



**LOCAL GOVERNMENT UNIT
BALAOAN, LA UNION**

CITIZEN'S CHARTER

2021 (2nd Edition)



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FOREWORD

“A Public office is a Public trust”, a provision from 1987 Constitution of the Philippines under Article XI.

Republic Act No. 1103 of the Anti-Red Tape Law mandates all government agencies, including local government units to have a Citizen’s Charter and posted within government offices. In the year 2020, when the world was struck by the COVID-19 Pandemic, the Local Government Unit of Balaoan, La Union was able to diligently review and submit on time the first printed edition of the Balaoan Citizen’s Charter to the Anti-Red Tape Authority (ARTA).

With the industrious collaboration of all department heads in our Municipal Government, the second edition of the Citizen’s Charter was completed and printed. In this updated edition, we have integrated the automated processes in the application of business permits and licenses. This is to ensure an efficient and effective delivery of services to all clientele.

We are pleased to present to you this updated edition of the Citizen’s Charter as we continue our journey to progress.

Tuloy Ang Aksyon! Aksyon Latta... Balaoan!


ATTY. ALELI U. CONCEPCION
Municipal Mayor



I. Mandate:

To improve and strengthen local governance aimed towards the effective delivery of basic services, to promote peace and order, ensure public safety and adopt policies that will further improve the general welfare and well-being of the people of Balaoan.

II. Vision:

Balaoan, La Union, shall be a major agricultural and industrial center of the north steered by strong dynamic and dedicated leaders with the supportive disciplined and healthy community.

III. Mission:

We will pursue economic prosperity by formulating by policies and legislation ably implemented by dedicated and strong-willed leaders and supported by stakeholders.

IV. Service Pledge:

WE, the officials and employees of the local government of Balaoan, La Union commit to: Respond promptly and efficiently in serving the people's needs; consciously and constantly take into account that Public Service is a public Trust; and Be responsible and accountable for the proper discharge of our duties at all times.



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Office of the Municipal Mayor

External Services



1. Issuance of Endorsement (Financial/Burial Assistance)

Endorsement is issued to all resident of the municipality seeking for financial/burial assistance.

Office or Division:	Office of the Municipal Mayor (OMM)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All residents of the municipality seeking for financial / burial assistance			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Certificate of Indigency of the Deceased (1 original)		Barangay Hall		
2. Certificate of Indigency of Claimant (1 original)		Barangay Hall		
3. Death Certificate (1 original)		Office of the Municipal Civil Registrar		
4. Funeral Contract / Official Receipt (1 original)		Funeral Homes		
5. Social Case Study Report if necessary (1 original)		Office of the Municipal Social Welfare & Development Office		
6. Valid ID of Claimant (1 photocopy)		BIR, Post Office, DFA, PSA, SSS, GSIS or Pag-IBIG		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits complete requirements to the Office of the Municipal Administrator window (OMA)	1. Evaluates and assesses the submitted requirements 1.1. Forwards submitted documents to the Municipal Administrator for review of documents	None	2 Minutes	Mylene O. Yamongan <i>Administrative Aide VI</i> <i>Office of the Municipal Administrator</i> Mark Sherwin L. Opinaldo <i>Administrative Aide VI</i> <i>Office of the Municipal Administrator</i> Rhea C. Cruz <i>Administrative Aide I</i> <i>Office of the Municipal Administrator</i> Mary Ann Pilar B. Rodriguez <i>Human Resource Management Assistant</i> <i>Office of the Municipal Administrator</i>
	1.2. Reviews submitted documents	None	2 Minutes	Engr. Nadine Joy S. Concepcion <i>Municipal Administrator</i> <i>Office of the Municipal Administrator</i>



2. Fill-up visitors slip and logbook at the entrance of the Office of the Municipal Mayor	2. Forwards documents to the Municipal Mayor	None	30 Seconds	Fernand Paolo P. Uy <i>Administrative Aide IV</i> <i>OMM</i> Romina O. Rosimo <i>Administrative Aide I</i> <i>OMM</i>
	2.1. For interview of the client and approval of required document	None	5 Minutes	Atty. Aleli U. Concepcion <i>Municipal Mayor</i> <i>OMM</i>
	2.2. Encodes document 2.3. Forwards the encoded endorsement to the Municipal Administrator for review and affixing of initials.	None	6 Minutes	Mylene O. Yamongan <i>Administrative Aide VI</i> <i>Office of the Municipal Administrator</i> Mark Sherwin L. Opinaldo <i>Administrative Aide VI</i> <i>Office of the Municipal Administrator</i> Rhea C. Cruz <i>Administrative Aide I</i> <i>Office of the Municipal Administrator</i> Mary Ann Pilar B. Rodriguez <i>Human Resource Management Assistant</i> <i>Office of the Municipal Administrator</i>
	2.4. Reviews encoded endorsement and affixes initials	None	2 Minutes	Engr. Nadine Joy S. Concepcion <i>Municipal Administrator</i> <i>Office of the Municipal Administrator</i>
	2.5. Forwards encoded endorsement for signature of the mayor	None	30 Seconds	Fernand Paolo P. Uy <i>Administrative Aide IV</i> <i>OMM</i> Romina O. Rosimo <i>Administrative Aide I</i> <i>OMM</i>
	2.6. Signs the endorsement	None	30 Seconds	Atty. Aleli U. Concepcion <i>Municipal Mayor</i> <i>OMM</i>
3. Receives endorsement from the Office of the Municipal Administrator window	3. Releases endorsement for financial /burial assistance.	None	1 Minute	Mylene O. Yamongan <i>Administrative Aide VI</i> <i>Office of the Municipal Administrator</i> Mark Sherwin L. Opinaldo <i>Administrative Aide VI</i> <i>Office of the Municipal Administrator</i>



				<p>Rhea C. Cruz Administrative Aide I Office of the Municipal Administrator</p> <p>Mary Ann Pilar B. Rodriguez Human Resource Management Assistant Office of the Municipal Administrator</p>
TOTAL:			None	19 Minutes and 30 Seconds

2. Issuance of Endorsement (Financial/Medical Assistance)

Endorsement is issued to all resident of the municipality seeking for financial/medical assistance.

Office or Division:	Office of the Municipal Mayor (OMM)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All residents of the municipality seeking for financial / medical assistance			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Certificate of Indigency of Claimant (1 original)		Barangay Hall		
2. Certificate of Indigency of Patient (1 original)		Barangay Hall		
3. Medical Abstract/Medical Certificate (1 original)		Hospital		
4. Hospital Bill (1 original)		Hospital		
5. Social Case Study Report (1 original)		Office of the Municipal Social Welfare & Development Office		
6. Government Issued Identification Card of Claimant (1 photocopy)		BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, School		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCE SSING TIME	PERSON RESPONSIBLE
1. Submits complete requirements to the Office of the Municipal Administrator window	1. Evaluates and assesses submitted requirements 1.1 Forwards submitted documents to the Municipal Administrator for review	None	2 Minutes	<p>Mylene O. Yamongan Administrative Aide VI Office of the Municipal Administrator</p> <p>Mark Sherwin L. Opinaldo Administrative Aide VI Office of the Municipal Administrator</p> <p>Rhea C. Cruz Administrative Aide I Office of the Municipal Administrator</p>



				Mary Ann Pilar B. Rodriguez <i>Human Resource Management Assistant</i> <i>Office of the Municipal Administrator</i>
	1.2. Reviews submitted documents	None	2 Minutes	Engr. Nadine Joy S. Concepcion <i>Municipal Administrator</i> <i>Office of the Municipal Administrator</i>
2. Fill-up visitors slip and logbook at the entrance of the Office of the Municipal Mayor	2. Forwards documents to the Municipal Mayor	None	30 Seconds	Fernand Paolo P. Uy <i>Administrative Aide IV</i> <i>OMM</i> Romina O. Rosimo <i>Administrative Aide I</i> <i>OMM</i>
	2.1. For interview of the client and approval of required document	None	5 Minutes	Atty. Aleli U. Concepcion <i>Municipal Mayor</i> <i>OMM</i>
	2.2. Encodes endorsement 2.3. Forwards the encoded document to the Municipal Administrator for review and affixing of initials.	None	6 Minutes	Mylene O. Yamongan <i>Administrative Aide VI</i> <i>Office of the Municipal Administrator</i> Mark Sherwin L. Opinaldo <i>Administrative Aide VI</i> <i>Office of the Municipal Administrator</i> Rhea C. Cruz <i>Administrative Aide I</i> <i>Office of the Municipal Administrator</i> Mary Ann Pilar B. Rodriguez <i>Human Resource Management Assistant</i> <i>Office of the Municipal Administrator</i>
	2.4. Reviews endorsement and affixes initials	None	2 Minutes	Engr. Nadine Joy S. Concepcion <i>Municipal Administrator</i> <i>Office of the Municipal Administrator</i>
	2.5. Forwards endorsement for signature of the mayor	None	30 Seconds	Fernand Paolo P. Uy <i>Administrative Aide IV</i> <i>OMM</i> Romina O. Rosimo <i>Administrative Aide I</i> <i>OMM</i>



	2.6. Signs endorsement	None	30 Seconds	Atty. Aleli U. Concepcion <i>Municipal Mayor</i> OMM
3. Receives endorsement letter from the Office of the Municipal Administrator window	3. Releases endorsement letter for financial/ Medical Assistance	None	1 Minute	Mylene O. Yamongan <i>Administrative Aide VI</i> <i>Office of the Municipal Administrator</i> Mark Sherwin L. Opinaldo <i>Administrative Aide VI</i> <i>Office of the Municipal Administrator</i> Rhea C. Cruz <i>Administrative Aide I</i> <i>Office of the Municipal Administrator</i> Mary Ann Pilar B. Rodriguez <i>Human Resource Management Assistant</i> <i>Office of the Municipal Administrator</i>
TOTAL:		None	18 Minutes and 30 Seconds	

3. Issuance of Job Recommendations

Job recommendations are issued to all job seekers in the Municipality.

Office or Division:	Office of the Municipal Mayor (OMM)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	All job seekers in the municipality			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Application Letter (1 original)			Applicant	
2. Personal Data Sheet (1 original)			Applicant	
3. Transcript of Record (1 photocopy)			School	
4. Certificate of Trainings (1 photocopy)			Applicant	
5. Certificate of Seminars (1 photocopy)			Applicant	
6. Brgy. Clearance with Official Receipts (1 original)			Barangay Hall	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCE SSING TIME	PERSON RESPONSIBLE
1. Submits complete requirements	1. Evaluates and assesses submitted	None	2 Minutes	Mylene O. Yamongan <i>Administrative Aide VI</i> <i>Office of the Municipal Administrator</i>



to the Office of the Municipal Administrator window	requirements			<p>Mark Sherwin L. Opinaldo <i>Administrative Aide VI</i> <i>Office of the Municipal Administrator</i></p> <p>Rhea C. Cruz <i>Administrative Aide I</i> <i>Office of the Municipal Administrator</i></p> <p>Mary Ann Pilar B. Rodriguez <i>Human Resource Management Assistant</i> <i>Office of the Municipal Administrator</i></p>
	1.1 Forwards submitted documents to the Municipal Administrator for review.			
	1.2 Reviews documents	None	2 Minutes	<p>Engr. Nadine Joy S. Concepcion <i>Municipal Administrator</i> <i>Office of the Municipal Administrator</i></p>
2. Fill-up visitors slip and logbook at the entrance of the Office of the Municipal Mayor	2. Forwards documents to the Municipal Mayor	None	30 Seconds	<p>Fernand Paolo P. Uy <i>Administrative Aide IV</i> <i>OMM</i></p> <p>Romina O. Rosimo <i>Administrative Aide I</i> <i>OMM</i></p>
	2.1. For interview of the client and approval of the required document	None	5 Minutes	<p>Atty. Aleli U. Concepcion <i>Municipal Mayor</i> <i>OMM</i></p>
	2.2. Encodes document	None	6 Minutes	<p>Mylene O. Yamongan <i>Administrative Aide VI</i> <i>Office of the Municipal Administrator</i></p>
	2.3. Forwards the encoded documents to the Municipal Administrator for review and affixing of initials			<p>Mark Sherwin L. Opinaldo <i>Administrative Aide VI</i> <i>Office of the Municipal Administrator</i></p> <p>Rhea C. Cruz <i>Administrative Aide I</i> <i>Office of the Municipal Administrator</i></p> <p>Mary Ann Pilar B. Rodriguez <i>Human Resource Management Assistant</i> <i>Office of the Municipal Administrator</i></p>
	2.4. Reviews recommendation letter and affixes initials	None	2 Minutes	<p>Engr. Nadine Joy S. Concepcion <i>Municipal Administrator</i> <i>Office of the Municipal Administrator</i></p>



	2.5. Forwards recommendation letter for signature of the mayor	None	30 Seconds	Fernand Paolo P. Uy <i>Administrative Aide IV</i> OMM Romina O. Rosimo <i>Administrative Aide I</i> OMM
	2.6. Signs recommendation letter	None	30 Seconds	Atty. Aleli U. Concepcion <i>Municipal Mayor</i> OMM
3. Receives job recommendation from the Office of the Municipal Administrator window	3. Releases Job recommendation letter	None	1 Minute	Mylene O. Yamongan <i>Administrative Aide VI</i> <i>Office of the Municipal Administrator</i> Mark Sherwin L. Opinaldo <i>Administrative Aide VI</i> <i>Office of the Municipal Administrator</i> Rhea C. Cruz <i>Administrative Aide I</i> <i>Office of the Municipal Administrator</i> Mary Ann Pilar B. Rodriguez <i>Human Resource Management Assistant</i> <i>Office of the Municipal Administrator</i>
TOTAL:		None	19 Minutes and 30 Seconds	

4. Issuance of Mayor's Clearance / Certifications

Mayor's clearance is issued to bonafide residents of the municipality stating that the person availing the clearance has no pending case filed against him/her. Certifications are issued to affirm the validity of information.

Office or Division:	Office of the Municipal Mayor (OMM)
Classification:	Simple
Type of Transaction:	G2C-Government to Citizens
Who may avail:	All persons/individuals who are bonafide residents of the municipality
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
1. Barangay Clearance with Official Receipt (1 original)	Barangay Hall
2. Police Clearance with OR (1 original)	Balaoan Police Station
3. Community Tax Certificate (1 original)	Office of the Municipal Treasurer Office



4. Official Receipt (1 original)		Office of the Municipal Treasurer Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits complete requirements to the Office of the Municipal Administrator window	1. Evaluates and assesses the submitted requirements	None	7 Minutes	<p>Mylene O. Yamongan Administrative Aide VI Office of the Municipal Administrator</p> <p>Mark Sherwin L. Opinaldo Administrative Aide VI Office of the Municipal Administrator</p> <p>Rhea C. Cruz Administrative Aide I Office of the Municipal Administrator</p> <p>Mary Ann Pilar B. Rodriguez Human Resource Management Assistant Office of the Municipal Administrator</p>
	1.1. Encodes and prints the required document			
	1.2. Forwards the document to the Municipal Administrator for review and affixing of initials			
	1.3. Reviews encoded document and affixes initials	None	2 Minutes	Engr. Nadine Joy S. Concepcion Municipal Administrator Office of the Municipal Administrator
	1.4. Forwards encoded document for approval of the Mayor	None	30 Seconds	<p>Fernand Paolo P. Uy Administrative Aide IV OMM</p> <p>Romina O. Rosimo Administrative Aide I OMM</p>
1.5. Signs the encoded documents/ Mayor's Clearance/ Certifications	None	30 Seconds	Atty. Aleli U. Concepcion Municipal Mayor OMM	
2. Receives Mayor's Clearance/Certification from the Office of the Municipal Administrator	2. Releases Mayor's Clearance/ Certification	None	1 Minute	<p>Mylene O. Yamongan Administrative Aide VI Office of the Municipal Administrator</p> <p>Mark Sherwin L. Opinaldo Administrative Aide VI Office of the Municipal Administrator</p> <p>Rhea C. Cruz Administrative Aide I Office of the Municipal Administrator</p>



				Mary Ann Pilar B. Rodriguez <i>Human Resource Management Assistant</i> <i>Office of the Municipal Administrator</i>
TOTAL:			None	11 Minutes

5. Recruitment Assistance to Employers

Supervision of recruitment activities to any agencies/employers for overseas and local employment to all interested applicants in the municipality.

Office or Division:	Public Employment Service Office (PESO)		
Classification:	Simple		
Type of Transaction:	G2C – Government to Citizen & G2G – Government to Government		
Who may avail:	All overseas recruitment agencies/employers, private establishment (local employment) & jobseekers/interested applicants		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. For overseas recruitment agencies/employers			
1.1 Valid POEA License (1 photocopy)	POEA		
1.2 Letter of Request to the Local Chief Executive (LCE) (1 original)	Agency/Employers/Applicants		
1.3 Letter of No Objection from the Municipal Administrator/Peso Manager (1 original)	OMM/PESO Manager		
1.4 Approved Special Recruitment Authority (SRA) (1 photocopy)	POEA		
1.5 Updated Job Order Balance/verified manpower request (1 photocopy)	POEA		
1.6 Notarized Affidavit of Undertaking (1 original)	Law Office		
1.7 For foreigners participating in the recruitment activity, Special Work Permit (SWP) (1 photocopy)	Bureau of Immigration/POEA		
2. For private establishment (local employment)			
2.1 Letter of Request addressed to the Municipal Mayor (1 original)	Private Establishment/Applicant		
2.2 Job Order/Vacancies (1 original)	Participating Establishments		
3. For Jobseekers/Interested applicants			
3.1 Biodata/Resume (1 original)	Applicant		



3.2 Certificate of Training (1 photocopy)	Applicant			
3.3 Certificate of Employment (1 original)	Previous Employer			
3.4 Police Clearance/NBI (1 original)	PNP/NBI			
3.5 Valid passport (for overseas employment) (1 photocopy)	DFA			
CLIENT STEP	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Employers/Overseas recruitment agencies/private establishments who wish to conduct interview/recruitment shall coordinate first at the Office of the Municipal Administrator to determine the schedule/date of interview and inform the PESO about the job opening/vacancies	1. The concerned PESO staff/PESO Manager determine the date of interview 1.1 Advise the agency to submit the needed requirements	None	5 minutes	Engr. Nadine Joy S. Concepcion <i>Municipal Administrator PESO Manager Office of the Municipal Administrator</i> Mylene O. Yamongan <i>Administrative Aide VI Office of the Municipal Administrator</i>
2. Submit/Email Letter of Request addressed to the Office of the Municipal Mayor and attach all requirements	2. Receives letter and assesses submitted document 2.1 Verify to the POEA status of the requesting overseas recruitment agency	None	5 minutes	Engr. Nadine Joy S. Concepcion <i>Municipal Administrator PESO Manager Office of the Municipal Administrator</i> Mylene O. Yamongan <i>Administrative Aide VI Office of the Municipal Administrator</i>
3. Pay the required Fees	3. Issues Official Receipt	Mayors Permit Fee-750.00 Inspection Fee-300.00 Occupational Fee-100.00/head	2 minutes	MTO Staff <i>Office of the Municipal Treasurer</i>



	3.1 Issues No Objection Certificate (NOC)/letter signed/ approved by the PESO Manager/Municipal Administrator	None	10 minutes	Engr. Nadine Joy S. Concepcion <i>Municipal Administrator PESO Manager Office of the Municipal Administrator</i> Mylene O. Yamongan <i>Administrative Aide VI Office of the Municipal Administrator</i>
4. Receives No Objection Certificate (NOC)	4. Releases NOC	None	2 minutes	Engr. Nadine Joy S. Concepcion <i>Municipal Administrator PESO Manager Office of the Municipal Administrator</i> Mylene O. Yamongan <i>Administrative Aide VI Office of the Municipal Administrator</i>
5. Submits terminal report after the interview of applicants	5. Accepts submitted terminal report - Follow-up job placement report	None	2 minutes	Engr. Nadine Joy S. Concepcion <i>Municipal Administrator PESO Manager Office of the Municipal Administrator</i> Mylene O. Yamongan <i>Administrative Aide VI Office of the Municipal Administrator</i>
TOTAL:		Php 1,150.00	26 Minutes	

6. Special Program for the Employment of Students (SPES)

The program aims to help poor but deserving students pursue their education by providing income or augment their income through encouraging their employment during summer vacation. It is mandated under R.A. 7323.

Office or Division:	Public Employment Service Office (PESO)
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Students and Drop-outs (ISY/OSY) who are 15-25 years old
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
1. New Applicants	
1.1 Application Form (1 original)	PESO Office
1.2 2x2 ID Picture (1 original)	Applicant
1.3 Birth or Baptismal Certificate (1 photocopy)	Applicant
1.4 School ID (Xerox) (1 original)	Applicant



1.5 Latest Grades High School - 4 th grading grades Form 138/Report Card (1 original) College-1 st /2 nd sem grades (last year attended) (1 original)	School			
1.6 Barangay Certification (1 original)	Barangay Hall			
1.7 Certified True Copy of Latest Income Tax Return (ITR) Duly Filled with the BIR (1 original)	BIR			
1.8 Certificate of Exemption Issued by BIR Including Sworn Statement/Affidavit of Parents (1 original)	BIR			
2. OLD SPES Beneficiaries				
2.1 SPES ID (Xerox)	PESO Office			
2.2 Application Form (1 original)	PESO Office			
2.3 Barangay Certification (1 original)	Barangay Hall			
2.4 Certified True Copy of Latest Income Tax Return (ITR) Duly Filled with the BIR (1 original)	BIR			
2.5 Certificate of Exemption Issued by BIR Including Sworn Statement/Affidavit of Parents (1 original)	BIR			
CLIENT STEP	AGENCY ACTIONS	FEES TO BE PAID	PROCE SSING TIME	PERSON RESPONSIBLE
1. Students/ applicants of the program should file their application at the Office of the Municipal Administrator/ PESO	1. Advise applicants about the needed documents/requirements to the program	None	3 minutes	Engr. Nadine Joy S. Concepcion <i>Municipal Administrator PESO Manager Office of the Municipal Administrator</i> Mylene O. Yamongan <i>Administrative Aide VI Office of the Municipal Administrator</i>
2. Submits the requirements needed	2. Assess/ evaluate submitted papers and Conduct interview of applicants	None	3 minutes	Engr. Nadine Joy S. Concepcion <i>Municipal Administrator PESO Manager Office of the Municipal Administrator</i> Mylene O. Yamongan <i>Administrative Aide VI Office of the Municipal Administrator</i>
3. Final Interview/scre ening of applicants	3. Conduct Interview / Screening of applicant	None	5 minutes	Engr. Nadine Joy S. Concepcion <i>Municipal Administrator PESO Manager Office of the Municipal Administrator</i>



				Mylene O. Yamongan <i>Administrative Aide VI</i> <i>Office of the Municipal Administrator</i>
4. Wait for the result	4. Forward application papers together with the supporting documents of qualified applicants to the Municipal Mayor for approval	None	5 minutes	Fernand Paolo R. Uy <i>Administrative Aide IV</i> <i>OMM</i> Romina B. Rosimo <i>Administrative Aide I</i> <i>OMM</i>
5. As soon as the application of students are approved by the Municipal Mayor, orientation/briefing will be conducted to the SPES participants	5. Orientation/ briefing will be conducted about the program	None	30 minutes	Engr. Nadine Joy S. Concepcion <i>Municipal Administrator</i> <i>PESO Manager</i> <i>Office of the Municipal Administrator</i>
TOTAL:		None	46 Minutes	



Office of the Municipal Mayor

Internal Services



7. Acceptance of Resignation

Resignation is an act of an official or employee by which he/she voluntarily relinquishes in writing his/her position effective on a specific date which shall not be less than thirty (30) days from the date of such notice or earlier as mutually agreed upon by the employee and the appointing officer/authority. The resignation of an employee together with the supporting documents shall be submitted and reported to the CSC LUFO.

Office or Division:	Human Resource Management Office			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Permanent LGU employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Resignation Letter (1 original)			Employee who is resigning	
CLIENT STEP	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits resignation letter	1. Receives resignation letter	None	2 Minutes	<p>Mylene O. Yamongan <i>Administrative Aide VI</i> <i>Office of the Municipal Administrator</i></p> <p>Mark Sherwin L. Opinaldo <i>Administrative Aide VI</i> <i>Office of the Municipal Administrator</i></p> <p>Rhea C. Cruz <i>Administrative Aide I</i> <i>Office of the Municipal Administrator</i></p> <p>Mary Ann Pilar B. Rodriguez <i>Human Resource Management Assistant</i> <i>Office of the Municipal Administrator</i></p>
	1.1 Forwards resignation letter to the Mayor	None	30 seconds	<p>Fernand Paolo P. Uy <i>Administrative Aide IV</i> <i>OMM</i></p>
2. Personal Appearance to	2. Interviews Client (official/ employee)	None	5 minutes	<p>Atty. Aleli U. Concepcion <i>Municipal Mayor</i> <i>OMM</i></p>



the Municipal Mayor	2.1 Encodes Acceptance letter of resignation of the employee	None	1 minute	Engr. Nadine Joy S. Concepcion <i>Mun. Administrator/HRMO</i> <i>Office of the Municipal Administrator</i>
	2.2 Signs acceptance letter for the resignation	None	30 seconds	Atty. Aleli U. Concepcion <i>Municipal Mayor</i> <i>OMM</i>
3. Receives acceptance letter for resignation	3. Releases acceptance letter for resignation to the employee/ official	None	1 minute	Mylene O. Yamongan <i>Administrative Aide VI</i> <i>Office of the Municipal Administrator</i> Mark Sherwin L. Opinaldo <i>Administrative Aide VI</i> <i>Office of the Municipal Administrator</i> Rhea C. Cruz <i>Administrative Aide I</i> <i>Office of the Municipal Administrator</i> Mary Ann Pilar B. Rodriguez <i>Human Resource Management Assistant</i> <i>Office of the Municipal Administrator</i>
TOTAL:		None	10 Minutes	

8. Annual Submission of Statement of Assets, Liabilities and Networth

All Municipal Employees and Officials must submit their SALN on or before April 30, of every year thereafter.

Office or Division:	Human Resource Management Office	
Classification:	Simple	
Type of Transaction:	G2G - Government to Government	
Who may avail:	Municipal Officials and Employees	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Duly Accomplished SALN Forms (3 original)		Employees
2. Government Issued ID (1 original)		Employees



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. None	1. Prepares memorandum for the submission of SALN (all employees and municipal officials)	None	2 Minutes	Engr. Nadine Joy S. Concepcion <i>Mun. Administrator/HRMO</i> <i>Office of the Municipal Administrator</i>
2. Submits SALN	2. Receives and forwards submitted SALN to the HRMO	None	3 Minutes	Mylene O. Yamongan <i>Administrative Aide VI</i> <i>Office of the Municipal Administrator</i> Mark Sherwin L. Opinaldo <i>Administrative Aide VI</i> <i>Office of the Municipal Administrator</i> Rhea C. Cruz <i>Administrative Aide I</i> <i>Office of the Municipal Administrator</i> Mary Ann Pilar B. Rodriguez <i>Human Resource Management Assistant</i> <i>Office of the Municipal Administrator</i>
	2.1. Reviews individual SALN	None	13 Minutes	Engr. Nadine Joy S. Concepcion <i>Mun. Administrator/HRMO</i> <i>Office of the Municipal Administrator</i>
	2.2. Returns incomplete forms to employees concerned			Mary Ann Pilar B. Rodriguez <i>Human Resource Management</i> <i>Office of the Municipal Administrator</i>
	2.3. Prepares summary list of employees and official filers			
	2.4. Retrieves returned incomplete forms to employees concerned and checks if it is complete	None	2 Minutes	Engr. Nadine Joy S. Concepcion <i>Mun. Administrator/HRMO</i> <i>Office of the Municipal Administrator</i>



	2.5. Forwards duly accomplished SALN form for signature of the mayor	None	1 minute	Fernand Paolo P. Uy <i>Administrative Aide IV</i> OMM Romina O. Rosimo <i>Administrative Aide I</i> OMM
	2.6. Signs SALN	None	30 Seconds	Atty. Aleli U. Concepcion <i>Municipal Mayor</i> OMM
3. None	3. Prepares transmittal, summary list of filers and other documents and transmits documents to CSC and Office of the Ombudsman	None	30 Seconds	Engr. Nadine Joy S. Concepcion <i>Mun. Administrator/HRMO</i> <i>Office of the Municipal Administrator</i> Mary Ann Pilar B. Rodriguez <i>Human Resource Management Assistant</i> <i>Office of the Municipal Administrator</i>
TOTAL:		None	22 Minutes	

9. Application for Leave of Absence for Vacation Abroad with Travel Authority

Permanent employees, municipal officials and Punong Barangays may avail and apply for travel authority on vacation/travel abroad. Application must be 5 days before the travel or earlier. And for vacation leave for more than 30 days, employee must seek for clearance from the LGU.

Office or Division:	Human Resource Management Office	
Classification:	Simple	
Type of Transaction:	G2G – Government to Government	
Who may avail:	All permanent employees, municipal officials and Punong Barangays of the municipality	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. 2 copies of Application of Leave of Absence Form (CC Form No. 6) duly accomplished and signed (2 original)		Assigned Department/Employees
2. Supporting documents (1 original)		Employees
3. Clearance for vacation leave for more than 30 days (1 original)		Office of the Municipal Mayor



CLIENT STEP	AGENCY ACTIONS	FEES TO BE PAID	PROCE SSING TIME	PERSON RESPONSIBLE
1. Submits duly accomplished leave of absence form with attached supporting documents	1. Receives leave of absence form and check if it is duly accomplished with its supporting documents 1.1. Forwards the document to the Human Resource Management Office for computation of leave of credits	None	1 minute	<p>Mylene O. Yamongan <i>Administrative Aide VI</i> <i>Office of the Municipal Administrator</i></p> <p>Mark Sherwin L. Opinaldo <i>Administrative Aide VI</i> <i>Office of the Municipal Administrator</i></p> <p>Rhea C. Cruz <i>Administrative Aide I</i> <i>Office of the Municipal Administrator</i></p> <p>Mary Ann Pilar B. Rodriguez <i>Human Resource Management Assistant</i> <i>Office of the Municipal Administrator</i></p>
	1.2 Computes accumulated leave of credits and records it to the employee's record of leave of absence and in the certification of leave credits and forwards it to the HRMO for signature	None	3 Minutes	<p>Mary Ann Pilar B. Rodriguez <i>Human Resource Management Assistant</i> <i>Office of the Municipal Administrator</i></p>
	1.3 Prepares travel authority	None	2 minutes	<p>Mary Ann Pilar B. Rodriguez <i>Human Resource Management Assistant</i> <i>Office of the Municipal Administrator</i></p>
	1.4 Signs Certification of Leave Credits and interviews the employee regarding his travel for abroad	None	2 minutes	<p>Engr. Nadine Joy S. Concepcion <i>Municipal Administrator/HRMO</i> <i>Office of the Municipal Administrator</i></p>
	1.4 Forwards documents to the Municipal Mayor for signature	None	30 Seconds	<p>Fernand Paolo P. Uy <i>Administrative Aide IV</i> <i>OMM</i></p>
	1.5. Signs application of leave of absence and travel authority	None	30 Seconds	<p>Atty. Aleli U. Concepcion <i>Municipal Mayor</i> <i>OMM</i></p>



2. Receives approved application of leave of absence	2. Releases approved document to the employee and file the other copy to the employee's 201 file	None	1 Minute	<p>Mylene O. Yamongan Administrative Aide VI Office of the Municipal Administrator</p> <p>Mark Sherwin L. Opinaldo Administrative Aide VI Office of the Municipal Administrator</p> <p>Rhea C. Cruz Administrative Aide I Office of the Municipal Administrator</p> <p>Mary Ann Pilar B. Rodriguez Human Resource Management Assistant Office of the Municipal Administrator</p>
TOTAL:		None	10 Minutes	

10. Application of Leave of Absence of Permanent Employees and Municipal Officials

Permanent employees and municipal officials may avail and apply for leave of absence. For vacation leave, employees must apply for leave of absence five (5) days before and for sick leave, employees can apply upon returning to work. Employees must secure a medical certificate from his doctor for sick leave that is more than 3 days.

Office or Division:	Human Resource Management Office	
Classification:	Simple	
Type of Transaction:	G2G – Government to Government	
Who may avail:	All permanent employees and municipal officials of the municipality	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Application of Leave of Absence Form (CC Form No. 6) duly accomplished and signed by the department head (2 original)		Assigned department
2. Medical Certificate (for sick leave more than 3 days) (1 original)		Physician/Hospital



CLIENT STEP	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits duly accomplished leave of absence form	1. Receives leave of absence form	None	1 Minute	<p>Mylene O. Yamongan Administrative Aide VI Office of the Municipal Administrator</p> <p>Mark Sherwin L. Opinaldo Administrative Aide VI Office of the Municipal Administrator</p> <p>Rhea C. Cruz Administrative Aide I Office of the Municipal Administrator</p> <p>Mary Ann Pilar B. Rodriguez Human Resource Management Assistant Office of the Municipal Administrator</p>
	1.1. Forwards document to the Human Resource Management Office for computation of leave of credits			
	1.2 Computes accumulated leave of credits and records it to the employee's record of leave of absence and in the certification of leave credits, then forwards it to the HRMO for signature	None	3 Minutes	<p>Engr. Nadine Joy S. Concepcion Municipal Administrator/HRMO Office of the Municipal Administrator</p> <p>Mary Ann Pilar B. Rodriguez Human Resource Management Assistant Office of the Municipal Administrator</p>
	1.3 Signs the Certification of Leave Credits	None	30 seconds	Engr. Nadine Joy S. Concepcion Municipal Administrator/HRMO Office of the Municipal Administrator
	1.4 Forwards document to the Municipal Mayor for signature	None	30 Seconds	<p>Fernand Paolo P. Uy Administrative Aide IV OMM</p> <p>Romina O. Rosimo Administrative Aide I OMM</p>
1.5. Signs the application of leave of absence	None	30 Seconds	Atty. Aleli U. Concepcion Municipal Mayor OMM	



2. Receives approved application of leave of absence	2. Releases approved document to the employee and file the other copy to the employee's 201 file	None	1 Minute	<p>Mylene O. Yamongan Administrative Aide VI Office of the Municipal Administrator</p> <p>Mark Sherwin L. Opinaldo Administrative Aide VI Office of the Municipal Administrator</p> <p>Rhea C. Cruz Administrative Aide I Office of the Municipal Administrator</p> <p>Mary Ann Pilar B. Rodriguez Human Resource Management Assistant Office of the Municipal Administrator</p>
TOTAL:		None	6 Minutes and 30 Seconds	

11. Application of Maternity Leave for Permanent Pregnant Employees and Municipal Officials

Permanent female employees and municipal officials may avail the 105 days maternity leave. Application for leave of absence must be 30 days before availment. She must seek clearance from the LGU.

Office or Division:	Human Resource Management Office	
Classification:	Simple	
Type of Transaction:	G2G – Government to Government	
Who may avail:	All permanent pregnant employees and municipal officials of the municipality	
	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	1. Application of Leave of Absence Form (CC Form No. 6) duly accomplished and signed by the department head (1 original)	Assigned Department
	2. Supporting documents (1 original)	Employees/Officials
	3. Clearance Form (1 original)	Physician/Hospital



CLIENT STEP	AGENCY ACTIONS	FEES TO BE PAID	PROCE SSING TIME	PERSON RESPONSIBLE
1. Submits duly accomplished leave of absence form and duly accomplished and signed (cleared) clearance form	1. Receives leave of absence form and clearance form	None	1 Minute	<p>Mylene O. Yamongan Administrative Aide VI Office of the Municipal Administrator</p> <p>Mark Sherwin L. Opinaldo Administrative Aide VI Office of the Municipal Administrator</p> <p>Rhea C. Cruz Administrative Aide I Office of the Municipal Administrator</p> <p>Mary Ann Pilar B. Rodriguez Human Resource Management Assistant Office of the Municipal Administrator</p>
	1.1 Forwards documents to the Human Resource Management Office for computation of leave of credits			
	1.2 Computes accumulated leave of credits and records it to the employee's record of leave of absence and in the certification of leave credits, then forwards it to the HRMO for signature	None	3 Minutes	<p>Engr. Nadine Joy S. Concepcion Municipal Administrator/HRMO Office of the Municipal Administrator</p> <p>Mary Ann Pilar B. Rodriguez Human Resource Management Office of the Municipal Administrator</p>
	1.3 Signs the Certification of Leave Credits	None	30 seconds	<p>Engr. Nadine Joy S. Concepcion Municipal Administrator/HRMO Office of the Municipal Administrator</p>
	1.4 Forwards documents to the Municipal Mayor for signature	None	30 Seconds	<p>Fernand Paolo P. Uy Administrative Aide IV OMM</p> <p>Romina O. Rosimo Administrative Aide I OMM</p>
1.5. Signs application of leave of absence and clearance form	None	30 Seconds	<p>Atty. Aleli U. Concepcion Municipal Mayor OMM</p>	



2. Receives approved application of leave of absence	2. Releases approved documents to the a. employee b. payroll/ treasury office c. accounting office d. and file the other copy to the employee's 201 file	None	5 Minutes	<p>Mylene O. Yamongan Administrative Aide VI Office of the Municipal Administrator</p> <p>Mark Sherwin L. Opinaldo Administrative Aide VI Office of the Municipal Administrator</p> <p>Rhea C. Cruz Administrative Aide I Office of the Municipal Administrator</p> <p>Mary Ann Pilar B. Rodriguez Human Resource Management Assistant Office of the Municipal Administrator</p>
TOTAL:		None	10 Minutes and 30 seconds	

12. Application of Travel Order

All employees who have meeting, training, seminar, workshop and other work related activities outside the municipal hall is required to secure a travel order.

Office or Division:	Office of the Municipal Administrator				
Classification:	Simple				
Type of Transaction:	G2G – Government to Government				
Who may avail:	All Municipal Employees				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
1. Approved Letter/Communication/Memo (1 photocopy)			Office of the Municipal Administrator		
2. Duly Accomplished Travel Order signed by the Department Head (1 original)			Requesting Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCE SSING TIME	PERSON RESPONSIBLE	
1. Submit Travel Order (TO)	1. Checks and records the submitted travel order. 1.1 Forwards Travel Order to the approval	None	2 Minutes	<p>Mylene O. Yamongan Administrative Aide VI Office of the Municipal Administrator</p> <p>Mark Sherwin L. Opinaldo Administrative Aide VI Office of the Municipal Administrator</p>	



	Office of the Municipal Mayor for			<p>Rhea C. Cruz <i>Administrative Aide I</i> <i>Office of the Municipal Administrator</i></p> <p>Mary Ann Pilar B. Rodriguez <i>Human Resource Management Assistant</i> <i>Office of the Municipal Administrator</i></p>
	1.2. Signs application of Travel Order	None	1 Minute	<p>Atty. Aleli U. Concepcion <i>Municipal Mayor</i> <i>OMM</i></p>
2. Receives approved Travel Order	2. Releases Approved Travel Order	None	1 Minute	<p>Mylene O. Yamongan <i>Administrative Aide VI</i> <i>Office of the Municipal Administrator</i></p> <p>Mark Sherwin L. Opinaldo <i>Administrative Aide VI</i> <i>Office of the Municipal Administrator</i></p> <p>Rhea C. Cruz <i>Administrative Aide I</i> <i>Office of the Municipal Administrator</i></p> <p>Mary Ann Pilar B. Rodriguez <i>Human Resource Management Assistant</i> <i>Office of the Municipal Administrator</i></p>
TOTAL:		None	4 Minutes	

13. Application of Trip Ticket

Trip Ticket is needed when requesting the use of the municipal vehicle. All employees are required to get a trip ticket at the office of the GSO

Office or Division:	General Services Office	
Classification:	SIMPLE	
Type of Transaction:	G2G – Government to Government	
Who may avail:	All Municipal Employees	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Travel Order (1 original)		Office of the Municipal Administrator



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCE SSING TIME	PERSON RESPONSIBLE
1. Submits travel Order.	1. Checks submitted travel order.	None	1 Minute	Fernando R. Uy <i>General Services Officer</i> <i>General Services Office</i>
	1.2 Checks availability of vehicle & driver to be assigned.	None	1 Minute	Fernando R. Uy <i>General Services Officer</i> <i>General Services Office</i>
	1.3 If vehicle & driver is available, issue Trip Ticket and Driver's Ticket to client.	None	1 Minute	Fernando R. Uy <i>General Services Officer</i> <i>General Services Office</i>
2. Fills up Trip Ticket and Driver's Ticket	2. Issues and signs the Trip ticket and Driver's ticket.	None	2 Minutes	Fernando R. Uy <i>General Services Officer</i> <i>General Services Office</i>
3. Forwards the Trip ticket and Drivers Ticket to Office of the Mayor for approval.	3. Signs Trip Ticket and Driver's Ticket.	None	1 Minute	Atty. Aleli U. Concepcion <i>Municipal Mayor</i> <i>OMM</i>
4. Receives approved Trip ticket	4. Release approved trip ticket	None	1 Minute	Mylene O. Yamongan <i>Administrative Aide VI</i> <i>Office of the Municipal Administrator</i> Mark Sherwin L. Opinaldo <i>Administrative Aide VI</i> <i>Office of the Municipal Administrator</i> Rhea C. Cruz <i>Administrative Aide I</i> <i>Office of the Municipal Administrator</i> Mary Ann Pilar B. Rodriguez <i>Human Resource Management Assistant</i> <i>Office of the Municipal Administrator</i>
TOTAL:		None	7 Minutes	



14. Bid of Goods and Services

Bidding for goods & services shall be made in carrying out procurement system required by the Bureau of Local Government Finance.

Office or Division:	General Services Office			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All Municipal Employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Purchase Request (1 original)			Requesting Office	
2. Approved Budget for the Contract (1 original)			Requesting Office	
3. Project Procurement Plan (1 original)			Requesting Office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits required documents	1. Evaluates/ Assesses all documents and determines specs of the requested items.	None	5 mins.	Fernando R. Uy <i>General Services Officer General Services Office</i>
	1.1 Prepares Purchase Request.	None	5 mins.	Fernando R. Uy <i>General Services Officer General Services Office</i>
	1.2 Prepares Obligation Request.	None	1 min.	Cornelio O. Octavo, Sr. <i>Budget Officer Office of the Municipal Budget Officer</i>
2. Forwards Obligation Request to Budget Officer & the Municipal Mayor	2. Signs Obligation Request	None	2 min.	Cornelio O. Octavo, Sr. <i>Budget Officer Office of the Municipal Budget Officer</i> Atty. Aleli U. Concepcion <i>Municipal Mayor OMM</i>
Endorses documents to BID Awards Committee (BAC)	3. Analyzes proper action whether for Direct Contracting, Shopping or Bidding.	None	1 Minute	Fernando R. Uy <i>General Services Officer General Services Office</i>



	3.1 Forwards documents for approval & signature of BAC Members	None	5 Minutes	Fernando R. Uy General Services Officer General Services Office
	3.2 Informs Supplier	None	2 Minutes	Fernando R. Uy General Services Officer General Services Office
	3.3 Numbering of Purchase Order signed by supplier	None	1 Minute	Fernando R. Uy General Services Officer General Services Office
	3.4 Mayor's Signature	None	5 minutes	Atty. Aleli U. Concepcion Municipal Mayor OMM
TOTAL:		None	26 Minutes	

15. Change of Status of Permanent Employee (from Single to Married)

Permanent Married Employees must change their status from Single to Married.

Office or Division:	Human Resource Management Office			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Permanent LGU employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Request letter (1 original)			Requesting Employee	
2. Copy of Marriage Certificate (1 photocopy)			Requesting Employee	
CLIENT STEP	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits request letter	1. Receives request letter 1.1 Encodes/ Prepares documents	None	7 Minutes	Mylene O. Yamongan Administrative Aide VI Office of the Municipal Administrator Mark Sherwin L. Opinaldo Administrative Aide VI Office of the Municipal Administrator Rhea C. Cruz Administrative Aide I Office of the Municipal Administrator Mary Ann Pilar B. Rodriguez Human Resource Management Assistant Office of the Municipal Administrator



	1.2 Reviews Documents	None	1 Minute	Engr. Nadine Joy S. Concepcion <i>Mun. Administrator/HRMO</i> <i>Office of the Municipal Administrator</i>
	1.3 Forwards documents to the Mayor for signature	None	30 Seconds	Fernand Paolo P. Uy <i>Administrative Aide IV</i> <i>OMM</i> Romina O. Rosimo <i>Administrative Aide I</i> <i>OMM</i>
	1.4 Signs documents	None	30 Seconds	Atty. Aleli U. Concepcion <i>Municipal Mayor</i> <i>OMM</i>
	1.5 Transmittal to CSC LUFO	None	3 hours	Engr. Nadine Joy S. Concepcion <i>Mun. Administrator/HRMO</i> <i>Office of the Municipal Administrator</i> Mary Ann Pilar B. Rodriguez <i>Human Resource Management</i> <i>Assistant</i> <i>Office of the Municipal Administrator</i>
TOTAL:		None	3 Hours and 9 Minutes	

16. Issuance of Certificate of Employment

Certificate of Employment are issued upon request of permanent employees and municipal officials for all legal purposes.

Office or Division:	Human Resource Management Office			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All permanent employees and municipal officials of the municipality			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
NONE			NONE	
CLIENT STEP	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Logbook, state the purpose on securing Certificate of Employment	1. Assists employee/ official in signing in the logbook	None	1 Minute	Mylene O. Yamongan <i>Administrative Aide VI</i> <i>Office of the Municipal Administrator</i>



	1.1 Forwards the document to the Human Resource Management Office			<p>Mark Sherwin L. Opinaldo <i>Administrative Aide VI</i> <i>Office of the Municipal Administrator</i></p> <p>Rhea C. Cruz <i>Administrative Aide I</i> <i>Office of the Municipal Administrator</i></p> <p>Mary Ann Pilar B. Rodriguez <i>Human Resource Management Assistant</i> <i>Office of the Municipal Administrator</i></p>
	1.2 Prepares certificate of employment and forwards it to the HRMO for signature	None	2 Minutes	<p>Mary Ann Pilar B. Rodriguez <i>Human Resource Management Assistant</i> <i>Office of the Municipal Administrator</i></p>
	1.3 Signs the Certificate of Employment	None	30 seconds	<p>Engr. Nadine Joy S. Concepcion <i>Mun. Administrator/HRMO</i> <i>Office of the Municipal Administrator</i></p>
2. Receives Certificate of Employment	2. Releases Certificate of Employment	None	1 Minute	<p>Mylene O. Yamongan <i>Administrative Aide VI</i> <i>Office of the Municipal Administrator</i></p> <p>Mark Sherwin L. Opinaldo <i>Administrative Aide VI</i> <i>Office of the Municipal Administrator</i></p> <p>Rhea C. Cruz <i>Administrative Aide I</i> <i>Office of the Municipal Administrator</i></p> <p>Mary Ann Pilar B. Rodriguez <i>Human Resource Management Assistant</i> <i>Office of the Municipal Administrator</i></p>
TOTAL:		None	4 Minutes and 30 Seconds	



17. Issuance of Clearance from Money, Property and Work-Related Accountabilities

Resigned, separated and retired official/employees must secure clearance from money, property and work-related accountabilities before leaving the LGU. Even pregnant employees/officials who will avail the maternity leave and employees who will apply for leave of absence for more than 30 days should secure clearance from the LGU.

Office or Division:	Human Resource Management Office			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Permanent LGU employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. CS Form No. 7 Clearance Form (5 original) Note: Clearance should be duly accomplished, cleared and signed by concerned clearing office/official (1 original)			Requesting Employee	
CLIENT STEP	AGENCY ACTIONS	FEES TO BE PAID	PROCESsing TIME	PERSON RESPONSIBLE
1. Submits duly accomplished, cleared and signed clearance form	1. Receives clearance form	None	2 Minutes	Mylene O. Yamongan <i>Administrative Aide VI</i> <i>Office of the Municipal Administrator</i> Mark Sherwin L. Opinaldo <i>Administrative Aide VI</i> <i>Office of the Municipal Administrator</i> Rhea C. Cruz <i>Administrative Aide I</i> <i>Office of the Municipal Administrator</i> Mary Ann Pilar B. Rodriguez <i>Human Resource Management</i> <i>Office of the Municipal Administrator</i>
	1.1 Forwards documents to the Mayor for action and final signature	None	30 seconds	Fernand Paolo P. Uy <i>Administrative Aide IV</i> <i>OMM</i> Romina O. Rosimo <i>Administrative Aide I</i> <i>OMM</i>



	1.2 Signs Clearance	None	30 seconds	Atty. Aleli U. Concepcion <i>Municipal Mayor</i> OMM
2. Receives clearance	2. Releases and approved documents to the a. employee b. payroll/ treasury office c. accounting office and file the other copy to the employee's 201 file	None	2 minutes	Mylene O. Yamongan <i>Administrative Aide VI</i> <i>Office of the Municipal Administrator</i> Mark Sherwin L. Opinaldo <i>Administrative Aide VI</i> <i>Office of the Municipal Administrator</i> Rhea C. Cruz <i>Administrative Aide I</i> <i>Office of the Municipal Administrator</i> Mary Ann Pilar B. Rodriguez <i>Human Resource Management</i> <i>Office of the Municipal Administrator</i>
TOTAL:		None	5 Minutes	

18. Issuance of Identification Card

Identification Card is issued to all permanent/casual employees of the LGU.

Office or Division:	Human Resource Management Office			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Permanent LGU employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Duly Accomplished ID Form (1 Original)			Office of the Municipal Mayor	
CLIENT STEP	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills-up ID Form	1. Receives and checks ID Form	None	2 Minutes	Mylene O. Yamongan <i>Administrative Aide VI</i> <i>Office of the Municipal Administrator</i> Mark Sherwin L. Opinaldo <i>Administrative Aide VI</i> <i>Office of the Municipal Administrator</i>



				<p>Rhea C. Cruz <i>Administrative Aide I</i> <i>Office of the Municipal Administrator</i></p> <p>Mary Ann Pilar B. Rodriguez <i>Human Resource Management Assistant</i> <i>Office of the Municipal Administrator</i></p>
2. For picture taking	2. Picture taking for ID picture and preparation of ID card	None	20 Minutes	<p>Mark Sherwin L. Opinaldo <i>Administrative Aide VI</i> <i>Office of the Municipal Administrator</i></p>
3. Receives ID Card	3. Releases ID card to concern employee	None	1 Minute	<p>Mark Sherwin L. Opinaldo <i>Administrative Aide VI</i> <i>Office of the Municipal Administrator</i></p>
TOTAL:		None	22 Minutes	

19. Issuance of Service Record to Permanent Employees and Municipal Officials

Service Records are issued upon request of permanent employees and municipal officials for all legal purposes.

Office or Division:	Human Resource Management Office			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All permanent employees and municipal officials of the municipality			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
NONE			NONE	
CLIENT STEP	AGENCY ACTIONS	FEES TO BE PAID	PROCE SSING TIME	PERSON RESPONSIBLE
1. Sign in the Logbook, state the purpose on securing Service Record	<p>1. Assists the employee/official in signing in the logbook</p> <p>1.1 Forwards the document to the Human Resource Management Office</p>	None	2 Minutes	<p>Mylene O. Yamongan <i>Administrative Aide VI</i> <i>Office of the Municipal Administrator</i></p> <p>Mark Sherwin L. Opinaldo <i>Administrative Aide VI</i> <i>Office of the Municipal Administrator</i></p> <p>Rhea C. Cruz <i>Administrative Aide I</i> <i>Office of the Municipal Administrator</i></p>



				Mary Ann Pilar B. Rodriguez <i>Human Resource Management Assistant</i> <i>Office of the Municipal Administrator</i>
	1.2 Prepares service records and forwards to the HRMO for signature	None	2 Minutes	Mary Ann Pilar B. Rodriguez <i>Human Resource Management Assistant</i> <i>Office of the Municipal Administrator</i>
	1.3 Signs the Service Record	None	30 seconds	Engr. Nadine Joy S. Concepcion <i>Mun. Administrator/HRMO</i> <i>Office of the Municipal Administrator</i>
2. Receives service record	2. Releases service record	None	1 Minute	Mary Ann Pilar B. Rodriguez <i>Human Resource Management Assistant</i> <i>Office of the Municipal Administrator</i>
TOTAL:		None	5 Minutes and 30 Seconds	

20. Issuance of Service Record to Retired/Resigned Employee

Service Records are issued to employees who have been separated from the service for all legal purposes.

Office or Division:	Human Resource Management Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All persons/individuals who had rendered service in the municipality			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Government Issued ID (1 photocopy)		BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG		
2. Barangay Clearance (1 original)		Barangay Hall		
CLIENT STEP	AGENCY ACTIONS	FEES TO BE PAID	PROCE SSING TIME	PERSON RESPONSIBLE
1. Submit complete requirements to the Office of the Municipal Administrator Window	1. Evaluates and assesses the submitted requirements 1.1 Forwards document to the Human Resource Management Office	None	2 Minutes	Mylene O. Yamongan <i>Administrative Aide VI</i> <i>Office of the Municipal Administrator</i> Mark Sherwin L. Opinaldo <i>Administrative Aide VI</i> <i>Office of the Municipal Administrator</i> Rhea C. Cruz <i>Administrative Aide I</i> <i>Office of the Municipal Administrator</i>



				Mary Ann Pilar B. Rodriguez <i>Human Resource Management Assistant</i> <i>Office of the Municipal Administrator</i>
1. Submit complete requirements to the Office of the Municipal Administrator Window	1. Evaluates and assesses the submitted requirements	None	2 Minutes	Mylene O. Yamongan <i>Administrative Aide VI</i> <i>Office of the Municipal Administrator</i> Mark Sherwin L. Opinaldo <i>Administrative Aide VI</i> <i>Office of the Municipal Administrator</i> Rhea C. Cruz <i>Administrative Aide I</i> <i>Office of the Municipal Administrator</i> Mary Ann Pilar B. Rodriguez <i>Human Resource Management Assistant</i> <i>Office of the Municipal Administrator</i>
	1.2. Prepares and signs the service records	None	2 Minutes	Mary Ann Pilar B. Rodriguez <i>Human Resource Management</i> <i>Office of the Municipal Administrator</i> Engr. Nadine Joy S. Concepcion <i>HRMO</i> <i>Office of the Municipal Administrator</i>
2. Receives service record	2.Releases Service Record	None	1 Minute	Mary Ann Pilar B. Rodriguez <i>Human Resource Management Assistant</i> <i>Office of the Municipal Administrator</i>
TOTAL:		None	5 Minutes	



21. Submission of OPCR and IPCR

Permanent Employees must submit their Office Performance Commitment Review (OPCR) per department and Individual Performance Commitment Review (IPCR) annually.

Submission: 1st semester – January - June – on or before the 15th day of July
 2nd semester – July - December – on or before the 15th day of July

Office or Division:	Human Resource Management Office			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Permanent Employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. IPCR and OPCR (1 original)			Employees	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCE SSING TIME	PERSON RESPONSIBLE
1. Submits complete and signed IPCR and OPCR with ratings	1. Receives and forwards submitted IPCR and OPCR to the HRMO	None	3 Minutes	Mylene O. Yamongan <i>Administrative Aide VI</i> <i>Office of the Municipal Administrator</i> Mark Sherwin L. Opinaldo <i>Administrative Aide VI</i> <i>Office of the Municipal Administrator</i> Rhea C. Cruz <i>Administrative Aide I</i> <i>Office of the Municipal Administrator</i> Mary Ann Pilar B. Rodriguez <i>Human Resource Management</i> <i>Office of the Municipal Administrator</i>
	1.1 Reviews of submitted IPCR and OPCR, stamp received if it is duly accomplished and return if forms are incomplete	None	3 Minutes	Engr. Nadine Joy S. Concepcion <i>Mun. Administrator/HRMO</i> <i>Office of the Municipal Administrator</i> Mary Ann Pilar B. Rodriguez <i>Human Resource Management</i> <i>Office of the Municipal Administrator</i>



	1.2. Returns incomplete forms to employee	None	10 Minutes	<p>Mylene O. Yamongan Administrative Aide VI Office of the Municipal Administrator</p> <p>Mark Sherwin L. Opinaldo Administrative Aide VI Office of the Municipal Administrator</p> <p>Rhea C. Cruz Administrative Aide I Office of the Municipal Administrator</p> <p>Mary Ann Pilar B. Rodriguez Human Resource Management Assistant Office of the Municipal Administrator</p>
	1.3 Retrieves returned incomplete forms to employee/official	None	2 Minutes	<p>Engr. Nadine Joy S. Concepcion Municipal Administrator Office of the Municipal Administrator</p>
	1.4 Forwards the duly accomplished IPCR & OPCR form for signature of the mayor	None	30 Seconds	<p>Fernand Paolo P. Uy Administrative Aide IV OMM</p> <p>Romina O. Rosimo Administrative Aide I OMM</p>
	1.5 Signs IPCR & OPCR	None	30 Seconds	<p>Atty. Aleli U. Concepcion Municipal Mayor OMM</p>
	1.6 Encodes summary of ratings per department	None	2 Minutes	<p>Engr. Nadine Joy S. Concepcion Mun. Administrator/HRMO Office of the Municipal Administrator</p>
2. Received copy/duplicate of IPCR and OPCR	2. Releases copy of IPCR and OPCR to the concerned office and employee	None	30 Seconds	<p>Engr. Nadine Joy S. Concepcion Mun. Administrator/HRMO Office of the Municipal Administrator</p> <p>Mary Ann Pilar B. Rodriguez Human Resource Management Assistant Office of the Municipal Administrator</p>
TOTAL:		None	21 Minutes and 30 seconds	



22. Submission of Statement of Assets, Liabilities and Networth of Newly Appointed/Elected Municipal Officials and Newly Appointed Employees

All newly appointed Municipal Employees and Officials must submit their SALN within 30 days after assumption of office.

Office or Division:	Human Resource Management Section			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Newly Appointed/Elected Municipal Officials and Newly Appointed Employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. SALN Forms (3 original)			Employees/Municipal Officials	
2. Government Issued ID (1 original)			Employees/Municipal Officials	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCE SSING TIME	PERSON RESPONSIBLE
1. Submission of SALN by newly appointed/elected municipal officials and newly appointed employees	1. Receives and forwards submitted SALN to the HRMO	None	3 Minutes	<p>Mylene O. Yamongan <i>Administrative Aide VI</i> <i>Office of the Municipal Administrator</i></p> <p>Mark Sherwin L. Opinaldo <i>Administrative Aide VI</i> <i>Office of the Municipal Administrator</i></p> <p>Rhea C. Cruz <i>Administrative Aide I</i> <i>Office of the Municipal Administrator</i></p> <p>Mary Ann Pilar B. Rodriguez <i>Human Resource Management Assistant</i> <i>Office of the Municipal Administrator</i></p>
	1.1. Reviews submitted SALN, stamp received if it is duly accomplished and returns if forms are incomplete	None	3 Minutes per SALN form	<p>Engr. Nadine Joy S. Concepcion <i>Mun. Administrator/HRMO</i> <i>Office of the Municipal Administrator</i></p> <p>Mary Ann Pilar B. Rodriguez <i>Human Resource Management Assistant</i> <i>Office of the Municipal Administrator</i></p>



	1.2. Returns incomplete forms to employee/official concerned	None	10 Minutes	<p>Mylene O. Yamongan Administrative Aide VI Office of the Municipal Administrator</p> <p>Mark Sherwin L. Opinaldo Administrative Aide VI Office of the Municipal Administrator</p> <p>Rhea C. Cruz Administrative Aide I Office of the Municipal Administrator</p> <p>Mary Ann Pilar B. Rodriguez Human Resource Management Assistant Office of the Municipal Administrator</p>
	1.3 Retrieves returned incomplete forms to employee/official concerned and checks if it is already complete	None	2 Minutes	<p>Engr. Nadine Joy S. Concepcion Municipal Administrator Office of the Municipal Administrator</p>
	1.4 Forwards the duly accomplished SALN form for signature of the mayor	None	30 Seconds	<p>Fernand Paolo P. Uy Administrative Aide IV OMM</p> <p>Romina O. Rosimo Administrative Aide I OMM</p>
	1.5 Signs SALN	None	30 Seconds	<p>Atty. Aleli U. Concepcion Municipal Mayor OMM</p>
	1.6 Prepares transmittal and other documents and transmits documents to the Office of the Ombudsman	None	30 Seconds	<p>Engr. Nadine Joy S. Concepcion Mun. Administrator/HRMO Office of the Municipal Administrator</p> <p>Mary Ann Pilar B. Rodriguez Human Resource Management Assistant Office of the Municipal Administrator</p>
TOTAL:		None	19 Minutes and 30 seconds	



23. Submission of Statement of Assets, Liabilities and Networth of Resigned/End of Term Municipal Officials and Retired, Resigned and End of Term (for Coterminous) Employees

All Resigned/End of Term Municipal Officials and Retired, Resigned and End of Term (for Coterminous) Employees must submit their SALN within 30 days after separation from service.

Office or Division:	Human Resource Management Office			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Resigned/End of Term Municipal Officials and Retired, Resigned and End of Term (for Coterminous) Employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. SALN Forms (3 original)			Employees/Municipal Officials	
2. Government Issued ID (1 original)			Employees/Municipal Officials	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of SALN by Resigned/ End of Term Municipal Officials and Retired, Resigned and End of Term (for Coterminous) Employees	1. Receives and forwards submitted SALN to the HRMO	None	3 Minutes	<p>Mylene O. Yamongan <i>Administrative Aide VI</i> <i>Office of the Municipal Administrator</i></p> <p>Mark Sherwin L. Opinaldo <i>Administrative Aide VI</i> <i>Office of the Municipal Administrator</i></p> <p>Rhea C. Cruz <i>Administrative Aide I</i> <i>Office of the Municipal Administrator</i></p> <p>Mary Ann Pilar B. Rodriguez <i>Human Resource Management Assistant</i> <i>Office of the Municipal Administrator</i></p>
	1.1. Reviews submitted SALN, stamp received if it is duly accomplished and return if forms are incomplete	None	3 Minutes per SALN form	<p>Engr. Nadine Joy S. Concepcion <i>Mun. Administrator/HRMO</i> <i>Office of the Municipal Administrator</i></p> <p>Mary Ann Pilar B. Rodriguez <i>Human Resource Management Assistant</i> <i>Office of the Municipal Administrator</i></p>



	1.2. Returns incomplete forms to employee/official concerned	None	10 Minutes	<p>Mylene O. Yamongan <i>Administrative Aide VI</i> <i>Office of the Municipal Administrator</i></p> <p>Mark Sherwin L. Opinaldo <i>Administrative Aide VI</i> <i>Office of the Municipal Administrator</i></p> <p>Rhea C. Cruz <i>Administrative Aide I</i> <i>Office of the Municipal Administrator</i></p> <p>Mary Ann Pilar B. Rodriguez <i>Human Resource Management Assistant</i> <i>Office of the Municipal Administrator</i></p>
	1.3 Retrieved returned incomplete forms to employee/official concerned and checks if it is already complete	None	2 Minutes	<p>Engr. Nadine Joy S. Concepcion <i>Municipal Administrator</i> <i>Office of the Municipal Administrator</i></p>
	1.4 Forwards the duly accomplished SALN form for signature of the mayor	None	30 Seconds	<p>Fernand Paolo P. Uy <i>Administrative Aide IV</i> <i>OMM</i></p> <p>Romina O. Rosimo <i>Administrative Aide I</i> <i>OMM</i></p>
	1.5 Signs SALN	None	30 Seconds	<p>Atty. Aleli U. Concepcion <i>Municipal Mayor</i> <i>OMM</i></p>
	1.6 Prepares transmittal and other documents and transmit documents to and Office of the Ombudsman	None	30 Seconds	<p>Engr. Nadine Joy S. Concepcion <i>Mun. Administrator/HRMO</i> <i>Office of the Municipal Administrator</i></p> <p>Mary Ann Pilar B. Rodriguez <i>Human Resource Management Assistant</i> <i>Office of the Municipal Administrator</i></p>
TOTAL:		None	19 Minutes and 30 seconds	



24. Subscription of Oaths of Office

All Government Office take an oath or affirmation to uphold and defend the constitution to obey the laws, legal orders and decrees promulgated by the duly constituted authorities.

Office or Division:	Office of the Municipal Mayor			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Sanguniang Bayan Members, Punong Barangays, Barangay Kagawad, Sanguniang Kabataan Chair, Sangguniang Kabataan Kagawad			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Community Tax Certificate (1 original)			Office of the Municipal Treasurer office	
2. Personal Data Sheet (1 original)			Request Personnel	
3. Barangay Clearance (1 original)			Barangay Hall	
4. 2x2ID picture (2 original)			Request Personnel	
CLIENT STEP	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits complete requirements to the Office of the Municipal Administrator Window	1. Evaluates and assesses submitted requirements	None	2 Minutes	<p>Mylene O. Yamongan Administrative Aide VI Office of the Municipal Administrator</p> <p>Mark Sherwin L. Opinaldo Administrative Aide VI Office of the Municipal Administrator</p> <p>Rhea C. Cruz Administrative Aide I Office of the Municipal Administrator</p> <p>Mary Ann Pilar B. Rodriguez Human Resource Management Assistant Office of the Municipal Administrator</p>
	1.1. Forwards submitted documents to the Municipal Administrator for review			
	1.2. Review the documents	None	2 Minutes	Engr. Nadine Joy S. Concepcion Municipal Administrator Office of the Municipal Administrator
2. Go to the Office of the Municipal Mayor for the taking of oath of office	2. Forwards document for signature of the Mayor	None	1 Minute	<p>Fernand Paolo P. Uy Administrative Aide IV OMM</p> <p>Romina O. Rosimo Administrative Aide I OMM</p>



	2.1 Oath taking	None	5 Minutes	Atty. Aleli U. Concepcion <i>Municipal Mayor</i> OMM
3. Receives the signed oath of office	3. Releases the oath of office	None	1 Minute	Mylene O. Yamongan <i>Administrative Aide VI</i> <i>Office of the Municipal Administrator</i> Mark Sherwin L. Opinaldo <i>Administrative Aide VI</i> <i>Office of the Municipal Administrator</i> Rhea C. Cruz <i>Administrative Aide I</i> <i>Office of the Municipal Administrator</i> Mary Ann Pilar B. Rodriguez <i>Human Resource Management Assistant</i> <i>Office of the Municipal Administrator</i>
TOTAL:		None	11 Minutes	

25. Subscription of Statement of Assets, Liabilities & Net Worth (SALN)

Public Officials and Employees shall upon assumption of office and as often thereafter as may be required by law, submit a declaration under oath of his assets, liabilities, and net worth.

Office or Division:	Office of the Municipal Mayor (OMM)
Classification:	Simple
Type of Transaction:	G2G - Government to Government
Who may avail:	Vice Mayor, Sanguniang Bayan Member, Punong Barangay, Barangay Kagawad, All Government Employees
CHECKLIST OF REQUIREMENTS	
1. Community Tax Certificate (1 Original)	Office of the Municipal Treasurer office
2. SALN (3 original)	Request Personnel
3. Barangay Clearance (1 original)	Barangay Hall
4. 2x2ID picture (2 original)	Request Personnel
5. Government Issued ID (1 photocopy)	BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG



CLIENT STEP	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits complete requirements to the Office of the Municipal Administrator Window	1. Evaluates and assesses submitted requirements	None	5 Minutes	<p>Mylene O. Yamongan Administrative Aide VI Office of the Municipal Administrator</p> <p>Mark Sherwin L. Opinaldo Administrative Aide VI Office of the Municipal Administrator</p> <p>Rhea C. Cruz Administrative Aide I Office of the Municipal Administrator</p> <p>Mary Ann Pilar B. Rodriguez Human Resource Management Assistant Office of the Municipal Administrator</p>
	1.1 Forwards submitted documents to the Municipal Administrator for review			
	1.2. Reviews submitted documents	None	2 Minutes	<p>Engr. Nadine Joy S. Concepcion Municipal Administrator Office of the Municipal Administrator</p>
	1.3. Forwards document for signature of the Mayor.	None	30 Seconds	<p>Fernand Paolo P. Uy Administrative Aide IV OMM</p> <p>Romina O. Rosimo Administrative Aide I OMM</p>
	1.4. Signs SALN	None	30 Seconds	<p>Atty. Aleli U. Concepcion Municipal Mayor OMM</p>
2. Receives signed SALN	2. Releases signed SALN	None	1 Minute	<p>Mylene O. Yamongan Administrative Aide VI Office of the Municipal Administrator</p> <p>Mark Sherwin L. Opinaldo Administrative Aide VI Office of the Municipal Administrator</p> <p>Rhea C. Cruz Administrative Aide I Office of the Municipal Administrator</p> <p>Mary Ann Pilar B. Rodriguez Human Resource Management Assistant Office of the Municipal Administrator</p>
TOTAL:		None	9 Minutes	



Office of the Secretary to the Sangguniang Bayan

External Services



1. Accreditation of Civil Society and Non-Government Organizations

Under the Local Government Code, the Sangguniang Bayan is empowered to accredit CSOs and NGOs. The accreditation of these organizations is necessary to qualify them to sit as representatives in the Special Bodies of the Municipality.

Office or Division:	Office of the Secretary to the Sangguniang Bayan (OSSB)	
Classification:	Highly Technical	
Type of Transaction:	G2C – Government to Citizen	
Who may avail:	NGOs/CSOs (DILG Circular on CSO Accreditation)	
	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	1. Constitution and By-Laws (1 original, 1 photocopy)	Requesting party
	2. List of Officers And Members (1 original, 1 photocopy)	Requesting party
	3. Current Financial Statements Duly Accomplished (1 original, 1 photocopy)	Requesting party
	4. Application Form (1 original, 1 photocopy)	Office of the Sangguniang Bayan
	5. Certificate of Registration from concerned agencies (1 original, 1 photocopy)	SEC, CDA, DOLE, etc.
	6. Articles of Incorporation (1 original, 1 photocopy)	Requesting Party
	7. Board Resolution expressing the intention of the NGO to be accredited (1 original, 1 photocopy)	Requesting Party
	8. Profile indicating the purpose and objectives of the organization (1 original, 1 photocopy)	Requesting Party
	9. Original Sworn Statement issued by the chief executive that the CSO is an independent, non-partner agency (1 original, 1 photocopy)	Requesting Party
	10. Minutes of Meeting for current CSO (1 original, 1 photocopy)	Requesting Party
	11. Annual Accomplishment Report for the preceding year (1 original, 1 photocopy)	Requesting Party



12. For CSO as Local School or Health Boards, profiles of at least three (3) individuals in the organization (1 original, 1 photocopy)			Requesting Party	
13. Letter of Application (1 original, 1 photocopy)			Requesting Party	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secures requirements and submit to the Office of the Sangguniang Bayan for review and assessment	1. Receives indorsements	None	3 minutes	<p>Mae Graciele C. Oblero <i>Legislative Staff Officer</i> OSSB</p> <p>Diana E. Garcia <i>Administrative Assistant I</i> OSSB</p> <p>Atty. Rollidel R. Concepcion <i>Secretary to the SB</i> OSSB</p>
2. Submit request with requirements for review	2. Review submitted documents	None	5 minutes	<p>Atty. Rollidel R. Concepcion <i>Secretary to the SB</i> OSSB</p>
3. Waits for the result of review	3. If documents are complete, request is entered in the logbook for legislative actions.	None	5 minutes	<p>Mae Graciele C. Oblero <i>Legislative Staff Officer</i> OSSB</p> <p>Diana E. Garcia <i>Administrative Assistant I</i> OSSB</p> <p>Atty. Rollidel R. Concepcion <i>Secretary to the SB</i> OSSB</p>
3.1 Get back documents with notes and comments	3.1 If documents are not complete, return request and inform the party to resubmit once requirements are completed	None	5 minutes	<p>Mae Graciele C. Oblero <i>Legislative Staff Officer</i> OSSB</p> <p>Diana E. Garcia <i>Administrative Assistant I</i> OSSB</p> <p>Atty. Rollidel R. Concepcion <i>Secretary to the SB</i> OSSB</p>



4. Wait for Legislative action	4. SB Secretary places all requests in the Order of Business for First Reading and referral to the proper committee.	None	2 days	<p>Mae Graciele C. Oblero <i>Legislative Staff Officer</i> OSSB</p> <p>Diana E. Garcia <i>Administrative Assistant I</i> OSSB</p> <p>Atty. Rollidel R. Concepcion <i>Secretary to the SB</i> OSSB</p>
	4.1 The request is taken up on First Reading and referred to the proper committees	None	3 minutes during SB Session	Sangguniang Bayan Members OSSB
	4.2 The concerned committee evaluates the request	None	5 days	<p>SB Committee Concerned OSSB</p> <p><i>(Please refer to the SB Working Committees Table)</i></p>
5. Attends public hearing	5. The concerned committee invites party/ies to a public hearing if necessary	None	5 days	<p>SB Committee Concerned OSSB</p> <p><i>(Please refer to the SB Working Committees Table)</i></p>
	5.1 The concerned committee/s prepares and finalizes Committee Report on the request	None	1 day	<p>SB Committee Concerned OSSB</p> <p><i>(Please refer to the SB Working Committees Table)</i></p>
	5.2 Concerned committee presents Committee Report to the Sangguniang Bayan and moves to adopt a Resolution approving or disapproving the request	None	1 day	<p>SB Committee Concerned OSSB</p> <p><i>(Please refer to the SB Working Committees Table)</i></p> <p>Sangguniang Bayan Members OSSB</p>
	5.3 The Committee Report is taken up and adopted	None	5 minutes	Sangguniang Bayan Members OSSB



	5.4 If the Committee Report is not adopted, it is returned to the Committee	None	5 minutes	Sangguniang Bayan Members OSSB
	5.5 Committee drafts Resolution approving or disapproving the request	None	1 day	SB Committee Concerned OSSB <i>(Please refer to the SB Working Committees Table)</i>
	5.6 The Resolution is presented to the Sangguniang Bayan for adoption during the SB Session	None	5 minutes during SB Session	Sangguniang Bayan Members OSSB
	5.7 Resolution approving or disapproving the request is adopted and approved	None	3 minutes during SB Session	Sangguniang Bayan Members OSSB
	5.8 The Resolution is finalized and numbered	None	5 minutes	Atty. Rollidel R. Concepcion <i>Secretary to the SB</i> OSSB
	5.9 SB Office facilitates signing of Resolution	None	3 minutes	Mae Graciele C. Obrero <i>Legislative Staff Officer</i> OSSB Diana E. Garcia <i>Administrative Assistant I</i> OSSB Atty. Rollidel R. Concepcion <i>Secretary to the SB</i> OSSB



	5.10 The SB Office enrolls the approved Resolution in the Journals	None	1 day	<p>Mae Graciele C. Oblero <i>Legislative Staff Officer</i> OSSB</p> <p>Diana E. Garcia <i>Administrative Assistant I</i> OSSB</p> <p>Atty. Rollidel R. Concepcion <i>Secretary to the SB</i> OSSB</p>
	5.11 Based on the approved Resolution, Committee concerned prepare and finalizes Certificate of Accreditation	None	1 day	<p>SB Committee Concerned OSSB</p> <p><i>(Please refer to the SB Working Committees Table)</i></p>
	5.12 Certificate of Accreditation is signed	None	5 minutes	<p>Mae Graciele C. Oblero <i>Legislative Staff Officer</i> OSSB</p> <p>Diana E. Garcia <i>Administrative Assistant I</i> OSSB</p> <p>Atty. Rollidel R. Concepcion <i>Secretary to the SB</i> OSSB</p>
	5.13 Approved Certificate of Accreditation is distributed to the requesting parties	None	5 minutes	<p>Mae Graciele C. Oblero <i>Legislative Staff Officer</i> OSSB</p> <p>Diana E. Garcia <i>Administrative Assistant I</i> OSSB</p> <p>Atty. Rollidel R. Concepcion <i>Secretary to the SB</i> OSSB</p>



6. Get copy of approved resolution or ordinance	6. Releases approved resolution of accreditation	None	5 minutes	<p>Mae Graciele C. Obrero <i>Legislative Staff Officer</i> OSSB</p> <p>Diana E. Garcia <i>Administrative Assistant I</i> OSSB</p> <p>Atty. Rollidel R. Concepcion <i>Secretary to the SB</i> OSSB</p>
TOTAL:		None	17 days and 62 minutes	

2. Authorizing the Setting Construction of Cell Sites by Telecommunications Providers

Under the Local Government Code, the Sangguniang Bayan is empowered to authorize construction of Cell Sites by Telecommunications Providers subject to existing rules and regulations. The authorization of the Sangguniang Bayan is necessary to enable the telecommunications providers to operate their cell sites in the municipality.

Office or Division:	Office of the Secretary to the Sangguniang Bayan (OSSB)	
Classification:	Highly Technical	
Type of Transaction:	G2B – Government to Business	
Who may avail:	Information and Telecommunication Providers	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Tax declaration and title for the proposed site (1 original, 1 photocopy)		Office of the Municipal Assessor
2. Affidavit of undertaking (1 original, 1 photocopy)		Notary Public
3. Structural blueprint of the antenna (1 original, 1 photocopy)		Office of the Municipal Engineer
4. DOH Certification (1 original, 1 photocopy)		DOH
5. Air Transportation Office Clearance (1 original, 1 photocopy)		Air Transportation Office
6. Barangay Resolution endorsing the proposed construction of cellsite (1 original, 1 photocopy)		Barangay Hall
7. Neighbor's consent within 50-meter radius from the proposed cellsite (1 original, 1 photocopy)		Barangay Hall



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request with requirements to the Office of the Sangguniang Bayan for review and assessment	1. Receive indorsements	None	2 minutes	Mae Graciele C. Oblero <i>Legislative Staff Officer</i> OSSB Diana E. Garcia <i>Administrative Assistant I</i> OSSB
	1.1 Review Submitted Documents	None	3 minutes	Atty. Rollidel R. Concepcion <i>Secretary to the SB</i> OSSB
2. Waits for the result of review	2. If documents are complete, request is entered in the logbook for legislative actions	None	5 minutes	Mae Graciele C. Oblero <i>Legislative Staff Officer</i> OSSB Diana E. Garcia <i>Administrative Assistant I</i> OSSB
3. Gets back request and all documents with comments	3. If documents are not complete, the request is returned to the party with comments.	None	2 minutes	Mae Graciele C. Oblero <i>Legislative Staff Officer</i> OSSB Diana E. Garcia <i>Administrative Assistant I</i> OSSB
4. Wait for Legislative action	4. SB Secretary places all in the Order of Business for referral to the proper committee.	None	2 days	Mae Graciele C. Oblero <i>Legislative Staff Officer</i> OSSB Diana E. Garcia <i>Administrative Assistant I</i> OSSB Atty. Rollidel R. Concepcion <i>Secretary to the SB</i> OSSB
	4.1 The request is taken up on first Reading during SB Session and referred to proper committee	None	5 minutes during SB Session	Sangguniang Bayan Members OSSB



	4.2 The concerned committee evaluates request	None	5 days	SB Committee Concerned (Please refer to the SB Working Committees Table) OSSB
5. Attends public hearing	5. The concerned committee calls for public hearing and invites parties concerned	None	5 days	SB Committee Concerned (Please refer to the SB Working Committees Table) OSSB
	5.1 The concerned committee/s prepare and finalize Committee Report on the request	None	1 day	SB Committee Concerned (Please refer to the SB Working Committees Table) OSSB
	5.2 Committee presents Committee Report to the Sangguniang Bayan and moves for its approval and the adoption of an Ordinance on the matter	None	1 day	SB Committee Concerned (Please refer to the SB Working Committees Table) OSSB Sangguniang Bayan Members OSSB
	5.3 Committee Report is taken up and adopted	None	5 minutes during SB Session	Sangguniang Bayan Members OSSB
	5.4 If Committee Report is disapproved, the same is returned to the Committee	None	5 minutes during SB Session	Sangguniang Bayan Members OSSB
	5.5 Committee drafts resolution approving/disapproving the request or Ordinance for First Reading	None	1 day	SB Committee Concerned OSSB
	5.6 Resolution is presented for approval / Ordinance is presented for First Reading	None	2 days	Sangguniang Bayan Members OSSB



	5.7 Resolution is passed/ Draft Ordinance is approved on First reading and referred to the proper committee	None	3 minutes during SB Session	Sangguniang Bayan Members OSSB
	5.8 Committee holds public hearing if necessary	None	1 day	SB Committee Concerned OSSB
	5.9 Committee prepares Committee Report on the public hearing	None	1 day	SB Committee Concerned OSSB
	5.10 SB Committee Concerned finalizes Committee Report	None	1 day	<i>(Please refer to the SB Working Committees Table)</i>
	5.11 Committee finalizes Ordinance for Second Reading	None	1 day	
	5.12 Committee presents Draft Ordinance for Second Reading	None	1 day	
	5.13 Draft Ordinances is taken up on Second Reading	None	5 minutes during SB Session	Sangguniang Bayan Members OSSB
	5.14 If there is a need for revision/amendment, debate is opened	None	10 minutes during SB Session	Sangguniang Bayan Members OSSB
	5.15 When all objections are cleared, Draft Ordinance is approved on Second Reading	None	5 minutes during SB Session	Sangguniang Bayan Members OSSB
	5.16 Draft Ordinance is revised with amendments for Third Reading	None	2 days	SB Committee Concerned OSSB



	5.17 Amended Draft Ordinance is presented for Third Reading	None	5 minutes during SB Session	<p align="center">SB Committee Concerned OSSB</p> <p align="center">Sangguniang Bayan Members OSSB</p>
	5.18 Draft Ordinance is voted upon and approved on third and Final Reading	None	3 minutes during SB Session	<p align="center">Sangguniang Bayan Members OSSB</p>
	5.19 SB Secretariat finalizes, and numbers approved Ordinance	None	3 minutes	<p align="center">Mae Graciele C. Oblero <i>Legislative Staff Officer</i> OSSB</p> <p align="center">Diana E. Garcia <i>Administrative Assistant I</i> OSSB</p>
	5.20 SB secretariat facilitates signing of Ordinance	None	3 minutes	<p align="center">Mae Graciele C. Oblero <i>Legislative Staff Officer</i> OSSB</p> <p align="center">Diana E. Garcia <i>Administrative Assistant I</i> OSSB</p>
	5.21 SB Secretariat enrolls approved Ordinance to the Journals and forwards the same to the Sangguniang Panlalawigan for review within 30 days	None	33 days	<p align="center">Diana E. Garcia <i>Administrative Assistant I</i> OSSB</p> <p align="center">Atty. Rollidel R. Concepcion <i>Secretary to the SB</i> OSSB</p>
	5.22 After Sangguniang Panlalawigan approval for review, publishes Ordinance in newspaper and releases copy to the requesting party	None	7 days	<p align="center">Mae Graciele C. Oblero <i>Legislative Staff Officer</i> OSSB</p> <p align="center">Diana E. Garcia <i>Administrative Assistant I</i> OSSB</p>



3. Get copy of approved resolution or ordinance	3. Release approved resolution ordinance	None	3 minutes	Mae Graciele C. Oblero <i>Legislative Staff Officer</i> OSSB Diana E. Garcia <i>Administrative Assistant I</i> OSSB Atty. Rollidel R. Concepcion <i>Secretary to the SB</i> OSSB
TOTAL:		None	64 Days and 67 minutes	

* Legal Basis – Sangguniang Bayan Internal Rules of Procedure pursuant to Local Government Code of 1991

3. Reclassification of Lands

Under the Local Government Code, the Sangguniang Bayan is empowered to reclassify lands under the territorial jurisdiction of the municipality. The reclassification of lands is necessary to reflect the actual utilization of said properties and to determine proper taxation for its use.

Office or Division:	Office of the Secretary to the Sangguniang Bayan (OSSB)			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government-to-Citizen			
Who may avail:	Residents/businesses			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Request letter (1 Original)			Requesting party	
2. Land Title or Tax Declaration (1 Original)			Office of the Municipal Assessor	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure requirements and submit to the Office of the Sangguniang Bayan for review and assessment	1. Receive indorsements	None	2 Minutes	Mae Graciele C. Oblero <i>Legislative Staff Officer</i> OSSB Diana E. Garcia <i>Administrative Assistant I</i> OSSB Atty. Rollidel R. Concepcion <i>Secretary to the SB</i> OSSB



2. Submit request with requirements for review	2. Review submitted documents	None	3 Minutes	Atty. Rollidel R. Concepcion <i>Secretary to the SB</i> OSSB
3. Waits for the result of review	3. If documents are complete, request is entered in the logbook for legislative actions.	None	1 Minute	Mae Graciele C. Oblero <i>Legislative Staff Officer</i> OSSB Diana E. Garcia <i>Administrative Assistant I</i> OSSB
3.1 Get back request and documents with comments	3.1 If document are not complete, informs the party about the other requirements needed	None	1 minute	Mae Graciele C. Oblero <i>Legislative Staff Officer</i> OSSB Diana E. Garcia <i>Administrative Assistant I</i> OSSB
4. Wait for Legislative action	4. SB Secretary places all in the Order of Business for First Reading and referral to the proper committee.	None	2 days	Mae Graciele C. Oblero <i>Legislative Staff Officer</i> OSSB Diana E. Garcia <i>Administrative Assistant I</i> OSSB Atty. Rollidel R. Concepcion <i>Secretary to the SB</i> OSSB
	4.1 The request is taken up on First Reading and referred to the proper committees	None	3 minutes during SB Session	Sangguniang Bayan Members OSSB
	4.2 The concerned committee evaluates the request	None	1 day	SB Committee Concerned <i>(Please refer to the SB Working Committees Table)</i> OSSB
	4.3 The concerned committee invites party/ies to a public hearing if necessary	None	5 days	SB Committee Concerned <i>(Please refer to the SB Working Committees Table)</i> OSSB



	4.4 The concerned committee prepares and finalizes Committee Report on the request	None	1 day	SB Committee Concerned <i>(Please refer to the SB Working Committees Table)</i> OSSB
	4.5 Concerned committee presents Committee Report to the Sangguniang Bayan and moves to adopt a Resolution approving or disapproving the Request	None	5 minutes during SB Session	Sangguniang Bayan Members OSSB
	4.6 The Committee Report is taken up and adopted	None	5 minutes during Sangguniang Bayan Session	Sangguniang Bayan Members OSSB
	4.7 If the Committee Report is not adopted, it is returned to the Committee	None	5 minutes during SB Session	Sangguniang Bayan Members OSSB
	4.8 SB Secretariat informs party that the request is disapproved based on Committee Report.	None	2 minutes	<p>Mae Graciele C. Oblero <i>Legislative Staff Officer</i> OSSB</p> <p>Diana E. Garcia <i>Administrative Assistant I</i> OSSB</p> <p>Atty. Rollidel R. Concepcion <i>Secretary to the SB</i> OSSB</p>



	4.9 SB Committee concerned prepares Ordinance approving the request based on Committee Report.	None	1 day	SB Committee Concerned <i>(Please refer to the SB Working Committees Table)</i> OSSB
	4.10 Committee drafts Ordinance approving the request	None	1 day	SB Committee Concerned <i>(Please refer to the SB Working Committees Table)</i> OSSB
	4.11 The Ordinance is presented to the Sangguniang Bayan for adoption during the SB Session	None	5 minutes during SB Session	Sangguniang Bayan Members OSSB
	4.12 Ordinance approving or disapproving the request is adopted and approved	None	5 minutes during SB Session	Sangguniang Bayan Members OSSB
	4.13 The Resolution is finalized and numbered	None	3 minutes	Mae Graciele C. Oblero <i>Legislative Staff Officer</i> OSSB Diana E. Garcia <i>Administrative Assistant I</i> OSSB Atty. Rollidel R. Concepcion <i>Secretary to the SB</i> OSSB
	4.14 SB Office facilitates signing of Resolution	None	3 minutes	Mae Graciele C. Oblero <i>Legislative Staff Officer</i> OSSB Diana E. Garcia <i>Administrative Assistant I</i> OSSB



	4.15 The SB Office enrolls the approved Resolution in the Journals	None	5 minutes	<p>Mae Graciele C. Oblero <i>Legislative Staff Officer</i> OSSB</p> <p>Diana E. Garcia <i>Administrative Assistant I</i> OSSB</p>
	4.16 The concerned committee endorses for filing of draft resolution or ordinance for First Reading.	None	5 minutes	<p>Sangguniang Bayan Members OSSB</p>
	4.17 The concerned committee holds public hearing whenever applicable and renders report to the SB Session	None	5 Days	<p>SB Committee Concerned <i>(Please refer to the SB Working Committees Table)</i> OSSB</p>
	4.18 The Secretariat finalizes Committee Report	None	2 Days	<p>Mae Graciele C. Oblero <i>Legislative Staff Officer</i> OSSB</p> <p>Diana E. Garcia <i>Administrative Assistant I</i> OSSB</p> <p>Atty. Rollidel R. Concepcion <i>Secretary to the SB</i> OSSB</p>
	4.19 The measure is presented on Second, Third and Final Reading (If there is a need for revision/amendment, debate is presented).	None	3 minutes per session proper	<p>Sangguniang Bayan Members OSSB</p>



	4.20 SB adopts the measure on the Final Reading	None	3 minutes during SB Session	Sangguniang Bayan Members OSSB
	4.21 Finalizes adopted measure	None	5 minutes during SB Session	Sangguniang Bayan Members OSSB
	4.22 SB Office provides the facilitation of the signature of concerned officials in the resolution or ordinance	None	3 minutes	Mae Graciele C. Oblero <i>Legislative Staff Officer</i> OSSB Diana E. Garcia <i>Administrative Assistant I</i> OSSB Atty. Rollidel R. Concepcion <i>Secretary to the SB</i> OSSB
	4.23 The Secretariat enrolls the approved measure in the journals then forwards it to the SP for review and posts it for publication if required	None	33 days	Mae Graciele C. Oblero <i>Legislative Staff Officer</i> OSSB Diana E. Garcia <i>Administrative Assistant I</i> OSSB Atty. Rollidel R. Concepcion <i>Secretary to the SB</i> OSSB
2. Get copy of approved resolution or ordinance	Releases the resolution or ordinance	None	5 minutes	Mae Graciele C. Oblero <i>Legislative Staff Officer</i> OSSB Diana E. Garcia <i>Administrative Assistant I</i> OSSB Atty. Rollidel R. Concepcion <i>Secretary to the SB</i> OSSB
TOTAL:		None	51 Days and 78 minutes	

* Legal Basis – Sangguniang Bayan Internal Rules of Procedure pursuant to Local Government Code of 1991



4. Review of Budgets and Ordinances for the Operations of the Barangay Governments

Under the Local Government Code, the Sangguniang Bayan is empowered to review barangay budgets and ordinances passed by the barangay governments. The review of said budget and ordinances is to ensure that said legislation passed by the barangays are within their powers to discharge under the Local Government Code and other existing laws.

Office or Division:	Office of the Secretary to the Sangguniang Bayan (OSSB)			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government-to-Citizen			
Who may avail:	Barangay/SK Officials			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
A. For Barangay Budgets				
1. Appropriation ordinance enacting the Barangay Budget Supplemental Budget (1 original, 1 photocopy)		Barangay Offices/Hall		
2. Resolution adopting the Annual Development and Investment Plan of the Barangay (1 original, 1 photocopy)		Barangay Offices/Hall		
3. Resolution from the Sangguniang Kabataan on the utilization of their 10% share from the barangay budget (1 original, 1 photocopy)		Barangay Offices/Hall		
4. Endorsement from the Barangay (1 original, 1 photocopy)		Barangay Offices		
B. For Barangay Ordinances				
1. Barangay Ordinance (1 original, 1 photocopy)		Barangay Offices		
2. Certification of Public Hearing (1 original, 1 photocopy)		Barangay Offices		
3. Endorsement from the Barangay (1 original, 1 photocopy)		Barangay Offices		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCE SSING TIME	PERSON RESPONSIBLE
1. Submit request with supporting documents to	1. Receive Barangay Budget with Indorsement from the Budget Office	None	3 Minutes	Mae Graciele C. Oblero <i>Legislative Staff Officer</i> OSSB Diana E. Garcia <i>Administrative Assistant I</i> OSSB Atty. Rollidel R. Concepcion <i>Secretary to the SB</i> OSSB



2. The Mun. Budget Office which will issue necessary Endorsement in case of Barangay Budgets	2. Receive Barangay Ordinance with Barangay Endorsement	None	1 minute	<p>Mae Graciele C. Oblero <i>Legislative Staff Officer</i> OSSB</p> <p>Diana E. Garcia <i>Administrative Assistant I</i> OSSB</p>
3. The Office of the Sangguniang Bayan in case of Barangay Ordinances Bayan for review and evaluation	3. Review submitted documents	None	5 Minutes	<p>Atty. Rollidel R. Concepcion <i>Secretary to the SB</i> OSSB</p>
4. Get back request with notes and comments	4. If documents are complete. Request is entered in the logbook for legislative actions.	None	1 Minute	<p>Mae Graciele C. Oblero <i>Legislative Staff Officer</i> OSSB</p> <p>Diana E. Garcia <i>Administrative Assistant I</i> OSSB</p>
	4.1 If documents are incomplete, inform requesting party and return the same	None	2 minutes	<p>Mae Graciele C. Oblero <i>Legislative Staff Officer</i> OSSB</p> <p>Diana E. Garcia <i>Administrative Assistant</i> OSSB</p>
5. Wait for Legislative action	5. SB Secretary places all barangay budgets and barangay ordinances for evaluation in the Order of Business	None	5 days	<p>Mae Graciele C. Oblero <i>Legislative Staff Officer</i> OSSB</p> <p>Diana E. Garcia <i>Administrative Assistant I</i> OSSB</p> <p>Atty. Rollidel R. Concepcion <i>Secretary to the SB</i> OSSB</p>
	5.1 Sangguniang Bayan takes up request and for referral to the proper committee.	None	5 minutes	<p>Sangguniang Bayan Members OSSB</p>



	5.2 The concerned committee evaluates submitted documents	None	1 Day	SB Committee Concerned (Please refer to the SB Working Committees Table) OSSB
6. Attends committee hearing	6. The concerned committee holds public hearing whenever applicable and render report to the SB Session	None	5 days	SB Committee Concerned (Please refer to the SB Working Committees Table) OSSB
	6.1 The concerned committee prepares and finalizes committee report on the matter	None	1 Day	SB Committee Concerned (Please refer to the SB Working Committees Table) OSSB
	6.2 Committee presents Committee Report to the Sangguniang Bayan and moves to adopt a Resolution on the matter	None	1 Day	SB Committee Concerned (Please refer to the SB Working Committees Table) OSSB
	6.3 The Committee Report is taken up and adopted	None	5 minutes	SB Committee Concerned (Please refer to the SB Working Committees Table) OSSB
	6.4 Committee drafts Resolution with the Committee recommendations	None	1 day	SB Committee Concerned (Please refer to the SB Working Committees Table) OSSB
	6.5 The Resolution is presented for approval	None	5 minutes during SB Session	SB Committee Concerned (Please refer to the SB Working Committees Table) OSSB Sangguniang Bayan Members OSSB
	6.6 Sangguniang Bayan approves/disapproves Resolution	None	5 minutes during SB Session	SB Committee Concerned (Please refer to the SB Working Committees Table) OSSB Sangguniang Bayan Members OSSB



	6.7 Resolution is finalized for signature	None	5 minutes	Atty. Rollidel R. Concepcion <i>Secretary to the SB</i> OSSB
	6.8 SB secretariat facilitates signature of concerned officials	None	3 minutes	Mae Graciele C. Oblero <i>Legislative Staff Officer</i> OSSB Diana E. Garcia <i>Administrative Assistant I</i> OSSB Atty. Rollidel R. Concepcion <i>Secretary to the SB</i> OSSB
	6.9 SB Secretariat numbers and enrolls signed Resolution in the Journals	None	5 minutes	Mae Graciele C. Oblero <i>Legislative Staff Officer</i> OSSB Diana E. Garcia <i>Administrative Assistant I</i> OSSB Atty. Rollidel R. Concepcion <i>Secretary to the SB</i> OSSB
7. Gets copy of approved Resolution	7. Releases the Resolution with the decision of the Sangguniang Bayan to the party concerned/ Budget Department	None	1 day	Mae Graciele C. Oblero <i>Legislative Staff Officer</i> OSSB Diana E. Garcia <i>Administrative Assistant I</i> OSSB Atty. Rollidel R. Concepcion <i>Secretary to the SB</i> OSSB
TOTAL:		None	15 Days and 45 minutes	



5. Review of the Annual and Supplemental Budget for the Operations of the Municipal Government

Under the Local Government Code, the Sangguniang Bayan is empowered to review Annual and Supplemental Budgets for the operations of the Municipal Government

Office or Division:	Office of the Secretary to the Sangguniang Bayan (OSSB)			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government-to-Citizen			
Who may avail:	The public, barangay officials and municipal offices			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Proposed Annual/supplemental budgets with supporting documents as prescribed by law (1 Original Copy)			Office of the Municipal Budget Officer	
2. Annual/supplemental Investment Plan (AIP) as approved by the Municipal Development Council (1 Original Copy)			Office of the Municipal Planning and Development Coordinator	
3. Proper endorsement by concerned authorities or officers (1 Original Copy)			Office of the Municipal Mayor/ Office of the MBO	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure requirements and submit to the Office of the Sangguniang Bayan for review and assessment (1 Original/ Photocopy)	1. Receive indorsements	None	1 Minute	Mae Graciele C. Oblero <i>Legislative Staff Officer</i> OSSB Diana E. Garcia <i>Administrative Assistant I</i> OSSB Atty. Rollidel R. Concepcion <i>Secretary to the SB</i> OSSB
2. Submit request with requirements for review (1 Original/ Photocopy)	2. Review submitted documents	None	5 Minutes	Atty. Rollidel R. Concepcion <i>Secretary to the SB</i> OSSB



3. Waits for the result of review (1 Original/ Photocopy)	3. if documents are complete, request is entered in the logbook for legislative actions.	None	2 Minutes	Mae Graciele C. Oblero <i>Legislative Staff Officer</i> OSSB Diana E. Garcia <i>Administrative Assistant I</i> OSSB
	3.1 If documents are incomplete, return the documents to the Budget Office	None	2 Minutes	Mae Graciele C. Oblero <i>Legislative Staff Officer</i> OSSB Diana E. Garcia <i>Administrative Assistant I</i> OSSB
4. Wait for Legislative action	4. SB Secretary places all municipal/supplemental budgets for review in the Order of Business for First Reading	None	2 days	Mae Graciele C. Oblero <i>Legislative Staff Officer</i> OSSB Diana E. Garcia <i>Administrative Assistant I</i> OSSB Atty. Rollidel R. Concepcion <i>Secretary to the SB</i> OSSB
	4.1 Municipal/ Supplemental Budget is taken up on First Reading and referred to the Committee on Budget, Finance and Appropriations	None	3 minutes during SB Session	Sangguniang Bayan Members OSSB
	4.2 The concerned committee evaluates submitted documents	None	3 minutes during SB Session	SB Committee on Budget, Finance and Appropriations OSSB
	4.3 The concerned committee prepares Resolution adopting the AIP for approval and Appropriations Ordinance for First Reading.	None	1 day	SB Committee on Budget, Finance and Appropriations OSSB
	4.5 Resolution for AIP is adopted. Draft Appropriation	None	3 minutes during SB Session	Sangguniang Bayan Members OSSB



	Ordinance is passed on First Reading and referred to the Committee on Budget, Finance and Appropriations			
5. Attends public hearing	5. The concerned committee holds public hearing whenever applicable and renders report to the SB Session	None	5 Days	SB Committee on Budget, Finance and Appropriations OSSB
	5.1 The concerned committee finalizes report	None	1 Day	SB Committee on Budget, Finance and Appropriations OSSB
	5.2 The Committee Report is taken up and adopted with changes if any	None	3 minutes during SB Session	Sangguniang Bayan Members OSSB
	5.3 The Draft Appropriations Ordinance is presented for approval on Second Reading with amendments if any based on approved Committee Report.	None	3 minutes during SB Session	Sangguniang Bayan Members OSSB
	5.4 Draft Appropriations Ordinance incorporating amendments is finalized	None	5 days	SB Committee on Budget, Finance and Appropriations OSSB
	5.5 Draft Appropriations Ordinance is taken up and approved on Second Reading	None	5 minutes during SB Session	Sangguniang Bayan Members OSSB
	5.6 If there are amendments, these are debated upon and reflected in the Draft Ordinance	None	10 minutes during SB Session	Sangguniang Bayan Members OSSB
	5.7 Draft Appropriations Ordinance incorporating amendments is finalized.	None	1 day	SB Committee on Budget, Finance and Appropriations OSSB



	5.8 The Draft Appropriations Ordinance is presented for approval on Third Reading.	None	3 minutes during SB Session	SB Committee on Budget, Finance and Appropriations OSSB
	5.9 Draft Appropriations Ordinance is taken up and voted upon on Third Reading with its amendments	None	2 minutes during SB Session	Sangguniang Bayan Members OSSB
	5.10 Appropriations Ordinance is finalized and numbered for signature of concerned officials	None	3 minutes	Atty. Rollidel R. Concepcion <i>Secretary to the SB</i> OSSB
	5.11 SB Secretariat facilitates signing of Appropriations Ordinance	None	5 minutes	Mae Graciele C. Oblero <i>Legislative Staff Officer</i> OSSB Diana E. Garcia <i>Administrative Assistant I</i> OSSB
	5.12 Approved Appropriations Ordinance is enrolled in the Journal and forwarded to the Sangguniang Panlalawigan for review within thirty (30) days	None	33 days	Mae Graciele C. Oblero <i>Legislative Staff Officer</i> OSSB Diana E. Garcia <i>Administrative Assistant I</i> OSSB Atty. Rollidel R. Concepcion <i>Secretary to the SB</i> OSSB
6. Get copy of approved resolution or ordinance	6. Releases approved Resolution or Ordinance	None	3 minutes during SB Session	Mae Graciele C. Oblero <i>Legislative Staff Officer</i> OSSB Diana E. Garcia <i>Administrative Assistant I</i> OSSB
TOTAL:		None	48 Days and 56 minutes	

* Legal Basis – Sangguniang Bayan Internal Rules of Procedure pursuant to Local Government Code of 1991



6. Requests, Petitions or Complaints to be reviewed by the Sangguniang Bayan.

Under the Local Government Code and other existing laws, the Sangguniang Bayan is empowered to act on certain requests, petitions or complaints filed by individuals, barangay officials, government offices and other parties.

Office or Division:	Office of the Secretary to the Sangguniang Bayan (OSSB)			
Classification:	Simple			
Type of Transaction:	G2C, G2G, G2B			
Who may avail:	The public, barangay officials and municipal offices			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Copy of petition or complaint on subjects mentioned duly signed by petitioners or complainant and other affected public, if any (1 Original, 1 Photocopy)			Petitioners or complainant and other affected public	
2. Sworn statements or affidavits (1 Original, 1 Photocopy)			Officer administering oath	
3. Proper endorsement by concerned authorities or officers (1 Original, 1 Photocopy)			Concerned authorities or officers	
4. Justifications for filing petition or complaint. (1 Original, 1 Photocopy)			Petitioners or complainant and other affected public	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits petitions or complaints with requirements to the Office of the Sangguniang Bayan for review and assessment	1. Receives endorsements	None	5 Minutes	Mae Graciele C. Oblero <i>Legislative Staff Officer</i> OSSB Diana E. Garcia <i>Administrative Assistant I</i> OSSB
	1.1 Reviews Submitted Documents	None	5 Minutes	Atty. Rollidel R. Concepcion <i>Secretary to the SB</i> OSSB



2. Waits for the result of review	2. If documents are complete, enter in the incoming logbook for legislative actions	None	5 Minutes	Mae Graciele C. Oblero <i>Legislative Staff Officer</i> OSSB Diana E. Garcia <i>Administrative Assistant I</i> OSSB
	2.1 Verifies needed documents from files if available	None	15 Minutes	Mae Graciele C. Oblero <i>Legislative Staff Officer</i> OSSB Diana E. Garcia <i>Administrative Assistant I</i> OSSB
	2.2 If documents are available, informs requesting party	None	5 Minutes	Mae Graciele C. Oblero <i>Legislative Staff Officer</i> OSSB Diana E. Garcia <i>Administrative Assistant I</i> OSSB
3. Pays the require fees	3. Receives payment and issues Official Receipt and photocopies documents	P75.00/ page	15 Minutes	Mary Jane O. Turalba <i>Office of the Municipal</i> <i>Treasurer</i>
4. Returns to SB Office to have copies of documents certified	4. Certifies copies of documents	None	5 Minutes	Atty. Rollidel R. Concepcion <i>Secretary to the SB</i> OSSB
TOTAL:		P75.00/ page	55 minutes	



SANGGUNIANG BAYAN WORKING COMMITTEES	
Carlo Castor U. Concepcion <i>Vice-Mayor/Presiding Officer</i>	Chairman - Committee on Information and Communications Technology - Committee on Finance, Budget and Appropriations
Joanna Katrina L. Ledda <i>Sangguniang Bayan Member</i>	Chairman - Committee on Laws, Rules and Privileges - Committee on Health - Committee on Labor & Employment
Rogelio O. Concepcion <i>Sangguniang Bayan Member</i>	Chairman - Committee on Environmental Protection and Energy - Committee on Peace and Order and Public Safety - Committee on Public Works, Public Utilities and Facilities
Rogelio E. Opinaldo <i>Sangguniang Bayan Member</i>	Chairman - Committee on Agriculture and Aquatic Resources - Committee on Boundary Dispute - Committee on Calamity and Disaster Management
Michael D. Marron <i>Sangguniang Bayan Member</i>	Chairman - Committee on Civil Service and Human Resources - Committee on Games and Amusements - Land Utilization, Zoning and Housing
Rosie M. Is-Isa <i>Sangguniang Bayan Member</i>	Chairman - Committee on Human Rights - Committee on Tourism
Herminia M. Ordinario <i>Sangguniang Bayan Member</i>	Chairman - Committee on Education and Culture - Committee on Good Government, Public Ethics and Accountability - Committee on Social Services, Elderly and Disabled
Emiliana P. Portacio <i>Sangguniang Bayan Member</i>	Chairman - Committee on Cooperatives - Committee on Ways and Means - Committee on Women and Family
Marife C. Hermosura <i>Sangguniang Bayan Member</i>	Chairman - Committee on Market, Trade, Commerce and Industry - Committee on Non-Government Organizations and Private Sector
Amiel John U. Concepcion <i>ABC President</i>	Chairman - Committee on Barangay Affairs
Zhoren Elrick R. Ordinario <i>SKMF President</i>	Chairman - Committee on Youth and Sports Development



Office of the Municipal Planning & Development Coordinator

External Services



1. Issuance of Locational Clearance

A Location Clearance from the Office of the MPDC is a pre-requirement in securing Building and Fencing Permits from the Municipal Engineering Office. The Clearance becomes null and void if work does not commence within 1 year from the date of decision, any complaints against the issuance of the Locational Clearance found valid after due hearing and any misrepresentation/false allegation material to the issuance. All provisions stated in the issuance of the Locational Clearance shall strictly conform with the requirements of the National Building Code of the Philippines and other related laws.

Office or Division:	Office of the Municipal Planning & Development Coordinator (OMPDC)			
Classification:	Simple			
Type of Transaction:	G2C, G2B, G2G			
Who may avail:	All individuals, business establishments and government entities needing Locational Clearance			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Tax Declaration of Land (1 Original Copy)			Office of the Municipal Assessor	
2. Duly accomplished and notarized application for Locational Clearance (4 Original Copies)			Office of the Municipal Planning & Development Coordinator Notary Public	
3. Affidavit of Ownership and/or Affidavit of Consent [if applicant is not the landowner forms are available at the OMPDC] (4 Original Copies Duly Notarized)			Office of the Municipal Planning & Development Coordinator	
4. 1 set of Plans, specifications and Estimated cost (1 original copy)			Applicant	
5. Duly accomplished and notarized Neighbor's Consent [for Fencing Permit] (4 original copies)			Office of the Municipal Engineer Notary Public	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in Client Logbook	1. Assist client in signing in the Client Logbook	None	2 Minutes	Engr. Paul Joffrey L. Ramirez <i>Zoning Officer II</i> OMPDC Cristino O. Valdez, Jr. <i>Administrative Aide I</i> OMPDC
2. Submit Requirements for verification and get	2. Evaluates and verify the	None	15 Minutes	Engr. Paul Joffrey L. Ramirez <i>Zoning Officer II</i> OMPDC



schedule for site inspection	submitted requirements and give schedule of zoning inspection			Wensday O. Acepcion <i>Statistician Aide I</i> OMPDC
3. Site Inspection. Wait for the Zoning Officer to inspect the project site	3. Inspect the proposed site for building/fencing construction.	None	1 Hour	Engr. Prudencio M. Oliva, Jr. <i>MPDC</i> OMPDC Engr. Paul Joffrey L. Ramirez <i>Zoning Officer II</i> OMPDC
4. Pay Locational Clearance Fee at the Treasury Office.	4. Gives Order of Payment	Refer to Table below	3 Minutes	MTO Staff <i>Office of the Municipal Treasurer</i>
5. Return to OMPDC, gives Official Receipt and wait for the processing of your documents	5. Receives Official Receipt, encoded and print Locational Clearance then signed by Zoning Officer/MPDO.	None	5 Minutes	Engr. Prudencio M. Oliva, Jr. <i>MPDC</i> OMPDC Engr. Paul Joffrey L. Ramirez <i>Zoning Officer II</i> OMPDC
6. Receives approved and signed Locational Clearance.	6. Record the Locational Clearance in the logbook and give it to the client.	None	1 Minute	Engr. Paul Joffrey L. Ramirez <i>Zoning Officer II</i> OMPDC Cristino O. Valdez, Jr. <i>Administrative Aide I</i> OMPDC
TOTAL:		Refer to Table below	1 Hour and 27 Minutes	



SCHEDULE OF FEES FOR ZONING / LOCATIONAL CLEARANCE	
A. Single residential structure attached or detached	
1. Php 100,000.00 & below 2. Over Php 100,000.00 to Php 200,000.00 3. Over Php 200,000.00	Php 288.00 Php 576.00 Php 720.00 + (1/10 of 1% on excess of Php 200,000)
B. Apartments/Townhouses	
1. Php 500,000.00 and below 2. Over Php 500,000.00 to Php 2 Million 3. Over Php 2 Million	Php 1,144.00 Php 2,160.00 Php 3,600.00 + (1/10 of 1% of cost in excess of Php 2 Million regardless of the number of floors)
C. Dormitories	
1. Php 2 Million and below 2. Over Php 2 Million	Php 3,600.00 Php 3,600.00 + (1/10 of 15% of cost in excess of Php 2 Million regardless of the number of floors)
D. Institutional	
Project Cost of which is: 1. Below Php 2 Million 2. Over Php 2 Million	Php 2,880.00 Php 2,880.00 + (1/10 of 1% of cost in excess of Php 2 Million)
E. Commercial, Industrial and Agro-industrial Project Cost of which is:	
1. Below Php 100,000.00 2. Over Php 100,000.00 – Php 500,000.00 3. Over Php 500,000.00 4. Over Php 1 Million – Php 2 Million 5. Over Php 2 Million	Php 1,140.00 Php 2,160.00 Php 2,880.00 Php 4,320.00 Php 7,200.00 + (1/10 of 1% of cost in excess of Php 2 Million)
F. Special Uses/ Special Projects	
(Gasoline Station, Cell Sites, Slaughter House, Treatment Plants, etc.) 1. Below Php 2 Million 2. Over Php 2 Million	Php 7,200.00 Php 7,200.00 + (1/10 of 1% of cost in excess of Php 2 Million)
G. Alteration / Expansion (affected areas/ cost only)	
	Same as the original application



2. Issuance of Zoning Certificate

The Zoning Officer will certify as to the use of the subject property/land as reflected from the approved Comprehensive Land use Plan and Zoning Ordinance of the municipality.

Office or Division:	Office of the Municipal Planning & Development Coordinator (OMPDC)			
Classification:	Simple			
Type of Transaction:	G2C, G2B, G2G			
Who may avail:	All individuals, business establishments and government entities needing Zoning Clearance			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Tax Declaration/ Title of the Subject property of Land (1 Original Copy)			Office of the Municipal Assessor	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the OMPDC, present a valid identification card (I. D). Sign in Client Logbook then request for Zoning Certificate	1. Assist client in signing in the Client Logbook then conduct brief background interview.	None	3 Minutes	Engr. Prudencio M. Oliva, Jr. <i>MPDC</i> <i>OMPDC</i> Cristino O. Valdez, Jr. <i>Administrative Aide I</i> <i>OMPDC</i>
2. Submit Requirements	2. Evaluates and verify submitted requirements	None	3 Minutes	Engr. Paul Joffrey L. Ramirez <i>Zoning Officer II</i> <i>OMPDC</i> Wensday O. Acepcion <i>Statistician Aide I</i> <i>OMPDC</i>
3. Get Order of Payment and pay Certification Fee at the Treasury Office.	3. Gives Order of Payment	Certification Fee: Php 75.00 Doc. Stamp: Php 30.00 Total Fee: Php 105.00	3 Minutes	MTO Staff <i>Office of the Municipal Treasurer</i>



4. Return to OMPDC and gives Official Receipt and wait for your request to be process.	4. Receives Official Receipt, encoded and print Zoning Certificate then signed by Zoning Officer/MPDO	None	2 Minutes	Engr. Prudencio M. Oliva, Jr. <i>MPDC</i> <i>OMPDC</i> Engr. Paul Joffrey L. Ramirez <i>Zoning Officer II</i> <i>OMPDC</i>
5. Receives signed Zoning Certificate.	5. Record the Zoning Certificate in the Logbook and give it to the client.	None	1 Minute	Engr. Paul Joffrey L. Ramirez <i>Zoning Officer II</i> <i>OMPDC</i> Cristino O. Valdez, Jr. <i>Administrative Aide I</i> <i>OMPDC</i>
TOTAL:		Php 105.00	12 Minutes	

3. Issuance of Zoning Clearance for Business Permit (New)

Business enterprises are required to secure Zoning Clearance from the OMPDC before the start of commercial operations. This is part of the process of securing a Business License/Mayor's Permit.

Office or Division:	Office of the Municipal Planning & Development Coordinator (OMPDC)	
Classification:	Simple	
Type of Transaction:	G2B, G2C	
Who may avail:	All individuals, business establishments and government entities needing zoning clearance for their business permit (new)	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Duly accomplished Unified Form (Application Form) (1 original)	Office of the Municipal Administrator	
2. Contract of Lease/Consent, if applicant is a lessee (1 Original Copy)	Applicant	
3. Detailed information about the business (1 original)	Applicant	
4. Sketch of location (1 Photocopy)	Applicant	



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in Client Logbook	1. Assist client in signing in the Client Logbook	None	3 Minutes	Engr. Paul Joffrey L. Ramirez <i>Zoning Officer II</i> OMPDC Cristino O. Valdez, Jr. <i>Administrative Aide I</i> OMPDC
2. Submit requirements for verification and get schedule of zoning inspection	2. Evaluates and verify submitted requirements and give schedule of zoning inspection	None	3 Minutes	Engr. Prudencio M. Oliva, Jr. <i>MPDC</i> OMPDC Wensday O. Acepacion <i>Statistician Aide I</i> OMPDC
3. Site inspection. Wait for the Zoning Officer to inspect your business establishment	3. Inspect the business establishment	None	1 Hour	Engr. Prudencio M. Oliva, Jr. <i>MPDC</i> OMPDC Engr. Paul Joffrey L. Ramirez <i>Zoning Officer II</i> OMPDC
4. Return to the OMPDC, to get Zoning Clearance duly signed by the Zoning Officer	4. Process Zoning Clearance then signed by the Zoning Officer/MPDO	None	3 Minutes	Engr. Prudencio M. Oliva, Jr. <i>MPDC</i> OMPDC Wensday O. Acepacion <i>Statistician Aide I</i> OMPDC
5. Receives the Zoning Clearance	5. Record the zoning clearance in the logbook and give it to the client	None	1 Minute	Engr. Paul Joffrey L. Ramirez <i>Zoning Officer II</i> OMPDC Cristino O. Valdez, Jr. <i>Administrative Aide I</i> OMPDC
TOTAL:		None	1 Hour and 10 Minutes	



4. Issuance of Zoning Clearance for Business Permit (Renewal)

Business enterprises are required to secure Zoning Clearance from the OMPDC during the annual renewal of business permits. This is part of the process of securing a Business License/Mayor's Permit.

Office or Division:	Office of the Municipal Planning & Development Coordinator (OMPDC)			
Classification:	Simple			
Type of Transaction:	G2B, G2C			
Who may avail:	All individuals, business establishments and government entities needing zoning clearance for their business permit (renewal)			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Duly accomplished Application Form (1 original)			Office of the Municipal Administrator	
2. Detailed information about the business (1 original)			Applicant	
3. Sketch of location (1 Photocopy)			Applicant	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in Client Logbook	1. Assist client in signing in the Client Logbook	None	1 Minute	Wensday O. Acepacion <i>Statistician Aide I</i> OMPDC Cristino O. Valdez, Jr. <i>Administrative Aide I</i> OMPDC
2. Submit documents for the assessment of the required Zoning Clearance Fee	2. Evaluates and verify submitted requirements	None	3 Minutes	Engr. Prudencio M. Oliva, Jr. <i>MPDC</i> OMPDC Engr. Paul Joffrey L. Ramirez <i>Zoning Officer II</i> OMPDC Wensday O. Acepacion <i>Statistician Aide I</i> OMPDC



3. Wait for the processing of Zoning Clearance	3. Process Zoning Clearance then signed by the Zoning Officer/MPDO	None	4 Minutes	Engr. Prudencio M. Oliva, Jr. <i>MPDC</i> <i>OMPDC</i> Engr. Paul Joffrey L. Ramirez <i>Zoning Officer II</i> <i>OMPDC</i> Wensday O. Acepcion <i>Statistician Aide I</i> <i>OMPDC</i>
4. Receives the Zoning Clearance	4. Record the Zoning Clearance in the Logbook and give it to the client.	None	1 Minute	Engr. Paul Joffrey L. Ramirez <i>Zoning Officer II</i> <i>OMPDC</i> Cristino O. Valdez, Jr. <i>Administrative Aide I</i> <i>OMPDC</i>
TOTAL:		None	9 Minutes	

5. Provision of Technical Assistance in the Preparation of Project Proposals and Training Designs

The MPDO provides technical assistance to Barangays, Non-Government Organizations, and other offices within the municipality in the preparation of projects proposals, training designs and other skills training programs.

Office or Division:	Office of the Municipal Planning & Development Coordinator (OMPDC)	
Classification:	Complex	
Type of Transaction:	G2C, G2B, G2G	
Who may avail:	All individuals, business establishments and government entities needing technical assistance in the preparation of project proposals and training designs.	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Valid ID. (1 photocopy)		GSIS, SSS, TIN, PRC, Pag-Ibig, Philhealth, Voter's ID, Postal ID, Driver's License



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the MPDO, present a valid identification card (I.D.). Sign in Client Logbook then inform/request for the needed technical assistance.	1. Assist client in signing in the Client Logbook then conduct an interview regarding proposed project/ training program.	None	10 Minutes	Engr. Prudencio M. Oliva, Jr. MPDC OMPDC Engr. Paul Joffrey L. Ramirez Zoning Officer II OMPDC
2. Pay the required fees at the Municipal Treasurer's Office (MTO).	2. Issues Order of Payment	Php 100.00 (small projects) Php 200.00 (big projects)	3 Minutes	MTO Staff Office of the Municipal Treasurer
3. Return to MPDO and gives Official Receipts and return after 5 working Days.	3. Receives Official Receipt	None	30 Seconds	Engr. Prudencio M. Oliva, Jr. MPDC OMPDC Engr. Paul Joffrey L. Ramirez Zoning Officer II OMPDC
4. Wait for the preparation of the project/training proposal.	4. Prepares, encodes and prints requested documents	None	5 Working Days	Engr. Prudencio M. Oliva, Jr. MPDC OMPDC Engr. Paul Joffrey L. Ramirez Zoning Officer II OMPDC
5. After 5 working Days, return to MPDO for the requested documents.	5. Records requested documents on project/training proposal in the logbook.	None	2 Minutes	Engr. Prudencio M. Oliva, Jr. MPDC OMPDC Engr. Paul Joffrey L. Ramirez Zoning Officer II OMPDC
6. Receives requested documents on projects/training proposals	6. Releases the requested documents on projects/training proposals	None	1 Minute	Engr. Prudencio M. Oliva, Jr. MPDC OMPDC



				Engr. Paul Joffrey L. Ramirez <i>Zoning Officer II</i> <i>OMPDC</i>
	TOTAL:	-Php 100.00 (small project) -Php 200.00 (big project)	5 Working Days, 16 Minutes and 30 Seconds	

6. Provision of Technical Information

The MPDO provides technical information such as the Socio-Economic Profile, Development Plans, and Investment Programs. Accomplishment Reports and other vital documents to students, researchers, businessman and others who need it for a specific/legal purpose.

Office or Division:	Office of the Municipal Planning & Development Coordinator (OMPDC)			
Classification:	Simple			
Type of Transaction:	G2C, G2B, G2G			
Who may avail:	All individuals, business establishments and government entities needing technical information and assistance			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Valid ID (1 photocopy)			GSIS, SSS, TIN, PRC, Pag-Ibig, Philhealth, Voter's ID, Postal ID, Driver's License	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the MPDO, present a valid identification card (I.D.). Sign in Client Logbook then inform/request for the document or information you need.	1. Assist client in signing in the Client Logbook then conduct brief background interview	None	5 Minutes	Engr. Prudencio M. Oliva, Jr. <i>MPDC</i> <i>OMPDC</i> Wensday O. Acepcion <i>Statistician Aide I</i> <i>OMPDC</i> Cristino O. Valdez, Jr. <i>Administrative Aide I</i> <i>OMPDC</i>
2. Pay the required fees at the Municipal Treasurer's Office (MTO).	2. Issues Order of Payment	Php 5.00/ page	3 Minutes	MTO Staff <i>Office of the Municipal Treasurer</i>



3. Return to the MPDO, gives Official Receipt and wait for the requested data or documents.	3. Receives Official Receipt, prints/photocopy requested documents	None	3 Minutes	Wensday O. Acepcion <i>Statistician Aide I</i> OMPDC Cristino O. Valdez, Jr. <i>Administrative Aide I</i> OMPDC
4. Receives requested data or documents.	4. Records requested data in the logbook and releases the requested data or documents.	None	2 Minutes	Wensday O. Acepcion <i>Statistician Aide I</i> OMPDC Cristino O. Valdez, Jr. <i>Administrative Aide I</i> OMPDC
TOTAL:		Php 5.00/ page	3 Minutes	



Office of the Municipal Civil Registrar

External Services



1. Annotation and Endorsement of Supplemental Report

A Supplemental Report for Birth, Marriage and Death may be filed to supply information inadvertently omitted when the document was registered.

Office or Division:	Office of the Municipal Civil Registrar (OMCR)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Owner of registered births, marriages, deaths in the municipality, parents and his/her spouse, direct descendants, institutions legally in-charge for any administrative, judicial or other official proceedings			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Birth/Marriage/Death Certificate to be supplied (4 photocopies)		Philippine Statistics Authority		
2. Affidavit for supplemental report (4 photocopies)		Notary Public		
3. Baptismal Certificate of the document owner (4 photocopies)		Church		
4. Voter's Certification Record of the document owner and/or the parent/s (4 photocopies)		COMELEC		
5. Birth/Marriage Certificate of parents (4 photocopies)		PSA/LCR		
6. at least 2 Valid I.D. (4 photocopies)		Voter's I.D., Philhealth, SSS, TIN, PAG-IBIG, PRC, Driver's Lic., Senior Citizen ID, Postal I.D., 4Ps I.D		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits documents to LCR staff	1. Receives and review submitted documents	None	15 minutes	Engr. Dante V. Urbi <i>Municipal Civil Registrar</i> OMCR Jeolita F. Ferreras <i>Asst. Registration Officer</i> OMCR
2. Pay required fees	2. Issues Official Receipt (OR) upon Payment	Supplemental Report P150.00, Endorsement fee P100.00, Certification	5 minutes	MTO staff <i>Office of the Municipal Treasurer</i>



		fee P150.00 and additional documentary stamp P60.00		
3. Presents O.R. to LCR staff	3. Receives O.R., prepare the Supplemental Report Form, Endorsement and Annotated Document	None	20 minutes	Jeolita F. Ferreras <i>Asst. Registration Officer</i> OMCR Ma. Cecilia O. Dictaan <i>PPW-I</i> OMCR
4. Reviews and signs the Supplemental Report Form	4. Signs the Supplemental Report, Endorsement, Annotated Document and certify the supporting documents	None	15 minutes	Engr. Dante V. Urbi <i>Municipal Civil Registrar</i> OMCR Jeolita F. Ferreras <i>Asst. Registration Officer</i> OMCR
5. Receives 2 sets of Endorsement for Supplemental Report -one set for mailing to PSA-OCRG -another set for personal copy	5. Issue 2 sets of Endorsement for Supplemental Report -one set for mailing to PSA-OCRG -another set for personal copy	None	5 minutes	Jeolita F. Ferreras <i>Asst. Registration Officer</i> OMCR Ma. Cecilia O. Dictaan <i>PPW-I</i> OMCR
TOTAL:		P460.00	1 Hour	



2. Application for Delayed Registration of Birth Certificate

Late registration applies to events that are not yet registered after 30- day reglementary period after the occurrence of the event. A ten-day posting period must be observed before the document applied for will be released.

Rule 12- delayed Registration-Adm. Order No. 1 Series of 1993 and other Laws on Civil Registration-A report of vital event made beyond the reglementary period is considered delayed.

Rule 13- Adm. Order I Series of 1993- Implementing Rule and Regulations of Act 3735 and other Laws on Civil Registration.

Posting of Pending Application- a notice to the public on the pending application for delayed registration shall be posted in the bulletin board of the city/ municipality for a period of not less than ten (10) days.

Office or Division:	Office of the Municipal Civil Registrar (OMCR)	
Classification:	Simple	
Type of Transaction:	G2C – Government to Citizen	
Who may avail:	All individuals who were born in the municipality	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1.Negative Certification of Birth (1 original, 4 photocopies)	Philippine Statistics Authority	
2. Affidavit of two (2) disinterested persons attesting facts of birth (1 original, 4 photocopies)	Notary Public	
3.Baptismal certificate of the document owner (1 original, 4 photocopies)	Church	
4.Marriage Certificate of the document owner if already married (1 original, 4 photocopies)	PSA/LCR of place of marriage	
5.Marriage Certificate of parents (1 original, 4 photocopies)	PSA/LCR of place of marriage	
6. Voter's Certification Record (1 original, 4 photocopies)	COMELEC	
7.Philhealth Member Data Record (1 original, 4 photocopies)	PhilHealth	
8.Affidavit of waiver	Notary Public	



(1 original, 4 photocopies)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Negative Certification secured from PSA together with other required documents	1.Receive and verify submitted documents	None	15 minutes	Engr. Dante V. Urbi <i>Municipal Civil Registrar</i> OMCR Jeolita F. Ferreras <i>Asst. Registration Officer</i> OMCR
2.Give the information to be supplied in the COLB	2.Interview client for the information to be supplied in the COLB	None	15 minutes	Engr. Dante V. Urbi <i>Municipal Civil Registrar</i> OMCR Jeolita F. Ferreras <i>Asst. Registration Officer</i> OMCR
3.Check correctness of entries in the COLB and sign	3.Prepare the Certificate of Live Birth and print one copy for checking, print additional 3 copies after checking	None	10 minutes	Jeolita F. Ferreras <i>Asst. Registration Officer</i> OMCR Ma. Cecilia O. Dictaan <i>PPW-I</i> OMCR
4. Receive COLB and bring to attendant at birth for signature	4. If attendant at Birth is still available, give the COLB and instruct them for signature of attendant at birth.	None	5 minutes	Midwife/Nurse <i>Office of the Municipal Health Officer</i>
5. Return COLB to LCR staff	5.Receive COLB and check	None	5 minutes	Jeolita F. Ferreras <i>Asst. Registration Officer</i> OMCR



6. Pay required fee to MTO	6. Issues official receipt upon payment of the required fees	Delayed Registration fee- P300.00 Certification fee- P225.00 Additional documentary stamp-P90.00 Additional Endorsement fee-P100.00 if client will request for advance endorsement of copy to OCRG	5 minutes	MTO staff <i>Office of the Municipal Treasurer</i>
7. Present O.R.to LCR staff	7.Receive O.R. and advise client to return after 10 days posting period	None	5 minutes	Jeolita F. Ferreras <i>Asst. Registration Officer OMCR</i> Ma. Cecilia O. Dictaan <i>PPW-I OMCR</i>
8. Wait for ten days posting period	8.After the posting period, assign Registry number and sign	None	5 minutes	Engr. Dante V. Urbi <i>Municipal Civil Registrar OMCR</i> Jeolita F. Ferreras <i>Asst. Registration Officer OMCR</i>
	8.1 Prepare Endorsement letter for OCRG-PSA if requested, provide 4 photocopies of the Registered COLB and annotate that an advance copy was sent	None	10 minutes	Jeolita F. Ferreras <i>Asst. Registration Officer OMCR</i> Ma. Cecilia O. Dictaan <i>PPW-I OMCR</i>



	8.2 Sign the documents	None	5 minutes	Engr. Dante V. Urbi <i>Municipal Civil Registrar</i> OMCR Jeolita F. Ferreras <i>Asst. Registration Officer</i> OMCR
9. Return after the posting period and receive personal copy of COLB - receive another set for mailing if requested for an advance endorsement.	9. Issue duly registered COLB	None	5 minutes	Jeolita F. Ferreras <i>Asst. Registration Officer</i> OMCR Ma. Cecilia O. Dictaan <i>PPW-I</i> OMCR
TOTAL		Php 715.00 with endorsement copy	1 Hour and 25 minutes	

3. Application for Delayed Registration of Death Certificate

Late registration applies to events that are not yet registered after 30- day reglementary period after the occurrence of the event. A ten-day posting period must be observed before the document applied for will be released.

Rule 12- Delayed Registration-Adm. Order No. 1 Series of 1993 and other Laws on Civil Registration-A report of vital event made beyond the reglementary period is considered delayed.

Rule 13- Adm. Order I Series of 1993- Implementing Rule and Regulations of Act 3735 and other Laws on Civil Registration.

Posting of Pending Application- a notice to the public on the pending application for delayed registration shall be posted in the bulletin board of the city/ municipality for a period of not less than ten (10) days.

Office or Division:	Office of the Municipal Civil Registrar (OMCR)
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen



Who may avail:	All individuals whose deceased family member is a resident of the municipality			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Negative Certification of Death (1 original, 4 photocopies)		Philippine Statistics Authority		
2. Affidavit of two (2) disinterested persons attesting facts of death (1 original, 4 photocopies)		Notary Public		
3. Certificate of burial rites (1 original, 4 photocopies)		Church		
4. Barangay Certification (1 original, 4 photocopies)		Barangay Captain		
5. Certificate of Death (1 original, 4 photocopies)		Hospital, Attending Physician, Municipal Health Officer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Negative Certification secured from PSA together with other required documents	1. Receive and verify submitted documents	None	15 minutes	Engr. Dante V. Urbi <i>Municipal Civil Registrar</i> OMCR Jeolita F. Ferreras <i>Asst. Registration Officer</i> OMCR
2. Check correctness of entries in the COD	2. Prepare True Copy / Original Copy of the Certificate of death and print one copy for checking, print additional 3 copies after checking	None	15 minutes	Engr. Dante V. Urbi <i>Municipal Civil Registrar</i> OMCR Jeolita F. Ferreras <i>Asst. Registration Officer</i> OMCR
3. Pay required fee to MTO	3. Issues official receipt upon payment of the required fees.	Delayed Registration fee-P300.00 Certification fee-P225.00 Additional documentary stamp-P90.00 Additional endorsement	5 minutes	MTO staff <i>Office of the Municipal Treasurer</i>



		fee-P100.00 if client will request for advance endorsement of copy to OCRG		
4. Present O.R.to LCR staff	4. Receive O.R. and advise client to return after 10 days posting period	None	5 minutes	Jeolita F. Ferreras <i>Asst. Registration Officer</i> OMCR Ma. Cecilia O. Dictaan <i>PPW-I</i> OMCR
	4.1 After the posting period, assign Registry number and sign.	None	5 minutes	Engr. Dante V. Urbi <i>Municipal Civil Registrar</i> OMCR Jeolita F. Ferreras <i>Asst. Registration Officer</i> OMCR
	4.2 Prepare Endorsement letter for OCRG-PSA if requested, provide 4 photocopies of the Registered COD and annotate that an advance copy was sent	None	10 minutes	Jeolita F. Ferreras <i>Asst. Registration Officer</i> OMCR Ma. Cecilia O. Dictaan <i>PPW-I</i> OMCR
	4.3 Sign the documents	None	5 minutes	Engr. Dante V. Urbi <i>Municipal Civil Registrar</i> OMCR Jeolita F. Ferreras <i>Asst. Registration Officer</i> OMCR
5.Return after the posting period and receive personal copy of COD -receive another set for mailing if	5.Issue duly registered COD	None	5 minutes	Jeolita F. Ferreras <i>Asst. Registration Officer</i> OMCR Ma. Cecilia O. Dictaan <i>PPW-I</i> OMCR



requested for an advance endorsement.				
TOTAL		Php 715.00 with endorsement copy	1 Hour and 5 minutes	

4. Application for Delayed Registration of Marriage Certificate

Late registration applies to events that are not yet registered after 30- day reglementary period after the occurrence of the event. A ten-day posting period must be observed before the document applied for will be released.

Rule 12- delayed Registration-Adm. Order No. 1 Series of 1993 and other Laws on Civil Registration-A report of vital event made beyond the reglementary period is considered delayed.

Rule 13- Adm. Order I Series of 1993- Implementing Rule and Regulations of Act 3735 and other Laws on Civil Registration.

Posting of Pending Application- a notice to the public on the pending application for delayed registration shall be posted in the bulletin board of the city/ municipality for a period of not less than ten (10) days.

Office or Division:	Office of the Municipal Civil Registrar (OMCR)	
Classification:	Simple	
Type of Transaction:	G2C – Government to Citizen	
Who may avail:	All individuals who were married in the municipality	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Negative Certification of Marriage (1 original, 4 photocopies)		Philippine Statistics Authority
2. Affidavit of two (2) disinterested persons attesting facts of marriage (1 original, 4 photocopies)		Notary Public
3. Old Copy of Marriage Certificate issued by Solemnizing Officer (1 original, 4 photocopies)		Owner of the document
4. Affidavit of contracting parties attested by two witnesses (1 original, 4 photocopies)		Notary Public
5. Affidavit of solemnizing officer attesting facts of marriage (1 original, 4 photocopies)		Notary Public



6. Affidavit of waiver (1 original, 4 photocopies)			Notary Public	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits Negative Certification secured from PSA together with other required documents	1.Receives and verifies submitted documents	None	15 minutes	Engr. Dante V. Urbi <i>Municipal Civil Registrar</i> OMCR Jeolita F. Ferreras <i>Asst. Registration Officer</i> OMCR
2.Checks correctness of entries in the COM	2.Prepare True Copy of the Certificate of Marriage and print one copy for checking, print additional 3 copies after checking	None	15 minutes	Jeolita F. Ferreras <i>Asst. Registration Officer</i> OMCR
3.Pay required fee to MTO	3.Issues official receipt upon payment of the required fees.	Delayed Registration fee-P300.00 Certification fee-P225.00 Additional documentary stamp-P90.00 Additional endorsement fee-P100.00 if client will request for advance endorsement of copy to OCRG	5 minutes	MTO staff <i>Office of the Municipal Treasurer</i>
4. Presents O.R.to LCR staff	4. Receives O.R. and advise client to return after 10 days posting period	None	5 minutes	Jeolita F. Ferreras <i>Asst. Registration Officer</i> OMCR Ma. Cecilia O. Dictaan PPW-I OMCR



	4.1 After the posting period, assign Registry number and sign.	None	5 minutes	Engr. Dante V. Urbi <i>Municipal Civil Registrar</i> OMCR Jeolita F. Ferreras <i>Asst. Registration Officer</i> OMCR
	4.2 Prepares Endorsement letter for OCRG-PSA if requested, provide 4 photocopies of the Registered COM and annotate that an advance copy was sent	None	10 minutes	Jeolita F. Ferreras <i>Asst. Registration Officer</i> OMCR Ma. Cecilia O. Dictaan <i>PPW-I</i> OMCR
	4.3 Sign the documents	None	5 minutes	Engr. Dante V. Urbi <i>Municipal Civil Registrar</i> OMCR Jeolita F. Ferreras <i>Asst. Registration Officer</i> OMCR
5>Returns after the posting period and receive personal copy of COM -receive another set for mailing if requested for an advance endorsement.	5.Issues duly registered COM	None	5 minutes	Jeolita F. Ferreras <i>Asst. Registration Officer</i> OMCR Ma. Cecilia O. Dictaan <i>PPW-I</i> OMCR
TOTAL		Php715.00 with endorsement copy	1 Hour and 5 minutes	



5. Application for Marriage License

All couples (either one or both resident of Balaoan) of legal age intending to get married must apply for marriage license at the LCRO. Marriage license is valid any part of the Philippines for a period of 120 days from the date of issue.

Rule 47- Reglementary period and place of registration

Rule 48-Requisites of Application of Marriage License

Rule 49- Number of copies to be accomplished for distribution

Office or Division:	Office of the Municipal Civil Registrar
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	All couples where one or both are residents/born in the municipality who intend to get married
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
A. For couples who are both Filipino:	
1. Birth Certificate of both (1 original, 2 photocopies)	Philippine Statistics Authority
2. Certificate of No Marriage of both (1 original, 2 photocopies)	Philippine Statistics Authority
3. Tree Planting Certificate (for resident of the municipality only) (1 original)	Barangay Captain of Residency
4. Cedula of both (1 photocopy)	Office of the Municipal Treasurer
B. If one is a foreigner:	
1. Legal Capacity to Marry (1 original, 2 photocopies)	Embassy
2. Passport (2 photocopies)	DFA
C. If one or both are 18-21 years old:	
1. Parent/s consent (1 original)	Local/City Civil Registrar
2. Valid ID of parent/s (1 original)	BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-ibig, Voter's ID, 4Ps ID
3. Cedula (1 original)	MTO
D. If one or both are 22-24 years old:	
1. Parent/s advice (1 original)	Local/City Civil Registrar
2. Valid ID of parent/s (1 original)	Voter's I.D., Philhealth, SSS, TIN, PAG-IBIG, PRC, Driver's Lic., Senior Citizen I.D., Postal I.D., 4P's I.D
3. Cedula (1 original)	Office of the Municipal Treasurer
E. If one or both are widow/widower:	
1. death certificate of first spouse (2 photocopies)	PSA/ LCR of place of death



F. If one or both are Divorced/ Annulled				
1. Annotated Marriage Certificate of First Marriage (2 photocopies)		PSA/LCR of place of marriage		
2. Certified photocopy of Registration of Court Decree (2 photocopies)		Local Civil Registrar where he/she registered		
3. Decree of Nullity (2 photocopies)		Regional Trial Court		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits documents to LCR staff	1. Receives and verifies submitted documents	None	15 minutes	Engr. Dante V. Urbi <i>Municipal Civil Registrar</i> OMCR Jeolita F. Ferreras <i>Asst. Registration Officer</i> OMCR Ma. Cecilia O. Dictaan <i>PPW-I</i> OMCR Kevin E. Ocasion <i>Administrative Aide III</i> OMCR
2. Gives required informations	2. Interviews the applicants and prepare three (3) original copies of application form	None	15 minutes	Engr. Dante V. Urbi <i>Municipal Civil Registrar</i> OMCR Jeolita F. Ferreras <i>Asst. Registration Officer</i> OMCR Ma. Cecilia O. Dictaan <i>PPW-I</i> OMCR Kevin E. Ocasion <i>Administrative Aide III</i> OMCR
3. Checks correctness of entries and sign	3. Prints and let applicants review and sign the forms	None	5 minutes	Jeolita F. Ferreras <i>Asst. Registration Officer</i> OMCR Ma. Cecilia O. Dictaan <i>PPW-I</i> OMCR
4. Pays required fee to MTO	4. Issues official receipt upon payment of the required fees.	Application for Marriage License fee P600.00 Family	5 minutes	MTO staff <i>Office of the Municipal Treasurer</i>



		Planning P150.00, Additional documentary stamp P30.00		
5. Present O.R.to LCR staff	5. Receive O.R.	None	2 minutes	Jeolita F. Ferreras <i>Asst. Registration Officer</i> <i>OMCR</i> Ma. Cecilia O. Dictaan <i>PPW-I</i> <i>OMCR</i>
6. For applicants aged 18-24, parents to sign in consent or Advice form, present Cedula/Valid I.D. of parents to LCR staff	6. Prepare consent or advice form	None	5 minutes	Jeolita F. Ferreras <i>Asst. Registration Officer</i> <i>OMCR</i> Ma. Cecilia O. Dictaan <i>PPW-I</i> <i>OMCR</i>
	6.1 Verify and sign Application form and advice or consent if available	None	15 minutes	Engr. Dante V. Urbi <i>Municipal Civil Registrar</i> <i>OMCR</i>
7. Go to Population Officer for schedule of Pre-Marriage Orientation and Counseling	7. Interview and give Marriage Expectation Inventory Form	None	15 minutes	Ma. Cecilia O. Dictaan <i>PPW-I</i> <i>OMCR</i>
8. Accomplish Marriage Expectation Inventory Form and submit to Population Officer and return on given schedule	8. Check and give schedule of Pre-Marriage Orientation and Counseling	None	10 minutes	Ma. Cecilia O. Dictaan <i>PPW-I</i> <i>OMCR</i>
TOTAL		P780.00	1 Hour and 17 minutes	



6. Conduct and Issuance of Certificate of Compliance and Certificate of Marriage Counseling

Pre-marriage Orientation is conducted to be rendered to would be couples who applied for marriage license. The PMO is an activity or intervention that provides information and awareness on family relationships after marriage. Conduct of Pre-marriage Orientation and issuance of PMO certificate is covered under R.A. 10354.

Office or Division:	Office of the Municipal Civil Registrar (OMCR)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All would be couples applying for marriage license			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly accomplished Marriage Expectation Inventory Form (2 Original)		Office of the Mun. Civil Registrar		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the attendance form	1. Give attendance form	None	2 minutes	Ma. Cecilia O. Dictaan <i>PPW-I</i> <i>OMCR</i>
2. Attend the session, listen, and participate during the discussions.	2. Counselors conducts the discussion and session on the following topics: a. Marriage and Relationships. b. Responsible Parenthood c. Family Planning d. Pregnancy and Childcare e. Other matters	None	4 hours	Ma. Cecilia O. Dictaan <i>PPW-I</i> <i>OMCR</i>
				Marilou B. Miniano <i>MSWDO</i> <i>Office of the MSWDO</i>
	2.1 Prepare the Certificate of Compliance (3 original copies)	None	10 minutes	Mercedes O. Natura <i>Midwife III</i> <i>Office of the MHO</i>
				Cecilia M. Castillo <i>SWA</i> <i>Office of the MSWDO</i>
				Ma. Cecilia O. Dictaan <i>PPW-I</i> <i>OMCR</i>



	2.2 Sign the Certificate of Compliance	None	10 minutes	Ma. Cecilia o. Dictaan <i>PPW-I</i> <i>OMCR</i> Marilou B. Miniano <i>MSWDO</i> <i>Office of the MSWDO</i> Mercedes O. Natura <i>Midwife III</i> <i>Office of the MHO</i> Cecilia M. Castillo <i>SWA</i> <i>Office of the MSWDO</i>
3. Return on schedule of release of Marriage License	3. Give duly signed Certificate of Compliance to LCR staff to be attached to the application form	None	5 minutes	Ma. Cecilia o. Dictaan <i>PPW-I</i> <i>OMCR</i>
TOTAL		None	4 Hours and 27 minutes	

7. Endorsement of Available Registry Records but with Negative Certification from the Philippine Statistics Authority (PSA)

There are instances when the National Statistics Office/Philippine Statistics Authority does not have available records requested by clients, but the LCR Office has available record or client has personal copy of the document, the LCR Office will endorse copy of the document to the Office of the Civil Registrar General (OCRG)

Office or Division:	Office of the Municipal Civil Registrar (OMCR)
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	All persons/individuals who are registered in the municipality



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
A. (Birth):				
1. Negative Certification of Birth (1 original, 3 photocopies)		Philippine Statistics Authority (PSA)		
2. Baptismal Certificate (1 original, 3 photocopies)		Church where child was baptized		
3. Old Personal copy of Civil Registry Form 1A (if available) (1 original, 3 photocopies)		Owner of the document		
4. any document that supports data supplied (1 original, 3 photocopies)		Client		
B. (Marriage):				
1. Negative Certification of Marriage (1 original, 3 photocopies)		PSA		
C. (Death):				
1. Negative Certification of Death (1 original, 3 photocopies)		PSA		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the Negative certification from the PSA and Old personal copy if available to LCR Staff	1. Review the presented documents and verify availability of record.	None	5 minutes	Jeolita F. Ferreras <i>Asst. Registration Officer</i> OMCR Ma. Cecilia O. Dictaan <i>PPW-I</i> OMCR
	1.1 Advise the client to submit additional supporting documents if necessary	None	2 minutes	Jeolita F. Ferreras <i>Asst. Registration Officer</i> OMCR Ma. Cecilia O. Dictaan <i>PPW-I</i> OMCR
2. Submit additional documents if advised	2. Receives the additional documents	None	2 minutes	Jeolita F. Ferreras <i>Asst. Registration Officer</i> OMCR Ma. Cecilia O. Dictaan <i>PPW-I</i> OMCR



	2.1. Review the additional supporting documents	None	5 minutes	Jeolita F. Ferreras <i>Asst. Registration Officer</i> OMCR Ma. Cecilia O. Dictaan <i>PPW-I</i> OMCR
3. Pay the required fee to MTO	3. Receives the payment and issue O.R.	Endorsement Fee: P100.00 Certification Fee: P75.00/ supporting document Additional documentary stamp: P30.00/ supporting document	5 minutes	MTO Staff <i>Office of the Municipal Treasurer</i>
4. Present the O.R. to LCR Staff	4. Receives O.R. and prepare the endorsement letter to OCRG	None	5 minutes	Jeolita F. Ferreras <i>Asst. Registration Officer</i> OMCR Ma. Cecilia O. Dictaan <i>PPW-I</i> OMCR
	4.1 Verify and evaluates correctness of the documents	None	10 minutes	Engr. Dante V. Urbi <i>Municipal Civil Registrar</i> OMCR
	4.2 Certify and sign the endorsement letter and attached photocopies of supporting documents	None	5 minutes	Engr. Dante V. Urbi <i>Municipal Civil Registrar</i> OMCR
5. Receives the personal copy and the copy for OCRG for mailing	5. Issue the Endorsement sets: a. Personal copy	None	3 minutes	Jeolita F. Ferreras <i>Asst. Registration Officer</i> OMCR



	b. Copy for OCRG for mailing			Ma. Cecilia O. Dictaan PPW-I OMCR
	TOTAL	Php 100.00 + (Php 75.00 No. of Supporting Document) + (Php 30.00 No. of Supporting Document)	42 Minutes	

8. Issuance of Birth Certificate (Certified Photocopy/ LCR Form 1A)

Civil Registry document such as birth maybe availed of by securing a certified transcript from the Local Civil Registrar's Office or Certified Machine copy based on the original copy of the document filed and kept in this copy.

Office or Division:	Office of the Municipal Civil Registrar (OMCR)	
Classification:	Simple	
Type of Transaction:	G2C – Government to Citizen	
Who may avail:	All persons/individuals whose birth are registered in the municipality	
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	
A. Principal: (Document owner, his/her parents, his/ her spouse, his/her direct decendants.) 1. Valid Identification Card (1original, 1photocopy)	Voter's I.D., Philhealth, SSS, TIN, PAG-IBIG, PRC, Driver's Lic., Senior Citizen I.D., Postal I.D., 4P's I.D	
B. Authorized Representative (other than the Principal) 1. Authorization letter (1 Original Copy)	Principal	
2. Special Power of Attorney (SPA) (1 Original Copy)	Private / Public Attorney's Office	



3. I.D. both the principal and authorized representative (1 Photocopy)		Requesting Party & Principal		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Fill-up the request form and present to LCR Staff	1. Receives the request form and validates	None	5 minutes	Jeolita F. Ferreras <i>Asst. Registration Officer</i> OMCR Ma. Cecilia O. Dictaan PPW-I OMCR
	1.1 Verifies the record in the Records of Birth	None	7 minutes	Jeolita F. Ferreras <i>Asst. Registration Officer</i> OMCR Ma. Cecilia O. Dictaan PPW-I OMCR
2.Pay the required fee at the Municipal Treasury Office	2. Receives payment and issue Official Receipt	P150.00 (Abroad) and additional P30.00 documentary stamp/per copy P75.00 (Local) and additional P30.00 documentary stamp/per copy	5 minutes	MTO Staff <i>Office of the Municipal Treasurer</i>
3.Present official receipt to LCR Staff	3. Receives the O.R. and prepares the document	None	3 minutes	Jeolita F. Ferreras <i>Asst. Registration Officer</i> OMCR Ma. Cecilia O. Dictaan PPW-I OMCR Kevin E. Ocasion <i>Administrative Aide III</i> OMCR



	3.1 Verifies and evaluate correctness of data and signs the document/s	None	5- minutes	Engr. Dante V. Urbi <i>Municipal Civil Registrar</i> OMCR
4.Receives result and requested no. of copies	4. Issues duly signed and dry sealed document/s	None	2 minutes	Jeolita F. Ferreras <i>Asst. Registration Officer</i> OMCR Ma. Cecilia O. Dictaan <i>PPW-I</i> OMCR Kevin E. Ocasion <i>Administrative Aide III</i> OMCR
TOTAL		P180.00 (abroad) P105.00 (local)	27 minutes	

9. Issuance of Burial Permit (Death Occurred in other Municipality)

It is requirement for every entombment within the municipality that the permit will be issued as required by law specifically the disposal of cadaver.

Office or Division:	Office of the Municipal Civil Registrar (OMCR)
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	All individuals whose deceased family member will be buried in the municipality
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
1. Registered Death Certificate (2 photocopy)	Hospital
2. Transfer Permit (2 photocopy)	Office of the Municipal Civil Registrar



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits 2 photocopies to LCR staff	1.Receives the documents, attach information sheet and instruct to go to cemetery caretaker	None	5 minutes	Jeolita F. Ferreras <i>Asst. Registration Officer</i> OMCR Ma. Cecilia O. Dictaan <i>PPW-I</i> OMCR
2. Brings the forms with attached Information sheet to cemetery caretaker for signature	2. Signs the information sheet	None	2 minutes	Jovencio Mendoza <i>Cemetery Caretaker</i> <i>Balaoan Public Cemetery</i>
3. Returns to LCR and pay required fee	3.Receives forms, payment and Prepare burial permit	Burial Permit P75.00	5 minutes	Jeolita F. Ferreras <i>Asst. Registration Officer</i> OMCR
4.Receives 1 photocopy with attached Burial Permit O.R.	4. Issues one (1) photocopy with Burial permit O.R.	None	5 minutes	Jeolita F. Ferreras <i>Asst. Registration Officer</i> OMCR Ma. Cecilia O. Dictaan <i>PPW-I</i> OMCR
TOTAL		P75.00	17 minutes (excluding time on client step in going to <i>Balaoan Public Cemetery</i>)	

10. Issuance of Death Certificate (Certified Photocopy/ LCR Form 2A)

Civil Registry document such as marriage maybe availed of by securing a certified transcript from the Local Civil Registrar's Office or Certified Machine copy based on the original copy of the document filed and kept in this copy.

Office or Division:	Office of the Municipal Civil Registrar (OMCR)
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	All persons/individuals whose family member/relative's death are registered in the municipality



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
A. Principal: (his/her parents, his/ her spouse, his/her direct decendants)				
1. Valid Identification Card (original/ photocopy)		Voter's I.D., Philhealth, SSS, TIN, PAG-IBIG, PRC, Driver's Lic., Senior Citizen I.D., Postal I.D., 4P's I.D		
B. Authorized Representative (other than the Principal)				
1. Authorization letter (1 Original Copy)		Principal		
2. Special Power of Attorney (SPA) (1 Original Copy)		Private / Public Attorney's Office		
3. Photocopy of I.D. both the principal and authorized representative (1 Photocopy)		Requesting party & Principal		
4. Affidavit of Nearest Kin (1 Original Copy)		Private / Public Attorney's Office		
5. Valid ID (1 Photocopy)		Voter's I.D., Philhealth, SSS, TIN, PAG-IBIG, PRC, Driver's Lic., Senior Citizen I.D., Postal I.D., 4P's I.D		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCE SSING TIME	PERSON RESPONSIBLE
1.Fill-up the request form and present to LCR Staff	1.Receives the request form and validates	None	5 minutes	Jeolita F. Ferreras <i>Asst. Registration Officer</i> OMCR Ma. Cecilia O. Dictaan <i>PPW-I</i> OMCR Kevin E. Ocasion <i>Administrative Aide III</i> OMCR
	1.1 Verifies the record in the Records of Death	None	7 minutes	Jeolita F. Ferreras <i>Asst. Registration Officer</i> OMCR Ma. Cecilia O. Dictaan <i>PPW-I</i> OMCR Kevin E. Ocasion <i>Administrative Aide III</i> OMCR
2.Pay the required fee at the Municipal Treasury Office	2.Receives Payment and Issue Official Receipt	P150.00 (Abroad) and additional P30.00 documentary	5 minutes	MTO Staff <i>Office of the Municipal Treasurer</i>



		stamp/per copy P75.00 (Local) and additional P30.00 documentary stamp/per copy		
3. Present official receipt to LCR Staff	3. Receives the O.R. and prepares the document	None	3 minutes	Jeolita F. Ferreras <i>Asst. Registration Officer</i> OMCR Ma. Cecilia O. Dictaan <i>PPW-I</i> OMCR Kevin E. Ocasion <i>Administrative Aide III</i> OMCR
	3.1 Verifies and evaluate correctness of data and signs the document/s	None	5 minutes	Engr. Dante V. Urbi <i>Municipal Civil Registrar</i> OMCR
4. Receives result and requested no. of copies	4. Issue duly signed and dry sealed document/s	None	2 minutes	Jeolita F. Ferreras <i>Asst. Registration Officer</i> OMCR Ma. Cecilia O. Dictaan <i>PPW-I</i> OMCR
TOTAL		P180.00 (abroad) P75.00(local)	27 Minutes	

11. Issuance of Marriage Certificate (Certified Photocopy/ LCR Form 3A)

Civil Registry document such as marriage maybe availed of by securing a certified transcript from the Local Civil Registrar's Office or Certified Machine copy based on the original copy of the document filed and kept in this copy.

Office or Division:	Office of the Municipal Civil Registrar (OMCR)
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	All persons/individuals whose marriage are registered in the municipality



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
A. Principal: (Document owner, their parents, or their direct decendants.) 1. Valid Identification Card (1 original, 1 photocopy)		Voter's I.D., Philhealth, SSS, TIN, PAG-IBIG, PRC, Driver's Lic., Senior Citizen I.D., Postal I.D., 4P's I.D		
B. (Authorized representative other than the Principal) 1. Authorization letter (1 Original Copy)		Principal		
2. Special Power of Attorney (SPA) (1 Original Copy)		Private / Public Attorney's Office		
3. I.D. both the principal and authorized representative (1 Photocopy)		Requesting Party & Principal		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCE SSING TIME	PERSON RESPONSIBLE
1. Fill-up the request form and present to LCR Staff	1. Receives the request form and validates	None	5 minutes	Jeolita F. Ferreras <i>Asst. Registration Officer</i> OMCR Ma. Cecilia O. Dictaan <i>PPW-I</i> OMCR Kevin E. Ocasion <i>Administrative Aide III</i> OMCR
	1.1 Verifies the record in the Records of Birth	None	7 minutes	Jeolita F. Ferreras <i>Asst. Registration Officer</i> OMCR Ma. Cecilia O. Dictaan <i>PPW-I</i> OMCR
2. Pay the required fee at the Municipal Treasury Office	2. Receives payment and issue Official Receipt	P150.00 (Abroad) and additional P30.00 documentary stamp/per copy P75.00 (Local) and additional P30.00 documentary stamp/per copy	5 minutes	MTO Staff <i>Office of the Municipal Treasurer</i>



3. Present official receipt to LCR Staff	3. Receives the O.R. and prepares the document	None	3 minutes	Jeolita F. Ferreras <i>Asst. Registration Officer</i> OMCR Ma. Cecilia O. Dictaan <i>PPW-I</i> OMCR Kevin E. Ocasion <i>Administrative Aide III</i> OMCR
	3.1 Verifies and evaluate correctness of data and signs the document/s	None	5 minutes	Engr. Dante V. Urbi <i>Municipal Civil Registrar</i> OMCR
4. Receives result and requested no. of copies	4. Issues duly signed and dry sealed document/s	None	2 minutes	Jeolita F. Ferreras <i>Asst. Registration Officer</i> OMCR Ma. Cecilia O. Dictaan <i>PPW-I</i> OMCR Kevin E. Ocasion <i>Administrative Aide III</i> OMCR
TOTAL		P180.00 (abroad) P105.00 (local)	27 Minutes	

12. Issuance of Marriage License

All couples (either one or both resident of Balaoan) or legal age intending to get married must apply for marriage license at the LCRO. Marriage license is valid any part of the Philippines for a period of 120 days from date of issuance.

Rule 47-Reglamentary period and place of registration

Rule 48-Requisites of Application of Marriage License

Rule 49-Number of copies to be accomplished for distribution

Office or Division:	Office of the Municipal Civil Registrar (OMCR)	
Classification:	SIMPLE	
Type of Transaction:	G2C – Government to Citizen	
Who may avail:	All would be couples applying for marriage license	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Duly accomplished Application for Marriage License form (1 original)	Office of the Mun. Civil Registrar	



2. Certificate of Compliance (1 original)		Office of the Mun. Civil Registrar		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCE SSING TIME	PERSON RESPONSIBLE
1. Approach LCR staff and inform release of Marriage License	1. Give the application form to couple let them check correctness of entries	None	5 minutes	Jeolita F. Ferreras <i>Asst. Registration Officer</i> OMCR Ma. Cecilia O. Dictaan <i>PPW-I</i> OMCR
2. Check the entries in the application form and return to LCR staff	2. Prepare the Marriage Licence Certificate	None	5 minutes	Jeolita F. Ferreras <i>Asst. Registration Officer</i> OMCR Ma. Cecilia O. Dictaan <i>PPW-I</i> OMCR
3. Pay Marriage License Fee	3. Receives Payment for Marriage License Fee	Marriage License Fee- P75.00	5 minutes	Jeolita F. Ferreras <i>Asst. Registration Officer</i> OMCR
	3.1 Sign the marriage License Certificate	None	5 minutes	Engr. Dante V. Urbi <i>Municipal Civil Registrar</i> OMCR
4. Receives the Marriage Application form with attached Marriage License Certificate and submit to solemnizing officer	4. Issue application form and Marriage License	None	5 minutes	Jeolita F. Ferreras <i>Asst. Registration Officer</i> OMCR Ma. Cecilia O. Dictaan <i>PPW-I</i> OMCR
TOTAL		P75.00	25 Minutes	

13. Issuance of Transfer Permit (Death Occurred in other Municipality and Will Be Buried in other Municipality)

Transfer permit is issued to the family member of the deceased as a requirement prior to transfer the cadaver to other municipality.

Office or Division:	Office of the Municipal Civil Registrar (OMCR)
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen



Who may avail:	All individuals whose deceased family member is a resident of the municipality			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Registered Death Certificate (2 photocopy)		Local Civil Registrar (LCR)//City Civil Registrar where death occurred		
2. Transfer Permit (2 photocopy)		LCR/City Civil Registrar where death occurred		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit 2 photocopies to LCR staff	1. Receive the documents	None	5 minutes	Jeolita F. Ferreras <i>Asst. Registration Officer</i> OMCR
				Ma. Cecilia O. Dictaan PPW-I OMCR
2. Pay required fee to MTO	2. Issues or upon payment of required fee	Transfer Permit P100.00	5 minutes	MTO staff <i>Office of the Municipal Treasurer</i>
3. Return to LCR and present O.R.	3. Receive O.R. and prepare transfer permit	None	5 minutes	Jeolita F. Ferreras <i>Asst. Registration Officer</i> OMCR
	3.1 Sign transfer Permit	None	5 minutes	Engr. Dante V. Urbi <i>Municipal Civil Registrar</i> OMCR
4. Receive 1 photocopy with attached transfer permit	4. Issue 1 Photocopy and transfer permit	None	5 minutes	Jeolita F. Ferreras <i>Asst. Registration Officer</i> OMCR
				Ma. Cecilia O. Dictaan PPW-I OMCR
TOTAL:		P100.00	25 Minutes	



14. Petition for Change of First Name, Change Sex, Correction of Day and Month of Birth (R.A. 9048-Cfn/R.A. 10172)

Republic Act 9048 and Republic Act 10172 amended Article 376 Article 412 authorizes the Local Civil Registrar to correct clerical or typographical errors in any entry, change of first name, sex, day and month of birth without a judicial order. However, correction/change of nationality, status of a person is not covered by R.A. 9048/10172.

Office or Division:	Office of the Municipal Civil Registrar (OMCR)	
Classification:	Highly Technical	
Type of Transaction:	G2C – Government to Citizen	
Who may avail:	Owner of Registered births, marriages and deaths in the municipality, parents and his/her spouse, direct descendants, institutions legally in-charge for any administrative, judicial, or other official proceedings with valid identification card or document/s	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Affected Document in SECPA form (1 original copy, 8 photocopies)	PSA	
2. Baptismal Certificate (2 photocopies)	Church	
3. Marriage Contract of owner/parents (2 photocopies)	PSA/LCR	
4. Earliest school record (2 photocopies)	Elementary School Graduated	
5. Police, Barangay and NBI clearance (2 photocopies)	PNP, Barangay, NBI	
6. Employer's Certificate if employed (2 photocopies)	Employer	
7. Affidavit of No Employment if not employed (2 photocopies)	Notary Public	
8. Any valid I.D. (2 photocopies)	Voter's I.D., Philhealth, SSS, TIN, PAG-IBIG, PRC, Driver's Lic., Senior Citizen I.D., Postal ID, 4Ps ID	
9. Voter's registration (2 photocopies)	COMELEC	
10. Birth Certificate of siblings, parents (2 photocopies)	PSA/LCR	
11. Medical certificate from gov't accredited doctor (for change of sex) (2 photocopies)	Office of the Municipal Health Officer	
12. Medical Records (2 photocopies)	Government/Private Hospital	
13. Affidavit of Publication with Newspaper Clipping (1 original)	Local newspaper of general circulation	
14. CEDULA (2 photocopies)	Office of the Municipal Treasurer	



15. PHIC member data record (2 photocopies)		Philhealth		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present your problem/s to MCR/ Asst. Registration Officer	1. Assess the presented problem/s and advise needed supporting documents	None	30 minutes	Engr. Dante V. Urbi <i>Municipal Civil Registrar</i> OMCR Jeolita F. Ferreras <i>Asst. Registration Officer</i> OMCR
2. Submit the required documents for review	2. Review the submitted documents and prepare the petition form	None	1 hour	Engr. Dante V. Urbi <i>Municipal Civil Registrar</i> OMCR Jeolita F. Ferreras <i>Asst. Registration Officer</i> OMCR
3. Pay required fees	3. Receive payment and issue O.R.	Filing Fee: P3,000.00 additional Certification Fee: P600.00 and documentary stamp- P240.00 Endorsement fee- P100.00	10 minutes	MTO staff <i>Office of the Municipal Treasurer</i>
4. Present O.R. to MCR/ Asst. Registration Officer. Check and sign the petition	4. MCR to subscribe the petition	None	15 minutes	Engr. Dante V. Urbi <i>Municipal Civil Registrar</i> OMCR Jeolita F. Ferreras <i>Asst. Registration Officer</i> OMCR
5. Pay for publication and Misc. fee (optional) Wait for the publication (3 consecutive weeks) and approval of MCR	5. Receive payment and prepare Notice of Publication to be published for 3 consecutive weeks.	Publication: P3,000.00 (optional) Misc. fee P 500.00	5 minutes	Engr. Dante V. Urbi <i>Municipal Civil Registrar</i> OMCR Jeolita F. Ferreras <i>Asst. Registration Officer</i> OMCR



5.1 Wait for the publication (3 consecutive weeks)	5.1 None	None	15 Working Days	None
6. Follow-up Affirmed petition after 3 months after completion of the requirements including publication	6. After publication, prepare the Record Book, Notice for Posting and Certificate of Posting	None	15 minutes	Engr. Dante V. Urbi <i>Municipal Civil Registrar</i> OMCR Jeolita F. Ferreras <i>Asst. Registration Officer</i> OMCR
	6.1 Sign the Record Book, Notice for Posting, Certificate of Posting and Action Taken by the MCR portion of the Petition	None	15 minutes	Engr. Dante V. Urbi <i>Municipal Civil Registrar</i> OMCR
	6.2 Prepare transmittal letter, sign and mail to PSA- OCRG for affirmation.	None	10 minutes	Engr. Dante V. Urbi <i>Municipal Civil Registrar</i> OMCR Jeolita F. Ferreras <i>Asst. Registration Officer</i> OMCR
7. Return to LCR and Receive set of Certificate of Finality with attached annotated and un- annotated document and certified photocopy of the Affirmed petition and sign in the receiving logbook.	7. Prepare Certificate of Finality, Annotated and Un- annotated Document and transmittal letter to PSA-OCRG	None	30 minutes	Engr. Dante V. Urbi <i>Municipal Civil Registrar</i> OMCR Jeolita F. Ferreras <i>Asst. Registration Officer</i> OMCR
	7.1 Sign the documents and certify the photocopy of the Affirmed petition and mail to PSA- OCRG	None	15 minutes	Engr. Dante V. Urbi <i>Municipal Civil Registrar</i> OMCR



	7.2 Issue one set of Certificate of Finality with attached annotated and un- annotated document and certified photocopy of the Affirmed petition	None	5 minutes	Jeolita F. Ferreras <i>Asst. Registration Officer</i> OMCR Ma. Cecilia O. Dictaan <i>PPW-I</i> OMCR
TOTAL:		P7, 440.00	15 working days, 3 hours, and 30 minutes (excluding publication of document)	

16. Petition for Correction of Clerical Error (R.A. 9048)

Republic Act 9048 and Republic Act 10172 amended Article 376 Article 412 authorizes the Local Civil Registrar to correct clerical or typographical errors in any entry, change of first name, sex, day, and month of birth without a judicial order. However, correction/change of nationality, status of a person is not covered by R.A. 9048/10172.

Office or Division:	Office of the Municipal Civil Registrar (OMCR)	
Classification:	Highly Technical	
Type of Transaction:	G2C – Government to Citizen	
Who may avail:	Owner of Registered births, marriages and deaths in the municipality, parents and his/her spouse, direct descendants, institutions legally in-charge for any administrative, judicial or other official proceedings with valid identification card or document/s	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Affected Document in SECPA form (1 original, 8 photocopies)	PSA	
2. Baptismal Certificate (2 original, 8 photocopies)	Church	
3. Marriage Contract of owner/parents (2 photocopies)	PSA/LCR	
4. Earliest school record (2 photocopies)	Elementary School Graduated	
5. Any valid I.D. (2 photocopies)	Voter's I.D., Philhealth, SSS, TIN, PAG-IBIG, PRC, Driver's Lic., Senior Citizen I.D., Postal I.D., 4P's I. D	
6. Voter's registration (2 photocopies)	COMELEC	
7. Birth Certificate of siblings, parents (2 photocopies)	PSA/LCR	
8. CEDULA (2 photocopies)	Office of the Municipal Treasurer	



9. PHIC member data record (2 photocopies)		Philhealth		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present your problem/s to MCR/ Asst. Registration Officer	1. Assess the presented problem/s and advise needed supporting documents	None	30 minutes	Engr. Dante V. Urbi <i>Municipal Civil Registrar</i> OMCR Jeolita F. Ferreras <i>Asst. Registration Officer</i> OMCR
2. Submit the required documents for review	2. Review the submitted documents and prepare the petition form	None	1 hour	Engr. Dante V. Urbi <i>Municipal Civil Registrar</i> OMCR Jeolita F. Ferreras <i>Asst. Registration Officer</i> OMCR
3. Pay required fees	3. Receive payment and issue O.R.	Filing Fee: P1,000.00, Endorsement Fee: P100.00 Certification fee P600.00 and Doc. Stamp: P240.00	10 minutes	MTO staff <i>Office of the Municipal Treasurer</i>
4. Present O.R. to MCR/ Asst. Registration Officer. Check and sign the petition	4. MCR to subscribe the petition	None	15 minutes	Engr. Dante V. Urbi <i>Municipal Civil Registrar</i> OMCR Jeolita F. Ferreras <i>Asst. Registration Officer</i> OMCR
5. Pay for Misc. fee (optional) Wait for the approval of MCR (posting period of 10 working days)	5. Receive payment and MCR to sign the approval in the Action Taken by the MCR after posting period	-Misc. fee P 500.00	5 minutes	Engr. Dante V. Urbi <i>Municipal Civil Registrar</i> OMCR
5.1 Wait for the posting period	5.1 None	None	10 Working days	None



6. Follow-up Affirmed petition after 3 months after completion of the requirements	6. Prepare the Record Book, Notice for Posting and Certificate of Posting	None	15 minutes	Engr. Dante V. Urbi <i>Municipal Civil Registrar</i> OMCR Jeolita F. Ferreras <i>Asst. Registration Officer</i> OMCR
	6.1 Sign the Record Book, Notice for Posting and Certificate of Posting	None	15 minutes	Engr. Dante V. Urbi <i>Municipal Civil Registrar</i> OMCR
	6.2 Prepare transmittal letter, sign and mail to PSA- OCRG for affirmation.	None	10 minutes	Engr. Dante V. Urbi <i>Municipal Civil Registrar</i> OMCR Jeolita F. Ferreras <i>Asst. Registration Officer</i> OMCR
7. Return to LCR and Receive set of Certificate of Finality with attached annotated and un- annotated document and certified photocopy of the Affirmed petition and sign in the receiving logbook	7. Prepare Certificate of Finality, Annotated and Un- annotated Document and transmittal letter to PSA-OCRG	None	30 minutes	Engr. Dante V. Urbi <i>Municipal Civil Registrar</i> OMCR Jeolita F. Ferreras <i>Asst. Registration Officer</i> OMCR
	7.1 Sign the documents and certify the photocopy of the Affirmed petition and mail to PSA- OCRG	None	15 minutes	Engr. Dante V. Urbi <i>Municipal Civil Registrar</i> OMCR
	7.2 Issue one set of Certificate of Finality with attached annotated and un- annotated document and certified photocopy of the Affirmed petition	None	5 minutes	Jeolita F. Ferreras <i>Asst. Registration Officer</i> OMCR Ma. Cecilia O. Dictaan PPW-I OMCR
TOTAL		P2,440.00	10 working days, 3 hours and 30 minutes (excluding time of affirmation from the PSA-OCRG)	



17. Registration and Annotation of Court Decree

All court decisions must be registered in the Local Civil Registrar Office where the court is functioning within ten (10) days after the court decree/order has become final and executory.

Office or Division:	Office of the Municipal Civil Registrar (OMCR)			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Persons who filed for Adoption, Annulment of Marriage, Declaration of Absolute Nullity of Marriage, Legal Separation, Correction of Entry, Presumptive Death and other registrable court decree/orders.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Certificate of Finality (5 photocopies)		Regional Trial Court/Municipal Trial Court		
2.Certificate of Authenticity (5 photocopies)		Regional Trial Court/Municipal Trial Court		
3.Certified true Copy of the Decision (5 photocopies)		Regional Trial Court/Municipal Trial Court		
4.Birth/Marriage/Death Certificate (5 photocopies)		PSA		
5.Court Order (5 photocopies)		Regional Trial Court/Municipal Trial Court		
6.Decree of Nullity (5 photocopies)		Regional Trial Court/Municipal Trial Court		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit documents to LCR staff	1.Receive and evaluate submitted documents	None	5 working days	Engr. Dante V. Urbi <i>Municipal Civil Registrar</i> OMCR Jeolita F. Ferreras <i>Asst. Registration Officer</i> OMCR
2. Pay required fees to MTO staff and Present O.R. to LCR staff	2. Receives payment & issues official receipt	Registration of Court Decree P1,000.00, Endorsement fee: P100.00, Certification fee: P75.00/per copy and additional	5 minutes	MTO staff <i>Office of the Municipal Treasurer</i>



		documentary stamp: P30.00/copy		
3.Wait for the preparation and Registration of the Court Decree	3. Prepares: Registry of Court Decree Endorsement Certificate of Authenticity Annotated and un-annotated affected document	None	5 minutes	Jeolita F. Ferreras <i>Asst. Registration Officer</i> <i>OMCR</i> Ma. Cecilia O. Dictaan <i>PPW-I</i> <i>OMCR</i>
	3.1 Signs: -Registry of Court Decree -Endorsement -Certificate of Authenticity -Annotated and un-annotated affected document Certify: -Certificate of Finality -Certificate of Authenticity from Court -Court Decision -Decree of Nullity -Court Order	None	5 minutes	Engr. Dante V. Urbi <i>Municipal Civil Registrar</i> <i>OMCR</i>
4. Receive 2 sets of Endorsement for Court Decree -one set for mailing to PSA-OCRG -another set for personal copy	4.Issue 2 sets of Endorsement for Court Decree -one set for mailing to PSA-OCRG -another set for personal copy	None	5 minutes	Jeolita F. Ferreras <i>Asst. Registration Officer</i> <i>OMCR</i> Ma. Cecilia O. Dictaan <i>PPW-I</i> <i>OMCR</i>
TOTAL		P1,205.00	5 Days and 20 Minutes	



18. Registration and Annotation of Legal Instrument (Affidavit of Acknowledgement of Paternity)

As general rule, Legal Instruments shall be registered in the Civil Registrar Office of the place where the event was registered.

Office or Division:	Office of the Municipal Civil Registrar			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All persons/individuals who were born in the municipality who were not acknowledged by the father at the time of birth			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Birth Certificate of the child (1 original, 4 photocopies)		Philippine Statistics Authority		
2. Affidavit of Acknowledgement of Paternity (1 original, 4 photocopies)		Notary Public		
3. At Least two proofs of affinity				
a. Baptismal certificate of child with entry on father's name (1 original, 4 photocopies)		Church		
b. Philhealth member data record of father with entry showing child as one his dependent/s (1 original, 4 photocopies)		PSA/LCR		
c. Elementary School record (Form 137) (1 original, 4 photocopies)		School attended		
d. Elementary class card with name and signature of the father (1 original, 4 photocopies)		School attended		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit documents to LCR staff	1. Receive and review submitted documents	None	15 minutes	Engr. Dante V. Urbi <i>Municipal Civil Registrar</i> OMCR Jeolita F. Ferreras <i>Asst. Registration Officer</i> OMCR



2. Pay required fees	2.Receives payment & issues official receipt	Registration of Legal Instrument P225.00 Endorsement fee P100.00 Certification fee P150.00 and additional documentary stamp P60.00	5 minutes	MTO Staff <i>Office of the Municipal Treasurer</i>
3.Present O.R. to LCR staff	3.Receive O.R., prepare the Certificate of Registration, Endorsement and Annotated Document	None	20 minutes	Jeolita F. Ferreras <i>Asst. Registration Officer OMCR</i> Ma. Cecilia O. Dictaan <i>PPW-I OMCR</i>
	3.1Review accuracy and Sign the Certificate of Registration, Endorsement, Annotated Document and certify the supporting documents	None	30 minutes	Engr. Dante V. Urbi <i>Municipal Civil Registrar OMCR</i>
4. Receive 2 sets of Endorsement for Legal Instrument -one set for mailing to PSA-OCRG -another set for personal copy	4.Issue 2 sets of Endorsement for Legal Instrument- one set for mailing to PSA-OCRG -another set for personal copy	None	5 minutes	Jeolita F. Ferreras <i>Asst. Registration Officer OMCR</i> Ma. Cecilia O. Dictaan <i>PPW-I OMCR</i>
TOTAL		P535.00	1 hour and 15 minutes	



19. Registration and Annotation of Legal Instrument (Affidavit of Legitimation)

As general rule, Legal Instruments shall be registered in the Civil Registrar Office of the place where the event was registered.

Office or Division:	Office of the Municipal Civil Registrar (OMCR)	
Classification:	Simple	
Type of Transaction:	G2C – Government to Citizen	
Who may avail:	All persons/individuals who were born in the municipality whose parents were not yet married at the time of birth	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
A. Primary		
1. Birth Certificate of the child (1 original, 4 photocopies)	Philippine Statistics Authority	
2. Joint affidavit of Legitimation state minority of parent/s if necessary (1 original, 4 photocopies)	Notary Public	
3. Marriage Certificate of parents	PSA/LCR	
4. Certificate of No Marriage (CENOMAR) of both parents (1 original, 4 photocopies)	PSA	
5. Baptismal Certificate of child (1 original, 4 photocopies)	Church	
6. Register Acknowledgement of paternity If child is not acknowledged (1 original, 4 photocopies)	Office of the Municipal Civil Registrar	
B. Secondary		
1. Death Certificate of first spouse if one/both parents have previous marriage Death of the first spouse should be before the conception of the child (4 photocopies)	PSA/LCR	
2. Annotated Marriage Certificate of previous marriage (1 original)	PSA	



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCE SSING TIME	PERSON RESPONSIBLE
1. Submits documents to LCR staff	1.Receives and reviews submitted documents	None	15 minutes	Engr. Dante V. Urbi <i>Municipal Civil Registrar</i> OMCR Jeolita F. Ferreras <i>Asst. Registration Officer</i> OMCR
2.Pays required fees	2. Receives payment & issues official receipt	Registration of Legal Instrument P225.00, Endorsement fee P100.00 Certification fee P375.00 and additional documentary stamp P150.00	5 minutes	MTO Staff <i>Office of the Municipal Treasurer</i>
3.Presents O.R. to LCR staff	3. Receives O.R., prepares the Certificate of Registration, Endorsement and Annotated Document	None	20 minutes	Jeolita F. Ferreras <i>Asst. Registration Officer</i> OMCR Ma. Cecilia O. Dictaan <i>PPW-I</i> OMCR
	3.1 Reviews accuracy and Signs the Certificate of Registration, Endorsement, Annotated Document and certifies the supporting documents	None	30 minutes	Engr. Dante V. Urbi <i>Municipal Civil Registrar</i> OMCR



4. Receives 2 sets of Endorsement for Legal Instrument one set for mailing to PSA-OCRG another set for personal copy	4. Issues 2 sets of Endorsement for Legal Instrument one set for mailing to PSA-OCRG another set for personal copy	None	5 minutes	Jeolita F. Ferreras <i>Asst. Registration Officer</i> OMCR Ma. Cecilia O. Dictaan <i>PPW-I</i> OMCR
TOTAL		P850.00	1 hour and 15 minutes	

20. Registration and Annotation of Legal Instrument (Affidavit to Use the Surname of The Father)

As general rule, Legal Instruments shall be registered in the Civil registrar Office of the place where the event was registered.

Office or Division:	Office of the Municipal Civil Registrar (OMCR)	
Classification:	Simple	
Type of Transaction:	G2C – Government to Citizen	
Who may avail:	All persons/individuals who were born in the municipality whose parents were not married	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Birth Certificate of the child (1 original, 4 photocopies)	Philippine Statistics Authority	
2. Affidavit to Use the Surname of the Child (1 original, 4 photocopies) a. if child is below 7 years old, the mother will execute b. if child is 7- 17years old, child will execute but with sworn attestation of the mother c. If child is 18 years old or above, child will execute	Notary Public	
3. Baptismal Certificate (1 original, 4 photocopies)	Church	
4. Register Acknowledgement of paternity If child is not acknowledged (1 original, 4 photocopies)	Office of the Municipal Civil Registrar	



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits documents to LCR staff	1.Receives and reviews submitted documents	None	15 minutes	Engr. Dante V. Urbi <i>Municipal Civil Registrar</i> OMCR Jeolita F. Ferreras <i>Asst. Registration Officer</i> OMCR
2.Pays required fees	2.Receives payment & issues official receipt	Registration of Legal Instrument P225.00, Endorsement fee P100.00, Certification fee P150.00 and additional documentary stamp P60.00	5 minutes	MTO staff <i>Office of the Municipal Treasurer</i>
3. Presents O.R. to LCR staff	3. Receives O.R., prepares the Certificate of Registration, Endorsement and Annotated Document	None	20 minutes	Jeolita F. Ferreras <i>Asst. Registration Officer</i> OMCR Ma. Cecilia O. Dictaan <i>PPW-I</i> OMCR
	3.1 Reviews accuracy and signs the Certificate of Registration, Endorsement, Annotated Document and certifies the supporting documents	None	30 minutes	Engr. Dante V. Urbi <i>Municipal Civil Registrar</i> OMCR



4. Receives 2 sets of Endorsement for Legal Instrument -one set for mailing to PSA-OCRG -another set for personal copy	4.Issues 2 sets of Endorsement for Legal Instrument -one set for mailing to PSA- OCRG -another set for personal copy	None	5 minutes	Jeolita F. Ferreras <i>Asst. Registration Officer</i> OMCR Ma. Cecilia O. Dictaan <i>PPW-I</i> OMCR
TOTAL		P535.00	1 hour and 15 minutes	

21. Registration of Birth Certificate of Illegitimate Child (Timely)

Birth Registration is the permanent and official recording of the child's existence. The birth of child shall be registered within 30 days from the time of birth, otherwise it is considered late.

Office or Division:	Office of the Municipal Civil Registrar (OMCR)	
Classification:	Simple	
Type of Transaction:	G2C – Government to Citizen	
Who may avail:	Parents of Newborn Child and Municipal Health Office and Birthing Clinic	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1.Duly accomplished Certificate of Live Birth (4 Original Copies)		Balaoan District Hospital /MHO and Birthing Clinic/D.A. Concepcion Medical Clinic and Lying-in
2.Affidavit to Use the Surname of the Father, executed by the mother (1 original and 4 photocopies)		Notary Public /Office of the Municipal Civil Registrar
3.Cedula (1 Original Copy)		Office of the Municipal Treasurer
4. Valid I.D. of parents (original/photocopy)		Voter's I.D., Philhealth, SSS, TIN, PAG-IBIG, PRC, Driver's Lic., Senior Citizen ID, Postal ID, 4Ps ID
5.In case of absence of father but entry on Father's data were supplied a. Affidavit of Acknowledgement of Paternity (1 original,4 photocopies) b. In case of absence of father but entry on Father's data were supplied and back page were already signed by the father (no subscription fee will be paid to MTO)		Notary Public



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCE SSING TIME	PERSON RESPONSIBLE
1.Submits 4 Original Copies of Certificate of Live Birth for review to LCR Staff and present Cedula/ Valid ID	1.Receives and reviews correctness of entries	None	5 minutes	<p>Jeolita F. Ferreras <i>Asst. Registration Officer</i> OMCR</p> <p>Ma. Cecilia O. Dictaan <i>PPW-I</i> OMCR</p> <p>Kevin E. Ocasion <i>Administrative Aide III</i> OMCR</p>
	1.1Checks completeness of signatures in the front page	None	5 minutes	<p>Jeolita F. Ferreras <i>Asst. Registration Officer</i> OMCR</p> <p>Ma. Cecilia O. Dictaan <i>PPW-I</i> OMCR</p> <p>Kevin E. Ocasion <i>Administrative Aide III</i> OMCR</p>
	1.2 Shows the father where to sign in the back page of COLB for the Acknowledgement	None	5 minutes	<p>Jeolita F. Ferreras <i>Asst. Registration Officer</i> OMCR</p> <p>Ma. Cecilia O. Dictaan <i>PPW-I</i> OMCR</p> <p>Kevin E. Ocasion <i>Administrative Aide III</i> OMCR</p>
	1.3Checks the validity of Cedula/I.D.	None	5 minutes	<p>Jeolita F. Ferreras <i>Asst. Registration Officer</i> OMCR</p> <p>Ma. Cecilia O. Dictaan <i>PPW-I</i> OMCR</p> <p>Kevin E. Ocasion <i>Administrative Aide III</i> OMCR</p>



2. Father signs in the back page of COLB	2.Receives signed COLB	None	5 minutes	Jeolita F. Ferreras <i>Asst. Registration Officer</i> OMCR Ma. Cecilia O. Dictaan <i>PPW-I</i> OMCR Kevin E. Ocasion <i>Administrative Aide III</i> OMCR
	2.1 Subscription of affidavit of Acknowledgement of Paternity to be signed by MCR	None	5 minutes	Engr. Dante V. Urbi <i>Municipal Civil Registrar</i> OMCR
3.Pay the required fees and present O.R. to LCR staff	3.Receives payment & issues official receipt	Registration of Legal Instrument-P225.00 and Admission of Paternity P100.00	3 minutes	MTO Staff <i>Office of the Municipal Treasurer</i>
	3.1 Assigns Registry Number and prepares Affidavit to Use the Surname of the Father to be signed by the mother	None	5 minutes	Jeolita F. Ferreras <i>Asst. Registration Officer</i> OMCR Ma. Cecilia O. Dictaan <i>PPW-I</i> OMCR Kevin E. Ocasion <i>Administrative Aide III</i> OMCR
	3.2 Gives the Affidavit to the mother and let her check correctness of entries	None	5 minutes	Jeolita F. Ferreras <i>Asst. Registration Officer</i> OMCR Ma. Cecilia O. Dictaan <i>PPW-I</i> OMCR Kevin E. Ocasion <i>Administrative Aide III</i> OMCR



4. Mother checks correctness of entries and signs the Affidavit	4.Receives the signed Affidavit and prepares the Registration.	None	5 minutes	Jeolita F. Ferreras <i>Asst. Registration Officer</i> OMCR Ma. Cecilia O. Dictaan <i>PPW-I</i> OMCR Kevin E. Ocasion <i>Administrative Aide III</i> OMCR
	4.1 Checks and Sign the COLB, Affidavit and Registration	None	10 minutes	Engr. Dante V. Urbi <i>Municipal Civil Registrar</i> OMCR Jeolita F. Ferreras <i>Asst. Registration Officer</i> OMCR
5.Receives copy of the Registered COLB and sign in the Receiving logbook	5.Releases the Registered COLB	None	3 minutes	Jeolita F. Ferrera <i>Asst. Registration Officer</i> OMCR Ma. Cecilia O. Dictaan <i>PPW-I</i> OMCR
TOTAL:		P325.00	1 Hour and 1 minute	

22. Registration of Birth Certificate of Legitimate Child (Timely)

Birth Registration is the permanent and official recording of the child's existence. The birth of child shall be registered within 30 days from the time of birth, otherwise it is considered late.

Office or Division:	Office of the Municipal Civil Registrar (OMCR)
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Parents of Newborn Child, Balaoan District Hospital, Municipal Health Office and Birthing Clinic and other Birthing Clinic in the Municipality
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
1.Duly accomplished Certificate of Live Birth (4 copies all original)	Hospital/MHO/ other Birthing Clinic in the municipality



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submits document for review to LCR Staff	1.Receives and reviews correctness of entries	None	5 minutes	Jeolita F. Ferreras <i>Asst. Registration Officer</i> OMCR Ma. Cecilia O. Dictaan <i>PPW-I</i> OMCR
	1.1 Checks completeness of signatures	None	5minutes	Jeolita F. Ferreras <i>Asst. Registration Officer</i> OMCR Ma. Cecilia O. Dictaan <i>PPW-I</i> OMCR
	1.2 Assigns Registry Number, enter date received and sign	None	10 minutes	Engr. Dante V. Urbi <i>Municipal Civil Registrar</i> OMCR Jeolita F. Ferreras <i>Asst. Registration Officer</i> OMCR
2.Receives duly Signed and Registered Certificate of Live Birth and signs in the Receiving logbook a.1 Original copy for Hospital/ Birthing Clinic b. Receive 1 Original Copy for the Parents of Child	2.Releases duly Signed and Registered Certificate of Live Birth: a.1 Original Copy for Hospital/ Birthing Clinic b.1 Original Copy for the Parents of Child	None	5 minutes	Jeolita F. Ferreras <i>Asst. Registration Officer</i> OMCR Ma. Cecilia O. Dictaan <i>PPW-I</i> OMCR
TOTAL:		None	25 minutes	



23. Registration of Death Certificate (Timely - Death Occurred at Home)

The registration of the Death Certificate (DC) shall be made at the place of occurrence with the LCR within 30 days and is mandatory

Office or Division:	Office of the Municipal Civil Registrar (OMCR)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All individuals whose family member's death occurred in the municipality			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Medical Certificate/medical record of the deceased (1 original)		Hospital		
2. In case of Dead-on arrival -Certification of DOA (1 original)		Hospital		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up the request form	1. Receives the form and verify correctness of data supplied	None	5 minutes	Jeolita F. Ferreras <i>Asst. Registration Officer</i> OMCR Ma. Cecilia O. Dictaan <i>PPW-I</i> OMCR Kevin E. Ocasion <i>Administrative Aide III</i> OMCR
2. Bring the form to Municipal Health Officer for the cause of death entries	2. Wait for the client to return	None	5 minutes	Dr. Felicidad L. Ledda <i>Municipal Health Officer</i> <i>Office of the Municipal Officer</i>
3. Return the form to LCR Staff	3. Receives the form and prepare the Death Certificate	None	15 minutes	Jeolita F. Ferreras <i>Asst. Registration Officer</i> OMCR Ma. Cecilia O. Dictaan <i>PPW-I</i> OMCR Kevin E. Ocasion <i>Administrative Aide III</i> OMCR



4. In case burial will not be in the municipality pays required fee and present O.R. to LCR staff	4. Receives the O.R. and prepare Transfer permit	Transfer Permit Fee- P100.00	5 minutes	MTO Staff <i>Office of the Municipal Treasurer</i>
5. Check correctness of entries and sign	5. Gives the 4 Original Copies to client and let them check correctness of entries and sign	None	5 minutes	Jeolita F. Ferreras <i>Asst. Registration Officer OMCR</i> Ma. Cecilia O. Dictaan <i>PPW-I OMCR</i> Kevin E. Ocasion <i>Administrative Aide III OMCR</i>
	5.1 Instructs client on the needed signatories	None	5 minutes	Jeolita F. Ferreras <i>Asst. Registration Officer OMCR</i> Ma. Cecilia O. Dictaan <i>PPW-I OMCR</i> Kevin E. Ocasion <i>Administrative Aide III OMCR</i>
6. Bring the COD to MHO for Review and Signature	6. Requesting & Signs the COD	None	5 minutes	Dr. Felicidad L. Ledda <i>Municipal Health Officer Office of the MHO</i>
7. Bring to Embalmer for Signature	7. Signs the COD	None	5 minutes	Embalmer Funeral Homes
8. Bring to cemetery caretaker for signature in the attached information sheet *In case of transfer of cadaver, no information sheet will be attached	8. Signs the information sheet	None	5 minutes	Jovencio Mendoza <i>Cemetery Caretaker Balaoan Public Cemetery</i>



9. Return accomplished COD to LCR Staff	9. Receives COD and checks completeness of signatures	None	5 minutes	Jeolita F. Ferreras <i>Asst. Registration Officer</i> OMCR Ma. Cecilia O. Dictaan <i>PPW-I</i> OMCR
10. Pay burial permit	10. Receives payment and prepares O.R.	Burial permit fee P75.00	5 minutes	Jeolita F. Ferreras <i>Asst. Registration Officer</i> OMCR
	10.1 Assigns Registry number and sign 10.2 Signs transfer permit in case of transfer of cadaver	None	15 minutes	Engr. Dante V. Urbi <i>Municipal Civil Registrar</i> OMCR Jeolita F. Ferreras <i>Asst. Registration Officer</i> OMCR
11. Receive 1 Original Copy and sign in receiving logbook	11. Issues Registered COD -1 original copy for church with attached O.R of burial permit -1 original copy for personal copy	None	5 minutes	Jeolita F. Ferreras <i>Asst. Registration Officer</i> OMCR Ma. Cecilia O. Dictaan <i>PPW-I</i> OMCR
TOTAL:		P100.00 (Transfer Permit) P75.00 (Burial	1 Hour and 25 minutes	



24. Registration of Death Certificate (Timely - Death Occurred at Hospital)

The registration of the Death Certificate (DC) shall be made at the place of occurrence with the LCR within 30 days and is mandatory

Office or Division:	Office of the Municipal Civil Registrar (OMCR)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All individuals whose family member's death occurred in the municipality			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Death Certificate (3 original)		Hospital		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits 3 Original copies to LCR staff	1. Receives the COD and checks completeness of signatures	None	5 minutes	Jeolita F. Ferreras <i>Asst. Registration Officer</i> OMCR Ma. Cecilia O. Dictaan <i>PPW-I</i> OMCR
2. Brings the forms with attached Information sheet to cemetery caretaker for signature	2. Attach information sheet if deceased will be buried in the municipality and signs the information sheet	None	2 minutes	Jovencio Mendoza <i>Cemetery Caretaker</i> <i>Balaoan Public Cemetery</i>
3. Returns to LCR and pay required fee	3. Receives documents and payment and prepare for burial permit	Burial permit fee P75.00	5 minutes	Jeolita F. Ferreras <i>Asst. Registration Officer</i> OMCR Ma. Cecilia O. Dictaan <i>PPW-I</i> OMCR
4. If deceased will be transferred to other municipality, pays required fee	4. Receives the payment & issues official receipt	Transfer permit fee P100.00	5 minutes	MTO staff <i>Office of the Municipal Treasurer</i>



5. Presents O.R. to LCR Staff	5. Receives O.R. and prepares Transfer Permit	None	5 minutes	Jeolita F. Ferreras <i>Asst. Registration Officer</i> OMCR Ma. Cecilia O. Dictaan <i>PPW-I</i> OMCR
	5.1 Verifies COD and sign	None	10 minutes	Engr. Dante V. Urbi <i>Municipal Civil Registrar</i> OMCR Jeolita F. Ferreras <i>Asst. Registration Officer</i> OMCR
6. Receives 1 Original copy with attached Burial Permit O.R./ Transfer permit and signs in receiving logbook	6. Issues 1 Original copy of COD	None	5 minutes	Jeolita F. Ferreras <i>Asst. Registration Officer</i> OMCR Ma. Cecilia O. Dictaan <i>PPW-I</i> OMCR
TOTAL		Php 175.00	37 minutes (excluding time on client step in going to cemetery caretaker for signature)	

25. Registration of Marriage Certificate (Timely)

Marriage Registration shall be done with 15 days following the solemnization of marriage while for those availed under Article 34 of the Family Code, registration shall be done within 30 days following the solemnization rites.

Office or Division:	Office of the Municipal Civil Registrar (OMCR)	
Classification:	Simple	
Type of Transaction:	G2C- Government to Citizen	
Who may avail:	All couples who were married in the Municipality	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Duly accomplished Certificate of Marriage (4 Original Copies)		Church/ Trial Court
2. In case for Article 34, Affidavit of Cohabitation (1 photocopy for filing of the LCR)		Notary Public



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submits document for review to LCR Staff	1.Receives and reviews correctness of entries	None	5 minutes	Engr. Dante V. Urbi <i>Municipal Civil Registrar</i> OMCR Jeolita F. Ferreras <i>Asst. Registration Officer</i> OMCR
	1.1Checks completeness of signatures	None	5 minutes	Engr. Dante V. Urbi <i>Municipal Civil Registrar</i> OMCR Jeolita F. Ferreras <i>Asst. Registration Officer</i> OMCR
	1.2Assigns Registry Number, enterdate received and sign	None	10 minutes	Engr. Dante V. Urbi <i>Municipal Civil Registrar</i> OMCR Jeolita F. Ferreras <i>Asst. Registration Officer</i> OMCR
2.For Marriage under Article 34, pay required fee and present O.R. to LCR staff	2. Receives the O.R.	Subscription fee P100.00	5 minutes	MTO Staff <i>Office of the Municipal Treasurer</i>
	2.1Subscription signed by MCR	None	5 minutes	Engr. Dante V. Urbi <i>Municipal Civil Registrar</i> OMCR
3.Receives duly Signed and Registered Certificate of Marriage and sign in the Receiving logbook a.1 Original copy for Church/Trial Court b. Receive 1 Original Copy for the couple	3.Releases duly Signed and Registered Certificate of Live Birth: a.1 Original Copy for Church/ Trial Court b.1 Original Copy for the Couple	None	5 minutes	Jeolita F. Ferreras <i>Asst. Registration Officer</i> OMCR Ma. Cecilia O. Dictaan <i>PPW-I</i> OMCR
TOTAL		P 100.00	35 minutes	



Office of the Municipal Budget Officer

External Services



1. Review Of Proposed Barangay Budget

The Budget Office review proposed Barangay Budgets as to compliance with all the budgetary requirements and PS limitations.

Office or Division:	Office of the Municipal Budget Officer (OMBO)			
Classification:	Highly Technical			
Type of Transaction:	Government to Government (G2G)			
Who may avail:	All 36 Barangays			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Annual Investment Plan (AIP) (1 original)		Barangay Secretary		
2. Budget Message (1 original)		Punong Barangay		
3. Appropriation Ordinance/Resolution – sealed and affixed signatures (1 original)		Barangay Council		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits proposed barangay budget to SB Office	1. SB Office receives the Proposed Barangay Budget.	None	1 Minute	Mae Graciele C. Oblero <i>Local Legislative Staff Officer 1</i> <i>Office of the Secretary to the Sangguniang Bayan</i> Diana E. Garcia <i>Administrative Aide I</i> <i>Office of the Secretary to the Sangguniang Bayan</i>
	1.1 SB Office endorses the Proposed Barangay Budget.	None	1 Minute	Mae Graciele C. Oblero <i>Local Legislative Staff Officer 1</i> <i>Office of the Secretary to the Sangguniang Bayan</i> Diana E. Garcia <i>Administrative Aide I</i> <i>Office of the Secretary to the Sangguniang Bayan</i>



	1.2 The Budget office receives/reviews attachment of the budget proposal.	None	5 Minutes	Christina O. Manuel <i>Computer Operator I</i> OMBO
	1.3 MBO reviews proposed Barangay Budget, prepares a Memo for the Sangguniang Bayan.	None	5 Working Days	Cornelio O. Octavo, Sr. <i>Municipal Budget Officer</i> OMBO
	1.4 The Budget office submits the reviewed Proposed Barangay Budget to the SB Office with the memo.	None	5 Minutes	Christina O. Manuel <i>Computer Operator I</i> OMBO
	1.5 SB reviews the Proposed Barangay Budget.	None	10 Working Days	Sangguniang Bayan Member
	1.6 SB prepares/submits Appropriation Ordinance /Resolution to MBO.	None	1 Hour	Secretary to the Sangguniang Bayan
	1.7 The Budget Office receives SB Appropriation Ordinance/ Resolution.	None	2 Minutes	Christina O. Manuel <i>Computer Operator I</i> OMBO
2. Barangay Captain follows-up the Proposed Barangay Budget	2. The Budget Office releases the AO/Resolution to concerned Barangay Captain.	None	5 Minutes	Cornelio O. Octavo, Sr. <i>Municipal Budget Officer</i> OMBO
TOTAL:		None	15 Working Days, 1 Hour and 19 Minutes	



Office of the Municipal Budget Officer

Internal Services



2. Processing of Obligation Requests Form (OR)

The availability of appropriation/allotment and funds obligated for a certain purpose by the Municipal Budget Officer.

Office or Division:	Office of the Municipal Budget Officer (OMBO)			
Classification:	Simple			
Type of Transaction:	Government to Government (G2G)			
Who may avail:	All Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> Vouchers with Supporting Documents Payroll (1 original) Purchase Requests (1 original) 		Office of the Mun. Mayor, Office of the Local Disaster Risk Reduction & Mgmt., Office of the Mun. Vice-Mayor, Office of the Sang. Bayan, Office of the Mun. Planning & Dev't, Coordinator, Office of the Mun. Civil Registrar, Office of the Mun. Budget Officer, Office of the Mun. Accountant, Office of the Mun. Treasurer, Office of the Mun. Assessor, Office of the Mun. Health Officer, Office of the Mun. Social Welfare & Dev't. Officer, Office of the Mun. Agriculturist, Office of the Mun. Engineer, Office of the Eco. Enterprise, Office of the Auditor, Office of the Mun. Trial Court, Office of the Phil. Nat'l. Police, Special Education Fund, Office of the Commission on Elections.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits to the Budget Office: * Vouchers, Payrolls with supporting documents together with the 2 copies Obligation Request (OR) with signature of the	1. Budget Office receives the Voucher, Payroll, Purchase Request	None	1 Minute	Christina O. Manuel <i>Computer Operator / OMBO</i>
	1.1. The Budget Office determines availability of appropriation/allotment	None	2 Minutes	Christina O. Manuel <i>Computer Operator / OMBO</i>
	1.2. The Budget Office prepares Obligation Request	None	5 Minutes	Christina O. Manuel <i>Computer Operator / OMBO</i>



Department Head	(OR) charge against appropriate account/records in the Logbook/assign OR No. in the Purchase Request.			
	1.3. The Municipal Budget Officer signs/note OR	None	1 Minute	Cornelio O. Octavo, Sr. <i>Municipal Budget Officer</i> <i>OMBO</i>
	1.4. The Budget Office detaches 2 nd copy of OR.	None	15 Seconds	Christina O. Manuel <i>Computer Operator I</i> <i>OMBO</i>
	1.5. The Budget Office submits Voucher, Payroll & Purchase Request to Accounting Office.	None	1 Minute	Christina O. Manuel <i>Computer Operator I</i> <i>OMBO</i>
	1.6. The Accounting Office submits Voucher, Payroll, PR to MTO for signature.	None	2 Minutes	MTO Staff <i>Office of the Municipal Treasurer</i>
	1.7. The Treasurer's Office submits Vouchers, Payroll, PR to the Mayor's Office for signature.	None	2 Minutes	OMM Staff <i>Office of the Municipal Mayor</i>
	1.8 The Mayor's Office returns approved Voucher, Payroll, PR to Accounting Office.	None	2 Minutes	OMM Staff <i>Office of the Municipal Mayor</i>
	TOTAL:	None	16 Minutes and 15 Seconds	



Office of the Municipal Accountant

External Services



1. Submission of Disbursement Vouchers (Barangay Transactions)

Within ten (10) days after the end of the month, the Barangay Treasurer shall prepare a Transmittal Letter and submit to the Municipal Accountant the original copies of the Disbursement Vouchers and Supporting documents for recording in the books of accounts and the preparation of barangay financial statements. Copy of such TL, with all the attachments, shall be submitted simultaneously to the COA SA/ATL who has direct audit jurisdiction over the barangay.

Office or Division:	Office of the Municipal Accountant			
Classification:	Simple			
Type of Transaction:	G2G –Government to Government			
Who may avail:	All Barangays of the LGU			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Transmittal Letter (2 original copies)		Prepared by the Barangay Treasurer		
2. Punong Barangay Certification (Duplicate for the Municipal Accountant and Quadruplicate for COA SA) (1 original)		Prepared by the Punong Barangay		
3. Personal Appearance of the Barangay Treasurer		N/A		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Disbursement Vouchers and the supporting documents to the employee in-charge for evaluation and review.	1. Evaluate and reviews submitted documents.	None	25 mins.	Edna L. Andaya <i>Admin. Aide VI</i> <i>Office of the Municipal Accountant</i> Raquel L. Ogoy <i>Admin. Aide I</i> <i>Office of the Municipal Accountant</i>
2. Submit the evaluated and reviewed Disbursement Vouchers and the supporting documents to the Municipal Accountant	2. Receives the evaluated and reviewed Disbursement Vouchers and the supporting documents and signs the Transmittal Letter	None	5 mins.	Cherryl Aisle L. Gironella <i>Municipal Accountant</i> <i>Office of the Municipal Accountant</i>
TOTAL:		None	30 Minutes	



Office of the Municipal Accountant

Internal Services



2. Issuance of Certificate of Income Tax Withheld from Employees

Government employees' income taxes are withheld pursuant to the National Internal Revenue Code. The Certificate of Compensation Payment/Tax withheld is annually given to show proof that tax due to employees had been paid.

Office or Division:	Office of the Municipal Accountant			
Classification:	Simple			
Type of Transaction:	G2G –Government to Government			
Who may avail:	All employees of the LGU			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESsing TIME	PERSON RESPONSIBLE
1. Register in the logbook and state your request.	1. None	None	3 mins.	Edna L. Andaya <i>Admin. Aide VI</i> <i>Office of the Municipal Accountant</i> Raquel L. Ogoy <i>Admin. Aide I</i> <i>Office of the Municipal Accountant</i>
2. Wait while the requested document is being prepared by the employee in-charge.	2. Prepares the requested document	None	5 mins.	Edna L. Andaya <i>Admin. Aide VI</i> <i>Office of the Municipal Accountant</i>
	2.1. Signs the prepared document	None	1 min.	Cherryl Aisle L. Gironella <i>Office of the Municipal Accountant</i>
3. Receive the document requested.	3. Releases the requested document.	None	1 min.	Edna L. Andaya <i>Admin. Aide VI</i> <i>Office of the Municipal Accountant</i>
TOTAL:		None	10 Minutes	



3. Issuance of Certificate of Net Take Home Pay

Employees shall secure from the Office of the Municipal Accountant the certificate of net take home pay for whatever purpose it may serve them.

Office or Division:	Office of the Municipal Accountant			
Classification:	Simple			
Type of Transaction:	G2G –Government to Government			
Who may avail:	All employees of the LGU			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register in the logbook and state your request.	1. None	None	2 mins.	Edna L. Andaya <i>Admin. Aide VI</i> <i>Office of the Municipal Accountant</i> Raquel L. Ogoy <i>Admin. Aide I</i> <i>Office of the Municipal Accountant</i>
2. Wait while the requested document is being prepared by the employee in-charge.	2. Prepares the requested document	None	10 mins.	Edna L. Andaya <i>Admin. Aide VI</i> <i>Office of the Municipal Accountant</i>
	2.1. Signs the prepared document	None	1 min.	Cherryl Aisle L. Gironella <i>Mun. Accountant</i> <i>Office of the Municipal Accountant</i>
3. Receives the document requested.	3. Releases the requested document.	None	1 min.	Edna L. Andaya <i>Admin. Aide VI</i> <i>Office of the Municipal Accountant</i>
TOTAL:		None	14 Minutes	



4. Processing of Cash Advance

To safeguard the use and disposition of the Municipal Government's assets and to determine its liabilities from claims, pre-audit is undertaken by the Municipal Accountant to determine that all the necessary supporting documents of the vouchers/claims are submitted.

Office or Division:	Office of the Municipal Accountant			
Classification:	Simple			
Type of Transaction:	G2G –Government to Government			
Who may avail:	All employees of the LGU			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Field/Activity Current Expenses (COE) - Approved Budget for the Field/Activity COE (1 original)		Office of the Municipal Mayor		
2. Travelling Allowances - Approved Office Order/ Travel Order (1 original) - Duly approved itinerary of travel (1 original)		Office of the Municipal Administrator		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESsing TIME	PERSON RESPONSIBLE
1. Submit the Disbursement Voucher and the supporting documents to the Office the Municipal Accountant for Pre-audit. Wait while the documents are being evaluated and reviewed.	1. Evaluates and reviews submitted documents.	None	5 mins.	Edna L. Andaya <i>Admin. Aide VI Office of the Municipal Accountant</i>
	1.1. Signs the voucher as to completeness of supporting documents	None	1 min.	Cherryl Aisle L. Gironella <i>Municipal Accountant Office of the Municipal Accountant</i>
2. Submit the Pre-audited voucher to the Treasurer's Office for signing as to availability of funds.	2. Signs the voucher as to availability of funds.	None	1 min.	Mary Jane O. Turalba <i>Mun. Treasurer Office of the Municipal Treasurer</i>
3. Secure the approval and signature of the Municipal Mayor.	3. Approves the voucher/cash advance	None	5 mins.	Atty. Aleli U. Concepcion <i>Municipal Mayor Office of the Municipal Mayor</i>



4. Return the approved/signed voucher together with the supporting documents to the Office of the Municipal Treasurer. Wait while the check is being prepared.	4. Prepares the check	None	5 mins.	Marlene O. Boado <i>Market Inspector I</i> <i>Office of the Municipal Treasurer</i>
	4.1. Signs the check	None	1 min.	Mary Jane O. Turalba <i>Municipal Treasurer</i> <i>Office of the Municipal Treasurer</i>
	4.2. Signs the check	None	5 mins.	Atty. Aleli U. Concepcion <i>Municipal Mayor</i> <i>Office of the Municipal Mayor</i>
5. Return the approved/signed check together with the voucher and supporting documents to the Office of the Municipal Accountant for the Accountant's Advice.	5. Prepares the Accountant's Advice	None	5 mins.	Edna L. Andaya <i>Admin. Aide VI</i> <i>Office of the Municipal Accountant</i>
	5.1. Signs the accountant's advice	None	1 min.	Cherryl Aisle L. Gironella <i>Municipal Accountant</i> <i>Office of the Municipal Accountant</i>
6. Sign the voucher and receive the check and accountant's advice.	6. Assists the employee	None	1 min.	Edna L. Andaya <i>Admin. Aide VI</i> <i>Office of the Municipal Accountant</i>
TOTAL		None	30 mins.	

5. Processing of First Salary

To safeguard the use and disposition of the Municipal Government's assets and to determine its liabilities from claims, pre-audit is undertaken by the Municipal Accountant to determine that all the necessary supporting documents of the vouchers/claims are submitted.

Office or Division:	Office of the Municipal Accountant
Classification:	Simple
Type of Transaction:	G2G –Government to Government
Who may avail:	All Permanent Employees of the LGU
CHECKLIST OF REQUIREMENTS	
1. Duly Approved Appointment (1 certified true copy)	Office of the Municipal Administrator
2. Assignment Order, if applicable (1 certified true copy)	Office of the Municipal Administrator
3. Oath of Office (1 certified true copy)	Office of the Municipal Administrator



4. Certification of Assumption (1 certified true copy)		Office of the Municipal Administrator		
5. Statement of Assets, Liabilities and Net Worth (1 certified true copy)		Office of the Municipal Administrator		
6. Approved DTR (1 original)		Prepared by the Employee Approved by the Head of Office		
7. BIR Form 1902 (for newly registered employees) or 2305 (for those who already have TIN) (1 photocopy)		BIR		
8. Authority from the claimant and identification documents, if claimed by person other than the payee (1 original)		Prepared by the Claimant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCES SING TIME	PERSON RESPONSIBLE
1. Submit the Disbursement Voucher and the supporting documents to the Office the Municipal Accountant for Pre-audit. Wait while the documents are being evaluated and reviewed.	1. Evaluates and reviews submitted documents.	None	5 mins.	Edna L. Andaya <i>Admin. Aide VI Office of the Municipal Accountant</i>
	1.1. Signs the voucher as to completeness of supporting documents	None	1 min.	Cherryl Aisle L. Gironella <i>Municipal Accountant Office of the Municipal Accountant</i>
2. Submit the Pre-audited voucher to the Treasurer's Office for signing as to availability of funds.	2. Signs the voucher as to availability of funds.	None	1 min.	Mary Jane O. Turalba <i>Municipal Treasurer Office of the Municipal Treasurer</i>
3. Secure the approval and signature of the Municipal Mayor.	3. Approves the voucher/cash advance	None	5 mins.	Atty. Aleli U. Concepcion <i>Municipal Mayor Office of the Municipal Mayor</i>
4. Return the approved/signed voucher together with the supporting documents to the Office of the Municipal Treasurer. Wait while the check	4. Prepares the check	None	5 mins.	Marlene O. Boado <i>Market Inspector I Office of the Municipal Treasurer</i>
	4.1. Signs the check	None	1 min.	Mary Jane O. Turalba <i>Municipal Treasurer Office of the Municipal Treasurer</i>



is being prepared.	4.2. Signs the check	None	5 mins.	Atty. Aleli U. Concepcion <i>Municipal Mayor</i> <i>Office of the Municipal Mayor</i>
5. Return the approved/signed check together with the voucher and supporting documents to the Office of the Municipal Accountant for the Accountant's Advice.	5. Prepares the Accountant's Advice	None	5 mins.	Edna L. Andaya <i>Admin. Aide VI</i> <i>Office of the Municipal Accountant</i>
	5.1. Signs the accountant's advice	None	1 min.	Cherryl Aisle L. Gironella <i>Municipal Accountant</i> <i>Office of the Municipal Accountant</i>
6. Sign the voucher and receive the check and accountant's advice.	6. Assists the employee	None	1 min.	Edna L. Andaya <i>Admin. Aide VI</i> <i>Office of the Municipal Accountant</i>
TOTAL:		None	30 Minutes	

6. Processing of Last Salary

To safeguard the use and disposition of the Municipal Government's assets and to determine its liabilities from claims, pre-audit is undertaken by the Municipal Accountant to determine that all the necessary supporting documents of the vouchers/claims are submitted.

Office or Division:	Office of the Municipal Accountant
Classification:	Simple
Type of Transaction:	G2G –Government to Government
Who may avail:	All Employees of the LGU
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
1. Clearance from money, property, and legal accountabilities (1 original)	Prepared by the Employee Signed/Clearances from Head of the Office, Supply Officer, HRMO, Municipal Accountant, Municipal Treasurer Certified by Municipal Mayor
2. Approved DTR (1 original)	Prepared by the Employee Approved by the Head of Office



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Disbursement Voucher and the supporting documents to the Office the Municipal Accountant for Pre-audit. Wait while the documents are being evaluated and reviewed.	1. Evaluates and reviews submitted documents.	None	5 mins.	Edna L. Andaya <i>Admin. Aide VI</i> <i>Office of the Municipal Accountant</i>
	1.1. Signs the voucher as to completeness of supporting documents	None	1 min.	Cherryl Aisle L. Gironella <i>Municipal Accountant</i> <i>Office of the Municipal Accountant</i>
2. Submit the Pre-audited voucher to the Treasurer's Office for signing as to availability of funds.	2. Signs the voucher as to availability of funds.	None	1 min.	Mary Jane O. Turalba <i>Municipal Treasurer</i> <i>Office of the Municipal Treasurer</i>
3. Secure the approval and signature of the Municipal Mayor.	3. Approves the voucher/cash advance	None	5 mins.	Atty. Aleli U. Concepcion <i>Municipal Mayor</i> <i>Office of the Municipal Mayor</i>
4. Return the approved/signed voucher together with the supporting documents to the Office of the Municipal Treasurer. Wait while the check is being prepared.	4. Prepares the check	None	5 mins.	Marlene O. Boado <i>Market Inspector I</i> <i>Office of the Municipal Treasurer</i>
	4.1. Signs the check	None	1 min.	Mary Jane O. Turalba <i>Municipal Treasurer</i> <i>Office of the Municipal Treasurer</i>
	4.2. Signs check	None	5 mins.	Atty. Aleli U. Concepcion <i>Municipal Mayor</i> <i>Office of the Municipal Treasurer</i>
5. Return the approved/signed check together with the voucher	5. Prepares Accountant's Advice	None	5 mins.	Edna L. Andaya <i>Admin. Aide VI</i> <i>Office of the Municipal Accountant</i>



and supporting documents to the Office of the Municipal Accountant for the Accountant's Advice.	5.1. Signs the accountant's advice	None	1 min.	Cherryl Aisle L. Gironella <i>Municipal Accountant Office of the Municipal Accountant</i>
6. Sign the voucher and receive the check and accountant's advice.	6. Assists the employee	None	1 min.	Edna L. Andaya <i>Admin. Aide VI Office of the Municipal Accountant</i>
TOTAL:		None	30 Minutes	

7. Processing of Last Salary Due to Heirs of Deceased Employee

To safeguard the use and disposition of the Municipal Government's assets and to determine its liabilities from claims, pre-audit is undertaken by the Municipal Accountant to determine that all the necessary supporting documents of the vouchers/claims are submitted.

Office or Division:	Office of the Municipal Accountant
Classification:	Simple
Type of Transaction:	G2G –Government to Government
Who may avail:	All Employees of the LGU
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Clearance from money, property, and legal accountabilities (1 original)	Prepared by the Employee Signed/Clearances from Head of the Office, Supply Officer, HRMO, Municipal Accountant, Municipal Treasurer Certified by Municipal Mayor
2. Approved DTR (1 original)	Prepared by the Employee Approved by the Head of Office
3. Death Certificate authenticated by PSA (1 photocopy)	Philippine Statistics Authority
4. Marriage Contract authenticated by PSA, if applicable (1 photocopy)	Philippine Statistics Authority
5. Birth Certificates of surviving legal heirs authenticated by PSA (1 photocopy)	Philippine Statistics Authority
6. Designation of next-of-kin (1 original)	Law Office
7. Waiver of right of children 18 years old above (1 original)	Provided by the Employee



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Disbursement Voucher and the supporting documents to the Office the Municipal Accountant for Pre-audit. Wait while the documents are being evaluated and reviewed.	1. Evaluates and reviews submitted documents.	None	5 mins.	Edna L. Andaya <i>Admin. Aide VI</i> <i>Office of the Municipal Accountant</i>
	1.1. Signs the voucher as to completeness of supporting documents	None	1 min.	Cherryl Aisle L. Gironella <i>Municipal Accountant</i> <i>Office of the Municipal Accountant</i>
2. Submit the Pre-audited voucher to the Treasurer's Office for signing as to availability of funds.	2. Signs the voucher as to availability of funds.	None	1 min.	Mary Jane O. Turalba <i>Municipal Treasurer</i> <i>Office of the Municipal Treasurer</i>
3. Secure the approval and signature of the Municipal Mayor.	3. Approves the voucher/cash advance	None	5 mins.	Atty. Aleli U. Concepcion <i>Municipal Mayor</i> <i>Office of the Municipal Mayor</i>
4. Return the approved/signed voucher together with the supporting documents to the Office of the Municipal Treasurer. Wait while the check is being prepared.	4. Prepares the check	None	5 mins.	Marlene O. Boado <i>Market Inspector I</i> <i>Office of the Municipal Treasurer</i>
	4.1. Signs the check	None	1 min.	Mary Jane O. Turalba <i>Municipal Treasurer</i> <i>Office of the Municipal Treasurer</i>
	4.2. Signs the check	None	5 mins.	Atty. Aleli U. Concepcion <i>Municipal Mayor</i> <i>Office of the Municipal Mayor</i>
5. Return the approved/signed check together with the voucher and supporting documents to the Office of the Municipal Accountant for the Accountant's Advice.	5. Prepares the Accountant's Advice	None	5 mins.	Edna L. Andaya <i>Admin. Aide VI</i> <i>Office of the Municipal Accountant</i>
	5.1. Signs the accountant's advice	None	1 min.	Cherryl Aisle L. Gironella <i>Municipal Accountant</i> <i>Office of the Municipal Accountant</i>



6. Sign the voucher and receive the check and accountant's advice.	6. Assists the employee	None	1 min.	Edna L. Andaya <i>Admin. Aide VI</i> <i>Office of the Municipal Accountant</i>
TOTAL:		None	30 Minutes	

8. Processing of Liquidation of Cash Advances or Reimbursements (Field/Activity Current Operating Expenses)

To safeguard the use and disposition of the Municipal Government's assets and to determine its liabilities from claims, pre-audit is undertaken by the Municipal Accountant to determine that all the necessary supporting documents of the vouchers/claims are submitted.

Office or Division:	Office of the Municipal Accountant		
Classification:	Simple		
Type of Transaction:	G2G -Government to Government		
Who may avail:	All Employees of the LGU		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Report of Disbursements certified correct by the accountable officer (1 original)	Prepared by the Employee		
2. Approved Purchase Request with Certificate of Emergency Purchase, if necessary (1 original)	Prepared by the Employee		
3. Bills, receipts, sales invoices (1 original)	Provided by the Employee		
4. Certificate of Inspection and Acceptance (1 original)	Prepared by the Employee		
5. Request for Quotations from at least three suppliers for purchases involving P1,000.00 and above, except for purchases made while on official travel (1 original)	Prepared by the Employee		
6. Abstract of Quotations (1 original)	Prepared by the Employee		
7. OR in case of refund (duplicate)	Office of the Municipal Treasurer		



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Disbursement Voucher and the supporting documents to the Office the Municipal Accountant for Pre-Audit. Wait while the documents are being evaluated and reviewed.	1. Evaluates and reviews submitted documents.	None	5 mins.	Edna L. Andaya <i>Admin. Aide VI</i> <i>Office of the Municipal Accountant</i>
	1.1. Signs the voucher as to completeness of supporting documents	None	1 min.	Cherryl Aisle L. Gironella <i>Municipal Accountant</i> <i>Office of the Municipal Accountant</i>
2. Submit the Pre-audited voucher to the Treasurer's Office for signing as to availability of funds.	2. Signs the voucher as to availability of funds.	None	1 min.	Mary Jane O. Turalba <i>Municipal Treasurer</i> <i>Office of the Municipal Treasurer</i>
3. Secure the approval and signature of the Municipal Mayor.	3. Approves the voucher/cash advance	None	5 mins.	Atty. Aleli U. Concepcion <i>Municipal Mayor</i> <i>Office of the Municipal Mayor</i>
4. Return the approved/signed voucher together with the supporting documents to the Office of the Municipal Treasurer. Wait while the check is being prepared.	4. Prepares the check	None	5 mins.	Marlene O. Boado <i>Market Inspector I</i> <i>Office of the Municipal Treasurer</i>
	4.1. Signs the check	None	1 min.	Mary Jane O. Turalba <i>Municipal Treasurer</i> <i>Office of the Municipal Treasurer</i>
	4.2. Signs the check	None	5 mins.	Atty. Aleli U. Concepcion <i>Municipal Mayor</i> <i>Office of the Municipal Mayor</i>
5. Return the approved/signed check together with the voucher and	5. Prepares the Accountant's Advice	None	5 mins.	Edna L. Andaya <i>Admin. Aide VI</i> <i>Office of the Municipal Accountant</i>



supporting documents to the Office of the Municipal Accountant for the Accountant's Advice.	5.1. Signs the accountant's advice	None	1 min.	Cherryl Aisle L. Gironella <i>Municipal Accountant Office of the Municipal Accountant</i>
6. Sign the voucher and receive the check and accountant's advice.	6. Assists the employee	None	1 min.	Edna L. Andaya <i>Admin. Aide VI Office of the Municipal Accountant</i>
TOTAL:		None	30 Minutes	

9. Processing of Liquidation of Cash Advances or Reimbursements (Travelling Expenses)

To safeguard the use and disposition of the Municipal Government's assets and to determine its liabilities from claims, pre-audit is undertaken by the Municipal Accountant to determine that all the necessary supporting documents of the vouchers/claims are submitted.

Office or Division:	Office of the Municipal Accountant
Classification:	Simple
Type of Transaction:	G2G –Government to Government
Who may avail:	All Employees of the LGU
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
1. Paper/electronic plane, boat or bus tickets, boarding pass, terminal fee (1 original)	Provided by the Employee
2. Certificate of appearance or attendance (1 photocopy)	Office that was visited/Training provider
3. Copy of previously approved itinerary of travel (1 original)	Office of the Municipal Administrator
4. Certification of expenses not Requiring ORs (Pursuant to COA Circular No. 2017- 001 dated June 19, 2017) (1 original)	Prepared by the Employee
5. OR in case of refund of excess cash advance (duplicate)	Office of the Municipal Treasurer
6. Certificate of Travel Completed (1 original)	Prepared by the Employee



7. Hotel room/lodging bills with official receipts in the case of official travel to places beyond 50-kilometer radius from the office (original copies)		Provided by the Employee		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Disbursement Voucher and the supporting documents to the Office the Municipal Accountant for Pre-audit. Wait while the documents are being evaluated and reviewed.	1. Evaluates and reviews submitted documents.	None	5 mins.	Edna L. Andaya <i>Admin. Aide VI</i> <i>Office of the Municipal Accountant</i>
	1.1. Signs the voucher as to completeness of supporting documents	None	1 min.	Cherryl Aisle L. Gironella <i>Municipal Accountant</i> <i>Office of the Municipal Accountant</i>
2. Submit the Pre-audited voucher to the Treasurer's Office for signing as to availability of funds.	2. Signs the voucher as to availability of funds.	None	1 min.	Mary Jane O. Turalba <i>Municipal Treasurer</i> <i>Office of the Municipal Treasurer</i>
3. Secure the approval and signature of the Municipal Mayor.	3. Approves the voucher/cash advance	None	5 mins.	Atty. Aleli U. Concepcion <i>Municipal Mayor</i> <i>Office of the unicipal Mayor</i>
4. Return the approved/signed voucher together with the supporting documents to the Office of the Municipal Treasurer. Wait while the check is being prepared.	4. Prepares the check	None	5 mins.	Marlene O. Boado <i>Market Inspector I</i> <i>Office of the Municipal Treasurer</i>
	4.1. Signs the check	None	1 min.	Mary Jane O. Turalba <i>Municipal Treasurer</i> <i>Office of the Municipal Treasurer</i>



	4.2. Signs the check	None	5 mins.	Atty. Aleli U. Concepcion <i>Municipal Mayor</i> <i>Office of the Municipal Mayor</i>
5. Return the approved/signed check together with the voucher and supporting documents to the Office of the Municipal Accountant for the Accountant's Advice.	5. Prepares the Accountant's Advice	None	5 mins.	Edna L. Andaya <i>Admin. Aide VI</i> <i>Office of the Municipal Accountant</i>
	5.1. Signs the accountant's advice	None	1 min.	Cherryl Aisle L. Gironella <i>Municipal Accountant</i> <i>Office of the Municipal Accountant</i>
6. Sign the voucher and receive the check and accountant's advice.	6. Assists the employee	None	1 min.	Edna L. Andaya <i>Admin. Aide VI</i> <i>Office of the Municipal Accountant</i>
TOTAL:		None	30 Minutes	



Office of the Municipal Treasurer

External Services



1. Issuance of Accountable Form #51 to Barangays

Issuance of Accountable Form #51 to the Barangays for their issuance of Barangay Clearance, Barangay Business Clearance, and other Certifications.

Office or Division:	Office of the Municipal Treasurer (OMT)			
Classification:	Simple			
Type of Transaction:	G2G –Government to Government			
Who may avail:	Barangay Treasurers of the Municipality of Balaoan.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Disbursement Voucher (2 original copies)		Barangay Secretary		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the requirements stated. 1.1 Pay the required fee.	1. Verifies document. 1.1 Receives payment and issues Official Receipt.	P150.00 per booklet	4 minutes	Primina Gracia Lopez <i>Administrative Assistant II</i> OMT Karen Raquedan <i>Administrative Aide I</i> OMT Thelma Obille <i>Administrative Aide I</i> OMT Kathleen May Ordinario <i>License Inspector I</i> OMT
2. Sign the logbook. 2.1 Receive the Accountable Form#51.	1. Records the transaction in a logbook. 1.1 Releases Accountable Form #51.	None	1 minute	Primina Gracia Lopez <i>Administrative Assistant II</i> OMT Karen Raquedan <i>Administrative Aide I</i> OMT Thelma Obille <i>Administrative Aide I</i> OMT



				Kathleen May Ordinario <i>License Inspector I</i> <i>OMT</i>
TOTAL:		P150.00	5 minutes	

2. Issuance of Certificate of RPT Payment

Certificate of RPT payment is issued when a taxpayer lost his/her receipt or for whatever purpose he may have.

Office or Division:	Office of the Municipal Treasurer (OMT)			
Classification:	Simple			
Type of Transaction:	G2C, G2B, G2B			
Who may avail:	Citizens, Business Entities, or Government Agencies who have paid their Real Property Taxes.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Latest Official Receipt of the Real Property (1 Original/Photocopy)		Owner's Personal Copy		
2. Tax Declaration of Property (1 Original/Photocopy)		Municipal Assessor's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the requirements stated above.	1. Verifies that payment has been made for the current year for the following property/ies to be certified.	None	2 minutes per property	Primina Gracia Lopez <i>Administrative Assistant II</i> <i>OMT</i> Karen Raquedan <i>Administrative Aide I</i> <i>OMT</i> Thelma Obille <i>Administrative Aide I</i> <i>OMT</i> Kathleen May Ordinario <i>License Inspector I</i> <i>OMT</i>



2. Pay the corresponding fees.	2. Receives payment and issues OR. 2.1 Forwards documents to the back end.	Certification Fee P75.00 + Documentary Stamp P30.00 (per copy)	3 minutes	Primina Gracia Lopez <i>Administrative Assistant II</i> <i>OMT</i> Karen Raquedan <i>Administrative Aide I</i> <i>OMT</i> Thelma Obille <i>Administrative Aide I</i> <i>OMT</i> Kathleen May Ordinario <i>License Inspector I</i> <i>OMT</i>
3. Receive certification.	3. Prepares certification. 3.1 Puts dry seal and gets it signed by the authorized personnel 3.3 Releases the certification.	None	7 minutes	Marlene O. Boado <i>Market Inspector I</i> <i>OMT</i>
TOTAL:		P 105.00	12 inutes	

3. Issuance of Certification for the Closure of Business

Certificate of Closure is issued when a Business for whatever reason ceased to operate.

Office or Division:	Office of the Municipal Treasurer (OMT)	
Classification:	Simple	
Type of Transaction:	G2C, G2B	
Who may avail:	Citizens, Business Entities with Registered Business Establishment/s in the municipality.	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Proof of Payment / Current Mayor's Permit (1 Original)		Owner's Personal Copy
2. Formal letter from requesting party. (1 Original)		Business Owner



3. Barangay Certifications of Closure (1 Original)	Office of the Punong Barangay where the business is located.			
4. Business Plates issued to the business (if any)	Issued to the business at the beginning of its operation.			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the requirements stated above.	1. Verifies the documents presented.	None	1 minute	<p>Primina Gracia Lopez <i>Administrative Assistant II</i> OMT</p> <p>Karen Raquedan <i>Administrative Aide I</i> OMT</p> <p>Thelma Obille <i>Administrative Aide I</i> OMT</p> <p>Kathleen May Ordinario <i>License Inspector I</i> OMT</p>
2. Pay the corresponding fees.	2. Receives payment and issues OR. 2.1 Forwards documents to the back end.	<p>Business computed as: =Gross Sales X 2.44%</p> <p><i>*GS more than P400,000.00</i> = P9,760.00 + ((Gross Sales – P400,000.00) X 1.22%)</p> <p>Certification Fee P75.00 + Documentary Stamp P30.00 per copy</p>	3 minutes	<p>Primina Gracia Lopez <i>Administrative Assistant II</i> OMT</p> <p>Karen Raquedan <i>Administrative Aide I</i> OMT</p> <p>Thelma Obille <i>Administrative Aide I</i> OMT</p> <p>Kathleen May Ordinario <i>License Inspector I</i> OMT</p>



3. Receives certification.	3. Prepares certification. 3.1 Puts dry seal and gets it signed by the authorized personnel 3.2 Records transaction. 3.3 Releases the certification	None	6 minutes	Marlene O. Boado <i>Market Inspector</i> OMT
TOTAL:		Business Tax Computed + Certification Fee P105.00	10 minutes	

4. Issuance of Community Tax Certificate (CEDULA)

Community tax certificate is required when an individual, 18 years old and above or corporation acknowledges any document before a notary public, takes an oath of office upon election or appointment to any position in the government service, receives any license, certificate or permit from a public authority, pays any tax or fee, receives money from any public fund, transacts other official business.

Municipalities may levy a community tax in lieu of the former residence tax levied and collected under Section 38 of PB No. 231, as amended.

Office or Division:	Office of the Municipal Treasurer (OMT)			
Classification:	Simple			
Type of Transaction:	G2C, G2B			
Who may avail:	Residents Only, 18 years old and above			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Principal – Personal Appearance		N/A		
2. Pay Slip or Statement of Gross Receipts (1 Original/Photocopy)		Where requesting party works		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up the CTC (cedula) information slip. Present this along	1. Verifies the information given.	None	3 minutes	Primina Gracia Lopez <i>Administrative Assistant II</i> OMT



with your ID at any of the windows at the Office of the Municipal Treasurer (OMT).	1.1 Prepares the Community Tax Certificate.			<p>Karen Raquedan <i>Administrative Aide I</i> OMT</p> <p>Thelma Obille <i>Administrative Aide I</i> OMT</p> <p>Kathleen May Ordinario <i>License Inspector I</i> OMT</p>
2. Sign and pay the tax due.	2. Releases the CTC.	Please see below computation	3 minutes	<p>Primina Gracia Lopez <i>Administrative Assistant II</i> OMT</p> <p>Karen Raquedan <i>Administrative Aide I</i> OMT</p> <p>Thelma Obille <i>Administrative Aide I</i> OMT</p> <p>Kathleen May Ordinario <i>License Inspector I</i> OMT</p>
TOTAL		Please see below computation	6 minutes	

BASIC

Individual:

= P5.00 + P1.00 for every P1000.00 of Gross Receipts/ Salaries/ Income from Real Property

Corporation:

=P500.00 + P2.00 for every P5000.00 Assessed value of Real Property, Gross Receipts/ Dividends

PENALTY:

24% shall be imposed on individuals or corporations securing their community tax certificates from April 01 to the end of the year.



5. Issuance of Mayor's Permit (New / Online Application)

Any individual or corporation who establishes, operates and maintains a business within this Municipality shall be required to pay for a business tax, mayor's permit and other regulatory fees pursuant to the revenue code of the municipality. Mode of payment is on annual, semi-annual, or quarterly basis and may be paid at the Office of the Municipal Treasurer (OMT).

Office or Division:	Office of the Municipal Treasurer (OMT)	
Classification:	Simple	
Type of Transaction:	G2C, G2B	
Who may avail:	Corporations, Cooperatives, or Citizen's who are at least 18 years old	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Barangay Clearance (1 Original Copy)	Office of the Punong Barangay where the owner lives.	
2. Location Sketch/Photo of the Business (1 Original Copy)	Owner	
3. Passport Size Picture of the Owner/Operator (3 Copies)	Owner	
4. SEC/DTI/CDA Registration (1 Photocopy)	Securities and Exchange Commission/ Department of Trade and Industry/ Negosyo Center / Cooperative Development Authority	
5. Locational Clearance/Zoning Clearance (1 Original)	<i>*For business Establishments Outside the Central Business District Only</i> Office of the Municipal Planning and Development Coordinator	
6. Tax Identification Number (TIN)	Bureau of Internal Revenue	
7. Fire Safety Inspection Certificate (1 Original)	Bureau of Fire Protection	
8. Sanitary Permit (1 Original)	Municipal Health Office	
9. Occupancy Permit (1 Original Copy)	Municipal Engineer's Office	
10. Contract of Lease (if lessee) (1 photocopy)	Lessor	
Additional Requirements Peculiar to the Nature of Business		
Nature of Business	Checklist of Requirements	Where to Secure
Pawnshop, Money Remittance, Foreign Exchange	Certificate of Registration as Branch, Head Office (1 Photocopy)	Bangko Sentral ng Pilipinas
Banking Institutions	Authority to Operate (1 Photocopy)	Bangko Sentral ng Pilipinas
Cockpits, Videoke Joints/Rentals	Payment of Amusement Tax (1 Photocopy)	Treasury Department, Provincial Capitol
Water Refilling Stations	Operational Permit (1 Photocopy)	Department of Health
Drugstore, Bakery	Registration (1 Photocopy)	Bureau of Food and Drug Administration
Piggery, Poultry	Certificate of Environmental Compliance (1 Photocopy)	Department of Environment and Natural Resources



Animal Facilities and Related Businesses		Registration on Animal Welfare (RA 8485)	Department of Agriculture-Bureau of Animal Industry (DA-BAI)	
Market Vendors		Certification (1 Original Copy)	Economic Enterprise Office, Balaoan Commercial Center	
LPG Dealer, Gasoline Station		Certification (1 Photocopy)	Department of Energy	
Cellsite		Sangguniang Bayan Resolution (1 Photocopy)	Office of the Sangguniang Bayan	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1.1 With your mobile phone or laptop, access the link provided: https://prod.ebpls.com/balaoanlaunion/index.php/login</p> <p>1.2 Click REGISTER NOW and fill up the necessary details. Check the e-mail address provided and confirm your registration. Once registration is complete, log in.</p> <p>1.3 Create your business application and upload all documents pertinent to the nature of business. Click submit.</p>	<p>1. Verifies application form.</p> <p>1.2 Finalizes and sends Tax Order of Payment.</p>	None	5 minutes	<p>Kathleen May Ordinario <i>License Inspector I</i> OMT</p>
<p>2.1 Check your e-mail address for the Tax Order of Payment.</p> <p>2.2 Pay the required fees due.</p>	2.1 Prints Official Receipt.	See Table for Computation	3 minutes	<p>Primina Gracia Lopez <i>Administrative Assistant II</i> OMT</p> <p>Karen Raquedan <i>Administrative Aide I</i> OMT</p> <p>Thelma Obille <i>Administrative Aide I</i> OMT</p>
3. Present your Official Receipt and receive the Permit to Engage in Business.	3.1 Issues the permit to engage in business.	None	2 minutes	<p>Kathleen May Ordinario <i>License Inspector I</i> OMT</p>
TOTAL:		See Table for Computation	10 minutes	



*Based on the 2017 Revised Revenue Code.

FEES AND CHARGES	NEW
MAYOR'S PERMIT FEE	
Manufacturers/Importers/ Producers	
Cottage	P 750.00
Small	P 3000.00
Medium	P 7500.00
Large	P 15000.00
Banks	
Rural, Thrift and Savings Bank	P 15000.00
Commercial, Industrial, and Development Banks	P 20000.00
Universal Institutions	P 30000.00
Other Financial Institutions	
Small	P 7500.00
Medium	P 15000.00
Large	P 30000.00
Contractors/Service Establishments	
Cottage	P 750.00
Small	P 2500.00
Medium	P 12000.00
Large	P 20000.00
Wholesalers/Retailers/Dealers or Distributors	
Cottage	P 750.00
Small	P 2500.00
Medium	P 7500.00
Large	P 15000.00
Transloading Operations	
Medium	P 5250.00
Large	P 9750.00
Other Businesses:	
Cottage	P 1000.00
Small	P 3500.00
Medium	P 10500.00
Large	P 18000.00
Tax on Storage of Gasoline, Diesel, Fuel, Kerosene and similar Products	
a. 500 to 2000 L	P 1000.00
b. 2001 to 5000 L	P 1500.00
c. 5001 to 20000 L	P 2000.00
d. 20001 to 50000 L	P 2500.00
e. 50001 to 100000 L	P 3500.00
f. Over 100000 L	P 5500.00
Tax on Storage of Combustible, Flammable or Explosive Substance not mentioned above	P 750.00



Permit Fee for Agricultural Machinery and Other Heavy Equipment	
a. Hand Tractors	P 800.00
b. Light Tractors	P1,000.00
c. Heavy Tractors	P4,000.00
d. Bulldozer	P5000.00
e. Forklift	P3000.00
f. Heavy Graders	P4000.00
g. Light Graders	P2500.00
h. Mechanized Threshers	P2000.00
i. Manual Threshers	P 750.00
j. Cargo Truck	P2250.00
k. Dump Truck Light	P1000.00
Dump Truck Heavy	P2000.00
l. Road Rollers (Compactor)	P1500.00
m. Pay Loader Light	P1600.00
Pay Loader heavy	P3500.00
n. Prime Movers/Flatbeds	P1500.00
o. Backhoe Light	P1500.00
Backhoe Heavy	P4000.00
p. Rock Crusher	P3000.00
q. batching Plant	P3000.00
r. Transit/ Mixer Truck Light	P1500.00
Transit/ Mixer Truck Heavy	P3000.00
s. Crane	P3000.00
t. Other agricultural machinery or heavy equipment not enumerated above	
Light	P750.00
Heavy	P1200.00
u. Trailer Truck Light	P2000.00
Trailer Truck Heavy	P3000.00
v. Elf (Corn/Rice Trucking) Light	P1000.00
Elf (Corn/Rice Trucking) Heavy	P2000.00
Tax on Machinerics/Engines	
a. Internal Combustible engines:	
1. 2HP and below	P 375.00
2. 3 HP – 5HP	P 600.00
3. 6 HP – 10HP	P 900.00
4. 11 HP-14 HP	P 1,000.00
5. Above 15 HP	P 2,000.00
b. Other Stationery Engines/machines	
1. 3HP and below	P 375.00
2. 4HP – 5HP	P 600.00
3. 6HP – 10HP	P 900.00
4. 11HP – 14 HP	P 1,275.00



5. Above 14 HP	P 1,950.00
Billboard Fee	P 300.00
Inspection Fee	P 300.00
Sanitary Inspection Fee	P 300.00
Business Plate	P 250.00
Sticker	
Garbage Fee	
Residential	P300.00
Private School	
With 500 & below enrollees	P1200.00
With 501 to 1000 enrollees	P2250.00
With more than 1000 enrollees	P3750.00
Hotels, Apartments, Motels and Lodging Houses	
Not more than 100 sq.m	P1080.00
More than 100 sq.m	P1200.00
Restaurants, Day and Night Clubs, Cafes, Eateries	
Not more than 50 sq.m	P1080.00
More than 50 sq.m	P1200.00
Hospitals, Clinics, Laboratories and similar Businesses	
Not more than 10 sq.m	P1080.00
More than 10 sq.m	P1200.00
Movie Houses and Retailers	
Not more than 10 sq.m	P1080.00
More than 10 sq.m	P1200.00
Vendors	P 750.00
Weight/Measures	P 150.00
Occupational Fee	P 100.00/employee
Zoning Fee	P 50.00

6. Issuance of Mayor's Permit (New / Walk-in)

Any individual or corporation who establishes, operates and maintains a business within this Municipality shall be required to pay for a business tax, mayor's permit and other regulatory fees pursuant to the revenue code of the municipality. Mode of payment is on annual, semi-annual, or quarterly basis and may be paid at the Office of the Municipal Treasurer (OMT).

Office or Division:	Office of the Municipal Treasurer (OMT)
Classification:	Simple
Type of Transaction:	G2C, G2B
Who may avail:	Corporations, Cooperatives, or Citizens who are at least 18 years old



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	
1. Barangay Clearance (1 Original Copy)	Office of the Punong Barangay where the owner lives.	
2. Location Sketch/Photo of the Business (1 Original Copy)	Owner	
3. Passport Size Picture of the Owner/Operator (3 Photocopies)	Owner	
4. SEC/DTI/CDA Registration (1 Photocopy)	Securities and Exchange Commission/ Department of Trade and Industry/ Negosyo Center / Cooperative Development Authority	
5. Locational Clearance/Zoning Clearance (1 Original)	<i>*For business Establishments Outside the Central Business District Only</i> Office of the Municipal Planning and Development Coordinator	
6. Tax Identification Number (TIN) (1 Original)	Bureau of Internal Revenue	
7. Fire Safety Inspection Certificate (1 Original)	Bureau of Fire Protection	
8. Sanitary permit (1 Original)	Municipal Health Office	
9. Occupancy Permit (1 Original Copy)	Municipal Engineer's Office	
10. Contract of Lease (if lessee) (1 photocopy)	Lessor	
Additional Requirements Peculiar to the Nature of Business		
Nature of Business	Checklist of Requirements	Where to Secure
Pawnshop, Money Remittance, Foreign Exchange	Certificate of Registration as Branch, Head Office (1 Photocopy)	Bangko Sentral ng Pilipinas
Banking Institutions	Authority to Operate (1 Photocopy)	Bangko Sentral ng Pilipinas
Cockpits, Videoke Joints/Rentals	Payment of Amusement Tax (1 Photocopy)	Treasury Department, Provincial Capitol
Water Refilling Stations	Operational Permit (1 Photocopy)	Department of Health
Drugstore, Bakery	Registration (1 Photocopy)	Bureau of Food and Drug Administration
Piggery, Poultry	Certificate of Environmental Compliance (1 Photocopy)	Department of Environment and Natural Resources
Animal Facilities and Related Businesses	Registration on Animal Welfare (RA 8485)	Department of Agriculture- Bureau of Animal Industry (DA-BAI)
Market Vendors	Certification (1 Original Copy)	Economic Enterprise Office, Balaoan Commercial Center
LPG Dealer, Gasoline Station	Certification (1 Photocopy)	Department of Energy
Cellsite	Sangguniang Bayan Resolution (1 Photocopy)	Office of the Sangguniang Bayan



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 Present application form and complete requirements at the Office of the Municipal Treasurer (OMT), Window 1.	<p>1. Verifies the completeness of the documents presented.</p> <p>1.1 Encodes given data on the e-BPLS software and uploads the requirements.</p> <p>1.2 After endorsement, hands out Tax Order of Payment.</p>	None	15 minutes	Kathleen May Ordinario <i>License Inspector I</i> OMT
2. Pay the required fees due.	2.1 Prints Official Receipt.	See Table for Computation	3 minutes	<p>Primina Gracia Lopez <i>Administrative Assistant II</i> OMT</p> <p>Karen Raquedan <i>Administrative Aide I</i> OMT</p> <p>Thelma Obille <i>Administrative Aide I</i> OMT</p>
3. Present your Official Receipt and receive the Permit to Engage in Business.	3.1 Issues the permit to engage in business.	None	2 minutes	Kathleen May Ordinario <i>License Inspector I</i> OMT
TOTAL:		See Table for Computation	20 minutes	

*Based on the 2017 Revised Revenue Code.

FEES AND CHARGES	NEW
MAYOR'S PERMIT FEE	
Manufacturers/Importers/ Producers	
Cottage	P 750.00
Small	P 3000.00
Medium	P 7500.00
Large	P 15000.00
Banks	



Rural, Thrift and Savings Bank	P 15000.00
Commercial, Industrial, and Development Banks	P 20000.00
Universal Institutions	P 30000.00
Other Financial Institutions	
Small	P 7500.00
Medium	P 15000.00
Large	P 30000.00
Contractors/Service Establishments	
Cottage	P 750.00
Small	P 2500.00
Medium	P 12000.00
Large	P 20000.00
Wholesalers/Retailers/Dealers or Distributors	
Cottage	P 750.00
Small	P 2500.00
Medium	P 7500.00
Large	P 15000.00
Transloading Operations	
Medium	P 5250.00
Large	P 9750.00
Other Businesses:	
Cottage	P 1000.00
Small	P 3500.00
Medium	P 10500.00
Large	P 18000.00
Tax on Storage of Gasoline, Diesel, Fuel, Kerosene, and similar Products	
a. 500 to 2000 L	P 1000.00
b. 2001 to 5000 L	P 1500.00
c. 5001 to 20000 L	P 2000.00
d. 20001 to 50000 L	P 2500.00
e. 50001 to 100000 L	P 3500.00
f. Over 100000 L	P 5500.00
Tax on Storage of Combustible, Flammable or Explosive Substance not mentioned above	P 750.00
Permit Fee for Agricultural Machinery and Other Heavy Equipment	
a. Hand Tractors	P 800.00
b. Light Tractors	P1,000.00
c. Heavy Tractors	P4,000.00
d. Bulldozer	P5000.00
e. Forklift	P3000.00
f. Heavy Graders	P4000.00
g. Light Graders	P2500.00
h. Mechanized Threshers	P2000.00
i. Manual Threshers	P 750.00
j. Cargo Truck	P2250.00



k. Dump Truck Light	P1000.00
Dump Truck Heavy	P2000.00
l. Road Rollers (Compactor)	P1500.00
m. Pay Loader Light	P1600.00
Pay Loader heavy	P3500.00
n. Prime Movers/Flatbeds	P1500.00
o. Backhoe Light	P1500.00
Backhoe Heavy	P4000.00
p. Rock Crusher	P3000.00
q. batching Plant	P3000.00
r. Transit/ Mixer Truck Light	P1500.00
Transit/ Mixer Truck Heavy	P3000.00
s. Crane	P3000.00
t. Other agricultural machinery or heavy equipment not enumerated above	
Light	P750.00
Heavy	P1200.00
u. Trailer Truck Light	P2000.00
Trailer Truck Heavy	P3000.00
v. Elf (Corn/Rice Trucking) Light	P1000.00
Elf (Corn/Rice Trucking) Heavy	P2000.00
Tax on Machineries/Engines	
a. Internal Combustible engines:	
1. 2HP and below	P 375.00
2. 3 HP – 5HP	P 600.00
3. 6 HP – 10HP	P 900.00
4. 11 HP-14 HP	P 1,000.00
5. Above 15 HP	P 2,000.00
b. Other Stationery Engines/machines	
1. 3HP and below	P 375.00
2. 4HP – 5HP	P 600.00
3. 6HP – 10HP	P 900.00
4. 11HP – 14 HP	P 1,275.00
5. Above 14 HP	P 1,950.00
Billboard Fee	P 300.00
Inspection Fee	P 300.00
Sanitary Inspection Fee	P 300.00
Business Plate	P 250.00
Sticker	
Garbage Fee	
Residential	P300.00
Private School	
With 500 & below enrollees	P1200.00
With 501 to 1000 enrollees	P2250.00
With more than 1000 enrolees	P3750.00
Hotels, Apartments, Motels and Lodging Houses	
Not more than 100 sq.m	P1080.00
More than 100 sq.m	P1200.00



Restaurants, Day and Night Clubs, Cafes, Eateries	
Not more than 50 sq.m	P1080.00
More than 50 sq.m	P1200.00
Hospitals, Clinics, Laboratories and similar Businesses	
Not more than 10 sq.m	P1080.00
More than 10 sq.m	P1200.00
Movie Houses and Retailers	
Not more than 10 sq.m	P1080.00
More than 10 sq.m	P1200.00
Vendors	P 750.00
Weight/Measures	P 150.00
Occupational Fee	P 100.00/employee
Zoning Fee	P 50.00

7. Issuance of Mayor's Permit & Business License (Renewal / Online Application)

Any individual or corporation who establishes, operates and maintains a business within this Municipality shall be required to pay for a business tax, mayor's permit and other regulatory fees pursuant to the revenue code of the municipality. Mode of payment is on annual, semi-annual, or quarterly basis and may be paid at the Office of the Municipal Treasurer (OMT).

Office or Division:	Office of the Municipal Treasurer (OMT)			
Classification:	Simple			
Type of Transaction:	G2C, G2B			
Who may avail:	Corporations, or Citizens who are at least 18 years old who has existing business in the municipality.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Barangay Clearance (1 Original Copy)		Barangay where the owner lives. *In case of a branch, manager's barangay clearance can be provided.		
2. Statement of Gross Receipts		Bureau of Internal Revenue		
3. Building Clearance (1 Original Copy)		Office of the Municipal Engineer		
4. Sanitary Permit (1 Original)		Office of the Sanitary Inspector, Municipal Health Office		
5. Zoning Clearance (1 Original)		Office of the Municipal Planning and Development Coordinator		
6. Fire Safety Inspection Certificate (1 Original)		Bureau of Fire Protection		
7. SSS, Pagibig, Philhealth Clearances (1 Original Copy for each)		SSS, Pagibig, Philhealth		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 With your mobile phone or laptop, access the link provided:	1. Verifies application form.	None	5 minutes	<i>Kathleen May Ordinario</i> <i>License Inspector I</i> <i>OMT</i>



<p>https://prod.ebpls.com/balaoanlaunion/index.php/login</p> <p>1.2 Click REGISTER NOW and fill up the necessary details. Check the e-mail address provided and confirm your registration. Once registration is complete, log in.</p> <p>1.3 Create your business application and upload all documents pertinent to the nature of business. Click submit.</p>	<p>1.2 Finalizes and sends Tax Order of Payment.</p>			
<p>2.1 Check your e-mail address for the Tax Order of Payment.</p> <p>2.2 Pay the required fees due.</p>	<p>2. Prints Official Receipt.</p>	<p><i>See Table for Computation</i></p>	<p>3 minutes</p>	<p>Primina Gracia Lopez Administrative Assistant II OMT</p> <p>Karen Raquedan Administrative Aide I OMT</p> <p>Thelma Obille Administrative Aide I OMT</p>
<p>3. Present your Official Receipt and receive the Permit to Engage in Business.</p>	<p>3. Issues the permit to engage in business.</p>	<p>None</p>	<p>2 minutes</p>	<p>Kathleen May Ordinario License Inspector I OMT</p>
Total			<p>10 minutes</p>	

*Based on the 2017 Revised Revenue Code.

TAXES AND REGULATORY CHARGES	RENEWAL
BUSINESS TAX	
Retailers	
Gross Sales Below P400,000.00	=GS*2.44%
Gross Sales More than P400,000.00	=9760+((GSP400,000.00)*1.22%)
Banks and Financial Institutions	
*At the rate of 55% of 1%	
Manufacturers	
Less than 10,000.00	231.00
10,000 or more but less than 15,000	308.00
15,000 or more but less than 20,000	422.80



20,000 or more but less than 30,000	616.00
30,000 or more but less than 40,000	924.00
40,000 or more but less than 50,000	1,155.00
50,000 or more but less than 75,000	1,848.00
75,000 or more but less than 100,000	2,310.00
100,000 or more but less than 150,000	3,080.00
150,000 or more but less than 200,000	3,850.00
200,000 or more but less than 300,000	5,390.00
300,000 or more but less than 500,000	7,700.00
500,000 or more but less than 750,000	11,200.00
750,000 or more but less than 1,000,000	14,000.00
1,000,000 or more but less than 2,000,000	19,225.00
2,000,000 or more but less than 3,000,000	23,100.00
3,000,000 or more but less than 4,000,000	27,720.00
4,000,000 or more but less than 5,000,000	31,340.00
5,000,000 or more but less than 6,500,000	34,125.00
6,500,000 or more	*at the rate of 41.66% of 1.5%
Businesses enumerated (Section 2A.02 (g))	
Less than 5,000.00	39.00
5,000 or more but less than 10,000	88.10
10,000 or more but less than 15,000	149.45
15,000 or more but less than 20,000	235.95
20,000 or more but less than 30,000	393.25
30,000 or more but less than 40,000	550.55
40,000 or more but less than 50,000	786.50
50,000 or more but less than 75,000	1,258.40
75,000 or more but less than 100,000	1,887.60
100,000 or more but less than 150,000	2,831.40
150,000 or more but less than 200,000	3,775.20
200,000 or more but less than 250,000	5,190.90
250,000 or more but less than 300,000	6,606.60
300,000 or more but less than 400,000	8,808.80
400,000 or more but less than 500,000	11,797.50
500,000 or more but less than 750,000	13,227.50
750,000 or more but less than 1,000,000	14,657.50
1,000,000 or more but less than 2,000,000	16,445.00
2,000,000 or more	*at the rate of 71.50% of 1.25%
Tax on Storage of Gasoline, Diesel, Fuel, Kerosene and similar Products	
a. 500 to 2000 L	P 1000.00
b. 2001 to 5000 L	P 1500.00
c. 5001 to 20000 L	P 2000.00
d. 20001 to 50000 L	P 2500.00
e. 50001 to 100000 L	P 3500.00
f. Over 100000 L	P 5500.00



Tax on Storage of Combustible, Flammable or Explosive Substance not mentioned above	P 750.00
MAYOR'S PERMIT FEE	
Manufacturers/Importers/ Producers	
Cottage	P 750.00
Small	P 3000.00
Medium	P 7500.00
Large	P 15000.00
Banks	
Rural, Thrift and Savings Bank	P 15000.00
Commercial, Industrial, and Development Banks	P 20000.00
Universal Institutions	P 30000.00
Other Financial Institutions	
Small	P 7500.00
Medium	P 15000.00
Large	P 30000.00
Contractors/Service Establishments	
Cottage	P 750.00
Small	P 2500.00
Medium	P 12000.00
Large	P 20000.00
Wholesalers/Retailers/Dealers or Distributors	
Cottage	P 750.00
Small	P 2500.00
Medium	P 7500.00
Large	P 15000.00
Transloading Operations	
Medium	P 5250.00
Large	P 9750.00
Other Businesses:	
Cottage	P 1000.00
Small	P 3500.00
Medium	P 10500.00
Large	P 18000.00
Permit Fee for Agricultural Machinery and Other Heavy Equipment	
a. Hand Tractors	P 800.00
b. Light Tractors	P1,000.00
c. Heavy Tractors	P4,000.00
d. Bulldozer	P5000.00
e. Forklift	P3000.00
f. Heavy Graders	P4000.00
g. Light Graders	P2500.00
h. Mechanized Threshers	P2000.00



i. Manual Threshers	P 750.00
j. Cargo Truck	P2250.00
k. Dump Truck Light	P1000.00
Dump Truck Heavy	P2000.00
l. Road Rollers (Compactor)	P1500.00
m. Pay Loader Light	P1600.00
Pay Loader heavy	P3500.00
n. Prime Movers/Flatbeds	P1500.00
o. Backhoe Light	P1500.00
Backhoe Heavy	P4000.00
p. Rock Crusher	P3000.00
q. batching Plant	P3000.00
r. Transit/ Mixer Truck Light	P1500.00
Transit/ Mixer Truck Heavy	P3000.00
s. Crane	P3000.00
t. Other agricultural machinery or heavy equipment not enumerated above	
Light	P750.00
Heavy	P1200.00
u. Trailer Truck Light	P2000.00
Trailer Truck Heavy	P3000.00
v. Elf (Corn/Rice Trucking) Light	P1000.00
Elf (Corn/Rice Trucking) Heavy	P2000.00
Tax on Machineries/Engines	
a. Internal Combustible engines:	
1. 2HP and below	P 375.00
2. 3 HP – 5HP	P 600.00
3. 6 HP – 10HP	P 900.00
4. 11 HP-14 HP	P 1,000.00
5. Above 15 HP	P 2,000.00
b. Other Stationery Engines/machines	
1. 3HP and below	P 375.00
2. 4HP – 5HP	P 600.00
3. 6HP – 10HP	P 900.00
4. 11HP – 14 HP	P 1,275.00
5. Above 14 HP	P 1,950.00
Billboard Fee	P 300.00
Inspection Fee	P 300.00
Sanitary Inspection Fee	P 300.00
Business Plate	P 200.00
Sticker	P 50.00
Garbage Fee	
Residential	P300.00
Private School	
With 500 & below enrollees	P1200.00



With 501 to 1000 enrollees	P2250.00
With more than 1000 enrollees	P3750.00
Hotels, Apartments, Motels and Lodging Houses	
Not more than 100 sq.m	P1080.00
More than 100 sq.m	P1200.00
Restaurants, Day and Night Clubs, Cafes, Eateries	
Not more than 50 sq.m	P1080.00
More than 50 sq.m	P1200.00
Hospitals, Clinics, Laboratories and similar Businesses	
Not more than 10 sq.m	P1080.00
More than 10 sq.m	P1200.00
Movie Houses and Retailers	
Not more than 10 sq.m	P1080.00
More than 10 sq.m	P1200.00
Vendors	P 750.00
Weight/Measures	P 150.00
Occupational Fee	P 100.00/employee
Zoning Fee	P 50.00
Surcharge	=Business Tax*25%
Interest	=Business Tax*Applicable Percentage
	JAN. FEB MARCH APRIL MAY JUNE JULY AUG SEP OCT NOV DEC
	21
Surcharge	25% 25% 25% 25% 25% 25% 25% 25% 25% 25% 25% 25%
Interest	2% 4% 6% 8% 10% 12% 14% 16% 18% 20% 22% 24%

8. Issuance of Mayor's Permit & Business License (Renewal / Walk-in)

Any individual or corporation who establishes, operates and maintains a business within this Municipality shall be required to pay for a business tax, mayor's permit and other regulatory fees pursuant to the revenue code of the municipality. Mode of payment is on annual, semi-annual, or quarterly basis and may be paid at the Office of the Municipal Treasurer (OMT).

Office or Division:	Office of the Municipal Treasurer (OMT)
Classification:	Simple
Type of Transaction:	G2C, G2B
Who may avail:	Corporations, or Citizens who are at least 18 years old who has existing business in the municipality.
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Barangay Clearance (1 Original Copy)	Barangay where the owner lives. *In case of a branch, manager's barangay clearance can be provided.



2. Statement of Gross Receipts	Bureau of Internal Revenue			
3. Building Clearance (1 Original Copy)	Office of the Municipal Engineer			
4. Sanitary permit (1 Original)	Office of the Sanitary Inspector, Municipal Health Office			
5. Zoning Clearance (1 Original)	Office of the Municipal Planning and Development Coordinator			
6. Fire Safety Inspection Certificate (1 Original)	Bureau of Fire Protection			
7. SSS, Pagibig, Philhealth Clearances (1 Original Copy for each)	SSS, Pagibig, Philhealth			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present application form and complete requirements at the Office of the Municipal Treasurer (OMT), Window	1. Verifies the completeness of the documents presented. 1.1 Encodes given data on the e-BPLS software and uploads the requirements. 1.2 After endorsement, hands out Tax Order of Payment.	None	15 minutes	Kathleen May Ordinario <i>License Inspector I</i> OMT
2. Pay the required fees due.	2. Prints Official Receipt.	See Table for Computation	3 minutes	Primina Gracia Lopez <i>Administrative Assistant II</i> OMT Karen Raquedan <i>Administrative Aide I</i> OMT Thelma Obille <i>Administrative Aide I</i> OMT
3. Present your Official Receipt and receive the Permit to Engage in Business.	3. Issues the permit to engage in business.	None	2 minutes	Kathleen May Ordinario <i>License Inspector I</i> OMT
TOTAL:		See Table for Computation	20 minutes	



*Based on the 2017 Revised Revenue Code.

TAXES AND REGULATORY CHARGES	RENEWAL
BUSINESS TAX	
Retailers	
Gross Sales Below P400,000.00	=GS*2.44%
Gross Sales More than P400,000.00	=9760+((GSP400,000.00)*1.22%)
Banks and Financial Institutions	*At the rate of 55% of 1%
Manufacturers	
Less than 10,000.00	231.00
10,000 or more but less than 15,000	308.00
15,000 or more but less than 20,000	422.80
20,000 or more but less than 30,000	616.00
30,000 or more but less than 40,000	924.00
40,000 or more but less than 50,000	1,155.00
50,000 or more but less than 75,000	1,848.00
75,000 or more but less than 100,000	2,310.00
100,000 or more but less than 150,000	3,080.00
150,000 or more but less than 200,000	3,850.00
200,000 or more but less than 300,000	5,390.00
300,000 or more but less than 500,000	7,700.00
500,000 or more but less than 750,000	11,200.00
750,000 or more but less than 1,000,000	14,000.00
1,000,000 or more but less than 2,000,000	19,225.00
2,000,000 or more but less than 3,000,000	23,100.00
3,000,000 or more but less than 4,000,000	27,720.00
4,000,000 or more but less than 5,000,000	31,340.00
5,000,000 or more but less than 6,500,000	34,125.00
6,500,000 or more	*at the rate of 41.66% of 1.5%
Businesses enumerated (Section 2A.02 (g))	
Less than 5,000.00	39.00
5,000 or more but less than 10,000	88.10
10,000 or more but less than 15,000	149.45
15,000 or more but less than 20,000	235.95
20,000 or more but less than 30,000	393.25
30,000 or more but less than 40,000	550.55
40,000 or more but less than 50,000	786.50
50,000 or more but less than 75,000	1,258.40
75,000 or more but less than 100,000	1,887.60
100,000 or more but less than 150,000	2,831.40
150,000 or more but less than 200,000	3,775.20
200,000 or more but less than 250,000	5,190.90
250,000 or more but less than 300,000	6,606.60
300,000 or more but less than 400,000	8,808.80
400,000 or more but less than 500,000	11,797.50
500,000 or more but less than 750,000	13,227.50
750,000 or more but less than 1,000,000	14,657.50
1,000,000 or more but less than 2,000,000	16,445.00



2,000,000 or more	*at the rate of 71.50% of 1.25%
Tax on Storage of Gasoline, Diesel, Fuel, Kerosene and similar Products	
a. 500 to 2000 L	P 1000.00
b. 2001 to 5000 L	P 1500.00
c. 5001 to 20000 L	P 2000.00
d. 20001 to 50000 L	P 2500.00
e. 50001 to 100000 L	P 3500.00
f. Over 100000 L	P 5500.00
Tax on Storage of Combustible, Flammable or Explosive Substance not mentioned above	P 750.00
MAYOR'S PERMIT FEE	
Manufacturers/Importers/ Producers	
Cottage	P 750.00
Small	P 3000.00
Medium	P 7500.00
Large	P 15000.00
Banks	
Rural, Thrift and Savings Bank	P 15000.00
Commercial, Industrial, and Development Banks	P 20000.00
Universal Institutions	P 30000.00
Other Financial Institutions	
Small	P 7500.00
Medium	P 15000.00
Large	P 30000.00
Contractors/Service Establishments	
Cottage	P 750.00
Small	P 2500.00
Medium	P 12000.00
Large	P 20000.00
Wholesalers/Retailers/Dealers or Distributors	
Cottage	P 750.00
Small	P 2500.00
Medium	P 7500.00
Large	P 15000.00
Transloading Operations	
Medium	P 5250.00
Large	P 9750.00
Other Businesses:	
Cottage	P 1000.00
Small	P 3500.00
Medium	P 10500.00
Large	P 18000.00
Permit Fee for Agricultural Machinery and Other Heavy Equipment	
a. Hand Tractors	P 800.00
b. Light Tractors	P1,000.00



c. Heavy Tractors	P4,000.00
d. Bulldozer	P5000.00
e. Forklift	P3000.00
f. Heavy Graders	P4000.00
g. Light Graders	P2500.00
h. Mechanized Threshers	P2000.00
i. Manual Threshers	P 750.00
j. Cargo Truck	P2250.00
k. Dump Truck Light	P1000.00
Dump Truck Heavy	P2000.00
l. Road Rollers (Compactor)	P1500.00
m. Pay Loader Light	P1600.00
Pay Loader heavy	P3500.00
n. Prime Movers/Flatbeds	P1500.00
o. Backhoe Light	P1500.00
Backhoe Heavy	P4000.00
p. Rock Crusher	P3000.00
q. batching Plant	P3000.00
r. Transit/ Mixer Truck Light	P1500.00
Transit/ Mixer Truck Heavy	P3000.00
s. Crane	P3000.00
t. Other agricultural machinery or heavy equipment not enumerated above	
Light	P750.00
Heavy	P1200.00
u. Trailer Truck Light	P2000.00
Trailer Truck Heavy	P3000.00
v. Elf (Corn/Rice Trucking) Light	P1000.00
Elf (Corn/Rice Trucking) Heavy	P2000.00
Tax on Machineries/Engines	
a. Internal Combustible engines:	
1. 2HP and below	P 375.00
2. 3 HP – 5HP	P 600.00
3. 6 HP – 10HP	P 900.00
4. 11 HP-14 HP	P 1,000.00
5. Above 15 HP	P 2,000.00
b. Other Stationery Engines/machines	
1. 3HP and below	P 375.00
2. 4HP – 5HP	P 600.00
3. 6HP – 10HP	P 900.00
4. 11HP – 14 HP	P 1,275.00
5. Above 14 HP	P 1,950.00
Billboard Fee	P 300.00
Inspection Fee	P 300.00
Sanitary Inspection Fee	P 300.00
Business Plate	P 200.00
Sticker	P 50.00
Garbage Fee	



Residential	P300.00
Private School	
With 500 & below enrollees	P1200.00
With 501 to 1000 enrollees	P2250.00
With more than 1000 enrollees	P3750.00
Hotels, Apartments, Motels and Lodging Houses	
Not more than 100 sq.m	P1080.00
More than 100 sq.m	P1200.00
Restaurants, Day and Night Clubs, Cafes, Eateries	
Not more than 50 sq.m	P1080.00
More than 50 sq.m	P1200.00
Hospitals, Clinics, Laboratories and similar Businesses	
Not more than 10 sq.m	P1080.00
More than 10 sq.m	P1200.00
Movie Houses and Retailers	
Not more than 10 sq.m	P1080.00
More than 10 sq.m	P1200.00
Vendors	P 750.00
Weight/Measures	P 150.00
Occupational Fee	P 100.00/employee
Zoning Fee	P 50.00
Surcharge	=Business Tax*25%
Interest	=Business Tax*Applicable Percentage

	JAN. 21	FEB	MARCH	APRIL	MAY	JUNE	JULY	AUG	SEP	OCT	NOV	DEC
Surcharge	25%	25%	25%	25%	25%	25%	25%	25%	25%	25%	25%	25%
Interest	2%	4%	6%	8%	10%	12%	14%	16%	18%	20%	22%	24%

5. Issuance of Professional Tax Receipt

Professional tax shall be payable annually, on or before January 31. Regardless of the initial date of the exercise of profession, payment of professional tax is a condition sine qua non. Professionals exclusively employed in the government are, however, exempt from the payment of professional tax.

Office or Division:	Office of the Municipal Treasurer (OMT)
Classification:	Simple
Type of Transaction:	G2G –Government to Government
Who may avail:	Residents practicing their profession
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. PRC I.D. (1 original)	Professional Regulatory Commission



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up the form and present this along with your PRC ID.	1. Validates the Professional Regulation Commission (PRC) ID card	None	1 minute	<p>Primina Gracia Lopez <i>Administrative Assistant II</i> OMT</p> <p>Karen Raquedan <i>Administrative Aide I</i> OMT</p> <p>Thelma Obille <i>Administrative Aide I</i> OMT</p> <p>Kathleen May Ordinario <i>License Inspector I</i> OMT</p>
2. Pay the tax due	1. Receives payment 1.1 Issues Official Receipt.	P 300.00 + 25% surcharge after January 20	3 minutes	<p>Primina Gracia Lopez <i>Administrative Assistant II</i> OMT</p> <p>Karen Raquedan <i>Administrative Aide I</i> OMT</p> <p>Thelma Obille <i>Administrative Aide I</i> OMT</p> <p>Kathleen May Ordinario <i>License Inspector I</i> OMT</p>
TOTAL:		P300.00 + 25% surcharge after January 20	4 minutes	



6. Payment for the Authentication or Certified Copies of any Document

Authentication Fee is collected for any document that is to be certified as a copy of the original.

Office or Division:	Office of the Municipal Treasurer (OMT)			
Classification:	Simple			
Type of Transaction:	G2C, G2B			
Who may avail:	Citizens with existing Business/Properties within the jurisdiction of the Municipality of Balaoan.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Mayor's Permit (# of photocopies as needed by the requesting party)		Owner's Personal Copy		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Tick the request on the Order of Payment and present this to the cashier. 1.1 Pay the fees due.	1.1 Receives payment.	Copies of Tax Declaration – P 150.00 per copy	3 minutes	Primina Gracia Lopez <i>Administrative Assistant II</i> OMT
	1.1 Issues Official Receipt.	Copies of other documents produced by copying machine – P 75.00 per copy		Karen Raquedan <i>Administrative Aide I</i> OMT
				Thelma Obille <i>Administrative Aide I</i> OMT
				Kathleen May Ordinario <i>License Inspector I</i> OMT
2. Proceed to the Municipal Administrator's Office and present the Official Receipt.	2. Receives 2.1 Stamps	None	-	<i>Office of the Municipal Administrator</i>
TOTAL		Copies of Tax Declaration –	3 minutes	



	P 150.00 per copy Copies of other documents produced by copying machine – P75.00 per copy	
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7. Payment of Cemetery Charges

Except in cases allowed under existing laws and regulations, no person may be buried/interred permanently or temporarily other than in properly designated cemeteries or burial grounds. There shall be a fee collected for the sale of Municipal Cemetery lots; owned by this municipality located at Calungbuyan, Balaoan, La Union.

Office or Division:	Office of the Municipal Treasurer (OMT)	
Classification:	Simple	
Type of Transaction:	G2G –Government to Government	
Who may avail:	Relatives who wish to bury their deceased in the Municipal cemetery of Balaoan.	
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	
1. Confirmation of Lot#, Apartment# or Mausoleum#	Municipal Cemetery Caretaker	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present confirmation slip from Municipal Cemetery Caretaker. 1.1 Pay the required fees due and receive Official Receipt.	1. Issues official receipt. 1.1 Records transaction at the ledger and locator map.	Cemetery Lot P 8,000.00	5 minutes	Primina Gracia Lopez <i>Administrative Assistant II</i> OMT
		Corner Lot P 10,000.00		
		Apartment Type P 9,000.00		
		Mausoleum Type P56,000.00		Karen Raquedan <i>Administrative Aide I</i> OMT Thelma Obille <i>Administrative Aide I</i> OMT



				Kathleen May Ordinario <i>License Inspector I</i> <i>OMT</i>
	TOTAL:	Cemetery Lot P 8,000.00 Corner Lot P 10,000.00 Apartment Type P 9,000.00 Mausoleum Type P56,000.00	5 minutes	

8. Payment of Compromise Penalties for Municipal Ordinance Violations

Municipal ordinance violations are any actions that violate one of the rules, regulations, or codes set forth in a municipal code of ordinances. Any person who is cited for violation of any provision of any municipal ordinance shall be cited an Ordinance Violation Receipt.

Office or Division:	Office of the Municipal Treasurer (OMT)			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Citizens with Violations			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Ticket (1 Original)		Personal Copy Issued by Officer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the violation ticket.	1. Verifies documents presented.	See table below for List of Corresponding Offenses and their Fines.	3 minutes	Primina Gracia Lopez <i>Administrative Assistant II</i> <i>OMT</i>
1.1 Pay the tax due.	1.1 Receives payment and issues Official Receipt.			Karen Raquedan <i>Administrative Aide I</i> <i>OMT</i>



				<p align="center">Thelma Obille <i>Administrative Aide I</i> OMT</p> <p align="center">Kathleen May Ordinario <i>License Inspector I</i> OMT</p>
2. Proceed to the Police Station and present proof of payment.	2. Prepares and Release Police Clearance	Refer to Balaoan Police Station Citizen's Charter	Refer to Balaoan Police Station Citizen's Charter	<p align="center">PNP Personel <i>Balaoan Police Station</i></p>
TOTAL:		Please refer to the table below	3 minutes	

ORDINANCE	OFFENSE	FINE
Municipal Ordinance No. 58 S. 2017 "Ordinance Adopting an Effective Traffic Management Scheme covering All Vehicles in the Municipal Public Market and its Adjoining Areas"	1. Parking, Loading and Unloading at prohibited places; 2. Entering One Way Street	1st Offense: P 500.00 2nd Offense: P 1000.00 3rd Offense: P 2500.00
Municipal Ordinance No. 21 S. 2018 "An Ordinance regulating the Operation of Tricycles, Tricycles for Hire and Pedicabs along the National Highway/Main Roads of the Municipality of Balaoan and Imposing penalties thereto and for other purposes."	Not Using of Designated Lanes	1st Offense: P 500.00 2nd Offense: P 1500.00 3rd Offense: P 2500.00
Municipal Ordinance No. 75 S. 2019 "An Ordinance Regulating the Franchising and Operations of Motorized Public Utility Tricycles in the Municipality of Balaoan."	1. No Driver's License; 2. Wearing Sando, Short Pants, and Slippers;	1st Offense: P 500.00 2nd Offense: P 1000.00 3rd Offense: P1500.00 *Section 9. Penalty Clause <i>Provided that cases wherein there are multiple violations committed at the same time, every violation shall be counted separately as one for the purposes of applying the above penalties.</i>



9. Payment of Fees with Order of Payment

Order of Payment is an itemized list of fee/s to be paid for documents/ services requested to other offices already computed for, by the person in charge.

Office or Division:	Office of the Municipal Treasurer (OMT) (OMT)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Order of Payment (1 Original Copy)	Birth, Marriage, Death Certificates Exhume Permit Endorsement Fee Subscription Fee, Others pertaining to Civil Registry Documents	Office of the Local Civil Registrar		
	Farmer's Certification, Livestock and Poultry Inspection Certificate	Office of the Municipal Agriculturist		
	Certified True Copies of Tax Declarations, and other Certifications pertaining to real properties	Office of the Municipal Assessor		
	Land Use and Zoning Certification Fee	Office of the Municipal Planning and Development Officer		
	Building Permit Fee Line and Grade Plumbing Permit Electrical Permit Fencing Permit Fee Occupancy Permit Fee	Office of the Municipal Engineer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present order of payment 1.1 Pay the fees due. 1.2 Receive Official Receipt.	1. Receives payment. 1.2 Issues Official Receipt	Please refer to Order of Payment given by Office Concerned	5 minutes	Primina Gracia Lopez <i>Administrative Assistant II</i> OMT Karen Raquedan <i>Administrative Aide I</i> OMT



				Thelma Obille <i>Administrative Aide I</i> OMT Kathleen May Ordinario <i>License Inspector I</i> OMT
2. Proceed to the Office Concerned, present the Official Receipt, and receive the documents requested.	2. Prepares documents needed, as per nature of transactions	None	Please refer to Citizen's Charter under the office concerned	Office of the MPDC Office of the Mun. Engr. Office of the MCR Office of the Mun. Assessor
TOTAL:		Please refer to Order of Payment given by Office Concerned	5 minutes	

10. Payment of Mayor's Clearance

Mayor's Clearance is one of the essential documents requested by a government agency or an employer to ensure that the applicant has no criminal record.

Office or Division:	Office of the Municipal Treasurer (OMT)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Residents Only			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Barangay Clearance (1 Original Copy)		Office of the Punong Barangay where the applicant resides.		
2. Cedula (1 Original Copy)		Office of the Municipal Treasurer (OMT), 1 st Floor		
3. Police Clearance (1 Original Copy)		PNP Station Balaoan		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present requirements.	1. Verifies documents presented.	Local: Mayor's Clearance	3 min+utes	Primina Gracia Lopez <i>Administrative Assistant II</i> OMT



1.1 Pay the fees due.	1.1 Receives payment and issues Official Receipt.	P75.00 + Documentary Stamp P30.00 Abroad: Mayor's Clearance P150.00 + Documentary Stamp P30.00		Karen Raquedan <i>Administrative Aide I</i> OMT Thelma Obille <i>Administrative Aide I</i> OMT Kathleen May Ordinario <i>License Inspector I</i> OMT
2. Proceed to the Office of the Municipal Administrator.	1. Receives OR and prepares Mayor's Clearance. 1.1 Releases clearance.	None	Please refer to Citizen's Charter of the Office of the Municipal Administrator	Office of the Municipal Administrator
TOTAL:		Local: P105.00 Abroad: P180.00	3 minutes	

11. Payment of Motorized Tricycle Franchise

There shall be collected a permit fee from the owner of a tricycle operated within the municipality. The imposed fee/s shall be due on the first day of January and payable to the Municipal Treasurer within the first (20) twenty days of January every year.

Office or Division:	Office of the Municipal Treasurer (OMT) (OMT)	
Classification:	Simple	
Type of Transaction:	G2C – Government to Citizen	
Who may avail:	Citizens with Public Utility Vehicle	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Routes with Franchise within the Municipality: RENEWAL		
1. Barangay Clearance (1 Original Copy)	Office of the Punong Barangay where the applicant resides.	
2. Application/Assessment Form (1 Original Copy)	Office of the Municipal Administrator	
3. Copy of OR/CR (1 Photocopy)	Land Transportation Office (LTO)	
4. CEDULA (1 Photocopy)	Municipal Treasurer's Office	



5. SSS, PAGIBIG, PHILHEALTH Clearances (1 Original Copy for each)		SSS, PAGIBIG, PHILHEALTH		
Routes with Franchise within the Municipality: NEW				
1. Barangay Clearance (1 Original Copy)		Office of the Punong Barangay where the applicant resides.		
2. Application/Assessment Form (1 Original Copy)		Office of the Municipal Administrator		
3. Copy of OR/CR (1 Photocopy)		Land Transportation Office (LTO)		
4. CEDULA (1 Photocopy)		Municipal Treasurer's Office		
5. Open Slot Certification		Route President		
Routes with Franchise from Another Municipality: RENEWAL				
1. Barangay Clearance (1 Original Copy)		Office of the Punong Barangay where the applicant resides.		
2. Application/Assessment Form (1 Original Copy)		Office of the Municipal Administrator		
3. Copy of OR/CR (1 Photocopy)		Land Transportation Office (LTO)		
4. CEDULA (1 Photocopy)		Municipal Treasurer's Office		
5. Franchise/Mayor's Permit (1 Photocopy)		Where the franchise was secured: Municipality of Santol / Luna / Sudipen, La Union		
6. SSS, PAGIBIG, PHILHEALTH Clearances (1 Original Copy for each)		SSS, PAGIBIG, PHILHEALTH		
Routes with Franchise from Another Municipality: NEW				
1. Barangay Clearance (1 Original Copy)		Office of the Punong Barangay where the applicant resides.		
2. Application/Assessment Form (1 Original Copy)		Office of the Municipal Administrator		
3. Copy of OR/CR (1 Photocopy)		Land Transportation Office (LTO)		
4. CEDULA (1 Photocopy)		Municipal Treasurer's Office		
5. Open Slot Certification		Route President		
6. Open Slot Certification		Route President		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present requirements stated above.	1. Verifies documents presented. 1.1 Makes an	None	10 minutes	Primina Gracia Lopez <i>Administrative Assistant II</i> OMT



	assessment.			Karen Raquedan <i>Administrative Aide I</i> <i>OMT</i> Thelma Obille <i>Administrative Aide I</i> <i>OMT</i> Kathleen May Ordinario <i>License Inspector I</i> <i>OMT</i>
2. Pay the fees due.	2. Issues Official Receipt. 2.1 Records transaction to computer and logbook. 2.2 Forwards application to the back-end operation	Please refer to table below.	10 minutes	Primina Gracia Lopez <i>Administrative Assistant II</i> <i>OMT</i> Karen Raquedan <i>Administrative Aide I</i> <i>OMT</i> Thelma Obille <i>Administrative Aide I</i> <i>OMT</i> Kathleen May Ordinario <i>License Inspector I</i> <i>OMT</i>
3. Claim the Tricycle Franchise Permit	3. Releases papers, business plates/ stickers, body numbers.	None	1 minute	Kathleen May Ordinario <i>License Inspector I</i> <i>OMT</i>
TOTAL:		Please refer to table below.	21 minutes	

*From January 01 to January 20	<i>Routes with Franchise within the Municipality:</i> Renewal	Routes with Franchise from another Municipality: Renewal	<i>Routes with Franchise within the Municipality:</i> New	Routes with Franchise from another Municipality: New
Name of Fee	Amount to be Paid			
Mayor's Permit Fee	P600.00	P600.00	P 600.00	P600.00
Franchise Fee	P180.00	-	P 180.00	-
Filing Fee	P 60.00	-	P 60.00	-
Garbage Fee	P380.00	P380.00	P 380.00	P 380.00



Annual Parking Fee	P1,800.00	P1,800.00	P 1,800.00	P1,800.00
Occupational Fee	P 100.00	P 100.00	P 100.00	P 100.00
Business Plate	-	-	P 200.00	P 200.00
Sticker	P 50.00	P 50.00	P 50.00	P 50.00
Body Number	-	-	P100.00	P 100.00
Penalty	Refer to schedule of Penalties		-	-
Total	P 3,170.00	P 2,930.00	P 3,470.00	P 3,230.00

*After January 20, onwards, Renewal of Franchise shall incur a monthly penalty, while Parking fee for New Franchise shall decrease monthly.

	JAN21-31	FEB	MARCH	APRIL	MAY	JUNE	JULY	AUG	SEP	OCT	NOV	DEC
Penalty (Renewal)	25%	27%	29%	31%	33%	35%	37%	39%	41%	43%	45%	47%
Parking Fee (New)	P1800.00	P1650	P1500	P1350	P1200	P1050	P900	P750	P600	P450	P300	P150

12.Payment of Police Clearance

Police clearance is one of the essential documents requested by a government agency or an employer to ensure that the applicant has no criminal record.

Office or Division:	Office of the Municipal Treasurer (OMT)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Residents Only			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Barangay Clearance (1 Original Copy)		Office of the Punong Barangay where the applicant resides.		
2. Cedula (1 Original/Photocopy)		Office of the Municipal Treasurer (OMT), 1 st Floor		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present requirements. 1.1 Pay the fees due.	1. Verifies documents presented. 1.1 Receives payment and issues official receipt.	Police Clearance P75.00 + Documentary Stamp P30.00	3 minutes	Primina Gracia Lopez <i>Administrative Assistant II</i> OMT Karen Raquedan <i>Administrative Aide I</i> OMT Thelma Obille <i>Administrative Aide I</i> OMT



				Kathleen May Ordinario <i>License Inspector I</i> <i>OMT</i>
2. Proceed to the Police Station, Balaoan.	2. Please refer to Balaoan Police Station Citizen's Charter	None	Please refer to Balaoan Police Station Citizen's Charter	PNP Personel <i>Balaoan Police Station</i>
TOTAL:		P 105.00	3 minutes	

13. Payment of Real Property Taxes

Owner of land, house, and lots, machineries and buildings are required to pay real property taxes annually. Taxable value is based on the Municipal Assessor's schedule of fair market values. Taxpayers may choose to pay on an annual or quarterly basis. Discounts are given to those who pay in advance.

Office or Division:	Office of the Municipal Treasurer (OMT)			
Classification:	Simple			
Type of Transaction:	G2C, G2B, G2G			
Who may avail:	All owners of land, house and lots, machineries and buildings within the jurisdiction of the municipality or their representatives.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Proof of last payment (OR) (1 original/photocopy)		Owner's Original Copy		
2. Notice of Assessment & Tax Bill (1 original copy)		Owner's Copy		
3. Tax Declaration (1 original/photocopy)		Municipal Assessor's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present either one of the requirements stated.	1. Verification 1.1 Takes out Real Property Tax Account Register	None	3 minutes per property	Primina Gracia Lopez <i>Administrative Assistant II</i> <i>OMT</i>



	1.2 Computes tax due.			Karen Raquedan <i>Administrative Aide I</i> OMT Thelma Obille <i>Administrative Aide I</i> OMT
2. Pay the tax due	2. Prepares Official Receipt 2.1 Records the completed transaction.	Please refer below computation	3 minutes per property	Primina Gracia Lopez <i>Administrative Assistant II</i> OMT Karen Raquedan <i>Administrative Aide I</i> OMT Thelma Obille <i>Administrative Aide I</i> OMT
TOTAL:		Please refer below computation	6 minutes	

Formula:

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

For Updated Payments:

Discounts to Avail:

From December 01-30 – 20%

From January 01 – March 31 - 10%

Interest on unpaid RPT:

2% per month after March 31

Payment of Real Property Taxes in Installments:

1st Installment: ON OR BEFORE MARCH 31

2nd Installment: ON OR BEFORE JUNE 30

3rd Installment: ON OR BEFORE SEPTEMBER 30

4th Installment: ON OR BEFORE DECEMBER 31

Penalties for Unpaid Back Taxes:

Year	JAN	FEB	MAR	APR	MAY	JUNE	JULY	AUG	SEP	OCT	NOV	DEC
Current Year	(10%)	(10%)	(10%)	8%	10%	12%	14%	16%	18%	20%	22%	24%
1 year	26%	28%	30%	32%	34%	36%	38%	40%	42%	44%	46%	48%



2 years	50%	52%	54%	56%	58%	60%	62%	64%	66%	68%	70%	72%
3 years and more	72%	72%	72%	72%	72%	72%	72%	72%	72%	72%	72%	72%

14. Payment of Stall Rental

Rental fee paid and collected for the privilege of using personal and real properties owned by the municipality.

Office or Division:	Office of the Municipal Treasurer (OMT)			
Classification:	Simple			
Type of Transaction:	G2C, G2B			
Who may avail:	Stallholders			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents order of payment.	1. Verifies records.	None	2 minutes	Primina Gracia Lopez <i>Administrative Assistant II</i> OMT Karen Raquedan <i>Administrative Aide I</i> OMT Thelma Obille <i>Administrative Aide I</i> OMT Kathleen May Ordinario <i>License Inspector I</i> OMT



2. Pay fees due.	2. Receives payment and issues Official Receipt.	As written in contract of lease.	5 minutes	<p>Primina Gracia Lopez <i>Administrative Assistant II</i> OMT</p> <p>Karen Raquedan <i>Administrative Aide I</i> OMT</p>
2. Pay fees due.	<p>2. Receives payment and issues Official Receipt.</p> <p>2.1 Records transaction in Stall Rental Index Card.</p>	As written in contract of lease.	5 minutes	<p>Primina Gracia Lopez <i>Administrative Assistant II</i> OMT</p> <p>Karen Raquedan <i>Administrative Aide I</i> OMT</p> <p>Thelma Obille <i>Administrative Aide I</i> OMT</p> <p>Kathleen May Ordinario <i>License Inspector I</i> OMT</p>
TOTAL		As written in contract of lease	7 minutes	



Office of the Municipal Treasurer

Internal Services



15. Payment of Travelling Expenses

Travelling expense reimbursement is a method for paying employees back when they spend their own money while working on official travel/business, training, or seminar.

Office or Division:	Office of the Municipal Treasurer (OMT)			
Classification:	G2C – Government to Citizen			
Type of Transaction:	Simple			
Who may avail:	Employees of the Municipality			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Travel Order		Office of the Mayor		
2. Certificate of Appearance		Training/Seminar Facilitator		
3. Disbursement Voucher (3 Original Copies)		Accomplished by Requesting Official/Employee		
4. Appendix A (2 Original Copies)		Accomplished by Requesting Official/Employee		
5. Certificate of Travel Completed (2 Original Copies)		Accomplished by Requesting Official/Employee		
6. Bus Tickets (Original Copy if any)		Ticket/s Issued by Bus Operator Upon Boarding		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents completed requirements.	1. Checks the vouchers ready for payment.	None	2 minutes	Mary Jane O. Turalba <i>Municipal Treasurer</i> OMT
2. Receives reimbursement of travelling expenses.	2. Pay amount due. 2.1 Records transaction to cashbook.	As per amount of expenses computed	3 minutes	Mary Jane O. Turalba <i>Municipal Treasurer</i> OMT
TOTAL:		As per amount of expenses computed	5 Minutes	



Office of the Municipal Assessor

External Services



1. Annotation of Encumbrances

The service provides annotation of encumbrances to the municipal copy of tax declaration such as mortgage, bail bond and other encumbrances duly supported by legal documents.

Office or Division:	Office of the Municipal Assessor			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	All real property owners			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Mortgage; Real Estate Mortgage Agreement/ Resibo ti Salda or Katulagan. (1 original)			Bank or Lending Institution	
2. Bailbond; Bailbond Agreement from the court. (1 original)			Municipal/Regional Trial Court	
3. Adverse Claim; Letter request or Affidavit of Adverse Claim. (1 original)			Land or Stake Owner/Notary Public	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Registers and secures Request.	1. Registers and gives request form to the property owner.	None	1 Minute	Melda R. Dela Cruz <i>Administrative Aide VI</i> <i>Office of the Municipal Assessor</i> Lourence O. Gleber <i>Revenue Collection Clerk I</i> <i>Office of the Municipal Assessor</i>
2. Fill-ups and submits request form together with the documentary requirements.	2. Receives checks the completeness of the documents.	None	30 Seconds	Lourence O. Gleber <i>Revenue Collection Clerk I</i> <i>Office of the Municipal Assessor</i>
3. Pay required Fee at the Municipal Treasurer's Office	3. Receives payment & issue Official Receipt (O.R.)	Certified True Copy: P150.00 Location / Map: P75.00 Certification Fee	3 Minutes	MTO Staff <i>Office of the Municipal Treasurer</i>



		(Doc. Stamp): P105.00		
4. Presents O.R. to the Receiving & Releasing Officer.	4. Records O.R.	None	30 Seconds	<i>Assessment Clerk I Office of the Municipal Assessor</i>
5. Receives Tax Declaration with Encumbrance annotated thereon.	5. Annotate encumbrance in the tax declaration	None	1 Minute	Melda R. Dela Cruz <i>Administrative Aide VI Office of the Municipal Assessor</i> Lourence O. Gleber <i>Revenue Collection Clerk I Office of the Municipal Assessor</i>
TOTAL:		P330.00	6 Minutes	

2. Cancellation of Encumbrances

The service provides cancellation of encumbrances to the municipal copy of tax declaration such as mortgage, bail bond and other encumbrances duly supported by legal documents.

Office or Division:	Office of the Municipal Assessor			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	All real property owners			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Mortgage; Real Estate Mortgage Agreement/ Resibo ti Salda or Katulagan. (1 original)		Bank or Lending Institution		
2. Bailbond; Bailbond Agreement from the court (1 original)		Municipal/Regional Trial Court		
3. Adverse Claim; Letter request or Affidavit of Adverse Claim (1 original)		Land or Stake Owner/Notary Public		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Registers & secures Request.	1. Registers & gives request form to the property owner.	None	1 Minute	Melda R. Dela Cruz <i>Administrative Aide VI Office of the Municipal Assessor</i>



				Lourence O. Gleber <i>Revenue Collection Clerk I</i> <i>Office of the Municipal Assessor</i>
2. Fill-ups & submits request form together with the documentary requirements.	2. Receives & checks the completeness of the documents.	None	30 Seconds	Lourence O. Gleber <i>Revenue Collection Clerk I</i> <i>Office of the Municipal Assessor</i>
3. Pays required Fee at the Municipal Treasurer's Office	3. Receives payment & issues Official Receipt (O.R.)	Certified True Copy: P150.00 Location / Map: P75.00 Certification Fee (Doc. Stamp): P105.00	3 Minutes	MTO Staff <i>Office of the Municipal Treasurer</i>
4. Presents O.R. to the Receiving & Releasing Officer.	4. Records O.R.	None	30 Seconds	<i>Assessment Clerk I</i> <i>Office of the Municipal Assessor</i>
5. Receives Tax Declaration with Encumbrance annotated thereon.	5. Cancels encumbrance in the tax declaration	None	1 Minute	Melda R. Dela Cruz <i>Administrative Aide VI</i> <i>Office of the Municipal Assessor</i> Lourence O. Gleber <i>Revenue Collection Clerk I</i> <i>Office of the Municipal Assessor</i>
TOTAL:		P330.00	6 Minutes	



3. Issuance of Certifications, Certified True and Xerox Copies and Other Documents Related to Real Properties

The service provides different kinds of certifications and other real property documents as requested by property owners for different kinds of purposes.

Office or Division:	Office of the Municipal Assessor			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	All real property owners			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1.ID(any valid IDs) (1 photocopy)			BIR, Post Office, DFA, PSA, SSS, GSIS or Pag-IBIG	
2.Authorization Letter (1 original)			Declared Owner/s	
3.Special Power of Attorney (1 original)			Notary Public	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Registers & Secures request form.	1. Registers & gives request form to the property owner.	None	1 Minute	Melda R. Dela Cruz <i>Administrative Aide VI</i> <i>Office of the Municipal Assessor</i> Lourence O. Gleber <i>Revenue Collection Clerk I</i> <i>Office of the Municipal Assessor</i>
2.Fill-ups & submits request form.	2. Receives request form & forward to the Records Clerk	None	30 Seconds	<i>Assessment Clerk I</i> <i>Office of the Municipal Assessor</i>
3.Pays required Fee at the Municipal Treasurer's Office	3. Receives payment & issues Official Receipt (O.R.)	Certified True Copy: P150.00 Location / Map: P75.00 Certification Fee (Doc. Stamp): P105.00	3 Minutes	MTO Staff <i>Office of the Municipal Treasurer</i>



4. Presents O.R. to the Receiving & Releasing Officer.	4. Records O.R. & prepares requested document.	None	5 Minutes	<i>Assessment Clerk I Office of the Municipal Assessor</i>
5. Receives requested documents.	5. Releases the document.	None	1 Minutes	Lourence O. Gleber <i>Revenue Collection Clerk I Office of the Municipal Assessor</i>
TOTAL:		P330.00	10 Minutes and 30 Seconds	

4. Issuance of Tax Declaration for Declared New Building and Machineries

The service provides the property owners appraisal and assessment of their real properties and have their own Tax Declaration as basis in computing their real property taxes.

Office or Division:	Office of the Municipal Assessor			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	All real property owners			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Letter Request of the Owner (1 original)			Declared Owner/s	
2. Latest Tax Receipt (1 photocopy)			Office of the Municipal Treasurer	
3. Building Permit (1 photocopy)			Office of the Municipal Engineer	
4. Acquisition Receipt (for machinery) or sworn statement declaring the value of the property. (1 photocopy)			Land or Business Owner	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Registers & secures Request.	1. Registers & gives request form to the property owner.	None	1 Minute	Melda R. Dela Cruz <i>Administrative Aide VI Office of the Municipal Assessor</i> Lourence O. Gleber <i>Revenue Collection Clerk I Office of the Municipal Assessor</i>



2. Fill-ups & submits request form together with the documentary requirements.	2. Receives & checks the completeness of the document.	None	3 Minutes	Laurence O. Gleber <i>Revenue Collection Clerk I Office of the Municipal Assessor</i>
3. Pay required Fee at the Municipal Treasurer's Office	3. Receives payment & issues Official Receipt (O.R.)	Certified True Copy: P150.00 Location / Map: P75.00 Certification Fee (Doc. Stamp): P105.00	3 Minutes	MTO Staff <i>Office of the Municipal Mayor</i>
4. Presents O.R. to the Receiving & Releasing Officer.	4. Records O.R.	None	30 Seconds	<i>Assessment Clerk I Office of the Municipal Assessor</i>
	4.1. Prepare Field Appraisal & Assessment Sheet (FAAS)	None	10 Minutes	Melda R. Dela Cruz <i>Administrative Aide VI Office of the Municipal Assessor</i> Laurence O. Gleber <i>Revenue Collection Clerk I Office of the Municipal Assessor</i>
	4.2. Assigns Property Index No (PIN) & Control in the Tax Map Control Roll (TMCR)	None	5 Minutes	Melda R. Dela Cruz <i>Administrative Aide VI Office of the Municipal Assessor</i>
	4.3. Prepares Tax Declaration	None	3 Minutes	Melda R. Dela Cruz <i>Administrative Aide VI Office of the Municipal Assessor</i>
	4.4. Reviews & signs documents for recommendat	None	10 Minutes	Leandro V. Olivar <i>Municipal Assessor Office of the Municipal Assessor</i>



	ions to the Provincial Assessor			
	4.5. Submit documents to Provincial Assessor's Office for the approval of the Provincial Assessor	None	1 Day (every Thursday)	<p>Leandro V. Olivar <i>Municipal Assessor Office of the Municipal Assessor</i></p> <p>Melda R. Dela Cruz <i>Administrative Aide VI Office of the Municipal Assessor</i></p> <p>Lourence O. Gleber <i>Revenue Collection Clerk I Office of the Municipal Assessor</i></p>
	4.6. Process the documents	None	15 Working Days	Engr. Arnulfo A. Cacho, DPA <i>Office of the Provincial Assessor</i>
	4.7. Receives & Controls the Documents	None	5 Minutes	Lourence O. Gleber <i>Revenue Collection Clerk I Office of the Municipal Assessor</i>
5. Follow-ups & receives Tax declaration to the Receiving & Releasing Officer	5. Release the tax declaration	None	2 Minute	Melda R. Dela Cruz <i>Administrative Aide VI Office of the Municipal Assessor</i>
TOTAL:		P330.00	16 Working Days, 42 Minutes and 30 Seconds	



5. Issuance of Tax Declaration for Declared New Land

The service provides the property owners appraisal and assessment of their real properties and have their own Tax Declaration as basis in computing their real property taxes.

Office or Division:	Office of the Municipal Assessor (OMAs)			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	All real property owners			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Letter Request of the Owner (1 original)			Declared Owner/s	
2. Latest Tax Receipt (1 photocopy)			Office of the Municipal Treasurer	
3. Affidavit of Ownership with conformity of boundary owner (1 original)			Notary Public	
4. Barangay Resolution (1 original)			Barangay Hall/Barangay Secretary	
5. Sketch Plan with certification of alienable & disposable (1 original)			Department of Environment and Natural Resources	
6. B.L. Form V-37 (1 original)			Department of Environment and Natural Resources	
7. Affidavit of waiver if survey claimant is not the declarant (1 original)			Notary Public	
8. Affidavit of Ownership with conformity of boundary owner (1 original)			Notary Public	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Registers & secures Request.	1. Registers & gives request form to the property owner.	None	1 Minute	Melda R. Dela Cruz <i>Administrative Aide VI</i> <i>Office of the Municipal Assessor</i>
				Lourence O. Gleber <i>Revenue Collection Clerk I</i> <i>Office of the Municipal Assessor</i>
2. Fill-ups & submits request form together with the documentary requirements.	2. Receives & checks the completeness of the documents.	None	3 Minutes	Lourence O. Gleber <i>Revenue Collection Clerk I</i> <i>Office of the Municipal Assessor</i>



3. Pays required Fee at the Municipal Treasurer's Office.	3.Receives payment & issues Official Receipt (O.R.)	Certified True Copy: P150.00 Location / Map: P75.00 Certification Fee (Doc. Stamp): P105.00	3 Minutes	MTO Staff <i>Office of the Municipal Treasurer</i>
4. Presents O.R. to the Receiving & Releasing Officer.	4. Record O.R.	None	30 Seconds	<i>Assessment Clerk I Office of the Municipal Assessor</i>
	4.1. Prepares Field Appraisal & Assessment Sheet (FAAS)	None	10 Minutes	Melda R. Dela Cruz <i>Administrative Aide VI Office of the Municipal Assessor</i> Lourence O. Gleber <i>Revenue Collection Clerk I Office of the Municipal Assessor</i>
	4.2. Assigns Property Index No (PIN) & Control in the Tax Map Control Roll (TMCR)	None	3 Minutes	Melda R. Dela Cruz <i>Administrative Aide VI Office of the Municipal Assessor</i>
	4.3. Prepares Tax Declaration	None	2 Minutes	Melda R. Dela Cruz <i>Administrative Aide VI Office of the Municipal Assessor</i>
	4.4. Reviews & signs documents for recommendations to the Provincial Assessor	None	5 Minutes	Leandro V. Olivar <i>Municipal Assessor Office of the Municipal Assessor</i>
	4.5. Submits documents to Provincial Assessor's Office for the	None	1 Day (every Thursday)	Leandro V. Olivar <i>Municipal Assessor Office of the Municipal Assessor</i>



	approval of the Provincial Assessor			<p>Melda R. Dela Cruz Administrative Aide VI Office of the Municipal Assessor</p> <p>Lourence O. Gleber Revenue Collection Clerk I Office of the Municipal Assessor</p>
	4.6. Process the documents	None	15 Working Days	Engr. Arnulfo A. Cacho, DPA Office of the Provincial Assessor
	4.7. Receives & Controlz the Documents	None	3 Minutes	Lourence O. Gleber Revenue Collection Clerk I Office of the Municipal Assessor
5. Follow-ups & receives Tax declaration to the Receiving & Releasing Officer	5. Releases the tax declaration	None	1 Minute	Melda R. Dela Cruz Administrative Aide VI Office of the Municipal Assessor
TOTAL:		P330.00	16 Working Days, 31 Minutes and 30 Seconds	

6. Issuance of Tax Declaration for Identification of Unknown Lots

The service provides the property owners appraisal and assessment of their real properties and have their own Tax Declaration as basis in computing their real property taxes.

Office or Division:	Office of the Municipal Assessor	
Classification:	Highly Technical	
Type of Transaction:	G2C - Government to Citizens	
Who may avail:	All real property owners	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Letter Request of the Owner (1 original)		Declared Owner/s
2. Latest Tax Receipt (1 photocopy)		Office of the Municipal Treasurer
3. Affidavit of ownership with conformity of boundary owners (1 original)		Notary Public
4. Affidavit of waiver if survey claimant is not the declarant. (1 original)		Notary Public



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Registers & secures Request.	1. Registers & gives request form to the property owner.	None	1 Minute	<p>Melda R. Dela Cruz <i>Administrative Aide VI</i> <i>Office of the Municipal Assessor</i></p> <p>Lourence O. Gleber <i>Revenue Collection Clerk I</i> <i>Office of the Municipal Assessor</i></p>
2. Fill-ups & submits request form together with the documentary requirements.	2. Receives & checks the completeness of the documents.	None	3 Minutes	<p>Lourence O. Gleber <i>Revenue Collection Clerk I</i> <i>Office of the Municipal Assessor</i></p>
3. Pay required Fee at the Municipal Treasurer's Office.	3. Receives payment & issue Official Receipt (O.R.)	Certified True Copy: P150.00 Location / Map: P75.00 Certification Fee (Doc. Stamp): P105.00	3 Minutes	<p>MTO Staff <i>Office of the Municipal Treasurer</i></p>
4. Presents O.R. to the Receiving & Releasing Officer.	4. Records O.R.	None	30 Seconds	<p><i>Assessment Clerk I</i> <i>Office of the Municipal Assessor</i></p>
	4.1. Prepares Field Appraisal & Assessment Sheet (FAAS)	None	5 Minutes	<p>Melda R. Dela Cruz <i>Administrative Aide VI</i> <i>Office of the Municipal Assessor</i></p> <p>Lourence O. Gleber <i>Revenue Collection Clerk I</i> <i>Office of the Municipal Assessor</i></p>



	4.2. Assigns Property Index No (PIN) & Control in the Tax Map Control Roll (TMCR)	None	2 Minutes	Melda R. Dela Cruz <i>Administrative Aide VI</i> <i>Office of the Municipal Assessor</i>
	4.3. Prepares Tax Declaration	None	3 Minutes	Melda R. Dela Cruz <i>Administrative Aide VI</i> <i>Office of the Municipal Assessor</i>
	4.4. Reviews & signs documents for recommendations to the Provincial Assessor	None	5 Minutes	Leandro V. Olivar <i>Municipal Assessor</i> <i>Office of the Municipal Assessor</i>
	4.5. Submits documents to Provincial Assessor's Office for the approval of the Provincial Assessor	None	1 Day	Leandro V. Olivar <i>Municipal Assessor</i> <i>Office of the Municipal Assessor</i> Melda R. Dela Cruz <i>Administrative Aide VI</i> <i>Office of the Municipal Assessor</i> Lourence O. Gleber <i>Revenue Collection Clerk I</i> <i>Office of the Municipal Assessor</i>
	4.6. Process the documents	None	15 Working Days	Engr. Arnulfo A. Cacho, DPA <i>Office of the Provincial Assessor</i>



	4.7. Receives & Controls the Documents	None	3 Minutes	Lourence O. Gleber <i>Revenue Collection Clerk I Office of the Municipal Assessor</i>
5. Follow-ups & receives Tax declaration to the Receiving & Releasing Officer	5. Release the tax declaration	None	1 Minute	Melda R. Dela Cruz <i>Administrative Aide VI Office of the Municipal Assessor</i>
TOTAL:		P330.00	16 Working Days, 26 Minutes and 30 Seconds	

7. Issuance of Tax Declaration for Transfer of Ownership

The service provides the property owners appraisal and assessment of their real properties and have their own Tax Declaration as basis in computing their real property taxes.

Office or Division:	Office of the Municipal Assessor			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	All real property owners			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Letter Request of the Owner (1 original)			Declared Owner/s	
2. Latest Tax Receipt (1 photocopy)			Office of the Municipal Treasurer	
3. Deed of Conveyance or Voluntary land transfer for titles Property (1 photocopy)			Notary Public	
4. Transfer Fee Receipt (1 photocopy)			Office of the Provincial Assessor	
5. Certificate authorizing registration from BIR (1 photocopy)			Bureau of Internal Revenue	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Registers & secures Request.	1. Register & gives request form to the property owner.	None	1 Minute	Melda R. Dela Cruz <i>Administrative Aide VI Office of the Municipal Assessor</i>



				Laurence O. Gleber <i>Revenue Collection Clerk I</i> <i>Office of the Municipal Assessor</i>
2. Fill-ups & submits request form together with the documentary requirements.	2. Receives & checks the completeness of the documents.	None	3 Minutes	Laurence O. Gleber <i>Revenue Collection Clerk I</i> <i>Office of the Municipal Assessor</i>
3. Pay required Fee at the Municipal Treasurer's Office.	3. Receives payment & issues Official Receipt (O.R.)	Certified True Copy: P150.00 Location / Map: P75.00 Certification Fee (Doc. Stamp): P105.00	3 Minutes	MTO Staff <i>Office of the Municipal Treasurer</i>
4. Presents O.R. to the Receiving & Releasing Officer.	4. Records O.R.	None	30 Seconds	<i>Assessment Clerk I</i> <i>Office of the Municipal Assessor</i>
	4.1. Prepares Field Appraisal & Assessment Sheet (FAAS)	None	5 Minutes	Melda R. Dela Cruz <i>Administrative Aide VI</i> <i>Office of the Municipal Assessor</i> Laurence O. Gleber <i>Revenue Collection Clerk I</i> <i>Office of the Municipal Assessor</i>
	4.2. Assigns Property Index No (PIN) & Control in the Tax Map Control Roll (TMCR)	None	2 Minutes	Melda R. Dela Cruz <i>Administrative Aide VI</i> <i>Office of the Municipal Assessor</i>
	4.3. Prepares Tax Declaration	None	3 Minutes	Melda R. Dela Cruz <i>Administrative Aide VI</i> <i>Office of the Municipal Assessor</i>



	4.4. Reviews & signs documents for recommendations to the Provincial Assessor	None	5 Minutes	Leandro V. Olivar <i>Municipal Assessor</i> <i>Office of the Municipal Assessor</i>
	4.5. Submits documents to Provincial Assessor's Office for the approval of the Provincial Assessor	None	1 Day (every Tuesday)	Leandro V. Olivar <i>Municipal Assessor</i> <i>Office of the Municipal Assessor</i> Melda R. Dela Cruz <i>Administrative Aide VI</i> <i>Office of the Municipal Assessor</i> Lourence O. Gleber <i>Revenue Collection Clerk I</i> <i>Office of the Municipal Assessor</i>
	4.6. Process the documents	None	15 Working Days	Engr. Arnulfo A. Cacho, DPA <i>Office of the Provincial Assessor</i>
	4.7. Receives & Controls the Documents	None	3 Minutes	Lourence O. Gleber <i>Revenue Collection Clerk I</i> <i>Office of the Municipal Assessor</i>
5. Follow-ups & receives Tax declaration to the Receiving & Releasing Officer	5. Release the tax declaration	None	1 Minute	Melda R. Dela Cruz <i>Administrative Aide VI</i> <i>Office of the Municipal Assessor</i>
TOTAL:		P330.00	16 Working Days, 26 Minutes and 30 Seconds	



8. Ocular Inspection, Identification of Unknown and Omitted Properties and Area Verification

The service provides an ocular inspection report and investigation in identifying omitted and unknown properties and likewise settling boundary ownership disputes.

Office or Division:	Office of the Municipal Assessor			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	All Real Property Owners			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Request Letter (1 original)			Land Owner or Stake Owner	
2. Authorization Letter (1 original)			Land Owner or Stake Owner	
3. Affidavit of Ownership (1 original)			Notary Public	
4. Alienable and Disposable Certification (1 original)			Department of Environment and Natural Resources	
5. Survey Plan (1 original)			Department of Environment and Natural Resources	
6. Tax Receipt (1 photocopy)			Office of the Municipal Treasurer	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits a Request Letter	1. Schedules Inspection conducted ocular to be	None	1 Day	Leandro V. Olivar <i>Municipal Assessor</i> <i>Office of the Municipal Assessor</i> Lourence O. Gleber <i>Revenue Collection Clerk I</i> <i>Office of the Municipal Assessor</i> <i>Assessment Clerk I</i> <i>Office of the Municipal Assessor</i>
2. Contact or Inform boundary owners regarding the ocular	2. Actual Site Inspection	None	1 Day	Leandro V. Olivar <i>Municipal Assessor</i> <i>Office of the Municipal Assessor</i>



inspection to be conducted				<p>Lourence O. Gleber <i>Revenue Collection Clerk I</i> <i>Office of the Municipal Assessor</i></p> <p><i>Assessment Clerk I</i> <i>Office of the Municipal Assessor</i></p>
TOTAL:		None	2 Days	



Office of the Municipal Engineer

External Services



1. Issuance of Building Inspection Clearance for Business Permit (Renewal)

Business enterprises are required to secure building inspection approval from the Municipal Engineer's Office before the start of commercial operations and during the annual renewal of business permits. This is part of the process of securing a Business License/ Mayor's Permit.

Office or Division:	Office of the Municipal Engineer (OME)			
Classification:	Simple			
Type of Transaction:	G2B - Government to Businesses			
Who may avail:	All business owners			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Duly accomplished business permit application form. (1 Photocopy)			Office of the Municipal Treasury	
2. Detailed information about the business (1 Photocopy)			Office of the Municipal Administrator	
3. Sketch of location (1 original)			Office of the Municipal Engineer	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in Client Logbook and brief interview	1. Conducts brief interview	None	1 Minute	Avgene V. Ganialongo <i>Administrative Aide I</i> OME
2. Submit documents for the assessment of the required Annual Inspection Fee	2. Assesses submitted documents	None	3 Minutes	Avgene V. Ganialongo <i>Administrative Aide I</i> OME Engr. Renato V. Opeña <i>Municipal Engineer</i> OME
	2.1. Prepares inspection Clearance	None	2 Minutes	Avgene V. Ganialongo <i>Administrative Aide I</i> OME
	2.2. Signs the inspection clearance	None	30 Seconds	Engr. Renato V. Opeña <i>Municipal Engineer</i> OME
3. Wait for the processing and release of inspection clearance	3. Releases inspection clearance	None	1 Minute	Avgene V. Ganialongo <i>Administrative Aide I</i> OME
TOTAL:		None	7 Minutes and 30 Seconds	



Office of the Municipal Engineer

Internal Services



2. Issuance of Building Inspection Clearance for Business Permit (New)

Business enterprises are required to secure building permit inspection approval from the Municipal Engineer's Office before the start of commercial operations and during the annual renewal of business permits. This is part of the process of securing a Business License/Mayor's Permit.

Office or Division:	Office of the Municipal Engineer (OME)			
Classification:	Simple			
Type of Transaction:	G2B - Government to Businesses			
Who may avail:	All entrepreneurs			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Duly Accomplished Business Permit Application Form (1 original)			Office of the Municipal Treasury	
2. Contract of Lease/Consent- if applicant is a lessee (1 original)			Lot/Building Owner	
3. Detailed information about the business (1 original)			Office of the Municipal Administrator	
4. Sketch of Location (1 original)			Office of the Municipal Engineer	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in Client Logbook and Submit requirements for verification and get schedule of building inspection.	1. Conduct brief interview and verifies submitted requirements	None	4 Minutes	Edgar Billones <i>Draftsman I</i> OME
				Avgene V. Ganialango <i>Administrative Aide I</i> OME
2. Wait for the Municipal Engineer and his staff to inspect the business site	2. Site inspection by personnel/staff of the Municipal Engineering office.	None	2 Hours and 30 Minutes	Avgene V. Ganialongo <i>Administrative Aide I</i> OME
				Edgar Billones <i>Draftsman I</i> OME
				Engr. Renato V. Opeña <i>Municipal Engineer</i> OME
	2.1. Prepares inspection clearance	None	2 Minutes	Avgene V. Ganialango <i>Administrative Aide I</i> OME



	2.2. Signs the inspection clearance	None	30 Seconds	Engr. Renato V. Opeña <i>Municipal Engineer</i> OME
3. Receives Building Inspection Clearance	3. Releases the inspection clearance	None	1 Minute	Avgene V. Ganialongo <i>Administrative Aide I</i> OME
TOTAL:		None	2 Hours, 37 Minutes and 30 Seconds	

3. Issuance of Building Permit

A Building Permit is required prior to construction, alteration, major repair, or renovation or conversion of any building/structure owned by government or private entities. The permit becomes null and void if work does not commence within 1 year from the date of such permit, or if the building or work is suspended or abandoned at any time after it has been commenced for a period of 120 Days.

Office or Division:	Office of the Municipal Engineer (OME)
Classification:	Simple
Type of Transaction:	G2C - Government to Citizens
Who may avail:	All those who undergo construction, renovation, repair, alteration or conversion of any building or structure.
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
1. Tax Declaration of Land (1 Photocopy)	Office of the Municipal Assessor
2. Community Tax Certificate (1 Photocopy)	Office of the Municipal Treasurer
3. 5 sets of plan, specifications and estimated cost signed and sealed by Architect/Engineer (3 blueprint/white print)	Architect or Civil Engineer
4. Boring Test and Plate Load Test (3 or more storey buildings) (2 Original Copies)	Office of the Municipal Engineer
5. Seismic Analysis if building is more than 7.5 meters in height (1 original)	Structural Engineer
6. VCC Certificate of Approval (for Core & Buffer Zone) (1 original)	Office of the Municipal Planning and Development Coordinator
7. Approved Locational Clearance (1 original)	Office of the MPDC
8. Duly Accomplished Building Permit Forms (5 original)	Office of the Municipal Engineer



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in Client Logbook and Submit requirements for verification	1. Conducts brief interview and reviews submitted documents	None	16 Minutes	Edgar Billones <i>Draftsman I</i> OME Avgene V. Ganielongo <i>Administrative Aide I</i> OME Engr. Renato V. Opeña <i>Municipal Engineer</i> OME
2. Pays Building Permit Fee at the Office of the Municipal Treasurer	2. Order of Payment Fess shall be subject to the rate of computation stated in the Revenue Code	See table below for schedule of fees	5 Minutes	OMT Staff <i>Office of the Municipal Treasurer</i>
3. Receives Building Permit	3. Releases approved building permit	None	1 Minute	Edgar Billones <i>Draftsman I</i> OME Avgene V. Ganielongo <i>Administrative Aide I</i> OME Engr. Renato V. Opeña <i>Municipal Engineer</i> OME
TOTAL:		See table below for schedule of fees	22 Minutes	



Fees: *Regardless of the type of construction, the cost of construction of any building/structure for the purpose of assessing the corresponding permit fees shall be based on the following table:*

On Fixed Cost of Construction per Sq. Meter

Location	GROUP		
All Cities and Municipalities	A,B,C,D,E,G,H,I	F	J
	P 10,000	P 8,000	P 6,000

A. Constructruction/ addition /renovation/ alteration of buildings/ structures under Group/s and Sub-Division shall be assessed as follows:

a. Division A

	Area in Sq. Meters	Fee per Sq. Meter
i.	Original complete construction up to 20.00 sq. meters	P 2.00
ii.	Additional/renovation/alteration up to 20.00 sq. meters regardless of floor area of original construction	P 2.40
iii.	Above 20.00 sq. meters to 50.00 sq. meters	P 3.40
iv.	Above 50.00 sq. meters to 100.00 sq. meters	P 4.80
v.	Above 100.00 sq. m to 150 sq. meters	P 6.00
vi.	Above 150.00 sq. meters	P 7.20

4. Issuance of Fencing Permit

A Fencing Permit is required prior to construction, alteration, major repair, or renovation or conversion of any perimeter fence owned by government or private entities. The permit becomes null and void if work does not commence within 1 year from the date of such permit, or if the work is suspended or abandoned at any time after it has been commenced for a period of 120 Days.

Office or Division:	Office of the Municipal Engineer (OME)
Classification:	Simple
Type of Transaction:	G2C - Government to Citizens
Who may avail:	All those who undergo construction, renovation, repair, alteration or conversion of any building or structure.
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
1. Tax Declaration of Land (1 Photocopy)	Office of the Municipal Assessor
2. Community Tax Certificate (1 Photocopy)	Office of the Municipal Treasurer
3. 4 sets of plan, specifications and estimated cost	Architect or Civil Engineer



4. VCC Certificate of Approval (for Core & Buffer Zone)			Office of the MPDC	
5. Approved Locational Clearance			Office of the MPDC	
6. Duly Accomplished Fencing Permit Forms (4 Original)			Office of the Municipal Engineer	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in Client Logbook and brief interview	1. Conduct brief interview	None	1 Minute	Edgar Billones <i>Draftsman I</i> <i>OME</i> Avgene V. Ganialango <i>Admin Aide I</i> <i>OME</i>
2. Submit requirements	2. Assess submitted documents 2.1. Reviews papers and signs documents	None	15 Minutes	Edgar Billones <i>Draftsman I</i> <i>OME</i> Avgene V. Ganialango <i>Admin Aide I</i> <i>OME</i>
3. Pay Fencing Permit Fee at the Office of the Municipal Treasurer	3. Order of Payment Fess shall be subject to the rate of computation stated in the Revenue Code	See table below for schedule of fees	5 Minutes	OMT Staff <i>Office of the Municipal Treasurer</i>
4. Receives Approved Fencing Permit	4. Releases approved building permit	None	2 Minutes	Edgar Billones <i>Draftsman I</i> <i>OME</i> Avgene V. Ganialango <i>Admin Aide I</i> <i>OME</i> Engr. Renato V. Opeña <i>Municipal Engineer</i> <i>OME</i>
TOTAL:		See table below for scheduled of fees	1 Day and 23 Minutes	

Fees:

Made of masonry, metal, concrete up to 1.80 meters in height, per linear m or fraction there of... P 3.00
 In excess of 1.80 m in height, per linear m or fraction there of P 4.00
 Made of indigenous materials, barbed, chicken or hog wires, per linear m P 2.40



5. Issuance of Occupancy Permit

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

Office or Division:	Office of the Municipal Engineer (OME)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	All those who undergo construction, renovation, repair, alteration or conversion of any building or structure.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Certificate of Completion (1 original)		Office of the Municipal Engineer		
2. Construction Logbook (1 original)		Applicant		
3. As-Built Plans (1 original)		Architect or Civil Engineer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in Client Logbook and Submit requirements for verification	1. Conduct brief interview and verify submitted documents	None	4 Minutes	Edgar Billones <i>Draftsman I</i> OME
				Avgene V. Ganielango <i>Admin Aide I</i> OME
2. Get Schedule of Building Inspection and Order of Payment	2. Site inspection by personnel / staff of the Municipal Engineering Office.	None	1 Hour on site inspection	Edgar Billones <i>Draftsman I</i> OME
				Avgene V. Ganielango <i>Admin Aide I</i> OME
	2.1. Prepares inspection clearance	None	2 Minutes	Engr. Renato V. Opeña <i>Municipal Engineer</i> OME
				Edgar Billones <i>Draftsman I</i> OME
				Engr. Renato V. Opeña <i>Municipal Engineer</i> OME



	2.2. Signs the inspection clearance	None	30 Seconds	Engr. Renato V. Opeña <i>Municipal Engineer</i> OME
3. Pay the required fees at the Office of the Municipal Treasurer	3. Receives payment and issue OR	Refer table below	5 Minutes	OMT Staff <i>Office of the Municipal Treasurer</i>
4. Receives Approved Occupancy Permit	4. Releases approved Occupancy Permit	None	2 Minutes	Edgar Billones <i>Draftsman I</i> OME Engr. Renato V. Opeña <i>Municipal Engineer</i> OME
TOTAL		Refer table below	1 hour, 13 Minutes and 30 Seconds	

Certificates of Use of Occupancy for fixed costing	
A. Division A-1 and A-2 Buildings:	
Costing up to P150,000.00	P 100.00
Costing more than P150,000.00 up to P400,000.00	P 200.00
Costing more than P400,000.00 up to P850,000.00	P 400.00
Costing more than P850,000.00 up to P1,200,000.00	P 800.00
Every million or portion thereof in excess of P1,200,000.00	P 800.00



Office of the Municipal Social Welfare and Development Officer

External Services



1. Conduct of Pre-Marriage Orientation (PMO)

Pre-marriage orientation is conducted to be rendered to would-be couples who applied for a marriage license. The PMO is an activity or intervention that provides information and awareness on family relationships after marriage. Conduct of Pre-marriage Orientation and issuance of PMO certificate is covered under R.A. 10354.

Office or Division:	Office of the Municipal Social Welfare & Development Officer (OMSWDO)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens			
Who may avail:	All would-be couples applying for marriage license			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly accomplished Pre-marriage Orientation & Counselling (PMOC) forms (2 Photocopies)		Office of the Mun. Civil Registrar		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requests for schedule of PMO seminar	1. Gives application form and provide instructions	None	1 Minute	Ma. Cecilia O. Dictaan PPW I Office of the Municipal Civil Registrar
2. Accomplishes the Marriage Expectation Inventory Form (MEIF)	2. Guides or assists the would-be couples in answering/ accomplishing the MEIF	None	15 Minutes	Ma. Cecilia O. Dictaan PPW I Office of the Municipal Civil Registrar
3. Return on the scheduled PMO and must listen attentively and participate during the discussions.	3. Counsellors conducts the discussion and session on the following topics: a. Marriage and Relationships b. Responsible parenthood c. Family Planning d. Pregnancy and child Care e. Other matters related to family	None	4 hours	Ma. Cecilia O. Dictaan PPW I Office of the Municipal Civil Registrar Marliou B. Miniano MSWDO OMSWDO Mercedes O. Natura Midwife III Office of the Municipal Health Officer



				Cecilia M. Castillo SWA OMSWDO
	3.1 Signs the Pre-Marriage Certificate	None	1 Minute	Ma. Cecilia O. Dictaan PPW I <i>Office of the Municipal Civil Registrar</i> Marilou B. Miniano MSWDO OMSWDO Mercedes O. Natura Midwife III <i>Office of the Municipal Health Officer</i> Cecilia M. Castillo SWA OMSWDO
	3.2 Attached the duly signed PMO Certificate to the application for marriage license.	None	1 Minute	Ma. Cecilia O. Dictaan PPW I <i>Office of the Municipal Civil Registrar</i>
TOTAL		None	4 hours and 18 Minutes	

2. Enrolment of Indigent Families to Philhealth

This is the provision of Philhealth membership to indigent or low-income families in the municipality

Office or Division:	Office of the Municipal Social Welfare & Development Officer (OMSWDO)	
Classification:	Simple	
Type of Transaction:	G2C – Government to Citizen	
Who may avail:	All identified or registered indigents or low-income families who are residents of the Municipality.	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Certificate of indigency and residency (1 Original & 1 Photocopy)		Barangay Hall
2. Birth Certificate (1 Original & 1 Photocopy)		Office of the Municipal Civil Registrar or PSA



3. Marriage Certificate, if married (1 Original & 1 Photocopy)		Office of the Municipal Civil Registrar or PSA		
4. Birth Certificate of qualified dependents (1 Original & 1 Photocopy)		Office of the Municipal Civil Registrar or PSA		
5. Valid Identification Card (1 original & 1 photocopy)		BIR, Post Office, DFA, PSA, SSS, GSIS or Pag-IBIG		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Signs in the client's logbook	1. Assists client/visitor and conduct brief interview	None	1 Minute	Marilou B. Miniano MSWDO OMSWDO Cecilia M. Castillo SWA OMSWDO
2. Fills-up Philhealth Member Registration Form (PMRF)	2. Review and verifies filled-up application form with attached requirements	None	3 Minutes	Marilou B. Miniano MSWDO OMSWDO Cecilia M. Castillo SWA OMSWDO
	2.1. Orients applicant or client re: enrolment to philhealth and instructs him/her to be notified once application is approved	None	1 Minute	Marilou B. Miniano MSWDO OMSWDO Cecilia M. Castillo SWA OMSWDO
	2.2. Prepares Letter of Commitment and Endorsement letter to Philhealth office	None	3 Minutes	Marilou B. Miniano MSWDO OMSWDO
	2.3. Forwards Letter of Commitment and Endorsement Letter to the municipal mayor for her signature	None	30 Seconds	Fernand Paolo P. Uy <i>Administrative Aide IV</i> <i>Office of the Municipal Mayor</i>
	2.4. The municipal mayor signs the endorsement letter	None	30 Seconds	Atty. Aleli U. Concepcion <i>Municipal Mayor</i> <i>Office of the Municipal Mayor</i>
	2.5. Submits Letter of Commitment and Endorsement Letter to the Philhealth Regional Office I	None	4 Hours	Marilou B. Miniano MSWDO OMSWDO



	2.6. Pick-up MDR at Philhealth Office once notified	None	4 Hours	Marilou B. Miniano MSWDO OMSWDO
3. Gets Members Data Record (MDR) once notified	3. Issues MDR and conducts brief orientation on the benefits of being philhealth member	None	2 Minutes	Marilou B. Miniano MSWD OMSWDO Cecilia M. Castillo SWA OMSWDO
TOTAL		None	8 hours and 11 minutes	

3. Issuance of Identification Card to Persons with Disability (PWD)

This is the issuance of identification cards to identified persons with disability for availment of benefits as per RA 9442.

Office or Division:	Office of the Municipal Social Welfare & Development Officer (OMSWDO)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens			
Who may avail:	All identified persons with disabilities			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Certificate of residency (1 original & 1 photocopy)		Barangay Hall		
2. Birth Certificate (1 original & 1 photocopy)		Office of the Municipal Civil Registrar or PSA		
3. Medical certificate or medical abstract (1 photocopy)		Attending physician		
4. 2 pcs. Picture (1x1) (2 original)		Applicant / PWD		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Signs in the client's logbook	1. Assists client/visitor and conduct brief interview	None	1 Minute	Marilou B. Miniano MSWDO OMSWDO Cecilia M. Castillo SWA OMSWDO



2. Fills-up application form (may be accomplished by a representative) and submits with attached requirements	2. Reviews and verifies submitted documents	None	2 Minutes	Marilou B. Miniano MSWDO OMSWDO Cecilia M. Castillo SWA OMSWDO
	2.1. Prepares identification card	None	2 Minutes	Marilou B. Miniano MSWDO OMSWDO Cecilia M. Castillo SWA OMSWDO
	2.2. Forwards identification card to the office of the mayor	None	30 Seconds	Fernand Paolo P. Uy <i>Admin Aide IV</i> <i>Office of the Municipal Mayor</i>
	2.3. Signs the identification card	None	30 Seconds	Atty. Aleli U. Concepcion <i>Municipal Mayor</i> <i>Office of the Municipal Mayor</i>
3. Gets or claims the identification card	3. Issues the identification card and orients client on the benefits of the PWD ID card	None	2 Minutes	Marilou B. Miniano MSWDO OMSWDO Cecilia M. Castillo SWA OMSWDO
TOTAL:		None	8 Minutes	

4. Issuance of Purchase Slip/Booklet

This is a requirement in availing discounts entitled to persons who are Senior Citizens and PWDs.

Office or Division:	Office of the Municipal Social Welfare & Development Officer (OMSWDO)	
Classification:	Simple	
Type of Transaction:	G2C – Government to Citizen	
Who may avail:	All identified persons with disabilities and senior citizens	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. OSCA or PWD ID (1 Original or 1 Photocopy)		Office of the MSWDO
2. Picture (1x1) (2 Original)		Requesting PWD / Senior Citizen



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Signs in the client's logbook	1. Assists client/visitor and conduct brief interview	None	1 Minute	Marilou B. Miniano MSWDO OMSWDO Cecilia M. Castillo SWA OMSWDO
2. Present valid Senior Citizen or PWD ID and submits latest 1x1 photo	2. Reviews and verifies submitted documents 2.1. Prepares the Purchase Order Booklet, encodes or fills up needed information and paste the photo	None	4 Minutes	Marilou B. Miniano MSWDO OMSWDO Cecilia M. Castillo SWA OMSWDO
3. Signs the purchase booklet (but if a representative is securing the booklet, he will take it home then returns it back once signed by the concern)	3. Assists client 3.1. Forwards ID to the OSCA Head (for senior citizens only) for his signature	None	3 Minute	Marilou B. Miniano MSWDO OMSWDO Cecilia M. Castillo SWA OMSWDO
4. Receives or claims the Purchase Order Booklet/Slip	4. Conducts brief orientation to the elderly or PWD or their duly authorized representatives on the importance of the purchase order booklet/slip 4.1. Issues the duly signed purchased	None	4 Minutes	Marilou B. Miniano MSWDO OMSWDO Cecilia M. Castillo SWA OMSWDO
TOTAL:		None	12 Minutes	



5. Issuance of Senior Citizen Identification Card

This service is about the implementation of RA 7432 – An Act to maximize the contribution of Senior Citizen to nation-building and grant benefits, special privileges, and other purposes and also in RA 9257 or the Expanded Senior Citizen Act of 2003.

Office or Division:	Office of the Municipal Social Welfare & Development Officer (OMSWDO)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All identified 60 years old and above individuals in the country			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Certificate of Residency (1 Photocopy)		Barangay Hall		
2. Birth Certificate - for validation of age (1 Photocopy)		Office of the Municipal Civil Registrar or PSA		
3. Picture (1x1) (1 original)		Client/Applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Signs in the client's logbook	1. Assists client/visitor and conduct brief interview	None	1 Minute	Marilou B. Miniano MSWDO OMSWDO Cecilia M. Castillo SWA OMSWDO
2. Requests, fills up and submits application form	2. Reviews and verifies submitted documents	None	2 Minutes	Marilou B. Miniano MSWDO OMSWDO Cecilia M. Castillo SWA OMSWDO
	2.1. Prepares the Purchase Order Booklet, encodes or fills up needed information and paste the photo	None	2 Minutes	Marilou B. Miniano MSWDO OMSWDO Cecilia M. Castillo SWA OMSWDO
3. Signs the purchase booklet (but if a	3. Assists client	None	1 Minute	Marilou B. Miniano MSWDO OMSWDO



representative is securing the booklet; he will take it home then returns it back once signed by the concern)				Cecilia M. Castillo SWA OMSWDO
	3.1 Forwards ID to the OSCA Head (for senior citizens only) for his signature	None	2 Minutes	Marilou B. Miniano MSWDO OMSWDO Cecilia M. Castillo SWA OMSWDO
4. Receives or claims the Purchase Order Booklet/Slip	4. Conducts brief orientation to the elderly or PWD or their duly authorized representatives on the importance of the purchase order booklet/slip	None	3 Minutes	Marilou B. Miniano MSWDO OMSWDO Cecilia M. Castillo SWA OMSWDO
	4.1. Issues the duly signed purchased	None	1 Minute	Marilou B. Miniano MSWDO OMSWDO Cecilia M. Castillo SWA OMSWDO
TOTAL:		None	12 Minutes	

6. Issuance of Solo Parent's Identification Card

The Solo Parents' Identification Cards are issued to identified beneficiaries to avail of benefits embodied in the Solo Parent Welfare Act or RA 8972.

Office or Division:	Office of the Municipal Social Welfare & Development Officer (OMSWDO)
Classification:	Highly Technical
Type of Transaction:	G2C – Government to Citizen
Who may avail:	All identified 60 years old and above individuals in the country
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
1. Certificate of Residency (1 photocopy)	Barangay Hall
2. Birth Certificate - for validation of age (1 photocopy)	Office of the Municipal Civil Registrar or PSA



3. Any document that could prove that applicant if solo parent: (1 photocopy of each document)				
a. Death Certificate of Spouse		Office of the Municipal Civil Registrar/PSA		
b. Declaration of nullity of marriage		Office of the Municipal Civil Registrar/PSA		
c. Medical Certificate (if incapacitated)		Attending Physician/Hospital		
d. Birth Certificate of Children		Office of the Municipal Civil Registrar/PSA		
e. Certificate of Marriage		Office of the Municipal Civil Registrar/PSA		
4. Income Tax Return that applicant belongs to the poverty threshold group (1 photocopy)		Employer		
5. Picture (1x1) (1 original)		Applicant/Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Signs in the client's logbook	1. Assists client/visitor and conduct brief interview	None	1 Minute	Marilou B. Miniano MSWDO OMSWDO
				Cecilia M. Castillo SWA OMSWDO
2. Requests, fills up and submits application form	2. Interview applicant and assess submitted requirements	None	2 Minutes	Marilou B. Miniano MSWDO OMSWDO
				Cecilia M. Castillo SWA OMSWDO
	2.1. Explains to client the guidelines in availing a solo parent ID	None	2 Minutes	Marilou B. Miniano MSWDO OMSWDO
	2.2. Validates client's background (family, work)	None	1 month as per IRR of RA 8972	Marilou B. Miniano MSWDO OMSWDO
				Cecilia M. Castillo SWA OMSWDO



3. (On or before the one-month period needed for assessment) Comes back to get the identification card	3. Instructs to client how to avail of the benefits of the solo parents identification card	None	2 Minutes	Marilou B. Miniano MSWDO OMSWDO Cecilia M. Castillo SWA OMSWDO
	3.1. Issues the duly signed identification card	None	30 Seconds	Marilou B. Miniano MSWDO OMSWDO Cecilia M. Castillo SWA OMSWDO
TOTAL		None	22 Working Days, 7 Minutes and 30 Seconds	

***Validation of client's background takes 1 month as per IRR of RA 8972.

7. Provision of Assistance to Individuals in Crisis Situation (Burial Assistance)

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

Office or Division:	Office of the Municipal Social Welfare & Development Officer (OMSWDO)	
Classification:	Simple	
Type of Transaction:	G2C – Government to Citizen	
Who may avail:	All constituents of the municipality who are in need of assistance	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Certificate of Indigency & Residency (1 photocopy)		Barangay Hall
2. Death Certificate (1 photocopy)		Office of the Municipal Civil Registrar
3. Funeral Contract (1 photocopy)		Funeral Homes
4. 2 valid Identification Cards (1 photocopy each I.D.)		BIR, Post Office, DFA, PSA, SSS, GSIS or Pag-IBIG



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Signs in the client's logbook	1. Assists client/visitor and conduct brief interview	None	1 Minute	Marilou B. Miniano MSWDO OMSWDO Cecilia M. Castillo SWA OMSWDO
2. Requests for social case study report or general intake sheet	2. Asks for supporting requirements 2.1. Conducts interview regarding situation being brought out Prepares social case study report or	None	1 Hour	Marilou B. Miniano MSWDO OMSWDO Cecilia M. Castillo SWA OMSWDO
3. Submits documents at the office of the municipal administrator	3. Verifies documents, interview client and refer to the municipal mayor 3.1. Directs the MSWDO to prepare voucher upon the approval of the Municipal Mayor	None	4 Minutes	Mylene O. Yamongan <i>Administrative Aide VI Office of the Municipal Administrator</i> Mark Sherwin L. Opinaldo <i>Administrative Aide VI Office of the Municipal Administrator</i> Rhea C. Cruz <i>Administrative Aide I Office of the Municipal Administrator</i> Mary Ann Pilar B. Rodriguez <i>Human Resource Management Assistant Office of the Municipal Administrator</i>
	3.2. Prepares voucher	None	2 Minutes	Marilou B. Miniano MSWDO OMSWDO



	3.3. Forwards voucher to the office of the MBO for the Obligation Request	None	1 Minute	<p>Marilou B. Miniano MSWDO OMSWDO</p> <p>Cecilia M. Castillo SWA OMSWDO</p>
	3.4. The Budget Office prepares Obligation Request (OR) charge against appropriate account/records in the logbook	None	5 Minutes	<p>Christina O. Manuel <i>Computer Operator I</i> <i>Office of the Municipal Budget Officer</i></p>
	3.5. The MBO affixes his signature on the voucher	None	10 Seconds	<p>Cornelio o. Octavo, Sr. MBO <i>Office of the Municipal Budget Officer</i></p>
	3.6. Forwards voucher to the Office of the Accountant for the preparation o JEV	None	3 Minutes	<p>Edna L. Andaya <i>Admin. Aide VI</i> <i>Office of the Municipal Accountant</i></p>
	3.7. The Municipal Accountant affixes her signature on the voucher	None	10 Seconds	<p>Cherryl Aisle L. Gironella <i>Municipal Accountant</i> <i>Office of the Municipal Accountant</i></p>
	3.8. Forwards voucher to the Office of the Mun. Treasurer for her signature	None	1 Minute	<p>Mary Jane O. Turalba <i>Municipal Treasurer</i> <i>Office of the Municipal Treasurer</i></p>
	3.9. Returns voucher at the Office of the Administrator for verification of documents	None	1 Minute	<p>Rhea C. Cruz <i>Administrative Aide I</i> <i>Office of the Municipal Administrator</i></p> <p>Mylene O. Yamongan <i>Administrative Aide VI</i> <i>Office of the Municipal Administrator</i></p>
	3.10. Forwards voucher to the Office of the Mayor for her signature	None	1 Minute	<p>Fernand Paolo P. Uy <i>Admin Aide IV</i> <i>Office of the Municipal Mayor</i></p>



	3.11. Returns voucher to the Office of the Mun. Treasurer	None	30 Seconds	Marilou B. Miniano MSWDO OMSWDO Cecilia M. Castillo SWA OMSWDO
4. Receives financial assistance	4. Verifies documents and releases financial assistance	None	1 Minute	Mary Jane O. Turalba <i>Municipal Treasurer</i> <i>Office of the Municipal Treasurer</i>
TOTAL		None	1 hour, 20 Minutes and 50 Seconds	

8. Provision of Assistance to Individuals in Crisis Situation (Emergency Shelter Assistance)

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

Office or Division:	Office of the Municipal Social Welfare & Development Officer (OMSWDO)	
Classification:	Simple	
Type of Transaction:	G2C – Government to Citizen	
Who may avail:	All constituents of the municipality who are in need of assistance	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Certificate of Indigency & Residency (1 photocopy)		Barangay Hall
2. Certification of damaged houses (1 original)		Barangay Hall
3. Blotter Report (1 photocopy)		PNP Station
4. Picture of damaged houses (1 original)		Barangay Hall
5. 2 valid Identification Card (1 photo copy each I.D)		BIR, Post Office, DFA, PSA, SSS, GSIS or Pag-IBIG



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Signs in the client's logbook	1. Assists client/visitor and conduct brief interview	None	1 Minute	Marilou B. Miniano <i>MSWDO</i> <i>OMSWDO</i> Cecilia M. Castillo <i>SWA</i> <i>OMSWDO</i>
2. Requests for social case study report or general intake sheet	2. Asks for supporting requirements	None	1 Minute	Marilou B. Miniano <i>MSWDO</i> <i>OMSWDO</i> Cecilia M. Castillo <i>SWA</i> <i>OMSWDO</i>
	2.1. Conducts interview regarding situation being brought out	None	30 Minutes	Marilou B. Miniano <i>MSWDO</i> <i>OMSWDO</i> Cecilia M. Castillo <i>SWA</i> <i>OMSWDO</i>
	2.2. Prepares social case study report or general intake sheet	None	30 Minutes	Marilou B. Miniano <i>MSWDO</i> <i>OMSWDO</i> Cecilia M. Castillo <i>SWA</i> <i>OMSWDO</i>
3. Submits documents at the office of the municipal administrator	3. Verifies documents, interview client and refer to the municipal mayor	None	2 Minutes	Mylene O. Yamongan <i>Administrative Aide VI</i> <i>Office of the Municipal Administrator</i> Mark Sherwin L. Opinaldo <i>Administrative Aide VI</i> <i>Office of the Municipal Administrator</i> Rhea C. Cruz <i>Administrative Aide I</i> <i>Office of the Municipal Administrator</i>



	3.1 Directs the MSWDO to prepare voucher upon the approval of the Municipal Mayor	None	1 Minute	<p>Mylene O. Yamongan Administrative Aide VI Office of the Municipal Administrator</p> <p>Mark Sherwin L. Opinaldo Administrative Aide VI Office of the Municipal Administrator</p> <p>Rhea C. Cruz Administrative Aide I Office of the Municipal Administrator</p>
	3.2. Prepares voucher	None	2 Minutes	<p>Marilou B. Miniano MSWDO OMSWDO</p>
	3.3. Forwards voucher to the office of the MBO for the Obligation Request	None	1 Minute	<p>Marilou B. Miniano MSWDO OMSWDO</p> <p>Cecilia M. Castillo SWA OMSWDO</p>
	3.4. The Budget Office prepares Obligation Request (OR) charge against appropriate account/records in the logbook	None	5 Minutes	<p>Christina O. Manuel Computer Operator I Office of the Municipal Budget Officer</p>
	3.5. The MBO affixes his signature on the voucher	None	10 Seconds	<p>Cornelio O. Octavo, Sr. Municipal Budget Officer Office of the Municipal Budget Officer</p>
	3.6. Forwards voucher to the Office of the Accountant for the preparation of JEV	None	3 Minutes	<p>Edna L. Andaya Admin. Aide VI Office of the Municipal Accountant</p>



	3.7. The Municipal Accountant affixes her signature on the voucher	None	10 Seconds	Cherryl Aisle L. Gironella <i>Mun. Accountant Office of the Municipal Accountant</i>
	3.8. Forwards voucher to the Office of the Mun. Treasurer for her signature	None	1 Minute	Mary Jane O. Turalba <i>Municipal Treasurer Office of the Municipal Treasurer</i>
	3.9. Returns voucher at the Office of the Administrator for verification of documents	None	1 Minute	Mylene O. Yamongan <i>Administrative Aide VI Office of the Municipal Administrator</i> Mark Sherwin L. Opinaldo <i>Administrative Aide VI Office of the Municipal Administrator</i> Rhea C. Cruz <i>Administrative Aide I Office of the Municipal Administrator</i>
	3.10 Forwards voucher to the Office of the Mayor for her signature	None	1 Minute	Fernand Paolo P. Uy <i>Administrative Aide IV Office of the Municipal Mayor</i>
	3.11 Returns voucher to the Office of the Mun. Treasurer	None	30 Seconds	Marilou B. Miniano <i>MSWDO OMSWDO</i> Cecilia M. Castillo <i>SWA OMSWDO</i>
4. Receives financial assistance	4. Verifies documents and releases financial assistance	None	1 Minute	Mary Jane O. Turalba <i>Municipal Treasurer Office of the Municipal Treasurer</i>
TOTAL:		None	1 hour, 20 Minutes and 50 Seconds	



9. Provision of Assistance to Individuals in Crisis Situation (Medical Assistance)

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

Office or Division:	Office of the Municipal Social Welfare & Development Officer (OMSWDO)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All constituents of the municipality who are in need of assistance			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Certificate of Indigency & Residency (1 photocopy)		Barangay Hall		
2. Medical Abstract/medial certificate (1 photocopy)		Hospital or attending physician		
3. Hospital Bills (1 photocopy)		Hospital		
4. Prescription of medicines (1 photocopy)		Attending physician		
5. 2 valid Identification Card: (1 photocopy of each ID)		GSIS, SSS, Driver's License, Voter's ID, PRC. UMID, TIN		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Signs in the client's logbook	1. Assists client/visitor and conduct brief interview	None	1 Minute	Marilou B. Miniano MSWDO OMSWDO Cecilia M. Castillo SWA OMSWDO
2. Requests for social case study report or general intake sheet	2. Asks for supporting requirements Conducts interview regarding situation being brought out 2.2. Prepares social case study report or general intake sheet	None	1 Hour	Marilou B. Miniano MSWDO OMSWDO Cecilia M. Castillo SWA OMSWDO



3. Submits documents at the office of the municipal administrator	3. Verifies documents, interview client and refer to the municipal mayor	None	5 Minutes	<p>Mylene O. Yamongan <i>Administrative Aide VI</i> <i>Office of the Municipal Administrator</i></p> <p>Mark Sherwin L. Opinaldo <i>Administrative Aide VI</i> <i>Office of the Municipal Administrator</i></p> <p>Rhea C. Cruz <i>Administrative Aide I</i> <i>Office of the Municipal Administrator</i></p>
	3.1 directs the MSWDO to prepare voucher upon the approval of the Municipal Mayor			
	3.2. Prepares voucher	None	2 Minutes	<p>Marilou B. Miniano <i>MSWDO</i> <i>OMSWDO</i></p>
	3.3. Forwards voucher to the office of the MBO for the Obligation Request	None	1 Minute	<p>Marilou B. Miniano <i>MSWDO</i> <i>OMSWDO</i></p> <p>Cecilia M. Castillo <i>SWA</i> <i>OMSWDO</i></p>
	3.4. The Budget Office prepares Obligation Request (OR) charge against appropriate account/records in the logbook	None	5 Minutes	<p>Christina O. Manuel <i>Computer Operator I</i> <i>Office of the Municipal Budget Officer</i></p>
	3.5. The MBO affixes his signature on the voucher	None	10 Seconds	<p>Cornelio o. Octavo, Sr. <i>Municipal Budget Officer</i> <i>Office of the Municipal Budget Officer</i></p>
	3.6. Forwards voucher to the Office of the Accountant for the preparation o JEV	None	3 Minutes	<p>Edna L. Andaya <i>Admin. Aide VI</i> <i>Office of the Municipal Accountant</i></p>
	3.7. The Municipal Accountant affixes her signature on the voucher	None	10 Seconds	<p>Cherryl Aisle L. Gironella <i>Municipal Accountant</i> <i>Office of the Municipal Accountant</i></p>
3.8. Forwards voucher to the Office of the Mun. Treasurer for her signature	None	1 Minute	<p>Mary Jane O. Turalba <i>Municipal Treasurer</i> <i>Office of the Municipal Treasurer</i></p>	



	3.9. Returns voucher at the Office of the Administrator for verification of documents	None	1 Minute	Mylene O. Yamongan <i>Administrative Aide VI</i> <i>Office of the Municipal Administrator</i> Mark Sherwin L. Opinaldo <i>Administrative Aide VI</i> <i>Office of the Municipal Administrator</i> Rhea C. Cruz <i>Administrative Aide I</i> <i>Office of the Municipal Administrator</i>
	3.10. Forwards voucher to the Office of the Mayor for her signature	None	1 Minute	Fernand Paolo P. Uy <i>Admin Aide IV</i> <i>Office of the Municipal Mayor</i>
	3.11. Return voucher to the Office of the Mun. Treasurer	None	30 Seconds	Marilou B. Miniano <i>MSWDO</i> <i>OMSWDO</i> Cecilia M. Castillo <i>SWA</i> <i>OMSWDO</i>
4. Receives financial assistance	4. Verifies documents and releases financial assistance	None	1 Minute	Mary Jane O. Turalba <i>Municipal Treasurer</i> <i>Office of the Municipal Treasurer</i>
TOTAL		None	1 hour, 20 Minutes and 50 Seconds	

10. Provision of Counseling Session

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

Office or Division:	Office of the Municipal Social Welfare & Development Officer (OMSWDO)	
Classification:	Simple	
Type of Transaction:	G2C – Government to Citizen	
Who may avail:	All constituents of the municipality who are in distress or difficult circumstances	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. None	None	



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Signs in the client's logbook	1. Assists client/visitor and conduct brief interview	None	1 Minute	Marilou B. Miniano MSWDO OMSWDO Cecilia M. Castillo SWA OMSWDO
2. Requests for advice or guidance on his/her present situation	2. Conducts interview and let client tell his/her present problem	None	5 Minutes	Marilou B. Miniano MSWDO OMSWDO Cecilia M. Castillo SWA OMSWDO
	2.1. Provides intervention to client's present problem	None	5 Minutes	Marilou B. Miniano MSWDO OMSWDO Cecilia M. Castillo SWA OMSWDO
TOTAL:		None	11 Minute	



Office of the Municipal Agriculture

External Services



1. Issuance of Farmer's Certification

The Municipal Government of Balaoan through the Office of the Municipal Agriculturist issues certification to clients as to farmers, fisherfolks, livestock and poultry raisers, homemaker, rural youth, and the like as to what purpose it may serve.

Office or Division:	Office the Municipal Agriculturist			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Farmers, Fisherfolks, Livestock and Poultry raisers, pet woners homemaker and rural youth			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None			None	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present proof of identification	1. Interviews the client as to what purpose it may serve	None	5 Minutes	Agricultural Technologist assigned in the Barangay <i>Office of the Municipal Agriculturist</i> (Refer to Table 1 for the Agricultural Technologist Assigned per Brgy.)
	1.1. Prepares the certification and for signature and day sealing	None	5 Minutes	Agricultural Technologist assigned in the Barangay <i>Office of the Municipal Agriculturist</i> Gerardo O. Opinaldo <i>Municipal Agriculturist</i> <i>Office of the Municipal Agriculturist</i>
2. Go to Treasurers Office and pay certification fee	2. Receives payment and issue Official Receipt (O.R.)	Certification Fee: P75.00 Doc Stamp: P30.00	3 Minutes	MTO Staff <i>Office of the Municipal Treasurer</i>
3. Receive requested certification	3. Releases the certification	None	1 Minute	Agricultural Technologist assigned in the Barangay <i>Office of the Municipal Agriculturist</i>
TOTAL:		P105.00	14 Minutes	



2. Issuance of Livestock and Poultry Inspection Certificate

The Office of the Municipal Agriculturist issues livestock and poultry inspection certificate to traders who bring out animals from the Municipality.

Office or Division:	Office the Municipal Agriculturist			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Livestock and Poultry traders/raisers			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Barangay Certification (1 original)			Office of the Punomg Barangay	
2. Payment of the Livestock and Poultry Inspection Certificate Fee, OR (1 original)			Office of the Municipal Treasurer	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the Barangay Certification and Prepare the Animals for Inspection	1. Validate the Barangay Certification and Inspect the Animals	None	30 Minutes	Norlito O. Oballes <i>Agricultural Technologist/ Livestock Coordinator Office of the Municipal Agriculturist</i>
2. Pay the Livestock and Poultry Inspection Certificate fee	2. Receive payment and issue Official Receipt (O.R.)	Certification Fee: P75.00 Doc Stamp: P30.00	3 Minutes	MTO Staff <i>Office of the Municipal Treasurer</i>
	2.1. Check the O.R. and prepare the Livestock and Poultry Certificate and day sealing	None	20 Minutes	Norlito O. Oballes <i>Agricultural Technologist/ Livestock Coordinator Office of the Municipal Agriculturist</i>
3. Receive requested Certificate of Inspection	3. Release the Certificate of Inspection	None	1 Minute	Norlito O. Oballes <i>Agricultural Technologist/ Livestock Coordinator Office of the Municipal Agriculturist</i>
TOTAL:		P105.00	54 Minutes	



3. Provision of Artificial Insemination of Large Animals (Cow/Caracow) Services

The Office of the Municipal Agriculturist provides free artificial insemination of large animals. The owner of the livestock(s) will be responsible in providing chute to be used.

Office or Division:	Office the Municipal Agriculturist			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Large Animal Raisers			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None			None	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request the AI Technician to Perform the Artificial Insemination	1. Confirm the Schedule of Artificial Insemination	None	10 Minutes	Michael L. Ordinario <i>Agricultural Technologist</i> <i>Office of the Municipal Agriculturist</i>
1.1. Confirm the Date of Artificial Insemination				
2. Prepare the Animal(s) for Artificial Insemination and provide	2. Conducts the Artificial Insemination	None	1 Hour	Michael L. Ordinario <i>Agricultural Technologist</i> <i>Office of the Municipal Agriculturist</i>
TOTAL:		None	1 Hour and 10 Minutes	

4. Provision of Castration of Livestock

The Office of the Municipal Agriculturist provides free castration of livestock. The owner of the livestock (s) and pet(s) will be responsible in providing the medicines to be used.

Office or Division:	Office the Municipal Agriculturist		
Classification:	Simple		
Type of Transaction:	G2C – Government to Citizen		
Who may avail:	Livestock raisers		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. None		None	



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for castration services and confirm the date of castration	1. Confirms the schedule of castration	None	10 Minutes	Norlito O. Oballes <i>Agricultural Technologist/ Livestock Coordinator Office of the Municipal Agriculturist</i>
2. Prepare the animals for castration	2. Conducts Castration Services	None	45 Minutes / Head of Livestock	Norlito O. Oballes <i>Agricultural Technologist/ Livestock Coordinator Office of the Municipal Agriculturist</i>
TOTAL:		None	55 Minutes / Head of Livestock	

5. Provision of Consultation and Treatment of Livestock and Poultry Services

The Municipal Government of Balaoan through the Office of the Municipal Agriculturist provides consultation and treatment services of livestock and poultry raisers as well as pet animals in order to help control animal diseases.

Office or Division:	Office the Municipal Agriculturist			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Livestock and Poultry traders/raisers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Report the problems of the animal for treatment	1. Interview the client and schedule for treatment of the animal	None	30 Minutes	Norlito O. Oballes <i>Agricultural Technologist/ Livestock Coordinator Office of the Municipal Agriculturist</i>
2. Provide the medicine to be used in treatment prescribed by the Livestock Coordinator	2. Conduct treatment to the animal	None	45 Minutes	Norlito O. Oballes <i>Agricultural Technologist/ Livestock Coordinator Office of the Municipal Agriculturist</i>
TOTAL:		None	1 Hour and 15 Minutes	



6. Provision of Deworming Services

The Municipal Agriculture Office provides the dewormer and the Agricultural Technologist will administer.

Office or Division:	Office the Municipal Agriculturist			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Livestock raisers			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Survey of Livestock to be dewormed (1 original)			Office of the Barangay Council	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request/Confirm the date of deworming of livestock	1. Confirms the schedule of deworming of livestock	None	15 Minutes	Norlito O. Oballes <i>Agricultural Technologist/ Livestock Coordinator Office of the Municipal Agriculturist</i>
2. Prepare the animals to be dewormed	2. Conducts the deworming	None	1 Day	7 Agricultural Technologist <i>Office of the Municipal Agriculturist</i> (Refer to Table 1 on the List of Agricultural Technologist)
TOTAL:		None	1 Day and 15 Minutes	

7. Provision of Livestock Dispersal and Re-dispersal

The Municipal Government of Balaoan through the Office of the Municipal Agriculturist gives livestock for dispersal and re-dispersal to qualified raisers.

Office or Division:	Office the Municipal Agriculturist		
Classification:	Simple		
Type of Transaction:	G2C – Government to Citizen		
Who may avail:	Livestock raisers		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Dispersal/Re-dispersal Contract (1 original)		Office of the Municipal Agriculturist	



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the Recommendation from the Barangay Captain/Office of the Municipal Agriculturist	1. Recommends recipient beneficiaries for the dispersed	None	10 Minutes	<p>Punong Barangay <i>Office of the Punong Barangay</i></p>
2. Sign the dispersal/re dispersal contract/dry sealed	2. Signs the Contract	None	20 Minutes	<p>Punong Barangay <i>Office of the Barangay Captain</i></p> <p>Agricultural Technologist assigned in the Barangay <i>Office of the Municipal Agriculturist</i> (Refer to Table 1 for the Agricultural Technologist Assigned per Brgy.)</p> <p>Gerardo O. Opinaldo <i>Municipal Agriculturist</i> <i>Office of the Municipal Agriculturist</i></p> <p>Atty. Aleli U. Concepcion <i>Municipal Mayor</i> <i>Office of the Municipal Mayor</i></p>
3. Receive the Animal	3. Awards the Animal	None	5 Minutes	<p>Gerardo O. Opinaldo <i>Municipal Agriculturist</i> <i>Office of the Municipal Agriculturist</i></p> <p>Agricultural Technologist assigned in the Barangay <i>Office of the Municipal Agriculturist</i> (Refer to Table 1 for the Agricultural Technologist Assigned per Brgy.)</p>
TOTAL:		None	35 Minutes	



8. Provision of Livestock, Poultry Vaccination Services and Anti-Rabies Vaccination of Dogs

The Barangays through the barangay councils provides anti-rabies vaccines and the Agricultural Technologist in the Office of the Municipal Agriculturist will administer.

Office or Division:	Office the Municipal Agriculturist			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Livestock and Poultry raisers and pet owners			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Survey of Livestock and Poultry to be Vaccinated / Survey of the Dogs to be Vaccinated with anti-rabies (1 original)			Office of the Barangay Council	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Request/Confirm the date of Vaccination	1.Confirms the schedule of vaccination	None	10 Minutes	Norlito O. Oballes <i>Agricultural Technologist</i> <i>Office of the Municipal Agriculturist</i>
2.Prepare the animals to be vaccinated	2. Conducts the Vaccination	None	2 Working Days	7 Agricultural Technologist <i>Office of the Municipal Agriculturist</i>
TOTAL:		None	2 Working Days and 10 Minutes	



9. Provision of Technical/Extension Services (Farmer's Class/Training)

The Local Government Unit of the Municipality of Balaoan through the Office of the Municipal Agriculturist aims to improve the living conditions of our farmers, fisher folks, livestock and poultry raisers, homemakers and out-of school youths through increased in production of our different agricultural commodities.

Office or Division:	Office the Municipal Agriculturist			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Farmers, Fisherfolks, Livestock and Poultry raisers, homemaker, out of school youths and seed growers			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None			None	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Organize a group of 15 and above	1. Prepares module/ training design	None	2 Days	Agricultural Technologist assigned in the Barangay <i>Office of the Municipal Agriculturist</i> Gerardo O. Opinaldo <i>Municipal Agriculturist</i> <i>Office of the Municipal Agriculturist</i>
2. Confirm attendance	2. Confirm the schedule of farmers Class/ Training	None	10 Minutes	Agricultural Technologist assigned in the Barangay <i>Office of the Municipal Agriculturist</i>
3. Attend the farmers class/training	3. Conducts the farmers class/training	None	3 hours	Agricultural Technologist assigned in the Barangay <i>Office of the Municipal Agriculturist</i> Gerardo O. Opinaldo <i>Municipal Agriculturist</i> <i>Office of the Municipal Agriculturist</i>
TOTAL:		None	2 Days, 3 Hours and 10 Minutes	



10. Provision of Technical/Extension Services (Farmer's Meeting/Dialogues)

The Local Government Unit of the Municipality of Balaoan through the Office of the Municipal Agriculturist aims to improve the living conditions of our farmers, fisher folks, livestock and poultry raisers, homemakers and out-of school youths through increased in production of our different agricultural commodities. This can be attained through continuous provision of technical/extension services on the latest and appropriate farming technologies.

Office or Division:	Office the Municipal Agriculturist			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Farmers, Fisherfolks, Livestock and Poultry raisers, homemaker, out of school youths and seed growers			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None			None	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Confirm the date of meeting/dialogue with the Brgy.Captain	1. Coordinates with the Brgy.Captain about the meeting/ dialogue	None	30 Minutes	Agricultural Technologist assigned in the Barangay <i>Office of the Municipal Agriculturist</i> (Refer to Table 1 for the Agricultural Technologist Assigned per Brgy.)
2. Attend the Farmers meeting/dialogue	2. Conducts the meeting	None	3 Hours	Agricultural Technologist assigned in the Barangay <i>Office of the Municipal Agriculturist</i> (Refer to Table 1 for the Agricultural Technologist Assigned per Brgy.)
TOTAL:		None	3 Hours and 30 Minutes	



11. Provision of Technical/Extension Services (Farm and Home Visit)

The Local Government Unit of the Municipality of Balaoan through the Office of the Municipal Agriculturist aims to improve the living conditions of our farmers, fisher folks, livestock and poultry raisers, homemakers and out-of school youths through increased in production of our different agricultural commodities. This can be attained through continuous provision of technical/extension services on the latest and appropriate farming technologies.

Office or Division:	Office the Municipal Agriculturist			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Farmers, Fisherfolks, Livestock and Poultry raisers, homemaker, out of school youths and seed growers			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None			None	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Listen to the information and may ask question for clarification or for any problem encountered in the field	1. Visits the client either in their homes or in their farms to disseminate latest farming technologies and provides possible solution to their problems	None	30 Minutes	<p style="text-align: center;">Agricultural Technologist assigned in the Barangay <i>Office of the Municipal Agriculturist</i></p> <p style="text-align: center;">(Refer to Table 1 for the Agricultural Technologist Assigned per Brgy.)</p> <p style="text-align: center;">Gerardo O. Opinaldo <i>Municipal Agriculturist</i> <i>Office of the Municipal Agriculturist</i></p>
TOTAL:		None	30 Minutes	



12. Provision of Technical/Extension Services (Attending to Office Callers)

The Local Government Unit of the Municipality of Balaoan through the Office of the Municipal Agriculturist aims to improve the living conditions of our farmers, fisher folks, livestock and poultry raisers, homemakers and out-of school youths through increased in production of our different agricultural commodities.

Office or Division:	Office the Municipal Agriculturist			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Farmers, Fisherfolks, Livestock and Poultry raisers, homemaker, out of school youths and seed growers			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None			None	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present your purpose/problems like incidence of pest and diseases, etc.	1. Listen and help resolve the problem or give recommendation (s) and even	None	15 Minutes	<p>Agricultural Technologist assigned in the Barangay Office of the Municipal Agriculturist</p> <p>(Refer to Table 1 for the Agricultural Technologist Assigned per Brgy.)</p> <p>Gerardo O. Opinaldo Municipal Agriculturist Office of the Municipal Agriculturist</p>
	1.1. conduct field inspection	None	1 Hour	<p>Agricultural Technologist assigned in the Brgy. Office of the Municipal Agriculturist</p> <p>Gerardo O. Opinaldo Municipal Agriculturist Office of the Municipal Agriculturist</p>
TOTAL:		None	1 Hour and 15 Minutes	



13. Provision of Technical/Extension Services

(Seed Certification)

The Local Government Unit of the Municipality of Balaoan through the Office of the Municipal Agriculturist aims to improve the living conditions of our farmers, fisher folks, livestock and poultry raisers, homemakers and out-of school youths through increased in production of our different agricultural commodities. This can be attained through continuous provision of technical/extension services on the latest and appropriate farming technologies.

Office or Division:	Office the Municipal Agriculturist			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Seed Growers			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Accredited Seed Grower			Bureau of Plant Industry	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up Application form and file at the NSQCS-EPI Sta. Barbara, Pangasinan	1. Receives the application	None	30 Minutes	Teodoro O. Peralta <i>Agricultural Technologist / Mun.Seed Inspector Office of the Municipal Agriculturist</i>
	1.1 Seed Inspector submits application to Provincial Seed Inspector	None	4 Hours	National Seed Quality Control Services <i>Bureau of Plant Industry</i>
2. Request the Municipal Seed Inspector for the initial field inspection	2. Confirms schedule and conducts initial field inspection	None	1 Day	Teodoro O. Peralta <i>Agricultural Technologist / Mun.Seed Inspector Office of the Municipal Agriculturist</i>
3. Request the MSI for the final field inspection	3. Confirms schedule and conducts final field inspection	None	1 Day	Teodoro O. Peralta <i>Agricultural Technologist / Mun.Seed Inspector Office of the Municipal Agriculturist</i>



4. Request the MSI to gather Seed Sample	4. Gather Seed sample and prepares report	None	2 Hours	Teodoro O. Peralta <i>Agricultural Technologist / Mun. Seed Inspector Office of the Municipal Agriculturist</i>
	4.1 Submits seed sample and prepares laboratory results and tags	None	15 Working Days	National Seed Quality Control Services <i>Bureau of Plant Industry</i>
5. Receive results and tags	5. Delivers seed tags and discuss result with the Client	None	1 Hour	Teodoro O. Peralta <i>Agricultural Technologist / Mun. Seed Inspector Office of the Municipal Agriculturist</i>
TOTAL:		None	17 Working Days, 7 Hours and 30 Minutes	

14. Provision of PCIC (Crop Insurance) for Rice, Corn & HVC Farmers and (Livestock Insurance) for Livestock Raisers

The Municipal Government of Balaoan through the Office of the Municipal Agriculturist and in partnership of Philippine Crop Insurance Corporation (PCIC) provide insurance protection to farmers against losses arising from natural calamities, plant diseases and pest infestations of their crops and livestock.

Office or Division:	Office the Municipal Agriculturist			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Registry System for Basic Sectors in Agriculture (RSBSA) Farmers			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Government Issued ID (1 original)			BIR, Post Office, DFA, PSA, SSS, GSIS or Pag-IBIG	
CLIENT STEPS	AGENCY ACTIONS	FEE S TO BE PAID	PROCESS ING TIME	PERSON RESPONSIBLE
1. Secure application form and confirm if	1. Validate the farmer if RSBSA registered and	None	3 Minutes	Agricultural Technologist assigned in the Barangay <i>Office of the Municipal Agriculturist</i>



RSBSA registered farmer	give Application form			(Refer to Table 1 for the Agricultural Technologist Assigned per Brgy.)
2.Fill-up and submit application form	2. Receive and Check the application form	None	5 Minutes	Agricultural Technologist assigned in the Barangay Office of the Municipal Agriculturist (Refer to Table 1 for the Agricultural Technologist Assigned per Brgy.)
	2.1 Submit Application form to the PCIC	None	1 Hour	PCIC Staff Philippine Crop Insurance Corporation
TOTAL:		None	1 Hour and 8 Minutes	

15. Provision of PCIC Claims for Indemnity for Farmers Livestock Raisers

The Municipal Government of Balaoan through the Office of the Municipal Agriculturist and in partnership of Philippine Crop Insurance Corporation (PCIC) provides assistance to farmers and livestock raisers in claims for indemnity against losses arising from natural calamities, plant diseases and pest infestations of their crops and livestock.

Office or Division:	Office the Municipal Agriculturist			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Registry System for Basic Sectors in Agriculture (RSBSA)			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Government Issued ID (1 original)			Government Offices	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Report and Secure application form (Notice of Loss)	1. Validate the farmer or livestock raiser loss report.	None	1 Hour	Agricultural Technologist assigned in the Barangay Office of the Municipal Agriculturist (Refer to Table 1 for the Agricultural Technologist Assigned per Brgy.)



2. Fill-up and submit Notice of Loss form and other pertinent documents.	2. Receive and Assess the Notice of Loss form	None	5 Minutes	Agricultural Technologist assigned in the Barangay <i>Office of the Municipal Agriculturist</i> (Refer to Table 1 for the Agricultural Technologist Assigned per Brgy.)
	2.1 Submit Notice of Loss form to PCIC	None	4 Hours	PCIC Staff Philippine Crop Insurance Corporation
TOTAL:		None	10 Hours	

Table 1. Agricultural Technologist Assigned per Barangay

AGRICULTURAL TECHNOLOGIST	BARANGAY
Marissa Q. Pera	Butubut Norte, Nagsabaran Norte & Pagbennecan
Betty O. Junto	Calungbuyan, Guinaburan, Nalasin & Patpata
Estrellyn O. Occasion	Butubut Este, Butubut Sur, Masupe & Pao
Teodoro O. Peralta	Apatut, Ar-arampang & Camiling
Amy J. Castillo	Cabua-an, Pagleddegan, Pantar Sur & San Pablo
Ginalyn M. Obillo	Antonino, Pantar Norte, Sablut & Tallipugo
Edison N. Olbinado	Bungol, Napaset & Nagsabaran Sur
Marvin Mark D. Marron	Almeida, Bulbulala & Paraoir
Michael L. Ordinario	Baracbac Oeste, Calliat, Sinapangan Norte & Sinapangan Sur
Norlito O. Oballes	Municipal Wide
Roneo Olveña	Baracbac Este, Dr. Camilo Osias, Bet-ang & Butubut Oeste



Office of the Municipal Health Officer and Birthing Clinic

External Services



1. Addressing Sanitation- Related Complaints

All public or private premises (households, Business establishments and entities) should maintain and use premises in a manner not injurious to health. Otherwise, it could become a NUISANCE and should be addressed immediately by the Municipal Health Office.

Office or Division:	Office of the Municipal Health Office (OMHO) and Birthing Clinic			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	All residents of Balaoan			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Letter of complaint; if without letter, personal appearance of complainant at the health unit (1 original)			Complainant	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCE SSING TIME	PERSON RESPONSIBLE
1. File complaint at the health unit.	1. Receives complaint and registers at RSI's logbook. Interviews complainant for more details of complaint	None	30 minutes	Joseph L. Lopez <i>Rural Sanitary Inspector OMHO and Birthing Clinic</i> Teddy M. Areola <i>Rural Sanitary Inspector OMHO and Birthing Clinic</i>
2. Waits for written feedback from RSI.	2. Conducts field investigation in the company of concerned barangay officials to verify complaint.	None	2 days	Joseph L. Lopez <i>Rural Sanitary Inspector OMHO and Birthing Clinic</i> Teddy M. Areola <i>Rural Sanitary Inspector OMHO and Birthing Clinic</i>
	2.1 Issues sanitary order (maximum of 3 Sanitary Orders and 3 Reinspection if reinspection indicate non- compliance to issuances)	None	14 days	Joseph L. Lopez <i>Rural Sanitary Inspector OMHO and Birthing Clinic</i> Teddy M. Areola <i>Rural Sanitary Inspector OMHO and Birthing Clinic</i>
	2.2 Notice of Hearing.	None	7 days	Felicidad L. Ledda, MD, MPH <i>Municipal Health Officer OMHO and Birthing Clinic</i>



	2.3 Revocation of Permit is recommended by Municipal Health Officer to the Local Chief Executive if deemed necessary.	None	7 days	Felicidad L. Ledda, MD, MPH <i>Municipal Health Officer OMHO and Birthing Clinic</i>
TOTAL:		None	30 days and 30 minutes	

*Issuance of Sanitary Order takes 14 days according to Municipal Ordinance No.02 S. 2011

2. Application for Operational Permit for New Water Refilling Stations

For those wanting to put up new Refilling Station.

Office or Division:	Office of the Municipal Health Officer (OMHO) and Birthing Clinic			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	All residents of Balaoan interested in putting up a Water Refiling Station.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up operational permit form and submit to Sanitary Inspector.	1.1 Ocular inspection/sanitary survey of water source.	None	20 minutes	Joseph L. Lopez <i>Rural Sanitary Inspector OMHO and Birthing Clinic</i> Teddy M. Areola <i>Rural Sanitary Inspector OMHO and Birthing Clinic</i>
	1.2 Issuance of drinking water site clearance.	Drinking Water Site Clearance: P100.00	2 minutes	Joseph L. Lopez <i>Rural Sanitary Inspector OMHO and Birthing Clinic</i> Teddy M. Areola <i>Rural Sanitary Inspector OMHO and Birthing Clinic</i>
2. Start construction of water refilling station.	2.1 Conduct water sampling for bacteriological and physical and chemical	None	1 day	Joseph L. Lopez <i>Rural Sanitary Inspector OMHO and Birthing Clinic</i>



	exam and bring sample to DOST.			Teddy M. Areola <i>Rural Sanitary Inspector OMHO and Birthing Clinic</i>
	2.2 Issuance of certificate of water potability	Php 100.00 - Certificate of water Potability	30 minutes	Joseph L. Lopez <i>Rural Sanitary Inspector OMHO and Birthing Clinic</i> Teddy M. Areola <i>Rural Sanitary Inspector OMHO and Birthing Clinic</i>
TOTAL:		P200.00	2 days	

*Application for Operational Permit for new water refilling stations is covered under PD 856 (Sanitation Code of the Philippines)

3. Issuance of Death Certificate

Death certificate is issued to those who die within the premises of Balaoan, La Union.

Office or Division:	Office of the Municipal Health Officer (OMHO) and Birthing Clinic			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	All residents of Balaoan and those who die within the premises of Balaoan.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Previous medical records if any (1 original, 1 photocopy)		Hospital		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCE SSING TIME	PERSON RESPONSIBLE
1. Proceed to Office of Local Registrar.	1. Prepares Death certificate form.	None	15 Minutes	Ma. Cecilia Dictaan <i>Population Program Worker I Office of the Municipal Civil Registrar</i> Jeolita Ferreras <i>Assistant Registration Officer Office of the Municipal Civil Registrar</i>
2. Brings prepared death certificate form to RHU.	2. MHO signs death certificate.	None	5 Minutes	Felicidad L. Ledda, MD, MPH <i>Municipal Health Officer OMHO and Birthing Clinic</i>
3. Have the embalmer sign death certificate.	3.Embalmer signs death certificate	None	5 Minutes	Embalmer <i>Funeral Homes</i>



4. Have the Cemetery caretaker sign attached info paper.	4. Place for interment identified.	None	5 Minutes	Jovencio Mendoza Cemetery Caretaker Balaoan Public Cemetery
5. Brings back death certificate form back to civil registrar.	5. Issues death certificate copy to relatives.	None	5 Minutes	Ma. Cecilia Dictaan Population Program Worker I Office of the Municipal Civil Registrar Jeolita Ferreras Assistant Registration Officer Office of the Municipal Civil Registrar
TOTAL:		None	35 Minutes	

4. Issuance of Health Certificate and Sanitary Permit

The Municipality of Balaoan requires all establishments operating within the jurisdiction of Balaoan to secure sanitary permits and health certificates from the Municipal Health Office before the Business Permit is issued.

Office or Division:	Office of the Municipal Health Office (OMHO) and Birthing Clinic			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizens and G2B – Government to Business			
Who may avail:	All vendors, food handlers and business establishments			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. For Health Certificates - Negative Result of laboratory examinations (Stool exam, urinalysis) (1 original)		Office of the Municipal Health Officer and Birthing Clinic		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits requirements. (laboratory results and receipt)	1. Receives and reviews requirements then prepares documents 1.1 Register client in the logbook, including name and address of	None	5 Minutes	Joseph L. Lopez Rural Sanitary Inspector OMHO and Birthing Clinic Teddy M. Areola Rural Sanitary Inspector OMHO and Birthing Clinic



	establishment and lab results. 1.2 Gives laboratory results to Municipal Health Officer.			
2. Enters consultation room.	2. Receives and interprets laboratory results. 2.1 Signs the health certificate.	None	8 Minutes	Felicidad L. Ledda, MD, MPH <i>Municipal Health Officer OMHO and Birthing Clinic</i>
3. Receives documents.	3. Releases documents. (Sanitary permit is issued after site inspection is done by sanitary inspector)	Php 100.00 - Health Certificate Sanitary Permit - Php 250	5 Minutes	Joseph L. Lopez <i>Rural Sanitary Inspector OMHO and Birthing Clinic</i> Teddy M. Areola <i>Rural Sanitary Inspector OMHO and Birthing Clinic</i>
TOTAL:		Php 350.00	18 Minutes	

5. Issuance of Medical Certificates

Medical Certificates are issued by the Municipal Health Office after all sanitary requirements are complied with to ensure protection of the community's health or welfare.

Office or Division:	Office of the Municipal Health Officer (OMHO) and Birthing Clinic			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	Any resident of Balaoan			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
NONE		NONE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get a number and register when your number is called.	1. Pulls out Individual Treatment Record.	None	5 Minutes	Midwife on duty <i>OMHO and Birthing Clinic</i> <i>(Refer to Table 2. Schedule of Midwife)</i>



2. Pays Medical Certificate Fee	2. Gets official receipt. Gives Individual Treatment Record with medical certificate form to Municipal Health Officer.	P75.00 local P100.00 abroad P30.00 doc. stamp	5 Minutes	Midwife on duty <i>OMHO and Birthing Clinic</i> (Refer to Table 2. Schedule of Midwife)
3. Enter Consultation Room when your turn comes.	3.Reviews medical record. Prepare and signs medical certificate.	None	5 Minutes	Felicidad L. Ledda, MD, MPH <i>Municipal Health Officer</i> <i>OMHO and Birthing Clinic</i>
4. Receives medical certificate.	4. Records and releases medical certificate.	None	2 Minutes	Jenelyn P. Navalta <i>Nurse II</i> <i>OMHO and Birthing Clinic</i>
TOTAL:		P105.00 -local P130.00 -abroad	17 Minutes	

6. Issuance of Permit to Transfer of Cadaver

Permit to transfer of cadaver is issued by the Municipal Health Office after all sanitary requirements are complied with to ensure protection of the community's health or welfare.

Office or Division:	Office of the Municipal Health Officer (OMHO) and Birthing Clinic			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	Any resident of Balaoan			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCE SSING TIME	PERSON RESPONSIBLE
1. Get a number and register when your	1. Pulls out individual Treatment Record then interviews and	None	5 Minutes	Midwife on duty <i>OMHO and Birthing Clinic</i> (Refer to Table 2. Schedule of Midwife)



number is called.	records and purpose of medical certificate			
2. Pays medical certificate fee at Laboratory.	2. Takes and records vital signs in the Individual treatment record.	P75.00 -local P30.00 doc. stamp	5 Minutes	Jenelyn P. Navalta <i>Nurse II</i> <i>OMHO and Birthing Clinic</i>
3. Enter Consultation Room when your turn comes.	3. Examines the patient and prescribes appropriate laboratory examinations to patient.	None	15 Minutes	Felicidad L. Ledda, MD, MPH <i>Municipal Health Officer</i> <i>OMHO and Birthing Clinic</i>
4. Goes to laboratory room for laboratory examination.	4. Interprets laboratory results. Prepare and signs issues medical certificate.	None	3 Minutes	Felicidad L. Ledda, MD, MPH <i>Municipal Health Officer</i> <i>OMHO and Birthing Clinic</i>
5. Receives medical certificate.	5. Records and releases medical certificate.	None	2 Minutes	Jenelyn P. Navalta <i>Nurse II</i> <i>OMHO and Birthing Clinic</i>
TOTAL:		P105.00	30 Minutes	

7. Issuance of Permit to Disinter and Rebury

Permit to disinter and rebury are issued by the Municipal Health Office after all sanitary requirements are complied with to ensure protection of the community's health or welfare.

Office or Division:	Office of the Municipal Health Officer (OMHO) and Birthing Clinic	
Classification:	Simple	
Type of Transaction:	G2C - Government to Citizens	
Who may avail:	Any resident of Balaoan	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
None		None



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit death certificate and official receipt.	1. Receives and evaluate documents. Prescribes sanitary kit.	None	5 Minutes	<p>Joseph L. Lopez <i>Rural Sanitary Inspector OMHO and Birthing Clinic</i></p> <p>Teddy M. Areola <i>Rural Sanitary Inspector OMHO and Birthing Clinic</i></p>
2. Buys – Sanitary kit.	2. Prepares document and refer to Municipal Health Officer.	None	5 Minutes	<p>Joseph L. Lopez <i>Rural Sanitary Inspector OMHO and Birthing Clinic</i></p> <p>Teddy M. Areola <i>Rural Sanitary Inspector OMHO and Birthing Clinic</i></p>
3. Enters Consultation Room.	3. Reviews documents. Signs document.	None	5 Minutes	Felicidad L. Ledda, MD, MPH <i>Municipal Health Officer OMHO and Birthing Clinic</i>
4. Receives document.	4. Records and releases document.	P 100.00 Transfer of Cadaver P 300.00 Open a Tomb/ Permit to Disinter	2 Minutes	<p>Joseph L. Lopez <i>Rural Sanitary Inspector OMHO and Birthing Clinic</i></p> <p>Teddy M. Areola <i>Rural Sanitary Inspector OMHO and Birthing Clinic</i></p>
TOTAL:		P 400.00	17 minutes	



8. Provision of Dental Consultation

The service is rendered to any individual or person needing dental consultation, tooth extraction, oral prophylaxis. Oral examination for children and pregnant women is also provided.

Office or Division:	Office of the Municipal Health Office (OMHO) and Birthing Clinic			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	All residents of Balaoan (priority); patients from adjacent towns like Santol, Luna and Sudipen are likewise welcome.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Philhealth MDR for sponsored philhealth members (NHTS and LGU) (1 original)		Philhealth Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register and secure Record at Admission.	1. Interviews and records data.	None	3 Minutes	Midwife on duty <i>OMHO and Birthing Clinic</i>
	1.1 Takes and records vital signs in the individual treatment record.	None	2 Minutes	Midwife on duty <i>OMHO and Birthing Clinic</i> <i>(Refer to Table 2. Schedule of Midwife)</i>
2. Go to Dental Office (2nd Floor) and wait for number to be called.	2. Examines and renders appropriate service to patient.	P 50.00 per lidocaine (free for NHTS members and dependents)	30 Minutes (depends on number of tooth to be extracted)	Dr. Jason Aguilan <i>Dentist</i> <i>Balaoan District Hospital</i> Jenelyn P. Navalta <i>Nurse II</i> <i>OMHO and Birthing Clinic</i>
3. Receives prescribed medicines if available or prescription.	3. Patient Education Issues prescribed medicines if available or issues prescription of dentist.	None	3 minutes	Jenelyn P. Navalta <i>Nurse II</i> <i>OMHO and Birthing Clinic</i>
TOTAL		P 50.00	38 minutes	



9. Provision of Family Planning Program Service

The conduct of one on one counseling is provided to help couples achieve their desired family size based on their own conscience and values. The Municipal Health Office provides family planning services and supplies to qualified clients.

Office or Division:	Municipal Health Officer (OMHO) and Birthing Clinic			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	Women of reproductive age in Balaoan			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Family Planning Card for old patients (1 Original)		Office of the Municipal Health Officer and Birthing Clinic		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCE SSING TIME	PERSON RESPONSIBLE
1. Register and secure family record.	1. Assist client in the registration.	None	2 Minutes	Midwife on duty OMHO and Birthing Clinic (Refer to Table 2. Schedule of Midwife)
2. Listens to the presentation and clarify/ask related questions.	2. FP counselling- Presents all family planning methods and discusses advantages and disadvantages of each method.	None	15 Minutes	Jenelyn P. Navalta Nurse II OMHO and Birthing Clinic Midwife on duty OMHO and Birthing Clinic (Refer to Table 2. Schedule of Midwife)
3. Chooses preferred and desired method.	3. Discusses further the chosen method and evaluates family planning acceptor. 3.1 Refer patient to physician for further evaluation.	None	15 Minutes	Jenelyn P. Navalta Nurse II OMHO and Birthing Clinic Midwife on duty OMHO and Birthing Clinic (Refer to Table 2. Schedule of Midwife)
	3.2 Examines the patient and refer back for issuance of FP commodity.	None	5 Minutes	Felicidad L. Ledda, MD, MPH Municipal Health Officer OMHO and Birthing Clinic
4. Receives appropriate service.	4. Instructs and advise patients	None	5 Minutes	Jenelyn P. Navalta Nurse II OMHO and Birthing Clinic



	when to come back.			<p>Midwife on duty OMHO and Birthing Clinic</p> <p><i>(Refer to Table 2. Schedule of Midwife)</i></p>
TOTAL:		None	42 Minutes	

10.Provision of Immunization Service

The Municipal Health Office provides free immunization to all eligible individuals to receive COVID-19 vaccine as well as preventive care package to all children 0-15 months old. Free immunization for the seven (7) immunizable diseases is available at the Health Center and the Barangay Health Stations.

Office or Division:	Municipal Health Office (OMHO) and Birthing Clinic			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	All 0-15 months children			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Immunization Card for old patients (1 Original)		Health Centers and Hospital of delivery		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register and secure immunization card (new).	1. Issues immunization card to new patient.	None	3 Minutes	<p>Concerned Midwife OMHO and Birthing Clinic</p> <p><i>(Refer to Table 2. Concerned Midwife)</i></p>
2. Present immunization card (for old patient).	2. Requires immunization card and reviews immunization history.	None	2 Minutes	<p>Concerned Midwife OMHO and Birthing Clinic</p> <p><i>(Refer to Table 2. Concerned Midwife)</i></p>
3. Assist in weighing and taking the temperature of her child.	3. Weighs and takes the temperature of the child and records it to the immunization card.	None	5 Minutes	<p>Concerned Midwife OMHO and Birthing Clinic</p> <p><i>(Refer to Table 2. Concerned Midwife)</i></p>
4. Assist in the immunization of the child.	4. Injects the child.	None	5 Minutes	<p>Concerned Midwife OMHO and Birthing Clinic</p> <p><i>(Refer to Table 2. Concerned Midwife)</i></p>



5. Takes note of the post immunization schedule or next visit.	5. Schedules post immunization or next visit.	None	5 Minutes	Concerned Midwife <i>OMHO and Birthing Clinic</i> (Refer to Table 2. Concerned Midwife)
TOTAL		None	20 Minutes	

11. Provision of Laboratory Services

The RHU provides basic laboratory services.

Office or Division:	Office of the Municipal Health Office (OMHO) and Birthing Clinic			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	All residents of Balaon			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents Laboratory request.	1. Laboratory request presented.	None	2 Minutes	Medical Technologist <i>OMHO and Birthing Clinic</i>
2. Pays corresponding laboratory fees at the laboratory.	2. Fees paid.	*Free for NHTS Philhealth holders, 20% discount for Senior Citizens	5 Minutes	Joseph L. Lopez <i>Rural Sanitary Inspector</i> <i>OMHO and Birthing Clinic</i> Teddy M. Areola <i>Rural Sanitary Inspector</i> <i>OMHO and Birthing Clinic</i> Medical Technologist <i>OMHO and Birthing Clinic</i>
3. Conduct of the laboratory examination.	3. Performs laboratory procedure. 3.1 Fills in logbook.	None	45 Minutes (depending on the examination requested)	Medical Technologist <i>OMHO and Birthing Clinic</i>



4. Get laboratory result.	4. Releases laboratory result	None	1 minute	Medical Technologist <i>OMHO and Birthing Clinic</i>
5. Get back to doctor for evaluation of result.	5. Evaluates laboratory result and gives necessary treatment.	None	5 Minutes	Felicidad L. Ledda, MD, MPH <i>Municipal Health Officer</i> <i>OMHO and Birthing Clinic</i>
TOTAL		Please refer table below	58 Minutes	

Schedule of Laboratory Fees

Laboratory Procedure	Amount
A. Hematology	
1. Routine CBC	150.00
2. Hemoglobin determination	75.00
3. WBC	75.00
4. Platelet Count	80.00
5. Blood typing	75.00
B. Blood Chemistry	
1. FBS	150.00
2. Uric Acid	150.00
3. Cholesterol	150.00
C. Clinical Microscopy	
1. Routine Urinalysis	75.00
2. Routine Fecalalysis	75.00
D. Pregnancy Test	50.00



12. Provision of Maternal Care (Prenatal Check-up)

Prenatal Check-up is to be done at least once for the first and Second trimesters and twice for the third trimester. Delivery should be done in a facility- based setting whether CEmONC or BEmONC. Postpartum visit should be done on the first 24 hours of delivery and a week after delivery.

Office or Division:	Office of the Municipal Health Office (OMHO) and Birthing Clinic			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	All pregnant women of Balaoan			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Mother-Baby Book for old patients (1 Original)		Health Centers		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCE SSING TIME	PERSON RESPONSIBLE
1. Register	1. Interviews and records data	None	5 Minutes	Midwife on duty <i>OMHO and Birthing Clinic</i> <i>(Refer to Table 2. Schedule of Midwife)</i>
	1.1 Takes and records vital signs, weight in the individual treatment record and the home-based maternal card (HBMR-pink card), booklet ni nanay at baby. Fills-up Antenatal Record, Birth Plan Form and Maternal Record.	None	5 Minutes	Jenelyn P. Navalta <i>Nurse II</i> <i>OMHO and Birthing Clinic</i>
	1.2 Performs Leopold's maneuver, gets FHB and measures fundic height.	None	10 Minutes	Midwife on duty <i>OMHO and Birthing Clinic</i> <i>(Refer to Table 2. Schedule of Midwife)</i>
	1.3 Performs routine laboratory for	Laboratory: free for	15 Minutes	Medical Technologist <i>OMHO and Birthing Clinic</i>



	pregnant women: Hgb, Hct, urinalysis, ABO typing, Syphylis, Hepa B	NHTS member Php 50.00 for urinalysis; Php 50.00 for Hgb, HCt for non NHTS		
2. Dental Consultation	2. Dental check-up and gives advice on proper dental care.	None	10 Minutes	Dr. Jayson Aguilen <i>Dentist Balaoan District Hospital</i>
3. Medical Consultation	3. Examines patient further and evaluates laboratory results.	None	10 Minutes	Felicidad L. Ledda, MD, MPH <i>Municipal Health Officer OMHO and Birthing Clinic</i>
4. Receives medications/ injections	4. Gives medicines, Vit A 10,000 IU and Ferrous sulfate with folic acid, Calcium Carbonate, health education on proper nutrition, breastfeeding, FP and maternal care; advise when to come back. Also gives Tetanus Toxoid if eligible.	None	5 Minutes	Midwife on duty <i>OMHO and Birthing Clinic</i> <i>(Refer to Table 2. Schedule of Midwife)</i>
5. Go to hospital of choice	5. Refers complicated pregnancies.	None	5 Minutes	Felicidad L. Ledda, MD, MPH <i>Municipal Health Officer OMHO and Birthing Clinic</i> Midwife on duty <i>OMHO and Birthing Clinic</i> <i>(Refer to Table 2. Schedule of Midwife)</i>
TOTAL		NHTS member Php 50.00 for urinalysis; Php 50.00 for Hgb, HCt for non NHTS	1 hour and 5 minutes	



13. Provision of Maternal Care (During Delivery)

Balaoan Municipal Health Office operates as Birthing Clinic open 24/7 to serve you.

Office or Division:	Office of the Municipal Health Office (OMHO) and Birthing Clinic			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	All pregnant women of Balaoan			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Mother-Baby Book for old patients (1 original)		Health Centers		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Pregnant woman about to deliver comes to the MHO Birthing Clinic.	<p>1. Takes vital signs and obstetrical history. Brings out antenatal record.</p> <p>1.1 Admit pregnant mother and monitor progress of labor, using a partograph.</p> <p>1.2 Delivers baby.</p> <p>1.3 Oxytocin injection.</p> <p>Immediate postpartum care.</p> <p>If, however, complication sets in, refers patient to hospital of choice using ambulance.</p>	For Universal Health Care delivery fee is free including Newborn Screening.	10 Hours, 5 Minutes	<p>Midwife on duty <i>OMHO and Birthing Clinic</i></p> <p><i>(Refer to Table 2. Schedule of Midwife)</i></p>
TOTAL		None	10 hours and 5 minutes	



14. Provision of Maternal Care (During Postpartum Period)

Postpartum period begins immediately after childbirth as the mother's baby including hormone levels and uterus size returns to a non pregnant state. Provision of postpartum care ensures optimum health of every mothers.

Office or Division:	Office of the Municipal Health Office (OMHO) and Birthing Clinic			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	All postpartum women of Balaoan			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Discharge Slip (1 original)		Place of delivery		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits to postpartum care.	1. Postpartum care just after delivery a.) IE and perineal care b.) monitoring of vital signs q 15 mins. for the first 2 hours initiation of breastfeeding 1.2 Postpartum visit after a week from delivery Examines postpartum 1.3 Patient Education 1.4 Refer to Municipal Health Officer if necessary 1.5 Vitamin A (200,000 IU) 1.6 Ferrous Sulfate with Folic Acid for 3 months	None	15 Minutes	Team on duty <i>OMHO and Birthing Clinic</i> (Refer to Table 2. for the Team on duty)
2. Submits her baby for newborn care.	2. Newborn Care - do essential intrapartum and newborn care (EINC) - Newborn Screening - Hep B. Injection and BCG within 24 hours - Refer to Municipal Health Officer if necessary	None	30 Minutes	Team on duty <i>OMHO and Birthing Clinic</i>



3. Get Birth Certificate copy from Local Civil Registry within a month.	3. Prepare Birth Certificate of Newborn when delivered at RHU. Submit to Local Civil Registry.	Birth Certificate: For legitimate children, free. For illegitimate children 1. Admission of paternity – P100.00 2. Authority to use surname of father (AUSF) – P150.00 3. Community Tax Certificate – P20.00	30 Minutes	Concerned Midwife OMHO and Birthing Clinic (Refer to Table 2. Concerned Midwife)
TOTAL		P270.00	1 hour and 15 minutes	

15. Provision of Out-patient Consultation

The purpose of this service is to provide basic curative services which consists of primary level out-patient and emergency care for commonly encountered diseases in the community. Diagnosis and treatment of illnesses and appropriate medical service is given. It is offered at the Main Health Center and at the Barangay Health Stations.

Office or Division:	Office of the Municipal Health Office (OMHO) and Birthing Clinic			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	All residents of Balaoan (priority); patients from adjacent towns like Santol, Luna and Sudipen are likewise welcome.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Philhealth MDR for sponsored philhealth members (NHTS and LGU) (1 Photocopy)		Philhealth Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to Admission Area- Get a number and register when your number is called.	1. Pulls out Individual Treatment Record then interviews and records chief complaint.	None	5 Minutes	Midwife on duty OMHO and Birthing Clinic (Refer to Table 2. Schedule of Midwife)
	1.2 Takes and records vital signs in the	None	3 Minutes	Midwife on duty OMHO and Birthing Clinic



	Individual Treatment Record			(Refer to Table 2. Schedule of Midwife)
2. Enter Consultation Room when your turn comes.	2. Examines the patient and (1) prescribes appropriate medicines and treatment (2) orders appropriate laboratory examinations, if deemed necessary (3) refer patient to higher institutions if the need arises.	None	10 Minutes	Felicidad L. Ledda, MD, MPH <i>Municipal Health Officer OMHO and Birthing Clinic</i>
3. Proceed to laboratory room for laboratory examination.	3. Performs laboratory request of Municipal Health Officer 3.2 Gives laboratory results to patient.	None	15 Minutes	Medical Technologist <i>OMHO and Birthing Clinic</i>
4. Returns to consultation room with laboratory results.	4. Evaluation of laboratory result.	None	3 Minutes	Felicidad L. Ledda, MD, MPH <i>Municipal Health Officer OMHO and Birthing Clinic</i>
5. Goes to RHU Pharmacy to retrieve prescribed medicines and appropriate nursing care or bring refferral to hospital of choice.	5. Patient Education 5.1 Carries out Doctor's Order/s 5.2 Dispense the prescribed medicines and apply appopriate care	None	2 Minutes	Jenelyn P. Navalta <i>Nurse II OMHO and Birthing Clinic</i>
TOTAL		None	38 Minutes	



16. Provision of Prevention and Control of Lifestyle-related Health Disease (Cardiovascular Disease, Diabetes, Renal Disease, Cancer)

There is an increasing occurrence of lifestyle-related illnesses like Cardiovascular Disease, Diabetes, Renal Disease and Cancer- which are results of heredity and combined harm related to risk factors like smoking, emotional stress, diet, environmental and behavioral influences. Thus, promotion of healthy lifestyle, healthy diet and physical exercise and early diagnosis and treatment/referral should be instituted.

Office or Division:	Office of the Municipal Health Office (OMHO) and Birthing Clinic			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	Any resident of Balaoan			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Philhealth MDR for sponsored philhealth members (1 Photocopy)			Philhealth office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get a number and register when your number is called.	1. Pulls out Individual Treatment Record then interviews and records chief complaint. Takes and records vital signs in the Individual treatment record. Fill up NCD Risk Assessment Form.	None	10 Minutes	Midwife on duty <i>OMHO and Birthing Clinic</i> <i>(Refer to Table 2. Schedule of Midwife)</i>
2. Enter Consultation Room when your turn comes.	2. Examines the patient and prescribes appropriate medicines and treatment or orders appropriate laboratory examinations or refer to higher institutions.	None	5 Minutes	Felicidad L. Ledda, MD, MPH <i>Municipal Health Officer</i> <i>OMHO and Birthing Clinic</i>
3. Goes to laboratory room for laboratory exam.	3. Performs order of Municipal Health Officer- FBS, Cholesterol, BUN, Creatinine, UA. Gives laboratory results to patient.	None	15 Minutes	Medical Technologist <i>OMHO and Birthing Clinic</i>



4. Returns to consultation room with laboratory results.	4. Evaluation of patient and laboratory result.	None	3 Minutes	Felicidad L. Ledda, MD, MPH <i>Municipal Health Officer OMHO and Birthing Clinic</i>
5. Receives medicines and appropriate nursing care or bring referral to hospital choice.	5. Patient Education. 5.1 Carries out Doctor's Order. 5.2 Issues the prescribed medicines and apply appropriate care.	None	5 Minutes	Jenelyn P. Navalta <i>Nurse II OMHO and Birthing Clinic</i> Midwife on duty <i>(Refer to table 2) OMHO and Birthing Clinic</i>
6. Registry of cases to Hypertension/Diabetes Registry.	6. Include patient on list	None	2 Minutes	Jenelyn P. Navalta <i>Nurse II OMHO and Birthing Clinic</i> Midwife on duty <i>OMHO and Birthing Clinic</i> <i>(Refer to Table 2. Schedule of Midwife)</i>
TOTAL:		None	40 Minutes	

17. Provision of Services in time of Pandemic (COVID-19)

A. Contact Tracing

The conduct of contact tracing is done when there is a reported confirmed case to identify close contacts and require them to undergo strict home quarantine to minimize exposure to the community.

Office or Division:	Office of the Municipal Health Office (OMHO) and Birthing Clinic			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	All residents of Balaoan			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None			None	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client receives confirmation	1. Informs Municipal Inter Agency task Force of Covid-Positive Client	None	2 minutes	Felicidad L. Ledda, MD, MPH <i>Municipal Health Officer OMHO and Birthing Clinic</i>



from RESU/ MHO	1.1 Interviews confirmed case to establish his timeline of activities and identify possible contacts	None	30 minutes	Midwife on duty <i>OMHO and Birthing Clinic</i> (Refer to Table 2. Schedule of Midwife)
	1.2 Visits/ monitors identified close contacts individually 1.3 Schedule swabbing	None	30 minutes/ close contact	Midwife on duty <i>OMHO and Birthing Clinic</i> (Refer to Table 2. Schedule of Midwife)
TOTAL:		None	1 Hours and 2 minutes	

B. Community Isolation Duties

Our municipality is capable to cater suspect & probable Covid-19 cases with mild symptoms. Ensuring the safety of the community.

Office or Division:	Office of the Municipal Health Office (OMHO) and Birthing Clinic			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	All residents of Balaoan			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
NONE		NONE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCE SSING TIME	PERSON RESPONSIBLE
1. Client is admitted at the Community Isolation unit	1. Admission of client 1.1 Informs client about house rules	None	10 minutes	Nurse on duty <i>OMHO and Birthing Clinic</i>
2. Client submits to daily monitoring	2. Vital signs taken	None	5 minutes	Nurse on duty <i>OMHO and Birthing Clinic</i>
3. Client regularly takes in maintenance meds	3. Administers maintenance medicines daily, if indicated	None	5 minutes	Nurse on duty <i>OMHO and Birthing Clinic</i>
4. Client joins psychosocial activities provided	4. Provides psychosocial activities	None	20 minutes	Nurse on duty <i>OMHO and Birthing Clinic</i>
5. Client is ready for discharge or for referral if symptoms worsen	5. Provides discharge instructions	None	5 minutes	Nurse on duty <i>OMHO and Birthing Clinic</i>
TOTAL:		None	45 minutes	



C. Disposal of Dead body of Suspect and Confirmed Cases

Upon receipt of information of a death suspect case, suspect cases awaiting result of confirmed cases, immediate burial is facilitated to prevent transmission of Covid- 19 viruses.

CLIENT STEPS	AGENCY ACTIONS	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client's Significant other receives information on protocol on the immediate burial of the body.	1. Verifies information from the hospital regarding the case and RT-PCR result of the dead.	None	15 minutes	Felicidad L. Ledda, MD, MPH <i>Municipal Health Officer OMHO and Birthing Clinic</i>
	1.1 inform of the protocol on the immediate burial, verify funeral services and inform of the status of the case; Asses on the site of the burial.	None	15 minutes	
	a. No readily available lot for burial.			
	a.1 Inform Municipal IATF for the Municipal lot for COVID-19 cases.	None	10 minutes	
	a.2 Inform the burial team for the immediate disposal of the body	None	5 minutes	
	(For death at home) 2. Conducts Case Investigation of the dead on previous medical cases and COVID-19 related symptoms.	None	5 minutes	Felicidad L. Ledda, MD, MPH <i>Municipal Health Officer OMHO and Birthing Clinic</i>



	2.1 death with existing COVID-19 symptoms: Inform family of the mandatory postmortem swabbing. Inform IATF and diagnostic team for post-mortem swabbing and	None	5 minutes	Jenelyn P. Navalta <i>Nurse II</i> <i>OMHO and Birthing Clinic</i>
	2.1.1 Conducts post-mortem swabbing.	None	5 minutes	Medical Technologist <i>OMHO and Birthing Clinic</i>
	2.1.2 Facilitate immediate burial.	None	5 minutes	Municipal Disaster Risk Reduction Management Office, General Services Office
TOTAL:		None	1 Hour and 5 minutes	

D. Monitoring of Locally Stranded Individuals (LSIs) and Returning Overseas Filipinos (ROFs)

All returning LSIs and ROIs are mandatory to undergo strict home quarantine. The BHERT will routinely check/monitor them for 14 days if they will manifest any signs & symptoms

Office or Division:	Office of the Municipal Health Office (OMHO) and Birthing Clinic			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	All residents of Balaoan			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
NONE		NONE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCE SSING TIME	PERSON RESPONSIBLE
1. LSI or OFW reports to Municipal	1. Reports at triage area 1.1 Vital signs checked	None	10 minutes	Midwife on duty <i>OMHO and Birthing Clinic</i> <i>(Refer to Table 2. Schedule of Midwife)</i>



Health Office	1.2 Check documents (medical certificate issued from place of origin, travel authority, PCR result, health declaration, PCR Result)	None	5 minutes	Jenelyn P. Navalta Nurse II OMHO and Birthing Clinic
2. Client undergoes medical examination	2. Medical examination conducted. 2.1 Client is advised: a. strict home quarantine B. If client has no papers or if home is not suitable for HQ, client is admitted to Isolation Unit.	None	10 minutes	Felicidad L. Ledda, MD, MPH Municipal Health Officer OMHO and Birthing Clinic
3. Client submits to daily monitoring for 14 days	3. regular checking of vital signs 3.1 regular checking for presence or Absence of signs and symptoms related to Covid	None	5 minutes	Midwife on duty OMHO and Birthing Clinic (Refer to Table 2. Schedule of Midwife)
TOTAL:		None	30 minutes	

E. Oropharyngeal Swabbing/Nasopharyngeal Swabbing

The RHU is capable of OPS/NPS swabbing to individuals with symptoms of Covid-19, those with exposures to confirmed cases, pre-employment & mass testing.

Office or Division:	Office of the Municipal Health Office (OMHO) and Birthing Clinic			
Classification:	Complex			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	All residents of Balaoan			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCE SSING TIME	PERSON RESPONSIBLE
1. Client gives consent for swabbing	1. Consent form is signed. 1.1 Donning of PPE	None	15 minutes	Medical Technologist OMHO and Birthing Clinic
2. Client submits to swabbing	2. Swabbing done 2.1 Submit specimen to Laboratory	None	5 minutes	Medical Technologist OMHO and Birthing Clinic
3. Client waits for result	3. Receives result from RESU	None	3 days	Jenelyn P. Navalta Nurse II OMHO and Birthing Clinic
TOTAL:		None	3 days and 20 minutes	



F. Quarantine/Isolation and Referral of Confirmed Cases

Upon receipt of Information on the lists of confirmed cases they are required to undergo isolation or referral to facility to minimize transmission of the virus.

CLIENT STEPS	AGENCY ACTIONS	FEE S TO BE PAID	PROCE SSING TIME	PERSON RESPONSIBLE
1. Client receives information from LESU/MHM	1. Informs M. IATF of the Covid positive client.	None	2 Minutes	Felicidad L. Ledda, MD, MPH <i>Municipal Health Officer OMHO and Birthing Clinic</i>
	1.1 Interviews confirmed case to establish timeline of activities, identify possible close contacts status of asymptomatic (mild, moderate, severe): suitability of home for quarantine. a. For asymptomatic immediate quarantine and assess suitability of home. a.1 Referral to Barangay Isolation. b. For symptomatic Mild. b.1 Referral to Barangay Isolation or TTMF. c. For symptomatic moderate and severe.	None	30 Minutes	Jenelyn P. Navalta <i>Nurse II OMHO and Birthing Clinic</i>
	c.1 Referral to Isolation Facility or Hospital for Isolation.			
TOTAL:		None	32 minutes	



G. Triaging

All individuals who will avail services should undergo triaging first to sort clients with possible infections based on the algorithm to minimize risk of infection among health workers and patients so proper referrals/management could be done.

Office or Division:	Office of the Municipal Health Office (OMHO) and Birthing Clinic			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	All residents of Balaoan			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None			None	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Patient arrives at the MHO	1. Thermal scanning of patient a. History of travel extracted	None	10 minutes	Midwife on duty <i>OMHO and Birthing Clinic</i> <i>(Refer to Table 2. Schedule of Midwife)</i>
2. Patient secures Medical certificate or Certificate of Completion of Home Quarantine	2. Vital signs taken a. Co-morbidities checked b. Extraction of data from data base c. Med certificate/ Certificate of completion issued	None	20 minutes	Midwife on duty <i>OMHO and Birthing Clinic</i> <i>(Refer to Table 2. Schedule of Midwife)</i> Jenelyn P. Navalta <i>Nurse II</i> <i>OMHO and Birthing Clinic</i> Felicidad L. Ledda, MD, MPH <i>Municipal Health Officer</i> <i>OMHO and Birthing Clinic</i>
TOTAL:		None	30 minutes	



18. Provision of Tuberculosis Control Service

The Municipal Health Office of Balaoan is accredited by DOH / Philhealth and Philcat as a DOTS (Directly Observed Treatment Short Course) Center. As A DOTS Center, TB Control Service like diagnosis and treatment of Tuberculosis are made available.

Office or Division:	Office of the Municipal Health Office (OMHO) and Birthing Clinic			
Classification:	Complex			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	All residents of Balaoan			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Philhealth MDR for Philhealth members (1 Photocopy)		Philhealth office		
2. Chest X-ray for new patients (1 Photocopy)		Hospital		
3. Sputum specimen (1 Photocopy)		Patient		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Patient with cough of more than 2 weeks with accompanying symptoms like weight loss, afternoon fever, loss of appetite, night sweats, chest or back pain go directly to the TB DOTS clinic to register.	1. Interviews and records data 1.1 Takes and records vital signs in the Individual treatment record	None	5 Minutes	Jenelyn P. Navalta <i>Nurse II</i> <i>OMHO and Birthing Clinic</i> Midwife on duty <i>OMHO and Birthing Clinic</i> <i>(Refer to Table 2. Schedule of Midwife)</i>
	1.2 MHO examines the patient and request for sputum exam.	None	3 Minutes	Felicidad L. Ledda, MD, MPH <i>Municipal Health Officer</i> <i>OMHO and Birthing Clinic</i>



<p>2. Get sputum cup and cough out sputum at sputum collection area.</p>	<p>2. Instruct patient on how to cough out good sputum specimen. (3 Sputum collection should be done. One spot specimen during first consultation then the Second collection is early morning the next Day to be submitted on that same Day wherein third collection is also done.)</p>	<p>None</p>	<p>5 Minutes</p>	<p>Jenelyn P. Navalta Nurse II OMHO and Birthing Clinic</p> <p>Midwife on duty OMHO and Birthing Clinic</p> <p>(Refer to Table 2. Schedule of Midwife)</p>
<p>3. Submit sputum for examination at the TB Laboratory.</p>	<p>3. For Sputum Exam. Receives and fixes sputum.</p>	<p>None</p>	<p>15 Minutes</p>	<p>Concerned Midwife OMHO and Birthing Clinic</p> <p>(Refer to Table 2. Concerned Midwife)</p>
	<p>3.1 Stains and examines sputum ASAP Sputum microscopy.</p>	<p>None</p>	<p>15 Minutes</p>	<p>Medical Technologist OMHO and Birthing Clinic</p>
	<p>3.2 Refers result to Municipal Health Officer</p>	<p>None</p>	<p>2 Minutes</p>	<p>Medical Technologist OMHO and Birthing Clinic</p>
<p>4. Comes back for result of sputum exam.</p>	<p>4. If sputum is positive - treatment will be started immediately If sputum is negative, request Chest X-Ray and result will be referred to the gene's Xpert at ITRMC. Receives and refers to MHO the Gene's Xpert result /interpretation.</p>	<p>None</p>	<p>3 Days</p>	<p>Jenelyn P. Navalta Nurse II OMHO and Birthing Clinic</p> <p>Concerned Midwife OMHO and Birthing Clinic</p> <p>(Refer to Table 2. Concerned Midwife)</p>



5. Receives medicines/ instructions.	5. Evaluation and interpretation of results and classification of TB for appropriate TB Regimen.	None	5 Minutes	Felicidad L. Ledda, MD, MPH <i>Municipal Health Officer OMHO and Birthing Clinic</i>
	5.1 Enrol and Start TB regimen patient education.	None	5 Minutes	Jenelyn P. Navalta <i>Nurse II OMHO and Birthing Clinic</i>
	5.2 Register TB patient and her data.	None	2 Minutes	Maria Elena O. Laron <i>MIDWIFE II OMHO and Birthing Clinic</i>
6. Include patient in ITIS Data Generation.	6. Register TB patient and her data.	None	2 Minutes	Maria Elena O. Laron <i>MIDWIFE II OMHO and Birthing Clinic</i>
TOTAL		None	4 Days	

* Provision of Tuberculosis Control Service is covered under Department Memorandum No. 2019-0145 (Revised Policy on the use of XPERT MTB/RIF Test).



Table 2. Schedule of Midwife

Name of Midwife	Catchment Area/ Barangay (Concerned Midwife)	Schedule at the OMHO and Birthing Clinic (Midwife on duty)	Team on duty
Marybell O. Limon <i>MIDWIFE II</i>	Bulbulala, Butubut Oeste, Pa-o, Patpata	WEDNESDAY	1
Milagros O. Castillo <i>MIDWIFE II</i>	Calliat, Baracbac Oeste, Pantar Sur	THURSDAY	
Hedeliza O. Oreal <i>MIDWIFE II</i>	Pantar Norte, Napaset, Sablut, San Pablo, Bet-ang	MONDAY	
Jobbelle N. Tablac <i>MIDWIFE I</i>	Sinapangan Sur, Sinapangan Norte, Baracbac Este, Tallipugo	MONDAY	
Mercedes O. Natura <i>MIDWIFE III</i>	Pagbennecan, Dr. Camilo Osias, Nalasin, Cabua-an, Antonino	WEDNESDAY	2
Maria Elena O. Laron <i>MIDWIFE II</i>	Nagsabaran Norte, Nagsabaran Sur	FRIDAY	
Nelson Q. Nelmidia <i>MIDWIFE II</i>	Calungbuyan, Apatut, Masupe	TUESDAY	
Maria Lourdes V. Aboc <i>MIDWIFE II</i>	Butubut Este, Butubut Sur, Butubut Norte, Pagleddegan	TUESDAY	3
Aivee Jane O. Aragon <i>MIDWIFE II</i>	Ar-arampang, Bungol, Camiling, Guinaburan	FRIDAY	
Sheryll A. Jucutan <i>MIDWIFE II</i>	Paraoir, Almeida	MONDAY THURSDAY FRIDAY	



Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISM	
How to send a feedback?	<p>Answer the client form and drop it at the designated drop box at the Public Assistance & Complaint Desk (PACD)</p> <p>Contact Info: (072) 607-0069 / balaoan_2517@yahoo.com.ph</p>
How feedback is Processed?	<p>Every Friday, the Municipal Administrator opens the drop box and compiles and records all feedback submitted</p> <p>Feedback requiring answers are forwarded to the relevant offices and they are required to answer within three (3) Days of the receipt of the feedback.</p> <p>The answer of the office is then relayed to the citizen.</p> <p>For inquiries and follow-ups, clients may contact the following telephone number: (072) 607-0069</p>
How to file complaints?	<p>Answer the client Complaint Form and drop it at the designated drop box at the Public Assistance & Complaint Desk (PACD)</p> <p>For inquiries and follow-ups, clients may contact the following telephone number: (072) 607-0069</p>
How complaints are processed?	<p>The PACD Officer opens the complaints drop box on a daily basis and evaluates each complaint.</p> <p>Upon evaluation that the complaint is meritorious, the PACD Officer shall start the investigation and forward the complaint to the relevant office for their explanation</p> <p>The PACD Officer will create a report after the investigation and shall submit it to the Head of Agency for Appropriate Action.</p> <p>The Complaints Officer will give the feedback to the clients</p> <p>For inquiries and follow-ups, clients may contact the following telephone number: (072) 607-0069</p>
Contact Information of ARTA, PCC, CCB	<p>Arta: Complaints@arta.Gov.ph / 1-Arta (2782) PCC:8888 CCB: 0908-881-6565(SMS)</p>



List of Offices

Office	Address	Contact Information
Office of the Municipal Mayor	2nd Floor, Municipal Hall, Antonino, Balaoan, La Union	(072) 607 - 0069
Office of the Secretary to the Sangguniang Bayan	2nd Floor, Municipal Hall, Antonino, Balaoan, La Union	(072) 607 – 0070
Office of the Municipal Planning and Development Coordinator	1st Floor, Municipal Hall, Antonino, Balaoan, La Union	(072) 607 – 0011
Office of the Municipal Civil Registrar	1st Floor, Municipal Hall, Antonino, Balaoan, La Union	(072) 888 - 1040
Office of the Municipal Budget Officer	2nd Floor, Municipal Hall, Antonino, Balaoan, La Union	(072) 888 - 1073
Office of the Municipal Accountant	2nd Floor, Municipal Hall, Antonino, Balaoan, La Union	(072) 888 - 1073
Office of the Municipal Treasurer	1st Floor, Municipal Hall, Antonino, Balaoan, La Union	(072) 607 - 0130
Office of the Municipal Assessor	1st Floor, Municipal Hall, Antonino, Balaoan, La Union	(072) 888 - 1040
Office of the Municipal Engineer	1st Floor, Municipal Hall, Antonino, Balaoan, La Union	(072) 607 – 0011
Office of the Municipal Social Welfare and Development Officer	1st Floor, Municipal Hall, Antonino, Balaoan, La Union	(072) 607 - 0877
Office of the Municipal Agriculturist	1st Floor, Municipal Hall, Antonino, Balaoan, La Union	(072) 607 - 0877
Office of the Municipal Health Officer and Birthing Clinic	Antonino, Balaoan, La Union	(072) 607 - 0012