy			DENR-CENRO	
TAX Declaration 1 Photocopy			Municipal Assessor Office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PRO-CESSING TIME	PERSON RESPONSIBLE
1. Submission of Request and Requirements	1.1 Checking of Documents	None	5 Minutes	<i>Environment Management Specialist II,</i> Office of the Municipal Environment & Natural Resources Officer
	1.2 Issuance of Order of payment		5 Minutes	<i>Environment Management Specialist II</i> Office of the Municipal Environment & Natural Resources Officer
2. Payment at the MTO and Wait for the inspection and validation to be completed	2.1 Conduct of onsite inspection, verification, inventory, scaling and geotagging	Inspection and verification Fee PhP 100.00	5 Days	<i>Environment Management Specialist II,</i> Office of the Municipal Environment & Natural Resources Officer
	2.2 Printing of Inspection Report	None	5 Minutes	<i>Environment Management Specialist II</i> Office of the Municipal Environment & Natural Resources Officer



	2.3 Signing of Report	None	5 Minutes	<i>MENR Officer, Environment Management Specialist II, Municipal Environment & Natural Resources Officer, Office of the Municipal Environment & Natural Resources Officer</i>
3. Receive Inspection Report	3. Release of Inspection Report	None	5 Minutes	<i>Environment Management Specialist II, Office of the Municipal Environment & Natural Resources Officer</i>
TOTAL			5 Days, 25 Minutes	



19. CONDUCT OF NEWBORN SCREENING TEST

The Maternal and Child Package facility conducts newborn screening test to screen newborns from different congenital metabolic disorder. Mental retardation and/or death can be prevented knowing which congenital metabolic disorder is present.

Office or Division:	RURAL HEALTH UNIT			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Newborn			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Newborn kit		Maternal and Child Package (MCP)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PRO-CESSING TIME	PERSON RESPON- SIBLE
1. Submit for examination	1.1 Do newborn screening counseling	None	5 minutes	<i>Medical Technologist</i>
	1.2 Take Newborn vital signs and biometrics			<i>Provincial Health Nurse</i>
	1.3 Fill up Newborn Screening Kit			<i>Office of the Municipal Health Officer</i>
2. Follow instructions	2.1 Perform newborn screening test and provide newborn leaflet	P1,750.00 (none Phil Health)	2 minutes	<i>Medical Technologist</i>
	2.2 Send Newborn Screening sample to Regional testing center			<i>Registered Nurse Office of the Municipal Health Officer</i>
3. Follow up prevention and management and submit for follow up examination	3.1 Follow-up new born screening result	None	7 minutes	<i>Municipal Health Officer</i>
	3.2 Release of Newborn Screening results & counselling		1 minute	<i>Provincial Health Nurse</i>
	3.3 If (+) Metabolic disorder counseling & referral		5 minutes	<i>Office of the Municipal Health Officer</i>
TOTAL		Php 1,750.00 For Non-PHIC	20 minutes	



20. CONDUCT OF POST-MORTEM EXAMINATION

The Municipal health officer examines the body of a dead person to determine the cause of death, for legal purpose, and for educational and research.

Office or Division:	RURAL HEALTH UNIT			
Classification:	Complex			
Type of Transaction:	G2G - Government to government G2C - Government to Citizen G2B - Government to Business			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Police report and request for Post Mortem Examination			Philippine National Police Office	
2. Relative of the victim			Client	
3. Body of suspected victim to be examined			At the Location	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PRO-CESSING TIME	PERSON RESPON-SIBLE
1. Present police blotter and request for Post-mortem Examination	1.1 Receive request, review blotter report and proceed to the crime site and	None	30 minutes	<i>Municipal Health Officer</i> Office of the Municipal Health Officer
	1.2 Conduct postmortem examination			
2. Accompany the MHO to the suspected site of crime/corpse	2.1 Document physical findings/evidences	None	1 day	<i>Municipal Health Officer</i> Office of the Municipal Health Officer
	1.2 Get samples from the victim for further examination			
	1.3 Prepare detailed written report of the findings			
3. Comply POST-MORTEM Certificate and receive & sign lag book as proof that the POST-MORTEM report was receive by the relatives or person signing in the log book	3.1 Release the Medico-legal Postmortem report	None	7 days	<i>Municipal Health Officer</i> <i>Clerk</i> Office of the Municipal Health Officer
	3.2 Refer evidences to National Bureau of Investigation when necessary (e.g. Toxicology study /Deoxyribonucleic acid typing)			
TOTAL		None	8 Days, 30 Minutes	



21. CONDUCT OF PRENATAL CHECK-UP

The Rural Health Unit is performing ante natal examination to pregnant women as the best way to promote a healthy birth. Getting early and regular prenatal care improves the chances of a healthy pregnancy. This care can begin even before pregnancy with a preconception care visit to our Health Centers (RHU & BHS)

Office or Division:	RURAL HEALTH UNIT			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All Pregnant Women			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Patient's personal appearance		Client		
2. HBMR/Mother's book (or old clients)		Barangay Health Station/Rural Health Unit		
CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PRO-CESSING TIME	PERSON RESPONSIBLE
1. Come in for antenatal/ prenatal check up	1.1 Get/Retrieve Individual Treatment Record,	None	15 minutes	Rural Health Midwife Office of the Municipal Health Officer
	1.2 Fill up HBMR/ Mother's Book (new clients)			
	1.3 Get vital signs and record			
2. Submit patient pre natal check up	2.1 Provide brief & concise counseling on personal hygiene & good nutrition	None	12 minutes	Municipal Health Officer, Medical Technologist, Registered Nurse, Rural Health Midwife Office of the Municipal Health Officer
	2.2 Conduct physical exam (Leopold Maneuver) & request for ultrasound and base line laboratory exams		45 minutes	
3. Submit for further instructions	3. Schedule for next ANC visit provide medications when needed	None	3 minutes	Municipal Health Officer, Registered Nurse, Rural Health Midwife Office of the Municipal Health Officer
TOTAL		None	1 hour, 15 minutes	



22. CONSULTATION OF ANIMAL HEALTH SERVICES

The animal health services are for farmer who has concern for his/her animal that deals with professional consultation and prescription.

Office or Division	Municipal Agriculture Office			
Classification	Simple			
Type of Transaction	G2C - Government to Citizen			
Who may avail	Farmer with Sick Animals			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Animal for Consultation			Owner/Client	
CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PRO-CESSING TIME	PERSON RESPON- SIBLE
1. Report to Office of sick animals	1. Interview client regarding history of animal	None	5 minutes	<i>Livestock Coordinator</i> Office of the Municipal Agriculturist
2. Actual visit to sick animals with the livestock coordinator & further,	2. Animal Visit with the farmer client	None	30 minutes	<i>Livestock Coordinator</i> Office of the Municipal Agriculturist
3. Farmer buy the describe medicines & farmer assist handling of animals	3. While, Administer the medicines to sick animals, the livestock coordinator instruct farmers for medicine administration and proper care of animals	None	45 minutes	<i>Livestock Coordinator</i> Office of the Municipal Agriculturist
TOTAL		None	1 hour, 20 minutes	



23. CONTROL OF VOUCHERS AND PAYROLLS OF SALARIES AND WAGES, MUNICIPAL ACCOUNTING OFFICE

Pre audit is undertaken by the Municipal Accounting Office to determine that all the supporting documents of vouchers/claims are complete. Valid, proper & complete vouchers to journalized record accounting transactions.

Office or Division:	Municipal Accounting Office (MACCO)			
Classification:	Simple			
Type of Transaction:	G2G-Government to Government			
Who may avail:	LGU Employees and Officials			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Traveling Expenses & Training & Seminar Expense: <ul style="list-style-type: none"> • Travel Order (1 copy) • Certificate of Appearance (1 copy) • Official Receipt (1 copy) 		Concerned Agency/Individuals		
2. Supplies: <ul style="list-style-type: none"> • Purchase Order • Purchase Request • Canvass Form/BID form • Delivery receipt/Inspection & Acceptance report 		Concerned Agency		
3. Payrolls for Salaries and Wages: <ul style="list-style-type: none"> • Daily Time Record 		Human Resources and Management Office (HRMO)		
4. Infrastructure/Contract of Work: <ul style="list-style-type: none"> • Purchase Order • Purchase Request • BID Form with complete Attachment • Statement of work accomplish/Inspection Report 		Concerned Agency		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present/Give Disbursement Vouchers	1. Pre-Audit as to Completeness of Supporting Documents	None	10 minutes	<i>Management Audit Analyst IV</i> Office of the Municipal Accountant
2. Wait while the document is on process	2. Record to Euby's Computer Programming and Accounting Consultancy (ECPAC)	None	5 minutes	<i>Management Audit Analyst IV</i> Office of the Municipal Accountant



	System a) Personal Services b) MOOE c) Capital Outlay Journal Entry Voucher	None	3 minutes	<i>Management Audit Analyst IV Office of the Municipal Accountant</i>
3. Retrieve Voucher	3. Approve, Affix Signature and Release Voucher/Payroll	None	5 minutes	<i>Municipal Accountant Office of the Municipal Accountant</i>
TOTAL		None	23 Minutes	



24. CONTROL OF VOUCHERS AND PAYROLL OF SALARIES AND WAGES, MUNICIPAL BUDGET OFFICE

The Municipal Budget Office needs to control the vouchers and payroll to ensure the availability of appropriation and proper charging with appropriate documentary requirements.

Office or Division:	Municipal Budget Office (MBO)	
Classification:	Simple	
Type of Transaction:	G2G - Government to Government G2C - Government to Citizen G2B - Government to Business	
Who may avail:	All	
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	
<ul style="list-style-type: none"> • Payroll/Voucher of Salaries and Wages <ul style="list-style-type: none"> ➤ Daily Time Record (1 copy- original) ➤ Travel Order for Job Order and Labor (1 copy-Original) ➤ Appointment of Newly Hired Employees (1 copy- Xerox) 	<ul style="list-style-type: none"> ○ Human Resources Management Office ○ Concerned Offices ○ Human Resources Management Office 	
<ul style="list-style-type: none"> • Voucher-Traveling Expenses <ul style="list-style-type: none"> ➤ Travel Order/Trip Ticket-for Driver (1 copy-original) ➤ Certificate of Appearance/Attendance (1 copy- Original) ➤ Itinerary of Travel- Signed by Head of Agency and Employee (2 Copies-1 original and 1duplicate) ➤ Bus Ticket/Reimbursement Expense Receipt (RER) (1 copy-Original) 	<ul style="list-style-type: none"> ○ Concerned Agency/Offices ○ Concerned Agency ○ Concerned Offices/Offices ○ Concerned Agency/Offices 	
<ul style="list-style-type: none"> • Voucher -Cash Advance for Trainings & Seminars <ul style="list-style-type: none"> ➤ Travel Order (1 copy-original) ➤ Itinerary of Travel-Signed by Head of Agency and Employee (2 Copies-1 original and 1 duplicate) ➤ Certificate of No. Unliquidated Cash Advance (1 copy - Original) ➤ Invitation/Radio Message (1 copy- Xerox/Original) 	<ul style="list-style-type: none"> ○ Concerned Offices ○ Concerned Offices ○ Municipal Accounting Office ○ Concerned Agency/Offices 	



<ul style="list-style-type: none"> • Voucher for Procurement of Office Supplies, Materials, Spareparts, Office Equipment & etc. <ul style="list-style-type: none"> ➤ Purchase Request (3 Copies with initial of Bid and Awards Committee (BAC) Secretariat for PPMP verification) ➤ Purchase Order (3 copies) ➤ Inspection Report (3 Copies-filled out) ➤ Abstract and Personal Canvass – Small Value Procurement (2 Copies) ➤ Program of Works (POW) for Projects ➤ Activity Design/Training Design for Lumpsum source of Budget (1 copy) ➤ BAC Resolution (for vouchers above 50,000.00 and any amount of vouchers for sole distributors) (1 copy) ➤ RFQ Phileps Posting for 50,000 above ➤ Philgeps Registration (1 copy-xerox) ➤ Business Permit/Mayors Permit (1 copy-xerox) ➤ Income Tax Return (ITR) (1 copy-Xerox) ➤ Omnibus for 20,000 above procurement (1 copy- Notarized) 	<ul style="list-style-type: none"> ○ Concerned offices and Bids And Awards Committee Office ○ Concerned offices and Bid and Awards Committee (BAC) Office ○ Concerned offices and Bid and Awards Committee (BAC) Office ○ Concerned Offices ○ Municipal Engineer's Office ○ Concerned Offices ○ Bids And Committee Office ○ Bids and Awards Committee Office ○ Supplier ○ Supplier ○ Supplier ○ Supplier 			
<ul style="list-style-type: none"> • Vouchers for Donation/Grants and Aids <ul style="list-style-type: none"> ➤ Certificate of Eligibility & Form 200 (1 copy-Original) ➤ Certificate of Indigency (1 copy- Original) ➤ Photo copy of Any Valid ID's (1Copy) 	<ul style="list-style-type: none"> ○ Mun. Social Welfare & Development Office ○ Barangay Office ○ Claimant/Payee 			
<ul style="list-style-type: none"> • Vouchers for Subsidy to Barangays (Projects) <ul style="list-style-type: none"> ➤ Memorandum of Agreement (1copy-Notarized) ➤ Barangay Resolution (1 copy) ➤ SB Resolution Authorizing the LCE to inter into MOA (1 copy) ➤ Program of Works (POW) (1 copy) 	<ul style="list-style-type: none"> ○ Municipal Mayor's Office ○ Barangay Office ○ Sangguniang Bayan Office ○ Municipal Engineers Office 			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PRO-CESSING TIME	PERSON RESPONSIBLE
1. Submit Voucher with Required supporting documents	1.1 Record to logbook	None	5 Minutes	<i>Budget Officer-III, Admin. Aide-I</i>



	1.2 Initial review of supporting and verify against appropriation			<i>Budget Officer-II, Budgeting Assistant Office of the Municipal Budget Officer</i>
2. Wait while the document is on process	2.1 Record/Control to E-Budget System 2.2 Affix Signature	None	15 Minutes	<i>Municipal Budget Officer, Budget Officer-II, Budgeting Assistant Office of the Municipal Budget Officer</i>
3. Receive Controlled/ Vouchers/ Payrolls	3. Release Voucher/ Payroll	None	5 Minutes	<i>Municipal Budget Officer, Budget Officer-II, Budgeting Assistant Office of the Municipal Budget Officer</i>
TOTAL		None	25 Minutes	



25. PROVISION OF DISASTER PREPAREDNESS TRAINING/ DRILL

Increased level of awareness and enhance capacities of the community to the threat and impacts of all hazards

The Local Disaster Risk Reduction and Management Office aims to establish and strengthen capacities of communities to anticipate, cope and recover from negative impacts of disaster.

Office or Division:	Local Disaster Risk Reduction and Management Office (LDRRMO)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen, G2G- Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter		Concerned Agency		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PRO-CESSING TIME	PERSON RESPONSIBLE
1. Submit written request/ letter address to Municipal mayor/LDRRMO Note: Indicate in your request the date, time, place, number of participants and contact number	1.1 Verify requested date of training/ seminar/ orientation/drill to avoid conflict of schedule 1.2 Provides feedback and coordinate to the client	None	1 Day	<i>Local Disaster Risk Reduction and Management Officer III</i> <i>Training & Admin.</i> Office of the Local Disaster Risk Reduction and Management Officer
TOTAL		None	1 Day	



26. PROVISION OF DISASTER RESPONSE

Emergency/Disaster Response and Search & Rescue Operation

The Local Disaster Risk Reduction and Management Office aims to ensure life preservation and meet the basic subsistence need of the affected population.

Office or Division:	Local Disaster Risk Reduction and Management Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen, G2G- Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PRO-CESSIN G TIME	PERSON RESPONSIBLE
1. Report emergencies immediately to LDRRMO hotline no. 09171141069, or through radio frequency: 143.790, or walk-in client	1. Receive Call/text, verify the information with a complete data (5W's and 1H) on the incident	None	5 Minutes	<i>Team Leader (Team 1)</i> <i>Team Leader (Team 2)</i> Office of the Local Disaster Risk Reduction and Management Officer
TOTAL		None	5 minutes	



27. GIVING OF MATERNAL CARE PACKAGE

The Maternal Care Package (MCP) facility examines and assesses pregnant who is with low risk, and conducts delivery. To alleviate the health services in low income families, MCP facilities are strategically put in place to prevent poor maternal, newborn and child health care.

Office or Division:	RURAL HEALTH UNIT			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Pregnant woman in active labor (no and low risk pregnancy)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Patient's personal appearance		Client		
2. HBMR/Mother & child booklet		Barangay Health Station		
3. Recent laboratory result (Urinalysis, Complete Blood Count)		Laboratory		
4. Philhealth card/MDR (if member)		PhilHealth Office		
5. Birth certificate and marriage certificate		Local Civil Registrar's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PRO-CESSING TIME	PERSON RESPONSIBLE
1. Submit for examination	1.1 Get/make patient's record	None	15 minutes	<i>Municipal Health Officer, Medical Technologist, Nurse, Rural Health Midwife</i> Office of the Municipal Health Officer
	1.2 Get patient's vital signs, history taking			
	1.3 Perform Leopold Maneuver and do laboratory exam if needed		30 minutes	
2. Follow instructions	2.1 Assess patient for high risk & low risk	None	10 hours	<i>Municipal Health Officer, Nurse, Rural Health Midwife</i> Office of the Municipal Health Officer
	2.2 Prepare for vaginal delivery and monitor pattern of labor and cervical dilation			
	2.3 Perform delivery (If high risk-refer)			
3. Follow up prevention and management & submit follow up examination	3.1 Perform essential intra-partum & postpartum and newborn care, family planning & breast feeding counseling.	None	2 days	<i>Municipal Health Officer, Nurse, Rural Health Midwife</i>



	3.2 Release patient and newborn with instruction (if no complication) after 24 hours after newborn screening and immunization. 3.3 Release of Birth Certificate			Office of the Municipal Health Officer
		TOTAL	None	2 days, 10 hours, 45 minutes



28. GIVING OF TB-DOTS- SERVICE PACKAGE

The Tuberculosis Directly Observed Treatment-Short Course Facility (TB DOTS) Facility examines patients suspected of tuberculosis for case finding and treatment (“:DOTS” approach).

For Gen Expert

Office or Division:	RURAL HEALTH UNIT			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government G2C - Government to Citizen G2B - Government to Business			
Who may avail:	All Tuberculosis Symptomatic(Cough 2 weeks or more)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Patient with personal appearance				
2. Patient record or referral note , Tuberculosis Form in children 0-9 yrs3		Barangay Health Station/Rural Health Unit		
3. Laboratory result, X-ray result, Tuberculosis Diagnostic Committee (TBDC) recommendation, GenExpert result		Tuberculosis Directly Observed Treatment-Short Course Facility (TB DOTS) /Hospital/Bukidnon Provincial Medical Center		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PRO-CESSING TIME	PERSON RESPONSIBLE
1. Patient/s come in for consultation	1.1 Make/ retrieve patient's record with vital signs and chest x-ray and DSSM result and/or GenXpert result	None	5 minutes	Rural Health Midwife, Nurse, Medical Technologist Office of the Municipal Health Officer
	1.2 Conduct history taking, GenExpert every Wednesday (8:00am to 05:00pm)		3 hours	
2. Submit for examination and specimen/s	2.1 Conduct Laboratory Examination including PICT	None	30 minutes	Medical Technologist Office of the Municipal Health Officer
	2.2 Review laboratory results		10 minutes	Municipal Health Officer Office of the Municipal Health Officer



3. Take medication daily for 6 months and 9 months for MDR/RR and submit sputum every to 2 months until cured and take daily medication until cured	3.1 Start treatment	None	2 hours	<i>Municipal Health Officer, Medical Technologist (MedTech), Rural Health Midwife, Nurse</i> Office of the Municipal Health Officer
	3.2 Follow up check-up every 2 weeks			
TOTAL		None	5 hours, 40 minutes	



29. HOUSEHOLD WATER CONNECTION

This type of service provides water connection to qualified applicants after securing the requirements.

Office or Division:	Municipal Mayor's Office (MMO) - ECONOMIC ENTERPRISE			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All, 18 years old and above			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter		Client/Applicant		
Official Receipt		Municipal Treasurer's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PRO-CESSING TIME	PERSON RESPONSIBLE
1. Request for water Connection and Provide household Information (Name, Age, Address), and wait until Plumber reaches the Area.	1. Interview of client, survey and verification of the area and determined connection materials needed	None	25 minutes	<i>Meat Inspector III/ Water System In-charge & Plumbers</i> Local Economic Enterprise Office
2. Application, Orientation and Payment for membership Certification.	2. Signing of documents	Membership Fee - Php 2,200.00	10 minutes	<i>Meat Inspector III/ Water System In-charge & Plumbers</i> Local Economic Enterprise Office
3. Wait for confirmation If connection is available	3. Connection of water pipeline	None	4 hours	<i>Plumbers</i> Local Economic Enterprise Office
TOTAL		Php 2,200.00	4 hours, 35 minutes	



30. IMPLEMENTATION OF EXPANDED PROGRAM ON IMMUNIZATION

The Rural Health Unit and its Barangay Health Stations in different barangays of San Fernando conducts Vaccination to Infants and children based on the DOH mandate.

Office or Division:	RURAL HEALTH UNIT			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All with children less than 9 months			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Early Childhood care & Development Card (ECCD card)		Barangay Health Station/Rural Health Unit		
2. Birth Certificate (new born)		Philippine Statistic Authority (PSA)		
3. Referral for transferees		Barangay Health Station/Rural Health Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PRO-CESSING TIME	PERSON RESPONSIBLE
1. Come in for Immunization And submit required documents (ECCD)	1.1 Retrieve/ make individual treatment record form (ITR)	None	5 minutes	<i>Barangay Health Worker, Rural Health Midwife Barangay Health Center</i>
	1.2 Get vital signs/record vital sign			
	1.3 Fill-up ECCD (new client's-birth certificate)			
2. Submit patient for specific vaccination /immunization	2.1 Provide brief & concise counseling on hygiene nutrition of children	None	15 minutes	<i>Rural Health Midwife, Nurse Barangay Health Center</i>
	2.2 Provide OTAL Immunization/ Schedule			
3. Submit for further instructions	3.1 Set for next EPI schedule	None	5 minutes	<i>Rural Health Midwife, Nurse Barangay Health Center</i>
TOTAL		None	25 minutes	



31. ISSUANCE OF AFFIDAVIT OF LOSS

This service is intended for clients declaring the physical loss which need a replacement, for example, identification cards, ATM Cards, Passbook, passport or any lost documents.

Office or Division:	Municipal Mayor's Office			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
One (1) Valid ID			Applicant/Client	
Cedula			Applicant/Client	
Official Receipt			Municipal Treasurer's Office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PRO-CESSING TIME	PERSON RESPONSIBLE
1. Submit all Requirements	1.1 Receive and Interview the applicant	Php 30.00	5 minutes	<i>Admin. Aide/ Clerk</i> Office of the Municipal Mayor
2. Wait while the documents is on process	2.1 Prepare the affidavit of loss	None	10 minutes	<i>Admin. Aide/ Clerk/ Local Chief Executive</i>
	2.2 Forward to Mayor for signing	None		Office of the Municipal Mayor
3. Receive the Affidavit of Loss	3. Get a duplicate copy, record and release the affidavit		2 minutes	<i>Admin. Aide/ Clerk</i> Office of the Municipal Mayor
TOTAL		Php 30.00	17 minutes	



32. ISSUANCE OF BUILDING PERMIT, HIGHLY TECHNICAL

Issuance of Building Permit and Certifications:

The Municipal Engineering office issued to applicants needing this documents that states complied the supplementary documents of application of Building Permit and compliance to the National Building Code of the Philippines. Certifications are issued to affirm that the building is not compliance to the National Building Code of the Philippines.

Office or Division:	Municipal Engineering Office	
Classification:	Highly Complex	
Type of Transaction:	G2C - Government to Citizen	
Who may avail:	Person/Organization/Firm who Construct/Erect/Addition/Alteration/Renovation/Conversion/Repair/Moving/Demolition.	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Document 1 (4 copies of filled up Unified Application Form for Building Permit)	Office of the Municipal Engineer/ Building Permitting Section	
Document 2 (2 copies Filled-up Application Form for Locational Clearance and Zoning Clearance)	Municipal Planning Development Office	
Document 3 (2 Photocopies of Original Certificate of Title (OCT) / Transfer Certificate of Title (TCT), or Deed of Absolute Sale or Lot Locational Plan from LRA (if lessee, Contract of Lease).	Applicant / Land Registration Authority	
Document 4 (4 sets copies duly signed and sealed of Survey Plans, design plans and other documents as follows: A) Architectural Documents B) Civil / Structural Documents C) Electrical Documents D) Mechanical Documents E) Sanitary Documents F) Plumbing Documents G) Electronics Documents H) Geodetic Documents I) Fire Protection Plan (If applicable) <input type="checkbox"/> Automatic Fire Suppression System <input type="checkbox"/> Wet Stand Pipe <input type="checkbox"/> Dry Stand Pipe <input type="checkbox"/> Kitchen Hood Suppression <input type="checkbox"/> Fire Detection & Alarm System	Duly License Design Professionals	
Document 5 (3 photocopies of Valid Licenses (PRC I.D.) of all involved professionals	Duly License Design Professionals	
Document 6 (1 copy of Notarized estimated value of the building / structure to be erected as declared by the owner	Duly License Design Professionals and Public Notary	
Document 7 (1 copy of Construction Safety and Health Program)	Duly License Design Professionals	
Document 8 (2 copies of Affidavit of Undertaking)	Municipal Engineering Office/Public Notary	



Document 9 (Soil Test (for 3 storey buildings and more)		Materials Engineer		
Document 10 (Road Right-Of Way Clearance (For Projects Near National Highway)		Department of Public Works and Highways		
Document 11 (Environmental Compliance Certificate "ECC"/ Certificate of Non-Coverage "CNC" "for project compliance for DENR requirements)		Department of Environmental and Natural Resources		
Document 12 (Ordinance / Resolution # "For projects such as : Poultry, Agro Industrial Facilities, etc.)		Office of the Sangguniang Bayan		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PRO-CESSING TIME	PERSON RESPONSIBLE
1. Clients will submit the application form and documentation requirements to receiving area.	<p>1.1 Give the Log Book to the client for entry</p> <p>1.2 Receive and Evaluate the Plans and Specification, and Documentary Requirements</p> <p>1.3 Evaluation/Review/ Correction of Building Plan & other requirements</p> <p>1.4 Endorse documents to national agencies for concern attachment of documents.</p> <p>1.5 In case of As-built Plan for Building Permit, Conduct inspection of the existing Building</p> <p>1.6 Give claim stub to applicants</p>	None	<p>18 days and 4 hours and 45 minutes</p> <p>For projects need Ordinance + 20 working days</p>	<p><i>Building Official</i> <i>Engineer II</i> <i>Draftsman I</i> <i>Clerk I,II,III,</i> <i>Department of Environmental and Natural Resources (DENR),</i> <i>Department of Public Works and Highways (DPWH),</i> <i>Office of Sangguniang Bayan</i></p>
2. Give client the Receipt of Order of Payment	2. Providing the client One-time Assessment of Building Fees	None	2 Hours and 20 Minute	<p><i>Building Office of the Municipal Engineer Official</i> <i>Engineer II</i> <i>Draftsman I</i> <i>Clerk I,II,III</i> <i>Office of the Municipal Engineer</i></p>



3. Payment of Fees and Charges	3. Endorse client application to Municipal Treasurers Office	Refer to the Order Of Payment of the Client base on the computation of the building under Rule II section 212 of the NBCP National Building Code of the Philippines	30 Minutes	<i>Revenue Collection Officer-I, Revenue Collection Clerk-II</i> Office of the Municipal Treasurer
Step Four (4) Claiming the Building Permit	Release the approved building permit for simple transaction	None	1 Hour and 45 Minutes	<i>Building Permit In-Charge Engineer II Draftsman I</i> Office of the Municipal Engineer
TOTAL			19 days, 1 hour, 20 minutes	

Note: Waiting Time not included in the process

Issuance of Building Permit is covered under National Building Code of the Philippines of Presidential Decree (PD) 1096.



33. ISSUANCE OF BUILDING PERMIT, COMPLEX

Issuance of Building Permit and Certifications:

The Municipal Engineering office issued to applicants needing this documents that states complied the supplementary documents of application of Building Permit and compliance to the National Building Code of the Philippines. Certifications are issued to affirm that the building is not compliance to the National Building Code of the Philippines.

Office or Division:	Municipal Engineering Office	
Classification:	Complex	
Type of Transaction:	G2C - Government to Citizen	
Who may avail:	Person/Organization/Firm who Construct/Erect/Addition/Alteration/Renovation/Conversion/Repair/Moving/Demolition.	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Document 1 (4 copies of filled up Unified Application Form for Building Permit)	Office of the Municipal Engineer/ Building Permitting Section	
Document 2 (2 copies Filled-up Application Form for Locational Clearance and Zoning Clearance)	Municipal Planning Development Office	
Document 3 (2 Photocopies of Original Certificate of Title (OCT) / Transfer Certificate of Title (TCT), or Deed of Absolute Sale or Lot Locational Plan from LRA (if lessee, Contract of Lease).	Applicant / Land Registration Authority	
Document 4 (4 sets copies duly signed and sealed of Survey Plans, design plans and other documents as follows: <ul style="list-style-type: none"> A) Architectural Documents B) Civil / Structural Documents C) Electrical Documents D) Mechanical Documents E) Sanitary Documents F) Plumbing Documents G) Electronics Documents H) Geodetic Documents I) Fire Protection Plan (If applicable) <ul style="list-style-type: none"> <input type="checkbox"/> Automatic Fire Suppression System <input type="checkbox"/> Wet Stand Pipe <input type="checkbox"/> Dry Stand Pipe <input type="checkbox"/> Kitchen Hood Suppression <input type="checkbox"/> Fire Detection & Alarm System 	Duly License Design Professionals	
Document 5 (3 photocopies of Valid Licenses (PRC I.D.) of all involved professionals	Duly License Design Professionals	
Document 6 (1 copy of Notarized estimated value of the building / structure to be erected as declared by the owner	Duly License Design Professionals and Public Notary	
Document 7 (1 copy of Construction Safety and Health Program)	Duly License Design Professionals	
Document 8 (2 copies of Affidavit of Undertaking)	Municipal Engineering Office/Public Notary	



Document 9 (Soil Test (for 3 Storey buildings and more)		Materials Engineer		
Document 10 (Road Right-Of Way Clearance (For Projects Near National Highway)		Department of Public Works and Highways		
Document 11 (Environmental Compliance Certificate "ECC"/ Certificate of Non-Coverage "CNC")		Department of Environmental and Natural Resources		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PRO-CESSING TIME	PERSON RESPONSIBLE
1. Clients will submit the application form and documentation requirements to receiving area.	<p>1.1 Give the Log Book to the client for entry</p> <p>1.2 Receive and Evaluate the Plans and Specification, and Documentary Requirements</p> <p>1.3 Evaluation/Review/ Correction of Building Plan & other requirements</p> <p>1.4 In case of As-built Plan for Building Permit, Conduct inspection of the existing Building</p> <p>1.5 Give claim stub to applicants</p>	NONE	4 days and 4 hours and 45 minutes	<p><i>Building Official Engineer II Draftsman I Clerk I,II,III</i></p> <p>Office of the Municipal Engineer</p>
2. Give client the Receipt of Order of Payment	2. Providing the client One-time Assessment of Building Fees	NONE	2 Hours and 20 Minutes	<p><i>Building Official Engineer II Draftsman I Clerk I,II,III</i></p> <p>Office of the Municipal Engineer</p>
3. Payment of Fees and Charges	3. Endorse client application to Municipal Treasurers Office	Refer to the Order Of Payment of the Client base on the computation of the building under Rule II section 212 of the NBCP National Building Code of the Philippines	30 Minutes	<p><i>Revenue Collection Officer-I, Revenue Collection Clerk-II</i></p> <p>Office of the Municipal Treasurer</p>



4. Claiming the Building Permit	4. Release the approved building permit for simple transaction	None	25 minutes	<i>Building Permit In-Charge Engineer II Draftsman I</i> Municipal Engineering Office
TOTAL			5 days	

Note: Waiting Time not included in the process

Issuance of Building Permit is covered under National Building Code of the Philippines of Presidential Decree (PD) 1096.



34. ISSUANCE OF BUILDING PERMIT AND CERTIFICATIONS, SIMPLE

The Municipal Engineering Office issued to applicants needing this documents that states complied the supplementary documents of application of Building Permit and compliance with the National Building Code of the Philippines. Certifications are issued to affirm that the building is not compliance to the National Building Code of the Philippines.

Office or Division:	Municipal Engineering Office		
Classification:	Simple		
Type of Transaction:	G2C-Government to Citizen		
Who may avail:	Person/Organization/Firm who Construct/Erect/Addition/Alteration/Renovation/Conversion/Repair/Moving/ Demolition.		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Document 1 (4 copies of filled up Unified Application Form for Building Permit)	Office of the Municipal Engineer/ Building Permitting Section		
Document 2 (2 copies Filled-up Application Form for Locational Clearance and Zoning Clearance)	Municipal Planning Development Office		
Document 3 (2 Photocopies of Original Certificate of Title (OCT) / Transfer Certificate of Title (TCT), or Deed of Absolute Sale or Lot Locational Plan from LRA (if lessee, Contract of Lease).	Applicant / Land Registration Authority		
Document 4 (4 sets copies duly signed and sealed of Survey Plans, design plans and other documents as follows: A) Architectural Documents B) Civil / Structural Documents C) Electrical Documents D) Mechanical Documents E) Sanitary Documents F) Plumbing Documents G) Electronics Documents H) Geodetic Documents I) Fire Protection Plan (If applicable) <input type="checkbox"/> Automatic Fire Suppression System <input type="checkbox"/> Wet Stand Pipe <input type="checkbox"/> Dry Stand Pipe <input type="checkbox"/> Kitchen Hood Suppression <input type="checkbox"/> Fire Detection & Alarm System	Duly License Design Professionals		
Document 5 (3 photocopies of Valid Licenses (PRC I.D.) of all involved professionals	Duly License Design Professionals		
Document 6 (1 copy of Notarized estimated value of the building / structure to be erected as declared by the owner	Duly License Design Professionals and Public Notary		
Document 7 (1 copy of Construction Safety and Health Program)	Duly License Design Professionals		
Document 8 (2 copies of Affidavit of Undertaking)	Municipal Engineering Office/Public Notary		
Document 9 (Soil Test (for 3 Storey buildings and more)	Materials Engineer		
Document 10 (Road Right-Of Way Clearance (For Projects Near National Highway)	Department of Public Works and Highways		



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PRO-CESSING TIME	PERSON RESPONSIBLE
1. Clients will submit the application form and documentation requirements to receiving area.	1.1 Give the Log Book to the client for entry 1.2 Receive and Evaluate the Plans and Specification, and Documentary Requirements 1.3 Evaluation/ Review/ Correction of Building Plan & other requirements 1.4 In case of As-built Plan for Building Permit, Conduct inspection of the existing Building 1.5 Give claim stub to applicants	None	2 days and 4 hours and 45 minutes	<i>Building Official Engineer II Draftsman I Clerk I,II,III</i> Office of the Municipal Engineer
2. Give client the Receipt of Order of Payment	2. Providing the client One-time Assessment of Building Fees	None	2 Hours and 20 Minute	<i>Building Official Engineer II Draftsman I Clerk I,II,III</i> Office of the Municipal Engineer
3. Payment of Fees and Charges	3. Endorse client application to Municipal Treasurers Office	Refer to the Order Of Payment of the Client base on the computation of the building under Rule II section 212 of the NBCP National Building Code of the Philippines	30 Minutes	<i>Revenue Collection Officer-I, Revenue Collection Clerk-II</i> Office of the Municipal Treasurer
Step Four (4) Claiming the Building Permit	Release the approved building permit for simple transaction	None	25 minutes	<i>Building Permit In-Charge Engineer II Draftsman I</i> Office of the Municipal Engineer
TOTAL			3 days	

Note: Waiting Time not included in the process

Issuance of Building Permit and Certifications is covered under National Building Code of the Philippines of Presidential Decree (PD) 1096.



35. ISSUANCE OF BURIAL PERMIT/CEMETERY CONTRACT

Burial permit is requirement to bury or otherwise dispose of the body of the deceased person. The Municipal Cemetery will not consent to a burial without a burial permit

Office or Division:	Municipal Mayor's Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All/Family or Relatives of the Deceased			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Death Certificate (Original Copy)			Applicant/Client	
Burial Application Form with Complete Signature			Applicant/Client	
Official Receipt			Municipal Treasurer's Office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PRO-CESSING TIME	PERSON RESPONSIBLE
1. Submit all Requirements	1. Receive and Interview the applicant	None	10 minutes	<i>Admin. Aide/Clerk</i> Office of the Municipal Mayor
2. Wait while the documents is on process	2.1 Prepare the Burial Permit and Cemetery Contract	None	5 minutes	<i>Admin. Aide/ Clerk/ Local Chief Executive</i> Office of the Municipal Mayor
	2.2 Forward to Mayor for signing		5 minutes	
3. Receive the Burial Permit	3. Get a duplicate copy, record and release the Burial Permit	None	2 minutes	<i>Admin. Aide/Clerk</i> Office of the Municipal Mayor
TOTAL		None	22 minutes	



36. ISSUANCE OF BUSINESS CERTIFICATION (WITH OR WITHOUT BUSINESS)

The business certificate (with or without business) is issued upon the request of the client for whatever legal purposes it may serve. A certification fee shall be paid by the client before the document is made.

Office or Division		Municipal Treasurer's Office		
Classification		Simple Transaction		
Type of Transaction		G2C-Government to Citizen		
Who may avail		All		
CHECKLIST REQUIREMENT		WHERE TO SECURE		
1. Official record of latest tax payment		1. Municipal Treasurer's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PRO-CESSING TIME	PERSON RESPON- SIBLE
1. Ask for Certification @ Window pay counters 1,3,5 & 6	1. Verify records in Business Ledger and ETRACS system	None	10 minutes	<i>Asst. Municipal Treasurer Revenue Collection Clerk - I Revenue Collection Clerk (2) Revenue Collection Clerk II (3) Office of the Municipal Treasurer</i>
2. Pay Certification Fee and receive One (1) Original copy of official receipt @ Window pay counters 1,3,5 & 6	2. Receive payment, issue Original copy (1) of Official Receipt and Prepare (3) copies of Certification w/ MTO Seal	Php 30.00	10 minutes	<i>Asst. Municipal Treasurer Revenue Collection Clerk - I Revenue Collection Clerk (2) Revenue Collection Clerk II (3) Office of the Municipal Treasurer</i>
3. Signed Logbook for release and receive One (1) copy of Certification @ Window pay counters 1,3,5 & 6	3. Signed and release (1) copy of Certification	None	5 minutes	<i>Asst. Municipal Treasurer Revenue Collection Clerk - I Revenue Collection Clerk (2) Revenue Collection Clerk II (3) Office of the Municipal Treasurer</i>
TOTAL		Php 30.00	25 minutes	



37. ISSUANCE OF BUSINESS PERMIT (RENEWAL)

Business Permit is issued to individuals, Associations, Corporations & Business Entities who wish to continue their business operation.

Office or Division:	Municipal Mayor's Office - Business Permits and Licensing Section			
Classification:	Simple			
Type of Transaction:	G2B - Government to Business Entity			
Who may avail:	All /Business Operators			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Occupancy Permit (For New)		Office of the Building Official		
2. Barangay Clearance (For Renewal)		Barangay LGU/Municipal LGU		
3. Sanitary Permit/Health Clearance		Municipal Health Office		
4. Municipal Environmental Certificate`		Municipal Environment and Natural Resources Office		
5. Market Clearance (For Stall Holders)		Economic Enterprise Section		
6. After Inspection Report		Municipal Fire Protection Station		
7. Zoning Certificate/Location Map		Municipal Planning & Development Office/Client		
8. Police Clearance		Municipal Police Station		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PRO-CESSING TIME	PERSON RESPONSIBLE
1. File application for business Permit (Renew) and submit documentary requirements.	1.1 Review and validate submitted documents 1.2 Assess eligibility for Renewal based on record of businesses with Occupancy Permits transmitted previously by Municipal Engineer's Office (MEO)/Office of the Building Official (OBO)	None	1 hour	<i>Business Permit and License Officer I</i> Business Permit and License Section <i>Building Official</i> Office of the Municipal Engineer/Office of the Building Official (OBO)
2. Proceed to the Office of Municipal Treasurer for One-Time payment of Taxes, Fees and Charges.	2. Assessment of business Taxes, Fees, Charges and issue of Tax Order of Payment (ToP) to pay at the pay counters.		2 hours	<i>Municipal Treasurer/ Revenue Collection Officer</i> Office of the Municipal Treasurer
3. Proceed to the Office of Business Permits and Licenses Division to claim your Business Permit and Business Plate.	3. Issue approved Business Permit and retain file copy.	None	30 minutes	<i>Business Permit and License Officer I</i> Business Permit and License Section
TOTAL			3 hours, 30 minutes	



38. ISSUANCE OF REAL PROPERTY TAXES PAYMENT RECEIPT

The official receipt of the real property tax shall be issued upon payment. This will serve as proof of the taxpayer's payment at the time the expense is made. This may be used for the computation and billing for the following taxable year.

Office or Division	Municipal Treasurer's Office			
Classification	Simple Transaction			
Type of Transaction	G2C-Government to Citizen			
Who may avail	All			
CHECKLIST REQUIREMENT		WHERE TO SECURE		
1. Tax Declaration		1. Municipal Assessor's Office		
2. Official Receipt of last payment		2. Municipal Treasurer's Office		
3. Real Property Tax Bill		3. Municipal Treasurer's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PRO-CESSING TIME	PERSON RESPONS- SIBLE
1. Request for payment of Real Property Taxes (BUHIS) @ Window pay counters 1,2,3,4,5,6	1. Request submission of latest tax receipt and One (1) copy of Real Property computerized billing	None	20 minutes	<i>Asst. Municipal Treasurer Revenue Collection Clerk (1) Revenue Collection Clerk (2) Revenue Collection Clerk II (3) Office of the Municipal Treasurer</i>
2. Pay taxes based on the Assessed Value and Bill amount and received Official Receipt @ Window pay counters 1,2,3,4,5,6,	2. Received payment of taxes and issue/release corresponding Official Receipt (1) Original	None	10 minutes	<i>Revenue Collection Clerk (1) Revenue Collection Clerk (2) Revenue Collection Clerk II (3) Office of the Municipal Treasurer</i>
TOTAL		None	30 minutes	



39. ISSUANCE OF CERTIFICATE OF EMPLOYMENT, NON-EMPLOYMENT, ONENESS AND LEAVE CREDITS

The Certificate of Employment is issued to employees who need the document to satisfy requirement for loans and employment to other organization or going abroad;

Certificate of Non-employment is issued to parents who need the document to avail scholarship program in school;

Certificate of Oneness is issued to employees whose personal data submitted to PAG-IBIG has discrepancies; and

Leave Credits Certificate is issued to employees who need the document to satisfy loan requirements and for travel abroad.

Office or Division:	Human Resource Management Office			
Classification:	Simple			
Type of Transaction:	G2G-Government to Government and G2C-Government to Citizen			
Who may avail:	LGU Employees, Officials and Parents of students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Personal Appearance		Client		
Documentary Requirements		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PRO-CESSEING TIME	PERSON RESPONSIBLE
1. Request certification and submit documentary requirement to Human Resources Management Office	1. Attend to clients' request and verify documentary requirements	None	15 Minutes	<i>Human Resources Management Officer-III, Human Resources Management Officer-V Office of the Human Resources Management Officer</i>
2. Wait while document is on process	2. Check records, prepare certification, print and affix signature	None	20 Minutes	<i>Human Resources Management Officer-III, Human Resources Management Officer-V Office of the Human Resources Management Officer</i>
3. Receive the requested document	3. Release Certification	None	5 Minutes	<i>Human Resources Management Officer-III, Human Resources Management Officer-V Office of the Human Resources Management Officer</i>
TOTAL		None	40 minutes	



40. ISSUANCE OF SUBDIVIDED AND/OR CONSOLIDATED TAX DECLARATION WITH TRANSFER OF OWNERSHIP

The Assessor's Office issued subdivided and/or consolidated tax declaration for real property taxation purposes and valuation as indicated on the schedule of unit market values within the municipality. The legal process is essential as it provides the declaring owner a public record asserting him or her as the declaring owner of particular property.

Office or Division:	Municipal Assessor's Office			
Classification:	Complex			
Type of Transaction:	Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Sworn Declaration of the Owner		Property Owner		
Legal Supporting Documents		Property Owner		
Tax Clearance and/or Transfer Tax Receipt		Municipal Treasurer's Office (MTO)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PRO-CESSING TIME	PERSON RESPONSIBLE
1. Request for Subdivision and/or Consolidation of Tax declaration and submission of required documents.	1.1 Interview Client & receive documentary requirements	Formula	15 minutes	<i>Admin. Aide, Tax Mapping Aide or Local Assessment Operation Officer-II</i> Office of the Municipal Assessor
	1.2 payment as prescribed fees.			<i>Revenue Collection Clerk</i> Office of the Municipal Treasurer
2. Wait while tax declaration is processed	2. Verify/prepare supporting documents and submit to Provincial Assessor's Office (PASSO) for approval	None	6 days	<i>Local Assessment Operation Officer-II, Municipal Assessor</i> Office of the Municipal Assessor
3. Claim Approved Tax Declaration	3. Release and record Tax Declaration and retain file copy	None	15 minutes	<i>Admin. Aide, Tax Mapping Aide or Local Assessment Operation Officer-II, Municipal Assessor</i> Office of the Municipal Assessor
TOTAL		Php 30.00	12 minutes	

Formula:

2% of the Assessed Value of the Real Property Unit



41. ISSUANCE OF CERTIFICATE OF OCCUPANCY

Issuance of Certificate and Annual Building Inspection Certificate:

The Municipal Engineering office issued the Certificate of Occupancy prior to the completion of project of the application of Building Permit and compliance to the National Building Code of the Philippines. Annual Building Inspection Certificate are issued upon the annual verification of Land Use conformity, Structure Stability, Electrical Safety, Architectural Presentability, Sanitary and Health Requirement, Fire Resistivity Requirements and for the use of the renewal of Business Permit.

Office or Division:	Municipal Engineering Office			
Classification:	Complex			
Type of Transaction:	G2C-Government to Citizen			
Who may avail?	Person/Organization/Firm who complied the completion of project construction.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Filled-up Unified Application Form for Certificate of Occupancy and FSIC		Municipal Engineering Office Municipal Fire Marshall		
2. Three (3) copies of duly notarized Certificate of Completion using the form in Annex H, signed by the owner/applicant and signed and sealed by the duly licensed Architect or Civil Engineer in-charge of construction, and one copy of the construction logbook. If the construction was undertaken through a contract, the Certificate of Completion shall be signed by the contractor/Authorized Managing Officer		Municipal Engineering Office		
3. One (1) photocopy of the Valid Licenses of all involved Professionals (e.g. Professional Tax Receipt and the Professional Regulation Commission identification card)		Duly License Design Professionals		
4. Photograph of the completed structure showing front, sides, and rear areas		Municipal Engineering Office		
5. Yellow Card issued by Electrical Service Provider		First Bukidnon Electric Cooperative		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PRO-CESSING TIME	PERSON RESPONSIBLE
1. Submit the application form and documentation requirements to the office of Municipal Engineer.	1.1 The office will give the Log Book for the entry 1.2 Receive all documentary requirements at the receiving section of the Building Official. 1.3 Give claim stub to applicants if the application is	None	5 days 5 hours and 30 minutes	<i>Municipal Fire Marshall</i> <i>Engineer II Draftsman I</i> Office of the Municipal Engineer



	<p>compliance to the NBCP.</p> <p>1.4 Indorse to the MFM, Bureau of Fire protection, notification to conduct final inspection and require to submit the Fire Safety Inspection Certificate within five (2) working days from receipt of notification</p> <p>1.5 Evaluate and Review all the requirements and conduct Joint Final Inspection Building Plan & other requirements</p>			
2. Client will receive the Receipt of Order of Payment	<p>2.1 The office will Provide the One-time Assessment of Building Fees to the client</p> <p>2.2 Endorse the client to Municipal Treasurer Office</p>	None	2 Hours and 20 Minutes	<p><i>Engineer II</i> <i>Draftsman I</i></p> <p>Office of the Municipal Engineer</p>
3. Payment of Fees and Charges	<p>3.1 Client will pay his/her order of payment.</p> <p>3.2 Office will wait for the Receipt of Order of Payment</p>	<p>1.1 Classification A1&A2</p> <p>20 sq.m to 40 sq.m = PHP200 For floor areas exceeding 40 sq.m Plus PHP200 Php. Of the fees</p> <p>1.2 Classification B1&B3</p> <p>20 sq.m to 40 sq.m = 400 For floor areas exceeding 40 sq.m Plus 400 Php. Of the fees</p>	30 Minutes	<p><i>Revenue Collection Clerk-I,</i> <i>Revenue Collection Clerk-II</i></p> <p>Office of the Municipal Treasurers</p>



		1.3. below 20 sq.m is excluded of the payments		
4. Claiming the Building Permit	4. Release the approved building permit for simple transaction	None	1 Hour and 45 Minutes	<i>Engineer II</i> <i>Draftsman I</i> Office of the Municipal Engineer
TOTAL			6 days, 1 hour, 5 minutes	

Note: Waiting Time not included in the process

Issuance of Certificate of Occupancy is covered under National Building Code of the Philippines of Presidential Decree (PD) 1096



42. ISSUANCE OF CERTIFICATION OF SERVICES RENDERED BY THE LOCAL OFFICIALS AND/OR PORTION OF THE MASTERLIST OF LOCAL OFFICIALS

Office or Division:	Department of the Interior and Local Government - San Fernando			
Classification:	Simple			
Type of Transaction:	G2G-Government to Government and G2C-Government to to Citizen			
Who may avail:	Local Officials, Former Local Officials			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Citizen Charter Service Request Form		DILG-San Fernando Office		
2. Photocopy of valid Identification (ID)		Client		
3. Certification from the Punong Barangay as to the inclusive dates of services rendered and shall include the date and place of birth of the Barangay Official		Punong Barangay		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PRO-CESSING TIME	PERSON RESPONSIBLE
1. Fill-up Request Form together with the necessary Documentary Requirements	1. Accept duly accomplished Request Form with Photocopy of valid identification and Certification of Punong Barangay	None	10 minutes	<i>Department of the Interior and Local Government Staff</i> <i>Office of the Municipal Local Government and Operation Officer</i>
2. Wait while the information is validated and certification is prepared	2.1 Check and verify the name against the Elected Local Official Profile Database System (ELOPDS) or the Barangay Information System (BIS) or the Masterlist of Local Officials	None	15 minutes	<i>DILG Staff/Municipal Local Government Operations Officer</i>
	2.2 Prepare and print certification		10 minutes	<i>DILG Staff/Municipal Local Government Operations Officer</i>
	2.3 Review and sign certification		5 minutes	<i>Municipal Local Government Operations Officer</i> <i>Office of the Municipal Local</i>



				Government and Operation Officer
3. Receive approved and signed certification and fill out Customer Satisfaction Survey Form	3.1 Record and release of certification	None	5 minutes	<i>Department of the Interior and Local Government Staff</i>
	3.2 Administer/Obtain Customer Satisfaction Survey Form of requesting Client	None	5 minutes	Office of the Municipal Local Government and Operation Officer
TOTAL		None	50 minutes	



43. ISSUANCE OF CERTIFIED TRANSCRIPTION, CERTIFIED TRUE/ PHOTOCOPY OF REGISTERED CERTIFICATE OF LIVE BIRTHS, DEATH AND MARRIAGE

Certified transcriptions are certifications issued as a proof of registration extracted from the Book of Registers utilized by the concerned parties, government and non-government organizations as required or needed.

Office or Division:	Municipal Civil Registrar's Office			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	Registrants himself, parents, nearest kin of relative of subject person, legitimate spouse of person authorized to secure extract / true copies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Name of Document Owner 2. Name of Requesting Party 3. Copy of the document requested if available 4. Authorization Letter if the requesting party is not the document owner 5. Document owner's ID 6. ID of requesting party		- Mun. Civil Registrar's Office/Philippine Statistics Authority - Documents Owner - Documents Owner		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PRO-CESSING TIME	PERSON RESPONSIBLE
1. Submit the Requirements	1. Check the document thru computer or manual verification	None	2 minutes (Computer Verification), 1 Hour (Manual Verification)	<i>Municipal Civil Registrar/ Computer Operator-/ Clerk Office of the Municipal Civil Registrar</i>
2. Payment of prescribed Fees	2. Receive payment and issue corresponding receipt of payment	Php 50.00 (Certification), Certified True Copy and Certified Photo Copy Local-Php50.00 Abroad- Php200.00	2 minutes	<i>Municipal Treasurer/ Revenue Collection Officers Office of the Municipal Treasurer</i>
3. Present receipt of Payment	3. Print, Sign and Release Clients Copy of the Document	None	3 minutes	<i>Municipal Civil Registrar/ Computer Operator-/ Clerk Office of the Municipal Civil Registrar</i>
TOTAL		Php 105.00	1 hour, 7 minutes	



44. ISSUANCE OF CERTIFICATES (LAND HOLDING, LAND WITH OR WITHOUT IMPROVEMENT, PROPERTY WITH OR WITHOUT ENCUMBRANCE, PROPERTY HISTORY VERIFICATION AND CERTIFIED TRUE COPY OF TAX DECLARATION)

The Assessor's Office issues certificate of Land Holding to confirm the validity of information within the Municipality for the use of the Following:

- Bureau of Internal Revenue (BIR), Registry of Deeds and/or other national and local government agency;
- Mortgage, Loan, Bank or Financial Institution requirements;
- Foreign government embassy requirement;
- Department of Social and Welfare Development Office (DSWD), Hospitals, Clinics and other medical institutions regiments;
- Scholarship applications requirement for public and private schools;
- For legal purposes and;
- For personal file copy.

Office or Division:	Municipal Assessor's Office			
Classification:	Simple			
Type of Transaction:	Government to Citizen, Government to Business Entity and Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Proof of Ownership of the Tax Declaration to be certified.		Personal File		
2. Authorization (If applicant is not the owner)		Owner		
3. Certification Fee Official Receipt (OR)		Municipal Treasurer's Office (MTO)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PRO-CESSING TIME	PERSON RESPONSIBLE
1. Request for Certification	1.1 Interview client & receive documentary requirements 1.2 payment of prescribe fees	None Php 30.00	10 minutes	<i>Tax Mapping Aide or Local Assessment Operation Officer-II</i> Office of the Municipal Assessor <i>Revenue Collection Clerk</i> Office of the Municipal Treasurer
2.Wait while verification is on going	2. Check, verify records and prepare Certification with signature	None	15 minutes	<i>Local Assessment Operation Officer-II,</i> <i>Municipal Assessor</i> Office of the Municipal Assessor



3.Claim Certificate	3. Release and Record certification	None	5 minutes	<i>Local Assessment Operation Officer-II, Tax Mapping Aide Office of the Municipal Assessor</i>
TOTAL		Php 25.00	20 minutes	



45. ISSUANCE OF COMMUNITY TAX CERTIFICATE (CEDULA)

The community tax certificate shall be issued to any person, eighteen (18) years of age or over who is a resident of the Municipality. There shall be collected a community tax and an additional community tax from income whether from business, exercise of profession, or from property.

Office or Division	Municipal Treasurer's Office			
Classification	Simple			
Type of Transaction	G2C-Government to Citizen			
Who may avail	All			
CHECKLIST REQUIREMENTS		WHERE TO SECURE		
1. Valid Identification Card/Voters Certificate		COMELEC office in case of Voters Certificate		
2. Income Statement		Client		
3. BIR form W2 in case of government employee (for reference only)		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PRO-CESSING TIME	PERSON RESPONSIBLE
1. Request CEDULA (Individual) (Corporation) @ Window Pay counters 1,2,3,4,5,6	1. Request Valid identification card or voters Certificate (Individual) & Statement of Income & Income Tax Return (Corporation)	None	15 minutes	Asst. Municipal Treasurer Revenue Collection Clerk (1) Revenue Collection Clerk (2) Revenue Collection Clerk II (3) Office of the Municipal Treasurer
2. Pay CEDULA @ Window Pay counters 1,2,3,4,5,6	2. Compute corresponding order of payment based on tax payers gross income	None	10 minutes	Asst. Municipal Treasurer Revenue Collection Clerk (1) Revenue Collection Clerk (2) Revenue Collection Clerk II (3) Office of the Municipal Treasurer



3. Receive CEDULA	3. Release CEDULA	None	10 minutes	<i>Collection Clerk (1) Revenue Collection Clerk (2) Revenue Collection Clerk II (3) Office of the Municipal Treasurer</i>
TOTAL		None	45 minutes	



46. ISSUANCE OF DEATH CERTIFICATE (OCCURRENCE-HOME)

The Municipal Health Officer examines and issues death certificate as a pre-requisite to the Local civil registrar, burials and claims, and for whatever purpose.

Office or Division:	RURAL HEALTH UNIT			
Classification:	Simple			
Type of Transaction:	G2G - Government to government, G2C - Government to Citizen, G2B - Government to Business			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Personal appearance of relatives			Client	
2. Certificate from RHM			Barangay Health Station/Rural Health Unit	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PRO-CESSING TIME	PERSON RESPONSIBLE
1. Submit requirements and documents	1. Validate and check all documents (Certificate from Sitio or Purok leader, Punong barangay and RHM	None	5 minutes	<i>Rural Health Midwife</i> Office of the Municipal Health Officer
2. Answer interview then wait	2. History taking/interview to relatives of the dead person and fill-up form death certificate form no. 103 SMART (Verbal autopsy) based on ICD 10 Code	None	3 days	<i>Municipal Health Officer, Clerk,</i> Office of the Municipal Health Officer
3. Receive death certificate	3. Sign in the based on ICD 10 Code of death and affix signature of the Municipal Health Officer	None	5 minutes	<i>Municipal Health Officer,</i> Office of the Municipal Health Officer
TOTAL		None	3 days, 10 minutes	



47. ISSUANCE OF ELECTRICAL PERMIT

The Municipal Engineering office issued the Electrical Permit for the client who constructed below 20 sq.m and below 15,000.00 materials cost of the building which is not required building permit.

Office or Division:	Municipal Engineering Office			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly Notarized JOB ORDER form of FIBECO		First Bukidnon Electric Cooperative		
2. Barangay Clearance		Barangay Office		
3. Sketch Plan		First Bukidnon Electric Cooperative		
4. Membership Form		First Bukidnon Electric Cooperative		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PRO-CESSING TIME	PERSON RESPONSIBLE
1. Submission of application form and documentation requirements.	1.1. Give clients Log Book for entry 1.2. Receive all documentary requirements at the receiving section of the Building Official. 1.3. Give claim stub to applicants 1.4. Evaluate/ review the electrical plan and site inspection	None	2 days, 25 minutes	<i>Municipal Engineer Engineer II Draftsman I Electrician</i> Office of the Municipal Engineer
2. Clients receive Receipt of Order of Payment for electrical permit	2.1. The Office will give the Order of Payment to client. 2.2. Endorse client to Municipal Treasurers Office	None	1 Hour, 20 Minute	<i>Building Permit In-Charge Engineer II Draftsman I</i> Office of the Municipal Engineer
3. Payment of Fees and Charges	3.1. wait for the return of Receipt and Order of payment 3.2. Make Approved Electrical Form	Php 230.00	15 minutes	<i>Revenue Collection Clerk-I Revenue Collection Clerk-II</i> Office of the Municipal Treasurers



4. Client will Claim the Electrical Permit	4. Release the approved electrical permit to client	None	1 Hour, 45 Minutes	<i>Building Permit In-Charge Engineer II Draftsman I</i> Office of the Municipal Engineer
TOTAL		Php 230.00	2 days, 3 hours, 5 minutes	

Note: Waiting Time not included in the process

Issuance of Electrical is covered under National Building Code of the Philippines of Presidential Decree (PD) 1096



48. ISSUANCE OF FARMERS CERTIFICATION AND ENDORSEMENT

The farmers certification and endorsement is for farmers that engaged in Rice, Corn & High Value crops Production wherein requested by farmers for whatever purpose it may serve. The issuance of the certification and endorsement has also its basis such as the Farmer Association masterlist submitted and validated by the Rural Based Organization, the Bukidnon Farmers Profile and Registry System for Basic Sectors in Agriculture (RSBSA).

Office or Division	Municipal Agriculture Office			
Classification	Simple			
Type of Transaction	G2C-Government to Citizen			
Who may avail	Farmers			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Farmer Association Endorsement/ Certification			Farmer Association Chairman	
VALID ID (Voters ID, Voters Certification, Postal ID, PRC & etc.- Photocopy)			Client	
Certification Receipt			Municipal Treasurer Officer	
Registry System for Basic Sectors in Agriculture (RSBSA)			Municipal Agriculture Office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PRO-CESSING TIME	PERSON RESPON-SIBLE
1. Approach the AT's/ MAO & present the requirements	1. Verification of farmers name in Registry System for Basic Sectors in Agriculture (RSBSA)	None	5 minutes	<i>Agricultural Technologist, Municipal Agriculturist</i> Office of the Municipal Agriculturist
2. Wait for the preparation of required certification or endorsement	2. Prepare Endorsement	None	10 minutes	<i>Agricultural Technologist, Municipal Agriculturist</i> Office of the Municipal Agriculturist
3. Client sign at Certification / Endorsement Logbook	3. Release the certification or endorsement	None	5 minutes	<i>Agricultural Technologist, Municipal Agriculturist</i> Office of the Municipal Agriculturist
TOTAL		None	20 minutes	



49. ISSUANCE OF MARRIAGE LICENSE (AFTER 10 DAY POSTING PERIOD OF NOTICE OF APPLICATION FOR MARRIAGE LICENSE)

Application for Marriage License prepared to qualified applicants as provided in the Family Code desired to Contract Marriage.

Marriage License is a requisite of Marriage issued to qualified applicants or contracting parties before marriage celebration valid for 120 days after issuance.

Office or Division:	Municipal Civil Registrar's Office			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	Qualified Applicants for Marriage License, Parents / Guardians of Applicants			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Approved / Received Application for Marriage License 2. Certificate of Pre-Marriage Counselling Seminar 3. Tree Planting Certificate from Mun. Environment & Natural Resources Office (MENRO) and Barangay where the applicants resides		- Municipal Civil Registrar's Office - Municipal Population Office/Church - Mun. Environment & Natural Resources Office/Punong Barangay		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PRO-CESSING TIME	PERSON RESPONSIBLE
1. Present required documents for the issuance of marriage license	1. Check submitted documents	None	2 minutes	<i>Municipal Civil Registrar/ Computer Operator-1/ Clerk Office of the Municipal Civil Registrar</i>
2. Payment of prescribed Marriage License Fee	2. Receive payment and issue marriage license fee receipt	Php 50.00	2 minutes	<i>Municipal Treasurer/ Revenue Collection Officer Office of the Municipal Treasurer</i>
3. Present issued Marriage License	3. Record Marriage License Number, Sign and Release to Client	None	2 Minutes	<i>MCR / Computer Operator-1/ Clerk Office of the Municipal Civil Registrar</i>
TOTAL		Php 50.00	6 minutes	



50. ISSUANCE OF MAYOR'S CLEARANCE

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

The clearance is a document usually availed of by individuals seeking employment, scholarship and for any other purpose.

Office or Division:	Municipal Mayor's Office			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
One (1) Valid ID/Cedula (Original Copy)			Applicant/Client	
One (1) Police Clearance (Original Copy)			San Fernando Police Station	
Official Receipt			Municipal Treasurer's Office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PRO-CESSING TIME	PERSON RESPONSIBLE
1. Submit all Requirements	1. Receive and Review the requirements	Php 50.00	3 minutes	<i>Admin. Aide/ Clerk</i> Office of the Municipal Mayor
2. Affix Signature and Thumbprint on the clearance	2.1 Prepare the Clearance 2.2 Process the clearance for Mayor's signature	None	10 minutes	<i>Admin. Aide/Clerk/ Local Chief Executive</i> Office of the Municipal Mayor
3. Receive the Mayor's Clearance	3. Get a duplicate copy, record and release the clearance	None	2 minutes	<i>Admin Aide/ Clerk</i> Office of the Municipal Mayor
TOTAL		Php 50.00	15 minutes	



51. ISSUANCE OF MAYOR'S PERMIT

There shall be collected an annual fee at the rates provided for the issuance of Business Permit to every person that shall conduct business, trade or activity within the municipality.

Office or Division:	Municipal Mayor's Office			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen, G2B-Government to Business			
Who may avail:	Business Owners and Operators			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Fully Accomplished Business Application Form and documentary requirements			Applicant/Client	
Official Receipt			Municipal Treasurer's Office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PRO-CESSING TIME	PERSON RESPONSIBLE
1. Submit all Requirements	1.1 Receive and Review the requirements	50.00	5 minutes	<i>Admin. Aide/ Clerk</i> Office of the Municipal Mayor <i>Revenue Collections Clerks</i> Office of the Municipal Treasurer
2. Wait while the documents is on process	2.1 Prepare the Mayor's Permit	None	10 minutes	<i>Admin. Aide/Clerk/ Local Chief Executive</i> Office of the Municipal Mayor
	2.2 Forward to Mayor for signing	None		
3. Receive the Mayor's Permit	3.1 Get a duplicate copy, record and release the permit	None	2 minutes	<i>Admin Aide/ Clerk</i> Office of the Municipal Mayor
TOTAL		50.00	17 minutes	



52. ISSUANCE OF MEDICAL CERTIFICATE

The Rural Health Unit examines and issues medical certificate which contain health and/or disability related information about a person.

Office or Division:	RURAL HEALTH UNIT			
Classification:	Simple			
Type of Transaction:	G2G - Government to government G2C - Government to Citizen G2B - Government to Business			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Patient's personal appearance			Client	
2. Patient's record/Individual Treatment Record (55 minutes)			Barangay Health Station/Rural Health Unit	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PRO-CESSING TIME	PERSON RESPON-SIBLE
1. Request for medical certificate	1.1 Make/retrieve patient's record	None	5 minutes	<i>Rural Health Midwife Barangay Health Worker Office of the Municipal Health Officer</i>
	1.2 Get vital signs medical laboratory result available			
2. Present proof of payment	2.1 Conduct Physical examination	Php 50.00/ medical certificate	10 minutes	<i>Municipal Health Officer, Nurses, Rural Health Midwife Office of the Municipal Health Officer</i>
	2.2 Laboratory examination	PHP 200.00/ Laboratory procedure	1 hour	<i>Medical Technologist Office of the Municipal Health Officer</i>
3. Receive medical certificate	3.1 Prepare, review, signs,& issue medical certificate (non-medicolegal)	None	10 minutes	<i>Municipal Health Officer, Clerk Office of the Municipal Health Officer</i>
TOTAL		PHP 50/ Medical Certificate PHP 200/ Laboratory Procedure	1 Hour, 25 Minutes	



53. ISSUANCE OF MEDICO-LEGAL CERTIFICATION

The Rural Health Unit issues medico-legal certification upon examination of a person involving medical examination for legal action such as rape, death due to stab or gunshot wound/s and others.

Office or Division:	RURAL HEALTH UNIT			
Classification:	Complex			
Type of Transaction:	G2G - Government to government G2C - Government to Citizen G2B - Government to Business			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Patient's personal appearance		Client		
2. Patient's record		Barangay Health Station/Rural Health Unit		
3. Police report and request		Philippine National Police Office		
4. Official Receipt (P50.00 certificate fee)/Violence Against Women Cases (VAW-C) are free of charge		Municipal Treasurer's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PRO-CESSING TIME	PERSON RESPONSIBLE
1. Present police request for medical examination and other documents	1.1 Receive police request or police blotter	None	1 hour	<i>Rural Health Midwife</i> Office of the Municipal Health Officer
	1.2 Fill up Individual Treatment Record interview			
	1.3 Conduct physical examination (Medical)			
2. Submit for Physical Examination and submit specimen/s	2.1 Request for specific laboratory examination	None	1 hour	<i>Municipal Health Officer</i>
	2.2 Perform laboratory examination			<i>Medical Technologist</i>
	2.3 Review laboratory result/s and reassess patient			<i>Municipal Health Officer</i> Office of the Municipal Health Officer
3. Present Laboratory Results to MHO and receive medical certificate	3.1 Prepare medical certificate	None	3 days	<i>Clerk</i>
	3.2 Conduct of Site Visit with Barangay Official, Certificate of Barangay			



	3.3 Review ,Signs, and issue medical certificate to the clients			<i>Municipal Health Officer</i> Office of the Municipal Health Officer
		TOTAL	None	3 days, 2 hours



54. ISSUANCE OF MUNICIPAL PLANNING AND DEVELOPMENT COORDINATOR PROJECT CERTIFICATION

Project Certification is issued to Government Agency, Government Organizations, Peoples Organization and Non-Government Organization to ensure that the project or project applied is included in the Barangay/Municipal Investment Plan

Office or Division:	Municipal Planning and Development Office			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government G2C - Government to Citizen			
Who may avail:	All Government Agencies, BLGU's, Government Organizations, People's Organization and Non-Government Organizations			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Vicinity Map / Site Development Plan (1 Photocopy)		Client's File		
Approved Barangay / SB Resolution (1 Photocopy)		BLGU/SB Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PRO-CESSING TIME	PERSON RESPONSIBLE
1. Request for Project Certification	1. Validate project if included in Barangay / Municipal Investment Plan	None	5 minutes	<i>Data Controller or Municipal Planning and Development Coordinator (MPDC) Office of the Municipal Planning and Development Coordinator</i>
2. Payment of Project Certification Fee	2.1 Assessed Project Certification Fee 2.2 Receive Receipt of Payment of Certification	Php 50.00	10 minutes	<i>Data Controller or Municipal Planning and Development Coordinator (MPDC) Office of the Municipal Planning and Development Coordinator Revenue Collection Clerk Office of the Municipal Treasurer</i>



3. Receive Project Certification	3. Approve and Release Project Certification	None	5 minutes	<i>Data Controller or Municipal Planning and Development Coordinator (MPDC) Office of the Municipal Planning and Development Coordinator</i>
TOTAL		Php 50.00	20 minutes	



55. ISSUANCE OF OFFICIAL RECEIPT OF ECONOMIC ENTERPRISES

The economic enterprise is in-charge of the public market and other related establishment by the government. This includes public market, slaughterhouse, public transport terminal and water system. The Municipal Treasurer or his duly authorized representative shall issue an official receipt or in the form of cash tickets as evidence of payment

Office or Division	Municipal Treasurer's Office			
Classification	Simple			
Type of Transaction	G2C-Government to Citizen			
Who may avail	All			
CHECKLIST REQUIREMENTS		WHERE TO SECURE		
Note or Order of payment /bill		Concerned Economic Enterprise sector		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PRO-CESSING TIME	PERSON RESPONSIBLE
1. Present Order of payment or bill of Economic Enterprise Collections @ Window # 3	1. Identify Type of Economic Enterprise collection & Present (1) copy of Order of Payment	None	15 minutes	<i>Revenue Collection Clerk</i> Office of the Municipal Treasurer
2. Pay order of payment and receive official receipt @ Window # 3	2. Issue corresponding official receipt (1) Original copy	None	10 minutes	<i>Revenue Collection Clerk</i> Office of the Municipal Treasurer
TOTAL		None	25 minutes	



56. ISSUANCE OF OFFICIAL RECEIPT OF FEES & CHARGES

An official receipt shall be issued upon payment of the fees and charges. This includes clearance and certification fees, permits, rentals, licenses, registration fee and laboratory examinations.

Office or Division	Municipal Treasurer's Office			
Classification	Simple			
Type of Transaction	G2C-Government to Citizen			
Who may avail	All			
CHECKLIST REQUIREMENTS		WHERE TO SECURE		
1. Note or Order of payment		1. Concern agency where the transaction made		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PRO-CESSING TIME	PERSON RESPONSIBLE
1. Request payment of Fees & Charges	1. Identify fees and charges and issue corresponding order of payment	None	15 minutes	<i>Asst. Municipal Treasurer Revenue Collection Officer(2) Revenue Collection Clerk II (3) Cash Clerk – II Office of the Municipal Treasurer</i>
2. Pay Fees and Charges & Receive Official Receipt	2. Issue corresponding official receipt a. Certification Fee b. Police Clearance c. Health Certificate d. Medical Certificate e. True copy of Tax Declaration f. Application of Marriage License - Resident - Foreigner	Php 30.00 Php 50.00 Php 50.00 Php 50.00 Php 25.00 Php 120.00 Php 500.00	10 minutes	<i>Asst. Municipal Treasurer Revenue Collection Officer (2) Revenue Collection Clerk II (3) Office of the Municipal Treasurer</i>
TOTAL			25 minutes	



57. ISSUANCE OF PRE-MARRIAGE ORIENTATION AND COUNSELLING CERTIFICATE

The Pre-Marriage Orientation and Counselling (PMOC) seminar certificate is given to would-be couples upon completion of the seminar. The certificate is a pre-requisite for the issuance of the Marriage License.

Office or Division:	Municipal Mayor's Office - Population Development Section			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	Would-be-couples having approved Application for Marriage License and have underwent post evaluation and interview.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Attendance to the Pre-Marriage Orientation and Counselling (PMOC) Seminar		Population Development Office		
2. Official Receipt of the payment made		Municipal Treasury Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PRO-CESSING TIME	PERSON RESPONSIBLE
1. Request for Certificate of Pre-Marriage Orientation and Counselling seminar at POPDEV Office	1. Attend to client's request and verify attendance to seminar	Php 50.00	10 minutes	<i>Population Program Officer-II/ Population Program Worker Designate</i> Population Development Section
2. Wait while the certificate is on process at POPDEV Office	2. Process the Certificate of Pre-Marriage Orientation and Counselling (PMOC) attendance	None	15 minutes	<i>Population Program Officer-II / Population Program Worker Designate</i> Population Development Section
3. Received the requested certificate at POPDEV Office	3. Release the requested certificate	None	5 minutes	<i>Population Program Officer-II / Population Program Worker Designate</i> Population Development Section
TOTAL		Php 50.00	30 minutes	



58. ISSUANCE OF BUSINESS TAXES PAYMENT RECEIPT

The business tax is required to any person who establish, operate or conduct any business, trade or activity in the Municipality. The Municipal Treasurer shall issue an official receipt upon payment of the business tax.

Office or Division	Municipal Treasurer's Office			
Classification	Simple Transaction			
Type of Transaction	G2B-Government to Business			
Who may avail	Business Entities			
CHECKLIST REQUIREMENT		WHERE TO SECURE		
1. Official record of latest tax payment		1. Municipal Treasurer's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PRO-CESSEING TIME	PERSON RESPONSIBLE
1. Request for payment of Business Taxes @ Window Pay counters 1,2,3,4,5,6	1. Review Taxes Paid per Quarter to Business Ledger & ETRACS SYSTEM & Print out (1) copy of Business Tax Bill	None	15 minutes	<i>Asst. Municipal Treasurer, Revenue Collection Clerk (1) Revenue Collection Clerk (2) Revenue Collection Clerk II (3) Office of the Municipal Treasurer</i>
2. Pay order of payment of Business Taxes @ Window Pay counters 1,2,3,4,5,6	2. Receive payment & Issue (1) Original copy of official receipt	None	10 minutes	<i>Revenue Collection Clerk (1) Revenue Collection Clerk (2) Revenue Collection Clerk II (3) Office of the Municipal Treasurer</i>
3. Receive (1) One Original Copy of official receipt @ Window Pay counters 1,2,3,4,5,6	3. Post payment in ETRACs system and Business Tax Ledger	None	5 minutes	<i>Revenue Collection Clerk (1) Revenue Collection Clerk (2) Revenue Collection Clerk II (3) Office of the Municipal Treasurer</i>
TOTAL		None	30 minutes	



59. ISSUANCE OF SANITARY PERMIT AND HEALTH CERTIFICATE

The Rural Health Unit examines workers and business establishment owners for Health certificate as a requirement for the issuance of sanitary permit.

Office or Division:	RURAL HEALTH UNIT			
Classification:	Simple			
Type of Transaction:	G2G - Government to government G2C - Government to Citizen G2B - Government to Business			
Who may avail:	Public Facility Owner/Proprietor/Proponent			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Evaluation form		Licensing Office		
2. Stool Exam		Laboratory		
3. Urinalysis		Laboratory		
4. Blood Typing		Laboratory		
5. Sputum Exam		TB DOTS		
6. Chest X-ray-PA view		Hospital		
7. Certificate of Training		Sanitary Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PRO-CESSING TIME	PERSON RESPONSIBLE
1. Comply all requirement of Sanitary Permit and sanitations standard with the average rate of 50% or above	1. Validate submitted documents	None	10 minutes	<i>Rural Sanitary Inspector</i> <i>Clerk</i> Office of the Municipal Health Officer/ Rural Sanitary Inspection Section
2. Submit for physical exam and follow instructions.	2. Refer to MHO clients with abnormal lab result for further evaluation and management	None	10 minutes	<i>Municipal Health Officer</i> Office of the Municipal Health Officer/ Rural Sanitary Inspection Section
3. Wait and receive sanitary permit and health certificate	3. Release and issuance of health card sanitary permit	None	20 minutes	<i>Rural Sanitary Inspector</i> Office of the Municipal Health Officer/ Rural Sanitary Inspection Section
TOTAL		None	40 Minutes	



60. ISSUANCE OF SERVICE RECORD

The service record is issued to employees who need the document to satisfy loan requirement, Government Service Insurance System claim for retirement and other mode of separation from service.

Office or Division:	Human Resource Management Office			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	LGU Employees and Officials			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Checklist of Agency/Firm requiring Service Record		Concern Agency/Firm		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PRO-CESSING TIME	PERSON RESPONSIBLE
1. Request service Record at Human Resources Management Office	1. Attend to clients' request and verify employment records	None	15 Minutes	<i>Human Resources Management Officer-III, Human Resources Management Officer-V</i> Office of the Human Resources Management Officer
2. Wait while document is on process at Human Resources Management Office	2. Check and update service record, print and affix signature	None	30 Minutes	<i>Human Resources Management Officer-III, Human Resources Management Officer-V</i> Office of the Human Resources Management Officer
3. Receive the requested document at Human Resources Management Office	3. Release the Service Record	None	5 Minutes	<i>Human Resources Management Officer-III, Human Resources Management Officer-V</i> Office of the Human Resources Management Officer
TOTAL		None	50 minutes	



61. ISSUANCE OF SPECIAL PERMIT FOR HOLDING EVENTS

Civil society organizations holding bingo, social benefit dance, programs, exhibitions, contests, etc., the proceeds of which shall accrue or benefit welfare organizations or persons may be issued a Special Mayor's permit, provided that said civil society organizations shall not in any manner violate existing ordinances, laws, rules and regulations.

A Special Mayor's Permit shall also be granted to owners and operators of business during town fiestas, upon payment of the corresponding fee.

Office or Division:	Municipal Mayor's Office			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen, G2B-Government to Business, G2G-Government to Government			
Who may avail:	Civil Society Organization Owners and Operators of Business			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
One (1) Valid ID/Cedula			Applicant/Client	
Letter of intent (Original Copy)			Applicant/Client	
Official Receipt			Municipal Treasurer's Office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PRO-CESSESSING TIME	PERSON RESPONSIBLE
1. Submit all Requirements	1.1 Receive and Review the requirements 1.2 Endorse to Mayor for approval	None	3 minutes	<i>Admin. Aide/ Clerk/ Private Secretary-II/ Executive Assistance</i> Office of the Municipal Mayor
2. Wait while the permit is on process	2.1 Prepare the Permit 2.2 Process the Permit for Mayor's signature	None	10 minutes	<i>Admin. Aide/ Clerk</i> <i>Local Chief Executive</i> Office of the Municipal Mayor
3. Receive the Special Permit	3. Get a duplicate copy, record and release the special permit	None	2 minutes	<i>Admin Aide/Clerk</i> Office of the Municipal Mayor
TOTAL		None	15 minutes	



62. ISSUANCE OF TAX CLEARANCE

The issuance of tax clearance is one of the basic services of the Municipal Treasurer's Office. The tax clearance shall be issued upon payment of certification fee. This certifies the taxpayer's not being delinquent of its tax obligation

Office or Division		Municipal Treasurer's Office		
Classification		Simple		
Type of Transaction		G2C-Government to Citizen		
Who may avail		All		
CHECKLIST REQUIREMENT		WHERE TO SECURE		
1. Latest Tax Payment		1. Municipal Treasurer's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PRO-CESSING TIME	PERSON RESPONSIBLE
1. Ask and Pay Tax Clearance Certificate @ Window pay counters 1,3 & 5	1. Request latest Real Property Tax receipt for current year and facilitate (2) copies of Tax Clearance Certificate	Php 30.00	15 minutes	Asst. Municipal Treasurer Revenue Collection Clerk (1) Revenue Collection Clerk (2) Revenue Collection Clerk II (3) Office of the Municipal Treasurer
2. Receive Tax Clearance Certificate and signed Logbook for release @ Window pay counters 1,3 & 5	2. Release (1) One Copy of Tax Clearance Certificate/ Official Receipt	None	5 minutes	Asst. Municipal Treasurer Revenue Collection Clerk (1) Revenue Collection Clerk (2) Revenue Collection Clerk II (3) Office of the Municipal Treasurer
TOTAL		Php 30.00	20 minutes	



63. ISSUANCE OF TRUST FUND OFFICIAL RECEIPT

There shall be a collection of trust fund of which it is programmed to certain proceeds. Issuance of trust fund official receipt shall be made upon identifying the type of collection and after the payment is received

Office or Division	Municipal Treasurer's Office			
Classification	Simple			
Type of Transaction	G2C-Government to Citizen			
Who may avail	All			
CHECKLIST REQUIREMENTS		WHERE TO SECURE		
1. Note or Order of payment		1. Concern agency where the transaction made		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PRO-CESSING TIME	PERSON RESPONSIBLE
1. Present Order of payment of Trust Fund & Receive official receipt @Window pay counter # 6	1. Identify type of Trust Fund collections and Issue Trust Fund official receipt	None	10 minutes	<i>Revenue Collection Officer-1</i> Office of the Municipal Treasurer
TOTAL		None	10 minutes	



64. ISSUANCE OF ZONING CERTIFICATION

Zoning Certification is issued to Government Agencies, Business Entities or Individual to ensure compatibility of conformity of the project within the existing and proposed Land Use Plan of the municipality

Office or Division:	Municipal Planning and Development Office			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government G2C - Government to Citizen G2B - Government to Business Entity			
Who may avail:	All Government Agencies, Barangay Local Government Units (BLGUs), other Government Instrumentalities, General Public, All Business Entities			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Deed of Sale (1 Original, 1 Photocopy)		Clients File		
Tax Declaration/Transfer Certificate of Title/Original Certificate of Title (1 Photocopy)		Municipal Assessor's Office		
Vicinity Map (1 Photocopy)		Clients File / Municipal Assessor's Office		
Official Receipt (1 Photocopy)		Municipal Treasurer's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PRO-CESSING TIME	PERSON RESPONSIBLE
1. Request for Zoning Certification	1. Assessed & Validate requirements for request of Zoning certification	None	5 minutes	<i>Municipal Planning & Development Coordinator (MPDC)</i> Office of the Municipal Planning & Development Coordinator
2. Payment of Zoning Certification Fee	2. Assessed Zoning Certification Fee	<ul style="list-style-type: none"> • Residential - Php 100.00 • Commercial, Industrial, Institutional, Forestal, Agricultural - Php 300.00 	10 minutes	<i>Revenue Collection Clerk 1,2,3,4,5</i> <i>Office of the Municipal Treasurer</i>
3. Receive Zoning Certificate	3. Approved and Released Zoning Certificate	None	5 Minutes	<i>Municipal Planning & Development Coordinator (MPDC)</i> Office of the Municipal Planning & Development Coordinator
TOTAL			20 minutes	



65. LEGITIMATION OF PREVIOUSLY REGISTERED ILLEGITIMATE CHILDREN INCLUDING THOSE WHO BEARED THE SURNAME OF THE MOTHER WHOSE AGE 18 YRS. AND BELOW (RA NO. 9858)

Pursuant to the provisions of Republic Act No. 9858, registered birth of illegitimate children including those who beared the surname of the mother and likewise the mother is below 18 years of age at the time of birth of the child, can now be legitimated.

Office or Division:	Municipal Civil Registrar's Office			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	Person reporting the event (parents, child of age, nearest kin of relatives of person who had known the facts of birth)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> 1. Birth Certificate of the illegitimate child 2. Marriage Certificate of Parents (certified by concerned C/MCR) 3. Joint Affidavit of Legitimation executed by both parents 4. Supplemental Affidavit of Legitimation (Republic Act 9858) Executed by both parents 5. Affidavit of Acknowledgement executed by the father (if applicable) 6. Death Certificate of Deceased Parents 7. Certificate of No Marriage of Parents (CENOMAR) 8. Official Receipt of Payment of Legitimation Fee 9. Forwarding/Mailing Fee to Philippine Statistics Authority, Quezon City 		<ul style="list-style-type: none"> - Philippine Statistics Authority/Municipal Civil Registry Office - Philippine Statistics Authority/Municipal Civil Registry Office - Municipal Civil Registry Office/Notary Public - Municipal Civil Registry Office/Notary Public - Municipal Civil Registry Office/Notary Public - Philippine Statistics Authority/Municipal Civil Registry Office - Philippine Statistics Authority thru Municipal Civil Registry Office - Municipal Treasurer's Office 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PRO-CESSING TIME	PERSON RESPONSIBLE
1. Submit all applicable requirements for legitimation	1.1 Check all submitted requirements	None	3 minutes	<i>Municipal Civil Registrar/ Computer Operator-I/Clerk</i> Office of the Municipal Civil Registrar
	1.2 Prepare other requested documents if not available	None	5 minutes	
	1.3 Prepare/issue certified copy of the Birth Certificate with remarks/annotations	None	3 minutes	
2. Payment of prescribed fees	2.1 Receive Payment and issue corresponding Official Receipt	Php 100.00 service fee	2 minutes	<i>Municipal Treasurer Office/ Revenue Collections Officers</i>



	2.2 Receive forwarding/ mailing fee	Php100.00 - Legitimation Fee Php 135.00 - mailing fee (LBC/JRS)	1 minute	Office of the Municipal Treasurer <i>Municipal Civil Registrar</i> Office of the Municipal Civil Registrar
3. Secure/Claim copy of the documents with endorsement/ transmittal to Philippine Statistics Authority, Quezon City	3. Prepare endorsement and release copy of client	None	2 minutes	<i>Municipal Civil Registrar/ Computer Operator-I/Clerk</i> Office of the Municipal Civil Registrar
TOTAL		Php 335.00	16 minutes	



66. ISSUANCE OF MENRO CERTIFICATE FOR MARRIAGE

Certificate issued to couples after they have undergone tree planting of at least 5 hills of Mahogany, Narra or Lauan at the designated tree planting site and attended the orientation on ecological solid waste management.

Office or Division:	Municipal Environment and Natural Resources Office (MENRO)			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	Couples who are attending Pre-Marriage Seminar			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Official Receipt		Municipal Treasurer's Office		
Physical Appearance		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PRO-CESSING TIME	PERSON RESPONSIBLE
1. Attend Orientation on Solid Waste Management and Climate Change	1.1 Conduct Orientation on Solid waste management and climate change	None	30 Minutes	<i>Environment Management Specialist (EMS) II, Municipal Environment and Natural Resources Officer (MENRO) Office of the Municipal Environment and Natural Resources Officer</i>
2. Make Payment and proceed to Municipal Final Disposal Facility to conduct Tree Planting at the designated area and return to the MENRO with tree planting slip	2.1 Issuance of order of payment for seedling	None	3 minutes	<i>Environment Management Specialist (EMS) II, Municipal Environment and Natural Resources Officer (MENRO) Office of the Municipal Environment and Natural Resources Officer</i>
	2.2 Issuance of Original Receipt	Seedlings Fee Php 100.00/5 seedlings	3 Minutes	<i>Revenue Collector-II Officer of the Municipal Treasurer</i>
	2.3 Printing of Certificate	None	3 Minutes	<i>Environment Management Specialist (EMS) II, Municipal Environment and Natural Resources Officer (MENRO) Office of the Municipal Environment and Natural Resources Officer</i>



	2.4 Signing of Certificate	None	3 Minutes	<i>Environment Management Specialist (EMS) II, Municipal Environment and Natural Resources Officer (MENRO) Office of the Municipal Environment and Natural Resources Officer</i>
3. Receive MENRO Certificate	3. Release of Certificate	None	3 Minutes	<i>Environment Management Specialist (EMS) II, Municipal Environment and Natural Resources Officer (MENRO) Office of the Municipal Environment and Natural Resources Officer</i>
TOTAL		Php 100.00/ 5 Seedlings	45 Minutes	



67. MUNICIPAL ENVIRONMENTAL CERTIFICATE

Clearance issued to Business Establishments who wish to apply for a business permit. Indicates the type and level of compliance to certain provisions of the Environmental Code.

Office or Division:	Municipal Environment and Natural Resources Office (MENRO)			
Classification:	Complex			
Type of Transaction:	G2B-Government to Business			
Who may avail:	Business Owners and Operators			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Barangay Business Clearance		Office of the Punong Barangay		
Business Permit		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PRO-CESSING TIME	PERSON RESPONSIBLE
1. Submission of Request and Requirements	1. Checking of Documents and Issuance of Claim Stub	None	5 Minutes	<i>Environment Management Specialist (EMS) II, Municipal Environment and Natural Resources Officer (MENRO)</i> Office of the Municipal Environment and Natural Resources Officer
2. Wait for the inspection and validation to be completed and Make Payment	2.1 On field validation and inspection	a) Fuel depot and fuel storage facilities Php 1,500.00 b) All big scale manufacturing industries PhP 1,500.00 c) Gasoline service and LPG filing stations PhP 600.00	5 Days 5 Minutes	<i>Environment Management Specialist (EMS) II, Municipal Environment and Natural Resources Officer (MENRO)</i> Office of the Municipal Environment and Natural Resources Officer
	2.2 Issuance of Order of Payment A. All High-Risk Industries/Establishments	d) Garbage contractors/terminal of garbage trucks/garbage transfer station PhP 800.00 e) Private hospitals PhP 500.00		<i>Revenue Collection Clerk-II</i> Officer of the Municipal Treasurer



	<p>B. All Industries/ Establishments with Potential Sources of Pollution</p>	<p>f) Shopping center/malls/market PhP 800.00 g) Substation, cell sites PhP 500.00 h) Junk shops PhP 200.00 i) Retailer of LPG PhP 200.00</p> <p>a) Small scale industries Php 300.00 b) Housing development projects such as residential subdivisions, parks (memorial parks included), condominiums PhP 800.00 c) High rise buildings PhP 1,000.00 d) Fast-food chains/restaurants PhP 300.00 e) Terminal/garbage of transport/trucking services PhP 500.00 f) Medical clinics with lying-in clinics PhP 300.00 g) Hotel, motels, apartel, inns PhP 500.00 h) Welding shop/auto repair with repainting shops PhP 500.00 i) Car wash, laundry services, funeral services PhP 500.00 j) Animal farm/piggery exceeding 25 heads but not</p>		
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		<p>more than 100 heads PhP 100.00</p> <p>k) Animal farm/piggery exceeding 100 heads PhP 300.00</p> <p>l) Manufacturer's procedures, laboratories and warehouses PhP 500.00</p> <p>m) Amusement places such as KTV/videoke, golf course operators, other similar establishments PhP 300.00</p> <p>n) Such other activities, projects as may be determined by MENRO or has been the subject of complaint/inspection PhP 200.00</p> <p>o) Small sari-sari store and other similar business PhP 50.00</p>		
	2.3 Printing of Certificate	<p>Small Scale PhP 50.00</p> <p>Medium Scale PhP 100.00</p> <p>Large Scale PhP 150.00</p>	5 Minutes	<p><i>Environment Management Specialist (EMS) II, Municipal Environment and Natural Resources Officer (MENRO)</i></p> <p>Office of the Municipal Environment and Natural Resources Officer</p> <p><i>Revenue Collection Clerk-II</i></p> <p>Officer of the Municipal Treasurer</p>



	2.4 Signing of Certificate		5 Minutes	<i>Environment Management Specialist (EMS) II, Municipal Environment and Natural Resources Officer (MENRO) Office of the Municipal Environment and Natural Resources Officer</i>
3. Receive MENRO Certificate	3. Release of Certificate		5 Minutes	<i>Environment Management Specialist (EMS) II, Municipal Environment and Natural Resources Officer (MENRO) Office of the Municipal Environment and Natural Resources Officer</i>
TOTAL			5 Days, 25 Minutes	



68. MUNICIPAL TRACTOR SERVICE AND OPERATION

This Operation is to help farmers to lessen farm production cost

Office or Division	Municipal Agriculture Office			
Classification	Complex			
Type of Transaction	G2C-Government to Citizen			
Who may avail	Farmers			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Official Receipt			Municipal Treasurer Office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PRO-CESSING TIME	PERSON RESPONSIBLE
1. Client approach/transact to office and declare farm area	1. Fill out the log book with transaction and give payment form to farmer for the basis of the Municipal Treasurer Officer	None	20 minutes	<i>Agriculture Technologist/ Tractor Driver</i> Office of the Municipal Agriculturist
2. Farmer will Pay at Municipal Treasurer Office & wait for his/her turn for the tractor service	2. Acknowledge the receipt and assist farmer to sign in the transaction book & will keep on contact to inform farmer until for his/her turn	1. Plowing per hectare: a. 0.6 to 1 has. – 1,300.00 b. Less the 0.5 has. – 650.00 2. Harrowing per Hectare: a. a. 0.6 to 1 has. – 1,100.00 b. Less the 0.5 has. – 550.00 Hauling Rate per Sack minimum of 100 Sacks a. Halapitan i. within Poblacion – 7.50	7 Days & 5 minutes	<i>Revenue Collection Clerk</i> Office of the Municipal Treasurer <i>Agriculture Technologist/ Tractor Driver</i> Office of the Municipal Agriculturist



		ii. within Sitios – 10.00 b. Candelaria – 10.00 c. Iglugsad – 10.00 d. Kawayan – 12.50 e. Kibongkog – 15.00 f. Little Baguio – 10.00 g. Mabuhay – 12.50 h. Magkalungay – 15.00 i. Nacabuklad – 10.00 j. Namnam – 10.00 k. Sac. Valley - 12.50 l. Tugop – 12.50		
3. Farmer will assist the tractor operator to his area	3. The tractor service/operation is given	None	2 hours/ hectare	<i>Tractor Driver</i>
TOTAL			7 days, 2 hours, 20 minutes	



69. ISSUANCE OF TAX DECLARATION FOR NEW, REVISION AND/OR TRANSFER OF OWNERSHIP

The Assessor's Office issues new, revised and/or transferred Tax Declaration of real property taxation purposes and valuation as indicated on the schedule of unit market values within the Municipality. This legal process is essential as it provides the declaring owner a public record asserting him or her as the declaring owner of a particular property.

Office or Division:	Municipal Assessor's Office			
Classification:	Complex			
Type of Transaction:	Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Sworn Declaration of the Owner			Property Owner	
2. Legal Supporting Documents			Property Owner	
3. Tax Clearance and/or Transfer Tax Receipt			Municipal Treasurer's Office (MTO)	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PRO-CESSING TIME	PERSON RESPONSIBLE
1. Request for New, Revision or Transfer of Tax Declaration & submission of required documents.	1.1 Interview client & received documentary requirements 1.2 Payment of prescribe fees.	None Formula	15 minutes	<i>Tax Mapping Aide or Local Assessment Operation Officer-II</i> Office of the Municipal Assessor <i>Revenue Collection Clerk</i> Office of the Municipal Treasurer
2. Wait while Tax Declaration is processed	2. Verify/prepare supporting documents and submit documents to Provincial Assessor's Office (PASSO) for approval.	None	3 days	<i>Local Assessment Operation Officer-II and or Municipal Assessor</i>
3. Claim approved Tax Declaration	3. Release & Record Tax Declaration and retain file copy	None	10 minutes	<i>Tax Mapping Aide or Local Assessment Operation Officer-II</i>
TOTAL			3 days, 30 minutes	

Formula:

2% of the Assessed Value of the Real Property Unit.



70. OUT-OF-TOWN REGISTRATION OF BIRTH/DEATH/MARRIAGE CERTIFICATE (DELAYED REGISTRATION)

Residents of this municipality with unregistered vital events can be done thru out of town reporting pursuant to Rule 20 of Administrative Order No. 1 Series of 1993 subject to the approval of the Municipal Civil Registrar of the place where such event occurred.

Office or Division:	Municipal Civil Registrar's Office			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	Person reporting the event (parents, child of age, nearest kin of relatives of person who had known the facts of birth, death & marriage)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1) Filled-up registration guide 2) Affidavit of applicant/registrant or person reporting the event 3) Affidavit of Two disinterested persons 4) PSA Negative Certification 5) Copy of the Marriage Certificate sought to be registered 6) Voter's Certification 7) Marriage Contract for married applicants 8) Medical Records 9) Barangay Certification 10) Affidavit to Use the Surname of the Father (for Illegitimate) 11) Any available documents showing the facts of Birth/Death/Marriage 12) Certification of Indigency (if applicable) 13) Community Tax Certificate		- Mun. Civil Registrar Office - Mun. Civil Registrar Office/Notary Public - MCRO/Notary Public - Philippine Statistic Authority - Philippine Statistic Authority/Church/Solemnizing Officer/Minister - Commission on Election - Philippine Statistic Authority/Mun. Civil Registrar Office - Hospital/Medical Clinic/Mun. Health Office - Punong Barangay - Mun. Civil Registrar Office/Notary Public - Mun. Social Welfare and Development Office - Municipal Treasurer's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PRO-CESSING TIME	PERSON RESPONSIBLE
1. Submit applicable requirements	Check applicable requirements And prepare registration in prescribed forms including sworn affidavits if not available	None	5 minutes	<i>Municipal Civil Registrar / Computer Operator-I/Clerk</i> Office of the Municipal Civil Registrar
2. Payment of prescribed fees	Receive payment and issue corresponding official receipt	Php 100.00 service fee Php 370.00 mailing fee and misc. fees due to place of registration	2 minutes	<i>Revenue Collectors</i> Office of the Municipal Treasurer



3. Claim copy of endorsement	Prepare endorsement/transmittal and transmit the documents to concerned C/MCR (place of registration) thru LBC or other forwarding services	None	1 minute	<i>Computer Operator-I/Clerk</i> Office of the Municipal Civil Registrar
TOTAL		Php 470.00	8 minutes	



71. PAYMENT OF CLAIMS THRU CHECKS

The office of the Municipal Treasurer is responsible for the issuance of checks of all approved vouchers and as well as the delivery of checks to the payees. The claimants may also proceed to the Office of the Municipal Treasurer

Office or Division	Municipal Treasurer's Office			
Classification	Simple			
Type of Transaction	G2G-Government to Government, G2B-Government to Business, G2C-Government to Citizen			
Who may avail	All			
CHECKLIST REQUIREMENT		WHERE TO SECURE		
1. Duly accomplished vouchers		1. Municipal Accounting Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PRO-CESSESSING TIME	PERSON RESPONSIBLE
1. Submit approved vouchers for issuance of check @ Table # 8 & 9	1. Receive Voucher and prepared check	None	15 minutes	<i>Assistant Municipal Treasurer/ Clerk</i> Office of the Municipal Treasurer
2. Receive check and signed logbook	2.1 Signed and release check issued	None	30 minutes	<i>Municipal Treasurer</i>
	2.2 Deliver check issued if need arises (outside official station)	None	1 day	Office of the Municipal Treasurer
TOTAL		None	1 day, 45 minutes	



72. PAYMENT OF SALARIES & WAGES, VOUCHERS, ETC.

All approved salaries & wages, vouchers, etc. shall be pass on to the disbursing officer. The disbursing officer is responsible for the payment of the said approved salaries & wages, vouchers, etc. to the claimants. Payees may receive their claims after withdrawal

Office or Division	Municipal Treasurer's Office			
Classification	Simple			
Type of Transaction	G2C-Government to Citizen			
Who may avail	General Public			
CHECKLIST REQUIREMENT			WHERE TO SECURE	
1. Duly accomplished vouchers/payrolls			1. Municipal Accounting Office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PRO-CESSING TIME	PERSON RESPONSIBLE
1. Submit vouchers and payrolls @ Window Release Counter # 7	1. Review vouchers & payrolls signed by Mayor, Budget Officer, Accountant, and Municipal Treasurer	None	10 minutes	<i>Disbursing Officer</i> Office of the Municipal Treasurer
2. Wait while vouchers/ payrolls are summed up for withdrawal of Money @ Window Release Counter # 7	2. Summed up payrolls, vouchers to prepare check and for approval of the Local Chief Executive and withdraw to authorize bank	None	1 day, 30 minutes	<i>Disbursing Officer</i> Office of the Municipal Treasurer
3. Receive claims @ Window Release Counter # 7	3. Pay claims	None	10 minutes	<i>Disbursing Officer</i> Office of the Municipal Treasurer
TOTAL		None	1 day, 50 minutes	



73. PETITION FOR CHANGE OF FIRST NAME, MONTH AND DAY OF BIRTH SEX IN THE CERTIFICATE OF LIVE BIRTH UNDER R.A. NOS. 9048 AND 10172

Pursuant to the provisions of Republic Act Nos. 9048 and 10172 (Correction Law) Petitions for Correction of Clerical Errors in Certificates of Live Birth, Death and Marriage can be filed at the Office of the Municipal Civil Registrar and subject for affirmation by the Office of the National Statistician and Civil Registrar General.

Office or Division:	Municipal Civil Registrar's Office			
Classification:	Highly Technical			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	Registrant if of Legal age, Parents / Brothers / Sisters of registrants, relative of the registrants with Special Power of Attorney			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Photocopies of the following (4 copies) : 1. Birth Certificate with erroneous entry in PSA and LCRO copies 2. Baptismal Certificate 3. FORM 137 E Elementary School Record 4. Medical Record or Affidavit of No Medical Record 5. Employment Certification of Affidavit of Non-Employment 6. NBI Clearance 7. PNP Clearance 8. Marriage Contract 9. Voter's Certification 10. Medical Certification 11. Notice of Publication 12. Certificate of Authenticity 13. Affidavit of Publication 14. Newspaper Clippings 15. Certification of Indigency (If Applicable) 16. Special Power of Attorney 17. Any other documents showing the correct entry		- Philippine Statistic Authority - Church or other religious institution - Department of Education/School Administration - Hospital/Clinic, Notary Public - Employer, Notary Public - National Bureau of Investigation - Municipal Police Station - Philippine Statistic Authority/Municipal Civil Registrar Office - Commission on Elections - Government Hospitals/Mun. Health Office - Municipal Civil Registrar Office - Municipal Civil Registrar Office - Publishers (Newspaper) - Publishers (Newspaper) - Municipal Social Welfare and Development Office - Notary Public		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PRO-CESSING TIME	PERSON RESPONSIBLE
1. Submit all the applicable requirements in filing Petition for Change of First Name, Correction of Sex, Month and Day of Birth in the Certificate of Live Birth	1. Check all the requirements, prepare the petition in prescribed forms and Prepare Notice of Posting and Publications	None	15 minutes	<i>Municipal Civil Registrar/ Computer Operator-I, Municipal Civil Registry Officer</i> Office of the Municipal Civil Registrar
2. Sign the petition forms and payment of prescribed fees	2.1 Check and verify the petition,	Php 2,000.00 (Publication)	5 minutes	<i>Municipal Civil Registrar</i> Office of the Municipal Civil Registrar



	<p>Receive payment and issue corresponding receipt of payment</p> <p>2.2 Posting @ Bulletin Board and Publication in the Newspaper</p>	<p>, Php 3,000.00 (Filing Fee), Php 1,000.00 (Service Fees), Php 300.00 (Misc. Fees), No Filing Fee for Indigent Petitioner</p> <p>None</p>	<p>10 days posting after receipt, 15 days publication after receipt</p>	<p><i>Revenue Collector-Office of the Municipal Treasurer</i></p>
<p>3. Claim copy of endorsement to Philippine Statistic Authority Legal Division, Quezon City</p>	<p>3. Render Decision, Release copy of endorsement to client and facilitate endorsement to Philippine Statistic Authority Legal Division, Quezon City</p>	<p>None</p>	<p>within 5 days after posting and publication</p>	<p><i>Municipal Civil Registrar</i></p> <p>Office of the Municipal Civil Registrar</p>
<p>TOTAL</p>		<p>Php 6,300.00</p>	<p>20 days, 20 minutes</p>	



74. PETITION FOR CORRECTIONS OF CLERICAL ERRORS IN THE CERTIFICATE OF LIVE BIRTHS, DEATHS AND MARRIAGES

Pursuant to the provisions of Republic Act No. 9048 (Correction Law) Petitions for Correction of Clerical Errors in Certificates of Live Birth, Death and Marriage can be filed at the Office of the Municipal Civil Registrar and subject for affirmation by the Office of the National Statistician and Civil Registrar General.

Office or Division:	Municipal Civil Registrar's Office			
Classification:	Highly Technical			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	Registrant of Legal age, Parents / Brothers / Sisters of registrants, relative of the registrants with Special Power of Attorney			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Certified Photocopies of the following (4 copies) A) For Clerical Error (any 3 of the following): <ol style="list-style-type: none"> 1. Certificate of Live Birth / Death, Marriage with erroneous entry in PSA and LCRO Copies 2. Baptismal Certificate 3. School Records 4. Voter's Certification 5. Driver's License 6. Medical Records 7. Affidavit of Discrepancies 8. Special Power of Attorney if applicable 9. Various Identification Cards 10. All other documents showing the correct entries 11. Certification of Indigency (for indigent petitioner) 		<ul style="list-style-type: none"> - Philippine Statistic Authority/Municipal Civil Registry Office - Church or other Religious Institution - School - Commission on Election - Land Transportation Office - Hospital/Medical Clinic/Health Centers - Notary Public - Notary Public - Employer, etc. - Municipal of Social Welfare & Dev't. 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PRO-CESSING TIME	PERSON RESPONSIBLE
1. Submit all the applicable requirements in filing Petition for Corrections of Clerical Errors in Certificate of Live Birth, Death and Marriage	1. Check all the requirements, prepare the petition in prescribed forms and Prepare Notice of Posting and verify the petitions	None	10 minutes	<i>Municipal Civil Registrar</i> Office of the Municipal Civil Registrar
2. Sign the petition and payment of prescribed fees	2.1 Receive payment and issue corresponding receipt of payment 2.2 Post Notice of Posting at the Bulletin Board	Php 1,000.00 (Filing Fee), Php 500.00 (service fee), Php 300.00 (misc. fees), No Filing Fee for Indigent Petitioner	2 minutes 10 days upon receipt	<i>Municipal Treasurer/ Revenue Collector</i> Office of the Municipal Treasurer
3. Claim copy of endorsement to Philippine Statistic Authority Legal Division, Quezon City	3.1 Render Decision, within 5 days after the 10 day posting period and	None	5 days 5 Minutes	<i>Municipal Civil Registrar/ Computer Operator-I</i>



	prepare endorsement/ transmittal 3.2 Release clients copy		1 Minute	Office of the Municipal Civil Registrar
		TOTAL	Php1,800.00	15 Days & 15 minutes



75. PREPARATION AND SUBMISSION OF SOCIAL CASE STUDY REPORT TO THE TRIAL COURT

Social Case Study Report within 15-30 days to be submitted to the Trial Court with Court Order Requirement of Children In Conflict with the Law to avail of the benefits and privileges under (RA 9344) and for the victims of Child Abuse to avail of the benefits and privileges of RA 7610

Office or Division:	Municipal Social Welfare and Development Office			
Classification:	Highly Complex			
Type of Transaction:	G2C-Government to Citizen, G2G-Government to Government			
Who may avail:	All Children in Conflict with the Law (CICL) Children victim of Child Abuse			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Birth Certificate (1 copy Original)			Client	
Medical Certificate (1 Copy Original)			Municipal Civil Registry Office	
Client and Parent to come personally to Office			Municipal Health Office	
			Bukidnon Provincial Hospital	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PRO-CESSING TIME	PERSON RESPONSIBLE
1. Submission of required documents	1. Receive & check documents	None	10 Minutes	<i>Municipal Social Welfare and Development Officer/Social Welfare and Development Officer-I & II, Office of the Municipal Social Welfare and Development Officer</i>
2. Wait while document is prepared	2. Interview and assess client and prepare the Intake Sheet and other forms for Children In Conflict with the Law (CICL) and Children victim of Child Abuse	None	1 Hour	<i>Municipal Social Welfare and Development Officer/Social Welfare and Development Officer-I & II, Office of the Municipal Social Welfare and Development Officer</i>



3. After the interview & assessment Minor and parent could now go home to their resident	3. Conduct Home Visit to Minor's residence for data gathering and prepare the Social Case Study Report to be submitted to the Trial Court requiring the document	None	15 days	<i>Municipal Social Welfare and Development Officer/Social Welfare and Development Officer-I & II, Office of the Municipal Social Welfare and Development Officer</i>
TOTAL		None	15 Days, 1 Hour, 10 Minutes	



76. PREVENTION & MITIGATION MEASURES

Conduct Disaster Risk Reduction Management (DRRM) and Climate Change Adaptation (CCA) assessment mapping analysis and monitoring.

The Local Disaster Risk Reduction and Management Office aims to avoid hazard and mitigate their potential impacts by reducing vulnerabilities and exposure and enhancing capacities of communities.

Office or Division:	Local Disaster Risk Reduction and Management Office			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Government			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter Request		Concerned Agency		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PRO-CESSING TIME	PERSON RESPONSIBLE
None	1.1 Writes request written letter for community based scientific Disaster Risk Reduction Management (DRRM) and Climate Change Adaptation (CCA) assessment, mapping analysis and monitoring.	None	2 Days Minimum	<i>Local Disaster Risk Reduction and Management Assistant (Research & Planning)</i>
	1.2 Coordinate client for schedule of inspection	None	5 days	<i>Office of the Local Disaster Risk Reduction and Management Officer</i>
Submit Request Letter to Local Disaster Risk Reduction and Management Officer for Site Inspection for Hazard Free Certification				
TOTAL		None	7 days	



77. PROCESSING OF AUTHENTICATION OR ISSUANCE OF SECURITY PAPER IN PHILIPPINE STATISTICS AUTHORITY (PSA COPY AT THE REGIONAL OFFICE OF LCR DOCUMENTS THRU BREQS OR PERSONAL REQUEST THRU MCR

Processing of Security Paper (SECPA) thru Batch Request System (BREQS) various request of LCR documents (Birth, Death, Marriage) in PSA-SECPA copy can be process thru BREQS filed at MCRO.

Office or Division:	Municipal Civil Registrar's Office			
Classification:	Highly Complex			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	Person reporting the event (registrant himself, parents, nearest kin of relatives of person who had known the facts of birth, death, marriage & Certificate of No-Marriage (CENOMAR)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> 1. Photocopy of LCR documents sought to be requested (Birth/Death/marriage/CENOMAR) 2. Filled-up PSA request form (birth, death, marriage/CENOMAR) 3. Authorization letter authorizing the MCR sign by document owner/requesting party 4. Photocopy of IDs of document owner/requesting party 		<ul style="list-style-type: none"> - Applicants/Municipal Civil Registry Office - Municipal Civil Registry Office - Applicants/Municipal Civil Registry Office - Applicants/Requesting Party 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PRO-CESSING TIME	PERSON RESPONSIBLE
1. Submit applicable requirements	1. Check submitted requirements	None	1 minute	<i>Municipal Civil Registrar/ Computer Operator-I/Clerk Office of the Municipal Civil Registrar</i>
2. Payment of prescribed fees	2.1 Receive payment for Philippine Statistic Authority	Php 155.00 authentication fee for birth, death and marriage Php210.00-CENOMAR	1 minute	<i>Municipal Civil Registrar/ Computer Operator-I/Clerk Office of the Municipal Civil Registrar</i>
	2.2 Receive payment and issue corresponding receipt	Php 75.00 service fee	1 minute	<i>Municipal Treasurer/ Revenue Collector Office of the Municipal Treasurer</i>



3. Present Official Receipt of payment	3. Submit to Philippine Statistic Authority for processing	None	2 weeks after filing	<i>Municipal Civil Registrar/ Computer Operator-I/Clerk Office of the Municipal Civil Registrar</i>
TOTAL		Php 440.00	14 Days, 3 Minutes	



78. PROCESSING OF SUPPLEMENTAL REPORT FOR ONE OR TWO OMITTED ENTRIES IN CERTIFICATE OF LIVE BIRTH/DEATH/MARRIAGE AT THE REGIONAL OFFICE PHILIPPINE STATISTIC AUTHORITY (PSA)

Local Civil Registrar documents with one or two omitted information can be supplied thru Supplemental Report pursuant to Rule II of AO No. 1 series of 1993.

Office or Division:	Municipal Civil Registrar's Office			
Classification:	Highly Complex			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	Person reporting the event (registrant himself, parents, nearest kin of relatives of person who had known the facts of birth, death, marriage			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> Copy of the Birth/Death/Marriage Certificate Subject for Supplemental Report Affidavit of Supplemental Report with the affixed registry number of the affected LCR document Certified copy of the document with omitted entries Certified copy of the document affected bearing the effects of Supplemental Report Certified copy of the Marriage Certificate of parents of the document owner if the document affected is Certificate of live Birth (certified by C/MCR concerned) 		<ul style="list-style-type: none"> Philippine Statistic Authority Municipal Civil Registry Office Municipal Civil Registry Office/Notary Public Municipal Civil Registry Office Municipal Civil Registry Office Applicant/Municipal Civil Registry Office 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PRO-CESSEING TIME	PERSON RESPONSIBLE
1. Submit applicable requirements	<ol style="list-style-type: none"> Check documents submitted Prepare affidavit of supplemental report (if not available) Prepare certified copies of the documents affected bearing the effects of Supplemental Report 	None	5 minutes	<i>Municipal Civil Registrar/ Computer Operator-I</i> Office of the Municipal Civil Registrar
2. Payment of prescribed fees	2.1 Receive payment for mailing to Philippines Statistics Authority Regional Office, Cagayan de Oro City	Php 135.00 mailing fee	1 minute	<i>Municipal Civil Registrar/ Computer Operator-I</i> Office of the Municipal Civil Registrar
		Php 100.00 service fee	1 minute	



	2.2 Receive payment and issue corresponding Official Receipt			<i>Municipal Treasurer/ Revenue Collector Office of the Municipal Treasurer</i>
3. Secure/claim copy of endorsement to Philippine Statistic Authority Regional Office, Cagayan de Oro City	3.1 Prepare and release copy to client	None	1 minute	<i>Municipal Civil Registrar/ Computer Operator-I</i>
	3.2 Transmit documents to PSA Regional Office for processing	None	30 Days after filing	Office of the Municipal Civil Registrar
TOTAL		Php 235.00	30 Days, 8 Minutes	



79. PROCESSING OF CORRECTED OR ANNOTATED COPY OF BIRTH/ DEATH/MARRIAGE DOCUMENT IN PHILLIPINE STATISTIC AUTHORITY-SECURITY PAPER (PSA-SECPA) COPY UNDER RA NOS. 9048 AND 10172 AT THE PSA REGIONAL OFFICE

Local Civil Registrar documents with approved or affirmed Petitions by the Office of the National Statistician and Civil Registrar General need to be annotated by the same office thru its Regional Office indicating therein the corrected entry or entries in Philippine Statistic Authority-Security Paper (PSA-SECPA) copy.

Office or Division:	Municipal Civil Registrar's Office			
Classification:	Highly Complex			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	Person reporting the event (registrant himself, parents, nearest kin of relatives of person who had known the facts of birth, death, marriage)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> 1. Certified copy of the Approved and Office of the Civil Registrar General (OCRG) affirmed Petition for Correction Sex/Correction of Month and Day of Birth and Change of First Name in the Certificate of Live Birth 2. Certified copy of the Un-annotated and Annotated Birth/Death/Marriage document sought to be corrected 3. Certified copy of Certificate of Finality 		<ul style="list-style-type: none"> - Municipal Civil Registry Office - Municipal Civil Registry Office - Municipal Civil Registry Office 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PRO-CESSING TIME	PERSON RESPONSIBLE
1. Submit all applicable requirements	<ol style="list-style-type: none"> 1.1 Check all documents submitted 1.2. Prepare certified copies of the documents and annotate the affected Civil Registry document 	None	2 minutes 2 minutes	<i>Municipal Civil Registrar/ Computer Operator-I Office of the Municipal Civil Registrar</i>
2. Payment of Prescribed fees	2.1 Receive payment and issue corresponding Official Receipt	Php 100.00 service fee	1 minute	<i>Municipal Treasurer/ Revenue Collector Office of the Municipal Treasurer</i>



3. Claim/receive personal copy	3. Prepare endorsement and transmit to PSA Regional Office for processing	Php 135.00 Mailing fee	2 minutes 30 days after filing	<i>Municipal Civil Registrar/ Computer Operator-I</i> Office of the Municipal Civil Registrar
TOTAL		Php 235.00	30 Days, 7 Minutes	



80. PROCESSING OF CIVIL REGISTRY DOCUMENTS AFFECTED BY COURT DECREES (ADOPTION/RESCISSION OF ADOPTION, RECOGNITION OF FOREIGN JUDGMENT, ANNULMENT OF MARRIAGE, DECLARATION OF ABSOLUTE NULLITY OF MARRIAGE, LEGAL SEPARATION, CHANGE OF NAME/CANCELLATION (PURSUANT TO RULE 103 AND 108 OF THE REVISED RULES OF COURT), DECLARATION OF PRESUMPTIVE DEATH OF ABSENT SPOUSE, AND OTHER COURT DECREES AFFECTING THE STATUS OF PERSONS)

All Civil Registry documents (Birth, Death, Marriage) affected by Court Decrees should be annotated by the Office of the National Statistician and Civil Registrar General issued in PSA-SECPA copy for personal use of the concerned parties.

Office or Division:	Municipal Civil Registrar's Office			
Classification:	Highly Complex			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	The registrant if of legal age, parents/nearest kin or relative of registrant, or person authorized by the concerned party			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> 1. Certified copy of the Affected Civil Registry Document (Birth/Death/Marriage) 2. Original or Certified copy of the Court Decision 3. Original or Certified Copy of the Certificate of Finality 4. Original or Certified copy of the Certificate of Registration 5. Original or Certified copy of the Certificate of Authenticity of the Court Decision 6. Any other Legal document as required 		<ul style="list-style-type: none"> - Philippine Statistic Authority - Municipal Civil Registry Office - Regional Trial Court any other Judicial Court - City/Municipal Civil Registry Office where the Court is Functioning - City/Municipal Civil Registry Office where the Court is Functioning 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PRO-CESSING TIME	PERSON RESPONSIBLE
1. Submit all applicable requirements	1.1 Check submitted document	None	2 minutes	<i>Municipal Civil Registrar/ Computer Operator-I</i> Office of the Municipal Civil Registrar
	1.2 Prepare certified copy of the Un-annotated and annotated civil registry document	None	5 minutes	
2. Payment of prescribed fees	2.1 Receive payment and issue corresponding Official Receipt	Php 100.00 service fee	1 minute	<i>Municipal Treasurer/ Revenue Collector</i> Office of the Municipal Treasurer
		Php 135.00	1 minute	



	2.2 Issue PMO Check	Mailing fee		<i>Municipal Civil Registrar/ Computer Operator-I Office of the Municipal Civil Registrar</i>
3. Secure/receive copy of the documents including endorsement to Philippine Statistic Authority, Quezon City	3. Prepare and transmit the documents to Philippine Statistic Authority, Quezon City for processing	None	2 minutes 3 mos. Or more after filing	<i>Municipal Civil Registrar/ Computer Operator-I Office of the Municipal Civil Registrar</i>
TOTAL		Php 235.00	3 Months, 11 Minutes	



81. PROCESSING OF REGISTERED ILLEGITIMATE CHILDREN THRU RA NO. 9255 (AN ACT ALLOWING ILLEGITIMATE CHILDREN TO USE THE SURNAME OF THE FATHER)

Pursuant to the provisions of RA No. 9255, children illegitimate can use the surname of the father "Affidavit to Use the Surname of the Father" filed or executed by the mother, father, the child if of age, or the guardian in the absence of the mother or father.

Office or Division:	Municipal Civil Registrar's Office			
Classification:	Highly Technical			
Type of Transaction:	G2C-Government to Public Service			
Who may avail:	The registrant if of legal age, parents/nearest kin or relative of registrant, or person authorized by the concerned party			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> 1. Original or Certified Copy of the Registered Certificate of Live Birth (Annotated and Un-annotated) 2. Affidavit of Acknowledgement/Affidavit of Admission of Paternity executed by the Father 3. Affidavit to Use the Surname of the Father executed by the Mother or guardian in the absence of the and the person himself if of age 4. Notarized Private Handwritten Instrument of the Father 5. Any other Legal document as proof of filiation 		<ul style="list-style-type: none"> - Philippine Statistic Authority - Municipal Civil Registry Office - Municipal Civil Registry Office/ Notary Public - Municipal Civil Registry Office/ Notary Public - Notary Public 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PRO-CESSING TIME	PERSON RESPONSIBLE
1. Submit all applicable requirements	1. Check all the requirements, prepare sworn affidavits as well as the certified copies of the Certificate of Live Birth (annotated and un-annotated)	None	5 minutes	<i>Municipal Civil Registrar/ Computer Operator-I</i> Office of the Municipal Civil Registrar
2. Payment of prescribed fees	2. Receive payment and issue corresponding Official Receipt	Php 100.00 service fee Php 50.00 affidavit fee	1 minute	<i>Municipal Treasurer/ Revenue Collector</i> Office of the Municipal Treasurer



			1 minute	<i>Municipal Civil Registrar/ Computer Operator-I</i> Office of the Municipal Civil Registrar
3. Receive copy with endorsement to Philippine Statistic Authority, Quezon City	Prepare and transmit the documents to Philippine Statistic Authority, Quezon City for processing	Php 135.00 mailing fee	2 minutes 3 mos. Or more (processing)	<i>Municipal Treasurer/ Revenue Collector</i> Office of the Municipal Treasurer
TOTAL		PHP 285.00	3 Months, 9 minutes	



82. PROVISION FOR FINANCIAL ASSISTANCE

The Municipal Vice-Mayor as the head of the Sangguniang Bayan Office provides monetary support in form of outright cash in order to contribute to better and improved quality of life for the citizenry. Priority attention is given to the poor, vulnerable and marginalized sectors of the society.

Office or Division:	Municipal Vice Mayor's Office/ Sanggunian Bayan Office			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Two valid IDs/ or Voters Certification and Barangay Certification of Indigency			Client and Barangay concern	
Personal Appearance			Client	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PRO-CESSING TIME	PERSON RESPONSIBLE
1.Submission of required documents	1. Interview the Client and verify documentary requirement	None	20 mins.	<i>Administrative Assistant-I</i> Office of the Sanggunian Bayan
2. Wait while voucher is prepared	2. Prepare voucher for Financial Assistance	None	25 mins.	<i>Administrative Assistant-I</i> Office of the Sanggunian Bayan
3. Receive voucher for processing	3. Indorse client to process voucher at Municipal Social Welfare & Development Office (MSWDO), Municipal Budget Office (MBO), Municipal Accounting Office (MAccO), Municipal Treasurers Office (MTO), & Municipal Mayors Office (MMO)	None	5 mins.	<i>Administrative Assistant-I</i> Office of the Sanggunian Bayan
TOTAL		None	50 mins.	



83. PROVISION OF ARTIFICIAL INSEMINATION TO LARGE ANIMALS

This provision is a genetic technology wherein aimed to improve the breed of animals.

Office or Division	Municipal Agriculture Office			
Classification	Simple			
Type of Transaction	G2C-Government to Citizen			
Who may avail	Livestock Growers / Raisers and Producers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Animal to be given Artificial Insemination		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PRO-CESSING TIME	PERSON RESPONSIBLE
1. Farmer Clients visit office	1. Verification if animal is "in heat"	None	45 minutes	<i>Livestock Coordinator Office of the Municipal Agriculturist</i>
2. Prepare "chute"	2. Prepare Artificial Insemination Paraphernalia	None	30 minutes	<i>Livestock Coordinator Office of the Municipal Agriculturist</i>
3. Prepare animal for actual A.I. Procedure	3. Conduct Actual Artificial Insemination	None	2 hours	<i>Livestock Coordinator Office of the Municipal Agriculturist</i>
TOTAL		None	3 hours, 15 minutes	



84. PROVISION OF BURIAL ASSISTANCE TO BENEFICIARIES OF OLDER PERSON

Burial Assistance is provided to registered members of Senior Citizens and is given directly to assigned beneficiary who is taking care of the Senior Citizen

Office or Division:	Municipal Social Welfare and Development Office			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	Assigned Beneficiaries of Senior Citizen			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Burial Assistance of Senior Citizen		Client		
Death Certificate (3 pcs. Photocopy)		Local Civil Registrar		
Barangay Certification (1 copy original)		Barangay		
Valid ID of Senior Citizen and Beneficiary (1 pc. Photocopy)		Client		
ID Card of Senior Citizen (Original)		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PRO-CESSING TIME	PERSON RESPONSIBLE
1. Submission of required documents	1. Receive & check documents	None	5 Minutes	<i>Municipal Social Welfare and Development Officer/Social Welfare and Development Officer-I & II, Office of the Municipal Social Welfare and Development Officer</i>
2. Wait while document is prepared	2. Interview & assess Senior Citizens beneficiary and prepare voucher	None	20 Minutes	<i>Municipal Social Welfare and Development Officer/Social Welfare and Development Officer-I & II, Office of the Municipal Social Welfare and Development Officer</i>
3. Received voucher ready for processing to Municipal Budget Officer, Municipal Accounting Office, Municipal Treasurer Office, Municipal Mayors Office & Disbursing Officer	3. Release voucher signed by Municipal Social Welfare & Development Office, ready for processing to Municipal Budget Officer, Municipal Accounting Office, Municipal Treasurer Office, Municipal Mayors Office & Disbursing Officer	None	5 Minutes	<i>Municipal Social Welfare and Development Officer/Social Welfare and Development Officer-I & II, Office of the Municipal Social Welfare and Development Officer</i>
TOTAL		None	30 Minutes	



85. PROVISION OF CASE SUMMARY/REFERRAL & INDIGENT CERTIFICATION

Case Summary/Referral and Indigent Certification is issued to Indigent Individual to support the information needed to avail of the different services of other government agency requiring the document.

Office or Division:	Municipal Social Welfare and Development Office			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen, G2G-Government to Government			
Who may avail:	Indigent and Needy Families & Individuals			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Barangay Certification (1 pc. Original)		Barangay Local Government Unit		
Assessor's Certification (1 pc. Original)		Municipal Assessor Office		
Valid ID (1 pc. Photocopy)		Client		
Presence of Client's Immediate Family for personal interview		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PRO-CESSING TIME	PERSON RESPONSIBLE
1. Submission of required documents	1. Receive & check documents	None	5 Minutes	<i>Municipal Social Welfare and Development Officer/Social Welfare and Development Officer-I & II, Office of the Municipal Social Welfare and Development Officer</i>
2. Wait while document is prepared	2. Interview and assess client and prepare the Case Summary Report/ Referral Letter/ Certification	None	20 Minutes	<i>Municipal Social Welfare and Development Officer/Social Welfare and Development Officer-I & II, Office of the Municipal Social Welfare and Development Officer</i>
3. Receive the Case Summary/ Certification/referral letter and sign the log book	3. Release Finish Case Summary/ Certification/ Referral Letter	None	5 Minutes	<i>Municipal Social Welfare and Development Officer/Social Welfare and Development Officer-I & II, Office of the Municipal Social Welfare and Development Officer</i>
TOTAL		None	30 Minutes	



86. PROVISION OF SENIOR CITIZENS ID CARDS/ APPLICATION TO SOCIAL PENSION and ISSUANCE OF MEDICINE AND COMMODITY BOOKLET

Senior Citizens ID Card, Medicine and Commodity Booklet is issued to individual Older person in-order to avail of the benefits and privileges granted under Republic Act 9257. The Social Pension is provided to individual Older Person with priority to indigent, Indigenous Person, those who have no immediate family to support and those who are not receiving pension from any government or private entity.

Office or Division:	Municipal Social Welfare and Development			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	Older Persons Aged 60 years old and above			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
ID PICTURE (3 pcs. 2X2)and (2 pcs. 1X1) Red Background		Client		
Senior Citizens ID Card (3 pcs. Photocopy)		Client		
Intake Sheet (3 pcs. Photocopy)		Municipal Social Welfare & Development Office		
Birth Certificate/Voters ID (3 pcs. Photocopy)		Local Civil Registrar/Commission on Election		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PRO-CESSING TIME	PERSON RESPONSIBLE
1. Submission of required documents	1. Receive & check documents	None	5 Minutes	<i>Municipal Social Welfare and Development Officer/Social Welfare and Development Officer-I & II, Office of the Municipal Social Welfare and Development Officer</i>
2. Wait while document is prepared	2. Interview & assess client & prepare intake sheets and application form for Social Pension and type ID Card/copy of medicine and commodity booklet	None	20 Minutes	<i>Municipal Social Welfare and Development Officer/Social Welfare and Development Officer-I & II, Office of the Municipal Social Welfare and Development Officer</i>
3. Received Finish ID Card and copy of application of Social Pension/copy of medicine and commodity booklet and sign the log book	3. Release Finish ID Card, copy of Application of Social Pension, copy of medicine and commodity booklet	None	5 Minutes	<i>Municipal Social Welfare and Development Officer/Social Welfare and Development Officer-I & II, Office of the Municipal Social Welfare and Development Officer</i>
	TOTAL	None	30 Minutes	



87. PROVISION OF LIMITED FINANCIAL ASSISTANCE TO VICTIMS OF DISASTERS

Emergency Cash Assistance is provided to individual family who are victim of disaster either man-made or natural only in small scale/ single incident such assistance is provided in order that they can buy some of their needs/material for repair of damage house

Office or Division:		Municipal Social Welfare and Development Office		
Classification:		Simple		
Type of Transaction:		G2C- Government to Citizen		
Who may avail:		All Indigent Needy Families and Individuals		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Identification Card Valid (1pc. Photocopy)		Client		
Barangay Certification (1 Copy original)		Barangay		
Picture of Damage house (2 copies)		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PRO-CESSING TIME	PERSON RESPONSIBLE
1. Submission of required documents	1. Receive & check documents	None	5 Minutes	<i>Municipal Social Welfare and Development Officer/Social Welfare and Development Officer-I & II,</i> Office of the Municipal Social Welfare and Development Officer
2. Wait while document is prepared	2. Interview & assess client's needs and prepare voucher	None	20 Minutes	<i>Municipal Social Welfare and Development Officer/Social Welfare and Development Officer-I & II,</i> Office of the Municipal Social Welfare and Development Officer
3. Received Signed by Municipal Social Welfare & Development Office voucher ready for processing to Municipal Budget Officer, Municipal Accounting Office, Municipal Treasurer Office, Municipal Mayors Office & Disbursing Officer	3. Released ready and signed voucher by Municipal Social Welfare & Development Office, ready for processing to Municipal Budget Officer, Municipal Accounting Office, Municipal Treasurer Office, Municipal Mayors Office & Disbursing Officer	None	5 Minutes	<i>Municipal Social Welfare and Development Officer/Social Welfare and Development Officer-I & II,</i> Office of the Municipal Social Welfare and Development Officer
TOTAL		None	30 Minutes	



88. PROVISION OF LIMITED FINANCIAL ASSISTANCE FOR FOOD AND TRANSPORTATION OF FAMILIES IN CRISIS SITUATION

Financial Assistance for Food and Transportation Assistance is provided to individual needy families during times that they are in crisis when member of a family is confined in the hospital and those who are referred to other hospital for further treatment and management. For clients also who need to return to their respective home.

Office or Division:	Municipal Social Welfare and Development Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All Indigent Needy Families and Individuals			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Transportation & Food Assistance		Client		
Barangay Certification (1 pc. Original Copy)		Barangay		
Valid ID Client and Representative (1 pc. Photocopy)		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PRO-CESSING TIME	PERSON RESPONSIBLE
1. Submission of required documents	1. Receive & check documents	None	5 minutes	<i>Municipal Social Welfare and Development Officer/Social Welfare and Development Officer-I & II, Office of the Municipal Social Welfare and Development Officer</i>
2. Wait while document is prepared	2. Interview & assess client's needs and prepare vouchers	None	15 Minutes	<i>Municipal Social Welfare and Development Officer/Social Welfare and Development Officer-I & II, Office of the Municipal Social Welfare and Development Officer</i>
3. Receive voucher for processing to Municipal Budget Officer, Municipal Accounting Office, Municipal Treasurer Office, Municipal Mayors Office and to Disbursing Officer and claim personally after signing the log book	3. Release voucher and indorse to Municipal Budget Officer, Municipal Accounting Office, Municipal Treasurer Office, Municipal Mayors Office for processing and to claim personally to Disbursing Officer	None	5 minutes	<i>Municipal Social Welfare and Development Officer/Social Welfare and Development Officer-I & II, Office of the Municipal Social Welfare and Development Officer</i>
TOTAL		None	25 Minutes	



89. PROVISION OF LIMITED FINANCIAL ASSISTANCE, MEDICAL ASSISTANCE

Medical Assistance is provided to individual family who are indigent and in crisis for the payment of Hospital Bill and for the purchase of medicine. For the payment of Hospital Bill it is directly paid in the name of the hospital where the client is confined.

Office or Division:	Municipal Social Welfare and Development Office			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen and G2G-Government to Government			
Who may avail:	All Indigent Needy Families and Individuals			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
A) Medical Assistance		Client		
Medical Abstract/ Medicine Prescription/Medical Record (1 Copy Original)		Hospital where the client is confined		
Hospital Bill (1 Copy Original)		Hospital where the client is confined		
Barangay Certification (1 Copy Original)		Barangay		
Valid ID Client and Representative (1pc. Photocopy)		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PRO-CESSING TIME	PERSON RESPONSIBLE
1. Submission of required documents	1. Received & check documents	None	5 Minutes	<i>Municipal Social Welfare and Development Officer/Social Welfare and Development Officer-I & II, Office of the Municipal Social Welfare and Development Officer</i>
2. Wait while document is prepared	2. Interview & assess client to determine his/her needs and prepare voucher	None	20 Minutes	<i>Municipal Social Welfare and Development Officer/Social Welfare and Development Officer-I & II, Office of the Municipal Social Welfare and Development Officer</i>
3. Receive voucher sign by Municipal Social Welfare and Development Office ready for processing to Municipal Budget Officer, Municipal Accounting Office, Municipal Treasurer Office, Municipal Mayors Office & Disbursing Officer after signing the log book	3. Release ready voucher sign by Municipal Social Welfare and Development Office, ready for processing to Municipal Budget Officer, Municipal Accounting Office, Municipal Treasurer Office, Municipal Mayors Office &	None	5 Minutes	<i>Municipal Social Welfare and Development Officer/Social Welfare and Development Officer-I & II, Office of the Municipal Social Welfare and Development Officer</i>



	Disbursing Officer and let client sign in the log book			
	TOTAL	None	30 Minutes	



90. PROVISION OF NURSERY FRUIT & FORESTAL SEEDLING

This service provides the clients with assorted fruit tree seedlings and forest trees at Minimal cost. Reforestation protecting the environment source of farmer's livelihood are among the objectives of the service. It is aimed at promoting agro-forestry farming in the municipality.

Office or Division	Municipal Agriculture Office			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen			
Who may avail	Farmers engaged in Agro-forestry projects			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter Request		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PRO-CESSIN G TIME	PERSON RESPONSIBLE
1. Farmer-client will present request fruit trees. Client visit to Municipal Nursery & select seedlings needed	1. Introduced different grafted and non-grafted fruit trees and assorted forest tree seedlings	None	10 minutes	<i>Agriculture Technologist/ Municipal Agriculturist Municipal Agriculture Officer, Office of the Municipal Agriculturist</i>
2. Sign Acknowledgment Receipt	2. Release withdrawal slip	None	5 minutes	<i>Agriculture Technologist/ Municipal Agriculturist Municipal Agriculture Officer Office of the Municipal Agriculturist</i>
3. Present Withdrawal Slip at Municipal Nursery In-charge	3. Release the seedlings to client	None	10 minutes	<i>Agriculture Technologist/ Municipal Agriculturist Municipal Agriculture Officer Office of the Municipal Agriculturist</i>
TOTAL			25 minutes	



91. PROVISION OF OFFICIAL RECEIPT TO CLIENTS AVAILING ECO-ADVENTURE PARK & RESORT SERVICES

There shall be fees collected from any person who may enter the premises of the SF Eco Adventure Park and Resort as well as the use of its facilities such as function hall, zip line, cottages and swimming pool. An official receipt shall be issued upon payment

Office or Division		Municipal Treasurer's Office		
Classification		Simple		
Type of Transaction		G2C-Government to Citizen, G2B-Government to Business, G2G-Government to Government		
Who may avail		All		
CHECKLIST REQUIREMENTS		WHERE TO SECURE		
1. Note or Order of payment/bill		1. Registration booth/Tourist Assistance Desk		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PRO-CESSING TIME	PERSON RESPONSIBLE
1. Request Order of Payment of SF Eco Adventure Park and Resort Fees @ Registration. Booth/Tourist Assistance Desk	1. Present Order of payment and issue corresponding official receipt Eco Adventure Park and Resort Fees: a. Entrance b. Cottage a. Umbrella b. Tent c. Kubo c. Zipline d. Swimming Pool Fee-General Admission e. Function Room	Php 25.00 Php100.00 Php150.00 Php300.00 Php175.00 Php25.00 Php4,000.00/ day	10 minutes	Cash Clerk - II/Clerk SF Eco-Adventure Park and Resort
2. Pay order of payment and receive official receipt @ Registration Booth/Tourist Assistance Desk	2. Release official receipt and Park Issue Slip	None	5 minutes	Cash Clerk - II/Clerk SF Eco-Adventure Park and Resort
TOTAL			15 minutes	



92. PROVISION OF RICE, CORN AND VEGETABLE SEEDS

Distribution of farm inputs from National Program of the Department of Agriculture such as Hybrid/Certified Rice Seeds, Corn Seeds and Vegetables. It helps farmers to have their inputs to more productivity and income.

Office or Division	Municipal Agriculture Office			
Classification	Simple			
Type of Transaction	G2C-Government to Citizen			
Who may avail	Farmers Engaged in Rice Production , Corn Production and Vegetable Production			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
VALID ID (Voters ID, Voters Certification, Postal ID, PRC & etc.- Photocopy)			Client	
CEDULA (Photocopy)			Barangay Treasurer, Municipal Treasurer Officer	
Registry System for Basic Sectors in Agriculture (RSBSA)			Office of the Municipal Agriculture	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PRO-CESSING TIME	PERSON RESPONSIBLE
1. Approach the AT's/ MAO & present the requirements	1. Verify the client in Registry System for Basic Sectors in Agriculture (RSBSA)	None	3 minutes	<i>Agriculture Technologist/ Municipal Agriculturist</i> <i>Office of the Municipal Agriculturist</i>
2. Sign Acknowledgement Receipt and Issue withdrawal slip	2. Issuance of withdrawal slip	None	5 minutes	<i>Revenue Collection Officer</i> <i>Office of the Municipal Treasurer</i>
3. Present the withdrawal slip to Bodega	3. Release the certified seeds	None	10 minutes	<i>Agriculture Technologist/ Municipal Agriculturist</i> <i>Municipal Agriculture Office</i>
TOTAL		None	18 minutes	



93. PROVISION OF VEGETABLE SEEDS FOR BACKYARD GARDENING

All household head or member that engaged in backyard gardening can avail vegetable seeds which can help to reduce the daily food cost, healthier grown vegetable as lessen of chemicals and pesticides.

Office or Division	Municipal Agriculture Office			
Classification	Simple			
Type of Transaction	G2C-Government to Citizen			
Who may avail	Farmers Engaged in Backyard Gardening			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
VALID ID (Voters ID, Voters Certification, Postal ID, PRC & etc.- Photocopy)			Client	
CEDULA (Photocopy)			Barangay Treasurer, Municipal Treasurer Officer	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PRO-CESSING TIME	PERSON RESPON- SIBLE
1. Approach the Agriculture Technologist/ Municipal Agriculturist & present the requirements	1. Introduced different kind of vegetable seeds	None	2 minutes	<i>Agriculture Technologist/ Municipal Agriculturist</i> Office of the Municipal Agriculturist
2. Sign the Vegetable Acknowledgement Receipt	2. Wait until the form filled up	None	2 minutes	<i>Agriculture Technologist/ Municipal Agriculturist</i> Office of the Municipal Agriculturist
3. Fill up the Client Satisfaction Form (CSF)	3. Release the Vegetable seeds	None	5 minutes	<i>Agriculture Technologist/ Municipal Agriculturist</i> Office of the Municipal Agriculturist
TOTAL		None	9 minutes	



94. REFERRAL (FOR EMERGENCY SITUATION)

The Rural Health Unit examines and assesses patients if it is manageable in our facility and if it is not, then the health center refers the patient to the higher level and capable facility to handle such patient.

Office or Division:	RURAL HEALTH UNIT			
Classification:	Simple			
Type of Transaction:	G2G - Government to government G2C - Government to Citizen G2B - Government to Business			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Personal appearance			Client	
2. Referral from BHS			Barangay Health Station	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PRO-CESSING TIME	PERSON RESPONSIBLE
1. Submit patients to health center	1. Receive, Examine and assist situation of Patient	None	5 minutes	<i>Rural Health Midwife, Municipal Health Officer Office of the Municipal Health Officer</i>
2. Relative or companion answers the questions or interview	2.1 Stabilized patient/First aid and history taking 2.2 Inform watcher the Status of patient for Referral	None	10 minutes	<i>Municipal Health Officer Office of the Municipal Health Officer</i>
3. Receive referral and bring patient to the designated facility or hospital	3.1 Fill Up referral form and refer 3.2 Inform ambulance driver If patient transport to Hospital of choice	None	5 minutes 5 minutes	<i>Provincial Health Nurse, Municipal Health Officer Registered Nurse, Rural Health Midwife Office of the Municipal Health Officer</i>
TOTAL		None	25 Minutes	



95. REGISTRATION AND ISSUANCE OF NEW BUSINESS PERMIT

Registration and Issuance of New Business Permit is granted to individuals, Associations, Corporations and Business Entities who wish to start and operate a business.

Office or Division:	Municipal Mayor's Office - Business Permits and Licensing Section			
Classification:	Simple			
Type of Transaction:	G2B - Government to Business Entity			
Who may avail:	All/Business Operators			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Occupancy Permit (For New)		Office of the Building Official		
2. Barangay Clearance (For Renewal)		Barangay LGU/Municipal LGU		
3. Sanitary Permit/Health Clearance		Municipal Health Office		
4. Municipal Environmental Certificate		Municipal Environment and Natural Resources Office		
5. Market Clearance (For Stall Holders)		Economic Enterprise Section		
6. After Inspection Report		Municipal Fire Protection Station		
7. Zoning Certificate/Location Map		Municipal Planning & Development Office/Client		
8. Police Clearance		Municipal Police Station		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PRO-CESSING TIME	PERSON RESPONSIBLE
1. File application for business Permit (New) and submit documentary requirements.	1.1 Review and validate submitted documents. 1.2 Assess eligibility for New based on record of businesses with Occupancy Permits transmitted previously by Municipal Engineer's Office (MEO)/Office of the Building Official (OBO)	None	1 hour	<i>Business Permit License Officer /</i> Business Permit and Licensing Section Office of the Municipal Engineer/Office of the Building Official (OBO)
2. Proceed to the Office of Municipal Treasurer for One-Time payment of Taxes, Fees and Charges.	2. Assessment of business Taxes, Fees, Charges and issue of Tax Order of Payment (ToP) to pay at the pay counters.		2 hours	<i>Municipal Treasurer/</i> <i>Revenue Collection Officer</i> Office of the Municipal Treasurer
3. Proceed to the Office of Business Permits and Licenses Division to claim your Business Permit and Business Plate.	3. Issue approved Business Permit retain file copy.	None	30 minutes	<i>Business Permit License Officer /</i> Business Permit and Licensing Section
TOTAL		None	3 hours, 30 minutes	



96. REGISTRATION AND PROVISION OF ID CARD, MEDICINE AND COMMODITY BOOKLET TO PERSON WITH SPECIAL NEED

ID Cards, Medicine and commodity Booklet is provided to persons with disability and individual with Chronic ailment to avail of the services, privileges and benefits of RA 7277

Office or Division:	Municipal Social Welfare and Development Office			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	All Individual with Disability, Individual with Chronic Ailment			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Medical Certificate in Prescribe Form		Client and Municipal Health Office/Hospital		
Picture (1 whole body)		Client		
ID Picture (2 pcs. 1X1)		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PRO-CESSING TIME	PERSON RESPON-SIBLE
1. Submission of required documents to Municipal Social Welfare and Development Office	1. Received & checked documents	None	5 Minutes	<i>Municipal Social Welfare and Development Officer/Social Welfare and Development Officer-I & II, Office of the Municipal Social Welfare and Development Officer</i>
2. Wait while document is prepared	2. Interview & assessed client and prepare Intake sheets and typed Person with Disability ID Card	None	20 Minutes	<i>Municipal Social Welfare and Development Officer/Social Welfare and Development Officer-I & II, Office of the Municipal Social Welfare and Development Officer</i>
3. Receive signed by Municipal Social Welfare and Development Office & Mayor ready Person with Disability ID Card/Medicine booklet/commodities booklet and sign in the log book	3. Released ready and approved Person with Disability ID Card personally to Client	None	5 Minutes	<i>Municipal Social Welfare and Development Officer/Social Welfare and Development Officer-I & II, Office of the Municipal Social Welfare and Development Officer</i>
TOTAL		None	30 minutes	



97. REGISTRATION AND PROVISION OF ID CARDS TO SOLO PARENTS

ID Cards is issue to Solo Parents in order to avail of the benefits and privileges of single parent/bread winner under Republic Act 8972

Office or Division:	Municipal Social Welfare and Development Office			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	All Widowed, Unmarried Women and Separated women/ Spouse with Chronic Ailment and Spouse of OFW			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Birth Certificate Client (1 pc. Photocopy)		Client		
Barangay Certification (1 pc. Original)		Barangay		
ID Picture (1X1 2 pcs.)		Client		
Death Certificate (1 pc. Photocopy)		Local Civil Registrar		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PRO-CESSING TIME	PERSON RESPONSIBLE
1. Submission of required documents	1. Receive & check documents	None	5 Minutes	<i>Municipal Social Welfare and Development Officer/Social Welfare and Development Officer-I & II, Office of the Municipal Social Welfare and Development Officer</i>
2. Wait while document is prepared	2. Interview & assess client and prepare Intake sheets and typed ID Card	None	20 Minutes	<i>Municipal Social Welfare and Development Officer/Social Welfare and Development Officer-I & II, Office of the Municipal Social Welfare and Development Officer</i>
3. Receive Approve Solo Parent ID Card signed by Municipal Social Welfare and Development Office and Municipal Mayor	3. Release approved Solo Parent ID Cards personally to Client	None	5 Minutes	<i>Municipal Social Welfare and Development Officer/Social Welfare and Development Officer-I & II, Office of the Municipal Social Welfare and Development Officer</i>
TOTAL		None	30 Minutes	



98. REGISTRATION OF BIRTHS AND DEATHS (OCCURRED WITHIN SAN FERNANDO)

Registration of Live Birth prepared and establishment of records of all persons born showing all evidence of life, and likewise registration of death also prepared and establishment of records of all persons showing permanent disappearance of all evidence of life. Both documents treated as permanent records used by concerned parties government and non-government organizations as required.

Office or Division:	Municipal Civil Registrar's Office
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may avail:	Persons reporting the events (Parents, Child if of age, nearest kin of relative of person who had known the facts of birth and death.
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
<p>A.) On Time Registration of Birth (within 30 days after birth)</p> <ol style="list-style-type: none"> 1. Filled up registration guide 2. Signature of Attendant and Informant 3. Marriage Contract/Certificate of parents 4. Personal appearance of father to sign Affidavit of Paternity (illegitimate) <p>B.) Late/Delayed Registration (beyond 30 days after birth) in addition to the requirements in item A (at least 3 documentary evidence)</p> <ol style="list-style-type: none"> 1. Affidavit of Applicant 2. Affidavit of two disinterested persons 3. PSA Negative Result (optional) 4. Marriage Contract/Certificate if registrants is married 5. Punong Barangay Certifications 6. Voter's Certification 7. Baptismal Certificate 8. Any documents appearing therein name of child/registrant, date of birth, place of birth and name of parents <p>C) Attendant at Death (hospital/clinic administrator), or any person responsible to report the event or persons who have known the facts of death</p> <ol style="list-style-type: none"> 1. Duly accomplished Certificate of Death, if Death occurred in hospital/clinic with complete signatures of the attendant at death, informant, Municipal Health Officer and Embalmer. 	<ul style="list-style-type: none"> - Municipal Civil Registry Office - Attendant/Informant - Applicant/Municipal Civil Registry Office - Applicant - Municipal Civil Registry Office/Notary Public - Municipal Civil Registry Office/Notary Public - Philippine Statistic Authority - Philippine Statistic Authority/Municipal Civil Registry Office - Punong Barangay - Commission on Election - Church or religious institutions - Hospital/Clinic



2. Punong Barangay Certification 3. Affidavit of Applicant if registration done beyond the 30 day reglementary period of registration 4. PSA Negative Result		- Punong Barangay - Municipal Civil Registry Office/Notary Public - Philippine Statistic Authority		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PRO-CESSING TIME	PERSON RESPON- SIBLE
1. Submit Requirements for Registration	1. Check/Prepare registration in prescribes forms, comply required signatories and assign Registry Number	None	6 minutes	<i>Municipal Civil Registrar/ Computer Operator-I/Clerk</i> Office of the Municipal Civil Registrar
2. Payment of Prescribed Fees	2. Receive payment and issue corresponding receipt of payment	1. For Birth – Php 100.00 (On Time Registration), Php 150.00 (Late Registration up to 1 Year), Php 200.00 (Late for more than 1 year), Php 400.00 (out of town registration)	2 minutes	<i>Municipal Treasurer/ Revenue Collector</i> Office of the Municipal Treasurer
			2 minutes	<i>Municipal Civil Registrar/ Computer Operator-I</i> Office of the Municipal Civil Registrar
3. Present OR of payment and claim Clients copy of registered document	3. Released Clients Copy and Retain LCRO and OCRG Copies	None	1 Minute	<i>Municipal Civil Registrar/ Computer Operator-I/Clerk</i> Office of the Municipal Civil Registrar
Total		Php 850.00	11 Minutes	



99. REGISTRATION OF OWNERSHIP OR TRANSFER OF OWNERSHIP OF LARGE CATTLE

The owner of a one (1) year old cattle is required to register the said cattle with the Office of the Municipal Treasurer. The transfer of ownership, regardless of age, shall likewise be registered. A registration fee shall be paid to the Municipal Treasurer upon registration or transfer of ownership of large cattle.

Office or Division	Municipal Treasurer's Office			
Classification	Simple			
Type of Transaction	G2C-Government to Citizen			
Who may avail	All			
CHECKLIST REQUIREMENT		WHERE TO SECURE		
1. (1) copy of Barangay Certification		1. Office of the Barangay		
2. Certificate of Ownership of Large Cattle (in case of Transfer of Ownership) - One (1) Xerox copy		2. Municipal Treasurer's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PRO-CESSING TIME	PERSON RESPON-SIBLE
1. Request for Registration or Transfer of Ownership of Large Cattle @ Window Pay counters 1 & 5	1. Require (1) copy of Barangay Certification of Ownership	None	15 minutes	Revenue Collection Clerk (2) Revenue Collection Clerk II (3) Office of the Municipal Treasurer
2. Pay corresponding order of payment of Registration @ Window Pay counters 1 & 5	2. Issue Corresponding Official Receipt a. Registration b. Branding c. Ownership/ Transfer d. LDF	P 50.00 P 30.00 P 5.00 P 10.00 P 2.00	1 hour	Revenue Collection Clerk (2) Revenue Collection Clerk II (3) Office of the Municipal Treasurer
3. Receive Certificate of Ownership/ Transfer of Large Cattle @ Window Pay counters 1 & 5	3. Release (1) One Original Copy of Certificate or Transfer of Ownership of Large Cattle	None	5 minutes	Revenue Collection Clerk (2) Revenue Collection Clerk II (3) Office of the Municipal Treasurer
TOTAL		Php 97.00	1 hour, 20 minutes	



100. RENEWAL OF LEASE OF CONTRACT IN THE PUBLIC MARKET

This type of service is exclusive for the market stall holders. This happens annually (every January), after renewing their business permits.

Office or Division:	Municipal Mayor's Office - Economic Enterprise			
Classification:	Simple			
Type of Transaction:	G2B - Government to Business			
Who may avail:	Market Stall Holders			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Photocopy of Cedula (1 pc)		Municipal Treasurer's Office		
Photocopy renewed business permit (1 pc)				
Photocopy of government issued ID (1 pc)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PRO-CESSING TIME	PERSON RESPONS-IBLE
1. Submit photocopies of renewed business permit, government issued ID, and Cedula	1. Receive the documents	None	10 minutes	<i>Market Specialist II/ Economic Enterprise Section</i>
2. Fill-up Lease of Contract For	2. Signing of documents	None	4 hours	<i>Market Specialist II Economic Enterprise Section</i>
3. Notary for the Lease of Contracts 3.1 Submit the notarized Lease of Contract in the Economic Enterprise Office for filling	3. Receive the document and produce a photocopy for market stall owner	None	1 day	<i>Market Specialist II Economic Enterprise Section</i>
TOTAL		None	1 day, 4 hours, 10 minutes	



101. RENTAL OF HEAVY EQUIPMENT

A type of service providing machinery, equipment and tools as specified below for a limited period of time at a Low Cost to help the People who are not willing or incapable to buy their own equipment.

Office or Division:		Municipal General Services Office		
Classification:		Simple		
Type of Transaction:		G2G – Government to Government G2C – Government to Citizen		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Rental Billing Statement Form		Municipal General Services Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PRO-CESSING TIME	PERSON RESPONSIBLE
1. Submit accomplished Request form for Rental Billing Statement	1. Check Records & Compute Rental Amount	1. Dump track(Rate/hour 1,644.80)	3 minutes	<i>Municipal General Services Officer</i> Office of the Municipal General Services Officer
2. Pay Required Fees	2. Received Payment	2. Bulldozer (Rate/hour 2,733.85)	5 minutes	<i>Revenue Collector,</i> Office of the Municipal Treasurer
3. Waiting for the availability of the equipment.	3. Check and Verify proof of payment	3. Pay loader (Rate/hour 2,082.95)	3 minutes	<i>Municipal General Services Officer</i> Office of the Municipal General Services Officer
		4. Road Grader (Rate/hour 2,588.95)		
		5. Road Roller (Rate/hour 1,823.05)		
		6. Backhoe (Rate/hour 1,857.55)		
		7. Self-Loader (Rate/hour 1,357.30)		
		8. Welding Machine (Rate/hour 516.65)		
		9. Generator Set (Rate/hour 1,581.17)		
TOTAL			11 minutes	



102. TECHNICAL ASSISTANCE ON SOIL SAMPLING

This service aimed to help Farmers to have the right Fertilizer Recommendation for their farms to increase their potential yields

Office or Division	Municipal Agriculture Office			
Classification	Simple			
Type of Transaction	G2C-Government to Citizen			
Who may avail	Fishpond operators/ Farmers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
One (1) kilo Soil sample (Air Dry)with complete label: a. Name b. Location c. Previous crops d. Area (Hectare) e. Present crop fertilizer recommendation		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PRO-CESSING TIME	PERSON RESPONSIBLE
1. Client submits one (1) kiloair dried, well pulverized soil sample with complete label a. Name b. Location/Address c. Previous crop planted d. Area (hectare) e. Present crop fertilizer recommendation	1. Receive and acknowledge the soil sample of the client	None	20 minutes	<i>Agriculture Technologist/ Municipal Agriculturist</i> Office of the Municipal Agriculturist
2. Sign logbook	2. Submit soil sample to Regional Soil Laboratory	None	14 days	<i>Agriculture Technologist/ Municipal Agriculturist</i> Office of the Municipal Agriculturist
3. Pick-up Fertilizer Recommendation at Municipal Agriculture Office	3. Release of fertilizer recommendation report to client	None	10 minutes	<i>Agriculture Technologist/ Municipal Agriculturist</i> Office of the Municipal Agriculturist
TOTAL		None	14 days, 30 minutes	



103. USING OF GOVERNMENT FACILITIES

The Office of the Mayor issues Permits to individuals and organizations to support their activities or any purpose

Office or Division:	Municipal Mayor's Office			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen, G2B-Government to Business, G2G-Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter Request		Applicant/Client		
Official Receipt		Applicant/Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PRO-CESSING TIME	PERSON RESPONSIBLE
1. Present the letter request	1.1 Receive and Interview the applicant	None	5 minutes	<i>Admin. Aide Clerk</i>
	1.2 Forward to Mayor for Approval	None	10 minutes	<i>Local Chief Executive</i> Office of the Municipal Mayor
2. Pay the prescribe fees at the Municipal Treasurer Office	2.1 Receive and Prepare the Permit	A. Sport Ball Games – Php300.00/hour with or without Air Conditioned	10 minutes	<i>Admin. Aide/Clerk</i> <i>Local Chief Executive</i> Office of the Municipal Mayor
	2.2 Receive payment	B. Visual Arts/ Cultural Show 1. Beauty Pageant – 3,000.00 for the 1 st 4 hours and 500.00 for the exceeding hours		<i>Revenue Collection Clerks</i> Office of the Municipal Treasurer
	2.2 Process the Permit for Mayor's Signature	2. Kiddie King and Queen – 3,000.00 for the 1 st 4 hours and 500.00 for the exceeding hours 3. Dance Sports- 3,000.00 for the 1 st 4 hours and 500.00 for the		<i>Local Chief Executive</i> Office of the Municipal Mayor



		<p>exceeding hours</p> <p>4. Concerts – 3,000.00 for the 1st 4 hours and 500.00 for the exceeding hours</p> <p>5. Variety – 3,000.00 for the 1st 4 hours and 500.00 for the exceeding hours</p> <p>C. Other Special Gathering and Events:</p> <p>1. Graduation/ JS Promenade Graduation Ball 3,000.00 for the 1st 4 hours and 500.00 for the exceeding hours</p> <p>2. Wedding Birthday Celebrations – 3,000.00 for the 1st 4 hours and 500.00 for the exceeding hours</p> <p>3. Seminar/ Conference – 3,000.00 for the 1st 4 hours and 500.00 for the exceeding hours</p> <p>4. Religious Gathering – 3,000.00 for the 1st 4 hours and 500.00 for the exceeding hours</p> <p>5. Family Gatherings (Reunions) – 3,000.00 for the 1st 4 hours and 500.00 for the</p>		
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		exceeding hours		
3.Receive the Permit	3. Get a duplicate copy, record and release the permit		2 minutes	<i>Admin. Aide Clerk</i> <i>Local Chief Executive Office of the Municipal Mayor</i>
TOTAL			27 minutes	



104. WITHDRAWAL OF FUEL (DIESEL, GASOLINE, PREMIUM, UNLEADED)

This type of service issues fuel products, lubricants and other services to DOT- Central Office vehicles, enrolled/listed in the fuel card program. The service station/branch shall load fuel only to the vehicle indicated in the fuel card (plate number, petroleum products i. e., gasoline or diesel) and no excess shall be allowed outside the maximum allocation.

A transaction slip/receipt/invoice shall be issued every time fuel is withdrawn or other services are given.

Office or Division:		Municipal General Services Office		
Classification:		Simple		
Type of Transaction:		G2G - Government to Government		
Who may avail:		All National, Provincial and Local Offices		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Form		Municipal General Services Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PRO-CESSING TIME	PERSON RESPONSIBLE
1. Submit trip ticket form for Fuel (Diesel, Gasoline, Premium, Unleaded)	1. Verify, Check Records and Issued Fuel Slip	None	3 minutes	<i>Municipal General Services Officer, Records Officer-I</i> Office of the Municipal General Services Officer
2. Proceed to Motorpool for the release of the fuel	2. Release of the Fuel	None	10 minutes	<i>Watchman</i> Motorpool
3. Submit Approved trip ticket approval fuel slip to the fuel in charge	3. Check and Verify proof of releasing liters of fuel	None	3 minutes	<i>Municipal General Services Officer, Records Officer-I</i> Office of the Municipal General Services Officer
TOTAL		None	16 minutes	



105. WITHDRAWAL OF OFFICE SUPPLIES

Office Supplies, refers to the expendable items which are used for official administrative purposes in a field office. They typically have a low per item cost, are easily portable, and have a low service lifetime as they are continually expended by staff members in the course of their daily tasks.

Office or Division:		Municipal General Services Office		
Classification:		Simple		
Type of Transaction:		G2G - Government to Government		
Who may avail:		All National, Provincial and Local Offices		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Issuance Slip		Municipal General Services Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PRO-CESSING TIME	PERSON RESPONSIBLE
1. Request & Fill out Request Issued Slip form for approval of Head of Office	1. Release Request Issued Slip Form	None	1 minutes	<i>Municipal General Services Officer, Records Officer-I</i> Office of the Municipal General Services Officer
2. Submit the approved Request Issued Slip form	2. Prepare the available office supplies	None	5 minutes	<i>Municipal General Services Officer, Records Officer-I</i> Office of the Municipal General Services Officer e
3. Receive the available Supplies material, Office Equipment etc.	3. Record all items released base on Request Issued Slip Form	None	10 minutes	<i>Municipal General Services Officer, Records Officer-I</i> Office of the Municipal General Services Officer
TOTAL		None	16 minutes	



FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Answer the client feedback form and drop it at the designated drop box in front of the City Public Relations and Information Office.
How feedbacks are processed	Every Friday, the Public Relations Officer opens the drop box and complies and records all feedback submitted. Feedback requiring answers are forwarded to the relevant offices and they are required to answer within three (3) days of the receipt of the feedback. The answer of the office is then relayed to the citizen.
How to file a complaint	Answer the client Complaint Form and drop it at the designated drop box in front of the City Public Relations & Information Office. Complaints can also be filed via telephone. Make sure to provide the following information: <ul style="list-style-type: none"> • Name of person being complained • Incident • Evidence
How complaints are processed	The Complaints Officer opens the complaints drop box on a daily basis and evaluates each complaint. Upon evaluation, the Complaints Officer shall start the investigation and forward the complaint to the relevant office for their explanation. The Complaints Officer will create a report after investigation and shall submit it to the Head of Agency for appropriate action. The Complaints Officer will give the feedback to the client.
Contact Information of CCB, PCC, ARTA	It also include the following hotline: <ul style="list-style-type: none"> • 8888- Presidential Complaints Center • 0908-8816565- CSC Contact Center ng Bayan • 478-5093- Anti-Red Tape Authority



CUSTOMER FEEDBACK FORM

Thank you for visiting Municipal Hall and availing of our services. Because we want to serve you better, please answer the questions relevant to your visit:

- Name:

- Address:

- Department/Office Visited:

- Service Availed:

OUR OFFICE

- Is the office easy to locate? [] Yes [] No
- Is the office clean and orderly? [] Yes [] No
- Did you feel comfortable? [] Yes [] No
- Was there along waiting line of customers? [] Yes [] No
- Was there an appropriate signage of direction? [] Yes [] No

OUR FRONTLINERS

- Is the employee-in-charge available? [] Yes [] No
- Is the employee-in-charge knowledgeable? [] Yes [] No
- Is the employee- in-charge accommodating? [] Yes [] No
- Were you received properly? [] Yes [] No
- Were you needs attended to promptly? [] Yes [] No
- Were you made to wait long? [] Yes [] No

REQUIREMENTS

- Were you made aware of the requirements? [] Yes [] No
- Was there so many additional requirements? [] Yes [] No
- Where you given proper information on how to get requirements? [] Yes [] No
- Were you made aware of the fees you will pay? [] Yes [] No

OUR OFFICERS

- Were the authorized official/s available? [] Yes [] No
- Did it take him/them long to sign the document? [] Yes [] No
- Nagpa-importante ba? [] Yes [] No

OUR INFORMATION

- Is the document needed available? [] Yes [] No
- Is the documents well-organized? [] Yes [] No
- Is the data complete? [] Yes [] No
- Is the data relevant to your request? [] Yes [] No
- Are instructions clear, brief and concise? [] Yes [] No

Other Comments/Suggestions:

Thank you very much.

PLEASE SEND THIS TO:
MAYOR LEVI C. EDMA



Office	Address	Contact Information
Municipal Mayor's Office	San Fernando, Bukidnon	0908-861-9234 0908-861-9251
MMO-Economic Enterprise Section	San Fernando, Bukidnon	0917-163-8535
MMO-Business Permit & Licensing Section	San Fernando, Bukidnon	0935-930-2859
Municipal Human Resources Management Office	San Fernando, Bukidnon	0997-470-1489
Sangguniang Bayan Office	San Fernando, Bukidnon	0917-717-9984 0926-464-7296
Municipal Planning & Development Office	San Fernando, Bukidnon	0905-999-2413
Municipal Civil Registrar's Office	San Fernando, Bukidnon	0917-153-3750
Municipal Budget Office	San Fernando, Bukidnon	0917-657-7262
Municipal Accounting Office	San Fernando, Bukidnon	0917-312-4071
Municipal Treasurer's Office	San Fernando, Bukidnon	0917-791-8685
Municipal Assessor's Office	San Fernando, Bukidnon	0917-144-1521
Municipal General Services Office	San Fernando, Bukidnon	0917-167-5194
Municipal Disaster Risk Reduction Management Office	San Fernando, Bukidnon	0917-114-1069
Municipal Health Office	San Fernando, Bukidnon	0917-627-0490
Municipal Social Welfare and Development Office	San Fernando, Bukidnon	0905-395-8404
Municipal Engineer's Office	San Fernando, Bukidnon	0917-659-5346
Municipal Agriculture Office	San Fernando, Bukidnon	0917-504-9497
Municipal Environment & Natural Resources Office	San Fernando, Bukidnon	0908-861-9234
Municipal Local Government Operations Office	San Fernando, Bukidnon	0917-888-2838
San Fernando Municipal Police Station	San Fernando, Bukidnon	0926-194-0945