



MUNICIPALITY OF DUMARAO

CITIZEN'S CHARTER

2024 (5th Edition)



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I. MANDATE:

Dumarao is a second-class municipality in the Province of Capiz. It is composed of 13 elective officials and 147 organic personnel manning the 19 local government departments all serving its mandate as provided in the Local Government Code. Like any other LGUs in the country, it manages its own growth through a body of plans with varying scopes and times frames.

It is explicit that the mandate for the LGUs is governed by Republic Act 7160, otherwise known as The Local Government Code of 1991. It is declared in the policy that: “every LGU shall exercise the powers expressly granted, those necessarily implied therefrom, as well as powers necessary, appropriate, or incidental for its efficient and effective governance, and those which are essential to the promotion of the general welfare. Within their respective territorial jurisdiction, LGUs shall ensure support, among other things, the preservation and enrichment of culture, promote health and safety, enhance the right of the people to a balanced ecology, encourage and support the development of appropriate and self-reliant scientific and social justice, promote full employment among their residents, maintain peace and order, and preserve the comfort and convenience of their inhabitants. (Rule I, Art. 3d)

II. VISION

Participatory and consultative governance towards peaceful, progressive, agro-industrial, environmentally balance and tourism friendly Dumarao.



III. MISSION:

The Municipality of Dumarao is committed to promote economic progress through agro-industrial and eco-tourism endeavors, provide the basic survival, security and enabling needs, safe guard environment and foster ecological balance and adhere to participatory and consultative governance.

IV. PERFORMANCE PLEDGE:

We, the officials and employees of the Dumarao pledge and commit to deliver quality public services as promised in this Citizen's Charter. Specifically, we will:

- ✚ Serve with integrity.
- ✚ Be prompt and timely.
- ✚ Display procedures, fees and charges.
- ✚ Provide adequate and correct information.
- ✚ Be consistent in applying the rules.
- ✚ Provide feedback mechanism.
- ✚ Be polite and courteous.
- ✚ Demonstrate sensitively and appropriate behavior and professionalism.
- ✚ Wear proper uniform and identification.
- ✚ Be available during office hours.
- ✚ Respond to complaints.
- ✚ Provide comfortable waiting area.
- ✚ Treat everyone equally.
- ✚ Attend to all applicants or requesting parties who are within the premises of the office prior to the end of official working hours and during lunch breaks.



IV. FRONTLINE SERVICES:

- ✚ Issuance of Mayor's Permit (Business)
- ✚ Issuance of Mayor's Clearance
- ✚ Issuance of Certification from the Office of the Mayor
- ✚ RPT Collection
- ✚ Issuance of Community Tax Certificate & Official Receipts
- ✚ Disbursement
- ✚ Issuance & Release of Checks
- ✚ Issuance of Zoning Clearance/Certification
- ✚ Requisition of Ambulance
- ✚ Issuance of Building Permit
- ✚ Provision of Financial Assistance
- ✚ Burial Assistance
- ✚ Medical Assistance
- ✚ Shelter Assistance
- ✚ Issuance of Senior Citizen ID
- ✚ Issuance of Person w/ Disability ID
- ✚ Issuance of Single Parent ID
- ✚ Issuance of Referral to DAR, DENR, ROD
- ✚ Request for Certified True Copy of Tax Declaration (True Copy)
- ✚ Correction of Tax Declaration with proper documents submitted
- ✚ Issuance of Certification of No Property, No Landholdings and No Improvements.
- ✚ Conduct Ocular Inspection
- ✚ Consolidation and Subdivision of Land Transfer of Ownership
- ✚ Promotion of Crop Production & Animal Production
- ✚ Animal Health Care (Vaccination, Immunization, Castration & Disease Treatment)
- ✚ Provide Technical Assistance to farmers & other clientele



- ✚ Facilitate implementation of Agriculture Programs & Projects
- ✚ Registration for the Newly Born
- ✚ Late Registration
- ✚ Registration of Death
- ✚ Application for Marriage License
- ✚ Provision of Consultation
- ✚ Prenatal Check Up
- ✚ Attending deliveries to pregnant women
- ✚ Provision of EPI (Expanded Program of Immunization Services) on children 0-11 months
- ✚ Issuance of sanitary permit & health certificate
- ✚ Provide lists of cutting issuance/permit information
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OFFICE OF THE MUNICIPAL MAYOR: ADMINISTRATION OFFICE

External Services



1. Issuance of Mayor's Permit for Business

This is issued to any individual or corporation who operates and maintains a business in the Municipality. They are required to secure this permit and pay for a business tax and other fees pursuant to the tax code of the municipality.

* (payment should be made prior to submission of form.)

Office or Division:	Office of the Municipal Administrator			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen G2B - Government to Business Entity			
Who may avail:	Any person or group in the municipality			
CHECKLIST OR REQUIREMENTS		WHERE TO SECURE		
1. Duly accomplished form.		Office of the Municipal Treasurer (OMT)		
2. Barangay Clearance		Barangay Hall		
3. Sanitary & Health Certificates		Rural Health Unit		
4. Police Clearance		PNP Dumarao		
5. BFP Clearance		Bureau of Fire Protection Office		
6. Official Receipt of Payment		Municipal Treasurer's Office		
7. MENRO Certificate		MENRO Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submits the accomplished form with attached requirements.	1.1 Assess the completeness of the attached requirements	NONE	2 minutes	Hergilen F. Launio
	1.2 Preparation of permit for LCE's signature	None	3 minutes	Camelle Sheine H. Santos
2. Client signs in the logbook.	2.1 Issuance of permit.	None	3 minutes	Hergilen F. Launio
TOTAL:		NONE	8 minutes	



2. Issuance of Mayor's Clearance

This is issued to residents in compliance to their requirements in applying for jobs locally and abroad. It certifies that the person is a resident of the municipality, of good moral character and is a law-abiding citizen.

Office or Division:	Office of the Municipal Administrator			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Any residents of the municipality.			
CHECKLIST OR REQUIREMENTS		WHERE TO SECURE		
1. Barangay Clearance		Barangay Hall		
2. Community Tax Certificate		Municipal Treasurer's Office		
3. Police Clearance		PNP Dumarao		
4. Official Receipt of Payment		Municipal Treasurer's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submits complete requirements.	1.1 Assess the completeness of requirements.	* 100.00 (paid at OMT)	1 minute	Hergilen F. Launio
	1.2 Preparation of Clearance.	None	3 minutes	Camelle Sheine H. Santos
	1.3 LCE's signature	None	3 minutes	Municipal Mayor
2. Client signs in the logbook.	2.1 Issuance of Clearance.	None	1 minute	Hergilen F. Launio
TOTAL:		100.00	8 minutes	

* (payment should be made prior to submission of form.)



3. Issuance of Endorsement Letter

This is given to individuals whose documents is to be endorse to higher offices.

Office or Division:	Office of the Municipal Administrator			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Any residents of the municipality.			
CHECKLIST OR REQUIREMENTS		WHERE TO SECURE		
1. Biodata/Personal Data Sheet				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submits Biodata/PDS	1.1 Preparation of Clearance.	None	2 minutes	Hergilen F. Launio
	1.2 LCE's signature	None	3 minutes	Municipal Mayor
TOTAL:		None	5 minutes	



**OFFICE OF THE MUNICIPAL MAYOR:
PUBLIC EMPLOYMENT SERVICES OFFICE
(PESO)**

External Services



4. Issuance of No Objection Certificate (NOC) for Special Recruitment Activity (SRA).

This is given to employers who wish to conduct interviews of onsite/walk in applicants.

Office or Division	Public Employment Services Office (PESO)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Client			
Who may avail:	Agencies/Companies			
CHECKLIST OR REQUIREMENTS		WHERE TO SECURE		
1. Letter request addressed to LCE through PESO indicating the date or dates of SRA		Requesting Agency		
2. Job orders approved by POEA, Company Profile, Valid Agency License and Business Permit		Requesting Agency		
3. Mayor's Permit		Office of the Mun. Administrator (OMAD)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
EMAILED REQUEST FOR SRA				
1. Send letter request through email.	1.1 Print the letter	None	30 seconds	PESO Manager Designate
	1.2 Verify docs & availability date for SRA.	None	1 minute	
	1.3 Evaluation/ Verification of attached docs/date availability.	None	2 minutes	
	1.4 Preparation of Objection or No Objection Certificate (NOC)	None	2 minutes	
	1.5 Electronic forwarding of Objection or No Objection Certificate (NOC) to the requesting party.	None	30 seconds	
TOTAL:		None	6 minutes	



HAND CARRIED REQUEST FOR SRA				
1. Receiving/Recording of Request	1.1 Verify docs & Availability date for SRA.	None	30 seconds	PESO Manager Designate
	1.2 Evaluation/ Verification of attached docs/date availability.	None	1 minute	
	1.3 Preparation of Objection or No Objection Certificate (NOC)	None	2 minutes	
2. Secure Mayor's Permit fee at OMT/OMAD and return the receipt at PESO	2.1 Issuance of Permit	320.00	2 minutes	Treasurer's Office/Mayor's Office
3. Return to PESO Office to claim the No Objection Certificate (NOC)	3.1 Issue the No Objection Certificate to the client	None	30 seconds	PESO Manager Designate
TOTAL:		320.00	6 minutes	



5. OFW Assistance

This extends help to individuals in connection to Repatriation, Maltreatment, Abuse or Death of an OFW.

Office or Division:	Public Employment Services Office (PESO)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Client			
Who may avail:	Any OFW of the municipality.			
CHECKLIST OR REQUIREMENTS		WHERE TO SECURE		
1. Case Intake Sheet Form (CISF)		PESO		
2. Copy of OFW Contract, Passport and other documents (if any)		Client / NOK (Next of Kin)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Case Intake Sheet Form	1.1 Interview client/next of kin and accomplish CISF	None	5 minutes	PESO Manager Designate
	1.2 Gather/assess evidences.	None	5 minutes	
	1.3 Process request for repatriation.	None	3 minutes	
	1.4 E-mail CISF to OWWA R06	None	2 minutes	
2. Wait for notice of approval/updates for OWWA action	2.1 Regular follow-up to OWWA	None	Daily, or depending on OWWA notification/instructions	PESO Manager Designate
	2.2 Update/notify next of kin for updates.	None		
TOTAL:		None	15 minutes	



OFFICE OF THE MUNICIPAL ASSESSOR

External Services



6. Request for Tax Declaration (Certified True Copy)

This is issued to landowners, natural or judicial for reference purposes, transfer or titling of properties and other legal purposes involving properties.

Office or Division:	Office of the Municipal Assessor			
Classification:	Simple Transaction			
Type of Transaction:	G2C- Government to Citizen G2B- Government to Business entity			
Who may avail:	All land owners, authorized individuals, groups or corporation in the municipality.			
CHECKLIST OR REQUIREMENTS		WHERE TO SECURE		
• Duly accomplished form		Office of the Municipal Assessor (OMAS)		
• Real Property Tax Clearance		Office of the Municipal Treasurer (OMT)		
• Official Receipt (Certified True Copy of Tax Declaration, Research Fee)		Office of the Municipal Treasurer (OMT)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submits accomplished Request Form	1.1 Receive the request form.	None	1 minute	Renerose Ternura
	1.2 Conduct research/verify if the request has records on file.	100.00	10 minutes	Romil Gaje
	1.3 Preparation of Certified True Copy.	100.00	5 minutes	Katherine Clarin Lailyn Agustin
2. Pay fee at OMT and return the receipt at the OMAS	2.1 Issue payment order and request client to pay to the OMT.	None	5 minutes	Crystal Saldevia Katherine Clarin



	2.2 Municipal Assessor signs the document.	None	2 minutes	Leslie Corneta, REA/ Romil Gaje
	2.3 The client signs the logbook upon release of documents.	None	2 minutes	Lailyn Agustin
	TOTAL:	200.00	25 minutes	



7. Request for Issuance of Certificate of Improvement/No Improvement, Certificate of Total Land Holdings, No Property Certification (House)

This is issued to landowners to effect the newly declared improvement or no improvement of the property, the total Land Holdings or No Property for taxation purposes.

Office or Division:	Office of the Municipal Assessor			
Classification:	Simple Transaction			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	All authorized individuals, groups or corporation in the municipality.			
CHECKLIST OR REQUIREMENTS		WHERE TO SECURE		
• Duly accomplished form		Office of the Municipal Assessor (OMAS)		
• Research fee		Office of the Municipal Treasurer (OMT)		
• Official Receipt (Certification)		Office of the Municipal Treasurer (OMT)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submits accomplished Request Form	1.1 Receive the request form.	None	1 minute	Renerose Ternura Lailyn Agustin
	1.2 Conduct research.	100.00	4 minutes	Romil Gaje
	1.3 Preparation of Certified True Copy.	None	6 minutes	Crystal Saldevia Katherine Clarin
2. Client pays fee at the OMT	2.1 Issue payment order and request client to pay to the OMT.	100.00	5 minutes	Crystal Saldevia Romil Gaje
3. Client presents receipt and receives the certificate.	3.1 Review and signing of certificate.	None	1 minute	Leslie Corneta, REA
	3.2 Client signs in the logbook.	None	2 minutes	Lailyn Agustin
TOTAL:		200.00	19 minutes	



8. Verification of History of Tax Declaration

This is issued to land owners, natural or judicial for reference purposes, transfer or titling of properties and other legal purposes involving properties.

Office or Division:	Office of the Municipal Assessor			
Classification:	Complex Transaction			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	All land owners/ buyers who want to locate the previous owners of a parcel of land.			
CHECKLIST OR REQUIREMENTS		WHERE TO SECURE		
• Duly accomplished form		Office of the Municipal Assessor (OMAS)		
• Research Fee		Office of the Municipal Treasurer (OMT)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submits accomplished Request Form	1.1 Receive the request form.	None	2 minutes	Romil Gaje Renerose Ternura
	1.2 Issue payment order and request client to pay to the OMT.	None	5 minutes	
2. Pay fee at OMT and return the receipt at the OMAS	2.1 Conduct research.	100.00	1 day	Crystal Saldevia Katherine Clarin Lailyn Agustin
	2.2 The client signs the log book upon release of documents.	None	3 minutes	
TOTAL:		100.00	1 day & 10 minutes	



9. Correction of Owner's Name of Real Property Tax Declaration

This is issued to landowners to effect the correct name of the owner of Real Property Tax Declaration.

Office or Division:	Office of the Municipal Assessor			
Classification:	Simple Transaction			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	All land owners in the municipality.			
CHECKLIST OR REQUIREMENTS		WHERE TO SECURE		
• Duly accomplished form		Office of the Municipal Assessor (OMAS)		
• DAR Certification		Department of Agrarian Reform (DAR)		
• Survey Claimant from DENR, Roxas		DENR Land Mgt. Services, Roxas City		
• Machine copy of Land Title (optional)		Register of Deeds, Roxas City		
• Real Property Tax Certification		Office of the Municipal Treasurer (OMT)		
• Live Birth (optional)		Municipal Civil Registrar's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submits accomplished Request Form with attached requirements	1.1 Receive the request form.	None	1 minute	Renerose Ternura
	1.2 Review completeness and correctness of documents.	None	10 minutes	Cherrielyn Palomar, REA Leslie Corneta, REA
	1.3 Prepare Field Appraisal sheet for tax declaration.	None	10 minutes	Crystal Saldevia
2. Pay fee at OMT and return the receipt at the OMAS	2.1 Issue payment order and request client to pay to the OMT.	Amount of tax due	3 minutes	Crystal Saldevia Romil Gaje Lailyn Agustin
3. Client receives the document and signs in the log book.	3.1 Preparation of corrected name for Tax declaration.	None	5 minutes	Crystal Saldevia or
	3.2 Release of Document.	None	1 minute	Katherine Clarin
TOTAL:			30 minutes	



10. Correction of Area of Real Property Tax Declaration

This is issued to landowners to effect the correct area of the property.

Office or Division:	Office of the Municipal Assessor			
Classification:	Complex Transaction			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	All landowners in the municipality.			
CHECKLIST OR REQUIREMENTS		WHERE TO SECURE		
• Duly accomplished form		Office of the Municipal Assessor (OMAS)		
• Machine Copy of Land Title		Register of Deeds, Roxas City		
• Ocular Inspection & Investigation		Office of the Municipal Assessor (OMAS)		
• Real Property Tax Certification		Office of the Municipal Treasurer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submits accomplished Request Form	1.1 Receive the request form.	None	1 minute	Lailyn Agustin Renerose Ternura
	1.2 Review/ verify completeness and correctness of documents.	100.00	6 minutes	Municipal Assessor
	1.3 Conduct Ocular Inspection	100.00	1 day	Municipal Assessor Staff
2. Pay fee at OMT and return the receipt at the OMAS	2.1 Preparation of Ocular and Investigation Report.	None	5 minutes	Municipal Assessor
	2.2 Preparation of Field Appraisal sheet for Tax Declaration	Amount of tax due	5 minutes	Lailyn Agustin Katherine Clarin
3. Client receives the document and logs in the logbook.	2.3 Preparation of corrected area Tax Declaration	None	5 minutes	Crystal Saldevia Katherine Clarin
TOTAL:		200.00	1 day & 22 minutes	



OFFICE OF THE MUNICIPAL TREASURER

External Services



11. Real Property Tax (RPT) Collection

This is imposed upon the owners of the real property (land, buildings and machineries) making the owner under obligation to pay the same based on actual use. The Municipal Assessor's office determines the fair market value of the property based on the circumstances of the property and related appraisal values annually. These are to be paid at the Municipal Treasurer's Office annually, semiannually, or quarterly basis.

Office or Division:	Office of the Municipal Treasurer			
Classification:	Complex			
Type of Transaction:	G2C - Government to Citizen G2B - Government to Business Entity			
Who may avail:	Individuals/corporations who own Real Property in the Municipality.			
CHECKLIST OR REQUIREMENTS		WHERE TO SECURE		
1. Official receipt of previous years		Owner's copy		
2. Tax Declaration		Office of the Municipal Assessor (OMAs)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client presents a copy of the previous OR or Tax Declaration	1.1 Verification of record in the computer.	None	10 minutes	Jenefer G. Balayo/ Roselyn M. Villarin
2. Client receives the Real Property Tax bill and pays in the cashier.	2.1 Preparation of Real Property Tax Bill.	Amount of tax due	5 minutes	Jenefer G. Balayo/ Roselyn M. Villarin
3. Client receives the document and logs in the log book.	3.1 Acceptance of Payment & Issuance of Official Receipt.	None	5 minutes	Jenefer G. Balayo/ Roselyn M. Villarin
TOTAL:			20 minutes	



Formula:

Assessed Value X 2% (Basic & SEF) = Tax Due X Discounts/Penalties = Total Tax Due

For Updated Payments:

Discounts to Avail:

For Advancement Payment -----20%
 For Prompt Payment for quarterly or yearly -----10%

Interested on unpaid RPT:

2% per month with maximum of 72% after March 31

Penalties for Unpaid Back Taxes

TABLE OF PENALTY													
YEAR FROM	YEAR TO	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
1986	1991	24	24	24	24	24	24	24	24	24	24	24	24
1992	2020	72	72	72	72	72	72	72	72	72	72	72	72
2021	2021	50	52	54	56	58	60	62	64	66	68	70	72
2022	2022	26	28	30	32	34	36	38	40	42	44	46	48
2023	1	-10	-10	-10	8	10	12	14	16	18	20	22	24
2023	2	-10	-10	-10	-10	-10	-10	8	10	12	14	16	18
2023	3	-10	-10	-10	-10	-10	-10	-10	-10	-10	8	10	12
2023	4	-10	-10	-10	-10	-10	-10	-10	-10	-10	-10	-10	-10



12. Issuance of Community Tax Certificate (CEDULA) for Individual

This is required to all residents, 18 years old and above who have been regularly employed on a wage or salary basis for at least one month during the calendar year.

Office or Division:	Office of the Municipal Treasurer			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen G2B – Government to Business			
Who may avail:	Individuals 18 years old & above.			
CHECKLIST OR REQUIREMENTS		WHERE TO SECURE		
1. Valid ID Card		To be provided by the client.		
2. Client Information Slip		Office of the Municipal Treasurer (OMT)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Client Information Slip & Valid ID.	1. Interview of client and encode necessary information to CTC/OR.	A - Php 5.00 B - Php 1.00 for every thousand gross income	15 minutes	Cristita M. Arcenas/ Roselyn M. Villarin/ Carmen O. Valenzuela
2. Payment of CTC/OR.	2. Acceptance of payment.	None	5 minutes	Cristita M. Arcenas/ Roselyn M. Villarin/ Carmen O. Valenzuela
TOTAL:			20 minutes	



13. Issuance of Official Receipt for Certification

This is issued to individuals needing certification from various offices in compliance to other agencies, establishments, or other legal purposes.

Office or Division:	Office of the Municipal Treasurer			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Individuals/ corporations who own Real Property in the Municipality.			
CHECKLIST OR REQUIREMENTS		WHERE TO SECURE		
1. Order of Payment Form		Office where transaction occurs		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Payment Order Form	1.1 Receive form and payment.	Depends on type of transaction indicated in the Payment Order Form	1 minute	Roselyn M. Villarin/ Carmen O. Valenzuela/ Cristita M. Arcenas
	1.2 Issue Official receipt.	None	1 minute	Roselyn M. Villarin/ Carmen O. Valenzuela/ Cristita M. Arcenas
2. Proceed to the office concerned.	2.1 Records transaction.	None	1 minute	Roselyn M. Villarin/ Carmen O. Valenzuela/ Cristita M. Arcenas
	2.2 Release Official Receipt.			
TOTAL:			3 minutes	



14. Issuance of Accountable Form #51 to Barangays

This is given to bonded barangay officials for issuance in their respective barangays.

Office or Division:	Office of the Municipal Treasurer			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Authorized Barangay Official (Barangay Treasurer)			
CHECKLIST OR REQUIREMENTS		WHERE TO SECURE		
1. Requisition and Issue Slip		Barangay Treasurer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present complete requirements needed.	1.1 Verify documents	None	1 minute	Dianesto D. Pelere
2. Pay required fee.	2.1 Receive payment	₱315.00/ stub	1 minute	
	2.2 Issue Official receipt.	None	1 Minute	
3. Receive Accountable Form #51 and log in the logbook.	3.1 Record transaction	None	1 minute	
	3.2 Release document.	None	1 minute	
TOTAL:		315.00	5 minutes	



15. Issuance of Certificate of RPT Payment

This is issued when a taxpayer lost his/her receipt or for whatever legal purpose s/he may have.

Office or Division:	Office of the Municipal Treasurer			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government G2B – Government to Business G2G- Government to Government			
Who may avail:	Individuals, group or corporation who have paid their RPT.			
CHECKLIST OR REQUIREMENTS		WHERE TO SECURE		
1. Latest official receipt of the Real Property.		Owner's personal copy		
2. Tax declaration		Office of the Municipal Assessor (OMAs)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present complete requirements needed.	1.1 Verify documents.	None	1 minute	Jenefer G. Balayo
2. Pay required fee.	2.1 Receive payment	100.00	1 minute	Jenefer G. Balayo
	2.2 Prepare Certification	None	1 minute	Jenefer G. Balayo
	2.3 For signature of the Municipal Treasurer	None	1 minute	Jose Jim R. Hombre
	2.4 Release Certification.	None	1 minute	Jenefer G. Balayo
TOTAL:		100.00	5 minutes	



16. Payment/Renewal of Tricycle Permit & Franchise

This gives the right to tricycle owners to operate in the municipality.

Office or Division:		Office of the Municipal Treasurer		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		Tricycle owners and operators		
CHECKLIST OR REQUIREMENTS		WHERE TO SECURE		
1. Application Form		Office of the Municipal Treasurer (OMT)		
2. CEDULA		Office of the Municipal Treasurer (OMT)		
3. Barangay Clearance		Office of the (respective) Punong Barangay		
4. Copy of OR/CR		Owner's own copy		
5. DUTODA Membership certificate		Association Treasurer		
6. Unexpired Driver License		Land Transportation Office (LTO)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present complete requirements needed.	1.1 Verify documents.	None	10 minutes	Edmond D. Solis
2. Pay required fee.	2.1 Receive payment	900.00 (for renewal) 1,200.00 (for new)	2 minutes	Edmond D. Solis
	2.2 Prepares Permit	None	3 minutes	Edmond D. Solis
	2.3 For signature of Municipal mayor	None	3 minutes	Jose Jim R.Hombre
3. Claim tricycle franchise permit.	3.1 Release Certification.	None	2 minutes	Edmond D. Solis
TOTAL:			20 minutes	



17. Business Tax Collection

This is collected when one secures their Business License and Mayor's Permit in order start the operations of a business establishment. The Business License is renewed in January of each year as mandated in the Local Tax Ordinance.

Office or Division:	Office of the Municipal Treasurer			
Classification:	Complex			
Type of Transaction:	G2B - Government to Business Entity			
Who may avail:	Sole Proprietor, Partnership, Corporation, Cooperative			
CHECKLIST OR REQUIREMENTS		WHERE TO SECURE		
1. Duly Accomplished Form		Office of the Municipal Treasurer (OMT)		
3. Community Tax Certificate		Office of the Municipal Treasurer (OMT)		
4. Police Clearance		PNP Dumarao		
5. Sanitary & Health Certificates		Rural Health Unit		
6. Mayor' Clearance		Mayor's Office		
7. Fire Inspection Certificate		Bureau of Fire Protection Office		
8. Zoning Clearance (new applications)		Zoning Officer - MPDO		
9. BIR Registration (new)		Bureau of Internal Revenue Office		
10. DTI Registration (new)		Department of Trade & Industry Office		
11. PhilHealth Registration (new)		PhilHealth Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit accomplished form and attach pertinent requirements	1.1 Assessment of requirements and encoding of data.	None	20 minutes	Alonie D. Protacio Liza C. Villalba
2. Clients pays the amount due.	2.1 Acceptance of payments & issuance of receipt.	None	5 minutes	Alonie D. Protacio
3. Client receives permit and logs in the logbook.	3.1 Releasing of permit.	None	5 minutes	Liza C. Villalba
TOTAL:		None	30 minutes	



PERMIT AND REGULATORY FEES	
MAYOR'S PERMIT FEE ON BUSINESS	
On manufacturers, repackers, processors, importers or producers of any article of commerce of whatever kind of nature, including brewers, distillers, rectifiers, and compounders of liquors, distilled spirits and/ or wines	P 300.00
On wholesalers, dealers, and distributors of article not specifically mentioned in this section	P 400.00
PUMPS USED ON ENGINE FUEL FILLING STATIONS PER PUMP	
Special Gasoline	P 165.00
Regular Gasoline	P 300.00
Crude Oil	P 300.00
Kerosene	P 300.00
Leaded Gasoline	P 300.00
Unleaded Gasoline	P 300.00
Dealers of Lubricating oil, tires and batteries and accessories	P 220.00
On exporters and on manufacturer, millers, producers, wholesalers, distributors, dealers or retailers of essential commodities	P 500.00
On retailers	P 220.00
On café, cafeterias, ice cream and other refreshment parlors, restaurants, soda fountains, bars, carenderias of food catteries	P 220.00
Barber shop	P 110.00
Beauty Shop / Parlor	P 110.00
Business Management Service	P 250.00
Carpentry Shop	P 250.00
Collecting Agency	P 300.00
Construction and/ or repair shop of motor vehicles	P 500.00
Contractor (demolition, filling, salvage, general engineering, general building and special chainsaw machine contractors	P 500.00
Funeral Parlor	P 1, 500.00
Furniture Repair Shop	P 220.00
Goldsmith and Silversmith	P 220.00
House and/ or Sign Painters/ Painting Shops	P 220.00
Laundry Shop (including dry cleaning establishments, steam laundry or using washing machine)	P 300.00
Lumber Yard Hardware	P 1, 000.00
Medical and Dental Clinic	P 500.00
Professional Service	P 300.00
Vulcanizing Shop	P 110.00
Watch/ Cellphone Repair Center or Shops	P 300.00
Water Refilling Station	P 500.00
Cell Site	P 10, 000.00
Internet Café/ Computer Gaming per unit	P 220.00



KTV Bar	₱ 1, 000.00
Other similar service establishments	₱ 200.00
TOBACCO Dealers	
Wholesale, manufactured tobacco (Cigarette, and Cigars) dealers	₱ 350.00
Retail, manufactured tobacco (Cigarettes and cigars) dealers	₱ 110.00
PAWNSHOPS, MONEY SHOPS, LENDING INVESTORS, FINANCE, INVESTMENTS COMPANIES AND BANKS	
Lending Shop	₱ 1000.00
Finance and Investments Companies	₱ 500.00
Pawnshop	₱ 1, 000.00
Boarding House	₱ 220.00
Lodging House	₱ 500.00
RICE AND CORN MILL OPERATORS (TRAVELLING & FIXED)	
Kiskisan Type	₱ 500.00
De Cono Type	₱ 500.00
Baby Cono Type	₱ 500.00
Stationary Rice Mill	₱ 3, 000.00



MUNICIPAL PLANNING & DEVELOPMENT OFFICE

External Services



18. Issuance of Zoning Clearance/Certification

This is issued to certify as to the use of the subject property or land as reflected from the approved Comprehensive Land Use Plan and Zoning Ordinance of the municipality.

Office or Division:	Municipal Planning & Development Office (MPDO)
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen G2B - Government to Business Entity
Who may avail:	Individuals/organizations proposing the construction of buildings and other structures.
Checklist of Requirements:	
Where to Secure	
1. Duly accomplished & notarized application form	Municipal Planning and Development Office (MPDO)
2. Any of the following requirements relative to the right over land:	To be provided by the client.
a. Photocopy of Certificate of Title (in case registered in the name of the applicant)	
In case the property is not registered in the name of the applicant:	
b. Duly notarized Deed of Donation	
c. Contract of Lease/Authorization to use the land (whichever is applicable)	
d. Photocopy of owner's Certificate of Title (in the absence of a title, tax declaration will suffice)	
3. Sketch Plan/Location Map	
4. Building Plan	
5. Site Development Plan showing the project site, lot area boundaries and the dimension of the proposed improvements within the project site.	
6. Bill of Materials	
7. Authority to follow up/claim clearance	
Note: Additional requirements may be required by the office.	



Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submit accomplished form and attach pertinent requirements for verification	1.1 Assessment of requirements.	None	15 minutes	Eng. Charles Taimur H. Bartonico
	1.2. Determine the location of the property/proposed project.	None	15 minutes	
2. Clients pays the amount due.	2.1 Compute the fees to be paid (based on Tax Code).	Certification: Php 100.00 Clearance: Computed based on total project cost	5 minutes	
	2.2 Acceptance of payments & issuance of receipt.	None	5 minutes	
3. Approval of Zoning Clearance/ Certificate	3.1 Preparation of Zoning Clearance/ Certificate	None	10 minutes	
4. Issuance of Zoning Clearance/ Certificate	4.1 Issuance of Clearance/Certificate to the Client	None	5 minutes	
TOTAL:		100.00	55 minutes	

ZONING CLEARANCE FEES	
ZONING/LOCATIONAL CLEARANCE	
Residential structure single or detached other than apartment, dormitories and subdivision projects, the project cost of which is:	
P100, 000 and below	P150.00
Over P100, 000	P150.00 + 1/10 of 1% of cost in excess of P100, 000
Apartments	
Five doors and below	P250.00
More than five doors	P250.00 + 50.00 for every door in excess of five
Commercial, Industrial, Agro-Industrial, the project	



cost of which is:	
P100, 000 and below	P800.00
Over P100, 000	P800.00 + 1/10 of 1% in excess of P100, 000
Expansion/Alternation (affected areas/cost of expansion only)	Same as original application
Temporary Use Permit	P750.00
Approval of Commercial Subdivision	
Preliminary approval	
First two hectares	P500.00
Every Addition Hectare	P100.00
Final Approval (per hectare)	P3,800.00
Inspection (per hectare)	P500.00
Alternation of Plan (affected areas only) approval	Same as final
Alternation of registration and license to sell (per sq.m. of land area)	P500.00
Approval of Farm Lot	
Preliminary Approval	
First five hectares	P300.00
Every addition hectare	P50.00
Final approval (per hectare)	P800.00
Inspection (per hectare)	P400.00
Alternation of plan (affected areas only)	P700.00
Certificate of registration and license to sell per salable lot	P50.00
Certificate of completion (per hectare)	P500.00
Other Certifications	
Zoning certification	P100.00
Certification of town plan/zoning ordinance approval	P100.00
Certification-new rights/sales	P100.00
Certification of location viability	P100.00
Certification of registration and License to sell (form)	P100.00
Others to include	
Availability of records/public request of copies/research works	P100.00
Certification of no records on file	P100.00
Certification of with or without CRLS	P100.00
Certified true/Xerox copy of Documents	
Documents of five pages or less	P20.00
Every Additional page	P2.00



HUMAN RESOURCE MANAGEMENT OFFICE

Internal Services



19. Request for Leave of Absence

This is filed by elective officials and regular employees who wish to avail of their Vacation, Sick, Forced, Privilege and other types of leave.

Office or Division:	Human Resource Management Office (HRMO)			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	All Elective Officials and Regular Employees			
CHECKLIST OR REQUIREMENTS		WHERE TO SECURE		
1. Duly Accomplished form		HRMO		
2. Medical Certificate (if applicable)		Medical Health Officer/Personal Doctor		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit accomplished form.	1.1 HR staff fills in available leave credits based on leave card.	None	1 minute	Jerelyn A. Halaba
<u>Maternity or Sick Leave of Absence</u> , attach Medical Cert.	1.2 For Signature by the HRMO	None	30 seconds	Lourdes Dawn M. Ojcastro
2. Client seeks signature of the Department Head (DH) concerned.	2.1 For signature by the DH.	None	1 minute	DH of the department where the employee is assigned.
3. Client seeks signature of the Mayor for approval.	3.1 For approval by the Mayor.	None	1 minute	Atty. Mateo C. Hachuela
4. Client returns the approved LOA at the HR office for recording and filing.	4.1 Recording of LOA.	None	30 seconds	Jerelyn T. Halaba
TOTAL:		None	4 minutes	



20. Submission of Pass Slip/Travel Order

This is submitted by the officials and employees to the HRMO for recording of their whereabouts during an official travel/transaction.

Office or Division:	Human Resource Management Office (HRMO)			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	All Elective Officials, Regular, Job Order & Contract of Service Employees			
CHECKLIST OR REQUIREMENTS		WHERE TO SECURE		
1. Duly accomplished Pass slip OR Travel Order.		Pass Slip - HRMO Travel Order – Department concerned		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit accomplished form or Travel Order duly signed by the Department Head and the Mayor.	1.1 HR staff receives the document.	None	1 minute	*Jerelyn A. Halaba – for Regular Employees
	1.2 Recording of Pass Slip OR Travel Order.	None	1 minute	*Erlinda C. Calimpong – for JOs and COS
TOTAL:		None	2 minutes	



21. Issuance of Service Record

This is issued to elective officials and regular employees to be used for whatever legal purpose it may serve.

Office or Division:	Human Resource Management Office (HRMO)			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	All Elective Officials and Regular Employees			
CHECKLIST OR REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client requests for Service Record	1.1 HR staff photocopies and stamps "Certified Photo copy".	None	1 minute	Bernadethe B. Severino
	*For original copy, HR staff prints the file	None		
	1.2 HRMO signs the Service Record/copy.	None	30 seconds	
	1.3 HR staff forwards to the Office of the Mayor for signature	None	2 minutes	Atty. Mateo C. Hachuela
2. Client receives the document.	2.1 Recording of document in the log book.	None	30 seconds	Juvy M. Orimaco
TOTAL:		None	4 minutes	



22. Issuance of Certificate of Employment/Certificate of No Leave of Absence without Pay (LWOP)

This is issued to elective officials and regular employees to be used for whatever legal purpose it may serve.

Office or Division:	Human Resource Management Office (HRMO)			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	All Elective Officials and Regular Employees			
CHECKLIST OR REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client requests for Certificate of Employment or LWOP to HR staff.	1.1 HR staff encodes the certificate.	None	1 minute	Bernadethe B. Severino
	*For LWOP, HE staff checks Leave Card.	None		Jerelyn T. Halaba
	1.2 HRMO signs the certificate.	None	30 seconds	Lourdes Dawn M. Ojastro
	1.3 HR staff forwards the certificate of signature by the Mayor	None	2 minutes	Juvy M. Orimaco/ Francine Ann E. Compuesto
2. Client receives the certificate.	2.1 Recording of the certificate in the log book.	None	30 seconds	Juvy M. Orimaco
TOTAL:		None	4 minutes	



GENERAL SERVICES OFFICE

**Internal Services/
External Services**



23. Request/Scheduling of Municipal Properties

This caters to employees/Dumaraonons who wish to borrow Equipment such as; chairs, tables or use facilities owned by the municipality.

Office or Division:	General Services Office			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government G2C – Government to Citizen			
Who may avail:	Dumaraonons and other stakeholders			
CHECKLIST OR REQUIREMENTS		WHERE TO SECURE		
1. Letter request duly approved by the Municipal Mayor		To be provided by the client.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Request Letter duly approved by the Municipal Mayor	1.1 Verification of request.	None	1 minutes	Sandy D. Gonzaga/ Jamehil A. Gonzales, Jr. Jan Mark Hitalia
	1.2 Check availability of property/facility	None	2 minutes	
2. Client signs borrower's slip	1.3 Issuance of borrow slip.	None	2 minutes	Riza S. Humpay/ Sandy Gonzaga
TOTAL:		None	5 minutes	



24. Request/Scheduling of Use of Vehicles

This caters to employees/Dumaraonons who wish to borrow VEHICLES owned by the municipality.

Office or Division:	General Services Office			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government G2C – Government to Citizen			
Who may avail:	Dumaraonons and other stakeholders			
CHECKLIST OR REQUIREMENTS		WHERE TO SECURE		
1. Letter request duly approved by the Municipal Mayor		To be provided by the client.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Request Letter duly approved by the Municipal Mayor	1.1 Verification of request.	None	2 minutes	Emily F. Fungot
	1.2 Check availability of vehicle.	None	2 minutes	
	1.3 Inform Driver.	None		Jamehil A. Gonzales, Jr.
2. Client signs trip ticket	2.4 Preparation of Trip Ticket.	None	2 minutes	Zeny D. Palete
	2.2 Schedule trip.	None		
TOTAL:		None	6 minutes	



25. Request for Materials/Supplies/Medicine

This caters to LGU Departments who needs materials supplies or medicines in their offices.

Office or Division:	General Services Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Dumaraonons and other stakeholders			
CHECKLIST OR REQUIREMENTS		WHERE TO SECURE		
1. Letter request from BAC or Head of Office		To be provided by the client.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present letter request duly approved in the Head of Office or BAC	1.1 Approved of letter request.	None	2 minutes	Emily F. Fungot
2. Prepare PAR/ Inventory Custodian Slip (ICS) Forms	2.1 Record/ log book.	None	2 minutes	Imelda S. Horneja
	2.2 Check the materials / equipment/ medicine.	None	2 minutes	Imelda S. Horneja/ Zeny D. Palete
	2.3 Issuance of PAR/ ICS.	None	2 minutes	Jamehil A. Gonzales, Jr.
TOTAL:		None	8 minutes	



OFFICE OF THE MUNICIPAL CIVIL REGISTRAR

External Services



26. Registration of Certificate of Live Birth

The **CERTIFICATE OF LIVE BIRTH** is issued to individuals born in the municipality. **LATE REGISTRATION** is availed by those whose birth has not been registered within the 30-day period of regular registration.

Office or Division:	Municipal Civil Registrar's Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Individuals born in the municipality.			
CHECKLIST OR REQUIREMENTS		WHERE TO SECURE		
1. Duly accomplished form.		Municipal Civil Registrar (MCR)		
2. Marriage Contract of parents.		To be provided by the client		
3. Residence certificate (for not married couples)		Office of the Municipal Treasurer (OMT)		
FOR LATE REGISTRATION:				
1. Baptismal Certificate		Parish/To be provided by the client		
2. Negative result requested from PSA		PSA/To be provided by the client		
3. Marriage Contract		PSA/To be provided by the client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submits the required documents.	1.1 Evaluation and verification of request.	None	35 minutes	M. M. Ga R. Abaldonado M.V. Advincula R. Pama D. Camit
2. Pay required fee.	2.1 Issuance of Payment order.	75.00 newborn 150.00 more than 1 month 180.00 6 months less than 1 year 250.00 more than 1 year	3 minutes	R. Abaldonado M.V. Advincula R. Pama D.Camit
3. Client reviews the document, claims and signs in the log book.	3.1 MCR signs and releases document.	None	5 minutes	Yolita P. Frias
TOTAL:		655.00	43 min.	



27. Registration of Certificate of Death

This is issued to in the event of death that took place in the municipality.

Office or Division:	Municipal Civil Registrar's Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Next of kin of the deceased			
CHECKLIST OR REQUIREMENTS		WHERE TO SECURE		
1. Application Form		Municipal Civil Registrar's Office		
2. Cert. of Death duly signed by:		Municipal Health Office		
a. Attendant at death		Municipal Health Office		
b. Embalmer (if applicable)		Funeral home		
c. Municipal Health Officer		Municipal Health Office (MHO)		
3. Barangay Certificate		Barangay Hall		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete requirements to MCR staff.	1.1 Give application form to client.	None	3 minutes	M.M. Ga R. Abaldonado M.V. Advincula R. Pama D. Camit
	1.2 Check completeness and authenticity of documents.	None	3 minutes	
2. Client fill out the application form	2.1 Advice client to have the document signed the MHO and embalmer.	None	3 minutes (depend on availability of MHO and embalmer)	N. M. Ga R. Abaldonado M. V Advincula D.Camit
3. Client pays the fee/charge to the OMT.	3.1 Issue payment order to client.	100.00 (Burial Permit) 200.00 (Death cert) Rental of Niche	2 minutes	M.M Ga M.V. Advincula D.Camit R. Abaldonado
	3.2 Accept proof of payment.	None	1 minute	
4. Client claims the document and logs in the logbook.	4.1 Register.	None	3 minutes	Yolita P. Frias
	4.2 Release of documents.		2 minutes	M.M. Ga R.Abaldonado M. V. Advincula
TOTAL:		300.00	17 minutes	



28. Application of Marriage License

This issued to two contracting parties who wish to get married.

Office or Division:	Municipal Civil Registrar's Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	2 individuals (Bride & Groom) where at least one (1) is a resident of the municipality.			
CHECKLIST OR REQUIREMENTS		WHERE TO SECURE		
1. Live birth/Baptismal Certificate		Parish/PSA/Client's own copy		
2. Certificate of No-Marriage (CENOMAR)		PSA		
3. Pre-Marriage Counselling Certificate		Municipal Social Welfare and Development Office Municipal Health Office		
4. CEDULA		Office of the Municipal Treasurer (OMT)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submits complete requirements.	1. Evaluation of the completeness of requirements.	None	3 minutes	Ruby C. Pama
2. Client fills-out application form for marriage license and pays at the OMT	2.1 Assess the completeness of documents.	None	3 minutes	Ruby C. Pama
	2.2 Evaluate the corresponding fees to be paid by the client.	None	3 minutes	Ruby C. Pama
	2.3 Give Payment slip to the client.	650.00 solemnized by Mayor 450.00 Solemnized by Judge/ Pastor/ Minister	3 minutes	Ruby C. Pama



3. Client pays the fee at the OMT.	3.1 Receive the receipt. 3.2 Schedule the counseling and advice the client of the date set.	None	5 minutes	Ruby C. Pama Ruby C. Pama Yolita P. Frias
4. Both clients attend the pre-marriage counselling	4.1 Conducts the pre-marriage counselling	None	3 hrs.	MSWDO RHU Marriage Counselor
5. Client submits the pre-marriage counselling certificate.	5.1 Processing of documents.	None	3 minutes	Ruby C. Pama
6. Client waits for a 10-day posting period and claims the marriage license on the 11 th day.	6.1 Issue Marriage license after 10 days.	None	10 days	Yolita P. Frias
TOTAL:		1100.00	10 days, 3 hrs. & 20 minutes	



29. Marriage Registration

This is a permanent & official recording of the union between a man and a woman entered into in accordance with the law.

Office or Division:	Municipal Civil Registrar's Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Individuals born in the municipality.			
CHECKLIST OR REQUIREMENTS		WHERE TO SECURE		
1. Marriage Contract		Municipal Civil Registrar (MCR)/to be provided by client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submits complete requirements.	1.1 Assessment of the completeness of documents.	None	3 minutes	Ruby C. Pama
	1.2 Issue payment slip to the client.	None	1 minute	Ruby C. Pama
2. Client pays the fee and presents the OR to the MCR staff.	2.1 Issuance of OR by the OMT staff.	450.00 church marriage/ Judge 650.00 solemnized of the Mayor	2 minutes	OMT staff
3. Client signs in the logbook.	3.1 Receipt of OR from the client.	None	1 minute	Ruby C. Pama
	3.2 Register.	None	2 minutes	Yolita P. Frias
	3.3 Recording of document.		1 minute	M.V Advincula
	3.4 Releasing of document.		1 minutes	Ruby Pama
TOTAL:			10 minutes	



30. Petition for Change Name, Gender, Clerical Error/Date of Birth

This is a process to allow correction of typographical error/s in the name, entry in gender or date of birth.

Office or Division:	Municipal Civil Registrar's Office
Classification:	Complex
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Owner or authorized representative (parent or sibling) of the document.
CHECKLIST OR REQUIREMENTS	WHERE TO SECURE
PETITION FOR CHANGE OF FIRST NAME	
1. Birth Certificate	PSA/Client's own copy
2. Baptismal Certificate	Parish/Client's own copy
3. Barangay/Police NBI Clearance	Barangay/Police/NBI
If employed: Employees Clearance	Human resource Mgt. Office (HRMO)
4. Publication	Local News Paper
5. Other supporting documents showing their true/correct first name	To be provided by the client.
PETITION FOR CHANGE OF GENDER AND DATE OF BIRTH	
1. Birth Certificate	PSA/Client's own copy
2. Baptismal Certificate	Parish/Client's own copy
3. Barangay/Police NBI Clearance	Barangay/Police/NBI
If employed: Employees Clearance	Human resource Mgt. Office (HRMO) of agency.
4. Publication	Local News Paper
5. Other supporting documents showing their true/correct first name	To be provided by the client.
6. Doctor's certification	To be provided by the client from private physician.
7. Medical Record	Government Doctor
8. Elementary School record	School were client graduated
PETITION FOR CLERICAL ERROR	
1. Birth Certificate	PSA/Client's own copy
2. Baptismal Certificate	Parish/Client's own copy
3. at least 2 documents showing the correct/true entry of the error	Client's own copy



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete documents.	1.1 Evaluate and check the completeness and validity of the supporting documents.	None	3 minutes	Yolita P. Frias Ma. Mediatrix V. Ga
	1.2 Compute the fees and charges and issue payment order to the client.	None	3 minutes	Ma. Mediatrix V. Ga
2. Client pays charges to the OMT.	2.1 Receiving of payment and issuance of OR.	1,000.00 change of clerical error 3,000.00 change name/change of gender	3 minutes	MTO Staff
3. Client presents OR to the MCR staff	3.1 Preparation of document of petition to be subscribed by the Mayor.	None	5 minutes	Ma. Mediatrix V. Ga
	3.2 Post documents.	None	10 days	Ma. Mediatrix V. Ga
	3.3 Publish document to the newspaper.	1,500.00	2 weeks	Yolita P. Frias/ Ma. Mediatrix V. Ga Publisher
	3.4 Sign document after publication.	None	3 minutes	Yolita P. Frias
	3.5 Send document to PSA via mail.	Mailing fee: 150.00	24 hrs.	Client



4. Wait for PSA evaluation/ approval	4.1 Processing of documents.	None	6 months	PSA
	4.2 Sends back the document to MCR for finality.	None	15 minutes	Ma. Mediatrix V. Ga
	4.3 Annotates approved petition	None	5 minutes	Ma. Mediatrix V. Ga
5. Claim document and signs in the log book	5.1 Releasing of documents.	None	3 minutes	Yolita P. Frias/ Ma. Mediatrix V. Ga
TOTAL:		5, 630.00	6 months, 4 weeks, 4 days, & 40 minutes	



31. Batch Request Query System (BRQS)

This provides easier & better access of Dumaraonons in terms of requests for issuances of civil registry documents such as Birth, Marriage, Death and Certificate of No Marriage Records (CENOMAR) being issued solely by the Philippine Statistics Office.

Office or Division:	Municipal Civil Registrar's Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Any individual who wish to avail.			
CHECKLIST OR REQUIREMENTS		WHERE TO SECURE		
1. Application form		Municipal Civil Registrar (MCR)		
2. Authorization letter & Valid ID (representative)		Client's own copy		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submits accomplished application form.	1. Provision of form.	None	2 minutes	Ma. Venus T. Advincula
	1.2 Checking the correctness of filled out form.	None	3 minutes	
	1.3 Issuance of Payment Order to be paid at the OMT.	P 155.00 (Authenticated Live Birth, Death Certificate, & Marriage Contract) P 210.00 (CENOMAR) P 100.00 Processing fee for every transaction (P 150.00 for more than 1	5 minutes	Ma. Venus T. Advincula



		transaction)		
2. Client pays charges to the OMT and presents it to the MCR staff.	2.1 Acceptance of OR.	None	3 minutes	Ma. Venus T. Advincula
2.1 Prepare list of BREQS	2.2 Encode names of all applicants.	None	15 minutes	Rodnel D. Abaldonado
	2.3 MCR forwards application to PSA.	None	2 weeks	Rodnel D. Abaldonado
3. Client claims the document and logs I the logbook.	3.1 Release of document to the client.	None	5 minutes	Ma. Venus T. Advincula
TOTAL:		425.00	2 weeks & 33 minutes	



OFFICE OF THE MUNICIPAL ENGINEER

**Internal Services/
External Services**



32. Issuance of Building Permit

This is required prior to construction, erection, alteration, major repair or renovation or conversion of any building/structure owned by the government or private entities.

Office or Division:	Office of the Municipal Engineer
Classification:	Complex
Type of Transaction:	G2G - Government to Government G2C – Government to Citizen
Who may avail:	Dumaraonons and other stakeholders
CHECKLIST OR REQUIREMENTS	WHERE TO SECURE
1. Duly accomplished application form	Office of the Municipal Engineer (OME)
2.1 In case the applicant is the registered owner of the lot: a. Certified true copy of OCT/ICT, on file with the Registry of Deeds. b. Tax Declaration c. Current Real Property Tax receipt	Clients' copy/Registry of Deeds Client's copy/Office of the Municipal Assessor (OMAS)
2.2 Additional requirements in case the applicant is not the registered owner of the lot: a. Duly notarized copy of the Contract of Lease or Sale b. Duly notarized copy of the Deed of Absolute Sale c. Affidavit or Consent	Lot owner
3. Five (5) sets of survey plans, design plans, specifications and other estimated cost.	Clients' own copy
4. Architectural Documents	
5. Civil/Structural Documents	
6. Electrical Documents	
7. Mechanical Documents	
8. Sanitary Documents	
9. Plumbing Documents	
10. Electronics Documents	
11. Interior Design Documents	
12. Lot Survey Documents	
13. Clearances from other agencies	



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submits complete requirements .	1.1 Assessment and evaluation of the validity and completeness of requirements.	None	5 minutes	J. Osabel/ L. Abenir
	1.2 Compute fees and charges and issue payment order to the client.	None	25 minutes	Engr. JD. Humpay
2. Client pays fees to the OMT.	2.1 Receipt of payment and issuance of OR.	Depends on the size of Project	5 minutes	MTO staff
3. Present the OR to the OME staff.	3.1 Conduct site inspection.	None	Dependent on-site Location	Engr.L. V. Viernesto Engr. JD Humpay
	3.2 Advise to proceed to the Bureau of Fire Protection (BFP) for inspection (transmittal)	None	5 minutes	J. Osabel/ L. Abenir/ Engr. JM Humpay
4. Clients goes to the BFP for inspection.	4.1 BFP inspects the site and endorses to MEO staff.	None	Refer to BFP	BFP Staff
	4.2 OME staff prepares the Building Permit.	None	5 minutes	J. Osabel/ L Abenir
	4.3 Municipal Engineer signs the permit.	None	3 minutes	Engr.JD Humpay
5. Client claims the approved building permit.	5.1 Release of Building Permit.	None	3 minutes	J. Osabel/ L Abenir
TOTAL:		None	51 minutes	



BUILDING OCCUPANCY PERMIT FEE

Imposition of Fees	
Public buildings awarded to private lessee	₱220.00/contract
Building for commercial or industrial purposes	₱55.00
Apartment or houses for rent	₱ 28.00
Residential	₱ 22.00

CONSTRUCTION OF RESIDENTIAL BUILDING COSTING	
Not exceeding ₱3, 000.00	₱ 22.00
For each succeeding ₱1, 000.00 or fraction thereof	₱ 5.00
CONSTRUCTION OF MATERIAL OR INDUSTRIAL BUILDING COSTING	
Not exceeding ₱ 5, 000.00	₱ 55.00
For each succeeding ₱ 1,000.00 or fraction thereof	₱ 9.00
RESIDENTIAL BUILDING REPAIR COSTING	
Less than ₱500.00	exempt
₱500.00 but exceeding ₱1, 000.00	₱ 5.00
For each succeeding ₱500.00 or fraction thereof	₱ 3.00
COMMERCIAL OR INDUSTRIAL BUILDING REPAIRS COSTING	
Not exceeding ₱1, 000.00	₱ 11.00
For each succeeding ₱1, 000.00 or fraction thereof	₱ 5.00
CONSTRUCTION AND REPAIRS OF OTHER STRUCTURES	
Same rate as those fixed under items (1), (2) or (4) above.	



33. Issuance of Occupancy Permit/Demolition Permit

This is issued as a requirement before the occupancy, renovation, construction or demolition of any structure.

Office or Division:	Office of the Municipal Engineer			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Dumaraonons and other stakeholders			
CHECKLIST OR REQUIREMENTS		WHERE TO SECURE		
1. Application for occupancy Permit/Demolition Permit duly notarized.		Office of the Municipal Engineer (OME)		
2. Certificate of Electrical completion duly signed by the Electrical Engineer.		Office of the Municipal Engineer (OME)		
3. Certificate of completion/building duly signed by a Civil Engineer or Architect.		Office of the Municipal Engineer (OME)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submit duly accomplished form and complete supporting documents.	1.1 Receipt of form and requirements	None	3 minutes	J. Osabel/ L Abenir
	1.2 Assessment and evaluation of the completeness of documents.	None	5 minutes	J. Osabel/ L Abenir
	1.3 Issuance of payment order to be paid at the OMT.	Depends on client's project	10 minutes	Engr. JD Humpay
2. Client pays the prescribed fee at the OMT and presents it back to the OME.	2.1 Preparation of the permit	None	5 minutes	J. Osabel/ L. Abenir
	2.2 Signing of Permit	None	3 minutes	Engr. JD Humpay
3. Client claims the approved Occupancy/De molition Permit.	3.1 Release of Occupancy/demolition Permit (records).	None	3 minutes	J. Osabel L. Abenir
TOTAL:		None	29 mins.	



34. Issuance of Electrical Permit

This is issued as a requirement before the occupancy, renovation, construction or demolition of any structure.

Office or Division:	Office of the Municipal Engineer			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government G2C – Government to Citizen			
Who may avail:	Dumaraonons and other stakeholders			
CHECKLIST OR REQUIREMENTS		WHERE TO SECURE		
1. Sketch Plan duly signed by the Electrical Engineer		Office of the Municipal Engineer (OME)		
2. Endorsement of the Municipal Engineer to the Bureau of Fire Protection (BFP)		Office of the Municipal Engineer (OME)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submits complete requirements.	1.1 Assessment and evaluation of the completeness and validity of requirements.	None	3 minutes	H. Hare L. Abenir J. Osabel
	1.2 Issuance of payment order to the client.	None	3 minutes	H. Hare L. Abenir
2. Client pays the prescribed fee to the OMT.	2.1 Receipt of payment and issuance of OR.	Dependent on the nature of project		MTO Staff
3. Client presents OR to MEO Staff	3.1 Conduct site inspection and recommend for approval.	None	Depends on the location of Installation	Engr. L. Viernesto R. dela Cruz
	3.2 Preparation of Permit	None	3 minutes	H. Hare L. Abenir J. Osabel
	3.3 Review and	None	3 minutes	Engr. M.



35. Technical Assistance in Preparing Program of Works (PoW)

This is offered to all individuals, offices or institutions that require expertise in the preparation of the said document.

Office or Division:	Office of the Municipal Engineer			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government G2C – Government to Citizen			
Who may avail:	Barangays, Municipal Government and other Government entities in Dumarao.			
CHECKLIST OR REQUIREMENTS		WHERE TO SECURE		
1. Letter request duly approved by the Mayor.		To be provided by the client.		
2. Budget documents of the Project.		Office of the Municipal Accountant (OMAc)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client gives the request letter duly approved by the Mayor.	1.1 Receipt of letter records.	None	3 minutes	J. Osabel L. Abenir H. Hare
	1.2 Conduct site inspection, if needed.	None	Dependent on project Location	Engr. H. Cruzada, Jr. Engr. M. Gonzales
	1.3 Prepare PoW.	None	60 minutes (dependent on the extent of the project)	Engr. H. Cruzada, Jr. Engr. M. Gonzales
	1.4 Municipal Engineer signs PoW.	None	3 minutes	Engr. JD Humpay
	1.5 Municipal Mayor signs to approve PoW.	None	5 minutes	J. Osabel L. Abenir H. Hare
2. Client receives the signs PoW.	2.1 Release of PoW records.	None	3 minutes	J. Osabel L. Abenir H. Hare J. Patriarca
TOTAL:		None	1 hr. & 14 minutes	



MUNICIPAL DISASTER RISK REDUCTION & MANAGEMENT OFFICE

External Services



36. Issuance of MDRRM Certificate

This is issued to individuals or businesses affected of a disaster or calamity to be used for whatever claims or other purposes it may serve.

Office or Division:	Municipal Disaster Risk Reduction & Management Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Disaster affected individuals and business establishments			
CHECKLIST OR REQUIREMENTS		WHERE TO SECURE		
1. Certification issued by the barangay attesting that they are affected by a calamity or disaster (original copy)		Barangay Hall		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements to the DRR office	1.1 Verification of requirements.	None	30 seconds	Charity A. Sobremisana
	1.2 Issuance of payment order and direct client to OMT for payment.	None	1 minutes	Fredenil H. Cape
2. Client pays to the OMT and returns the OR to the DRR staff to claim certificate.	2.1 Receipt of payment and issuance of OR.	P 100.00	1 minutes	Office of the Municipal Treasurer
	2.2 Preparation of certificate.	None	1 minutes	Fredenil H. Cape
	2.3 Signing of certificate by the DRR Head.	None	1 minutes	Florencio F. Farinas, Jr.
	2.4 Issuance of certificate to the client.	None	30 seconds	Fredenil H. Cape
TOTAL:		100.00	5 minutes	



MUNICIPAL ENVIRONMENT & NATURAL RESOURCES

External Services



37. Issuance of Multi-Sectoral Permit for Cutting of Trees

This certification provides specific information and will be used for any legal transactions and purposes.

Office or Division:	Municipal Environment & Natural Resources Office			
Classification:	Complex			
Type of Transaction:	G2B - Government to Business G2C- Government to Citizen			
Who may avail:	Individual/groups in the Municipality			
CHECKLIST OR REQUIREMENTS		WHERE TO SECURE		
1. Application letter		MENRO/CENRO		
2. Photocopy of land title & authenticated		Requirements of DEEDS		
3. Photo of tax declarant		Office of the Municipal Assessor		
4. Photo of tax receipt		Office of the Municipal Treasurer (OMT)		
5. Photo copy of sketch plan				
6. Barangay Certification		Barangay Hall		
7. Certification of Barangay Captain (ownership of the land)		Barangay Hall		
8. Certificate of Municipal Mayor		MENRO		
9. Special Power of Attorney		Lawyer		
10. Tree Planting Certificate (replant)		Barangay Hall		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client present complete requirements.	1.1 Evaluation and assessment of documents	None	2 minutes	Jeffrey S. Gangoy
	1.2 Issuance of payment order at the OMT.	None	1 minute	OMT
2. Client pays at fee at the OMT.	2.1 Receipt of payment and issuance of OR	None	2 minutes	OMT
3. Client present OR to the MENRO staff	3.1 Preparation of multi-sectoral permit.	None	5 minutes	Jeffrey S. Gangoy
	3.2 MENRO signs the certificate	None	1 minute	Cynthia G. Gelilang
4. Client receives the certificate and logs in the logbook.	4.1 Release of multi-sectoral permit for cutting trees.	None	1 minute	Jeffrey S. Gangoy
TOTAL:		None	13 minutes	



38. Issuance of Environmental Clearance for New/Renewal of Business Permit

This is issued to individuals, groups or corporation as part of the requirement in obtaining of business permit.

Office or Division:	Municipal Environment & Natural Resources Office			
Classification:	Simple			
Type of Transaction:	G2B - Government to Business G2C - Government to Citizen			
Who may avail:	Individual/groups/corporation in the Municipality			
CHECKLIST OR REQUIREMENTS		WHERE TO SECURE		
1. Official Receipt (OR)		Office of the Municipal Treasurer (OMT)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client present his/her OR, Application form to MTO.	1.1 Evaluation and assessment of documents	None	3 minutes	Medally D. Belgira Jeffrey S. Gangoy
	1.2 Preparation of Environmental clearance.	None	1 minute	
2. OIC MENRO signs the Environmental clearance	2.1 Signing of clearance by the OIC MENRO.	None	1 minute	Cynthia G. Flores
3. Releasing of Environmental clearance	3.1 Release of environmental clearance.	None	1 minute	Jeffrey S. Gangoy Medally D. Belgira
TOTAL:		None	6 minutes	



39. Issuance of Certification of Charcoal Transport

This covers the request/application for transporting charcoal from the municipality to its destination.

Office or Division:	Municipal Environment & Natural Resources Office			
Classification:	Simple			
Type of Transaction:	G2B - Government to Government G2C – Government to Citizen			
Who may avail:	Individual/groups in the Municipality			
CHECKLIST OR REQUIREMENTS		WHERE TO SECURE		
1. Barangay Clearance		Source Barangay		
2. Sectoral Permit		MENRO Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client present complete requirements.	1.1 Conduct ocular inspection together with CENRO personal	None	1 day	MENRO/CENRO
	1.2 Issuance of Mayor's Certification and multi-sectoral permit	None	5 minutes	Jeffrey Gangoy
2. Local Chief Executive (LCE) sign the Mayors Certificate	LCE signed the Mayor's Certificate or multi-sectoral permit	None	5 minutes	Jeffrey Gangoy
3. Releasing of Mayor's Certificate		None	1 minute	Jeffrey Gangoy
TOTAL:		None	1 day & 11 minutes	



OFFICE OF THE MUNICIPAL ACCOUNTANT

**Internal Services/
External Services**



40. Processing of Municipal Disbursement Transactions

This covers the processing of financial claims from the LGU.

Office or Division:	Office of the Municipal Accountant			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Suppliers, creditors, contractors, Municipal Officials & Employees			
CHECKLIST OR REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire on the status of claim or payment with the accounting staff	1.1 Check as per record if the transaction has already been entered in the accounting books.	None	3 minutes	Ma. Angelica L. Garduque/ Helen R. Felera
	1.2 If not yet entered, process a journal entry voucher for approval of the Municipal Accountant.	None	2 minutes	Ma. Angelica L. Garduque/ Helen R. Felera
2. Client stands by while the document is being processed.	2.1 Checking of voucher and verification of its supporting papers.	None	3 minutes	Ana R. Silguera/ Jennifer C. Abocion
	2.2 Once complete, the Municipal Accountant signs and approves the transaction.	None	1 minute	Khint H. Silubrico
	2.3 Accounting staff advises the client to proceed to the Treasurer's Office for the issuance of check.	None	1 minute	Jezail Ann T. Halaba
TOTAL:		None	10 minutes	



41. Issuance of Accountant's Advice of Local Check Disbursement

This covers the processing of approved disbursement vouchers with corresponding checks issued.

Office or Division:	Office of the Municipal Accountant			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2B - Government to Business			
Who may avail:	Suppliers, creditors, contractors, Municipal Officials & Employees			
CHECKLIST OR REQUIREMENTS		WHERE TO SECURE		
1. Approved voucher with supporting documents with attached signed check.		Mayor's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Clients submits approved voucher with attached signed check to the accounting staff	1.1 Receipt of Documents and encoding of Advice of Check Issued and Cancelled (ACIC) data entry system.	None	2 minutes	Jezail Ann T. Halaba/ Jennifer C. Abocion/ Queenie Ericka G. Corillo
	1.2 Upload ACICDES report to Landbank We access for online approval.	None	4 minutes	Khint H. Silubrico
2. Client stands by while the document is being processed.	2.1 Municipal Accountant reviews the accuracy of entry in uploaded in the system.	None	3 minutes	Khint H. Silubrico
3. Client receives the document and signs in the logbook.	3.1 Release of document to client once entry in uploaded in the system	None	1 minute	Jezail Ann T. Halaba/ Jennifer C. Abocion/ Queenie Ericka G. Corillo
TOTAL:		None	10 minutes	



42. Issuance of Certificate of Creditable Tax Withheld at source

This covers the processing of Certificate of Withholding Tax.

Office or Division:	Office of the Municipal Accountant			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2B - Government to Business			
Who may avail:	Suppliers, contractors			
CHECKLIST OR REQUIREMENTS		WHERE TO SECURE		
1. Paid Disbursement Voucher (DV)		Office of the Municipal Treasurer (OMT)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Clients Submits three (3) copies of the approved DV to the accounting staff.	1.1 Receipt and verification of documents	None	1 minute	Ma. Angelica L. Garduque/ Helen R. Felera
2. Client stands by while the document is being processed.	2.1 Processing of document	None	2 minutes	Ma. Angelica L. Garduque
	2.2 The Municipal Accountant signs the documents.	None	1 minute	Khint H. Silubrico
3. Client claims the certificate and logs in the logbook	3.1 Releasing of document to the client.	None	1 minute	Ma. Angelica L. Garduque
TOTAL:		None	5 minutes	



43. Issuance of Certificate of Net Pay

This is issued to officials and employees for whatever legal use it may serve them.

Office or Division:	Office of the Municipal Accountant			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Municipal Officials & Employees			
CHECKLIST OR REQUIREMENTS		WHERE TO SECURE		
1. Pay slip		Client's own copy/ Office of the Municipal Accountant (OMAc)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client approaches the accounting staff and gives his/her pay slip as basis for certificate.	1.1 Encoding of certificate	None	3 minutes	Ma. Angelica L. Garduque Jezail Ann T. Halaba
	1.2 The Municipal Accountant signs the certificate	None	1 minute	Khint H. Silubrico
2. Client receives the certificate	2.1 Release of certificate	None	1 minute	Ma. Angelica L. Garduque Jezail Ann T. Halaba
TOTAL:		None	5 minutes	



MUNICIPAL HEALTH OFFICE

External Services



44. Attending Deliveries to Pregnant Women

This service is provided to pregnant women about to give birth.

Office or Division:	Municipal Health Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Pregnant residents of the Municipality			
CHECKLIST OR REQUIREMENTS		WHERE TO SECURE		
1. PhilHealth ID (for members)		Patient's own copy/PhilHealth		
2. Mother's booklet/record		Patient		
3. Laboratory/Ultrasound result		Patient		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present booklet/record to MHO midwife.	1.1 Receipt of record by the midwife in-charge.	None	5 minutes	PHN/RHM on duty
	1.2 Retrieval of record.	None	3 minutes	
	1.3 Conduct interview and taking of vital signs/physical examination.	None	10 minutes	
2. Actual delivery of the baby.	2.1 Midwife delivers the baby.	None	Case to case basis depending on the Gravida of client & progress of labor	RHM on duty
	2.2 If no complications arise, mother and baby will be discharged after 24 hours.	None	5 minutes	
	2.3 For complications,	None	10 minutes	



	MHO refers to the hospital.			
3. Patient pays prescribed fee to the OMT.	3.1 Receipt of payment and issuance of OR.	1,800.00 Newborn screening 700.00 Delivery fee	3 minutes	RHM on duty
4. Patient presents the OR to the midwife.	4. Issuance of discharge slip to the patient.	None	3 minutes	RHM on duty
TOTAL:		2, 500.00	21 minutes	



45. Issuance & Sanitary Permit and Health Card

This is issued to all business establishments to ensure they adhere to the Sanitation Code of the Philippines.

Office or Division:	Municipal Health Office			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Individuals/business owners & entities			
CHECKLIST OR REQUIREMENTS		WHERE TO SECURE		
1. Application form		Municipal Health Office (MHO)		
2. Laboratory result		MHO or any facility administering lab services		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished application form and supporting documents.	1.1 Receipt of form and assessment of supporting documents.	None	2 minutes	Sanitation Inspector
2. Client pays the prescribed fee to the OMT.	2.1 Issuance of payment order.	Sanitary fee: 100.00	1 minute	
	2.2 OMT staff issues an OR.	Health Card: 25.00 Lab fee: Stool: 40.00 Sputum: None	1 minute	
3. Client claims the sanitary permit and health card.	3.1 Release of documents and recording in the log book.	None	1 minute	
TOTAL:		165.00	5 minutes	



46. Immunization of EP (Expanded Program) of Immunization Services

This service is administered to individuals who wish to avail of free vaccinations offered by the MHO. This includes vaccines for children and flu and pneumonia shots for adults.

Office or Division:	Municipal Health Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	individuals			
CHECKLIST OR REQUIREMENTS		WHERE TO SECURE		
1. Baby's Immunization booklet		To be provided by the patient.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Parent presents baby's immunization booklet.	1.1 Receipt of booklet for assessment.	None	5 minutes	Midwife in-charge
	1.2 MHO staff takes vital signs of the baby.	None	5 minutes	
	1.3 Recording and home instructions to the parent.	None	2 minutes	
2. Baby receives vaccine.		None	3 minutes	
TOTAL:		None	15 minutes	



47. Provision of Consultation

This free service includes pediatric, adult, geriatric and pregnant individuals.

Office or Division:	Municipal Health Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Residents in the Municipality			
CHECKLIST OR REQUIREMENTS		WHERE TO SECURE		
1. Patient's Record Card		Patient's copy		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Patient Record card to MHO staff. For new patient, present ID or fill out information form.	1.1 Retrieval of Patient's record.	None	2 minutes	Nurse/ Midwife
2. Patient waits for his/her number to be called for checking of vital signs.	2.1 Conduct of interview, weighing and taking of blood pressure. 2.2 MHO staff forwards result to the Municipal Health Officer for evaluation.	None	3 minutes 1 minute	
3. Patient waits for his/her name to be called for consultation.	3.1 MHO conducts consultation/ evaluation to patient and gives medical recommendations	None	10-15 minutes, depending on the medical condition	Dr. Maridel P. Fuentes (Municipal Health Officer)
	3.2 MHO gives free medicines to the patient and sends him/her home.	None	2 minutes	Dr. Maridel P. Fuentes



	If needed, MHO forwards the patient to the laboratory for procedures necessary for further analysis of symptoms.			Dr. Maridel P. Fuentes
4. Patient proceeds to the laboratory to have his/her blood/urine extracted.	4.1 The Medical Technologist conducts laboratory procedures based on the request of the MHO.	None	5 minutes	Shiela Marie Dorego
5. Patient waits for the result	5.1 The MedTech forwards the result to the MHO for evaluation.	None	2 minnute	Shiela Marie Dorego
6. Patient receives medicines and instructions from the MHO.	6. MHO explains result of the laboratory and prescribes necessary medications.	None	5 minutes	Dr. Maridel P. Fuentes
TOTAL:		None	35 minutes	



48. Dental Consultations

This free service includes check up and tooth extraction by a Government dentist.

Office or Division:	Municipal Health Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Residents in the Municipality			
CHECKLIST OR REQUIREMENTS		WHERE TO SECURE		
1. Patient's Record Card		Patient's copy		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Patient approaches the Dental staff and submits Record Card.	1.1 interview of client and takes vital sign.	None	2 minutes	Asuncion Apines
2. Patient sees the Dentist.	2.1 Consultation and assessment of patient.	None	5 minutes	Dr. Joebel M. Castaño
	3.1 In case of extraction, patient receives payment order and pays at the OMT.	Tooth extraction: P 50.00	3 minutes	Dr. Joebel M. Castaño
3. Patient waits for his/her name to be called.	3.1 Dentist performs procedure.	None	5-10 minutes depending on the tooth.	Dr. Joebel M. Castaño
	3.2 Dental staff releases free medicine to the patient and gives instruction on dosage/administration of medicine.	None	3 minutes	Asuncion Apines
TOTAL:		50.00	23 minutes	



49. Prenatal Check up

This service caters to pregnant women to prepare them for child birth. They are given clinical care to ensure the health and safety of both the mother and the child.

Office or Division:		Municipal Health Office		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		Residents in the Municipality		
CHECKLIST OR REQUIREMENTS		WHERE TO SECURE		
1. Mother's Booklet/record Book		Municipal Health Office (MHO)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present booklet	1.1 Midwife in-charge retrieves record and checks vital signs of client.	None	7 minutes	RHU Personnel
	1.2 Conduct physical examination	None	3 minutes	
	1.3 Conduct of prenatal/postnatal counselling.	None	2 minutes	
	1.4 Administers immunizations to pregnant mothers.	None	3 minutes	
2. Client avails of services.	2.1 Perform Leopold's maneuver and check FHB (Fetal heart beat)	None	4 minutes	RHU Personnel
	2.2 Refer to Laboratory for CBC, Urinalysis, Hepa Test for Premigravida mothers and high-risk mothers	None	10 minutes	Shiela Marie D. Dorego
	2.3 Give instruction clearly on schedule of TBC (Time to Back)	None	1 minute	
TOTAL:		None	30 minutes	



50. Issuance of Medical Certificate

This is issued to individuals for the purpose of employment, sick leave, school requirement and other purposes.

Office or Division:	Municipal Health Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Residents in the Municipality who seek employment			
CHECKLIST OR REQUIREMENTS		WHERE TO SECURE		
1. Request Letter		To be provided by the client.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client presents request letter indicating the purpose of the request to the MHO staff.	1.1 Interview of the client.	None	2 minutes	RHM on duty
	1.2 Conduct of med. examination to patient.	None	5 minutes	
	1.3 Carrying out of Doctor's order and preparation of Medical Certificate	None	2 minutes	
	1.4 Issuance of payment order to the client.	None	1 minute	
2. Client pays prescribed fee at the OMT and returns the OR to MHO staff	2.1 Receipt of payment and issuance of OR.	None	3 minutes	OMT staff
	2.2 Preparation of certificate	None	2 minute	RHU Personnel
	2.3 MHO signs the certificate	None	1 minute	Dr. Maridel P. Fuentes
3. Client accepts the certificate.	3.1 Release of certificate	None	1 minute	RHU Personnel
TOTAL:		None	17 min.	



51. Issuance of Medico Legal/Medical Certificate

This is issued to the nearest of kin of a cadaver who is examined by the medical officer for whatever legal purpose it may serve.

Office or Division:	Municipal Health Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Residents clients w/ unsolved medico legal cases and individuals needing medical certificate for whatever legal purpose.			
CHECKLIST OR REQUIREMENTS		WHERE TO SECURE		
1. Referral from PNP (for medic-legal cases)		Philippine National Police (PNP)		
2. PhilHealth ID (if member)		Phil health		
3. Result of laboratory (if any)		Rural Health Unit (RHU)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client approaches the MHO staff	1.1 History taking check vital signs & fill up OPD forms	None	5 minutes	Nurse/Midwife
	1.2 Conduct medical exam to patient (Diagnosis, prescription, laboratory referral to hospital request by MHO)	None	10 minutes	Dr. Maridel P. Fuentes
2. Client pays prescribed fee at the OMT.	2.1 Receipt of payment and issuance of OR.	500.00	3 minutes	Office of the Municipal Treasurer (OMT) staff
3. Client claims medical certificate	3.1 Release of certificate	None	2 minutes	Nurse/Midwife
TOTAL:		500.00	20 minutes	



52. TB Dots services

This service is given to individuals with symptoms of tuberculosis. They are given a complete treatment and monitoring by the MHO.

Office or Division:	Municipal Health Office			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Patients with symptoms of Tuberculosis			
CHECKLIST OR REQUIREMENTS		WHERE TO SECURE		
1. PhilHealth ID, if member		Patient/Phil Health		
2. Individual Treatment Record Card		Rural Health Unit (Dumarao)		
3. Sputum Exam Result		Rural Health Unit (Dumarao)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to TB Dots Admitting Section	1.1 Nurse interviews client and take vital signs	None	3 minutes	Renetes M. Espinosa
	1.2 Refer to Physician for Medical Examination	None	15 minutes	Dr. Maridel P. Fuentes
	1.3 Nurse carries out Doctor's Order.	None	3 minutes	Renetes M. Espinosa
2. Proceed to Laboratory	2.1 MedTech collect sputum specimen from patient	None	30 minutes	Shiela Marie D. Dorego
	2.2 Present Sputum specimen to Laboratory	None	1 minute	
3. Wait for the result	3.1 Refer the specimen to GENEXPERT Facility (Passi City Health)	None	3 to 5 days	Shiela Marie D. Dorego
	3.2 Referred to Physician for Medical Advice if with GeneXpert result	None	5 minutes	Dr. Maridel P. Fuentes



4. If positive result, attend lecture/ counseling on Pulmonary Tuberculosis Bacillus If negative, Proceed to TB Dots Nurse for further instructions	4.1 Nurse conducts counseling and lectures	None	10 minutes	Renetes M. Espinosa
	4.2 Release medicine then observed/advised client for follow-up check-up	None	30 minutes	Renetes M. Espinosa
5. Patient avail of medicine		None		
TOTAL:		None	5 days, 1 hour & 37 minutes	



53. Laboratory Services

The laboratory is equipped with devices and instruments for performing tests to individuals that would help in the determination, management and treatment of an illness.

Office or Division:		Municipal Health Office		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		Residents in the Municipality		
CHECKLIST OR REQUIREMENTS		WHERE TO SECURE		
1. Laboratory request		Patient's Physician		
2. Specimen		Patient		
3. Individual Treatment Record		Rural Health Unit (Dumarao)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the laboratory request to the Medical Technologist	1.1 MedTech receives laboratory request for admission and instruction	None	5 minutes	Shiela Marie D. Dorego
	1.2 Advise the patient to pay the laboratory fee at OMT.	None	1 minute	
2. Pay the laboratory fees to the Treasurer's Office	2.1 Receive the payment then issue OR	Depend on the type of Lab fee: Complete blood count (CBC) -60.00 Platelet count: 40.00 Urinalysis: 45.00 Stool Examination: 45.00	2 minutes	Office of the Municipal Treasurer (OMT) staff



		Blood typing : 60.00 Pregnancy Test urine: 50.00 Serum:60.00 Hemoglobin determination : 50.00 HbsAg: 160.00 Lipid profile: 450.00 Uric Acid: 80.00 Cholesterol FBS:110.00 SGPT: 150.00 RPR: 150.00		
3. Proceed to Laboratory for examination and present the OR to Medical Technologist	3.1 MedTech extract/ conduct lab test to the patient then advise to wait for the result	None	1 hour	Shiela Marie D. Dorego
	3.1 for chemistry	None	5 hours	
4. Patient claims the lab. result	4.1 Release the lab. result to patient	None	2 minutes	
TOTAL:			6 hours & 10 minutes	



54. Newborn Screening

This screening is performed on infants shortly after birth to determine developmental, genetic and metabolic disorders in the new born babies.

Office or Division:	Municipal Health office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Newborn infants born in the Municipality			
CHECKLIST OR REQUIREMENTS		WHERE TO SECURE		
1. Phil Health ID (for members)		Patient's own copy /Phil health		
2. Mother's booklet/record		Patient's own copy		
3. Laboratory/Ultrasound result		Patient's own copy		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The client (mother) presents Newborn screening request to the MedTech.	1.1 The MedTech receives the request.	None	1 minute	Sheila Marie Dorego
	1.2 Prepare the newborn for the extraction of blood.	None	11 minutes	
2. Client pays the prescribed fee at the OMT.	2.1 Issuance of payment order for Newborn Screening.	1, 800.00 (Non-PhilHealth member) No fees (Phil health member)	3 minutes	Office of the Municipal Treasurer (OMT) staff
3. Client waits for the result of the screening and claims the result of the screening and claims the result at the Municipal Health Office.	3.1 Laboratory staff releases the result of the test.	None	1 month	Sheila Marie Dorego Darrel Beato
TOTAL:		1, 800.00	1 month & 15 minutes	



55. Family Planning Services

This service is for couples who want to have plan in the spacing of their pregnancies in order to attain their desired number of children

Office or Division:		Municipal Health Office			
Classification:		Simple			
Type of Transaction:		G2C – Government to Citizen			
Who may avail:		Couples in the Municipality			
CHECKLIST OR REQUIREMENTS		WHERE TO SECURE			
None		None			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Clients appear at MHO on their scheduled appointment.	1.1 Assessment of clients and taking of vital signs.	None	3 minutes	Midwife assigned	
	1.2 Data gathering and recording of patient's history and data.	None	2 minutes		
2. Clients attend lecture/counseling	2.1 Conduct counselling and lecture of the different family planning method.	None	10-15 minutes		
	2.2 Clients may choose among the different family planning methods, especially to the female. DMPA Pills/Pop Pills IUD Post-Partum IUD Implant	None	10 minutes		
3. Clients sign in the record card.	3.1 Instruct clients on the date of follow-up.	None	3 minutes		Midwife assigned
4. Clients avail of the service.		None	3 minutes		
TOTAL:		None	36 minutes		



56. Animal Bite Treatment Center

The **ANIMAL BITE TREATMENT CENTER** provides per-exposure and post-exposure prophylaxes to help workers and animal bite victims in the municipality.

Office or Division:	Municipal Health Office			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Residents in the Municipality			
CHECKLIST OR REQUIREMENTS		WHERE TO SECURE		
1. Patient's Record Card		Patient's copy		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Patient Record card to MHO staff. For new patient, present ID or fill out information form.	1.1 Retrieval of Patient's record.	None	2 minutes	Nurse/ Midwife
2. Patient waits for his/her number to be called for checking of vital signs.	2.1 Conduct of interview, weighing and taking of blood pressure.	None	3 minutes	
	2.2 MHO staff forwards result to the Municipal Health Officer for evaluation.	None	1 minute	
3. Patient waits for his/her name to be called for consultation.	3.1 MHO conducts consultation/ evaluation to patient and gives medical recommendations	None	10 minutes, depending on the medical condition	Dr. Maridel P. Fuentes (Municipal Health Officer)
	3.2 MHO gives free medicines and vaccines to the patient and	None	2 minutes	Dr. Maridel P. Fuentes



	<p>sends him/her home.</p> <p>MHO forwards the patient to the Animal Bite Center for Anti-rabies vaccines, tetanus toxoid, HTIG/ATS</p>			Dr. Maridel P. Fuentes
4. Patient proceeds to the Animal Bite Treatment Center.	4.1 The ABTC Nurse conducts anti-rabies vaccine immunization based on the Doctor's order.	None	5 minutes	Dinah Rose T. Villanueva
5. Patient receives medicines and instructions from the MHO.	5.1. MHO explains result of the laboratory and prescribes necessary medications.	None	5 minutes	Dr. Maridel P. Fuentes
TOTAL:		None	28 minutes	



MUNICIPAL BUDGET OFFICE

External Services



57. Review of the Barangay & Sangguniang Kabataan Annual Budget, Supplemental Budget and Realignment

This service caters to the review and checking of Barangay & SK budget based on Barangay Budget Guidelines.

Office or Division:	Municipal Budget Office			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Government			
Who may avail:	Barangay Officials/SK Officials			
CHECKLIST OR REQUIREMENTS		WHERE TO SECURE		
1. Barangay and Sangguniang Kabataan Annual Budget		Barangay		
2. Barangay and Sangguniang Kabataan Supplemental Budget		Barangay		
3. Barangay and Sangguniang Kabataan Realignment		Barangay		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submits requirements to the Municipal Budget (MB) staff.	1.1 Receipt and review of documents.	None	2 minutes	Julie Ann M. Tayona/ Kc C. Pingollo
	1.2 Checking of the completeness of the documents.	None	3 minutes	Julie Ann M. Tayona/ Kc C. Pingollo
2. Client waits while MB staff checks and reviews the documents.	2.1 Review of the budget.	None	30 minutes	Julie Ann M. Tayona/ Kc C. Pingollo
3. Client waits while the MB staff prepares the endorsement letter and PS computation for review and approval of the Municipal Budget Officer	3.1 Preparation of endorsement letter & PS computation to the Sangguniang Bayan.	None	3 minutes	Julie Ann M. Tayona/ Kc C. Pingollo
	3.2 MBO signs the endorsement to the SB Office for review and	None	2 minutes	Romel O. Gelilang



(MBO)	approval. 3.3 Transmittal of documents to the SB office for legislation		4 minutes	Any MBO staff
	3.4 SB staff receives the annual, supplemental and realignment of Brgy. & SK.		1 minute	Vincent Paul H. Meñez (SB Sec)
4. Client waits for the review and recommendation of the SB.	4.1 SB conduct session for the review and approval of the request.	None	3 sessions (3 readings at 1 reading per week)	Sangguniang Bayan
5. Client receives the approved annual, supplemental and realignment of Brgy. & SK.	5.1 MBO endorses the approved budgets to the concerned Brgy. & SK.	None	5 minutes	Sangguniang Bayan
TOTAL:		None	3 weeks & 50 minutes	



OFFICE OF THE SECRETARY TO THE SANGGUNIANG BAYAN

External Services



58. Request of True Copies of Ordinance/Resolution

This service certifies photocopied resolutions and ordinances to be authentic and copied from the original documents.

Office or Division:	Office of the Sangguniang Bayan			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2B - Government to Business G2G - Government to Government			
Who may avail:	Municipal Departments, NGO's, CSO's & General Public			
CHECKLIST OR REQUIREMENTS		WHERE TO SECURE		
1. Letter Request duly approved by the Secretary to the Sangguniang Bayan (SB Sec).		To be provided by the client.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present letter indicating the purpose of request to the SB Sec Office.	1.1 Staff receives the letter and forwards it to the SB Sec.	None	1 minute	Emilia P. Lozada
	1.2 SB Sec approves the request.	None	2 minutes	Vincent Paul H. Meñez
2. Client waits for the requested copy.	2.1 SB Sec office staff retrieves the requested documents from file.	None	5 minutes	Hanah F. Lopez
	2.2 SB Sec certifies the photocopied document.	100.00	1 minute	Vincent Paul H. Meñez
3. Client signs in the log book and accepts the document.	3.1 Recording of document in the log book.	None	1 minute	Emilia P. Lozada
TOTAL:		None	10 minutes	



59. Accreditation of Civil Society & Non-Government Organizations

This service issues resolutions on the accreditation of recognized organizations.

Office or Division:	Office of the Sangguniang Bayan			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Non-Government Organizations & Civil Society Organizations			
CHECKLIST OR REQUIREMENTS		WHERE TO SECURE		
1. Application Form		To be provided by the client.		
2. Constitution and by-laws (photocopy)				
3. List of Officers and Members				
4. Current Financial Statements duly accomplished.				
5. Certificate of Registration				
6. profile indicating the purpose and objective of the organization				
7. Board Resolution expressing the intention of the NGO to be accredited.				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client/NGO representative submits application form with attached complete documents.	1.1 Assessment and evaluation on the correctness and authenticity of documents.	None	5 minutes	Hanah F. Lopez
2. Client waits for the result of the review of the Sangguniang Bayan	2.1 Request is forwarded to the SB Sec for inclusion during regular session.	None	3 sessions (3 readings at 1 reading per week)	Vincent Paul H. Meñez/ Sangguniang Bayan Members
	2.2 Preparation of the duly adopted Resolution for the adoption or accreditation of NGO/CSO.	None		Vincent Paul H. Meñez



	<p>2.3 Transmittal of the approved resolution to the Office of the Vice Mayor for approval.</p> <p>2.4 The Vice Mayor approves and signs the resolution.</p>	None		<p>Hanah F. Lopez</p> <p>Vincent Paul H. Meñez</p>
3. Client receives the accreditation of CSO/NGO.	3.1 Release of document to client.	None	1 minute	Emilia P. Lozada
TOTAL:		None	3 weeks & 6 minutes	



MUNICIPAL AGRICULTURE OFFICE

External Services



60. Corn Seeds Subsidy

This service augments corn seeds to qualified farmers who belong to low income households.

Office or Division:	Municipal Agriculture Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Qualified corn farmers in the Municipality			
CHECKLIST OR REQUIREMENTS		WHERE TO SECURE		
1. Valid ID		To be provided by the client		
2. RSBSA Reference Number		Municipal Agriculture Office (MAO)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requirements	1.1 Check the requirements and issue the distribution slip.	None	3 minutes	Nima E. Salveo
2. Proceed to the releasing site and submit the distribution slip	2.1 Receive the distribution slip	None	3 minutes	Nima E. Salveo
	2.2 Record the client's information and type of seeds to be released	None	2 minutes	
3. Receive the issued corn seeds	3.1 Release of corn seeds	None	3 minutes	Nima E. Salveo
	3.2 Conduct photo documentation	None		
TOTAL:		None	11 minutes	



61. High Value Crop Assistance

This service enables the people to avail high value commercial crops planting materials.

Office or Division:	Municipal Agriculture Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Qualified high value crop farmers of the Municipality.			
CHECKLIST OR REQUIREMENTS		WHERE TO SECURE		
1. Valid ID		To be provided by the client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client approaches the MAO staff for inquiry	1.1 Verify the client's information in RSBSA	None	3 minutes	Grace H. Falco
	1.2 Validate the area of planting	None	Depend on the distance of the area from the office	
	1.3 Records the client's information and type of seeds to be released	None	3 minutes	
2. Receive the High Value Crop Assistance	2.1 Photo documentation of recipient receiving the Assistance.	None	3 minutes	Grace H. Falco
TOTAL:		None	9 minutes	



62. Rice Farmer Financial Assistance

This service augments cash assistance to qualified farmers who are registered to Registry System for Basic Sectors in Agriculture.

Office or Division:	Municipal Agriculture Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All rice farmers of the Municipality who are registered to Registry System for Basic sectors in Agriculture.			
CHECKLIST OR REQUIREMENTS		WHERE TO SECURE		
1. RSBSA Reference Number		Municipal Agriculture Office (MAO)		
2. Valid ID		To be provided by the client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client approaches the assigned technician for inquiry	1.1 Verify the client's information in RSBSA and in the RFO6 Master list	None	3 minutes	Assigned Technician
2. Receive the Cash Assistance	3.1 Issue cash assistance	None	3 minutes	Assigned Technician
	3.2 Conduct photo documentation of recipient	None	1 minute	
TOTAL:		None	7 minutes	



63. Rice Seeds Assistance

This service provides free palay seeds from allied government agencies to the qualified bona fide farmers of the municipality.

Office or Division:	Municipal Agriculture Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All rice farmers of the Municipality			
CHECKLIST OR REQUIREMENTS		WHERE TO SECURE		
1. RSBSA Reference Number		Municipal Agriculture Office (MAO)		
2. Valid ID		To be provided by the client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client approaches the assigned technician for inquiry	1.1 Verify the client's information in RSBSA and in the RFO6 Master list	None	3 minutes	Assigned Technician
2. Submit the requirements	2.1 Validate and check the submitted requirements	None	3 minutes	Assigned Technician
	2.2 Records the client's information and type of seeds to be released	None	3 minutes	
3. Receive the Rice Seeds Assistance/ Subsidy	3.1 Issue seeds assistance/ subsidy	None	5 minutes	Assigned Technician
	3.2 Conduct photo documentation of recipient	None	1 minute	
TOTAL:		None	15 minutes	



64. Animal Health Care Services

This service conduct vaccination, treatment, deworming, and consultation/validation and submission of disease incidence.

Office or Division:	Municipal Agriculture Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Livestock and poultry owners of the Municipality			
CHECKLIST OR REQUIREMENTS		WHERE TO SECURE		
1. Request Form		Municipal Agriculture Office (MAO)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client fills out request form.	1.1 Assist client in filling out of form.	None	3 minutes	Mark V. Cabailo
	1.2 Interview client about the nature of request.	None	5 minutes	
	1.3 Schedule of farm/home visitation.	None	2 minutes	
2. Client avails the service requested.	2.1 Conduct of farm/home visitation and perform request.	None	Up to 2 hours (depending on the distance of destination from the MAO)	Mark V. Cabailo
	2.2 Writing of report in the logbook.	None		
TOTAL:		None	2 hours, 10 minutes	



65. Dog Rabies Vaccination Program (walk-in)

This service provides anti-rabies vaccination for pets (cats and dogs) of either walk-in clients or mass anti-rabies vaccination.

Office or Division:	Municipal Agriculture Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Dog owners of the Municipality			
CHECKLIST OR REQUIREMENTS		WHERE TO SECURE		
1. Walk-in or by appointment		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client approaches the MAO staff for inquiry.	1.1 Interview of the dog/s owner.	None	5 minutes	Mark V. Cabailo
	1.2 MAO staff prepares vaccination record.	None	3 minutes	
2. Client avails of the vaccination service for his/her dog.	2.1 MAO staff administers vaccination (walk-in). If by appointment, MAO staff schedules the date of vaccination.	None	Up to 1 hour and 30 minutes, depending on the distance of the residence from the office).	Mark V. Cabailo
	2.2 Recording in the logbook.	None	2 minutes	
TOTAL:		None	1 hour & 40 minutes	



66. Farm Tractor Services

This service includes plowing and harrowing using the Municipal tractor as part of the on-farm mechanization program to minimize labor cost of the farmers.

Office or Division:	Municipal Agriculture Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Farmers of the Municipality			
CHECKLIST OR REQUIREMENTS		WHERE TO SECURE		
1. Request Form		Municipal Agriculture Office (MAO)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the request letter	1.1 Assess the request letter	None	3 minutes	Teresa Jane A. Abenir
2. Sign the client logbook	2.1 Scheduling for the use of the equipment	None	3 minutes	Teresa Jane A. Abenir
3. Pay the corresponding fee	3.1 Collect payment/ Issuance of Official Receipt	6.00/ha	3 minutes	Office of the Municipal Treasurer (OMT)
TOTAL:			9 minutes	



67. Issuance of MAO Certification

This service issues certification to farmers to compliance to Agriculture-related activities, claims and other legal purpose.

Office or Division:	Municipal Agriculture Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Constituents who need certifications for Agriculture-related activities			
CHECKLIST OR REQUIREMENTS		WHERE TO SECURE		
1. Barangay Certificate		Perspective Barangay		
2. RSBSA no.		Municipal Agriculture Office (MAO)		
3. Valid ID		To be provided by the client		
4. Official Receipt		Office of the Municipal Treasurer (OMT)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register in the client's logbook	1.1 Determine the purpose of the requested MAO Certification	None	3 minutes	Rona C. Asupardo
2. Submit the requirements	2.1 Assess the submitted requirements 2.2 Prepare the certification	None	5 minutes	Rona C. Asupardo
3. Receive the Certification	3. 1 Issue the certification	None	2 minutes	Rona C. Asupardo
TOTAL:		None	10 minutes	



68. Application for Livestock & Crop Insurance

This service facilitates crop insurance services for rice crop and livestock for farmers.

Office or Division:	Municipal Agriculture Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Farmer and livestock owners of the Municipality			
CHECKLIST OR REQUIREMENTS		WHERE TO SECURE		
1. RSBSA Reference Number		Municipal Agriculture Office (MAO)		
2. Valid ID		To be provided by the client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client approaches the assigned Technician for inquiry	1. Verify the client's information in RSBSA	None	5 minutes	Assigned Technician
2. Fill in the Application Form	1.1 Conduct Interview 1.2 Assist on accomplishing the Application Form	None	5 minutes	Assigned Technician
3. Pay the corresponding fee	3. Brief the client regarding the fees to be collected	62.50	3 minutes	Assigned Technician
4. Secure personal copy	4. Filed the applicants' data for submission to the accountable agency	None	3 minutes	Assigned Technician
TOTAL:		62.50	16 minutes	



69. Application for Notice of Claims Due to Losses

This service facilitates the submission of Notice of Loss of crops/livestock covered by insurance.

Office or Division:	Municipal Agriculture Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Farmer and livestock owners of the Municipality			
CHECKLIST OR REQUIREMENTS		WHERE TO SECURE		
1. Valid ID		To be provided by the client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client approaches the assigned staff for inquiry	1. Verify the client's information in RSBSA	None	5 minutes	Assigned staff
2. Fill in the Application form	2.1 Conduct Interview 2.2 Assist on accomplishing the application form	None	5 minutes	Assigned staff
3. Secure personal copy	3. Filed the applicants' data for submission to the Accountable Agency.	None	3 minutes	Assigned staff
TOTAL:		None	13 minutes	



OFFICE OF THE MUNICIPAL SOCIAL WELFARE & DEVELOPMENT

External Services



70. Issuance of Assistance to Individuals in Crisis Situation (AICS) – Medical Assistance.

This is the provision of financial assistance to individuals or families in crisis situations in order to augment their medical needs.

Office or Division:	Municipal Social Welfare and Development Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All indigent residents/individuals in crisis situations.			
CHECKLIST OR REQUIREMENTS		WHERE TO SECURE		
1. Certificate of Indigency		Barangay Hall		
2. Hospitalization bill/Medical Abstract		To be provided by the client		
3. Prescription from the Physician		To be provided by the client		
4. CEDULA		Office of the Municipal Treasurer (OMT)		
5. Valid ID of client		To be provided by the client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submits complete requirements.	1.1 Assessment and evaluation of documents.	None	3 minutes	Jaycel Jamiñas Rodelyn Joy F. Depatillo Ronel Monforte Claudine Jean Aliperio
	1.2 Interview of client for further information about the case.	None	3 minutes	
	1.3 Prepare documents for signature by the MSWDO.	None	2 minutes	
	1.4 MSWDO signs the documents.	None	1 minute	
	1.5 Submission of documents to the respective offices for processing (Budget Office, Mayor's Office, Accounting Office)	None	6 minutes	



	and Treasurer's Office)			
2. Client receives the cash assistance		None	1 minute	Office the Municipal Treasurer
TOTAL:		None	16 minutes	



71. Issuance of Assistance to Individuals in Crisis Situation (AICS) – Burial Assistance

This is the provision of assistance to individuals or families in crisis situations in order to augment their financial needs during the burial of a loved one.

Office or Division:	Municipal Social Welfare and Development Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All indigent residents/individuals in crisis situations.			
CHECKLIST OR REQUIREMENTS		WHERE TO SECURE		
1. Certificate of Indigency		Barangay Hall		
2. Death Certificate		To be provided by the client		
3. CEDULA		Office of the Municipal Treasurer (OMT)		
4. Valid ID of client		To be provided by the client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submits complete requirements.	1.1 Assessment and evaluation of documents.	None	3 minutes	Jaycel Jamiñas
	1.2 Interview of client for further information about the case.	None	3 minutes	Rodelyn Joy F. Depetillo
	1.3 Prepare documents for signature by the MSWDO.	None	2 minutes	Ronel Monforte
	1.4 MSWDO signs the documents.	None	1 minute	Claudine Jean Aliperio
	1.5 Submission of documents to the respective offices for processing (Budget Office, Mayor's Office, Accounting Office and Treasurer's Office)	None	6 minutes	



2. Client receives the cash assistance	None	None	1 minute	Office of the Municipal Treasurer
TOTAL:		None	16 minutes	



72. Issuance of Assistance to individuals in Crisis Situation (AICS) - Shelter

This is the provision of assistance to individuals or families in crisis situations due to man-made or natural calamities in order to augment their financial needs.

Office or Division:	Municipal Social Welfare and Development Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All indigent residents/individuals			
CHECKLIST OR REQUIREMENTS		WHERE TO SECURE		
1. Certificate of Indigency		Barangay Hall		
2. Barangay Incident Report		Barangay Hall		
3. Police Blotter		Philippine National Police		
4. Fire Certification		Bureau of Fire Protection		
5. CEDULA		Office of the Municipal Treasurer (OMT)		
6. Valid ID of client		To be provided by the client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submits complete requirements.	1.1 Assessment and evaluation of documents.	None	3 minutes	Fernan Dalisay
	1.2 Interview of client for further information about the case.	None	3 minutes	Shahanie Alcoran
	1.3 Prepare documents for signature by the MSWDO.	None	2 minutes	Joefril F.Indiana
	1.4 MSWDO signs the documents.	None	1 minute	
	1.5 Submission of documents to the respective offices for processing (Budget Office, Mayor's Office, Accounting Office)	None	6 minutes	Claudine Jean Aliperio



	and Treasurer's Office)			
2. Client receives the cash assistance.		None	1 minute	Office of the Municipal Treasurer
TOTAL:		None	16 minutes	



73. Issuance of OSCA ID

This is a privilege to elderly residents of the municipality provide by RA 9994. An ID is issued to them in order to avail of discounts on medicines, groceries, foods, and others.

Office or Division:	Municipal Social Welfare and Development Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Resident Senior Citizens of the Municipality			
CHECKLIST OR REQUIREMENTS		WHERE TO SECURE		
1. Valid ID		To be provided by the client.		
2. Photocopy of Live Birth		To be provided by the client.		
3. 1 pc 1x1 ID picture		To be provided by the client.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client approaches MSWDO staff and submits requirements	1.1 Receipt of requirements.	None	1 minute	Renato E. Fiebre
	1.2 Assessment of requirements and a short interview for verification purposes.	None	1 minute	Renato E. Fiebre
	1.3 Preparation of OSCA ID.	None	1 minute	Renato E. Fiebre
2. Client claims the ID and Purchase booklet.	2.1 Release of OSCA ID and Purchase Booklet.	None	1 minute	Renato E. Fiebre
TOTAL:		None	4 minutes	



74. Issuance of Solo Parent ID

This is a privilege to elderly residents of the municipality provide by RA 8972. An ID is issued to them in order to avail of discounts on medicines, groceries, foods, and others.

Office or Division:	Municipal Social Welfare and Development Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Resident Solo Parents in the Municipality			
CHECKLIST OR REQUIREMENTS		WHERE TO SECURE		
1. Application Form		MSWDO		
2. Birth certificate of child/children below 18 years old.		To be provided by the client.		
3. Proof of being single/solo parent, such as: death of spouse, Solo parent Certificate from Brgy., court order of annulment or legal separation, barangay certification, certificate of imprisonment and 1x1 ID picture.		To be provided by the client.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submits complete requirements.	1.1 Assessment of requirements and evaluation of documents.	None	1 minute	Geline Salva
	1.2 Brief interview to the client for Social Case Study.	None	1 minute	Marven Lampongga
	1.3 Preparation of ID.	None	1 minute	Geline Salva
2. Client receives the Solo Parent ID.	2.1 Release of ID and signing of logbook.	None	1 minute	Marven Lampongga
TOTAL:		None	4 minutes	



75. Issuance of PWD ID

These Identification Card and Purchase Booklet are issued to the differently abled persons in the municipality for the to be able to avail of their rights and privileges as prescribed by RA 9442.

Office or Division:	Municipal Social Welfare and Development Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Resident Persons with Disability in the Municipality			
CHECKLIST OR REQUIREMENTS		WHERE TO SECURE		
1. Application Form		MSWDO		
2. Medical certificate or Certificate of Disability.		Government Doctor		
3. 1x1 ID picture		To be provided by the client.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submits complete requirements.	1.1 Assessment of requirements and evaluation of documents.	None	1 minute	Anthony Genova
	1.2 Brief interview to the client for verification.	None	1 minute	Iner Tropico
	1.3 Preparation of ID.	None	1 minute	Iner Tropico
2. Client receives the PWD ID.	2.1 Release of ID and signing of logbook.	None	1 minute	Anthony Genova
TOTAL:		None	4 minutes	



76. Intervention Program for Violence Against Women and Children (VAWC) cases.

This service facilitates the needs of abused women and children and those who have domestic problems.

Office or Division:	Municipal Social Welfare and Development Office			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Women and Children who were abused, or have had domestic problems and victims of other forms of violence.			
CHECKLIST OR REQUIREMENTS		WHERE TO SECURE		
1. Blotter report from PNP		Philippine National Police (PNP)		
2. Client Intake Form		Municipal Social Welfare & Dev't Office (MSWD)		
3. Medical Certificate		Municipal Health Office (MHO)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client report to PNP	PNP	None	5 minutes	PNP Personnel
2. Refer client to MHO for medicine examination.	MHO	None	5 minutes	Shahanie Alcoran
3. Conduct client intake/interview	MSWD	None	5 minutes	
4. Conduct counseling	MSWD	None	10 minutes	
5. Assessment for disposition of the case/ refer client to Brgy Protection Order (BPO)	Barangay Hall	None	5 minutes	
TOTAL:		None	30 minutes	



77. Intervention Program for Children in Conflict with the Law

This provides psycho-social intervention to children in conflict with the law.

Office or Division:	Municipal Social Welfare and Development Office			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Minors and young adults who acted without discernment.			
CHECKLIST OR REQUIREMENTS		WHERE TO SECURE		
1. Blotter report from PNP		PNP		
2. Intake form		MSWDO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client report to PNP	PNP	None	5 minutes	Shahanie Alcoran
2. Refer client to MHO for medicine examination.	MHO	None	5 minutes	
3. Conduct client intake/interview	MSWD	None	5 minutes	
4. Conduct counseling	MSWD	None	10 minutes	
5. Assessment for disposition of the case/ refer client to Brgy Protection Order (BPO)	Barangay Hall	None	5 minutes	
TOTAL:		None	30 minutes	



78. Availment of case studies/referrals

This provides financial augmentation to individuals in crisis situations, for the procurement of medicines, hospital bills, and laboratory.

Office or Division:	Municipal Social Welfare and Development Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Individuals or groups who wish to avail of Financial or Medical Assistance to other agencies			
CHECKLIST OR REQUIREMENTS		WHERE TO SECURE		
1. Certificate of Indigency		Barangay hall		
2. Medical or Death Certificate		To be provided by the client		
3. Proof of Billing		To be provided by the client.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submits complete requirements.	1.1 Assessment of requirements and evaluation of documents.	None	3 minutes	Ronel Monforte
	1.2 Brief interview to the client for verification.	None	3 minutes	Ronel Monforte
	1.3 Preparation of the document.	None	3 minutes	Shahanie Alcoran
	1.4 MSWDO and Municipal Mayor signs the document.	None	2 minutes	Shahanie Alcoran
	2.1 Release of document and signing of logbook.	None	1 minute	Shayne Clarisse Mendoza
TOTAL:		None	12 minutes	



79. Educational Referral

This service conducts case studies to recipients to be submitted to a higher office or other institutions for availment of educational assistance.

Office or Division:	Municipal Social Welfare and Development Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students who seek educational aid			
CHECKLIST OR REQUIREMENTS		WHERE TO SECURE		
1. Certificate of Indigency		Barangay Hall		
2. Enrollment form		MSWDO		
3. Statement of Account		To be provided by the client		
4. Valid ID of client		To be provided by the client		
5. CEDULA		Office of the Municipal Treasurer (OMT)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submits complete requirements.	1.1 Assessment of requirements and evaluation of documents.	None	3 minutes	Shahanie Alcoran
	1.2 Brief interview to the client for verification.	None	3 minutes	Shayne Clarisse Mendoza
	1.3 Preparation of the document.	None	3 minutes	Shahanie Alcoran
	1.4 MSWDO signs the document.	None	1 minutes	Shahanie Alcoran
2. Client receives the referral letter.	2.1 Release of document and signing of logbook.	None	1 minute	Shayne Clarisse Mendoza
TOTAL:		None	11 minutes	



80. Medical Referral

This service conducts case studies to recipients to be submitted to a higher office or other institutions for availment of medical assistance.

Office or Division:	Municipal Social Welfare and Development Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students who seek financial aid for hospitalizations			
CHECKLIST OR REQUIREMENTS		WHERE TO SECURE		
1. Medical Abstract/ Certificate		From Doctor		
2. Hospital Bill/ Doctor's Prescription		From the Hospital		
3. Valid ID of client		To be provided by the client		
4. CEDULA		Office of the Municipal Treasurer (OMT)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submits complete requirements.	1.1 Assessment of requirements and evaluation of documents.	None	3 minutes	Shahanie Alcoran
	1.2 Brief interview to the client for verification.	None	3 minutes	Shayne Clarrise Mendoza
	1.3 Preparation of the document.	None	3 minutes	Ronel Monforte
	1.4 MSDWO signs the referral document.	None	1 minutes	Shahanie Alcoran
2. Client receives the referral letter.	2.1 Release of referral document to requesting client.	None	1 minute	Shayne Clarisse Mendoza
TOTAL:		None	11 minutes	



FEEDBACK AND COMPLAINTS MECHANISMS

<p>How to send feedback</p>	<p>Answer the client satisfaction/ client feedback form and drop your accomplished from at the box in the Public Assistance and Complaint Desk, or text to 09209769390. You may also call us at (036) 5200181, or email at mayorsofficedumarao@gmail.com or hrmo.mgodumarao@gmail.com</p>
<p>How feedbacks are processed</p>	<p>Feedback requiring answers are forwarded to the office concerned. The head of office will call the concerned staff and discuss the matter in the presence of the applicant/client. If the applicant/client is not satisfied, he/she can go directly to the Human Resource Management Officer or to the Office of the Mayor for proper settlement.</p>
<p>How to file a complaint</p>	<ol style="list-style-type: none"> 1. Upon receipt of the complaints, the HRMO forward said complaints to the Grievance Committee. 2. Immediately the committee convenes and calls the attention of concerned employee and informs him/her about the complaints raised against him/her. 3. After receipt of the answer of the subject employee, the HRMO shall notify the complainant and inform him/her the answer of his/ her complaint. <p style="text-align: center;">OR</p> <p>With the presence of complainant, the committee together with the subject employee can discuss the problem and give immediate answer or action on it.</p>
<p>Other Agencies where complaints can be filed:</p>	<p>Complaints may also be filed in any of the following government agencies:</p> <p style="text-align: center;">ANTI-RED TAPE AUTHORITY (ARTA) G/F, HPGV Building (Formerly Accelerando), 395 Senator Gil J. Puyat Avenue, 1200 Makati (02) 8478-5091 / 478-5099 info@arta.gov.ph complaints@arta.gov.ph</p>



**PRESIDENTIAL COMPLAINTS CENTER (PCC)
OFFICE OF THE PRESIDENT**

Bahay Ugnayan, J.P. Laurel Street, Malacañang,
Manila Telefax: (02)-87368621 (02) 8736-8645
(02) 8736-8603 (02) 8736-8629 (02) 8736-8621
pcc@malacanang.gov.ph

CONTACT CENTER NG BAYAN (CCB)

Hotline: 1-6565 accessible via PLDT and Smart
landlines nationwide

- SMS/Text Access: 0908-8816565
- Email: email@contactcenterngbayan.gov.ph
- Website: www.contactcenterngbayan.gov.ph
 - Facebook page:

www.facebook.com/contactcenterngbayan



CUSTOMER ACTION SHEET

(For Walk-in Clients)

Date: _____

Name of Requesting Party: _____

Telephone/Fax/Cellphone Number.: _____

Office Address: _____

Residence Address: _____

Particulars of Request:

Action Taken:

- Easy (procedural queries)
- Medium (clarification queries)
- Difficult (requesting action officer to provide technical expertise by doing the work himself/herself)

Signature of Requesting Party

Action Officer

*You may use the back page for additional information.



Republic of the Philippines
Province of Capiz
Municipality of Dumarao
CLIENT FEEDBACK FORM



Dear Client,

Kindly Fill-up this survey form and let us know your experience while transacting official business with us. LGU Dumarao shall comply with the Republic Act No. 10173 or the Data Privacy Act of 2012; any personal information you choose to share will be kept confidential.

Pinalangga namon nga kliyente,

Palihog butangi sang nagakaigo nga mga sabat ang ini nga pormas, agud amon mahibalu-an ang imo eksperyensya samtang ikaw naga transaksyon sa amon. Makasalig kamo nga ang inyo mga sabat mangin kompidensyal kay ang LGU Dumarao nagasunod sa Republic Act No. 10173 ukon sa Data Privacy Act of 2012.

Client Type: Client Business Government (Employee or from another agency) Date: _____
Age: Below 18 y/o 18-24 y/o 25-34 y/o 35-44 y/o 45-54 y/o 55-64 y/o 65 y/o and above
Gender: _____ Region of residence: _____

Instructions: Put a check mark (✓) beside the statement that best describes your awareness and experience in using the DILG Citizen's Charter (CC). The Citizen's Charter (CC) is an official document that reflects the services of a government agency/office including its requirements, fees, and processing times, among others. *Butangan sang marka nga check (✓) sa kilid sang panaysayon ang nagapakita sang imo ihibalo kag naagyan sa paggamit sang Citizen's Charter (CC).*

<p>CC1. Which of the following best describes your awareness of a CC? <i>Sa diin sa mga ini ang nagapakita sang imo ihibalo sa Citizen's Charter (CC)?</i></p> <p><input type="checkbox"/> 1. I know what a CC is and I saw this office's CC. <input type="checkbox"/> 2. I know what a CC is but I did NOT see this office's CC <i>Nahibalu-an ko kung ano ang CC kag nakita ko ang CC sang sini nga opisina. Nahibalu-an ko kung ano ang CC apang wala ko makita ang CC sang sini nga opisina.</i></p> <p><input type="checkbox"/> 3. I learned of the CC only when I saw this office's CC. <input type="checkbox"/> 4 I do not know what a CC is and I did not see one in this office. (Answer 'N/A' on CC2 and CC3) <i>Nahibalu-an ko lamang ang CC sang nakita ko ang CC sang sini nga opisina. Wala gid ko may ihibalo kung ano ang CC kag wala ko man makita ang CC sang sini nga opisina. (Ibutang ang 'N/A' sa CC2 kag CC3 kung ikaw nagmarka sa ika-apat nga numero.)</i></p>
<p>CC2. If aware of CC (answered 1-3 in CC1), would you say that the CC of this office was: <i>Kung ikaw may ihibalo sa Citizen's Charter (Palihog sabat sang 1-3 sa CC1), mahambal mo bala nga ang Citizen's Charter sang opisina nga ini nga:</i></p> <p><input type="checkbox"/> 1. Easy to see. <input type="checkbox"/> 2. Somewhat easy to see. <input type="checkbox"/> 3. Difficult to see. <input type="checkbox"/> 4. Not visible at all <input type="checkbox"/> 5. N/A <i>Mahapos makit-an Medyo mahapos makit-an Mabudlay makit-an Indi makit-an</i></p>
<p>CC3. If aware of CC (answered codes 1-3 in CC1), how much did the CC help you in your transaction? <i>Kung ikaw may ihibalo sa Citizen's Charter (Palihog sabat sang 1-3 sa CC1), paano nakabulig ang Citizen's Charter sa imo transaksyon?</i></p> <p><input type="checkbox"/> 1. Helped very much. <input type="checkbox"/> 2. Somewhat helped. <input type="checkbox"/> 3. Did not help. <input type="checkbox"/> 4. N/A <i>Dako ang nabulig Medyo nakabulig Wala sang may nabulig</i></p>

Instructions: For the following items, put a check mark (✓) on the column that best describes your satisfaction level.

Sa mga masunod, Palihog butang sang marka nga check (✓) sa kolum nga nagapakita sang lebel sang imo pagkakuntento sa imo nabaton nga serbisyo sa imo pagtransaksyon.

						N/A Not applicable
SQD0. I am satisfied with the service that I availed. <i>(Kuntento gid ako sa serbisyo nga akon nabaton.)</i>						
SQD1. I spent a reasonable amount of time for my transaction. <i>(Gamay lang nga oras ang akon nagamit para sa akon transaksyon.)</i>						
SQD2. The office followed the transaction's requirements and steps based on the information provided. <i>(Gasunod gid ang opisina sa mga kinahanglanon nga trasaksyon kag mga tikang base man sa gin hatag nga impormasyon.)</i>						
SQD3. The steps (including payment) I needed to do for my transaction were easy and simple. <i>(Ginpadali kag gin pasimple gid ang mga hilikuton, (pati ang pagbayad) nga kinahanglanon para sa akon transaksyon.)</i>						
SQD4. I easily found information about my transaction from the office or its website. <i>(Mahapos ko nga nakita ang mga impormasyon nga may kaangtanang sa akon transaksyon, paagi sa ila website kag sa ila mismo opisina.)</i>						
SQD5. I paid a reasonable amount of fees for my transaction. <i>(Nagbayad ako sang nagakaigo nga kantidad para sa mga balaydan sa akon transaksyon.)</i>						
SQD6. I feel the office was fair to everyone, or "walang palakasan", during my transaction. <i>(Mabatyagan mo gid nga ang opisina wala sang may gina paburan ukon wala sang "palakasan" sa tion sang ako may transaksyon.)</i>						
SQD7. I was treated courteously by the staff, and (if asked for help) the staff was helpful. <i>(Matinatapon gid kag mabinuligon ang mga staff kung ako may mga pamangkot sa ila.)</i>						
SQD8. I got what I needed from the government office, or (if denied) denial of request was sufficiently explained to me. <i>(Nakuha ko gid tanan ang akon mga kinahanglanon sa opisina, ukon kung indi man, ako man ila gina paathagan sang mayad kung ano akon paga himuon.)</i>						

Suggestions on how we can further improve our services:
Suhestyon kung paano pa namon mas mapanami ang amon serbisyo:

Name (optional):		Contact number:	
Department/Office:		Email address:	

THANK YOU!



MUNICIPALITY OF DUMARAO

List of Officials

2022-2025

	Name of Official	Position
1	Hon. Atty. Mateo C. Hachuela	Municipal Mayor
2	Hon. Jose Bilmar F. Dampog	Municipal Vice Mayor
3	Hon. Francis Dave I. Juanico	Sangguniang Bayan Member Chairman – Committee on Finance & Appropriation Chairman- Committee on Health & Sanitation
4	Hon. Dave Rainier G. Basiliano	Sangguniang Bayan Member Chairman – Committee on Transportation & Communication Chairman- Committee on Tourism & Culture
5	Hon. Fernando P. Alianza	Sangguniang Bayan Member Chairman – Committee on Rules & Privileges Chairman- Committee on Agriculture, Food, Market & Slaughterhouse Chairman- Committee on Education
6	Hon. Fernando P. Dorado, Jr.	Sangguniang Bayan Member Chairman – Committee on Justice & Human Rights
7	Hon. Alicia F. Farinas	Sangguniang Bayan Member Chairman – Committee on Environment Chairman- Committee on Women, Children, Family & Senior Citizen
8	Hon. Roweno F. Perra	Sangguniang Bayan Member Chairman – Committee on Public Order & Safety Chairman- Committee on Emergency, Disaster & Risk Reduction Management
9	Hon. Karen G. Hallarda	Sangguniang Bayan Member Chairman – Committee on Ways & Means Chairman- Committee on Good Government & Social Services
10	Hon. Giovanne H. Hare	Sangguniang Bayan Member Chairman – Committee on Cooperative, Employment, Livelihood and Accreditation Chairman- Committee on Trade & Industry
11	Hon. Remuel M. Dario	Liga ng mga Barangay Vice President Chairman – Committee on Barangay Affairs
12	Hon. Glenry P. Capuso	SK Federation President Chairman – Committee on Youth & Sports/Gender & Development



MUNICIPALITY OF DUMARAO

Poblacion Ilawod, Dumarao, Capiz

Tel. No. (036) 6580159

Email address: mayorsofficedumarao@yahoo.com

Department Heads, Heads of Offices & Officers-Designate

	Name	Position/Designation	Department/Office
1	Florencio F. Farinas, Jr., LPT, MPA, DPA, EnP.	OIC Municipal Administrator	Office of the Municipal Administrator (036) 5200181
		Municipal Disaster Risk Reduction & Mgt. Officer	Municipal Disaster Risk Reduction & Mgt. Office 0928 540 6011
		OIC, Municipal Assesor	Office of the Municipal Assesor 0916 681 4690
2	Engr. Judy F. Solanoy, MPA, EnP	Municipal Planning & Development Coordinator	Municipal Planning & Development Office 0977 820 9415
3	Phoebe L. Gagula, RSW	Municipal Social Welfare & Development Officer	Municipal Social Welfare & Development Office (036) 651 0969
4	Dr. Maridel P. Fuentes	Municipal Health Officer	Municipal Health Office (036) 651 0397
5	Yolita P. Frias, MPA	Municipal Civil Registrar	Office of the Municipal Civil Registrar (036) 658 0884
6	Vincent Paul H. Meñez	Secretary to the Sangguniang Bayan	Office of the SB Secretary (036) 658 0193
7	Lourdes Dawn M. Ojacastro, MPA	Human Resource Mgt. Officer	Human Resource Mgt. Office 0920 976 7390
		Public Employment Services Officer-Designate	Office of the Municipal Mayor 0920 976 7390/ 0907 247 4233
8	Khint H. Silubrico, CPA	Municipal Accountant	Office of the Municipal Accountant (036) 651 0220
9	Jose Jim R. Hombre, MPA	Municipal Treasurer	Office of the Municipal Treasurer



			(036) 658 0765
10	Engr. Jesus Deler M. Humpay	Municipal Engineer	Office of the Municipal Engineer (036) 651 0254
11	Charvie Richel Anne H. Bartonico	OIC, Municipal Agriculture Office	Municipal Agriculture Office 0917 322 1414
12	Cynthia G. Flores	MENRO	MENRO (036) 658 0868
13	Emily F. Fungot	General Services Office	General Services Office (036) 658 0251
14	Romel O. Gelilang, MPA	Municipal Budget Officer	OIC Municipal Budget Office 0968 880 5854
15	Alonie D. Protacio	Market Supervisor/ BPLO Designate/LEDIPO Designate	Market and Slaughterhouse Section 0915 264 1960
17	Angela B. Delao	Municipal Tourism-Designate	Office of the Municipal Mayor (036) 5200181
		Municipal Information Officer-Designate	Office of the Municipal Mayor (036) 5200181



Republic of the Philippines
Province of Capiz

MUNICIPALITY OF DUMARAO

Office of the Sangguniang Bayan



EXCERPTS FROM THE MINUTES OF THE 33RD REGULAR SESSION OF THE SANGGUNIANG BAYAN OF DUMARAO, CAPIZ 2022-2025 HELD AT THE SANGGUNIANG BAYAN SESSION HALL, DUMARAO, CAPIZ ON SEPTEMBER 03, 2024

Present:

HON. JOSE BILMAR F. DAMPOG
Municipal Vice Mayor/ Presiding Officer

- Hon. Francis Dave I. Juanico..... Sangguniang Bayan Member
- Hon. Dave Rainier G. Basiliano -do-
- Hon. Fernando P. Alianza -do-
- Hon. Fernando P. Dorado, Jr..... -do-
- Hon. Alicia F. Farinas..... -do-
- Hon. Karen G. Hallarda -do-
- Hon. Giovanne H. Hare -do-
- Hon. Remuel M. Dario..... Ex-Officio Member – Liga ng mga Barangay
- Hon. Glenry P. Capuso..... Ex-Officio Member – PPSK
- Hon. Pablito M. Escona..... Ex-Officio Member – IPMR

Absent:

- Hon. Roweno F. Perra..... Sangguniang Bayan Member

MUNICIPAL RESOLUTION NO. 24-117

“ADOPTING AND APPROVING THE REVISED CITIZEN’S CHARTER 2024 - 5th EDITION OF THE MUNICIPAL GOVERNMENT OF DUMARAO, CAPIZ”

WHEREAS, Republic Act No. 9485, entitled: “An Act to Improve Efficiency in the Delivery of Government Service to the Public by Reducing Bureaucratic Red Tape, Preventing Graft and Corruption, and Providing Penalties Thereof”, otherwise known as the Anti-Red Tape Act of 2007, was enacted to avert graft and corrupt practices and to improve the efficiency of delivery of government frontline agencies;

WHEREAS, under the Implementing Rules and Regulations (IRR) of the said Act, each office or agency is required to set up service standards to be known as the Citizen’s Charter;

WHEREAS, a Citizen’s Charter, as defined under Section 2(b), Rule II of the IRR, refers to an official document, a service standard or a pledge, that communicates in simple terms, information on the services provided by the government to its citizens. It describes the step-by-step procedure for availing a particular service, and the guaranteed performance level that they may expect for that service;

WHEREAS, the Municipal Government of Dumarao, in compliance with the law, formulated its own Citizen’s Charter before, but a revision is needed to keep the provisions and other policies updated;

NOW THEREFORE, Be it resolved as it is hereby resolved by the Sangguniang Bayan of Dumarao, Capiz 2022-2025 to Adopt and Approve the Revised Citizen’s Charter 2024- 5th Edition of the Municipal Government of Dumarao, Capiz.




Resolution No. 24-117

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APPROVED: Unanimously by all Members present, during the 33rd Regular Session of the Sangguniang Bayan of Dumarao, Capiz 2022-2025, on motion of Hon. Francis Dave I. Juanico duly seconded by Hon. Giovanne H. Hare and Hon. Karen G. Hallarda.

Sponsored by : *Committee on Finance and Appropriation*
Hon. Francis Dave I. Juanico Chairman
Hon. Karen G. Hallarda..... Vice Chairman
Hon. Alicia F. Farinas..... Member

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I hereby certify that this Municipal Resolution was duly passed and approved by the Sangguniang Bayan of Dumarao, Capiz 2022 - 2025 on the date herein stated.


VINCENT PAUL H. MEÑEZ
Secretary to the Sangguniang Bayan


ATTESTED AND TESTIFIED:


HON. JOSE BILLMAR F. DAMOG
Municipal Vice Mayor / Presiding Officer

APPROVED: SEP 09 2024


ATTY. MATEO C. HACHUELA
Municipal Mayor

ATTESTED: SEP 09 2024


VINCENT PAUL H. MEÑEZ
Secretary to the Sangguniang Bayan



CITIZEN'S CHARTER

