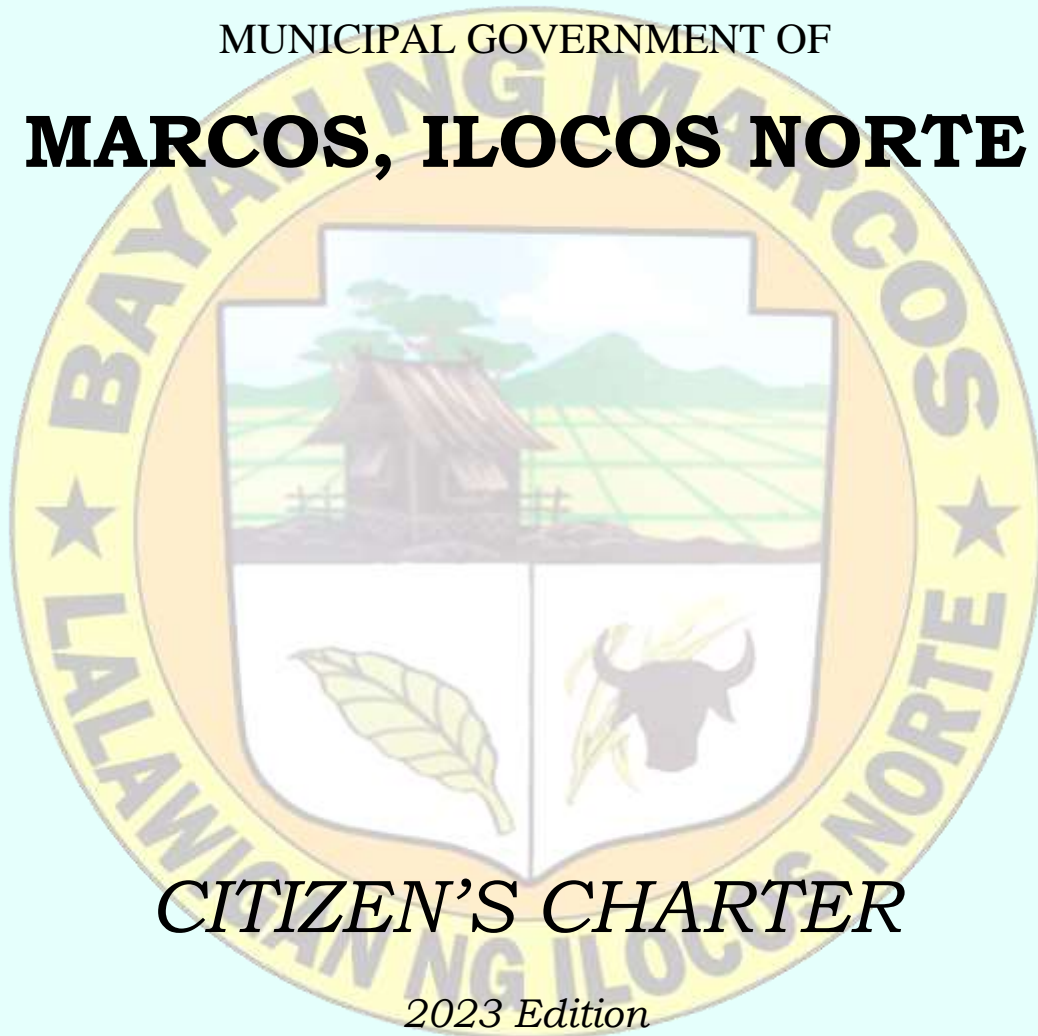




MUNICIPAL GOVERNMENT OF
MARCOS, ILOCOS NORTE



CITIZEN'S CHARTER

2023 Edition

I. MANDATE:

The Local Government of Marcos is mandated to serve with the highest degree of responsibility, integrity, loyalty and efficiency and shall remain at all times accountable.

II. VISION:

Marcos envisions to be the center of commerce, agriculture and education, in the south eastern part of Ilocos Norte sustained by empowered, God-loving and disaster resilient Marcoseños in an ecologically-balanced community governed by responsive and upright leaders.

III. MISSION:

The municipality commits to encourage business activities, promote agri-entrepreneurship, enhance quality of education and optimum utilization of resources through active linkages with developmental partners and stakeholders.

IV. SERVICE PLEDGE:

We commit to:

1. Establish an effective system that will eliminate bureaucratic red tape;
2. Avert graft and corruption practices;
3. Improve the efficiency on delivering the municipality's frontline services;
4. Provide assistance to the public;
5. Attend to all applicants and requesting parties who are within the premises of the office concerned prior to the end of official working hours and during lunch breaks;
6. Perform with excellence and extend quality delivery of services to every Marcoseños.

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OFFICE OF THE MAYOR

External Services



A. ISSUANCE OF MAYOR'S PERMIT TO OPERATE BUSINESS

The business permit is a requirement for all enterprises operating within the territorial jurisdiction of the Municipality. It is a document that affirms the legitimacy of the business as well as a proof that it has complied with mandatory requirements and has settled regulatory fees and taxes due to the municipal government.

Office/Division:	Office of the Mayor			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who May Avail:	All individuals or business establishments wishing to avail the service			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Community Tax Certificate	Barangay or Treasury Office			
2. Barangay Clearance	Barangay			
3. Mayor's Clearance	Mayor's Office			
4. Police Clearance	Police Station			
5. Tax Clearance	Treasury Office			
6. Sanitary Permit	Municipal Health Office			
7. Health Certificate	Municipal Health office			
8. BIR Clearance	BIR office			
9. SSS Clearance	SSS office			
10. Philhealth Clearance	Philhealth Office			
11. DTI Certificate	DTI Office			
12. Pag-IBIG Certificate	Pag-IBIG Office			
13. Fire Inspection Certificate	BFP Office			
14. Official Receipt issued by MTO	Treasury Office			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Mayor's Office for the issuance of business permit.	Verify the completeness of the requirements.	N/A	5 minutes	Administrative Staff
	If the requirements are complete, the Mayor's Permit to Operate Business is prepared and will be signed by the Mayor.	N/A	3 minutes	Administrative Staff Mayor
	Issue the permit and advice the client to secure the sticker at the Treasurer's Office.	N/A	2 minutes	Administrative Staff
2. Receive the permit and sign the logbook.		N/A		
TOTAL:			10 minutes	

B. ISSUANCE OF MAYOR'S CLEARANCE

The service intends to provide clearance for employment or for any general purposes.

Office/Division:	Office of the Mayor			
Classification:	Simple			
Type of Transaction:	G2C - (Government to Citizen)			
Who May Avail:	Residents of the municipality			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Community Tax Certificate			Barangay or Treasury Office	
2. Barangay Clearance			Barangay	
3. Official Receipt			Treasury Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Mayor's Office for the issuance of the Mayor's Clearance.	Verify the completeness of the requirements.	N/A	5 minutes	Administrative Staff
	If the requirements are complete, Clearance is prepared and will be signed by the Mayor.	Php 100.00	5 minutes	Administrative Staff Mayor
	Issue the Clearance.	N/A	1 minute	Administrative Staff
2. Receive the Clearance and sign the logbook.		N/A		
TOTAL:		Php 100.00	9 minutes	

C. ISSUANCE OF MAYOR'S MOTORIZED TRICYCLE OPERATOR'S PERMIT

The Motorized Tricycle Operator's Permit is a requirement to all franchise owners. It is a document that affirms the legitimacy of the business as well as a proof that it has complied with mandatory requirements and as settled regulatory fees and taxes due to the Municipal Government.

Office/Division:	Office of the Mayor		
Classification:	Simple		
Type of Transaction:	G2C - (Government to Citizen)		
Who May Avail:	All qualified applicants		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Official Receipt and Certificate of Registration issued by LTO		LTO	
2. Barangay Clearance		Barangay	
3. Mayor's Clearance		Mayor's Office	

4. Police Clearance		PNP Station		
5. Franchise issued by SB		SB Office		
6. MTOA Clearance				
7. BIR Clearance		BIR Office		
8. O.R. issued by MTO		Treasury Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Mayor's Office for the issuance of Motorized Tricycle Operator's Permit.	Verify the completeness of the requirements and advise the client to pay fees at the Treasury Office.	N/A	5 minutes	Administrative Staff
	If the requirements are complete, MTOP is prepared and will be signed by the Mayor.	N/A	3 minutes	Administrative Staff Mayor
	Issue the MTOP	N/A	1 minute	Administrative Staff
2. Receive the Motorized Tricycle Operator's Permit and sign the logbook.		N/A		
TOTAL:		N/A	9 minutes	

D. ISSUANCE OF SPECIAL PERMIT

The Special Permit is issued to individuals, companies, agencies or organizations who provides temporary service for a special project or promo in the Municipality of Marcos with corresponding fees to be paid.

Office/Division:	Office of the Mayor			
Classification:	Simple			
Type of Transaction:	G2C -(Government to Citizen)			
Who May Avail:	Organization's business entities, or established or operating in the municipality			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter		Company/ Business owner		
2. Identification of Company Representative				
3. Official Receipt		Treasury Office		
4. Police Clearance		Police Station		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Mayor's Office for the issuance of Special	Verify the completeness of the requirements and	N/A	5 minutes	Administrative Staff

Permit.	advise the client to pay fees at the Treasury Office with the corresponding order of payment.			
	If the requirements are complete, Special Permit is prepared and will be signed by the Mayor.	Php 300.00 /day	3 minutes	Administrative Staff Mayor
	Issue the Special Permit.	N/A	1 minute	Administrative Staff
TOTAL:		Php 300.00 /day	9 minutes	

E. ISSUANCE OF CERTIFICATION

Certification is issued to individual/s and office/s to confirm information of the request regarding an individual, office or action to be taken.

Office/Division:	Office of the Mayor			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who May Avail:	All residents of the municipality			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Barangay Certification		Barangay		
2. Tax Declaration		Assessor's office		
3. Request Letter to Barangay Captain		Barangay		
4. Letter of no objection of cutting of trees signed by the Barangay Captain		Barangay		
5. Official Receipt		Treasury office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Mayor's Office for the issuance of Certification.	Verify the completeness of the requirements and advise the client to pay fees at the Treasury Office with the corresponding order of payment.	N/A	5 minutes	Administrative Staff
	If the requirements are complete, Certification is prepared and will be signed by the Mayor.	Php 100.00	3 minutes	Administrative Staff Mayor
	Issue the	N/A	1 minute	Administrative

	Certification.			Staff
2. Receive the Certification and sign the logbook.		N/A		
TOTAL:		Php 100.00	9 minutes	

F. RENTALS OF HEAVY EQUIPMENT AND AMBULANCE

Rental of Government-owned vehicles and equipment is granted to accommodate clients who are in need of the services of the municipal government heavy equipment, vehicle and/or ambulance provided a written request is duly approved by the Local Chief Executive.

Office/Division:	Office of the Mayor			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who May Avail:	All Interested applicants			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Request Letter (for HE)			Renter	
2. Official Receipt			Treasury office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCE SSING TIME	PERSON RESPONSIBLE
1. Submit request letter indicating the vehicle and number of days to be rented if Equipment and verbal request if Ambulance to be used.	Check and verify the schedule. NOTE: If there is a conflict of the schedule the Mayor disapproves the request.	N/A	3 minutes	Administrative Staff
	If the vehicle requested have no pending schedule, the Mayor can immediately approve the request.		3 minutes	Mayor
	Issue order of payment and refer the client to the Treasury Office for the payment.	1. Payloader - Php1,000.00 per hour plus fuel expenses 2. Backhoe - Php1,500.00 per hour plus fuel expenses	2 minutes	Administrative Staff

		3. Ambulance -Php500.00 per day		
2. Present Official Receipt	Shall prepare the trip ticket and have it signed by the Mayor. Shall record and issue the trip ticket.	N/A	5 minutes	Administrative Staff Mayor Administrative Staff
TOTAL:		Varies on the type of vehicle rented	13 minutes	

G. PROCEDURES FOR FILING COMPLAINTS

Office/Division:	Office of the Mayor			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who May Avail:	All Interested			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up the Complaint Form and drop at the designated box.	Retrieve and collect the filled out complaint forms and forward to the Executive Assistant for proper handling.	N/A	3 minutes	PACD Officer Executive Assistant
	Review the complaint before bringing it to the Mayor for appropriate action.	N/A	5 minutes	Executive Assistant
	Handle and decide on the complaint (Including Investigation, Issuance of Memorandum and receiving answer from the concerned employee/s and final review of the complaint)	N/A	7 days	MO Staff Committee on Investigation
TOTAL:			7 days & 8 minutes	

**OFFICE OF THE MUNICIPAL BUDGET
OFFICER**

Internal Services



Service 1: Review of the Proposed Annual and Supplemental Budget of Barangay and SK

The Budget Office review proposed Annual and Supplemental Budget of Barangays and SK in compliance with RA7160, DBM issuances and other agencies' issuances relative to its Budgetary Requirements and Personal Services Limitations.

Office/Division:	Office of the Municipal Budget Officer
Classification:	Highly technical
Type of Transaction:	Government to Government (G2G)
Who May Avail:	All Barangays of the Municipality
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
For Barangay Annual Budget:	
1.Budget Message	Barangay Secretary
2.Barangay Appropriation Ordinance	Barangay Secretary/Barangay Council Committee on Appropriation/Punong Barangay
3.Certified Statement of Income	Barangay Treasurer
4.Annual Investment Program	Barangay Secretary
5.Barangay Expenditure Program	Punong Barangay
6.BBPF No. 1-Budget of Expenditures and Sources of Financing	Barangay Treasurer
7.BBPF No. 2-Programmed Appropriation by PPA, Expense Class, Object of Expenditure and Expected Results	Barangay Treasurer
8.BBPF No. 2A- List of Projects Chargeable Against 20% Development Fund	Barangay Secretary/Treasurer
9.BBPF No. 3-Plantilla of Personnel	Barangay Secretary
10.BBPF No. 4 –Statement of Indebtedness	Barangay Treasurer
11.List of PPAs in combatting AIDS	Barangay Secretary
12.List of PPAs for the Protection of Senior Citizens and PWDs	Barangay Secretary
13.List of PPAs of Local Council for the Protection of Children.	Barangay Secretary
14.Senior Citizens/PWDs Work and Financial Plan	Barangay Secretary
15.Barangay Peace and Order Plan	Barangay Secretary/ Chief of Tanod
16.Barangay Anti-Drug Abuse Plan	Barangay Punong/Secretary
17.20% Development Fund with Project Statement and Program of Work	Barangay Council/Treasurer
18.Gender and Development Fund duly endorsed by the MLGOO assigned to the office	Barangay Secretary/Treasurer
19.Barangay Disaster Risk Reduction and Management Plan duly endorsed by the LDRRMO II	Barangay Council/Treasurer
20.Barangay Council Resolution Endorsing the Annual Investment Program(AIP)	Barangay Council/Secretary
21.Barangay Development Council Resolution Approving the AIP	Barangay Council/Secretary

22. Barangay Annual Procurement Plan	Barangay Treasurer/ BAC Secretariat
23. Barangay Nutrition Action Plan	Barangay Secretary/ Nutrition Scholars
Barangay Supplemental Budget:	
1. Appropriation Ordinance	Barangay Secretary
2. Certificate of Availability of Fund duly Signed by the Barangay Treasurer, Municipal Accountant and Municipal Treasurer	Barangay Treasurer
3. Statement of Supplemental Budget duly signed by the Barangay Treasurer, Barangay Secretary and Punong Barangay	Barangay Treasurer
4. Fund Source duly signed by the Barangay Treasurer and verified by the Barangay Bookkeeper	Barangay Treasurer
5. Supplemental Annual Procurement Plan (APP) / Amended APP	Barangay Treasurer
6. Supplemental AIP if PPA/s not within the existing AIP	Barangay Treasurer
SK Annual Budget:	
1. Budget Message	SK Chairperson
2. Comprehensive Barangay Youth Development Plan with approved resolution	SK Council
3. Annual Barangay Youth Investment Program with approved resolution	SK Council
4. SK Budget with approved resolution	SK Council
5. Certified Availability of Fund by SK Treasurer, Barangay Treasurer and verified by Barangay Bookkeeper	SK Treasurer
6. Annual Procurement Plan	SK Chairperson/ Treasurer
SK Supplemental Budget:	
1. Appropriation Ordinance/ Resolution approving the SK Supplemental Budget	SK Council/Secretary
2. Certified Availability of Fund by SK Treasurer, Barangay Treasurer and verified by Barangay Bookkeeper	SK Treasurer
3. Statement of SK Supplemental Budget duly signed by SK Treasurer and SK Chairperson	SK Chairperson/Treasurer
4. Supplemental Annual Procurement Plan/ Amended APP	SK Chairperson/Treasurer
5. Supplemental ABYIP if PPA/s not within the existing ABYIP	SK Chairperson/Treasurer

Service 2: Review of the Proposed Realignment of PPA/s of Barangays and SK Budgets

The Budget Office review proposed Re-Alignment Project, Programs and Activities (PPAs) of Barangays and SK Budgets in compliance with RA7160, DBM issuances and other agencies' issuances relative to its Budgetary Requirements.

Office/Division:	Office of the Municipal Budget Officer			
Classification:	Highly Technical			
Type of Transaction:	Government to Government (G2G)			
Who May Avail:	All Barangays of the Municipality			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Realignment/Reprogramming of PPAs by Barangay				
1.Resolution			Barangay Secretary	
2.Certificate of Availability of Fund duly Signed by the Barangay Treasurer, Municipal Accountant and Municipal Treasurer			Barangay Treasurer	
3.Fund Source duly signed by the Barangay Treasurer and verified by the Barangay Bookkeeper			Barangay Treasurer	
4.Supplemental Annual Investment Program in case not within the existing AIP			Barangay Council	
Realignment/Reprogramming of PPAs by SK				
1.Resolution			SK Secretary	
2.Fund Source duly signed by the SK Treasurer, SK Chairperson, Barangay Treasurer and verified by the Barangay Bookkeeper			SK Chairperson/Treasurer	
3.Supplemental Annual Investment Program if PPA/s not within the existing AIP			SK Chairperson/Treasurer	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Barangay/SK to submit Barangay/SK Annual/Supplemental Budget for review	1.1 Budget Office receives/reviews attachment of the Annual/Supplemental Budget	None	20 minutes	Budgeting Aide
	1.2 MBO reviews/Annual/Supplemental Budget of Barangay/SK	None	2 days	Municipal Budget officer
	1.3 Budget Office to present to LFC the Barangay/SK Annual/Supplemental Budget for their appropriate action/s	None	1 day	Local Finance Committee (LFC) through the MBO
	1.4 Budget Office to prepare endorsement /findings of the LFC relative to the Barangay/SK Annual/Supplemental Budget	None	30 minutes	Municipal Budget Officer
	1.5 Budget Office submits the reviewed	None	15 minutes	Budgeting Assistant/

	Barangay/ SK Annual/ Supplemental Budget with attached endorsement by the LFC			Aide
	1.6 Budget Office receives copy of the Sangguniang Bayan Appropriation Ordinance/Resolution	None	5 minutes	Budgeting Assistant/ Aide
TOTAL:			3 days, 1 hour & 10 minutes	
2. Barangay/SK to submit Barangay/SK Realignment/ Reprogramming of Project, Program and Activities (PPAs) for review	2.1 Budget Office receives/reviews attachment of the Barangay/SK Realignment/ Reprogramming of Project, Program and Activities (PPAs)	None	20 minutes	Budgeting Aide
	2.2 MBO reviews Barangay/SK Realignment/ Reprogramming of Project, Program and Activities (PPAs)	None	1 day	Municipal Budget officer
	2.3 Budget Office to present to LFC the Barangay/SK Realignment/ Reprogramming of Project, Program and Activities (PPAs) for their appropriate action/s	None	1 day	Local Finance Committee (LFC) through the MBO
	2.4 Budget Office to prepare endorsement /findings of the LFC relative to the Barangay/SK Realignment/ Reprogramming of Project, Program and Activities (PPAs)	None	30 minutes	Municipal Budget Officer
	2.5 Budget Office submits the reviewed Barangay/ SK Annual/ Supplemental Budget with attached endorsement by the LFC	None	15 minutes	Budgeting Assistant/ Aide
	2.6 Budget Office receives copy of the	None	5 minutes	Budgeting Assistant/

	Sangguniang Bayan Resolution			Aide
TOTAL:			2 days, 1 hour & 10 minutes	



MUNICIPAL ACCOUNTING OFFICE

Internal Services



A. PROCESSING OF CLAIMS AND PURCHASES

Provision of technical assistance as to completeness of supporting documents and prepare voucher to finalize the processing of claims and Purchases.

Office/Division:	Municipal Accounting Office
Classification:	Highly Technical
Type of Transaction:	G2G - Government to Government
Who May Avail:	All government employees of the LGU and other government agencies.
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
1. For Salaries and Wages	
a. Obligation Request	Municipal Budget Office
b. Certificate of service or Daily Time Record	Client
2. For First Salary	
a. Appointment duly approved by Appointing Authority	Human Resources Management Office
b. Oath of Office	Human Resources Management Office
c. Certificate of Assumption to Office	Human Resources Management Office
d. Statement of Assets & Liabilities and Net worth	Human Resources Management Office
e. Daily Time Record	Client
<i>*Additional requirements in case of transfer:</i>	
a. Clearance from money, property and legal accountabilities from the previous Office	Human Resources Management Office
b. Certification of last salary received from previous office by the Accountant and verified by auditor	Accounting Office
c. BIR form 2316	Client
d. Certificate of Available Leave Credits	Human Resources Management Office
e. Service Record	Human Resources Management Office
3. For Promotions and Salary Differentials	
a. Approved Appointment /Notice of Salary Adjustment or Notice of Step Increment	Human Resources Management Office
b. Certificate of Assumption to Office	Human Resources Management Office
c. Certification that the employee has not incurred Leave without pay	Human Resources Management Office
d. Certification by the LCE that promotion/step increment is within PS limitation	Mayor's Office
4. For Honorarium and Incentives	
a. Statement of Work Accomplished	Client
5. Terminal Leave Pay	
b. Clearance from money, property and legal accountability	Human Resources Management Office
c. Certified photocopy of employee's Leave Card as to last date of service	Human Resources Management Office

d. Certificate of Leave Credits issued by HRMO	Human Resources Management Office
e. Approved Leave Application	Human Resources Management Office
f. Statement of Assets, Liabilities and Networth (SALN)	Human Resources Management Office
g. Photocopy of Appointment/Notice of Salary Adjustment (NOSA)	Human Resources Management Office
h. Computation of Terminal Leave Benefits	Human Resources Management Office
i. Applicant's authorization (in Affidavit Form) to deduct all financial obligations with the LGU	Client
j. Affidavit of applicant that there is no pending criminal investigation or prosecution against him/her (RA 3019)	Client
k. In case of resignation, employee's letter of resignation duly accepted by the Head of Agency	Client
l. If due to retirement, copy of appointment showing highest salary received, if salary under last appointment is not the highest.	Human Resources Management Office
<i>*Additional requirements in case death of claimant:</i>	
a. Death Certificate authenticated by PSA	Client
b. Marriage Certificate authenticated by PSA (if applicable)	Client
c. Birth Certificates of all surviving legal heirs authenticated by PSA	Client
d. Designation of Next-of-kin	
e. Waiver of rights of children 18 years old and above	Client
6. For Travel Expense- Domestic	
<i>*For Cash Advances:</i>	
a. Approved Travel Order	Mayor's Office
b. Obligation Request	Municipal Budget Office
c. Approved Itinerary of travel	Client
d. Certificate of travel complete	Client
<i>*For Liquidation of Cash Advances:</i>	
a. Certificate of appearance	Client
b. Tickets	Client
c. Official receipt	Client
7. For Utilities	
a. Statement of Accounts	Service provider
8. For Purchases	
b. Purchase request	Bids & Awards Committee
c. Certificate of Posting	Bids & Awards Committee
d. Approved Budget for the contract (ABC)	Bids & Awards Committee
e. Bidding Papers	Bids & Awards Committee
f. Bid Evaluation Report	Bids & Awards Committee

g. Abstract of Bids	Bids & Awards Committee
h. BAC Resolution	Bids & Awards Committee
i. Obligation Request	Bids & Awards Committee
j. Purchase Order/ Contract	Bids & Awards Committee
k. Original Invoice/ Delivery Receipt	Client/ Supplier
l. Inspection Report	GSO
m. Certificate of Acceptance	GSO
n. Memorandum Receipt	Client/ Supplier
o. Requisition issue Voucher	Accounting Office
p. Warrant Bond	Client/ Supplier
q. Result of test/ Analysis by proper government agency if articles are subject to test.	Client/ Supplier
9. For negotiated Contracts Infrastructure	
a. Certificate of Posting	Bids & Awards Committee
b. Authority to enter into negotiated contract	Bids & Awards Committee
c. Contract documents, performances bond and contractors accreditation	Bids & Awards Committee
d. Plans and specification	Bids & Awards Committee
e. Program of work and detailed cost estimates	Engineering Office
f. Notice of Award	Bids & Awards Committee
g. Contract	Bids & Awards Committee
h. Notice of Commence Work	Bids & Awards Committee
i. Certificate of Completion/ Acceptance	Bids & Awards Committee
j. Statement of Work Accomplished	Contractor/Client
k. PMC Inspection Report	Project Monitoring Committee
l. COA Inspection Report	COA
m. Pictures of the Project (before, during and after)	Contractor/Client
n. Warranty Bond	Contractor/Client
10. For Contract thru Public Bidding Infrastructure	
a. All under negotiated contract except authority to enter into negotiated contract	
b. Advertisement	Bids & Awards Committee
c. Abstract of Bids with winning bidders offer and bid tenders of the participants	Bids & Awards Committee
d. Letter of Award/ Acceptance of Bid Proposal	Bids & Awards Committee
11. For Succeeding Payments Infrastructure	
a. Request Letter	Contractor/Client
b. Bill of Creditor and progress report of accomplishment	Contractor/Client
c. Evaluation Report from Engineering	Engineering Office
d. PMC Inspection Report	Project Monitoring Committee

e. Picture of the Project	Contractor/Client			
12. Payment for change or extra work order and contract price Adjustment				
a. All under infrastructure requirements				
b. Approved change or extra work order	Engineering Office			
c. Approval by proper authorities of price adjustment	Engineering Office			
13. For Final Payment				
a. All under infrastructure requirements				
b. Certificate of Completion and final acceptance	Engineering Office			
c. Certificate of final inspection (PMC)	Project Monitoring Committee			
d. Constructors affidavit re: payment of laborers and materials	Contractor/Client			
14. Claims for Repairs				
a. Repairs thru negotiated contract and public bidding refer nos. 1&2 (except plans and specification)				
b. Pre/Post repair Inspection Report	Engineering Office			
c. Job Order/Contract	Engineering Office			
d. Waste Material Report	Engineering Office			
e. Certificate of damage due to fair wear and tear not due to negligence	Engineering Office			
f. Obligation Request	Budget Office			
15. For Aids to Individual in Crisis Situation				
a. Certificate of Indigency by Brgy. Captain	Barangay where client resides			
b. Certificate of Eligibility by MSWDO approved by the Mayor	MSWD Office			
c. Obligation Request	Budget Office			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the complete documents.	Receive the documents	None	3 minutes	Administrative Assistant Accounting Assistant/Aide
	Review/ Verify documents (Projects)	None	20 minutes	Administrative Assistant Accounting Assistant Municipal Accountant
	Prepare Vouchers	None	3 minutes	Administrative Assistant Accounting Assistant/ Aide Municipal

	Check and sign voucher		3 minutes	Accountant
	Deliver Voucher and attachments to Treasury for check preparation		2 minutes	Accounting Assistant/ Aide
TOTAL:			40 minutes	



HUMAN RESOURCE MANAGEMENT AND DEVELOPMENT OFFICE

Internal Services



A. Employment with the Municipal Government

The “Municipal Government of Marcos shall adhere to the CSC’s Omnibus Rules on Appointments and Other Human Resources Actions (ORAOHRA) Rule VII Section 24 states that “*Vacant positions in the career service, including vacant executive/managerial positions in the second level that are authorized to be filled, together with their corresponding qualification standards and Plantilla numbers, shall be published and posted in three (3) conspicuous places for a period of not less than fifteen (15) calendar days for local government units pursuant to Section 80(a), Title Three, Book I of RA 7160 and Section 29, “The publication of a particular vacant position shall be valid until filled but not to extend beyond nine (9) months reckoned from the date the vacant position was published. Should no appointment be issued within the nine-month period, the agency has to cause the re-publication and re-posting of the vacant position.* Vacancies are then published at the CSC website www.csc.gov.ph and posted in the Municipal Transparency Bulletin at the municipal public market, Municipal Health Office and in front of TESDA.

Office/Division:	Human Resource Management & Development Office
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who May Avail:	All Interested applicant
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
Application:	
1. Application Letter - (2 copies)	Applicant
2. Fully Accomplished and notarized Personal Data Sheet (PDS) with recent passport-sized picture (CS Form No. 212, Revised 2017) and Work Experience Sheet - (1 copy)	Download PDS and Work Experience Sheet at www.csc.gov.ph
3. Performance Rating in the last rating period (if with previous government service) - (1 copy)	Previous or current government employer
4. Certified / authenticated eligibility rating/license - (1 copy)	Civil Service Commission (CSC) / Professional Regulation Commission (PRC)
5. Certified / authenticated Transcript of Records and Diploma (1 copy)	College/University graduated
Pre-employment:	
1. Personal Data Sheet – (3 original copies)	Applicant
2. Authenticated copy of Civil Service Eligibility/PRC License, Rating & Certification – (1 original copy + 3 photocopy)	Civil Service Commission (CSC) / Professional Regulation Commission (PRC)
3. Authenticated Transcript of Records and Diploma (1 original + 3 photocopy)	College/University graduated
4. Medical Certificate (CSC Form 211, revised 2018) – (1 original + 1 photocopy with results attached)	Download Medical Certificate (CSC Form 211, revised 2018) at www.csc.gov.ph and be signed by a government physician
5. Valid NBI Clearance (1 original copy + 1 photocopy)	National Bureau of Investigation (NBI)

6. PSA issued birth certificate (1 original / authenticated copy + 1 photocopy)	Philippine Statistics Office (PSA)			
7. PSA issued marriage contract/certificate (if applicable) – (1 original / authenticated copy + 1 photocopy)	Philippine Statistics Office (PSA)			
8. PhilHealth ID or Member Registration form – (1 photocopy)	Any PhilHealth branch			
9. Pag-IBIG ID or Member's Data Form – (1 photocopy)	Any Pag-IBIG branch			
10. Performance Rating in the last rating period (if with previous government service) - (1 copy)	Previous or current government employer			
11. Statement of Assets, Liabilities and Net Worth (SALN) – (4 original copy)	Download SALN Form Revised 2015 at www.csc.gov.ph			
12. Certificate of trainings (if required) – (1 copy each)	Training institute / provider			
Additional Requirements if Appointee is with prior Government Service:				
1. Clearance from money, property and legal accountabilities (CS Form No. 7 Series of 2018) - (1 original copy)	Previous/current employer			
2. Certificate of available leave credits - (1 original copy)	Previous/current employer			
3. Government Service Record - (1 original copy)	Previous/current employer			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Check CSC bulletin board/website, bulletin board at the municipal public market, Municipal Health Office or in front of TESDA for the list of job vacancies.	Post job vacancies in 3 conspicuous places, CSC bulletin and website. *Posting period is not less than 15 calendar days	None	30 minutes	HRM Assistant, HRM Aide
2. Submit the complete application requirements thru email lgumarcos@gmail.com or thru courier or walk in at Municipal Mayor's Office copy furnished	Receives application, assess completeness of required documents and acknowledge receipt thereof. *Only qualified applicants with complete requirements and applied within the	None	15 minutes	Mayor's Office Staff HRM Assistant HRM Aide

HRM Office	application period will be contacted for the formal assessment process.		10 minutes	HRM Officer HRM Assistant HRM Aide
None	Set schedule and prepare Notice of HRMPSB meeting and interview upon advice of the Mayor / Vice Mayor and send to HRMPSB members and qualified applicants			
3. Receives Notice of HRMPSB panel interview for selection.	Prepares tally sheet and employee qualification evaluation	None	5 minutes	HRM Officer HRM Assistant HRM Aide
4. Attends scheduled interview.	Conducts panel interview for the selection of most qualified applicants.	None	20 minutes per applicant	HRMPSB Committee
	Consolidates result of the panel interview, prepares minutes of the meeting and HRMPSB resolution to be forwarded to the appointing authority.		10 minutes	HRMPSB Secretariat
	Appointing authority assess the merits of the HRMPSB's recommendation for appointment and decide who among the shortlisted applicants will be appointed to the vacant position.		30 minutes	Appointing Authority
	Informs the appointee of the selection result thru email or call and require submission of listed documents needed for Pre-employment.		3 minutes	HRMO HRM Assistant HRM Aide

5. Receives notice of the result of selection and submit documents needed for pre-employment.	Receives and review documents submitted.	None	20 minutes	HRM Officer
	Prepares request for verification of eligibility to be forwarded to CSC or PRC.		5 minutes	HRM Assistant HRM Aide
	Prepares and process appointment papers after determining the accurateness, completeness and authenticity of all supporting documents.		4 hours	HRM Officer HRM Assistant
	Forward appointment papers to Appointing authority for approval		5 minutes	HRM Aide
	After all signatories signed all appointment documents, prepare transmittal to CSC Field Office for attestation. <i>Note: Email transmittal to submit2cscfoin@gmail.com before submitting documents to field office.</i>		10 minutes	HRM Aide
6. Receive Appointment papers.	Release the approved appointment paper to the appointee.	None	3 minutes	HRM Officer
7. Attends orientation on Internal Office Rules and Regulations.	Conducts orientation.	None	20 minutes	HRM Officer
TOTAL		None	7 hours and 1 minutes	

B. For Contractual, Contract of Service and Job Order

The Municipal government of Marcos may employ a person in accordance with a special contract to undertake a specific work or job requiring special or technical skill not available in the agency to be accomplished in a specific period.

Office/Division:	Human Resource Management & Development Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who May Avail:	All Interested applicants			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Application:				
1. Application Letter - (2 copies)			Applicant	
2. Resume or Bio-data – (2 copies)			Applicant	
Upon signing of Contract:				
1. Personal Data Sheet – (3 original copies)			Applicant	
2. Authenticated copy of Civil Service Eligibility/PRC License, Rating & Certification – (1 original copy)			Civil Service Commission (CSC) / Professional Regulation Commission (PRC)	
3. Authenticated Transcript of Records and Diploma (1 original)			College/University graduated	
4. PSA issued birth certificate (1 original / authenticated copy + 1 photocopy)			Philippine Statistics Office (PSA)	
5. PSA issued marriage contract/certificate (if applicable) – (1 original / authenticated copy + 1 photocopy)			Philippine Statistics Office (PSA)	
6. PhilHealth ID or Member Registration form – (1 photocopy)			Any PhilHealth branch	
7. Pag-IBIG ID or Member's Data Form – (1 photocopy)			Any Pag-IBIG branch	
8. Performance Rating in the last rating period (if with previous government service) - (1 copy)			Previous or current government employer	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	Offices shall submit their request for number of Contract of Service needed and their qualifications by filing up the PERSONNEL REQUISITION FORM.	None	-	Office/ Department Head
1. Submit / File an application letter at	Receives application, assess	None	5 minutes	Mayor's Office Staff

<p>Municipal Mayor's Office copy furnished HRM Office</p> <p>None</p>	<p>completeness of required documents, acknowledge receipt thereof and advise applicant to wait for notice of pre-qualifying examination.</p> <p>The mayor gives advice to conduct pre-qualifying examination.</p> <p>Prepare Notice of Pre-qualifying Examination schedule and send to applicants via e-mail, text message or call.</p>		<p>5 minutes</p> <p>3 minutes per applicant</p>	<p>HRM Assistant HRM Aide</p> <p>Municipal Mayor</p> <p>HRM Officer HRM Assistant HRM Aide</p>
<p>2. Receives Notice of Pre-qualifying examination schedule.</p>	<p>Prepares Pre-qualifying examination materials.</p>	<p>None</p>	<p>15 minutes</p>	<p>HRM Officer HRM Assistant HRM Aide</p>
<p>3. Attends scheduled examination.</p> <p>None</p> <p>None</p>	<p>Conducts pre-qualifying examinations to applicants.</p> <p>Checks examination papers and forward the summary of result to the mayor's office for proper action.</p> <p>Notify applicants for the result of their exam</p>	<p>None</p>	<p>1 hour</p> <p>2 minutes per applicant</p> <p>30 minutes</p>	<p>HRM Officer</p> <p>HRM Assistant HRM Aide</p> <p>HRM Officer HRM Assistant HRM Aide</p>
<p>4. Receives result of examination.</p>	<p>Review qualification of applicants who passed the examination and</p>	<p>None</p>	<p>1 hour</p>	<p>HRM Officer HRM Assistant HRM Aide</p>

5. Receives Notice for Selection and submit additional requirements.	match with the request of offices in the Personnel Requisition Form.		5 minutes	HRM Assistant HRM Aide
	Submit list of qualified applicants for selection and approval of the Mayor.		2 minutes	HRM Officer HRM Assistant
	Inform the selected applicants of the required additional documents to be submitted.		3 minutes	HRM Aide
	Receives and reviews documents submitted.		10 minutes	HRM Aide
	After all signatories signed all appointment documents, prepare transmittal to CSC Field Office for attestation. <i>Note: Email transmittal to submit2cscfoin@gmail.com before submitting documents to field office.</i>			
8. Receive Appointment papers.	Release the approved appointment paper to the appointee.	None	3 minutes	HRM Officer
9. Attends orientation on Internal Office Rules and Regulations.	Conducts orientation.	None	20 minutes	HRM Officer
TOTAL		None	7 hours and 1 minutes	

PUBLIC EMPLOYMENT SERVICE OFFICE

External Services



A. PROVISION OF SPECIAL PROGRAM FOR THE EMPLOYMENT OF STUDENTS (SPES)

The SPES aims to help poor but deserving high school/college students and out-of-school youths in pursuing their education by encouraging them to be employed during summer break/ Christmas vacation under the provisions of RA 10917 amending RA 9547 & 7323.

Office/Division:	Public Employment Service Office	
Classification:	Simple	
Type of Transaction:	G2C - Government to Citizen	
Who May Avail:	Financially underprivileged students	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
➤ Registration form		
a. a. Photocopy of Birth Certificate or any government issued IDs or any official document indicating the applicant's date of birth and/or age.		For Birth Certificate- to be secured from PS
b. b. 1. For wage earner parents, any of the following may be submitted:		
i. Photocopy of Income Tax Return (ITR)		Issued from Government and private company where the person works.
ii. Photocopy of Certificate of Tax Exemption issued by BIR.		From BIR
iii. Original copy of Certificate of Low Income issued by the concerned barangay		Issued by the Barangay signed by the concerned Brgy. Captain.
2. For non-wage earner parents;		
i. Original copy of Certificate of Indigence or Low Income issued by the Barangay or Social Welfare & Development Office of the LGU.		Issued by the Barangay signed by the Brgy. Captain or MSWDO.
c. c. For students in basic education, a photocopy of Form 138 (Student's Report Card) or Form 137 (Student's Permanent Record) of the last school year or term immediately preceding the application.		Issued by the school last attended by the student.
<i>*For students in higher education, a photocopy of the report of grades or complete set of academic class cards as indicated in their registration form along with the original copy to be presented for validation purposes</i>		Issued by the school last attended by the student.
<i>In the absence of the above, a certification from the school of the applicant's passing grade or general weighted average.</i>		
d. d. In the case of OSY, original copy of certification as OSY issued by the Barangay chairman or Punong		Issued by the concerned Barangay signed by the Brgy. Captain or the Municipal Social Welfare and

Barangay or duly authorized representative of the Barangay, or a Certification issued by the Social Welfare & Development Office in the LGU.	development Officer (MSWDO).			
e. e. In the case of dependent of displaced workers, any of the following:				
1. Notice of Termination issued by the employer	Issued by the worker's employer.			
2. DOLE ROs Establishment Termination Report (ETR) or	Issued by the DOLE.			
3. Certification of displacement issued by the concerned barangay, municipal or city social worker development officer of the LGU.	Issued by the Brgy. Captain, or may the MSWDO of the LGU.			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Apply for the Special Program for the Employment of Students (SPES)	Provide copy of SPES forms or Registration Form	None	1 minute	PESO Manager, PESO Aide
2. Accomplish registration form and submit the same with all the supporting documents	Review and evaluate documents submitted for its completeness and accuracy. Conduct preliminary screening and interview to SPES applicants with complete documents for validation.	None	5 minutes	PESO Manager, PESO Aide
	Endorse SPES application form to the Office of the Mayor for recommendation.		30 minutes	PESO Manager
			5 minutes	PESO Manager
	Inform the SPES applicants and the PESO of the referral if accepted.	None	5 minutes	PESO Manager
3. Sign an Employment Contract after receipt of	Conduct orientation and	None	1 hour	PESO Manager,

advice from DOLE RO.	deploy SPES applicants to concerned offices.			HRMO
TOTAL:		None	1 hour & 45 minutes	

B. GRANTING OF NO OBJECTION CERTIFICATE ON SPECIAL RECRUITMENT ACTIVITY OF RECRUITMENT AGENCIES FOR JOB OPPORTUNITES

Provision of assistance for the No Objection Certificate to recruitment agencies for job opportunities local and abroad.

Office/Division:	Public Employment Service Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who May Avail:	All Interested applicants			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Application Letter		Originating from the applicant seeking a job placement		
2. POEA Certificate		Issued by the POEA		
3. Approved Job Orders		Can be sited at the DOLE Job Placement site of PESO Job Placement sites or any Government and Private Human Resource and Management Office or website.		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCES SING TIME	PERSON RESPONSIBLE
1. Submit application and requirements.	Receive application and requirements	Php100.00	3 minutes	Executive Assistant, Administrative Aide
	Endorse request to the PESO Manager for review. Review and validate documents if appropriate then recommend for the issuance of Certificate to the Office of the Mayor.		1 minute 10 minutes	Executive Assistant, Administrative Aide PESO Manager
	Advice client to pay the required fees with the corresponding Order of Payment at the Treasury Office.		3 minutes	Executive Assistant, Administrative Aide
2. Present the Official	Receive OR and		10	Executive

Receipt (OR)	prepare the No Objection Certificate.		minutes	Assistant, Administrative Aide
	Sign and release the document.		3 minutes	Municipal Mayor Executive Assistant, Administrative Aide
3. Receive document and sign at the log book.				
TOTAL:		Php 100.00	30 minutes	

C. PROVISION OF TECHNICAL ASSISTANCE FOR AVAILMENT OF DILEEP KABUHAYAN PROGRAM, TULONG PANGKABUHAYAN SA ATING DISPLACED WORKERS (TUPAD), CASH FOR WORK AND GOVERNMENT INTERNSHIP PROGRAM (GIP) AND LIVELIHOOD SKILLS TRAINING

Provision of technical assistance for availment of DILEEP Kabuhayan Program, Tulong Pangkabuhayan sa Ating Displaced Workers (TUPAD), Cash for Work and Government Internship Program (GIP) and Livelihood Skills Training through coordination of LGU with DOLE, OWWA, PESO and other agencies.

Office/Division:	Public Employment Service Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who May Avail:	Residents of the Municipality			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Valid ID of the recipient			To be presented by the recipient of the TUPAD	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire about programs/projects and services of DOLE to be availed.	Provide necessary information about the availment of project through DOLE and the needed requirements.	None	5 minutes	PESO Manager
	Coordinate with Focal Person of DOLE of the proposed project for availability of fund.		3 minutes	PESO Manager
	If there is available fund inform the clients to submit necessary requirements.		2 minutes	PESO Manager
2. Submit necessary	Receive and review	None	10 minutes	PESO

requirements.	<p>completeness of necessary requirements.</p> <p>Coordinate with Mayor of the availability of fund for the proposed project to be availed by the identified association/group from DOLE's various program for his affirmation.</p>		10 minutes	<p>Manager</p> <p>PESO Manager</p>
3. Accomplished PESO forms.	<p>Submit duly accomplished forms and prepare other supporting documents.</p> <p>Forward to the Mayor for its endorsement to DOLE.</p> <p>Submit application and its supporting documents to DOLE.</p> <p>Upon advice of the DOLE inform clients about the approval of the project.</p> <p>Various Programs:</p> <ul style="list-style-type: none"> ➤ TUPAD ➤ Cash for Work ➤ GIPs ➤ Kabuhayan /Livelihood Project ➤ Skills Training 	None	10 minutes	Executive Assistant, Administrative Aide
4. Proceed to start the project.	<p>Monitor actual operation of project/program.</p> <p>Evaluate and validate accomplishment of the project/program.</p>	None	<p>30 minutes</p> <p>1 hour</p>	<p>PMT, PESO Manager, PESO Aide</p> <p>PMT, PESO Manager, PESO Aide</p>
TOTAL:		None	2 hours & 10 minutes	

BUSINESS PERMITS AND LICENSING OFFICE

Internal Services



A. BUSINESS PERMITS PROCESSING and LICENSING

The Business Permits and Licensing Office shall process business licenses, collects fees and charges to any proposed business registrant in accordance with Ordinance Number 10-2017-028 and other rules and ordinances governing business licensing. The license must be renewed from January 1 to January 20 of every year.

Office/Division:	Business Permits and Licensing Office
Classification:	Highly Technical
Type of Transaction:	G2C - Government to Citizen
Who May Avail:	All Interested applicants
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Unified Application Form	Municipal Treasury Office
2. Zoning Clearance (Building Permit)	Municipal Engineering Office
3. Locational Clearance	Municipal Planning and Development Office
4. Community Tax Certificate	Office of the Punong Barangay/Municipal Treasury Office
5. Barangay Clearance (for Business & Building permit purposes only)	Municipal Treasury Office
6. Mayor's Clearance	Office of the Municipal Mayor
7. Police Clearance	Marcos Municipal Police Station
8. Business Tax Clearance	Municipal Treasury Office
9. Real Property Tax Clearance	Municipal Treasury Office
10. Sanitary Clearance	Municipal Health Office
11. Three (3) Passport ID Picture	Client
12. Health Certificate	Municipal Health Office
13. BIR Clearance	Bureau of Internal Revenue
14. SSS Clearance	Social Security System
15. Philhealth Clearance	Philippine Health Insurance Corporation
16. DTI Registration	Department of Trade and Industry/Negosyo Center, Marcos, Ilocos Norte
17. HDMF Clearance Certificate	Pag-IBIG Fund
18. Fire Safety Inspection Certificate	Bureau of Fire Protection – Marcos Station
19. Permit from Previous Year (for renewal)	Client
20. Baybook (for Renewal)	Client
21. Case to Case Basis:	
21.1 Contract of Lease/Authorization	Lessor
21.2 Occupancy Permit	Municipal Engineering Office/Bureau of Fire and Protection, Marcos, Ilocos Norte
21.3 CDA Registration	Cooperative Development Authority
21.4 SEC Registration and By-laws	Security and Exchange Commission
21.5 Fertilizer and Pesticide Authority	Fertilizer and Pesticide Authority
21.6 Food and Drug Authority (Drugstore)	Food and Drug Authority
21.7 Bangko Sentral Certificate (Pawnshop/lending/foreign exchange)	Bangko Sentral ng Pilipinas
21.8 Water Potability Test	Municipal Health Office/Ilocos Norte
21.9 Certificate of Compliance for	Department of Energy

Liquid Petroleum Products				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. File Application for Business Permit (New/Renewal) with all the requirements as per DTI/DILG JMC No. 1, s of 2016 Sec. 6.1.3	Verify completeness of submission and attached documentary requirements.	Figure varies depending on the assessment of the Municipal Treasurer/ BPLO Head or DEMO 1 in accordance with Section 7 of the Revised Revenue Code No. 10-2017-028. (See attached file for reference)	10 minutes	Municipal Treasurer/ BPLO Head, Admin Aide VI
	Assess business tax, fees and charges.		10 minutes	Municipal Treasurer/ BPLO Head, Admin Aide VI
2. Pay the required fees.	Post payment at the ETRACS and issue Official Receipt.	None	7 minutes	Admin Aide VI ETRACS Operator
3. Submit a photocopy of the Mayor's permit to Operate Business and all documentary requirements and claim Business Plate/Sticker.	Accept copy of the documents, post the Mayor's Permit to Operate Number, date of receipt and date of release in the Business Log Book and issue Business Plate for new and sticker for renewal.		5 minutes	Admin Aide VI ETRACS Operator
TOTAL:		Figure varies depending on the assessment of the Municipal Treasurer/ BPLO Head or Admin Aide VI in accordance with Section 7 of the Revised Revenue Code No. 10-2017-028. (See attached file for reference)	32 minutes	

B. MOTORIZED OPERATOR'S TRICYCLE PERMIT

The Motorized Tricycle Operator's Tricycle Permit is issued to a person, natural or juridical, allowing him to operate motorized tricycle-for-hire within the municipality pursuant to a Franchise Ordinance

Office/Division:	Business Permits and Licensing Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who May Avail:	All qualified applicants			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Community Tax Certificate	Office of the Punong Barangay/ Municipal Treasury Office			
2. Barangay Clearance (for Business & Building permit purposes only)	Municipal Treasury Office			
3. Mayor's Clearance	Office of the Municipal Mayor			
4. Police Clearance	Marcos Municipal Police Station			
5. Health Certificate	Municipal Health Office			
6. BIR Clearance	Bureau of Internal Revenue			
7. SSS Clearance	Social Security System			
8. Philhealth Clearance	Philippine Health Insurance Corporation			
9. HDMF Clearance Certificate	Pag-IBIG Fund			
10. Inspection Report	Office of the Sangguniang Bayan			
11. Approved Ordinance	Office of the Sangguniang Bayan			
12. TODA Clearance	Marcos Tricycle Operators and Drivers Association Inc.			
13. Official Receipt	Land Transportation Office			
14. Certificate of Registration	Land Transportation Office			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Order of Payment	Acknowledge the client and post the payment to the ETRACS	Fees are based on Section 69 of the	3 minutes	Admin Aide VI ETRACS Operator
2. Pay the required fees.	Receive payment and issue the Official Receipt.	Revised Revenue Code No. 10-2017-028 (See attached file for reference)	3 minutes	Admin Aide VI ETRACS Operator
3. Submit a photocopy of the Motorized Tricycle Operator's Permit and all documentary requirements and claim Business Plate/Sticker.	Accept copy of the documents, post the Motorized Tricycle Operator's Permit, date of receipt and date	None	5 minutes	Admin Aide VI ETRACS Operator

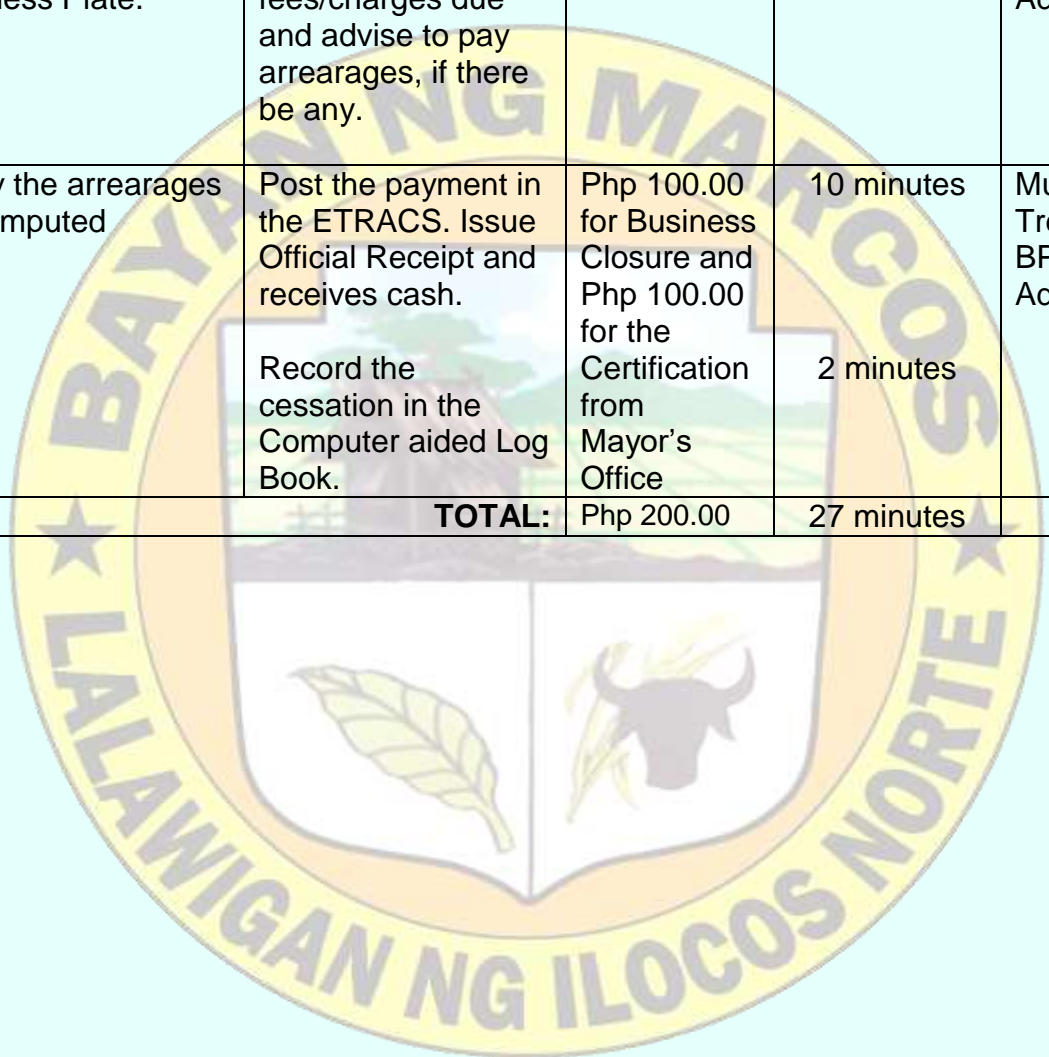
	of release in the MTOP Log Book and issue Business Plate for new and sticker for renewal.			
TOTAL:		Fees are based on Section 69 of the Revised Revenue Code No. 10-2017-028 (See attached file for reference)	11 minutes	

C. CESSATION OF BUSINESS (Termination or Retirement)

Termination of business operation shall construe that the business stopped completely. Any change in ownership, management and/or name of the business shall not constitute termination as herein contemplated. Unless stated otherwise, the assumption of the business by any new owner or manager or re-registration of the same business under a new name will be considered by the LGU concerned only for record purpose in the course of the renewal of the permit or license to operate the business.

Office/Division:	Business Permits and Licensing Office			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizen			
Who May Avail:	All Interested applicants			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Intent		Client		
2. Certification of Cessation		Office of the Punong Barangay, Office of the Municipal Mayor and Business Permit and Licensing Office		
3. Mayor's Permit to Operate Business (latest)		Client		
4. Business Plate		Client		
5. Baybook		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. File his/her intention to cease to	Acknowledge the client and ask for	None	5 minutes	Municipal Treasurer/

operate business.	his/her Mayor's Permit to Operate Business and other requirements. Advise the same on the standards of cessation.			BPLOHead, Admin Aide VI
2.Surrender his/her Mayor's Permit to Operate and Business Plate.	Verify records, compute for previous fees/charges due and advise to pay arrearages, if there be any.	None	10 minutes	Municipal Treasurer/ BPLO Head, Admin Aide VI
3.Pay the arrearages as computed	Post the payment in the ETRACS. Issue Official Receipt and receives cash. Record the cessation in the Computer aided Log Book.	Php 100.00 for Business Closure and Php 100.00 for the Certification from Mayor's Office	10 minutes 2 minutes	Municipal Treasurer/ BPLO Head Admin Aide VI
TOTAL:		Php 200.00	27 minutes	



OFFICE OF THE SANGGUNIANG BAYAN

External Services



A. ISSUANCE OF CERTIFIED TRUE COPY (CTC) OF LEGISLATIVE DOCUMENTS

Office/Division:	Office of the Sangguniang Bayan			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen, G2G - Government to Government			
Who May Avail:	Tricycle operators on their representatives who are operating in the municipality.			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Written request/form specifying the document/s needed.				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a written request/request form.	Receive the written request/request form. Submit written request/request form for approval Research on the requested document/s. Issue Order of Payment.		10 minutes 10 minutes	Computer Operator I LLSE II Legislative Assistant Legislative Aide Data Encoder
2. Present the Official Receipt	Receive the Official Receipt. Prepare the Certified True Copy (CTC) of the requested document/s.	₱ 100.00 per page	3 minutes 1 hour	Secretary to the Sanggunian Computer Operator I LLSE II Legislative Assistant Legislative Aide Data Encoder
3. Receive the CTC of the requested document/s.	Issue the CTC of the requested document/s. Let it be received in a logbook.		3 minutes	Computer Operator I LLSE II Legislative Assistant Legislative Aide Data Encoder
TOTAL:		₱ 100.00 per page	1 hour & 26 minutes	

B. ISSUANCE OF FRANCHISE TO OPERATE MOTORIZED TRICYCLE-FOR-HIRE

The Franchise to Operate Motorized Tricycle-for-Hire is provided to residents of Marcos, Ilocos Norte who wish to operate tricycle/s-for-hire within the municipality.

Office/Division:	Office of the Sangguniang Bayan			
Classification:	Complex			
Type of Transaction:	G2C - Government to Citizen			
Who May Avail:	All Interested applicants			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. With 1 unit tricycle and no other income				
a. Application Form	SB Office			
b. Inspection Form	SB Office			
c. Barangay Clearance	Brgy. where the applicant reside			
d. Mayor's Clearance	Mayor's Office			
e. BIR Clearance	Any BIR Office			
f. Birth Certificate	Any PSA/Civil Registry Office			
g. Certificate of Registration (Xerox)	Applicant			
h. LTO Official Receipt (Xerox)	Applicant			
i. Insurance Policy (Xerox)	Applicant			
j. Driver's License (Xerox)	Applicant			
k. MTODA Clearance (optional)	MTODA Office			
l. Long Folder	Applicant			
2. With 2 or more units or with other income				
a. Application Form	SB Office			
b. Inspection Form	SB Office			
c. Barangay Clearance	Brgy. where the applicant reside			
d. Mayor's Clearance	Mayor's Office			
e. PhilHealth Clearance	Any PhilHealth Office			
f. SSS Clearance	Any SSS Office			
g. BIR Clearance	Any BIR Office			
h. Birth Certificate	Any PSA/Civil Registry Office			
i. Certificate of Registration (Xerox)	Applicant			
j. LTO Official Receipt (Xerox)	Applicant			
k. Insurance Policy (Xerox)	Applicant			
l. Driver's License (Xerox)	Applicant			
m. MTODA Clearance (optional)	MTODA Office			
n. Long Folder	Applicant			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire about the services.	Provide checklist of requirements		3 minutes	Computer Operator I LLSE II Legislative Assistant Legislative

				Aide Data Encoder
2. Submit required documents.	Assess/Evaluate documents submitted. Issue Order of Payment Filing Fee Inspection Fee MTOP Permit per unit Governor's Fee (new) Sworn Statement Fee Sticker Business Plate-MTOP (New unit only) Franchise Fee Documentary Stamp	₱300.00 75.00 300.00 20.00 75.00 25.00 220.00 400.00 30.00	10 minutes	Computer Operator I LLSE II Legislative Assistant Legislative Aide Data Encoder
3. Present Official Receipt and the tricycle unit for inspection.	Inspect the unit and accommodate the applicant for hearing. <i>Submit complete documents for legislation. Inform client immediately upon completion of the process.</i>		15 minutes	Computer Operator I LLSE II Legislative Assistant Legislative Aide Data Encoder
	Prepare the Franchise to be signed by the Secretary to the Sanggunian, Vice Mayor, and the Municipal Mayor.		5 Minutes	Computer Operator I LLSE II Legislative Assistant
4. Receive the Franchise.	Issue the Franchise. Let it be received by the client in the duplicate copy and the logbook.		3 minutes	Computer Operator I LLSE II Legislative Assistant Legislative Aide Data Encoder
TOTAL:		₱ 1,445.00	36 minutes	

C. CHANGE MOTOR/UNIT OF FRANCHISED TRICYCLE-FOR-HIRE

Change of motor/unit is a service extended to franchise holder who wishes to change his motor/unit during the duration of his franchise.

Office/Division:	Office of the Sangguniang Bayan	
Classification:	Simple	
Type of Transaction:	G2C - Government to Citizen	
Who May Avail:	All Interested applicants	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Accomplished Application Form	SB Office	
2. Original Franchise	Applicant	
3. Original and photocopies of CR and latest OR of the old and new motorcycle.	Applicant	
4. Two (2) valid ID's of the applicant – photocopies attached to the application.	Applicant	
5. Other documents that may be required as necessary in case of changes, such as deed of sale or extrajudicial settlements with the of rights with the waiver of rights if the applicant is a transferee of a franchised tricycle.	Applicant	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire about the service.	Provide Checklist of requirements.	None	3 minutes	Computer Operator I LLSE II Legislative Assistant Legislative Aide Data Encoder
2. Submit required documents.	Assess/Evaluate documents submitted. Prepare the amended Franchise to be duly signed by the Secretary to the Sangunian, Vice Mayor and the Municipal Mayor	None	10 minutes 15 minutes	Computer Operator I LLSE II Legislative Assistant Legislative Aide Data Encoder
3. Receive the amended Franchise.	Issue the amended Franchise. Let it be received by the client in the duplicate copy and the logbook.	None	3 minutes	Computer Operator I LLSE II Legislative Assistant Legislative Aide Data Encoder
TOTAL:		None	31 minutes	

D. REPLACEMENT OF LOST FRANCHISE

Replacement of Lost Franchise (CTC of the original) is a service rendered to franchise holder who lost the original copy of his franchise.

Office/Division:	Office of the Sangguniang Bayan			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who May Avail:	All Interested applicants			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request for replacement.		Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire about the service.	Brief client of the requirement.		3 minutes	Computer Operator I LLSE II Legislative Assistant
2. Submit letter request for replacement.	Receive letter for replacement. Issue Order of Payment		3 minutes	Computer Operator I LLSE II Legislative Assistant
3. Present Official Receipt.	Prepare replacement copy (Certified Copy of the Original).	₱100.00	5 minutes	Computer Operator I LLSE II Legislative Assistant Legislative Aide Data Encoder
4. Receive the replacement copy.	Issue the replacement copy.		3 minutes	Computer Operator I LLSE II Legislative Assistant Legislative Aide Data Encoder
TOTAL:		₱100.00	21 minutes	

E. TRANSFER OF FRANCHISE TO OPERATE MOTORIZED TRICYCLE-FOR-HIRE

Transfer of Franchise is a service provided only legitimate spouse, parents, children, brother/sister, or of relatives by consanguinity or affinity within the fourth civil degree of the franchise holder. The amended Franchise shall only serve the unexpired term.

Office/Division:	Office of the Sangguniang Bayan			
Classification:	Complex			
Type of Transaction:	G2C - Government to Citizen			
Who May Avail:	All Interested applicants			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. An affidavit executed by the transferor to the effect of Tricycle Franchise was from the original franchise grantee;			Applicant	
2. Original copy of duly executed Deed of Absolute Sale or Deed of Absolute Sale or Deed of Transfer;			Applicant	
3. Original Franchise;			Applicant	
4. Community Tax Certificate of the Transferee;			Brgy. where the applicant reside	
5. Original and Photocopies of the Certificate of Registration (CR) and latest Official Receipt (OR) of the motorcycle/tricycle issued by the Land Transportation Office (LTO);			Applicant	
6. Two (2) valid identification of the applicant.			Applicant	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire about the service.	Brief client of the lone requirement.	None	3 minutes	Computer Operator I LLSE II Legislative Assistant Legislative Aide Data Encoder
2. Submit required documents.	Assess/Evaluate documents submitted. Issue Order of Payment.	None	15 minutes	Computer Operator I LLSE II Legislative Assistant
3. Present Official Receipt	Prepare the amended Franchise to be duly signed by the Secretary to the Sanggunian, Vice Mayor and the Municipal Mayor.	₱ 250.00	15 minutes	Computer Operator I LLSE II Legislative Assistant Legislative Aide Data Encoder

4. Receive the amended Franchise	Issue the amended Franchise. Let it be received by the client in the duplicate copy and logbook.	None	3 minutes	Computer Operator I LLSE II Legislative Assistant Legislative Aide Data Encoder
TOTAL:		₱ 250.00	36 minutes	

F. DROPPING OF FRANCHISE TO OPERATE MOTORIZED TRICYCLE-FOR-HIRE

Dropping of Franchise is a service extended to franchise holder who wishes to totally stop his operation.

Office/Division:	Office of the Sangguniang Bayan			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who May Avail:	All Interested applicants			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Original Copy of unexpired Franchise			Applicant	
2. Tricycle Unit with removed sidocar number			Applicant	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire about the service.	Provide short briefing and inform about the necessary requirements.	None	5 minutes	Computer Operator I LLSE II Legislative Assistant Legislative Aide Data Encoder
2. Submit required document and present unit for inspection.	Assess/Evaluate documents submitted. Inspect the unit. Issue Order of Payment	None	15 minutes	Computer Operator I LLSE II Legislative Assistant
3. Present Official Receipt	Prepare the Certification of Dropping, to be signed by the Secretary to the Sanggunian.	₱ 100.00	15 minutes	Computer Operator I LLSE Legislative Assistant

4. Receive Certification Dropping.	the of	Issue the amended Franchise. Let it be received in the duplicate copy by the client.	None	5 minutes	Computer Operator I LLSE II Legislative Assistant Legislative Aide Data Encoder
TOTAL:			₱ 100.00	40 minutes	



**MUNICIPAL SOCIAL WELFARE AND
DEVELOPMENT OFFICE**

External Services



A. PROVISION OF ASSISTANCE FOR INDIVIDUALS IN CRISIS SITUATION

Provision of timely and appropriate aid to individuals/families in extreme difficulty brought by a stressful situation.

Office/Division:	Municipal Social Welfare and Development Office			
Classification:	Complex			
Type of Transaction:	G2C - Government to Citizen			
Who May Avail:	All individuals or families in crisis situation			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. For Medical Assistance:				
a. Medical Certificate	Issued by a License Phisician			
b. Latest/Tentative Hospital Bill	Issued by a hospital where the patient was treated			
c. Certificate of Indigency	Issued by the Barangay Captian			
d. Community Tax Certificate	Issued by the Barangay or Municipal Level			
e. Valid ID	Issued by Government Office			
f. Referral Slip from the Mayor's Office				
2. For Burial Assistance:				
a. Death Certificate	Issued by Philippine Statistics Authority (PSA)			
b. Certificate of Indigency	Issued by the Brgy. Captaian			
c. Community Tax Certificate	Issued by the Barangay or Municipal Level			
d. Valid ID	Issued by Government Office			
e. Referral Slip from the Mayor's Office				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign visitor's logbook Undergo Interview	Greets client and interview/ gather pertinent data to verify eligibility.		35 minutes	MSWD Office Worker/ Social Worker
2. Submit needed documents	Review submitted documents. Prepare case study and other needed forms/documents and inform client just wait for the notice of approval of his/her application.		20 minutes 60 minutes	MSWD Office staff / Social Worker
3. Come back and receive the assistance	Assist client to receive the assistance.		15 minutes	DCW I/Data Encoder
TOTAL:			2 hours & 11 minutes	

B. YOUTH AND CHILDREN IN NEED OF SPECIAL PROTECTION (Y/CNSP)

The Municipal Government of Marcos through the MSWDO assist children and youth whose basic needs are unattended by their parents or guardians or are victims on any form of abuse.

Office/Division:	Municipal Social Welfare and Development Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who May Avail:	Abandoned, neglected, physically abused, sexually abused, emotionally abused children.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
a. Medical Certificate for abuse cases		Issued by License Physician		
b. Medicolegal Certificate		Issued by Trained Medicolegal Officer		
c. Birth Certificate for children		Philippine Statistics Authority (PSA)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register in visitor's logbook and Identifies the problem	Interview & extend counseling, if necessary refer client to other agencies		2 minutes	MSWD Office Worker/Social Worker
2. Presents result of referral	Prepare Social Case Study Report and provide assistance		1 hour	MSWDO/ Social Worker
3. Receives assistance	Assist client to receive the assistance.		15 minutes	DCW I/Data Encoder
TOTAL:			1 hour & 17 minutes	

C. PROMOTION OF WELFARE OF SOCIALLY DISADVANTAGED WOMEN

The Municipal Government of Marcos through the MSWDO assist and provide special social services to disadvantaged women to cope with problems affecting their social functioning.

Office/Division:	Municipal Social Welfare and Development Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who May Avail:	All women who are victims of exploitation domestic violence and all forms of abuse			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Medical Certificate for abuse cases		Issued by a Trained Medicolegal Officer		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Register in visitors logbook and identifies the problem	Discusses problems & provides related information. Interviews & extend counseling. Schedule Group counseling sessions with concerned individuals as the case maybe.		2 hours	MSWDO/Social Worker
2. Come back for the counseling	Conduct counseling session. Refer to other concerned agencies if necessary		3 hours	MSWDO/Social Worker
3. Go back to MSWDO and submit/present result of referral	Makes follow-up on services rendered or extended Extend other related services when necessary		30 minutes	MSWDO/Social Worker
TOTAL:			5 hours & 30 minutes	

D. PROVISION OF RELIEF ASSISTANCE

Provision of timely and appropriate assistance to help alleviate the conditions/situation of distressed/displaced individuals/families and those who are victims of disaster and are in need of food, clothing, temporary shelter, emotional and moral support through efficient & effective management of evacuation center/institution.

Office/Division:	Municipal Social Welfare and Development Office				
Classification:	Simple				
Type of Transaction:	G2C - Government to Citizen				
Who May Avail:	All individuals or families who are victims of natural or man made disasters.				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
Disaster Related Victims or Affected Individuals/Families			List comes from barangay level through the Brgy. Captain		
For Walk-in Clients -Assessed by a Social Worker			Come as Walk-in or Referral		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	

1. Submit list of affected victims & extent of damages & assistance needed.	Review listing/ gather collateral information/ ocular inspection Prepare request for approval of MDCC chairman	1 hour 30 minutes	MSWD Office Workers/ /DCW I/ Data Encoder
2. Fill up prescribed form	Submit request to processing unit	15 minutes	MSWD Office Workers
3. Receive relief assistance	Distribute relief goods.	1 day	MSWDO/ DCW I/ Data Encoder/ members of the MDCC
TOTAL:		1 day, 1 hour & 45 minutes	

E. PROVISION OF EMERGENCY SHELTER ASSISTANCE

Extends Emergency Shelter Assistance thru the provision of limited funds for the repair/rehabilitation of houses which are partially or totally destroyed by natural or man-made disaster.

Office/Division:	Municipal Social Welfare and Development Office			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizen			
Who May Avail:	All qualified applicants			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Certification of Indigency		Issued by the Brgy. Captain		
2. Referral Slip from the Office of the Mayor				
3. Community Tax Certificate		Issued by Barangay or Municipal Level		
4. Valid Identification Card				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register in the visitor's logbook	Conduct preliminary investigation		2 minutes	MSWD office Worker/ DCW I
2. Submit documentary requirements	Interview client		30 minutes	MSWD office Workers/ DCW I
	Receive documentary requirements			
	Collateral Information/ Ocular inspection/documentation		2 hours	MSWDO Office Workers/ DCW I/ Data Encoder
	Inform client to just wait for the notice of approval		2 minutes	Data Encoder

	of the application Prepares Project Proposal & other needed documents Submits proposal to processing unit		1 hour 5 minutes	MSWDO Data Encoder
3. Receive shelter assistance	Refer client to Treasury Office		15 minutes	MSWD Office Workers/ DW I/Data Encoder
TOTAL:			1 hour & 17 minutes	

F. PROVISION OF SOCIAL CASE STUDY REPORT FOR MEDICAL ASSISTANCE FROM PCSO AND REFERRALS TO OTHER AGENCIES FOR ASSISTANCE

Provision of social case study report to request for any kind of assistance to other government and non-government offices and institutions to help augment needed amount for medications, and some other kind of assistance or appropriate aid to individuals/families in extreme difficulty brought by a stressful situation..

Office/Division:	Municipal Social Welfare and Development Office			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizen			
Who May Avail:	All qualified applicants			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Certification of Indigency/ Certificate of Residency		Issued by the Brgy. Captain		
2. Community Tax Certificate		Either issued by Barangay or Municipal Level		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register in the visitor's logbook	Conducts interview		2 minutes	PPW II/DCW I
2. Request for the service (Social Case Study Report)	Interview client gather needed information Gather collateral information		30 minutes	Social Worker
3. Submit Required documents	Prepare Social Case Study Report for signature		3 hours	Social Worker/ Municipal Mayor

4. Receive Social Case Study Report	Hand in the Social Case Study Report		5 minutes	MSWD Office Workers
TOTAL:			40 minutes	

G. GRANTING OF SENIOR CITIZEN'S IDENTIFICATION CARD

The Senior Citizen's Identification Card is provided to residents of the municipality who are 60 years old and above and who are registered member of the office of the Senior Citizen's Affairs. The I.D. can be used to avail the benefits accorded to senior citizens as provided for by R.A. 7432 and other relevant laws.

Office/Division:	Municipal Social Welfare and Development Office			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizen			
Who May Avail:	Senior Citizens of the municipality			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Community Tax Certificate			Either issued by Barangay or Municipal Level	
2. 2 pcs (1x1 ID picture) of the Senior Citizen				
3. 1 pc (passport size ID picture)				
4. Birth Certificate (if Negative Result, Client must submit negative result and baptismal certificate/ any valid ID)			Issued by Philippine Statistics Authority (PSA)	
5. Marriage Certificate (if married Female)			Issued by Philippine Statistics Authority (PSA)	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign visitors logbook and inquire about the service	Provide the client with a short briefing on the service and the necessary requirements.	None	35 minutes	MSWD office Workers
2. Accomplish and submits application form and needed documents	Review documents for processing of application.	None	15 minutes	MSWD office Workers
	Process ID card for signature	None	1 hour	MSWDO / Mayor
3. Receive I.D. card	Provide the duly accomplished I.D. card.	None	15 minutes	MSWD office Workers
TOTAL:		None	2 hours & 5 minutes	

H. GRANTING OF IDENTIFICATION CARD FOR PERSONS WITH DISABILITY

The Identification Card is provided to persons with disability as a requirement to avail the benefits accorded to disabled persons as provided for by R.A. 9442 and other relevant laws.

Office/Division:	Municipal Social Welfare and Development Office			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizen			
Who May Avail:	PWD in the municipality			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Certification of Disability by License Physician			Certification is issued by License Physician	
2. Barangay Certificate of Residency			Issued by the Brgy. Captain	
3. Birth Certificate			Issued by Philippine Statistics Authority (PSA)	
4. CTC			Either issued by Brgy. Or Municipal Level	
5. 2 pcs 1x1 ID Picture				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign visitors logbook and inquire about the service Office	Provides the client with information on the service and the necessary requirements.	None	35 minutes	MSWD office Workers
2. Fill up and submits application and needed documents	Review documents for processing of application.	None	30 minutes	MSWD office Workers
3. Wait for the processing of the identification card	MSWDO staff facilitates the processing of the I.D. card (signed by MSWDO & Municipal Mayor.	None	1 day	MSWDO / Mayor
4. Applicant receives I.D. card	Issue he duly accomplished ID Card	None	15 minutes	MSWD office Workers
TOTAL:		None	1 day, 1 hour & 10 minutes	

I. GRANTING OF SOLO PARENT'S IDENTIFICATION CARD

The Solo Parent's Identification Card is provided to residents of the municipality who are assuming the responsibility of head of the family as a result of the death, abandonment, disappearance or absence of a spouse. The I.D. can be used to avail the benefits accorded to solo parents as provided for by R.A. 8972 and other relevant laws.

Office/Division:	Municipal Social Welfare and Development Office			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizen			
Who May Avail:	All qualified applicants			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Barangay Certification of Residency			Issued by the Brgy. Captain	
2. Certificate of Socio-Economic Situation			Issued by the Brgy. Captain	
3. Certificate of proof of being a solo parent			Birth Certificate of Minor Child/dren Marriage Certificate Death Certificate (What is applicable)	
4. 2 pcs 1x1 ID picture				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign visitors logbook and inquire about the service	Provides the client with information on the service and the necessary requirements.	None	35 minutes	MSWD Office Workers
2. Fill up and submits application and needed documents	Review documents for processing of application.	None	15 minutes	MSWD Office Workers
3. Wait for the processing of the identification card	MSWDO staff facilitates the processing of the I.D. card signed by MSWDO & Municipal Mayor.	None	1 day	MSWDO / Mayor
4. Applicant receives I.D. card	Provide the duly accomplished I.D. card.	None	15 minutes	MSWD Office Workers
TOTAL:		None	1 day, 1 hour & 5 minutes	

MUNICIPAL HEALTH OFFICE

External Services



A. PROVISION OF OUT-PATIENT CONSULTATION

This provides medical assistance to any individual who needs medical attention. This aims to diagnose, treat illness and provide appropriate medical assistance.

Office/Division:	Municipal Health Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who May Avail:	Any person who needs medical assistance			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Family Folder			MHO Records	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for medical consultation.	Interview the patient of health history and take vital signs.	None	5 minutes	Midwife II
	Conduct Diagnosis treatment and management.	None	5 minutes	Municipal Health Officer
2. Accept medicines and sign the Logbook.	Give further instructions, services and issue the prescribe medicines.	None	5 minutes	Nurse
TOTAL:			15 minutes	

B. PROVISION OF WELL-BABY SERVICES

One of the objectives of the Local Government Health Program is to immunize children based on the Expanded Program of Immunization. The service is offered every Wednesday to avoid contamination of communicable diseases from other patients.

Office/Division:	Municipal Health Office			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizen			
Who May Avail:	All target client list for child care services			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Under six Card/Immunization Card			Municipal Health Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Bring the patient to the MHO every third Wednesday of the month only.	Provide the patient with well-baby services. Fill up the Immunization Card.		3 minutes	Midwife II
2. Bring the baby to the	Give the necessary		5 minutes	Midwife II

immunization area	vaccine to the baby and give the post immunization instructions.			Nurse
TOTAL:			8 minutes	

C. PROVISION OF MATERNAL SERVICES

Provision maternal care services to pregnant, parturient and lactating mothers for comprehensive maternal care.

Office/Division:	Municipal Health Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who May Avail:	Pregnant and lactating mothers			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. HBMR, Laboratory Result, Ultra Sound			MHO, Laboratory institution (Client choice)	
New Client:				
1. Issuing of Home Based Maternal Record (HBMR)			MHO	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire of the service	Interview the patient of health history and vital signs, hand in the folder and advise to proceed to the MHO.		5 minutes	Midwife II MHO
	Perform abdominal examination. Injection of Tetanus Toxoid will be done as scheduled. Conduct Health Education on proper nutrition. Maternal Care. Refer complicated pregnancies		10 minutes	Midwife II Nurse MHO
TOTAL:			15 minutes	

D. PROVISION OF INFORMATION ON FAMILY PLANNING

The office provides comprehensive family planning services both for Natural Artificial Method.

Office/Division:	Municipal Health Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who May Avail:	Couple/individuals residing in the municipality			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Patients Family Records			Municipal Health Officer	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire of the service	Interview the patient and provide necessary maternal care services.		5 minutes	Midwife II
2. Undergo counselling regarding the chosen method of Family Planning.	Conduct Counselling.		5 minutes	Midwife II Nurse MHO
TOTAL:			10 minutes	

E. PROVISION OF ANTI-TUBERCULOSIS DRUGS

This service provides free Tuberculosis drugs based on the TB-DOTS program. It is available for all cases diagnosed with Pulmonary Tuberculosis.

Office/Division:	Municipal Health Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who May Avail:	Any person who needs medical assistance			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
5. Family Folder, Sputum Cup, X-ray film			MHO, Laboratory Institution (client choice)	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire about the service (TB-DOTS Programs)	Interview the client. Give the Family Folder , Health History and vital sign taking		5 minutes	Midwife II Nurse
2. Proceed to the Doctor's Room	Conduct consultation instruction		3 minutes	MHO
3. Proceed to the DOTS Laboratory Room.	Give the sputum cup with proper instruction		1 minutes	Midwife II

4.Collection of 3 sputum specimen in the collection area and go back to the DOTS laboratory room and submit the specimen	Examine the sputum specimen and give further instruction.		8 minutes	Medical Technologist Midwife II
5.Come back after two (2) days for the result	If sputum examination is release. Provide medication and conduct health education on proper nutrition		5 minutes	Midwife II Nurse MHO
6.Receive medicine	Give prescribe medicines		20 minutes	Midwife II Nurse MHO
TOTAL:			42 minutes	

F. PROVISION OF ANTI-LEPROSY DRUGS

The service identifies and treats patients with leprosy. Leprosy drugs are given to patients free of charge.

Office/Division:	Municipal Health Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who May Avail:	Any person who needs medical assistance			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1.Family Folder, Treatment Form			Municipal Health Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Inquire about the service (Leprosy Programs)	Interview and provide the necessary service to the client. Give the Family Folder, Health History and vital signs taking		5 minutes	Midwife II Nurse
2.Go to the Doctor's Room	Conduct consultation a) For new cases: Signs and symptoms will be confirmed. b) For old cases: Progress of the condition will be assessed.		5 minutes	MHO

3.Proceed to the Laboratory Room	Examine the patient for skin scraping and release the result		15 minutes	MT
4.Receive medicine	Issuance of medicines and patient will be given schedule of leprosy drugs intake and be instructed for follow-up check-up.		5 minutes	Nurse
TOTAL:			30 minutes	

G. ISSUANCE OF HEALTH/MEDICAL CERTIFICATE

This provides Medical Certificates for driver's license applicants, for employment and for students prior to employment and other purposes.

Office/Division:	Municipal Health Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who May Avail:	Any individual employed at any business establishment operating within the municipality			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Blood Test, Urinalysis, Chest X-ray, Drug Test		Laboratory institution (client's choice)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Inquire for the service	Interview and provide the necessary service to the client.		3 minutes	MHO
2.Proceed to the Municipal Treasurer's office and pay the required fees.	Conduct the available laboratory tests. Complete Blood Count Urinalysis Hepa B screening Fecalalysis Medical Certificate Health Certificate	₱150.00 55.00 150.00 55.00 100.00 75.00	30 minutes	MT
3.Proceed to the Doctor's Room and wait the issuance of the document.	Evaluation of Result. a) If result is normal, go back to Rural Sanitation Inspector b) If result is abnormal, give		5 minutes.	MHO

	necessary treatment and management.			
4. Receive the document	Issuance of the Health/Medical Certificate.		2 minutes	MHO
TOTAL:			40 minutes	

H. ISSUANCE OF SANITARY PERMIT

This service is required for the issuance of sanitary permit to business owners prior for its operation.

Office/Division:	Municipal Health Office			
Classification:	Simple			
Type of Transaction:	G2B - Government to Business			
Who May Avail:	Establishments operating within the municipality of public patronage			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
6. Accomplished Application Form		Municipal Health Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESsing TIME	PERSON RESPONSIBLE
1. Inquire for the service	Interview the client and ask for the necessary documents required.		3 minutes	Sanitation Inspector
2. Pay the necessary fees at the Municipal Treasurer's office and go back to the office	Prepare Sanitary permit upon presentation of official receipt		15 minutes	Sanitation Inspector
	Sanitary Permit	P 200.00		
	Site Clearance	100.00		
	Certificate of Potability	100.00		
3. Proceed to the Doctor's Room	Issue/Release Sanitary Permit to applicant		2 minutes	MHO Sanitation Inspector
TOTAL:			20 minutes	

I. PROVISION OF LABORATORY SERVICES

This section offers routine laboratory services.

Office/Division:	Municipal Health Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who May Avail:	All residents of the municipality			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
5. Folder, Order of Payment, Laboratory Request/ Result			MHO Laboratory	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire for the service	Interview the client and ask for the necessary documents required.		3 minutes	Midwife II
	Issuance of laboratory request and order of payment.		5 minutes	MHO
2. Pay the required fee/s at the Municipal Treasurer's office.	Conduct of laboratory examination CBC Urinalysis Hepa B screening Hemoglobin Fecalysis Bood Typing Platelet Count Pregnancy Test FBS Creatinine Uric Acid Triglyceride Cholesterol HDL LDL Sodium Potassiu	₱100.00 55.00 150.00 60.00 55.00 80.00 100.00 140.00 180.00 180.00 160.00 180.00 180.00 235.00 235.00 180.00 180.00	30 minutes	Medical Technologist
3. Proceed to the Doctor's Room and present the result.	Evaluation of result and give management and further instruction.		5 minutes	MHO
TOTAL:			43 minutes	

J. PROVISION OF AMBULANCE SERVICES

Transport Patient

Office/Division:	Municipal Health Office			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizen			
Who May Avail:	All Citizens of Marcos			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Trip Ticket and Log Book			Mayor's Office, Municipal Health Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inform the need of ambulance services	Acknowledge request, instruct, assigned driver to prepare required documents		2 minutes	MHO, Nurse, Midwife II
	Advice to sign logbook		1 minutes	
	Transport patient to designated hospital and or desired location of medical assistance		3 minutes	Nurse, Midwife II
				Ambulance Driver
TOTAL:			6 minutes	

PRE-MARRIAGE COUNSELING (PMC)

External Services



A. PROVISION OF PRE-MARRIAGE COUNSELLING

The vision in the implementation of the Population Program-happy, healthy, empowered, and productive Filipino families through Responsible Parenthood. The Pre-Marriage Counseling (PMC) aims at helping parents-to-be psychologically, Physically, socially, and economically prepared for married life ready to face more responsibilities in building a family and home in an environment of love and affection, mutual respect and understanding, ardent with desire and aspiration to become better citizens not only for the community but as well as for the entire society.

Office/Division:	Pre-Marriage Counseling			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who May Avail:	All interested applicants			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Endorsement from Municipal Civil Registry			MCR Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Signs Visitors' Logbook.	Assists the would-be couple to register in the logbook.	None	5 minutes	Population Program Worker II
Secures and accomplishes PMC Form from POPCOM Office.	Provides application form and briefs client on how to accomplish.	None	35 minutes	Population Program Worker II
Submits accomplished form to POPCOM Office	Checks accomplished form.	None	10 minutes	Population Program Worker II
Attends PMC Session.	Conducts PMC Session.	None	6 hours	Municipal Health Nurse Municipal Social Welfare and Development Officer Population Program Worker II Municipal Agriculturist

Receives PMC Certificate.	Issues PMC Certificate and instructs client to submit to MCR.	None	15 minutes	Municipal Health Officer Municipal Social Welfare and Development Officer Population Program Worker II
	TOTAL	None	7 hours & 5 minutes	



LOCAL DISASTER RISK REDUCTION AND MANAGEMENT OFFICE

Internal Services



Service A: Emergency Response

Responding to emergency cases of medical, maternal, trauma, vehicular accidents, fire incidents, natural and man-made disasters, others

Office/Division:	Local Disaster Risk Reduction and Management Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who May Avail:	All individuals or families who are victims of natural or man made disaster			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Detailed information of the incident.			Local Disaster Risk Reduction and Management Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Call hotline	1.1 Respond to call-in. Interview of correspondent.	None	3-5 minutes	Local Disaster Risk Reduction and Management Office personnel
	1.2 Record the incident in the logbook	None	5 minutes	Local Disaster Risk Reduction and Management Office personnel
		Total	10 minutes	

Service B: Drill Services (NSED, fire drill, others)

Drills are scheduled to prepare the community in time of crisis and emergency.

Office/Division:	Local Disaster Risk Reduction and Management Office			
Classification:	Complex			
Type of Transaction:	G2G - Government to Government G2C – Government to Client			
Who May Avail:	General Public			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Request Letter			LDRRMO	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for schedule of drill	1.1 Check for any conflict in schedule and calendar the schedule of drill	None	3 minutes	LDRRMO
	1.2 Confirm schedule	None	2 minutes	LDRRMO
	1.3 Coordinate schedule of activity with partner agencies	None	10 minutes	LDRRMO personnel
Total			15 minutes	
2. Participatio	2.1 Conduct of drill and	None	2 hours	LDRRMO

n in the conduct of drill	evaluation			personnel and partner agencies
		Total	2 hours	

Service C: Secretariat to the Municipal Disaster Risk Reduction And Management Council (MDRRMC)

Service Information:

Office/Division:	Local Disaster Risk Reduction and Management Office			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who May Avail:	MDRRMC			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Letter to MDRRMC Members for scheduled meeting			MDRRMC Chairman/LCE	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receipt of letter / notice of meeting	1.1 Prepare letter/notice of meeting for signature of the MDRRMC Chairman	None	20 minutes	LDRRMO / LDRRMO staff
	1.2 Submit letter/notice of meeting for signature of the MDRRMC Chairman	None	10 minutes	Mayor's Office
	1.3 Receive and record the signed letter/notice of meeting	None	3 minutes	LDRRMO staff
	1.4 Send letter / notice of meeting to members of the MDRRMC	None	2 hours	LDRRMO staff
		Total	2 hours and 23 minutes	
2. Attendance to MDRRMC meeting	2.1 Prepare venue of the meeting	None	1 hour	LDRRMO staff
	2.2 Prepare the Minutes of the Meeting of the MDRRMC	None	1 day	LDRRMO staff
	2.3 Submit the Minutes of the Meeting to the MDRRMC Chairman for signature	None	1 day	MDRRMC Chairman/ Municipal Mayor
	2.4 Prepare MDRRMC Resolution/s	None	1 day	LDRRMO
	2.5 Submit the Resolution/s for signature of the MDRRMC Chairman/Municipal Mayor	None	1 day	LDRRMO staff
	2.6 Receive and record the	None	3 minutes	LDRRMO staff

	signed letter/notice of meeting			
		Total	4 days 1 hour & 3 minutes	

Service D: Submission of Reports and Plans

Incident Reports/ Accomplishment Reports

Office/Division:	Local Disaster Risk Reduction and Management Office			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who May Avail:	Other Agencies/ Offices			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Data/ Information			Concerned Agencies/ Offices	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Prepare and submit incident report	1.1 Gather report (check for completeness and interview the correspondent, if necessary)	None	15 minutes	LDRRMO / LDRRMO staff
	1.2 Consolidate report	None	30 minutes	LDRRMO / LDRRMO staff
	1.3 Approval of report	None	1 day	Municipal Mayor
	1.4 Receipt of the approved report for filing	None	1 day	LDRRMO staff
Total			2 days 35 minutes	
2. Submit BDRRM Plan	2.1 Review and evaluate the submitted plan	None	5 minutes	LDRRMO
	2.2 Prepare Certification for the submission and review of the BDRRM Plan	None	5 minutes	LDRRMO
	2.3 Record and file the submitted report	None	3 minutes	LDRRMO personnel
		Total	13 minutes	

MUNICIPAL NUTRITION ACTION OFFICE

External Services



A. VERIFY AND CONSOLIDATE OPERATION TIMBANG (OPT) PLUS REPORT OF THE 13 BARANGAYS

Operation Timbang Plus provides information on the nutrition situation of the population 0-59 months old which is useful in the formulation of nutrition plans, policies and PPAs in order to prevent and manage malnutrition. OPT report of the twenty four (24) Barangay Nutrition Scholars (BNS) of Marcos, Ilocos Norte are being encoded, verified by the MNAO and submitted for approval by the Municipal Health Officer.

Office/Division:	Municipal Nutrition Action Office			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizen			
Who May Avail:	Barangay Nutrition Scholar			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1.Signed OPT Plus Form 1			Barangay Nutrition Scholar	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit OPT report for encoding, verification and consolidation. (Barangay Nutrition Scholars)	<ul style="list-style-type: none"> • Encode entries of OPT report • Check and verify entries • Consolidate and print • Return OPT for the signature of Punong Barangay. • Sign List of Affected/At Risk Pre-School Children 0-59 months old shall be submitted for approval by the Municipal Health Officer and Noted by the Municipal Mayor 	None	20 minutes 5 minutes 10 minutes 5 minutes 20 minutes	Staff MHO/MNAO-Designate Staff Staff MHO/MNAO-Designate
	Total	None	1 hour	

B. VALIDATION OF OPT REPORT

Operation Timbang Plus provides information on the nutrition situation of the population 0-59 months old which is useful in the formulation of nutrition plans, policies and PPAs in order to prevent and manage malnutrition. OPT report of the twenty four (24) Barangay Nutrition Scholars (BNS) of Marcos, Ilocos Norte are being encoded, verified by the MNAO and submitted for approval by the Municipal Health Officer.

Office/Division:	Municipal Nutrition Action Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who May Avail:	Barangay Nutrition Scholar			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. OPT Plus Report Form 1			Barangay Nutrition Scholar	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Accompany MNAO or staff in the validation of weighing and measurement of height of the affected children.	<ul style="list-style-type: none"> Check accuracy of scales and witness the weighing and height measurement. 	None	10 mins. Per child	MNAO/ Staff
2. Record weights and heights in case there is/are discrepancy/ies.	<ul style="list-style-type: none"> Record weights and heights in case there is/are discrepancy /ies. 	None	1 min.	MNAO/Staff
	Total	None	11 minutes	

C. SAM/MAM ENDORSE FOR ASSISTANCE/SUPPORT

A small number of children were identified with Moderate Acute Malnutrition in Marcos, Ilocos Norte. The presence of this case gives an alarm to the LGU that's why these pre-schoolers are endorse for medical assistance or even financial assistance for food supplies as the case may be to the Municipal Social Welfare and Development Office and or Municipal Health Office and even to Municipal Agriculture Office for technical and or available plant/livelihood support.

Office/Division:	Municipal Nutrition Action Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who May Avail:	Barangay Nutrition Scholar/All Recipient			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Certificate of Indigency			Barangay	
2. Valid Identification Card			Applicant/Recipient	
3. Community Tax Certificate (CTC) of the Parents/Guardian,			Barangay	
4. Medical Certificate of the Child (for medical assistance).			MHO or Hospital/Clinic	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure certificate of indigency, valid ID and CTC, and Medical certificate (for medical assistance).	<ul style="list-style-type: none"> Upon appearance or information of the concern family or client, the MNAO or staff shall endorse or accompany the concern client and child to MHO or MSWDO, or MAO as the case may be upon verifying the available documents on hand. 	None	15 mins.	MNAO/Staff
2. May proceed to go home or give feedback to MNAO for further assistance.	<ul style="list-style-type: none"> In case the client will return for feedback, the MNAO will help in the follow up of the assistance. 	None	2 mins.	MNAO/Staff
	Total	None	17 minutes	

COMMUNITY TRAINING AND EMPLOYMENT COORDINATOR (CTEC)

External Services



A. DISSEMINATION OF SCHOLARSHIP PROGRAMS AND RECRUITMENT OF SCHOLARS

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

Office/Division:	Community Training and Employment Coordinator (CTEC)			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizen			
Who May Avail:	All Interested applicants			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Training for Work Scholarship Program (TWSP)			TESDA-MAIS	
a. Must be 18 y/o and above				
b. High School Graduate (old curriculum)/ Senior High Graduate (new curriculum)/College Graduate				
c. Filipino citizen				
2. Rice Extension Service Program (RESP)			TESDA-MAIS	
a. Certified Registry System for Basic Sectors in Agriculture (RSBSA)				
b. Must be 18 y/o and above				
c. Filipino citizen				
3. Universal Access to Quality Tertiary Education (UAQTEA)			TESDA-MAIS	
a. Must be 18 y/o and above				
b. High School Graduate (old curriculum)/ Senior High Graduate (new curriculum)/College under Graduate				
c. Filipino citizen				
4. Special Training for Employment Program (STEP)			TESDA-MAIS	
a. Must be 18 y/o and above				
b. Filipino citizen				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Inform Scholarship Programs through communication letter to the Municipal Mayor.	Receive the communication letter and furnish a copy to the designated CTEC.	N/A	1 minute	Mayor's Office Staff
	Notify the Punong Barangays and PPSK on the different Scholarship	N/A	15 minutes	CTEC

	<p>Programs of TESDA through phone.</p> <p>Prepare communication letter notifying the Punong Barangays and PPSK on the different Scholarship Programs of TESDA for signature by the Municipal Mayor.</p>		15 minutes	CTEC
	Sign the communication letter.	N/A	10 minutes	Municipal Mayor
	Disseminate communication letter with attached Scholarship Programs to the Punong Barangays and PPSK.	N/A	15 minutes	CTEC
	Endorse the recruited scholars to TESDA.	N/A	10 minutes	CTEC Punong Barangays TESDA
	TOTAL:	N/A	1 hour & 6 minutes	

MIGRANT DESK OFFICE

External Services



A. Provision of Support Assistance to OFW and Family Circle on Welfare Assistance Services and Programs

The service provides support assistance through coordination with OWWA in the provisions of programs and services of the agency, appropriate assistance to the OFWs and their families, and make referral to OWWA of possible clients or eligible beneficiaries to OWWA programs and services.

Office/Division:	Office of the Mayor-Migrant Desk Office			
Classification:	High Technical			
Type of Transaction:	G2C- Government to Client			
Who May Avail:	OFWs and Family Circle of Marcos, Ilocos Norte			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Duly accomplished OWWA Form or registration form (1 original, 1 photocopy)			MDO OWWA	
2. Valid ID or proof of identity (1 photocopy)			Owner/Applicant	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquires of the applicable and available program and service.	Provides copy of OWWA form or registration form.	None	1 minute	<i>Migrant Desk Officer-Designate MDO Aide Migrant Desk Office</i>
2. Accomplishes OWWA form or registration form and submits the same with all the supporting documents required by OWWA.	Reviews and evaluates documents submitted for its completeness and accuracy.	None	3 min1utes	<i>Migrant Desk Officer-Designate MDO Aide Migrant Desk Office</i>
3. Undergoes initial screening/interview.	Conducts preliminary screening and interview to OFW and/or family with complete documents for validation.	None	15 minutes	<i>Migrant Desk Officer-Designate MDO Aide Migrant Desk Office</i>
4. Waits for status or request.	Endorses registration from to OWWA field Office for recommendation.	None	4 minutes	<i>Migrant Desk Officer-Designate MDO Aide Migrant Desk Office</i>
5. Fill up PEIS form for recording purposes	Receives PEIS form and records in the logbook.	None	2minutes	<i>Migrant Desk Officer-Designate MDO Aide Migrant Desk Office</i>
	TOTAL	None	30 minutes	

TOURISM OFFICE

External Services



A. CONDUCT MONITORING AT TOURIST ATTRACTION

Aims to provide sincere and honest service to all tourists and ensure the safe, enjoyable and convenient stay in the attraction.

Office/Division:	Tourism office			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizen			
Who May Avail:	All Interested applicants			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Register in the Visitor's Logbook	Assist the tourists to fill-out the visitor's logbook.		1 minute	Officials on-duty
	Provide information on basic health and safety protocols and proper waste disposal.		2 minutes	Officials on-duty
	Monitor and supervise officials on-duty. Collect the number of tourist arrivals.		15 minutes	Tourism Officer-Designate
TOTAL:			18 minutes	

B. TOURIST INFORMATION AND GUIDING SERVICES

Aims to provide sincere and honest service to all tourists and ensure the safe, enjoyable and convenient stay in the attraction.

Office/Division:	Tourism office			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizen			
Who May Avail:	All Interested applicants			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Inquire via phone or walk-in.	Receive and answer client's inquiry. Provide tourism related data/ information.		5 minutes	Tourism Officer-Designate
Get data/information	Log or record transaction and endorse to the officials on-duty in the attraction.		5 minutes	Tourism Officer-Designate
TOTAL:			10 minutes	

DAY CARE SERVICE

External Services



A. ENROLLMENT OF DAY CARE CHILDREN

Aims to provide early education to children 2-4 years old whose rights are protected and promoted and whose potentials are developed to the fullest regardless of their conditions, socio-economic status, gender, religion and cultural diversity.

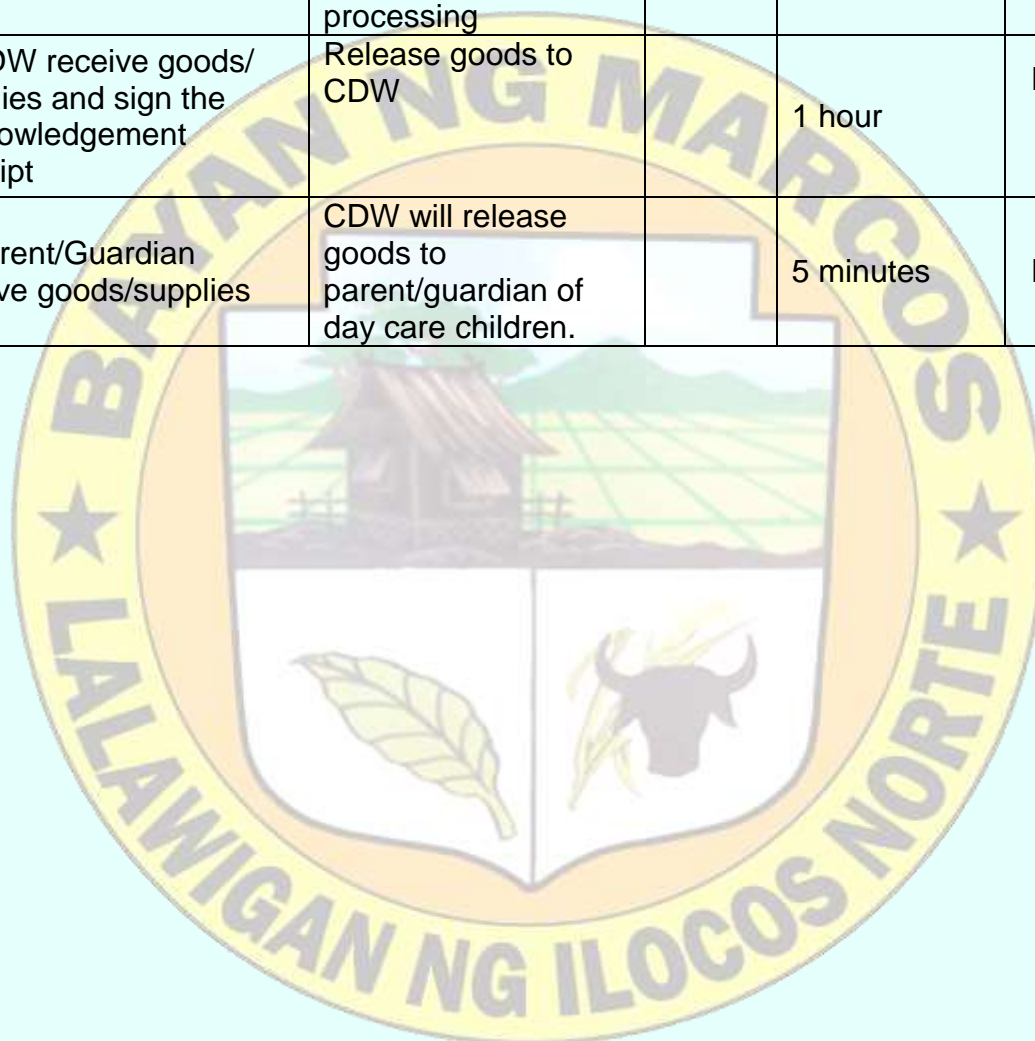
Office/Division:	Municipal Social Welfare and Development Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who May Avail:	2-4 years old children			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Photocopy of Live Birth Certificate			Municipal Civil Registrar/ Philippines Statistics Office	
Baby Book or Yellow Card			Issued by the Rural Health Unit	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the documentary requirements.	Interview parent/guardian through the Child Profile Form. Conduct review/orientation about the Day Care Service Program.		30 minutes	Child Development Worker
2. Child Development Worker will submit the masterlist of enrollees.	Collect the masterlist		15 minutes	Day Care Worker I
	Encode masterlist.		20 minutes	
	Submit masterlist to the Provincial Social Welfare and Development Office		20 minutes	

B. PROVISION OF SUPPLEMENTARY FEEDING PROGRAM

Provision of food commodities to day care children specifically to improve their nutritional status.

Office/Division:	Municipal Social Welfare and Development Office			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizen			
Who May Avail:	Enrolled Day Care Children			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Masterlist of Beneficiaries			To be submitted by the Child Development Worker	
CLIENT STEPS	AGENCY ACTION	FEES	PROCESSING	PERSON

		TO BE PAID	TIME	RESPONSIBLE
1. Child Development Workers (CDW) submits list of day care children.	Collate the list of beneficiaries. Submits documents to Department of Social Welfare and Development Office-Field Office I (DSWD-FO1) for processing		30 minutes	Day Care Worker I
2. CDW receive goods/supplies and sign the Acknowledgement Receipt	Release goods to CDW		1 hour	DSWD Staffs /Day Care Worker I
3. Parent/Guardian receive goods/supplies	CDW will release goods to parent/guardian of day care children.		5 minutes	Child Development Worker



OFFICE OF THE MUNICIPAL AGRICULTURIST

External Services



A. PROVISION OF PLANTING MATERIALS AND FINGERLINGS

Planting materials and fingerlings are provided to farmers and fisherfolks.

- A. Rice seeds
- B. Corn seeds
- C. Fruit tree seedlings
- D. Vegetable seedlings
- E. Fingerlings

Office/Division:	Office of the Municipal Agriculturist			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who May Avail:	Organizations established/ operating in the municipality			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up request form	Review, verify and approved the availability of planting materials / fingerlings.		5 minutes	Municipal Agriculturist Agricultural Technologist
2. Sign the post masterlist	File the post masterlist and release the available requested planting materials/ fingerlings		5 minutes	Agricultural Technologist Agriculture Aide Nursery Caretaker
TOTAL:			10 minutes	

B. PROVISION OF VETERINARY SERVICES

Livestock raisers are provided with veterinary services to promote the animal health care and management in the livestock and poultry sector.

- A. Vaccination against rabies and Hemorrhagic Septicemia
- B. Deworming
- C. Castration
- D. Pregnancy Diagnosis
- E. Consultation and Treatment

Office/Division:	Office of the Municipal Agriculturist			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who May Avail:	All Interested applicants			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire of veterinary services.	For Vaccination: Inform the client the		1 minute	Municipal Agriculturist

	schedule of vaccination.			Agricultural Technologist Enumerator
	Validate, diagnose and treat the animals		1 hour	
	Record the service rendered.		2 minutes	
TOTAL:			1 hour & 3 minutes	

C. ADVERTISEMENT OF VERMICOMPOST

Produced vermicast from vermiculture can be sold to farmers and outside the municipality.

Office/Division:	Office of the Municipal Agriculturist			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who May Avail:	All Interested applicants			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up request form.	Review, approve and prepare order and payment.		5 minutes	Municipal Agriculturist Agricultural Technologist
2. Give Order of Payment and fee	Receive order of payment, fee and issue OR	250.00 /bag	5 minutes	Municipal Treasurer
3. Show official receipt and sign at the logbook.	Release vermicast and record the outgoing transaction.		10 minutes	Municipal Agriculturist Agricultural Technologist Nursery Caretaker
TOTAL:			20 minutes	

D. PROVISION OF SERVICE ON THE RICE REAPER AND OTHER FARM MACHINERIES

The rice reaper will be provided to all farmers who requested for its operation.

Office/Division:	Office of the Municipal Agriculturist
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who May Avail:	All Interested applicants

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request letter for approval	Review schedule and approve request		5 minutes	Municipal Agriculturist Agricultural Technologist
	Release Rice Reaper for operation		5 minutes	Municipal Agriculturist Rice Reaper Operator
2. Give computed payment and sign the logbook	Receive payment	9:1 RATIO	5 minutes	Municipal Agriculturist Rice Reaper Operator
TOTAL:			15 minutes	

E. ISSUANCE OF CERTIFICATION

Qualified clients will be provided certificates based on its purpose.

Office/Division:	Office of the Municipal Agriculturist			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who May Avail:	All Interested applicants			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up request form	Review, verify and prepare the order of payment		5 minutes	Municipal Agriculturist Agricultural Technologist Data Encoder
2. Give Order of Payment and fee	Receive order of payment and fee and issue OR	Php 100.00	5 minutes	Municipal Treasurer
3. Show Official Receipt	Receive OR and prepare/encode certificate		5 minutes	Agricultural Technologist Data Encoder
	Sign certificate		1 minute	Municipal Agriculturist
3. Sign outgoing logbook	Issue certificate and record file copy		3 minutes	Agricultural Technologist Data Encoder
TOTAL:			19 minutes	

F. PROVISION OF TECHNICAL ASSISTANCE TO COOPERATIVES, FARMERS ASSOCIATIONS AND OTHER RURAL-BASED ORGANIZATIONS

Members of the cooperatives, farmer’s associations and other rural-based organizations will be provided technical assistance on provision of farm machineries, registration to SEC/CDA/DOLE and through trainings

Office/Division:	Office of the Municipal Agriculturist			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who May Avail:	All Interested applicants			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire technical assistance.	Assist and review completeness of the requirements		20 minutes	Municipal Agriculturist Agricultural Technologist Agriculture Aide Data Encoder
	Verify and approve the requested assistance		10 minutes	Municipal Agriculturist
TOTAL:			30 minutes	

**MUNICIPAL PLANNING & DEVELOPMENT
OFFICE**

External Services



A. APPLICATION FOR LOCATIONAL CLEARANCE

This provides for the issuance of the pre-requisite in the issuance of Building Permit to ensure its conformity with the Land Use Plan and Zoning Ordinance of the municipality.

Office/Division:	Municipal Planning and Development Office
Classification:	Simple
Type of Transaction:	G2C- Government to Citizen
Who May Avail:	All
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
REQUIREMENTS FOR RESIDENTIAL BUILDING:	
1. Duly Accomplished and Notarized Zoning Clearance Application Form	Citizen or client but Form from MPDO to be notarized by Notary Public
2. 1 Complete Set Site Development Plan (signed and sealed by Licensed Engineer/Architect)	Licensed Engineer/ Architect
3. Vicinity Map	Licensed Engineer/ Architect
4. Bill of Materials (signed and sealed by Licensed Engineer/Architect)	Licensed engineer/ Architect
5. Certified true copy of Latest Tax Declaration	Municipal Assessor's office
6. Latest Official Receipt of Land Tax Payment	Municipal Treasurer's Office
7. Affidavit of Consent/ Deed of Donation/ Deed of Sale/Contract of Lease or Authorization (If subject lot is not registered in the name of applicant)	Client by Owner or representative of land
8. Affidavit of Non-Titling/Title	Client by Owner or representative of land
9. Certification from Municipal Agriculturist if the classification of the land declared in Tax declaration is agricultural (the land not suitable for crop production)	Municipal Agriculture Office
REQUIREMENTS FOR INSTITUTIONAL BUILDING	
1. Duly Accomplished and Notarized Zoning Clearance Application Form.	Citizen or client but Form from MPDO to be notarized by Notary Public
2. 1 Complete Set Site Development Plan (signed and sealed by Licensed Engineer/Architect.	Licensed Engineer/Architect

3. Vicinity Map	Licensed Engineer/Architect
4. Bill of Materials (signed and sealed by Licensed Engineer/Architect)	Licensed Engineer/Architect
5. Certified true copy of Latest Tax Declaration	Municipal Assessor's Office
6. Latest Official Receipt of Land Tax Payment	Municipal Treasurer's Office
7. Affidavit of Consent/ Deed of Donation/ Deed of Sale/Contract of Lease or Authorization (If subject lot is not registered in the name of applicant)	Client by Owner or representative of land
8. Affidavit of Non-Titling/Title	Client by Owner or representative of land
9. Environmental Compliance Certificate (ECC)/ Certificate of Non-Coverage	DENR-EMB
10. Barangay Resolution (Resolution interposing no objection on the project)	Barangay Hall where project is located
11. SB Resolution (Resolution endorsing the project) if required	Sangguniang Bayan Office
12. Affidavit of No Objection	Residents residing near the project
13. Pictures of the Site	Client
14. Certification from Municipal Agriculturist if the classification of the land declared in Tax declaration is agricultural (the land not suitable for crop production)	Municipal Agriculture Office
REQUIREMENTS FOR COMMERCIAL BUILDING	
1. Duly Accomplished and Notarized Zoning Clearance Application Form	Citizen or client but Form from MPDO to be notarized by Notary Public
2. 1 Complete Set Site Development Plan (signed and sealed by Licensed Engineer/Architect)	Licensed Engineer/Architect
3. Vicinity Map	Licensed Engineer/Architect
4. Bill of Materials (signed and sealed by Licensed Engineer/Architect)	Licensed Engineer/Architect
5. Certified true copy of Latest Tax Declaration	Municipal Assessor's Office
6. Latest Official Receipt of Land Tax Payment	Municipal Treasurer's Office
7. Affidavit of Consent/ Deed of Donation/ Deed of Sale/Contract of Lease or Authorization (If subject lot is not registered in the name of applicant)	Client by Owner or representative of land

8. Affidavit of Non-Titling/Title	Client by Owner or representative of land			
9. Environmental Compliance Certificate (ECC)/ Certificate of Non-Coverage from DENR-EMB	DENR-EMB			
10. Barangay Resolution (Resolution interposing no objection on the project)	Client by Owner or representative of land			
11. SB Resolution (Resolution endorsing the project)	Client by Owner or representative of land			
12. Affidavit of No Objection	DENR-EMB			
13. Pictures of the Site	Client by Owner or representative of land			
14. Certificate of Inspection from Rural Sanitary Inspection / Site Clearance from Rural Sanitary Inspector (Piggery, Poultry & etc.)	Sanitary Inspector at Municipal Health Office			
15. Certification from Municipal Agriculturist if the classification of the land declared in Tax declaration is agricultural (the land not suitable for crop production)	Municipal Agriculture Office			
ADDITIONAL REQUIREMENTS FOR SPECIAL USE SPECIAL PROJECTS				
1. Endorsement/Recommendation from DAR (For agriculture lands)	Department of Agrarian Reform			
2. Certified True Copy of NTC's PA or CPCN or Certificate of Registration to provide Telecommunications Service	NTC			
3. Radiation Protection Evaluation Report from Radiation Health Services of the DOH	DOH			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure list of requirements for Locational Clearance.	Furnish application form and list of requirements.	None	2 minutes	Planning Aide Administrative Aide
2. Submit the required documents.	Validate the completeness.	None	3 minutes	MPDC Planning Aide Administrative Aide
3. Pay for the Locational Clearance Fee based on the computation.	Issue order of payment.	None	2 minutes	MPDC Planning Aide Administrative Aide

4. Received the Locational Clearance	Release the Locational clearance to the client	None	3 minutes	MPDC Planning Aide Administrative Aide
TOTAL			10 minutes	

HOUSING AND LAND USE REGULATORY BOARD SCHEDULE OF FEES:

I. ZONING/LOCATIONAL CLEARANCE	Additional 30.00 for stamp
A. Single residential structure attached or detached	FEES
1. Php 100,000.00 and below	288.00
2. Over 100,000.00 to 200,000.00	666.00
3. Over 200,000.00	720.00+(1/10 of 1% in excess of Php 200,000.00)
B. Apartment/Townhouse	
1. Php 500,000.00 and below	1,440.00
2. Over Php 500,000.00 to 2 Million	2,160.00
3. Over 2 Million	3,600+ (1/10 of 1% of cost in excess of Php 2 Million regardless of the number of floors)
C. Dormitories	
1. Php 2 Million and below	3,600.00
2. Over 2 Million	3,600.00+(1/10 of 1% of cost in excess of 2 Million regardless of the number of floors)
D. Institutional	
1. Below 2 Million	2,880.00
2. Over 2 Million	2,880.00+(1/10 of 1%of cost in excess of 2 Million)
E. Commercial, Industrial and Agro-Industrial Project Cost of which is:	
1. Below Php 100,000.00	1,440.00
2. Over Php100,000.00-500,000.00	2,160.00
3. Over Php 500,000.00	2,880.00
4. Over 1 Million-2 Million	4,320.00
5. Over 2 Million	7,200.00+(1/10 of 1% of cost in excess of 2 Million)
F. Special Uses/Special Projects	

(Gasoline Station, Cell Sites , Slaughter House, Treatment Plants, etc.)	
1. Below 2 Million	7,200.00 + (1/10 of 1% of cost in excess of 2 Million)
2. Over 2 Million	7,200.00 + (1/10 of 1% of cost in excess of 2 Million)
G. Alteration/ Expansion (affected areas/cost only)	Same as the Original Application
II. SUBDIVISION AND CONDOMINIUM PROJECTS(under P.D 957)	
A. Subdivision Projects	
1. Approval of Subdivision Plans (including townhouse)	
1. Preliminary Approval and Location Clearance (PALC)/ Preliminary Subdivision Development Plan (PSDP)	
• Processing Fee	360.00/ha or fraction thereof
• Inspection Fee	1,500.00/ha regardless of density
2. Final Approval and Development Permit	
• Processing Fee	2,880.00/ha regardless of density
Additional Fee on Floor Area of housing component	
• Inspection Fee	1,500.00/ha regardless of density
3. Alteration of Plan(affected areas only)	
	Same as Final Approval and Development Permit
2. Certificate of Registration Processing Fee	
• Processing Fee	2,880.00
3. License to Sell	
• Processing Fee	216.00/saleable lot
Additional Fee on Floor Area of housing component	
• Inspection Fee	1,500.00/ha regardless of density
4. Certificate of Completion	
• Certificate Fee	216.00

<ul style="list-style-type: none"> • Processing Fee • Inspection Fee 	1,500.00/ha regardless of density
5. Extension of Time to Develop	
<ul style="list-style-type: none"> • Processing Fee 	504.00
Additional Fee (unfinished area for development)	14.40 sqm.
<ul style="list-style-type: none"> • Inspection Fee 	1,500.00/ha regardless of density
Application for CR/LS with DP issued by LGU shall be charge inspection fee	
B. Condominium Project	
1. Approval of Condominium Plans/ Final Approval and Development Permit	
1. Preliminary Approval and Locational Clearance	
2. Final Approval/Development Permit	
<ul style="list-style-type: none"> • Processing Fee 	720.00
a. Land Area	7.20 sqm
b. No. of Floors	288.00/floor
c. Building Areas	23.05/sqm of GFA
<ul style="list-style-type: none"> • Inspection Fee 	1,500.00/ha
3. Alteration of Plan (affected areas only)	Same as Final Approval and Development
4. Conversion (affected areas only)	
2. Certificate of Registration	
<ul style="list-style-type: none"> • Processing Fee 	2,880.00
3. License to Sell	
a. Residential	17.30/sqm of saleable area
b. Commercial	36.00/sqm of saleable area
Inspection Fee	1,500.00/ha
4. Extension of Time to Develop	
<ul style="list-style-type: none"> • Processing Fee 	504.00
Additional Fee(unfinished floor area for development)	17.30/sqm
<ul style="list-style-type: none"> • Inspection Fee 	1,500.00/ha
5. Certificate of Completion	
<ul style="list-style-type: none"> • Certificate Fee 	216.00
<ul style="list-style-type: none"> • Processing Fee 	
<ul style="list-style-type: none"> • Inspection Fee 	1,500.00/floor
III. SUBDIVISION AND CONDOMINIUM PROJECTS (under B. P. 220)	
A. Subdivision Projects	
1. Approval of Subdivision	
1. Preliminary Approval and Locational Clearance	

• Processing Fee	
a. Socialized Housing	90.00/ha
b. Economic Housing	216.00/ha
• Inspection Fee	
a. Socialized Housing	1,500.00/ha
b. Economic Housing	1,500.00/ha
2. Final Approval and Development Permit	
• Processing Fee	
a. Socialized Housing	600.00/ha
b. Economic Housing	1,440.00/ha
• Inspection Fee	
c. Socialized Housing	1,500.00/ha
d. Economic Housing	1,500.00/ha
(Projects already inspected for PALC application may not be charged inspection fee)	
3. Alteration of Plan (affected areas only)	Same as Final Approval and Development Permit
4. Building Permit (floor area of housing unit)	7.20/sqm
2. Certificate of Registration	
• Processing Fee	
a. Socialized Housing	420.00
b. Economic Housing	720.00
3. License to Sell (per saleable lot)	
• Processing Fee	
a. Socialized Housing	24/saleable lot
b. Economic Housing	72/saleable lot
Additional fee on floor area of housing component	3/sqm
• Inspection Fee	
a. Socialized Housing	1,500/ha
b. Economic Housing	1,500/ha
4. Extension of Time to Develop	
• Processing Fee	
a. Socialized Housing	
b. Economic Housing	
Additional Fee (unfinished area for development)	
• Inspection Fee	
a. Socialized Housing	1,500.00/ha
b. Economic Housing	1,500.00/ha
5. Certificate of Completion	
• Certificate Fee	
a. Socialized Housing	180.00
b. Economic Housing	216.00
• Processing Fee	
a. Socialized Housing	
b. Economic Housing	
• Inspection Fee	150.00/ha

6. Occupancy Permit	
• Processing Fee	
a. Socialized Housing	6.00/sqm
b. Economic Housing	7.20/sqm
• Inspection Fee(saleable floor area of the housing component)	
c. Socialized Housing	1,500.00/ha
d. Economic Housing	1,500.00/ha
B. Condominium Projects	
1. Approval of Condominium Plans	
1. Preliminary Approval and Locational Clearance	720.00
2. Final Approval and Development	
• Processing Fee	
a. Total Land Area	7.20/sqm
b. No. of Floors	144/floor
c. Building Areas	5.80/sqm of GFA
• Inspection Fee	
3. Alteration of Plan (affected areas only)	Same as Final Approval and Development Permit
2. Certificate of Registration	720.00
3. License to Sell	
a. Residential	7.20/sqm of saleable area
b. Commercial	10.65/sqm of saleable area
Inspection Fee	1500.00/ha
4. Extension of Time to Develop	
• Processing Fee	3.00/sqm
• Inspection Fee(unfinished area for development)	1,500.00/sqm
5. Certificate of Completion	216.00
Certificate Fee	
• Processing Fee	
• Inspection Fee	1,500.00/floor
IV. INDUSTRIAL/COMMERCIAL SUBDIVISION	
1. Approval of Industrial/Commercial Subdivision	
1. Preliminary Approval and Locational Clearance	
• Processing Fee	432.00/ha
• Inspection Fee	1,500.00/ha
2. Final Approval and Development Permit	
• Processing Fee	720.00/ha
• Inspection Fee	1,500.00/ha
(Projects already inspected for PALC application may not be changed inspection fee)	

3. Alteration of Plan (affected areas only)	Same as Final Approval and Development Permit
2. Certificate of Registration	2,880.00
3. License to Sell	
• Processing Fee	3.00/sqm
• Inspection Fee	1,500.00/ha
4. Extension of Time to Develop	
• Processing Fee	504.00
Additional Fee (unfinished area for development)	14.40/sqm
• Inspection Fee	1,500.00/ha
5. Certificate of Completion	
• Certificate Fee	216.00
• Processing Fee	
a. Industrial	504.00
b. Commercial	720.00
• Inspection Fee	1,500.00/ha
V. FARMLOT SUBDIVISION	
1. Approval of Farmland Subdivision	
1. Preliminary Approval and Locational Clearance	
• Processing Fee	
• Inspection Fee	
2. Final Approval and Development Permit	
• Processing Fee	1,440.00/ha
• Inspection Fee	1,500.00/ha
(Projects already inspected for PALC application may not be changed inspection fee)	
3. Alteration of Plan (affected areas only)	Same as Final Approval
2. Certificate of Registration	2,880.00
3. License to Sell	
• Processing Fee	720.00/lot
• Inspection Fee	1,500.00/ha
4. Extension of Time to Develop	
• Processing Fee	504.00
• Additional Fee on Floor Area of housing component and other development	14.40 sqm
• Inspection Fee	1,500.00/ha
5. Certificate of Completion	
• Certificate Fee	216.00
• Processing Fee	
• Inspection Fee	1500.00/ha
VI. MEMORIAL PARK/CEMETERY PROJECT/COLUMBARIUM	
1. Approval of Memorial Park/Cemetery Project/Columbarium	
1. Preliminary Approval and Locational Clearance	

a. Memorial Project	720.00/ha
b. Cemeteries	288.00/ha
c. Columbarium	3,600.00/ha
• Inspection Fee	
a. Memorial Project	1,500.00/ha
b. Cemeteries	1,500.00/ha
c. Columbarium	1,500.00/ha
1. Final Approval and Development Permit	
a. Memorial Project	3.00/sqm
b. Cemeteries	1.50/sqm
c. Columbarium	7.20/sqm of land area
	3.00/floor
	23.05/sqm of GFA
• Inspection Fee	
(Projects already inspected for PALC application may not be charged inspection fee)	
a. Memorial	1,500.00/ha
b. Cemeteries	1,500.00/ha
c. Columbarium	1,500.00/ha
2.Alteration of Fee	Same as Final Approval Develop[ment Permit
1. Certificate of Registration	2,880.00
2. License to Sell	
• Processing Fee	
a. Memorial Project	72/2.5 sqm
Apartment Type	28.80/unit
b. Cemeteries	28.80/tomb
c. Columbarium	72.00/vault
• Inspection Fee	
a. Memorial Project	1,500.00/ha
b. Cemeteries	1,500.00/ha
c. Columbarium	1,500.00/floor
3. Extension of Time to Develop	
• Processing Fee	504.00
Additional Fee (unfinished area for development)	
a. Memorial Project	1,440.00
b. Cemeteries	720.00/ha
c. Columbarium	5.80/sqm of GFA
• Inspection Fee	
a. Memorial Project	1,500.00/ha
b. Cemeteries	1,500.00/ha
c. Columbarium	1,500.00/floor
4. Certificate of Completion	
• Certificate Fee	216.00
• Processing Fee	

a. Memorial Project	1,440.00
b. Cemeteries	720.00/ha
c. Columbarium	5.80/sqm of GFA
• Processing Fee	
• Inspection Fee	
a. Memorial Project	1,500.00/ha
b. Cemeteries	7,500.00/ha
c. Columbarium	1,500.00/floor
VII. Other Transactions/Certifications	
A. Application/Request for:	
1. Advertisement Approval	720.00
2. Cancellation/Reduction of Performance Bond	2,880.00
3. Lifting of Suspended License to Sell	2,880.00
4. Exemption from Cease and/Desist Order	216.00
5. Clearance to Mortgage	1,440.00
6. Lifting of Cease and Desist Order	2,880.00
7. Change of Name/Ownership/Amendments of CRLS	1,440.00
8. Voluntary cancellation of CRLS	1,440.00
9. Revalidation/ Renewal of Permit (Condominium)	60% of current processing fee
B. Other Certifications	
1. Zoning Certification	720.00/ha
2. Certification of Town Plan/Zoning Ordinance Approval	216.00
3. Certification of New Rights/Sales	216.00
4. Certificate of Registration (form)	216.00
5. License to Sell (form)	216.00
6. Certificate of Creditable Withholding Tax (maximum of 5 lots per certificate)	216.00/lot or unit
7. Other, to include:	
a. Availability of records/public request	288.00
b. Certificate of no record on file	288.00
c. Certification of with or without CRLS	288.00
d. Certified true copy of documents (report size)	
• Document of five (5) pages or less	43.20
• Every additional page	4.40
e. Photo copy of documents	3.00
f. Other not listed above	216.00
VIII. REGISTRATION OF DEALER/BROKER/SALESMAN	
1. Dealers/Brokers	720.00
2. Salesman/Agent	288.00
IX. HOMEOWNERS ASSOCIATION	
1. Registration of HOA Examination/Registration	Regular HOAS
• Articles of Incorporation	940.00

• By-Laws	940.00
2. Stamping of Books	50.00/book
3. Amendments	
• Articles of Incorporation	720.00
• By-Laws	720.00
4. Dissolution of Homeowners Association	720.00
5. Certification of the new set of Officers	504.00
6. Other Certification	216.00
• Inspection Fee	1,500.00/ha
7. Research Fee	50.00/docket
X. LEGAL FEES (CMP Project)	
1. Filing Fee	1,440.00
2. Additional Fee for claims (for refund, damages, attorney's fee, etc.)	
1. Not more than 20,000.00	173.00
2. More than 20,000.00 but less than 80,000.00	576.00
3. 80,000.00 or more but less than 100,000.00	864.00
4. 100,000.00 or more but less than 150,000.00	1,440.00
5. For each 1,000.00 in excess of 150,000	7.20
3. Motion for Reconsideration	
4. Petition of Review	
5. Prayer for Cease and Desist Order	
6. Pauper-litigants are exempt from payment of legal fees	
1. Those who gross income is not more than 6,000 per month and residing within M.M	
2. Those who gross income is not more than 4,000 per month and residing within M.M	
3. Those who do not own real property	
7. Government agencies and its instrumentalities are exempted from paying legal fees	
8. Local government and government owned or controlled corporation with or without independent charters are not exempted paying legal fees.	
XI. UPLC LEGAL RESEARCH FEE	
Computation of Legal Research Fee for the University of the Philippines Law Center	
(UPLR) remains at One Percent (1%) of every fee charged but shall in No Case be Lower than 12	Covered by Memorandum

B. REVIEW OF ANNUAL INVESTMENT PROGRAM

This provides for the review of the Annual Investment Programs (AIP) of all barangays in relation to specific programs, projects and activities with its corresponding costs in order to approximate the reasonable timing for the release of fund as well as its implementation prior to its submission to the Sangguniang Bayan.

Office/Division:	Municipal Planning and Development Office			
Classification:	Highly Technical			
Type of Transaction:	G2C- Government to Citizen			
Who May Avail:	13 Barangays			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished copy of their Barangay Annual Investment Program (AIP).	Receive and check the Annual Investment Program (AIP) for any discrepancies.	None	7 minutes	MPDC
2. Receipt of Endorsement Letter.	Prepare and issue the Endorsement Letter to the client barangay.	None	3 minutes	MPDC Planning Aide
TOTAL			10 minutes	

C. ISSUANCE OF COPY OF REQUESTED DATA OR DOCUMENTS

This provides for the necessary data or document/s needed by any individual or group or agencies concerned for whatever purpose the provided information will serve.

Office/Division:	Municipal Planning and Development Office			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who May Avail:	All			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished request letter indicating the specific information needed with the approved of the Municipal Mayor's Office (stamp with date & received	Receive the request letter with the approved of the Municipal Mayor's Office and check for the availability of the requested information.	None	3 minutes	MPDC Project Development Officer I Planning Aide Administrative Aide IT Technician

by).				
2. Pay the Secretary's Fee at the Treasury Office.	Prepare the required information as requested.	Php. 100.00	10 minutes	MPDC Project Development Officer I Planning Aide Administrative Aide IT Technician
3. Show official receipt and receive the copy of needed documents.	Issue the requested documents.		3 minutes	Project Development Officer I Planning Aide Administrative Aide IT Technician
TOTAL		Php 100.00	16 minutes	

D. ISSUANCE OF CERTIFICATION

This provides the certification for whatever purpose the provided information will serve.

Office/Division:	Municipal Planning and Development Office			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who May Avail:	All			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Show the tax declaration.	Verify the tax declaration and prepare the order of payment.	None	2 minutes	Project Development Officer I Planning Aide Administrative Aide
2. Pay the Secretary's Fee at the Treasury Office.	Prepare the certification as requested.	Php. 100.00	2 minutes	MPDC Project Development Officer I Planning Aide Administrative Aide
3. Show official receipt.	Issue the requested certification.		1 minute	Project Development Officer I Planning Aide Administrative Aide
TOTAL		Php 100.00	5 minutes	

**MUNICIPAL ENGINEERING OFFICE
OFFICE OF THE BUILDING OFFICIAL**

External Services



A. ISSUANCE OF BUILDING PERMIT WITH ITS ANCILLARY PERMITS

A Building Permit is issued by the Building Official to an owner/applicant to proceed with the construction, installation, addition, alteration, renovation, conversion, repair, moving, demolition, or the other work activity of a specific project/building/structure or portions thereof after the accompanying principal plans, specifications and other pertinent documents with the duly notarized application are found satisfactory and substantially conforming with the National Building Code of the Philippines and its Implementing Rules and Regulations.

The Ancillary Permits duly signed and sealed by the corresponding professionals and the plans and specifications shall be submitted together with the duly notarized application for Building Permit. The Building Permit is null and void if not accompanied by the ancillary permits. The prescribe ancillary forms shall likewise be used whenever applicable.

Office/Division:	Office of the Building Official	
Classification:	Simple	
Type of Transaction:	G2C – Government to Citizen	
Who May Avail:	All person, firm or corporation, including any agency or instrumentality of the government who are interested to construct, alter, repair, convert, move and add any building/structure.	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
6. Five (5) sets of complete plans (Architectural, Civil/Structural, Electrical, Mechanical, Sanitary, Plumbing, & Electronics) duly signed and sealed by Licensed Professional Practitioners.	Registered Civil Engineer/Architect Professional Electrical Engineer Registered Electrical Engineer Registered Master Electrician Registered Master Plumber Sanitary Engineer Professional Mechanical Engineer	
7. Four (4) copies of Bill of Materials and Estimates duly signed and sealed by Licensed Professional Practitioner.	Registered Civil Engineer/Architect	
8. Four (4) copies of Construction/Building Specifications duly signed and sealed by Licensed Professional Practitioner.	Registered Civil Engineer/Architect	
9. Two (2) Sets of Structural Analysis and Design (for 2 storey and above) and two (2) sets Soil Analysis (for 3-storey and above) duly signed and sealed by a licensed Professional Practitioner.	Registered Civil Engineer	
10. Four (4) copies of duly accomplished forms (Building Permit and ancillary permits)	Office of the Building Official	
11. Photocopy of updated PRC ID and PTR of all professional signatories	Registered Civil Engineer/Architect Professional Electrical Engineer Registered Electrical Engineer	

		Registered Master Electrician Registered Master Plumber Sanitary Engineer Professional Mechanical Engineer
12.	Proof of Lot Ownership (Certified True Copy of OCT/TCT/ Deed of Absolute Sale/Contract of Lease/Affidavit of Consent from Lot Owner)	Lot Owner
13.	Lot Plan/Map	Municipal Assessors' Office
14.	Updated Real Property Tax Declaration	Municipal Assessors' Office
15.	Current Real Property Tax Receipt (Amiliar)	Municipal Assessors' Office
16.	Locational Clearance	Municipal Planning and Development Office
17.	Fire Safety Evaluation Clearance	Bureau of Fire Protection
18.	DPWH Clearance if the building is along the National Highway	Department of Public Works and Highways-District Office
19.	Barangay Clearance	Barangay Treasurer/Secretary
20.	Brgy. Certification of No Land Dispute	Barangay Government
21.	Community Tax Certificate of Lot Owner and Building Owner	Barangay Treasurer

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure application forms and other requirements	Brief the client regarding the requirements	None	15 minutes	Administrative Aide Building Official
2. Submit duly accomplished application forms and complete documentary requirements	Check for completeness of documents	None	15 minutes	Administrative Aide
	Evaluate and verify submitted duly accomplished forms, complete plans, and other required documents		30 minutes	Building Official
	Endorse Building Permit Application to the Bureau of Fire Protection (BFP) together with one (1) set of Building Plans,		5 minutes	Building Official

	<p>one (1) copy of Bill of Materials & Detailed Estimates, and one (1) copy of Building Specifications for evaluation, review and/or recommendation</p> <p>If the application is compliant, assess the required fees and issue Order of Payment to be collected by the Municipal Treasurer's Office</p>		5 minutes	Building Official
3. Proceed to the Treasurer's Office and pay the Building Permit Fees.	Receive payment and issue Official Receipt	None	10 minutes	Municipal Treasurer
4. Submit one (1) set of Building Plans, one (1) copy of Bill of Materials & Detailed Estimates, and one (1) copy of Building Specifications to the BFP and pay required fees	Receive, review the required documents, assess fees, receive payment and issue official receipt		10 minutes	BFP Personnel
5. Present the Official Receipt from the Treasury Office for record	Photocopy the Official Receipt for record and completely fill up the application forms and prepare the permit for approval		30 minutes	Administrative Aide
	Approve and issue the permit		10 minutes	Building Official
TOTAL			2 hours and 10 minutes	

B. ISSUANCE OF ACCESSORY PERMITS

Accessory Permits are issued by the Building Official for accessory parts of the project with very special functions or use which are indicated in the plans and specifications that accompany the building permit application. This may include, among others: bank and records vaults; swimming pools; firewalls separate from the building/structure; towers; silos; smokestacks; chimneys; commercial/industrial fixed ovens; industrial kilns/furnaces; water/waste treatment tanks; septic vaults; concrete and steel tanks; booths; kiosks and stages; and tombs, mausoleums and niches.

Accessory Permits are issued by the Building Official for activities being undertaken prior to or during the processing of building permit. The coverage is spelled out in the accessory permit form including the expiry period. These shall be signed by the concerned owner/applicant and by the concerned professionals. These permits among others, ground preparation and excavation, encroachment of foundation to public area, fencing, for fence not exceeding 1.80m high, sidewalk construction, temporary sidewalk enclosure and occupancy, erection of scaffolding, erecting, repair, removal of sign; and demolition.

Office/Division:	Office of the Building Official	
Classification:	Simple	
Type of Transaction:	G2C – Government to Citizen	
Who May Avail:	People who intend to construct fence/demolish/convert.	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
For Fencing Permit Application;		
1. Proof of Lot Ownership (Certified True Copy of OCT/TCT/ Deed of Absolute Sale /Affidavit of Consent from Lot Owner).	Lot Owner	
2. Updated Real Property Tax Declaration	Municipal Assessors' Office	
3. Current Real Property Tax Receipt (Amiliar)	Municipal Assessors' Office	
4. Barangay Clearance	Barangay Treasurer/Secretary	
5. Four (4) copies of duly accomplished form	Office of the Building Official	
6. Photocopy of updated PRC ID and PTR of all professional signatories.	Registered Civil Engineer/Architect	
7. Lot Plan (indicating length of fence, location and width of the gate/opening	Municipal Assessors' Office	
8. Five (5) sets of complete plans duly signed and sealed by Licensed Professional Practitioners.	Registered Civil Engineer/Architect	
9. Survey Plan	Geodetic Engineer	
10. Community Tax Certificate of Owner	Barangay Treasurer	
For Demolition Permit Application;		
1. Proof of Lot Ownership (Certified True Copy of OCT/TCT/ Deed of Absolute Sale /Affidavit of Consent from Lot Owner)	Lot Owner	
2. Updated Real Property Tax Declaration (lot and	Municipal Assessors' Office	

building)	
3. Barangay Clearance	Barangay Treasurer/Secretary
4. Four (4) copies of duly accomplished form	Office of the Building Official
5. Photocopy of updated PRC ID and PTR of all professional signatories.	Registered Civil Engineer
6. Community Tax Certificate of Owner	Barangay Treasurer
For Ground Preparation and Excavation Permit Application	
1. Four (4) copies of duly accomplished form	Office of the Building Official

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure application forms and other requirements	Brief the client regarding the requirements	None	15 minutes	Administrative Aide Building Official
2. Submit duly accomplished application forms and complete documentary requirements	Check for completeness of documents	None	15 minutes	Administrative Aide
	Evaluate and verify submitted duly accomplished forms, complete plans, and other required documents		30 minutes	Building Official
	If the application is compliant, assess the required fees and issue Order of Payment to be collected by the Municipal Treasurer's Office		5 minutes	Building Official
3. Proceed to the Treasurer's Office and pay the Accessory Permit Fees.	Receive payment and issue Official Receipt	None	10 minutes	Municipal Treasurer
4. Present the Official Receipt from the	Photocopy the Official Receipt for		30 minutes	Administrative Aide

Treasury Office for record	record and completely fill up the application forms and prepare the permit for approval		10 minutes	Building Official
	Approve and issue the permit			
TOTAL			1 hour and 55 minutes	

C. ISSUANCE OF CERTIFICATE OF FINAL ELECTRICAL INSPECTION (CFEI)

The Certificate of Final Electrical Inspection (CFEI) is required prior to the actual occupancy of the building. No installation, alteration and/or addition shall be connected to any service or other source of electrical energy by the utility company concerned without this Certificate.

Office/Division:	Office of the Building Official		
Classification:	Simple		
Type of Transaction:	G2C – Government to Citizen		
Who May Avail:	People who intend to apply electrical installation.		
	CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
	1. Photocopy of the approved Building Permit		Owner
	2. Photocopy of the approved Electrical Permit		Owner
	3. Approved Electrical Plans		Office of the Building Official
	4. Four (4) copies of duly accomplished form.		Office of the Building Official
	5. Photocopy of updated PRC ID and PTR of all professional signatories.		Professional Electrical Engineer Registered Electrical Engineer Registered Master Electrician

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for inspection	Receive request and schedule inspection	None	10 minutes	Administrative Aide Building Official
2. Be present during the inspection	Inspect the installed Electric Meter Base and wiring connections	None	30 minutes	Engineering Assistant Building Official
3. Submit duly accomplished application forms and complete	Check for completeness of documents	None	15 minutes	Administrative Aide

documentary requirements	Evaluate and verify submitted duly accomplished forms, complete plans, and other required documents		30 minutes	Building Official
	If the application is compliant, assess the required fees and issue Order of Payment to be collected by the Treasury Office		5 minutes	Building Official
4. Proceed to the Treasury Office and pay the required Fees.	Receive payment and issue Official Receipt	None	10 minutes	Municipal Treasurer
5. Present the Official Receipt from the Treasury Office for record	Photocopy the Official Receipt for record and completely fill up the application forms and prepare the permit for approval	None	30 minutes	Administrative Aide
	Approve and issue the permit		10 minutes	Building Official
TOTAL			2 hours and 20 minutes	

D. ISSUANCE OF CERTIFICATE OF OCCUPANCY

A Certificate of Occupancy is required before any building/structure is used or occupied. It is usually secured after the completion of a structure. It is also required if there is any change in the existing use or occupancy classification of a building, structure or any portion thereof.

Office/Division:	Office of the Building Official
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who May Avail:	People who intend to occupy the newly constructed building.
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
1. Fire Safety Inspection Certificate (FSIC)	Bureau of Fire Protection

2. Fully accomplished Certificate of Completion signed and sealed by respective licensed professionals, duly signed and notarized		Office of the Building Official		
3. Pictures of completed building		Building Owner		
4. Three (3) sets of As Built Plan if there is a deviation in the approved plan		Registered Civil Engineer/Architect Professional Electrical Engineer Registered Electrical Engineer Registered Master Electrician Registered Master Plumber Sanitary Engineer Professional Mechanical Engineer		
5. Construction Logbook duly signed by supervising Engineer/Architect		Registered Civil Engineer/Architect		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure application forms and other requirements and request for final inspection	Brief the client regarding the requirements and schedule an inspection	None	10 minutes	Administrative Aide Building Official
2. Be present during the inspection	Inspect the Building Structure	None	30 minutes	Engineering Assistant Building Official
3. Submit duly accomplished application forms and complete documentary requirements	Check for completeness of documents	None	15 minutes	Administrative Aide Building Official Building Official
	Evaluate and verify submitted duly accomplished forms, and other required documents		30 minutes	
	If the application is compliant, assess the required fees and issue Order of Payment to be collected by the Treasury Office		5 minutes	

4. Proceed to the Treasury Office and pay the required Fees.	Receive payment and issue Official Receipt	None	10 minutes	Municipal Treasurer
5. Present the Official Receipt from the Treasury Office for record	Photocopy the Official Receipt for record and completely fill up the application forms and prepare the Certificate of Occupancy for approval	None	30 minutes	Administrative Aide
	Approve and issue the certificate		10 minutes	Building Official
TOTAL			2 hours and 20 minutes	



MUNICIPAL CIVIL REGISTRY OFFICE

External Services



CIVIL REGISTRATION SERVICES

The office is responsible for the civil registration program of the Local Government Unit pursuant to Civil Registry Law, the Civil Code and other pertinent laws, rules and regulations issued to implement them. RA 3753 or the Civil Registry Law of 1935 mandates the establishment of civil register in the Philippines wherein acts, events (birth, death, marriage), court decrees (adoption, annulment of marriage, correction of entries, etc.), legal instruments (legitimation, acknowledgment, Admission of Paternity, RA 9255 Affidavit to Use the Surname of Father), RA 9048 Change of First Name of Child/Correction of Clerical Error and RA 10172 Correction of Date of Birth and Correction of Clerical Error in the Sex of Child that affects the civil status of a person shall be properly recorded.

A. REGISTRATION OF LIVE BIRTHS

All acts or events occurred within the jurisdiction of Marcos, Ilocos Norte shall be registered at the Office of the Municipal Civil Registrar within the 30-day reglementary period from event occurred. Information about the facts of birth like the name, date and place of birth, parents, facts about parent's age, occupation, religion, date of marriage, etc. shall be provided by the informant.

Office/Division:	Office of the Municipal Civil Registrar			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who May Avail:	All parent/parents or authorized informant whose event occurred in Marcos, Ilocos Norte			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For Birth:				
1. Duly accomplished Certificate of Live Birth (COLB) (Municipal Form 102) (4 copies)		Hospital where the child was born or Municipal Health Office (MHO) if attended by Midwife		
2. Photocopy of Certificate of Marriage of Parents (for legitimate child), (1 copy)		City/Municipal Civil Registry Office (C/MCRO) Philippine Statistics Authority (PSA) Applicant		
3. Photocopy of CTC No. of Parent/s (for illegitimate child), (1 copy)		MTO Barangay Treasurer		
4. Subscribed/Notarized Affidavit to Use the Surname of Father (for illegitimate child), (4 copies)		Notary Public Authorized Administering Officer (Office of the Mayor)		
5. Order of Payment (1 original)		Municipal Civil Registry Office (MCRO) Staff		
6. Official Receipt (1 original)		Municipal Treasury Office -Local Treasury Operations Officer I (LTOO I), DEMO I, ETRACS OPERATOR		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the complete document.	Receives and evaluates the document if properly filled out.	None	3 minutes	<i>Municipal Civil Registrar (MCR) Assistant Registration Officer (ARO) Administrative</i>
	Advices client to pay fees at the	*For Legitimate child: Certified True	3 minutes	

<p>2. Proceeds to Treasury Office for payment of required fees.</p>	<p>Treasury Office with corresponding Order of Payment.</p> <p>Issues Official Receipt upon payment of required fees.</p>	<p>Copy of Birth - ₱100.00 per copy</p> <p>*For Illegitimate child:</p> <ul style="list-style-type: none"> ○ AUSF - ₱500.00 ○ Sworn Statement Fee - P100.00 ○ Comm. Tax Cert.- Based on the computation of MTO as per Revenue Code 	<p>3 minutes</p>	<p><i>Aide (AA)</i> <i>Data Encoder (DE)</i> Municipal Civil Registrar's Office</p> <p><i>Local Treasury Operations Officer I</i> <i>Data Entry Machine Operator I</i> <i>ETRACS Operator</i> Municipal Treasurer's Office</p>
<p>3. Submits the Official Receipt (OR)</p>	<p>Receives Official Receipt (OR) for recording. Assigns Registry Number and records the document for registration and prepares the documents.</p>	<p>None</p>	<p>10 minutes</p>	<p><i>Municipal Civil Registrar (MCR)</i> <i>Assistant Registration Officer (ARO)</i> <i>Administrative Aide (AA)</i> <i>Data Encoder (DE)</i> Municipal Civil Registrar's Office</p>
<p>4. Receives the document and signs at the log book.</p>	<p>Signs and releases the document.</p>	<p>None</p>	<p>3 minutes</p>	<p><i>Assistant Registration Officer</i> <i>Municipal Civil Registrar</i> Municipal Civil Registrar's Office</p>
<p>TOTAL:</p>		<p>If Legitimate child: ₱100.00 If Illegitimate child: ₱700.00</p>	<p>22 minutes</p>	

B. REGISTRATION OF MARRIAGE

The Certificate of Marriage of a civil or church wedding with marriage license must be submitted within fifteen (15) days after the solemnization of marriage. Marriage of exceptional character or exempted from marriage license must be submitted within thirty (30) days after solemnization of marriage.

Office/Division:	Office of the Municipal Civil Registrar			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who May Avail:	Solemnizing Officer/staff, Owner of document, descendants of the owner or authorized representative			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For Marriage:				
1. Duly accomplished Certificate of Marriage (Municipal Form 97) (4 copies)		Solemnizing Officer-Mayor's Office, Parish Priest- Church Pastor – Chapel		
2. Duly notarized/subscribed Affidavit of Living Together (Art. 34), (4 copies)		Solemnizing Officer, Parish Priest, Pastor, or Notary Public		
3. Order of Payment (1 copy original)		Municipal Civil Registry Office (MCRO) Staff		
4. Official Receipt (1 copy original)		Municipal Treasury Office -LTOO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the complete documents.	Receives and evaluates the document if properly filled out.	None	3 minutes	<i>Municipal Civil Registrar (MCR)</i>
	Advices client to pay fees at the Treasury Office with corresponding Order of Payment.	Certified True Copy of Marriage - ₱100.00 per copy	3 minutes	<i>Assistant Registration Officer (ARO)</i> <i>Administrative Aide (AA)</i> <i>Data Encoder (DE)</i> <i>MCR'S Office</i>
2. Proceeds to Treasury Office for payment of required fees.		If solemnized by Mayor:	3 minutes	<i>LTOO I</i> <i>DEMO I</i> <i>ETRACS Operator</i> <i>Treasury Office</i>
		Sponsor's fee- ₱100.00 per sponsor		
3. Submits the Official Receipt (OR)	Receives Official Receipt for recording. Assigns Registry Number and records the document for registration and prepares the documents.		10 minutes	<i>Municipal Civil Registrar</i> <i>Assistant Registration Officer</i> <i>Administrative Aide</i> <i>Data Encoder</i> <i>MCR's Office</i>

4. Receives the document and signs at the log book.	<i>Signs</i> and releases the document.		3 minutes	<i>Assistant Registration Officer Municipal Civil Registrar MCR's Office</i>
	TOTAL	CTC of Marriage – P100.00 *If solemnized by Mayor: CTC of Marriage plus Sponsor's Fee – P100.00 each sponsor	22 minutes	

C. REGISTRATION OF DEATH

The registration of Certificate of Death occurred in the municipality within the thirty (30) days reglementary period.

Office/Division:	Office of the Municipal Civil Registrar			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who May Avail:	Nearest kin/descendants of the owner or authorized representative			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For Death/Fetal Death:				
1. Duly accomplished Certificate of Death (Municipal Form 103) (4 copies)		Hospital or City/Municipal Health Office		
2. Duly accomplished Certificate of Fetal Death (MF Form 103A) (4 copies)		Hospital or C/MHO		
3. Duly accomplished Permit to Transfer Cadaver – (if interment is outside Marcos, Ilocos Norte) (4 copies)		C/MHO		
4. Burial Permit		Municipal Treasury Office (MTO)		
5. Order of Payment (1 original)		MCRO Staff		
6. Official Receipt (1 original)		MTO-LTOO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the complete documents.	Receives and evaluates the document if properly filled out.	None	3 minutes	
	Advices client to pay fees at the Treasury Office with corresponding Order of Payment.	Certified True Copy of Death P100.00 per copy	3 minutes	


<p>2. Proceed to Treasury office for payment of required fees.</p>	<p>Issues OR upon payment of required fees.</p>	<p>Burial Permit P150.00</p> <p>Internment P100.00</p> <p>Exhumation P100.00</p> <p>Removal of Cadaver P200.00</p> <p>Permanent Sale of Lot P2, 500.00 per lot</p> <p>Temporary Sale of Lot P500.00/every 5 years renewable</p> <p>Additional Niche/Layer P500.00</p> <p><i>*If internment is outside Marcos, Ilocos Norte:</i></p> <p>Transfer of Cadaver P300.00</p> <p><i>*For claimant's of insurance, etc.:</i></p> <p>Additional copy of document P100.00 per set</p> <p>Service fee for Computerization of Document P100.00</p>	<p>3 minutes</p>	
<p>3. Submits the Official Receipt (OR)</p>	<p>Receives Official Receipt for recording. Assigns Registry Number and records the</p>	<p>NONE</p>	<p>10 minutes</p>	

	document for registration and prepares the documents.			
4. Receives the document and signs at the log book.	<i>Signs</i> and releases the document.	NONE	3 minutes	
	TOTAL	Interment Within Municipality: P2,850 Outside Municipality: P400.00	22 minutes	

D. LATE REGISTRATION OF BIRTH, DEATH, MARRIAGE

Late registration applies to events (birth, death, marriage, court decrees) that are registered after the 30-day reglementary period (after the occurrence of the event.) It also accommodates the registration of events (birth, death, marriages) when the records of these are not found in the civil registry books and in the records of the Philippine Statistics Authority (PSA).

Office/Division:	Office of the Municipal Civil Registrar
Classification:	Highly Technical
Type of Transaction:	G2C – Government to Citizen
Who May Avail:	Owner of document, descendants of the owner or authorized representative
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
<ul style="list-style-type: none"> • Basic Requirement for all events: <ul style="list-style-type: none"> ➢ Negative Certification from PSA on the concerned event (Birth, Death, Marriage) 1 original, 3 photocopy ➢ Affidavit of two (2) disinterested persons, 4 copies ➢ Petitioner's Affidavit for Delayed Registration/Corroborating Statement 4 copies ➢ Certification of Barangay Chairman 4 copies 	
Notice of Posting 4 copies	
<ul style="list-style-type: none"> ➢ Negative Certification from PSA on the concerned event (Birth, Death, Marriage) 1 original, 3 photocopy 	Notary Public or Authorized to Administer Oath
For Delayed Registration of Birth	
a.1 Duly accomplished Certificate of Live Birth (COLB) 4 copies	Hospital or MHO
a.2. Marriage Certificate of Parents 4 copies	PSA, Owner's Copy
a.2 Baptismal Certificate/Dedication or Certification 4 copies	Church/Chapel Owner's Copy

a.3 School Record/Certification 4 copies	School Attended			
a.4 Voter Registration Record 4 copies	COMELEC			
a.5 Medical Record or Yellow Card 4 copies	MHO, Hospital			
a.6 Any valid Identification cards 4 copies	PRC, LTO, GSIS, Philhealth, SSS			
a.7 Other documents indicating the true facts of event and identification 4 copies	Owner's copy			
For Delayed Registration of Death				
b.1 Duly accomplished Certificate of Death (COD) 4 copies	Hospital or MHO			
b.2 Any record of transcription from hospital where the event took place or a copy of report of the attending physician/medical practitioner 4 copies	Hospital or MHO			
b.3 Pictures during burial/internment or marker (lapida) in the cemetery stating the name of deceased and date of death 4 copies	Church/Chapel			
For Delayed Registration of Marriage				
c.1 Duly accomplished Certificate of Marriage (COM) 4 copies	Solemnizing Officer, Church, Chapel, Mayor			
c.2 Transcription from the records of church/court/office where the event was solemnized 4 copies	Court, Chapel, Church Office			
c.3 Photo of wedding ceremony 4 copies	Owner's copy			
Order of Payment 1 original copy	MCRO			
Official Receipt 1 original copy	MTO			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the complete requirements.	Receives and evaluates the document.		3 minutes	Municipal Civil Registrar Asst. Registration Officer, Administrative Aide Data Encoder MCR's Office
2. Proceeds to Treasury Office for the payment of required fees.	Interviews client for the needed information	CTC of Birth/Death/Marriage P100.00	3 minutes	Municipal Civil Registrar Asst. Registration Officer, Administrative Aide Data Encoder MCR's Office
	Advices the client to pay required fees at the Treasury Office with corresponding Order of Payment.	Late Registration Service Fee P300.00	3 minutes	
	Issues OR upon payment of required fees.	Sworn Statement Fee P100.00	5 minutes	LTOO I DEMO I ETRACS Operator

		Certified Photocopy of Supporting Documents P100.00		Treasury Office
3. Presents the Official Receipt (OR).	Receives OR and prepares the documents and its supporting papers and post the Notice for 10 days.	None	15 minutes	Municipal Civil Registrar Asst. Registration Officer, Administrative Aide Data Encoder MCR's Office
4. Returns after the 10-day posting period.	Assigns registry number and records the duly registered document.	None	3 minutes	Municipal Civil Registrar Asst. Registration Officer, Administrative Aide Data Encoder MCR's Office
5. Receives the document and signs at the log book.	Signs and releases the document after completion of the posting period.	None	3 minutes	Municipal Civil Registrar Asst. Registration Officer, Administrative Aide Data Encoder MCR's Office
	TOTAL	P600.00	30 minutes	

E. APPLICATION FOR MARRIAGE LICENSE AND ISSUANCE

This service applies to all would – be couples who intend to get married provided one or both are residents of Marcos, Ilocos Norte. A Marriage License is valid in any part of the Philippines for a period of 120 days from the date of issue.

Office/Division:	Office of the Municipal Civil Registrar
Classification:	Highly Technical
Type of Transaction:	G2C – Government to Citizen
Who May Avail:	All eligible couples who are of marriageable age.
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Duly accomplished Application for Marriage License (Mun. Form No. 90), 4 copies	MCRO
2. Birth Certificate of both parties, 1 copy	PSA
3. Parental Consent, if 18 years old and below 21 Years old, 2 copies	MCRO
4. Advice of Parents, if 21 years old and below 25 years old, 2 copies	MCRO

5. Certification of Tree Planting, 2 copies	Barangay Chairman			
6. Certificate of No Marriage Record for both Parties, 1 copy each	PSA			
7. Family Planning Certificate, 2 copies	POPCOM			
8. Legal Capacity to contract marriage issued by Embassy for foreign applicant, 1 copy	Foreign Embassy			
9. Divorce Decree /Annulment Decree if applicable, 1 original copy	Court where event was decided			
10. Death Certificate for widowed, 1 copy	PSA			
11. Community Tax Certificate of applicants, 1 copy each	Barangay MTO			
12. Community Tax Certificate of parents, 1 copy Each	Barangay MTO			
13. Notice of Application for Marriage License, 4 copies	MCRO			
13. Order of Payment, 1 original copy	MCRO			
14. Official Receipt, 1 original copy	MTO			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the complete requirements.	R eceives and evaluates the documents presented. I nterviews the client for the needed information.	NONE	3 minutes	<i>Municipal Civil Registrar Asst.</i>
		None	5 minutes	<i>Registration Officer, Administrative Aide Data Encoder MCR's Office</i>
2. Pay required fees at Treasury Office.	A dvices client to pay the required fees with corresponding Order of Payment at the Treasury Office I ssues OR upon payment of required fees.	AML Fee P250.00 Marriage License fee P200.00 Solemnization Fee P500.00 Marriage Sponsor's Fee P100.00 Family Planning Seminar P200.00 Puericulture Fee 35.00 Service Fee P100.00 Sworn Statement of Living Together P100.00 CTC of Marriage	3 minutes	<i>Municipal Civil Registrar Asst. Registration Officer, Administrative Aide Data Encoder MCR's Office</i> <i>LTOO I, DEMO I, ETRACS Operator Treasury Office</i>

		P100.00		
3. Presents the Official Receipt (OR)	Receives OR and prepares application for marriage license and its supporting papers.	None	20 minutes	<i>Municipal Civil Registrar Asst. Registration Officer, Administrative Aide Data Encoder MCR's Office</i>
4. Sign the Application for Marriage License and its supporting documents.	Witnesses the signing of the Marriage application and the parental consent/advice (if applicable) and subscribes said document.	None	5 minutes	<i>Municipal Civil Registrar Asst. Registration Officer, Administrative Aide Data Encoder MCR's Office</i>
5. Proceed to PopCom Office for the Family Planning Seminar and Counselling.	Advices parties to proceed to Population Commission Office for the Family Planning Seminar.	None	8 hours	<i>Population Program Worker II PMC Team PopCom Office</i>
6. Wait for the 10-day posting period.	Posts the Notice of application for marriage license on the Bulletin Board for ten (10) consecutive days.	None	10 days	<i>Asst. Registration Officer, Administrative Aide MCR's Office</i>
7. Returns to office after the 10-day posting period.	Prepares , signs the documents, and issue the marriage license.	None	5 minutes	<i>Municipal Civil Registrar Asst. Registration Officer, Administrative Aide Data Encoder MCR's Office</i>
8. Receives the copy of application for Marriage license and other supporting documents.	Segregates copies for distribution and releases the document.	None	3 minutes	<i>Municipal Civil Registrar Asst. Registration Officer, Administrative Aide Data Encoder</i>

				MCR's Office
	TOTAL	Mayor's - P1,485.00 Plus Sponsor's Fee Church/Chapel- P985.00	10 days,8 hours & 44 minutes	

F. OUT OF TOWN REGISTRATION/REPORTING

Out-of-Town Registration/Reporting applies to residents of Marcos, Ilocos Norte whose vital events (Birth, Death, and Marriage) took place outside the Municipality but are not indicated in the Civil Registry Books of that place or in the records of PSA.

Office/Division:	Office of the Municipal Civil Registrar
Classification:	Highly Technical
Type of Transaction:	G2C – Government to Citizen
Who May Avail:	Owner of document, descendants of the owner or person with authority by the owner
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
1. Negative Certification 1original copy, 3 photocopies	PSA & LCRO
2. Duly subscribed Affidavit of (2) disinterested persons 2 copies	Notary Public Authorized Administering Officer
3. Duly subscribed Petitioner's Affidavit 2 copies	Notary Public Authorized Administering Officer
4. Certification of Barangay Chairman	Barangay
For Birth-	
a. Baptismal Certificate/Dedication/Certification 1 original, 3 photocopies	Church/Chapel, Applicant
b. Marriage Certificate (if applicable) 1 original, 3 photocopies	PSA, LCRO, Applicant
c. Voter Registration Record 1 original, 3 photocopies	Comelec
d. School Record/Certification 1 original, 3 photocopies	School attended
e. Any valid identification card 4 photocopies	PRC, Philhealth, LTO, SSS, CARD, School, etc.
f. Other documents indicating the true facts of event and identification of the person 4 photocopies	
For Marriage-	
a. Owner's original copy of the document if available (4 copies)	Applicant
b. Transcription from the records of the church/chapel/office where the event took place, (4 copies)	Church/Chapel/Office
For Death-	
a. Owner's original copy of record if available (4 copies)	Applicant

b. Transcription from the records of hospital where the event took place or a copy of the report of the attending physician (4 copies)	Hospital/clinic			
c. Pictures during burial or marker (lapida) stating the needed information (1 copy)	Cemetery			
5. Community Tax Certificate (1 copy)	MTO			
6. Order of Payment (1 copy)	MCRO			
7. Official Receipt (1 copy)	MTO			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the complete requirements.	Receives and evaluates the documents.	None	5 minutes	<i>Municipal Civil Registrar Asst. Registration Officer, Administrative Aide Data Encoder MCR's Office</i>
	Advices client to pay required fees with corresponding Order of Payment (OP).	Service for Out-of-Town P300.00 Certified Photocopy P100.00	7 minutes	<i>Municipal Civil Registrar Asst. Registration Officer, Administrative Aide Data Encoder MCR's Office</i>
2. Pay required fees at Treasury Office.	Issues OR upon payment of required fees.	Certified Photocopy of supporting documents P20.00/copy		<i>LTOO I DEMO I ETRACS Operator Treasury Office</i>
		Endorsement fee P100.00		
		Courier Fee P150.00		
3. Presents the OR.	Receives OR and prepares the documents and its supporting papers.	None	15 minutes	<i>Municipal Civil Registrar Asst. Registration Officer, Administrative Aide Data Encoder MCR's Office</i>
		None	3 minutes	<i>Municipal Civil Registrar MCR's Office</i>
	Subscribes the affidavit of delayed registration at the back of the document.	None		
	Certifies photocopied	None	5 minutes	

<p>4. Wait for the 10-day posting period.</p> <p>5. Receives file copy of the document to be forwarded to the CR Office where event took place.</p>	<p>documents and its supporting papers.</p> <p>Posts for 10 consecutive days at the Bulletin Board.</p> <p>Forwards the documents for registration to the Civil Registry Office where the event took place.</p>	<p>None</p> <p>None</p>	<p>10 days</p> <p>3 minutes</p>	<p><i>Municipal Civil Registrar</i> MCR's Office</p> <p><i>Municipal Civil Registrar</i> <i>Asst.</i> <i>Registration Officer,</i> <i>Administrative Aide</i> <i>Data Encoder</i> MCR's Office</p> <p><i>MCRO Staff</i> MCR's Office</p>
	<p>Informs the client as soon as document is ready for release.</p>	<p>NONE</p>	<p>2 minutes</p>	<p><i>Municipal Civil Registrar</i> <i>Asst.</i> <i>Registration Officer,</i> <i>Administrative Aide</i> <i>Data Encoder</i> MCR's Office</p>
<p>6. Receives copy of the document and signs at the log book.</p>	<p>Releases the document to the client.</p>	<p>NONE</p>	<p>3 minutes</p>	<p><i>Municipal Civil Registrar</i> <i>Asst.</i> <i>Registration Officer,</i> <i>Administrative Aide</i> <i>Data Encoder</i> MCR's Office</p>
	<p>TOTAL</p>	<p>P650.00 Plus Certified Photocopy- P20.00 each</p>	<p>10 days & 43 minutes</p>	

G. REGISTRATION OF LEGAL INSTRUMENTS

Legal Instruments are documents (Affidavit of Acknowledgement, Affidavit of Consent of Child, Admission of Paternity, Affidavit of Legitimation, Affidavit to Use the Surname of the Father and Private Handwritten Instrument executed by the Father under R.A. 9255) that are required to update the birth record of a person.

Examples:

- ❖ An Affidavit of Acknowledgement/Admission of Paternity is required if the natural father of an illegitimate child decides to have his name indicated in the Certificate of Live Birth of his child.
- ❖ An Affidavit of Legitimation is executed by the married couple in order for their child to be legitimated.
- ❖ An Affidavit to Use the Surname of the Father (AUSF) under RA 9255 is required if the natural father acknowledges paternity of the child executed by:
 - the mother alone if child is under 0-7 years old,
 - the child with attestation of the mother if child is 7 years old and below 18 years old
 - the child if already 18 years old and above

Office/Division:	Office of the Municipal Civil Registrar			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizen			
Who May Avail:	Owner of document, descendants of the owner or authorized representative			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Birth Certificate of the child in SECPA 1 original copy, 7 photocopies		PSA		
2. Duly subscribed Affidavit of Acknowledgment/Admission of Paternity 4 copies		Notary Public Authorized Administering Officer		
3. duly subscribed affidavit of Consent of child if (16) years old 4 copies		Notary Public Authorized Administering Officer		
4. Duly subscribed Affidavit to Use the Surname of the Father if client intends to avail of RA 9255 4 copies		Notary Public Authorized Administering Officer		
5. Private Handwritten Instrument by the Father 4 copies		Natural Father of the Child		
6. Duly subscribed affidavit of Legitimation 4 copies		Notary Public Authorized Administering Officer		
7. Certificate of Marriage in SECPA 4 copies		PSA		
8. CENOMAR of both parties		PSA		
9. Community Tax Certificate 1 copy		Barangay Treasury Office		
10. Order of Payment 1 copy		MCRO		
11. Official Receipt 1 copy		Treasury Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the basic requirements and its supporting documents.	R eceives and evaluates the documents. A dvices client to pay required fees with OP at the Treasury Office.	None	5 minutes	<i>Municipal Civil Registrar Asst. Registration Officer, Administrative Aide Data Encoder</i>
		Acknowledgement	3 minutes	
		P500.00 Admission of		

<p>2. Pay at the Treasury the required fees.</p>	<p>Issues Official Receipt upon payment of required fees.</p>	<p>Paternity P500.00</p> <p>Affidavit of Consent of Child P500.00</p> <p>Sworn Attestation of Mother P500.00</p> <p>Private Handwritten Instrument of Father P500.00</p> <p>Affidavit to Use the Surname of Father P500.00</p> <p>Legitimation P500.00</p> <p>Certification P100.00</p> <p>Certified Photocopy P100.00</p> <p>Certified Photocopy of supporting documents P20.00 each</p> <p>Endorsement P100.00</p> <p>CTC of annotated document P100.00</p>	<p>10 minutes</p>	<p>MCR's Office</p> <p><i>LTOO / DEMO / ETRACS Operator Treasury Office</i></p>
<p>3. Submits OR.</p>	<p>Receives the OR and prepares the document and its supporting papers.</p>	<p>None</p>	<p>25 minutes</p>	<p><i>Municipal Civil Registrar Asst. Registration Officer, Administrative Aide Data Encoder MCR's Office</i></p>
<p>4. Signs the pro-forma Affidavit.</p>	<p>Witnesses the signing of the Affidavit. Certifies</p>	<p>None</p>	<p>3 minutes 5 minutes</p>	<p><i>Municipal Civil Registrar Asst. Registration</i></p>

	photocopied documents & supporting papers.			Officer, Administrative Aide Data Encoder MCR's Office
	✚ If for Out-of-Town Reporting, forward application and its supporting documents with corresponding fees to the LCRO concerned.			
5. Receives the document and sign at the logbook.	✚ Inform the client as soon as the SECPA copy is received. Signs and releases the document.		5 minutes	Municipal Civil Registrar Asst. Registration Officer, Administrative Aide Data Encoder MCR's Office
	TOTAL	P900.00 Plus P20.00 per Photocopy	56 minutes	

H. SUPPLEMENTAL REPORTING

This service allows a person to have his/her civil registry documents (birth, death, marriage) completed by providing the data information for the missing entries.

Office/Division:	Office of the Municipal Civil Registrar	
Classification:	Highly Technical	
Type of Transaction:	G2C – Government to Citizen	
Who May Avail:	Owner of document, descendants of the owner or authorized representative	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. SECPA copy of (Birth, Death, Marriage Certificate that needs supplemental report 8 copies		PSA
2. Duly subscribed Affidavit of Supplemental Report 4 copies		Notary Public Authorized Administering Officer
3. Baptismal Certificate 4 copies		Owner of the document Church/Chapel
4. School Record 4 copies		Owner School Attended
5. Voter Registration Record 4 copies		Comelec
6. Community Tax Certificate 1 copy		Barangay

		MTO		
	7. Order of payment 1 copy	MCRO		
	8. Official Receipt 1 copy	MTO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the complete requirements. 2. Proceed to Treasury for the payment of required fees.	R eceives and evaluates the requirements.	None	5 minutes	<i>Municipal Civil Registrar Asst. Registration Officer, Administrative Aide Data Encoder MCR's Office</i>
	A dvices the client to pay the required fees with corresponding Order of Payment at the Treasury Office.	Supplemental Report P300.00	3 minutes	<i>LTOO I DEMO I ETRACS Operator Treasury Office</i> <i>LTLTOO</i>
	Issues OR after payment of required fees.	CTC of annotated document P100.00	7 minutes	
		Certified Photocopy P100.00		
		Certified Photocopy of supporting document per copy P20.00		
Sworn Statement P100.00				
Endorsement P100.00				
2. Presents the Official Receipt (OR)	R eceives OR and prepares the documents and its supporting papers.	None	20 minutes	<i>Municipal Civil Registrar Asst. Registration Officer, Administrative Aide Data Encoder MCR's Office</i>
	C ertifies photocopied supporting papers.	None	7 minutes	<i>Municipal Civil Registrar MCR's Office</i>
	<ul style="list-style-type: none"> If for Out-of-Town Reporting , forward 	*Varies as to Revenue Code of LGU concerned.	3 minutes	<i>Municipal Civil Registrar Asst. Registration</i>

	the application for supplemental report and its supporting documents with corresponding fees to the LCRO concerned.	(Inquire at LCRO before transmitting said document.)		Officer, Administrative Aide Data Encoder MCR's Office
	<ul style="list-style-type: none"> Inform the client as soon as the SECPA copy is received. 	None	2 minutes	Municipal Civil Registrar Asst. Registration Officer, Administrative Aide Data Encoder MCR's Office
3. Receives the document and signs at the log book.	Signs and releases copy of documents.	None	3 minutes	Municipal Civil Registrar Asst. Registration Officer, Administrative Aide Data Encoder MCR's Office
	TOTAL	P700.00 Plus Certified Photocopy at P20.00 each	47 minutes	

I. ENDORSEMENT OF CIVIL REGISTRY DOCUMENTS FOR COPY ISSUANCE OF SECURITY PAPER (SECPA) TO PHILIPPINE STATISTICS AUTHORITY(PSA)

This service allows a person to request for endorsement of his/her civil registry document (Birth, Death, and Marriage) to PSA for the issuance of the document in Security Paper (SECPA).

Office/Division:	Office of the Municipal Civil Registrar
Classification:	Highly Technical
Type of Transaction:	G2C – Government to Citizen

Who May Avail:	Owner of document, descendants of the owner or authorized representative			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Certified True Copy/Certified Photocopy of document (4 copies)	MCRO			
2. Duly accomplished application form for Birth, Marriage, Death (1 copy)	MCRO			
3. Valid Identification Card of Document Owner (1 copy)	Owner			
4. Valid ID of authorized representative (1 copy)	Owner/applicant			
5. Authorization letter if not the owner	Owner			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills up the application/request form.	Receives and evaluates the application request form. Verifies record if it exists in the Register Book (Birth, Marriage or Death).	None	2 minutes	<i>Municipal Civil Registrar Asst. Registration Officer Data Encoder Administrative Aide MCR's Office</i>
		None	3 minutes	
2. Pay the required fees at the Treasury office.	Advices client to pay required fees with corresponding Order of Payment at the Treasury Office. Issues OR upon payment of required fees.		2 minutes	<i>Municipal Civil Registrar Asst. Registration Officer, Data Encoder, Administrative Aide MCR's Office</i> <i>LTOO I DEMO I ETRACS Operator Treasury Office</i>
		CTC of document P100.00	5 minutes	
		Certified Photocopy P100.00 Endorsement P100.00		
3. Presents the Official Receipt.	Receives OR and prepares the document and its supporting papers.	None	10 minutes	<i>Municipal Civil Registrar Asst. Registration Officer Data Encoder</i>

				Administrative Aide MCR's Office
3. Receives the document and signs at the log book.	Signs and releases the document. Advices client to submit to PSA-Provincial Office or mail through any courier.	None	5 minutes	Municipal Civil Registrar Asst. Registration Officer Data Encoder Administrative Aide MCR's Office
	TOTAL	300.00	27 minutes	

J. PETITION FOR CHANGE OF FIRST NAME (CFN) OR CORRECTION OF CLERICAL ERROR (CCE) UNDER R.A. 9048 AND REQUEST FOR COPY ISSUANCE OF SECPA AFTER AFFIRMED BY OCRG

This service intends to enable the **Change of the First Name of the child** when the registered name in the Birth certificate is ridiculous, tainted with dishonor and extremely difficult to write or pronounce while **Correction of Clerical Error** is limited to those mistakes committed in the performance of clerical work in writing, copying, transcribing or typing an entry in the civil register all of which are harmless pursuant to RA 9048 and after affirmed by OCRG request copy issuance of SECPA

Office/Division:	Office of the Municipal Civil Registrar
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who May Avail:	Owner of document, descendants of the owner or authorized representative
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Document to be changed-Certificate of Live Birth (OCRG & LCRO Copy) 1 original, 12 photocopies	PSA LCRO
2. Document to be corrected- Certificate of Live Birth, Certificate of Marriage, Certificate of Death (OCRG & LCRO Copy), 1 original, 12 photocopies	PSA LCRO
3. NBI Clearance (1 original, 3 photocopies)	NBI
4. Police Clearance (1 original, 3 photocopies)	PNP
5. Baptismal Certificate/Dedication/Certification (4 photocopies)	Church/Chapel Owner
6. Earliest Record (4 photocopies)	School where attended Owner
7. Certificate of employment/Non-employment (1 Original, 3 photocopies)	Employer

8. Medical Record (1 original, 3 photocopies)	Hospital/MHO			
9. Voter Registration Record (1 original, 3 photocopies)	COMELEC			
10. Marriage Certificate (4 photocopies)	PSA, LCRO			
11. Civil Registry Record of Ascendants (4 photocopies)	PSA, LCRO, Owner			
12. Bank Passbook (4 photocopies)	Bank, Owner			
13. Passport (4 photocopies)	DFA, Owner			
14. Any valid identification card (4 photocopies)	SSS, Philhealth, LTO, GSIS, Comelec, Senior, School, etc.			
15. Any other document indicating the true and official name (4 photocopies)	Register of Deeds, SSS, Philhealth, Bank, GSIS, LTO etc.			
16. Duly subscribed Affidavit of Explanation	Notary Public Authorized Administering Officer			
17. Affidavit of Publisher and newspaper clippings -For CFN) (1original, 4 photocopies)	Accredited Newspaper Publisher			
18. Duly Notarized Special Power of Attorney, if other than owner and descendants (1 original, 3 photocopies)	Notary Public Foreign Embassy			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the document subject for correction or change with complete necessary supporting documents.	Receives and evaluates the documents for completeness and authenticity.	None	10 minutes	<i>Municipal Civil Registrar Asst. Registration Officer MCR's Office</i>
2. Proceed to Treasury office for the payment of required fees.	Advices client to pay the required fees with corresponding Order of Payment at the Treasury Office.	Filing Fee for CFN P3,000.00 Filing Fee for CCE P1,000.00 Sworn Statement of Petition P100.00	3 minutes	<i>Municipal Civil Registrar Asst. Registration Officer MCR's Office</i>
	Issues OR upon payment of required fees.	Sworn Statement of Affidavit P100.00 Certified Photocopy of affected document P100.00 Certified Photocopy of supporting documents	5 minutes	<i>LTOO I DEMO I ETRACS Operator Treasury Office</i>

		P20.00/copy Endorsement P100.00		
3. Presents the Official Receipt (OR).	Receives OR and prepares the petition and its supporting papers.	None	15 minutes	<i>Municipal Civil Registrar Asst. Registration Officer MCR's Office</i>
4. Signs the petition for Change of First Name/Correction of Clerical Error.	Posts the Notice of Posting	None	(10 days)	<i>Asst. Registration Officer</i>
	Certifies all photocopied supporting documents	None	7 minutes	<i>Municipal Civil Registrar MCR's Office</i>
	Submits Notice for Publication at accredited newspaper of general circulation (For CFN only)	Publication fee P1,500.00	(2 weeks)	<i>Asst. Registration Officer Municipal Civil Registrar MCR's Office</i>
	Grants the petition after the 10-day posting period (Correction of Clerical Error) Grants the petition after receipt of the Affidavit of Publisher and newspaper clippings (Change of First Name)	None	10 minutes	<i>Municipal Civil Registrar MCR's Office</i>
	*If Migrant Petition, forward the petition and its supporting documents with corresponding fees at the LCRO concerned through courier.	Filing Fee- CFN P3,000.00 CCE P1,000.00 Service Fee- CFN P1,000.00 CCE P500.00 Endorsement P100.00 Mailing/Courier P150.00		
5. Receives copy of the granted petition and its supporting papers.	Forwards petition to OCRG-PSA for approval through courier.		3 minutes	<i>Municipal Civil Registrar Assistant Registration</i>

6. Pay the required fees at the Treasury Office.	I nforms client as soon as the decision of OCRG is received.		2 minutes	<i>Officer, Administrative Aide, Data Data Encoder MCR's Office</i>
	A dvices client to pay the required fees with OP at the Treasury Office.	Certificate of Finality P200.00	3 minutes	<i>Municipal Civil Registrar Assistant Registration Officer, Administrative Aide, Data Data Encoder MCR's Office</i>
	I ssues OR upon payment of required fees.	CTC of Annotated document P100.00	5 minutes	<i>LTOO I DEMO I ETRACS Operator Treasury Office</i>
		Certified Photocopy P100.00 Certified Photocopy of supporting Document P20.00/copy Endorsement P100.00		
7. Submits OR.	P repares the Certificate of Finality and its supporting papers after affirmation by the CRG.	None	10 minutes	<i>Municipal Civil Registrar Assistant Registration Officer, Administrative Aide, Data Data Encoder MCR's Office</i>
	C ertifies photocopied supporting documents and	None	5 minutes	<i>Municipal Civil Registrar MCR's Office</i>
	S igns the Certificate of Finality and its supporting papers.	None	3 minutes	<i>Municipal Civil Registrar MCR's Office</i>
	R eleases the owner's copy of Certificate of Finality and its supporting papers.	None	2 minutes	<i>Municipal Civil Registrar Assistant Registration Officer, Administrative Aide, Data Data Encoder MCR's Office</i>

8. Receives the copy of Certificate of Finality and its supporting papers.	Forwards Certificate of Finality and its supporting papers for copy issuance of SECPA at PSA.	None	2 minutes	<i>Municipal Civil Registrar Assistant Registration Officer, Administrative Aide, Data Data Encoder MCR's Office</i>
	*Informs client as soon as the SECPA copy is received.	None	1 minute	<i>Municipal Civil Registrar Assistant Registration Officer, Administrative Aide, Data Data Encoder MCR's Office</i>
9. Receives SECPA copy and sign at the log book.	Releases SECPA copy.	None	2 minutes	<i>Municipal Civil Registrar Assistant Registration Officer, Administrative Aide, Data Data Encoder MCR's Office</i>
	TOTAL	CFN -P3,400.0 Plus Certified Photocopy P20.00/copy CCE -P1,400.00 Plus Certified Photocopy P20.00/copy	CFN -2 weeks, 10 days, 1hour & 3 minutes CCE -10 days, 1 hour & 3 minutes	

SERVICE IS COVERED UNDER RA 9048

K. PETITION FOR CORRECTION OF CLERICAL ERROR OF DATE OF BIRTH AND SEX UNDER RA10172 AND REQUEST COPY ISSUANCE OF SECPA AFTER AFFIRMED BY OCRG

This service covers correction of clerical or typographical error/s in the birth certificate specifically errors in the day and/or month in the date of birth and sex of a child and after affirmed by OCRG request for copy issuance of SECPA.

Office/Division:	Office of the Municipal Civil Registrar
Classification:	Highly Technical
Type of Transaction:	G2C – Government to Citizen
Who May Avail:	Owner of document, descendants of the owner or authorized

representative				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Birth Certificate (OCRG & LCRO Copy), (1 original, 12 photocopies)	PSA, LCRO			
2. Earliest School Record or Certification (Elementary) (4 copies)	School Attended			
3. Baptismal Certificate/Dedication (4 copies)	Church/Chapel Owner			
4. Certificate of Employment/Non-Employment (4 copies)	Employer			
5. Medical Record & Certificate of Authenticity (1 original, 3 photocopies)	Hospital MHO			
6. Police Clearance (1 original, 3 photocopies)	PNP			
7. NBI clearance (1 original, 3 photocopies)	NBI			
8. Affidavit of Publisher and newspaper clippings (4 copies)	Accredited Newspaper Publisher			
9. Affidavit of Explanation (if necessary) (4copies)	Notary Public Authorized Administering Officer			
10. Special Power of Attorney (if applicable), (4 copies)	Foreign Embassy Notary Public			
11. Personal appearance of the document owner if for Correction of Sex in the Certificate of Live Birth				
12. Order of Payment (1 copy)	MCRO			
13. Official Receipt (1copy)	MTO			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the document subject for correction with complete necessary supporting documents.	Receives and evaluates the documents for completeness and authenticity.	None	5 minutes	Municipal Civil Registrar Assistant Registration Officer, Administrative Aide, Data Data Encoder MCR's Office
	Advices client to pay the required fees with corresponding OP at the Treasury Office.	Filing Fee P3,000.00 Sworn Statement of Affidavit P100.00 Sworn statement of Petition P100.00	3 minutes	Municipal Civil Registrar Assistant Registration Officer, Administrative Aide, Data Data Encoder MCR's Office
2. Pays at the treasury Office the required fees.	Issues OR upon payment of required fees.	Certified Photocopy of Certificate of Live Birth P100.00	5 minutes	LTOO I DEMO I ETRACS Operator

		<p>Certified Photocopy of supporting documents P20.00/copy</p> <p>Certificate of authenticity P150.00</p> <p>Endorsement P100.00</p>		Treasury Office
2. Presents the Official Receipt (OR)	Receives OR and prepares the petition and its supporting papers.	none	20 minutes	Municipal Civil Registrar Assistant Registration Officer, Administrative Aide, Data Data Encoder MCR's Office
3. Signs the petition for Correction of Clerical Error.	<p>Posts the Notice of Posting.</p> <p>Certifies all photocopied supporting documents.</p>	None	(10 days) 10 minutes	Municipal Civil Registrar Assistant Registration Officer, Administrative Aide, Data Data Encoder MCR's Office
	Submits Notice for Publication at accredited newspaper of general circulation.	Publication P1,500.00	2 weeks	Municipal Civil Registrar Assistant Registration Officer MCR's Office
	*If Migrant Petition for CCE on the Day/date of Birth, forwards petition and its supporting documents with corresponding fees at the LCRO concerned through courier.	<p>Filing Fee P3,000.00</p> <p>Service Fee P1,000.00</p> <p>Endorsement P100.00</p> <p>Mailing/courier P150.00</p>		
	Grants the petition after receipt of the Affidavit of Publisher and newspaper clippings. *Informs client of	None	10 minutes	Municipal Civil Registrar MCR's Office
		None	2 minutes	Municipal Civil Registrar Assistant

	the availability of granted petition for release.			<i>Registration Officer, Administrative Aide, Data Data Encoder MCR's Office</i>
	R eleases the owner's copy of the granted petition and its supporting papers to the client.	None	3 minutes	<i>Municipal Civil Registrar Assistant Registration Officer, Administrative Aide, Data Data Encoder MCR's Office</i>
4. Receives owner's copy of the granted petition and its supporting papers and signs at the log book.	F orwards petition to OCRG-PSA for approval through courier.	None	3 minutes	<i>Municipal Civil Registrar Assistant Registration Officer, Administrative Aide, Data Data Encoder MCR's Office</i>
Pay at the Treasury for the required fees.	I nforms client as soon as the decision of OCRG-PSA is received and advises to pay the required fees with OP at the Treasury Office.	Certificate of Finality P200.00	5 minutes	<i>Municipal Civil Registrar Assistant Registration Officer, Administrative Aide, Data Data Encoder MCR's Office</i>
	I ssues OR upon payment of required fees.	CTC of annotated Document P100.00 Certified Photocopy P100.00	7 minutes	<i>LTOO I DEMO I ETRACS Operator Treasury Office</i>
5. Submits Official Receipt.	R eceives OR and prepares the Certificate of Finality and its supporting papers after affirmation by the CRG.	Certified Photocopy of supporting documents P20.00/copy Endorsement P100.00	10 minutes	<i>Municipal Civil Registrar Assistant Registration Officer, Administrative Aide, Data Data Encoder MCR's Office</i>
6. Receives the copy of Certificate of Finality and its supporting papers and signs at the log	S igns and releases the owner's copy of Certificate of Finality and its supporting papers.	None	8 minutes	<i>Municipal Civil Registrar Assistant Registration Officer,</i>

book.	Forwards Certificate of Finality and its supporting papers for copy issuance of SECPA at PSA.	None	3 minutes	<i>Administrative Aide, Data Data Encoder MCR's Office</i>
	Informs client through call or text if SECPA is received.	None	1 minute	<i>Municipal Civil Registrar Assistant Registration Officer, Administrative Aide, Data Data Encoder MCR's Office</i>
7. Receives owner's copy of SECPA and signs at the log book.	Releases copy of SECPA.	None	2 minutes	<i>Municipal Civil Registrar Assistant Registration Officer, Administrative Aide, Data Data Encoder MCR's Office</i>
	TOTAL	P3,850.00 plus Certified Photocopy P20.00/copy Publication P1,500.00	24 days, 1 hour & 37 minutes	

SERVICE IS COVERED UNDER RA 10172

L. ANNOTATION OF RECORD AFTER THE REGISTRATION OF COURT DECREES (ANNULMENT, ADOPTION, PRESUMPTIVE DEATH, REVOCATION OF ADOPTION, AUSF NOT COVERED BY RA 9255 AND CORRECTION/DELETION OF ENTRIES (I.E DATE OF BIRTH, SEX, CITIZENSHIP)

Court decrees/decisions must be registered in the Civil Registrar's Office where the Court is functioning within ten (10) working days after the decree/order has become final. Such registration is reported to the Civil Registry Office where the occurrence of event was recorded for the issuance of annotated/amended civil registry document.

Office/Division:	Office of the Municipal Civil Registrar
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who May Avail:	Owner of document, descendants of the owner or authorized representative
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
1. Certified copy of the Court Decision (1	Regional Trial Court

original, 3 photocopies)	Municipal Circuit Trial Court			
2. Certificate of Finality (1 original, 3 photocopies)	Regional Trial Court Municipal Circuit Trial Court			
3. Certificate of Registration (1 original, 3 photocopies)	C/MCR Office where the Court is functioning			
4. Certificate of Authenticity (1 original, 3 photocopies)	C/MCRO where the Court Decision is registered			
5. SECPA copy of the document sought to be annotated (12 photocopies)	PSA			
6. Order of Payment (1 copy)	MCRO			
7. Official Receipt (1 copy)	MTO			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the complete documents.	R eceives and evaluates the documents. A dvices client to pay the required fees with OP at the Treasury Office.	None	10 minutes	<i>Municipal Civil Registrar Asst.</i>
2. Pay at Treasury Office the required fees.	Issues OR upon payment of required fees.	Annulment of Marriage P3,000.00	3 minutes	<i>Registration Officer, Administrative Aide, Data Encoder MMCR's Office</i>
		Presumptive Death P1,000.00	10 minutes	<i>LTOO I DEMO I ETRACS Operator Treasury Office</i>
		Adoption P1,000.00		
		CCE-Court P1,000.00		
		AUSF-Court P1,000.00		
		Other Court Decree P1,000.00		
		Certified Photocopy of affected Document P100.00		
Certified Photocopy of supporting documents P20.00/copy				
CTC of annotated document P100.00				

		Certification P100.00		
		Endorsement P100.00		
3. Submits OR.	R eceives OR and prepares amended civil registry document and its supporting papers.	NONE	30 minutes	<i>Municipal Civil Registrar Asst. Registration Officer, Administrative Aide, Data Encoder MCR's Office</i>
	C ertifies all photocopied documents and its supporting documents.	None	15 minutes	<i>Municipal Civil Registrar MCR's Office</i>
4. Receives copy of transmittal and the amended/annotated document.	E ndorses copy to the Office of the Civil Registrar General (OCRG) for request of copy issuance of SECPA.	None	3 minutes	<i>Municipal Civil Registrar MCR's Office</i>
	I nforms client as soon as the SECPA copy is available	None	2 minutes	<i>Asst. Registration Officer, Administrative Aide, Data Encoder Municipal Civil Registrar MCR's Office</i>
5. Receives copy of SECPA and signs at the log book.	R eleases SECPA copy of civil registry documents.	None	2 minutes	<i>Asst. Registration Officer, Administrative Aide, Data Encoder Municipal Civil Registrar MCR's Office</i>
	TOTAL	Annulment- P3,400.00 plus Certified Photocopy P20.00/copy Presumptive Death/CCE-	1 hour and 15 minutes	

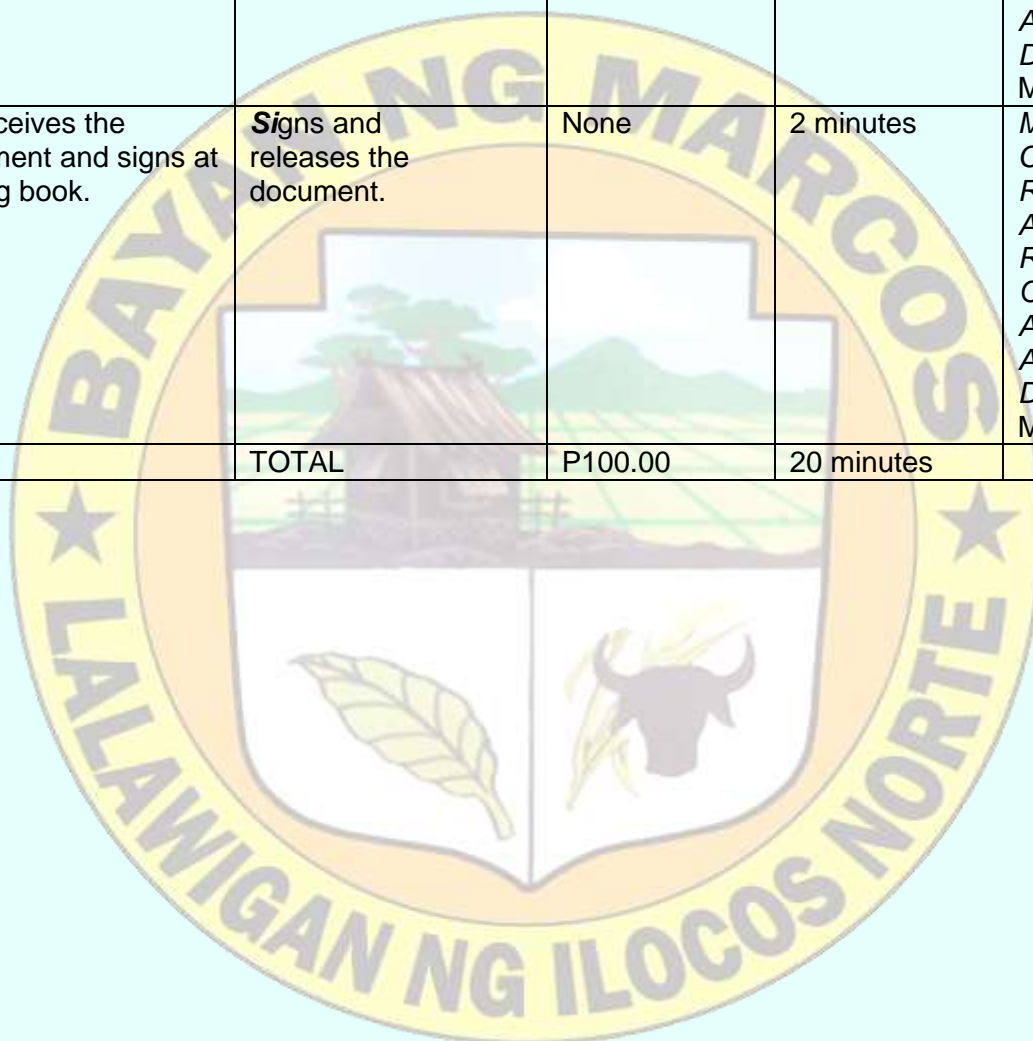
		Court/AUSF/Other Court Decree– P1,400.00 plus Certified Photocopy P20.00/copy		
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M. ISSUANCE OF CERTIFIED TRUE COPY/PHOTOCOPY/MACHINE COPY OF DOCUMENTS

Certified True Copy/Photocopy is provided if the record is available in the Register Books while Certified Machine copy is provided based on the original copy of the document available at LCR Office or from the client himself/herself.

Office/Division:	Office of the Municipal Civil Registrar			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who May Avail:	Owner of document, descendants of the owner or authorized representative			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly accomplished request slip 1 copy		LCR Office		
2. Valid ID of the document owner (for Birth Certificate) 1 copy		Applicant/Owner		
3. Authorization letter and valid ID of document owner and representative if through representative 1 copy		Document Owner Authorized Representative		
4. Order of Payment (1 copy)		MCRO		
5. Official Receipt (1 copy)		MTO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the document (for certified photo/machine copy) 2. Fills up application form	Receives and evaluate the document.	None	1 minute	<i>Municipal Civil Registrar Asst. Registration Officer, Administrative Aide Data Encoder MCR's Office</i>
	Interviews the client for information needed.	None	2 minutes	
	Verifies Register Book if record is available (for Certified copy). Advices client to pay required fees with corresponding OP at the Treasury Office.	None	3 minutes 2 minutes	
3. Proceeds to Treasury office for payment of required fees.	Issues Official Receipt upon payment of	CTC of document P100.00	5 minutes	<i>Municipal Civil Registrar Asst. Registration Officer, Administrative Aide Data Encoder MCR's Office</i>

	required fees.			LTOO / DEMO / ETRACS Operator Treasury Office
4. Presents the OR.	R eceives OR and prepares the documents.	None	5 minutes	<i>Municipal Civil Registrar Asst. Registration Officer, Administrative Aide Data Encoder MCR's Office</i>
5. Receives the document and signs at the log book.	S igns and releases the document.	None	2 minutes	<i>Municipal Civil Registrar Asst. Registration Officer, Administrative Aide Data Encoder MCR's Office</i>
	TOTAL	P100.00	20 minutes	



MUNICIPAL ASSESSOR'S OFFICE
FRONTLINE SERVICES



A. PROCESSING OF TAX DECLARATION/FAAS UPON TRANSFER OF OWNERSHIP, REVISION OF REAL PROPERTY I.E CHANGE IN AREA, LOCATION AND CLASSIFICATION AS PER ACTUAL USE OF LANDS

THE SERVICES:

This service is the processing of Tax Declaration/FAAS upon Transfer of Ownership, Revision of Real Property i.e. Change in area, location and classification as per actual use of lands and buildings.

1. Transfer of Ownership – An updated owner’s copy of the approved transfer will be issued after transfer of ownership from the previous owner to the new owner or a result of simple subdivision or consolidation.
2. Revisions of Property – This service is requested by the owner for the conduct of ocular inspection and determines the actual area, location and classification of the property by the Tax Mapping team of the office.

Office/Division:	Municipal Assessor’s Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who May Avail:	All Interested applicants			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Application:				
22.	Mode of Transfer (Deed of Conveyance Sale, Donation of Quitclaim)	Applicant		
23.	Certificate of title/Electronic Copy OLT Katibayan ng Orihinal na Titulo (KOT)	Land Registration Authority (LRA) Department of Agrarian Reform (DAR) DENR		
24.	Latest Tax Receipt	Municipal Treasury Office		
25.	Latest Tax Declaration	Municipal Assessors Office		
26.	Building Plan	Engineering Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up the logbook and present the documents.	Receive all the documents presented. Verify and evaluate the completeness of the documents and photocopy.	None	5 minutes	Assessment Clerk II, Administrative Aide VI, Etracs Operator, Data Encoder
	Issue order of payment to the client.	None	1 minute	Assessment Clerk II, Administrative Aide VI, Etracs Operator, Data Encoder

2. Pay at the Treasury Office.	Processing Fee	100.00		
3. Present the Official Receipt.	Receive the OR and photocopy. (Note: Photocopy of OR shall be given to the client.) Get the client's contact number and advice to call him/her once the approved document from the Provincial Assessor has been received.	None	2 minutes	Assessment Clerk II, Administrative Aide VI, Etracs Operator, Data Encoder
	Prepare the FAAS and TD with the assigning of PIN and forward to the Municipal Assessor for evaluation and signing.	None	10 minutes	Draftsman II, Draftsman Aide, Etracs Operator Municipal Assessor
	Record the TD/FAAS in the outgoing logbook to be forwarded in the Provincial Assessor for review, evaluation and approval.	None	30 minutes	Assessment Clerk II, Administrative Aide VI, Data Encoder, Etracs Operator
	Receive the Municipal file copy of the approved FAAS/TD at the Provincial Office.	None	5 minutes	Municipal Assessor
	Record in the logbook and cancel TD on the previous record.	None	15 minutes	Data Controller
	Encode the approved transaction in the computer system.	None	15 minutes	Data Controller
	Inform the client of the approved document.	None	2 minutes	Assessment Clerk II, Administrative Aide VI, Data Encoder, Etracs Operator
	TOTAL		1 hour and 25 minutes	

B. ASSESSMENT OF NEW IMPROVEMENT BUILDINGS AND MACHINERIES

THE SERVICE:

This service aims to determine the value of a property subject to tax.

- Assessment of New Improvement Buildings and Machineries – This is requested by the declared owner of newly constructed or installed machineries.

Office/Division:	Municipal Assessor's Office			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizen			
Who May Avail:	All Interested applicants			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Note: FOR GENERAL ASSESSMENT Instruct the staff to conduct assessment in all barangays.	None	5 minutes	Municipal Assessor
Fill up the logbook and request for the conduct of assessment.	Get the client's contact number and endorse to the Municipal Assessor for the schedule of assessment.	None	1 minute	Assessment Clerk II, Administrative Aide VI, Data Encoder, Etracs Operator
	Instruct the staff to conduct assessment.	None	2 minutes	Municipal Assessor
	Notify the client on the scheduled assessment.	None	2 minutes	Assessment Clerk II, Administrative Aide VI, Data Encoder, Etracs Operator, Draftsman Aide
	Conduct assessment of new improvement buildings and Machineries.	None	20 minutes	Draftsman II Draftsman Aide
	Print pictures of new improvement building/machineries and prepare FAAS	None	10 minutes	Draftsman II Draftsman Aide Municipal

	and TD with the assigning pin.			Assessor
	Forward to the Municipal Assessor for evaluation and signing.	None	5 minutes	Draftsman II Draftsman Aide Municipal Assessor
	Record TD and FAAS in the outgoing logbook to be forwarded in the Provincial Assessor for review, evaluation and approval.	None	30 minutes	Assessment Clerk II, Administrative Aide VI, Data Encoder, Etracs Operator
	Receive the Municipal file copy of the approved FAAS/TD at the Provincial Assessor.	None	10 minutes	Municipal Assessor
	Record in the logbook and cancel TD on the previous record.	None	15 minutes	Data Controller
	Encode the approved transaction in the computer system.	None	5 minutes	Data Controller
	TOTAL		1 hour and 55 minutes	

C. ANNOTATION AND CANCELLATION OF MORTGAGES/TRANSFER OPPOSITION/NOTICE OF LEVY AND OTHER ENCUBRANCES

THE SERVICE:

This service is often requested by a mortgages or any concerned taxpayer to annotate or cancel annotation of ball bond, encumbrances or mortgaged properties in the book of real properties in the office.

Office/Division:	Municipal Assessor's Office
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who May Avail:	All Interested applicants
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
Application:	
Registered Contract of Mortgage/Release of Mortgage	BANK/ Individual Person
Letter of Transfer of Opposition	Land Property Owner/ Immediate Hrs.
Court Order	Trial Court

CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up the logbook and present the documents.	Receive all the documents and endorse to the Municipal Assessor.	None	10 minutes	Assessment Clerk, Administrative Aide VI, Data Encoder, Etracs Operator
	Review and evaluate the authenticity of the presented documents.	None	5 minutes	Municipal Assessor
	Issue order of payment to the client.	None	1 minute	Assessment Clerk, Administrative Aide VI, Data Encoder, Etracs Operator
2. Pay at the Treasury Office.	Anotation Fee Certified True Copy(Tax Declaration)	100.00 100.00		
3. Present the Official Receipt.	Receive the OR and encode the annotation in the data base and print for evaluation and signing.	None	15 minutes	Data Controller
	Sign the annotated documents.	None	1 minute	Municipal Assessor
	Record the official receipt and release the document.	None	1 minute	Data Controller
4. Receive the document.				
	TOTAL		33 minutes	

D. ISSUANCE OF CERTIFIED TRUE COPY/PHOTOCOPY OF TAX DECLARATIONS/FAAS, TAXMAP, CAD MAP, VICINITY MAP AND CERTIFICATIONS (LANDHOLDINGS, NO PROPERTY, WITH/WITH NO IMPROVEMENT AND OTHERS)

THE SERVICE:

These documents are provided to the owner for any legal purposes or use.

Office/Division:	Municipal Assessor's Office			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizen			
Who May Avail:	All Interested applicants			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Application:				
Previous Tax Declaration	Municipal Assessor's Office			
Copy of NATBA				
Latest Tax Receipt	Municipal Treasury Office			
Consent (if not declared owner)	Land Property Owner/ Immediate Hrs. of the Declared Owner/ Deceased.			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up the client's logbook and present the documents.	Verify and research in the data base, the availability of the request. Note: Shall not issue (Tax Declaration, Tax Map, Cad Map, Vicinity Map, Certifications) without the consent of the declared owner. - <i>if the client is not the declared owner</i>	None	5 minutes	Assessment Clerk II, Administrative Aide VI, Data Encoder, Etracs Operator
	Issue order of payment to the client.	None	1 minute	Assessment Clerk II, Administrative Aide VI, Data Encoder, Etracs Operator
2. Pay at the Treasury Office.	Certified Tax Declaration Certification Tax Map Vicinity Map/Cad Map	100.00 100.00 100.00 100.00		
3. Present the Official Receipt.	Receive the OR and encode the annotation in the data base and print.	None	15 minutes	Data Controller
	Verify and sign the annotated document.	None	1 minute	Municipal Assessor
	Record the official receipt and release	None	1 minute	Data Controller

	the requested document.			
4. Receive the requested documents.				
TOTAL			23 minutes	

E. ISSUANCE OF NOTICE OF ASSESSMENT FOR THE PAYMENT OF REALTY TAXES

THE SERVICE:

This service is the issuance of notice of assessment for the payment of realty taxes.

Office/Division:	Municipal Assessor's Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who May Avail:	All Interested applicants			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Application:				
Previous Tax Receipt			Municipal Treasury Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up the client's logbook and present the previous tax receipt.	Receive the previous tax receipt and verify in the data base the availability of the request.	None	2 minutes	Assessment Clerk, Administrative Aide VI, Data Encoder, Etracs Operator
	Print the Notice of Assessment and issue to the client.	None	10 minutes	Assessment Clerk, Administrative Aide VI, Data Encoder, Etracs Operator
2. Receive the Notice of Assessment and pay at the Treasury Office.		None		
TOTAL			12 minutes	

F. VERIFICATION OF PROPERTY LOCATION AND VICINITY

THE SERVICE:

This service enables the taxpayers to identify ownership and location of property in the tax map and cad map.

Office/Division:	Municipal Assessor's Office			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizen			
Who May Avail:	All Interested applicants			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Application:				
Latest Tax Receipt			Municipal Treasury Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up the Client's logbook and present the latest tax receipt.	Receive the latest tax receipt.	None	1 minute	Assessment Clerk, Administrative Aide VI, Data Encoder, Etracs Operator
2. Verify the real property together with the staff.	Identify the property location and vicinity in the Tax map and CAD map. Note: Shall schedule ocular inspection if needed.	None	1 hour	Assessment Clerk II, Administrative Aide VI, Data Encoder, Draftsman II, Draftsman Aide, Etracs Operator
	Note: For ocular inspection, issue order of payment to the client.	None	1 minute	Assessment Clerk II, Administrative Aide VI, Data Encoder, Draftsman II, Draftsman Aide, Etracs Operator
3. Pay at the Treasury Office.	Ocular Inspection	100.00 /parcel		
4. Present the Official Receipt.	Record the Official Receipt and get the client's contact number for the schedule of ocular inspection.	None	1 minute	Assessment Clerk, Assessment Aide VI, Data Encoder, Draftsman II, Draftsman Aide, Etracs Operator
TOTAL			1 hour and 3 minutes	

OFFICE OF THE MUNICIPAL TREASURER
External Services



A. COLLECTION OF REGULATORY FEES, SERVICE/USER CHARGES

The service shall cover the collection of Regulatory Fees (permits and licenses, weights and measures, zonal/locational fees, occupation fee, registration and inspection fees), Service User/Charges (clearances, secretary fees).

Office/Division:	Office of the Municipal Treasurer			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizen			
Who May Avail:	Residents of the Municipality			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Order of Payment			Concerned Department	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Order of Payment from concerned Offices/agencies.	Accept the order of Payment, post the payment at the ETRACS	Payment varies depending on the transaction. (As per Revised Revenue Code No. 10-2017-028)	5 minutes	DEMO 1 ETRACS Operator
2. Pay and claim Official Receipt.	Accept the payment and issue Official Receipt and advise the client to proceed to the concerned office	Payment varies depending on the transaction. (As per Revised Revenue Code No. 10-2017-028)	5 minutes	DEMO 1 ETRACS Operator
TOTAL		Payment varies depending on the transaction. (As per Revised Revenue Code No. 10-2017-028)	10 minutes	

B. COLLECTION AND ISSUANCE OF COMMUNITY TAX CERTIFICATE

Community Tax Certificate is issued to every inhabitant of the Philippines eighteen (18) years of age and over who has been regularly employed on a wage or salary basis for at least thirty (30) consecutive working days during any calendar year or who is engaged in business or who owns a real property with an aggregate value of One Thousand (Php1,000.00) Pesos and an individual who is required by law to file an income tax return.

Office/Division:	Office of the Municipal Treasurer			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizen			
Who May Avail:	Residents of the Municipality			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Duly Accomplished Capture Form for CTC			Municipal Treasury Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inform his/her purpose	Acknowledge the client and advise him/her to fill out the Community Tax Certificate Capture Form.	None	2 minutes	DEMO 1 Collector
2. Give the Community Tax Certificate Capture Form	Prepare the Community Tax Certificate	None	3 minutes	DEMO 1
3. Pay and claim	Receive payment and issue the Community Tax Certificate	Basic Tax: Php 5.00 Additional Community Tax of Php 1.00 for every Php 1,000.00 of gross income	2 minutes	DEMO 1
TOTAL		Basic Tax: Php 5.00 Additional Community Tax of Php 1.00 for every Php 1,000.00 of gross income	7 minutes	

C. COLLECTION OF REAL PROPERTY TAXES

The service shall cover the collection of annual ad valorem tax on real property such as land, buildings, machinery, and other improvements not specifically exempted under the law.

Office/Division:	Office of the Municipal Treasurer			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizen			
Who May Avail:	Residents of the Municipality			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Notice of Assessment		Municipal Assessor's Office		
2. Latest Official Receipt		Client/Municipal Treasury Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inform his purpose.	Advise the client to proceed to the Assessor's Office and get Notice of Assessment.	None	2 minutes	DEMO 1 ETRACS Operator
2. Present Notice of Assessment, pay tax and claim.	Post the payment in the ETRACS and issue Official Receipt, record the payment in the corresponding Log Book	Basic Tax Due AV x 1% SEF Tax Due AV + 1% Computation is based on the Tax Ordinance.	5 minutes	DEMO 1 ETRACS Operator
TOTAL		Basic Tax Due AV x 1% SEF Tax Due AV + 1% Computation is based on the Tax Ordinance.	7 minutes	

D. COLLECTION OF BRANDING FEES, REGISTRATION OF OWNERSHIP/TRANSFER OF LARGE CATTLE

The owner of large cattle is required to register his animal at the barangay before he can request for branding, registration/transfer of said cattle for which a Certificate of Ownership/Transfer shall be issued upon payment of corresponding fees.

Office/Division:		Office of the Municipal Treasurer		
Classification:		Highly Technical		
Type of Transaction:		G2C - Government to Citizen		
Who May Avail:		Residents of the Municipality		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Registration of Large Cattle		Office of the Municipal Treasurer		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inform his purpose.	Acknowledge the request and record the request for Branding Logbook. Proceed to the barangay requesting the branding.	None	2 minutes	Meat inspector II
2. Present the Registration of Large Cattle.	Validate the documents then brand the large cattle.	Php 50.00 for Branding Fee	5 minutes	Meat inspector II
	Prepares the Certificate of Ownership/Transfer of Large Cattle.		5 minutes	Meat Inspector II
3. Pay and claim	Receive payment and issue Certificate of Ownership/Transfer of Large Cattle.	Php 50.00 for Certificate of Ownership / Php75.00 for Certificate of Transfer and Php 2.00 Livestock Development Fund	2 minutes	Meat Inspector II
TOTAL		Php 50.00 for Branding Fee, Php 50.00 for Certificate of Ownership / Php75.00 for Certificate of Transfer and Php 2.00 Livestock Development Fund	14 minutes	

E. COLLECTION OF SLAUGHTERING AND CORRAL FEES

Before any animal is slaughtered for public consumption, permit shall be secured from the Meat Inspector to determine whether the animal is fit for food consumption or not.

Office/Division:	Office of the Municipal Treasurer			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizen			
Who May Avail:	Residents of the Municipality			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Certificate of Ownership, if the owner	Municipal Treasury Office			
2. Original Certificate of Ownership or Certificate of Transfer / Registration of Large Cattle	Municipal Treasury Office			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inform his purpose.	Verify the authenticity of the submitted documents.	None	10 minutes	Meat Inspector II
2. Pay and claim.	Acknowledge the payment and issue the Slaughterhouse Permit.	See table below for schedule of fees	5 minutes	Meat Inspector II
	Post the payment in the slaughterhouse Log Book.		2 minutes	Meat Inspector II
3. Keep the animal in the slaughterhouse	Subject the animal for the slaughter to be kept / quarantined at the slaughterhouse for 4 hours.	None	4 hours	Meat Inspector II
TOTAL		See table below for schedule of fees	4 hours and 17 minutes	

SCHEDULE OF SLAUGHTER FEES		
Slaughter Fee	Php 100.00	Cattle
	Php 70.00	Hog
Slaughter Permit Fee	Php 70.00	Cattle
	Php 50.00	Hog
Ante-Mortem	Php 5.00	Cattle
	Php 3.00	Hog
Post-Mortem(kilo x 0.74= ___ x 0.25= ___)		
Corral Fee	Php 50.00	Cattle

	Php 40.00	Hog
Branding Fee	Php 50.00	Cattle
Livestock Development fund	Php 2.00	Cattle
Additional AF 52	Php 75.00	Cattle
Additional AF 53	Php 50.00	Cattle
Certificate of Ownership	Php 5.00	Cattle
Certificate of Transfer	Php 10.00	Cattle

F. COLLECTION OF MARKET FEES

All Market Sellers are required to pay entrance fees through the use of Cash Tickets on all commodities or merchandise brought to the public market for sale as specified by the Tax Ordinance.

Office/Division:	Office of the Municipal Treasurer			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizen			
Who May Avail:	Residents of the Municipality			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Commodities/merchandise		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present commodities / merchandise	Classifys the commodities / merchandise and indicate corresponding amounts of entrance fees. Issues equivalent cash tickets (AF 55) (stamped with LGU's name, date of issuance and cut into two (2)).	Figure varies depending on the volume of the commodities/merchandise.	7 minutes	Market Inspector II
2. Pay and claim	Receive payment.	Figure varies depending on the volume of the commodities/merchandise.	3 minutes	Market Inspector II
TOTAL		Figure varies depending on the volume of the commodities/merchandise.	10 minutes	

G. COLLECTION OF CEMETERY FEES

Office/Division:		Office of the Municipal Treasurer		
Classification:		Highly Technical		
Type of Transaction:		G2C - Government to Citizen		
Who May Avail:		Residents of the Municipality		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Order of Payment		Concerned Department		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Order of Payment.	Acknowledge the client and posts the payment in the ETRACS.	None	3 minutes	DEMO 1/ ETRACS Operator
2. Pay and claim	Receive the payment and issue the Official Receipt	See table below for the schedule of fees	3 minutes	DEMO 1/ ETRACS Operator
	Post the payment in the Cemetery Logbook.		2 minutes	DEMO 1/ ETRACS Operator
TOTAL		See table below for the schedule of fees	8 minutes	

SCHEDULE OF CEMETERY FEES	
Burial Permit	Php 150.00
Transfer of Cadaver	Php 300.00
Internment	Php 100.00
Exhumation of Cadaver	Php 100.00
Removal of Cadaver	Php 200.00
Permanent Sale of Lot	Php 2,500.00
For Additional Layer/Niche	Php 500.00
Temporary Sale of Lot – renewable every 5 years	Php 500.00 for every 5 years

OFFICE OF THE MUNICIPAL ENVIRONMENT AND NATURAL RESOURCES

Internal Services



A. COLLECTION OF GARBAGE

This service provided in order to ensure the delivery of basic service at provision of facilities relative to environment and natural resources service through collection of garbage for proper disposal at the controlled dumpsite and material recovery facility (MRF).

Office/Division:	Municipal Environment and Natural Resources Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who May Avail:	All Interested household and establishment.			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Application:				
27. Official Receipt			Treasury Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
10. Fill up the logbook	-Interview the client for further information. Conduct brief information on proper disposal and segregation and schedule of payment. -Issue order of payment and advise to pay at the treasury.	None	15 Minutes	- MENRO Designate - Environmental Management Specialist (EMS I)
11. Submit Official Receipt	Record the official receipt at the logbook.	None	5 Minutes	Environmental Management Specialist (EMS I)
TOTAL			20 Minutes	

INTERNAL AUDIT
Internal Services



The Internal Audit Service is in-charge in the conduct of management and operations audit of LGU functions, programs, projects, activities and outputs. It determines the degree of compliance with their mandate, policies, government regulations, established objectives, systems and procedures, processes and contractual obligations.

STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Opening Conference with office/department concerned and period of audit		None	30 min	Audit team Leader
2. Conduct Audit		None	1-3 days	Audit Team
3. Exit Conference with office/department concerned		None	2 hours	Audit team to be led by team leaders
4. Prepared audit report re: audit findings/observations and recommendations	Audit Report	None	5 days	Audit Team
5. Prepare memorandum to office/department on deficiencies noted	Memorandum	None	1 day	Audit team Leader
6. Approval of Memorandum to Office/Department	Memorandum	None	3 minutes	Local Chief Executive
7. Furnish copy of Memorandum to Office/ Department	Memorandum	None	15 minutes	Internal Auditor
8. Received letter/reply of Office concerned		None	5 minutes	Internal Auditor
TOTAL			9 days 2 hours and 53 minutes	

BIDS AND AWARDS COMMITTEE OFFICE

Internal Services



A. ADVERTISE AND/OR POST THE INVITATION TO BID/REQUEST FOR EXPRESSIONS OF INTEREST

Office/Division:	Bids and Awards Committee Office			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizen			
Who May Avail:	All Interested bidders			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> • PPMP • APP • Approved Purchase Request • Approved Individual Program of Works, Detailed Estimates, Technical Specifications, Plans, Approved Budget for the Contract, Cash Flow, Manpower Utilization Schedule, Construction Schedule, S-Curve & Bar Chart, Equipment Utilization Schedule (FOR INFRA) • Approved Budget for the Contract, Technical Specifications (FOR GOODS) 		End User BAC BAC OME BAC		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log in to the PhilGEPS account and print proof of logging in.	Advertise and/or post the invitation to PhilGEPS.	NONE	30 minutes	BAC Secretariat
TOTAL:			30 minutes	

B. CONDUCT PRE-PROCUREMENT AND PRE-BID CONFERENCES

Pre- procurement and Pre-bid Conference is necessary to be conducted to ensure that procurement is in accordance with the project and annual procurement plans.

Office/Division:	Bids and Awards Committee Office			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizen			
Who May Avail:	HOPE, BAC, End-user, All Interested bidders (Pre-Bid Conference)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> • PPMP • APP • Approved Purchase Request • Approved Individual Program of Works, Detailed Estimates, Technical Specifications, Plans, Approved Budget for the Contract, Cash Flow, Manpower Utilization Schedule, Construction Schedule, S-Curve & Bar Chart, Equipment Utilization Schedule (FOR INFRA) 		End User BAC OME		

<ul style="list-style-type: none"> Approved Budget for the Contract, Technical Specifications (FOR GOODS) Pre-Procurement Conference <ul style="list-style-type: none"> Goods more than (₱2,000,000.00) Infrastructure more than (₱5,000,000.00) Pre-bid Conference <ul style="list-style-type: none"> Mandatory (ABC 1M or more) Discretionary (ABC less than 1M) 		BAC		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Attend the procurement and pre-bid conferences.	Conduct pre-procurement and pre-bid conferences as per schedule on the invitation to bid.	NONE	30 minutes	BAC Secretariat, BAC Members, BAC Technical Working Group
TOTAL:			30 minutes	

C. ISSUANCE OF BID DOCUMENTS

Bid Documents are issued to prospective bidders.

Office/Division:	Bids and Awards Committee Office			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizen			
Who May Avail:	All Interested bidders			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
NONE				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the visitor's logbook and Inquire about the bid documents to be bought.	Issue order of payment	Cost of bidding documents correspond to the ABC range (Ref. Standard Rates for Sale of Bidding Documents)	3 minutes	BAC Secretariat

		(GPPB Res. No.: 04-2012 dated Feb. 24, 2012)		
2. Pay the Order of payment to Treasurer's Office	Issue soft copy of bid documents		5 minutes	Bac Secretariat
TOTAL:			8 minutes	

D. RECEIVING OF BID DOCUMENTS AND OPENING OF BIDS

The BAC Secretariat will receive the Bid Documents for the opening of bid as scheduled.

Office/Division:	Bids and Awards Committee Office			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizen			
Who May Avail:	All Interested bidders			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> Bidding Documents in two (2) separate sealed bid envelopes 			Prospective Bidder	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Bid Documents	Receive the Bid Documents	NONE	2 minutes	BAC Secretariat
	Open the Bids submitted		15 minutes	BAC TWG, BAC Secretariat, BAC Members
TOTAL:			17 minutes	

5. CONDUCT OF EVALUATION OF BIDS

The BAC shall conduct detailed evaluation of all bids using non-discretionary criteria considering the completeness of the bid and arithmetical corrections.

Office/Division:	Bids and Awards Committee Office			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizen			
Who May Avail:	BAC and Observers			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> Eligibility Requirements in the Technical and Financial Documents submitted by the Lowest 			TWG	

Bidder during the bid opening.				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Wait for the result of Bid Evaluation	Conduct evaluation of bids	NONE	30 minutes	BAC Secretariat BAC TWG BAC Members
TOTAL:			30 minutes	

E. UNDERTAKE POST-QUALIFICATION PROCEEDINGS

The Lowest calculated Bid/Highest Rated Bid shall undergo post-qualification in order to determine whether it complies with and is responsive to all the requirements and conditions specified in the bidding documents.

Office/Division:	Bids and Awards Committee Office			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizen			
Who May Avail:	BAC and Observers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Technical and Financial Documents submitted by the Lowest Calculated Bidder/Single Calculated Bidder 		Bidder		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Wait for the result of post-qualification.	Conduct post-qualification.	NONE	30 minutes	BAC Secretariat BAC TWG BAC Members
TOTAL:			30 minutes	

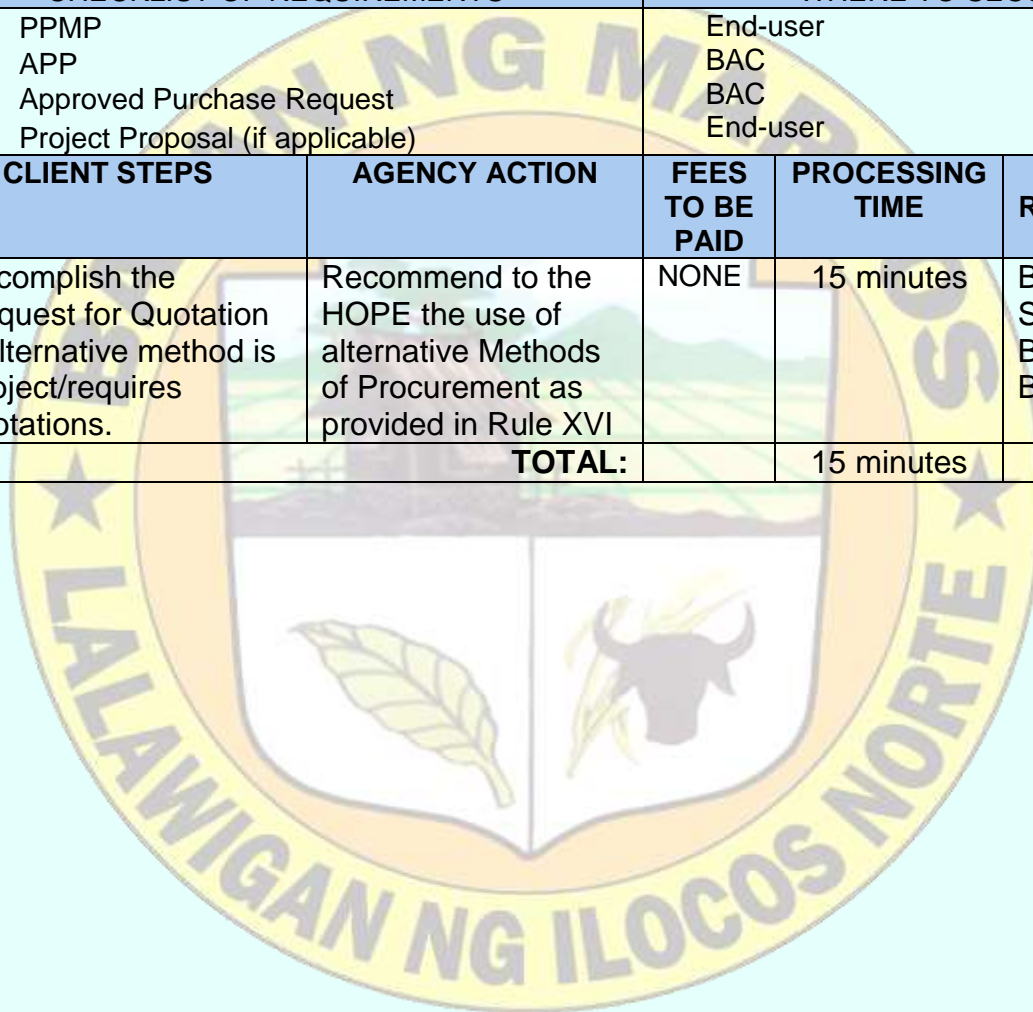
F. RECOMMEND AWARD OF CONTRACTS TO THE HEAD OF THE PROCURING OR HIS DULY REPRESENTATIVE

Office/Division:	Bids and Awards Committee Office			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizen			
Who May Avail:	BAC, HOPE			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Post Qualification Report Technical and Financial Documents submitted by the Lowest Calculated Responsive Bidder/Single Calculated Responsive Bidder 		TWG TWG		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Wait for the issuance of Notice of Award.	Recommend award of contracts to the	NONE	15 minutes	BAC Secretariat

	Head of the Procuring Entity.			BAC TWG BAC Members
TOTAL:			15 minutes	

G. RECOMMEND TO THE HOPE THE USE OF ALTERNATIVE METHODS OF PROCUREMENT AS PROVIDED IN RULE XVI OF REPUBLIC ACT NO. 9184

Office/Division:	Bids and Awards Committee Office			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizen			
Who May Avail:	End-user			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> • PPMP • APP • Approved Purchase Request • Project Proposal (if applicable) 		End-user BAC BAC End-user		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish the Request for Quotation if alternative method is subject/requires quotations.	Recommend to the HOPE the use of alternative Methods of Procurement as provided in Rule XVI	NONE	15 minutes	BAC Secretariat BAC TWG BAC Members
TOTAL:			15 minutes	



GENERAL SERVICE OFFICE

Internal Services



A. ACCEPTANCE OF PROCURED SUPPLIES, MATERIALS AND EQUIPMENT

The service shall cover the acceptance of procured supplies, materials and equipment from certain supplier.

Office/Division:	General Service Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who May Avail:	Qualified suppliers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Approved Purchase Order 2. Delivery Receipt		1. Bids and Awards Committee 2. Supplier/Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Deliver the procured supplies, materials and equipment.	Verify the completeness of the delivery base on the Purchase Order.	None	20 minutes	GSO – Designate GSO Aide
2. Issue Delivery Receipt.	Sign and acknowledge the original copy of the delivery receipt.	None	2 minutes	GSO - Designate
TOTAL:		None	22 minutes	

B. ISSUANCE OF PROCURED PROPERTY, PLANT AND EQUIPMENT (PPE)

The service shall cover the issuance of procured Property, Plant and Equipment (PPE) to end users.

Office/Division:	General Service Office			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizen			
Who May Avail:	Office with procured supplies and materials			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for Property, Plant and Equipment (PPE).	Prepare Property Acknowledgement Receipt (PAR) for issuance of Property, Plant and Equipment (PPE).	None	10 minutes	GSO – Designate GSO Aide
2. Accept requested Property, Plant and	Issue requested Property, Plant and	None	20 minutes	GSO – Designate

Equipment (PPE).	Equipment (PPE).			GSO Aide
3. Acknowledge receipt by signing the "Received by" portion of the Property Acknowledgement Receipt (PAR).	Issue a copy of Property Acknowledgement Receipt (PAR) to end user.	None	5 minutes	GSO – Designate GSO Aide
TOTAL:		None	35 minutes	

C. ISSUANCE OF PROCURED SUPPLIES AND MATERIALS

The service shall cover the issuance of procured supplies and materials to end users.

Office/Division:	General Service Office			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizen			
Who May Avail:	Offices with procured supplies and materials			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for supplies and materials.	Prepare Requisition and Issue Slip for the issuance of supplies and materials for signature by the requesting personnel and for approval by the Municipal Mayor.	None	5 minutes	GSO – Designate GSO Aide
2. Accept requested supplies and materials.	Issue requested supplies and materials to end users.	None	30 minutes	GSO – Designate GSO Aide
3. Acknowledge receipt by signing the "Received by" portion of the Requisition and Issue Slip (RIS).	Issue a copy of Requisition and Issue Slip to end user.	None	5 minutes	GSO – Designate GSO Aide
4. Submit a Summary of Supplies and Materials Issued (SSMI).	Certify and sign the Summary of Supplies and Materials Issued (SSMI).	None	5 minutes	GSO – Designate
TOTAL:			45 minutes	

D. INVENTORY OF PROPERTY, PLANT AND EQUIPMENT

The service shall cover the inventory of Property, Plant and Equipment.

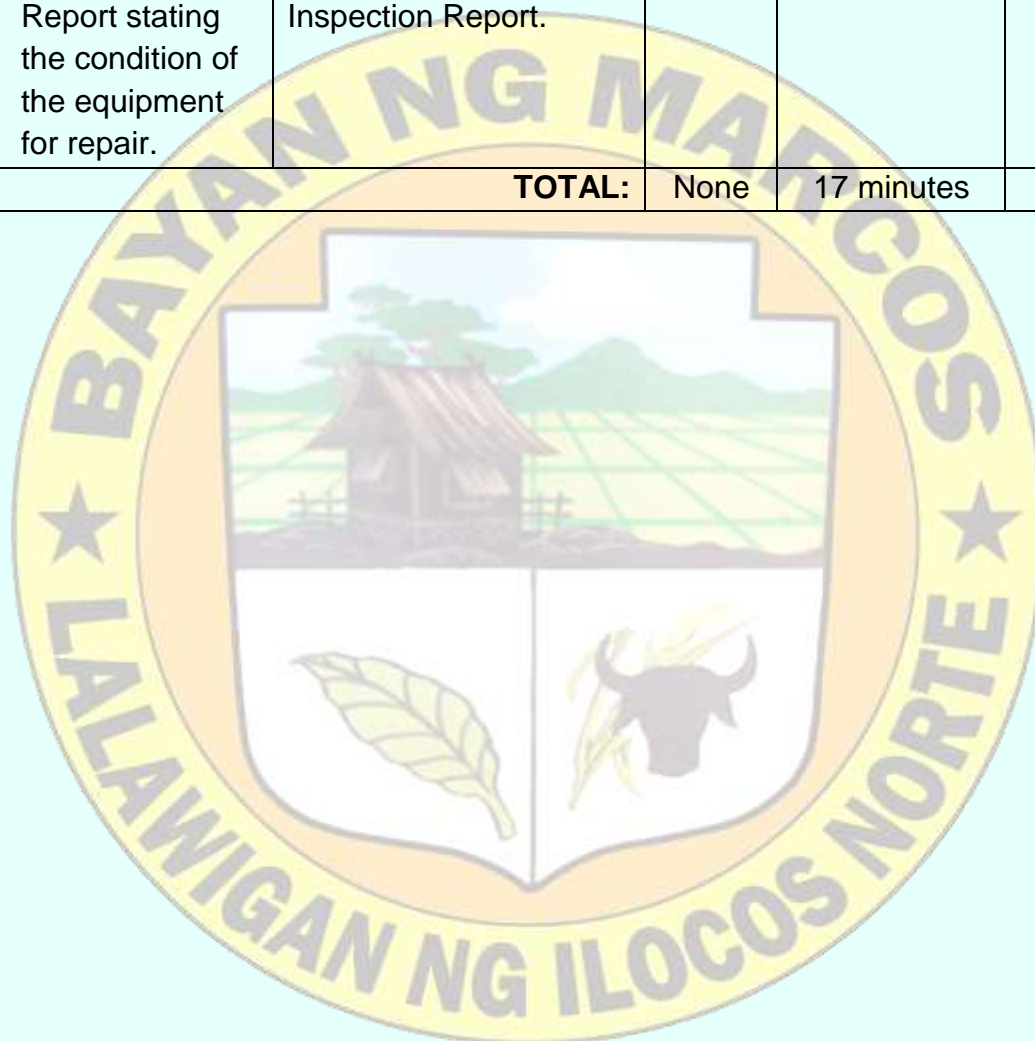
Office/Division:	General Service Office			
Classification:	Complex			
Type of Transaction:	G2C - Government to Citizen			
Who May Avail:	Offices in the LGU			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None			None	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the Property Acknowledgement Receipt (PAR) of all the Property, Plant and Equipment (PPE) under his/her custody.	Verify the existence and condition (serviceable or unserviceable) of the Property, Plant and Equipment (PPE).	None	1 Hour	GSO – Designate GSO Aide
	Prepare Report on Physical Count of Property, Plant and Equipment (RPCPPE).	None	1 Hour	GSO – Designate GSO Aide
	Reconcile Report on Physical Count of Property, Plant and Equipment (RPCPPE) with the records of Accounting Office.	None	2 Hours	GSO – Designate GSO Aide
TOTAL:		None	4 hours	

E. INSPECTION OF EQUIPMENT FOR REPAIR

The service shall cover the inspection of equipment for repair.

Office/Division:	General Service Office			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizen			
Who May Avail:	All Interested applicants			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None			None	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for Pre-Inspection of the equipment subject for repair.	Inspect the equipment for repair.	None	15 minutes	GSO – Designate
2. Prepare Pre-Inspection Report stating the condition of the equipment for repair.	Sign the “Pre-Inspected by” portion of the Pre-Inspection Report.	None	2 minutes	GSO – Designate
TOTAL:		None	17 minutes	



GENDER AND DEVELOPMENT OFFICE

External Services



A. DEVELOPMENT OF PROGRAMS, PROJECTS AND ACTIVITIES (PPAs) TO RESPECT PROTECT AND FULFILL THE RIGHTS OF WOMEN AT THE SOCIO-CULTURAL, ECONOMIC AND POLITICAL SPHERES.

To ensure equality of status and condition of and relations between women and men in the development process by actively participating directly in all programs, projects and activities that would deliberately address gender issues and concerns affecting the full development of women

Office/Division:	Gender and Development Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who May Avail:	All Interested applicants who are residents of the municipality			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
No Requirements needed				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Secures and accomplishes GAD Form from GAD Office.	Provides GAD Form and briefs client on how to accomplish.	None	3 days	GAD Focal Person, Department Heads
Identifies and integrates gender issues and concerns of PPAs in the GAD Form	Checks PPAs to comply gender Issues.			
Submits accomplished GAD Form to GAD Office.	Checks accomplished GAD Form	None	10 minutes	GAD Focal Person
	TOTAL	None	36 Hours & 10 minutes	