



MUNICIPALITY OF SANTA RITA, PAMPANGA

CITIZEN'S CHARTER



REPUBLIC OF THE PHILIPPINES
PROVINCE OF PAMPANGA
MUNICIPAL GOVERNMENT OF SANTA RITA

LGU BACKGROUND AND MANDATE

The Municipality of Santa Rita is the second smallest town in Pampanga with only ten barangays, a land area of 2, 266 hectares (22.66 square kilometers) and a population of about 40,000.

As a fourth class IRA-dependent municipality, its 2020 Internal Revenue Allotment (IRA) is Php 118,061,579.00 (One Hundred Eighteen Million, Sixty One Thousand, Five Hundred Seventy Nine Pesos) and increased by its Local Income/Economic Enterprises of Php 9,187,000.00 (Nine Million, One Hundred Eighty Seven Thousand Pesos for a total of Php 127,248,579.00 (One Hundred Twenty Seven Million Two Hundred Forty Eight Thousand, Five Hundred Seventy Nine Pesos).

Its mandate is based on Republic Act 7160 or the Local Government Code of the Philippines. “It is hereby declared the policy of the State that the territorial and political subdivisions of the State shall enjoy genuine and meaningful local autonomy to enable them to attain their fullest development as self-reliant communities and make them more effective partners in the attainment of national goals. Toward this end, the State shall provide for a more responsive and accountable local government structure instituted through a system of decentralization whereby local government units shall be given more powers, authority, responsibilities, and resources. The process of decentralization shall proceed from the national government to the local government units.”

“Political and Corporate Nature of Local Government Units. – Every local government unit created or recognized under this Code is a body politic and corporate endowed with powers to be exercised by it in conformity with law. As such, it shall exercise powers as a political subdivision of the national government and as a corporate entity representing the inhabitants of its territory.” (Section 15 RA 7160)

“General Welfare. – Every local government unit shall exercise the powers expressly granted, those necessarily implied therefrom, as well as powers necessary, appropriate, or incidental for its efficient and effective governance, and those which are essential to the promotion of the general welfare. Within their respective territorial jurisdictions, local government units shall ensure and support, among other things, the preservation and enrichment of culture, promote health and safety, enhance the right of the people to a balanced ecology, encourage and support the development of appropriate and self-reliant scientific and technological capabilities, improve public morals, enhance economic prosperity and social justice, promote full employment among their residents, maintain peace and order, and preserve the comfort and convenience of their inhabitants.” (Section 16 RA 7160)

“Basic Services and Facilities. – (a) Local government units shall endeavor to be self-reliant and shall continue exercising the powers and discharging the duties and functions currently vested upon them. They shall also discharge the functions and responsibilities of national agencies and offices devolved to them pursuant to this Code. Local government units shall likewise exercise such other powers and discharge such other functions and responsibilities as are necessary, appropriate, or incidental to efficient and effective provision of the basic services and facilities enumerated herein.” (Section 15 RA 7160)



REPUBLIC OF THE PHILIPPINES
PROVINCE OF PAMPANGA
MUNICIPAL GOVERNMENT OF SANTA RITA

VISION

We envision Santa Rita as the Sarswela Capital in the Region, with God-loving, productive and contented Riteñans, having a sense of pride and involvement for its unique culture and heritage, living in a safe, balanced and healthy environment, with a competitive and progressive economy, governed by a dynamic and competent leadership committed to the principles of good governance.

MISSION

To pursue optimum growth through an effective governance propelled by empowered multi-sectoral participation and spiritual commitment.



REPUBLIC OF THE PHILIPPINES
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SERVICE PLEDGE

We, the officials and employees of the Municipality of Santa Rita, Pampanga, commit to align our concerted efforts with the **TEN POINT DEVELOPMENT PRIORITIES** of the Local Government unit of Santa Rita:

1. Maintain sound financial accountability, integrity and transparency.
2. Increase investors, local revenue and employment.
3. Provide complete and excellent road networks and other infrastructure projects.
4. Provide quality social protection programs through excellent health service, outstanding programs on education, relevant and impactful service to the Senior Citizens, PWDs, Solo Parents, Children and other marginalized sectors.
5. Ensure peace and order and achieve total illegal drugs freedom through programs that strengthen our police force, the community and more importantly, the moral fiber of our municipality
6. Implement genuine waste management through sound planning and committed teamwork of the LGU and its constituents.
7. Optimize tourism, cultural and agricultural potentials.
8. Preserve, enhance and promote cultural and touristic properties.
9. Improve disaster resiliency and preparedness.
10. Utilize technology to achieve sustainable progress and development.

We further pledge to:

1. Provide prompt and polite service that will give high regards, importance and priority to the people we have sworn to serve – the beloved people of Santa Rita.
2. Practice the Code of Conduct and Ethical Standards for Public Servants and to serve our constituents with loyalty, dignity and integrity
3. Strive creativity and innovations which are achievable, measurable, relevant and realistic.

LINGAPAN DAKA, KALUGURAN KUNG SANTA RITA!



REPUBLIC OF THE PHILIPPINES
PROVINCE OF PAMPANGA
MUNICIPAL GOVERNMENT OF SANTA RITA



OFFICE OF THE MUNICIPAL MAYOR

MESSAGE

Greetings in the Spirit of Progress & Good Governance!

Progress and Development will only be unattainable goals if we do not work hand in hand in the delivery of fast, relevant and efficient service to our constituents. And as we aim to empower Riteñans through active participation in developmental tasks, we likewise empower them by making the Citizen's Charter readily seen and available for them to know the procedure of every municipal transaction.

Let the Citizen's Charter be your ally in knowing the systematic process. Let it guide you and steer you away from the bureaucratic red tape. Let it be your weapon against corruption that we so earnestly desire to eradicate.

All municipal employees and public officials have a sworn duty to protect the interests of each and every Riteñan. On this pledge lies our commitment to serve our constituents with integrity and excellence.

Abe-abe at saup-saup ta sana pu king parasan a ini.

Together, we can make Santa Rita better and more progressive!

LINGAPAN DAKA, KALUGURAN KUNG SANTA RITA!

ENGR. FERDINAND L. SALALILA
Municipal Mayor



REPUBLIC OF THE PHILIPPINES
PROVINCE OF PAMPANGA
MUNICIPAL GOVERNMENT OF SANTA RITA



OFFICE OF THE VICE-MAYOR

MESSAGE

Greetings in the Name of Efficiency and Transparency!

The Citizen's Charter is a tool that provides every Riteñan with the power of information. With this vital information regarding the transactional procedure in our Local Government Unit, our constituents can become critical of every transaction and can demand better service if the transaction takes longer or financially demands more than what is required by the Charter.

While it is true that graft and corruption is an alarming problem in local government units, I am very optimistic that the Santa Rita LGU commits to eliminate it and through the Citizens Charter, our fight against the bureaucratic red tape becomes more intensified and effective.

Let our municipality be governed by honest people and when the leadership embraces accountability and transparency, its integrity can be passed on to its people. And when the people of Santa Rita lives in the spirit of honesty and moral uprightness, genuine progress nears and true development is at hand.

Luid ko pu ikong kaluguran kung memalen!

Para kekatamu ya ngan pu ing Citizens Charter.

LINGAPAN DAKA, KALUGURAN KUNG SANTA RITA!

ROMEO L. VALENCIA
Municipal Vice-Mayor



LIST OF SERVICES

External Services

Office of the Municipal Assessor

Assessment for Declaration of New Building or Machinery	2
Cancellation of Assessment of Buildings and Machinery	4
Declaration of Subdivision/Consolidation of Land	5
Request for Re- Appraisal/ Re- Assessment of Real Properties subject for the Approval of the Provincial Assessor	7
Request for Re- Appraisal/ Re- Assessment of Real Properties (for land containing an area of 1000 sq. m. or less)	9
Securing Certificate of No Improvement	11
Securing Certified True Copy of Tax Declaration	12
Securing Various Certifications	14
Transfer of Ownership	15

Office of the Municipal Engineer

Securing Building Permit	18
Securing Electrical Permit	20
Securing Other Accessory Permits	22
Securing Certificate of Building Occupancy	24
Securing Local Building Official Clearance	26
Procurement of Goods and Services	27
Procurement of Civil Works or Infrastructure Projects	31
Procurement for Consultancy Services	36



Office of the Municipal Planning and Development Coordinator

Securing Zoning Certificate for Land	42
Securing Locational Clearance/Zoning Certificate for Building	44
Securing Data from Municipal Planning and Development Coordinator's Office	49

Municipal Social Welfare and Development Office

Securing Certificates from the Municipal Social Welfare & Development Office	55
Applying for a Senior Citizen Identification Card	56
Applying for a Solo Parent Identification Card	57
Assistance to Individuals in Crisis Situations (AICS)	58
Filing of Social Case Study Reports	60
Issuance of Person with Disability (PWD) Identification Card	61
Filing of General Intake Sheets	62

Office of the Municipal Treasurer

Processing for Payment and Collection of Real Property Tax	64
Processing for the Issuance of Real Property Tax Clearance	65
Processing for Payment of the Following Taxes, Permits, Licenses and other Fees and Charges	66
Processing for the Issuance of Community Tax Certificate (cedula)	69
Processing of Application for New and Renewal (Business)	70



Office of the Municipal Mayor

Securing Various Certifications (Indigence, Electrical, Quarry, etc)	73
Securing Mayor's Clearance (Certificate of Good Moral Character)	74
Securing Mayor's Permit for Tricycles	75
Issuance of Affidavits	76
Application for Various Requests	78
Reporting of Complaints	80

Office of the Municipal Vice-Mayor

Issuance of Motorized Tricycle Operator's Permit (MTO)	83
Issuance of Copies of Ordinance and Resolutions	85
Issuance of Certificate of No Administrative Case for Barangay Officials	87
Certificate of Accreditation	88

Office of the Municipal Civil Registrar

Requesting Certified Copy and Transcriptions of Birth, Marriage, Death Certificate, and other Civil Registry Documents	91
Timely Registration of Birth, Marriage and Death Certificates	92
Delayed Registration of Birth, Marriage and Death Certificates	97
Delayed Registration of Marriage	100
Delayed Registration of Death	102
Applying for a Marriage License	104
Pre-Marriage Counselling Seminar	107



Preparation of Documents For:

Correction of Clerical Error (R.A.No.9048)	108
Change of First Name (R.A.No.9048)	110
Processing of Supplemental Report	113
Processing of Registered Court Orders/Decrees and Records with Annotation	116
Legitimation by Subsequent Marriage	118

Municipal Health Office

Securing Sanitary Permit	121
Securing Health and Medical Certificate	122
Outpatient Consultation at the Rural Health Unit (RHU)	123
Immunization Services	124
Maternal Health Care Services	125
Family Planning Services	126
Dental Services	127
Pharmacy Services	128
National Tuberculosis Program	129
Laboratory Services	130
Cervical Cancer Screening	131
Nutritional Program	132
Patient Transport Services	133



Municipal Human Resource and Management Office

Selection and Recruitment of Applicants for Employment	135
Imposition and Monitoring	139
On-The-Job Training/ Immersion Students	141

Municipal Budget Office

Encoding, Recording, Monitoring and Processing of Transactions, involving the Municipal Expenditures against the Allocated Resources	144
Reviewing of Proposed Barangay Budgets in compliance with all the Budgetary Requirements and PS (Personal Services) Limitations	145

Office of the Municipal Accountant

Processing of Vouchers	
a. Municipality	148
b. Suppliers	150
Processing of Payroll	152
Reconciling Remittances (e.g. GSIS, Pag-Ibig, PHIC, ECC and Other Employees' Loans)	154
Preparing Financial Statements	155

Office of the Municipal Agriculturist

Rice Seed Program	158
Availment of Farm Machinery.....	160
Availment of Vegetable Seeds, Fertilizers, Soil Ameliorants, Rodenticides, etc.....	161
Credit Facilitation Service	162
Livestock and Poultry Production Program	164



Extension, Education and Training Support Services166

Securing Veterinary Health Certificate167

Municipal Public Employment Service Office

PESO Services169



Office of the Municipal Assessor

External Services



ASSESSMENT FOR DECLARATION OF NEW BUILDING OR MACHINERY

A. ABOUT THE SERVICE:

New tax declarations have to be prepared for newly constructed houses or buildings and newly installed machinery. Improvement on the existing house structures or buildings should also be declared.

The Municipal Assessor's Office conducts field inspection to assess the value of the real property. The new tax declaration serves as the city government's permanent record on the property unit.

It is also used for real property tax purposes of any property owners.

Office or Division:	Office of the Municipal Assessor	
Classification:	Complex	
Type of Transaction	G2C - Government to Client	
Who may avail:	All	
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	
<p>For Buildings:</p> <ol style="list-style-type: none"> 1. Real Estate Tax Receipt/Tax Clearance for the current year 2. Building Plan/s 3. Certified True Copy of Title/ Photocopy of Title 4. Vicinity Map (if any) <p>For Machinery:</p> <ol style="list-style-type: none"> 1. Official receipt on the sale of the machinery (includes acquisition cost, installation cost, hauling cost etc.) 2. Sworn Statement of Ownership 3. Itemized List of Machinery 	<ol style="list-style-type: none"> 1. Municipal Treasurer's Office 2. Municipal Engineer's Office, Property Owners and Licensed Architect 3. Register of Deeds/ Property Owners 4. Geodetic Engineers/DENR <ol style="list-style-type: none"> 1. DOF/BOC/ Property Owners 2. Property Owners 3. Property Owners 	



CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Make a Verbal Request / Submit Required Documents	Receive and review requirements	None	1 minute	Job Order - MAO
	Verify / Evaluate records	None	20 minutes	Administrative Aide 1 - MAO
Accompany Appraiser for Ocular Inspection	Conduct ocular inspection and prepare the Field Appraisal & Assessment Sheet (FAAS)	None	Within 1 day upon receipt of request	Administrative Aide 1 – MAO Municipal Assessor
	Appraise and Assess	None	15 minutes for each document	Administrative Aide 1 – MAO Municipal Assessor
	Approve FAAS	None	5 minutes each document	Administrative Aide 1 – MAO Municipal Assessor
	Encode/Print documents	None	10 minutes each document	Administrative Aide 1 – MAO
	Approve Notice of Assessment and Tax Declaration	None	5 minutes each document	Municipal Assessor
Receive the approved Notice of Assessment and Tax Declaration	Release documents	None	1 minute each document	Administrative Aide 1 – MAO
	File documents	None	1 minute each document	Job Order – MAO Administrative Aide 1 – MAO



CANCELLATION OF ASSESSMENT OF BUILDINGS AND MACHINERY

A. ABOUT THE SERVICE:

This service is requested by any property owner/s when the real property tax assessment should be dropped from the roll due to legal reason such as demolition of building.

Office or Division:	Office of the Municipal Assessor			
Classification:	Simple			
Type of Transaction	G2C - Government to Client			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS 1. Tax Clearance of Building/Machinery 2. Letter requesting the Cancellation thereof 3. Certification from the Barangay Captain concerned 4. Affidavit of Cancellation or Certificate of Closure of Business (for machinery only)		WHERE TO SECURE 1. Municipal Treasurer's Office 2. Property Owner 3. Office of the Barangay Captain 4. Property Owner		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Fill up request forms	Receive requirements	None	1 minute	Job Order – MAO
	Verify / Evaluate records	None	15 minutes	Administrative Aide 1 – MAO



Accompany the Appraiser during ocular inspection	Conduct ocular inspection and prepare FAAS	None	Within 2 days upon receipt of request	Administrative Aide 1 – MAO
	Appraise and Assess	None	15 minutes each	Municipal Assessor
	Approve FAAS	None	5 minutes each	Municipal Assessor
	Cancel the Assessment	None	2 minutes each	Municipal Assessor
Claim their Notice of Cancellation of Assessment	File documents	None	1 minute for each document	Job Order – MAO Administrative Aide 1 – MAO

DECLARATION OF SUBDIVISION/CONSOLIDATION OF LAND

A. ABOUT THE SERVICE:

The Municipal Assessor's Office prepares an assessment roll of all property, whether taxable or exempt, located within the Municipality. Every property owner must declare his/her property subdivided or consolidated with other lots for the updating of the assessment roll.

Office or Division:	Office of the Municipal Assessor	
Classification:	Complex	
Type of Transaction	G2C - Government to Client	
Who may avail:	All	
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	
1. Photocopy or Certified True Copy of TCT	1. Registry of Deeds/ Property Owner	
2. Original Copy of TCT for presentation	2. Registry of Deeds/ Property owner	
3. Tax Clearance /Receipt	3. Municipal Treasurer's Office	



4. Photocopy of Deed of Sale	4. Attorney at Law			
5. Photocopy of Transfer Tax	5. Property owner			
6. Original or Certified True Copy of Certificate Authorizing Registration (CAR)	6. BIR			
7. Development Permit (if applicable)	7. Property Owners			
8. Photocopy of Approved Subdivision /Consolidation Plan	8. DENR/Property Owner			
9. Transfer Fee payment-PHP 150.00	9. Municipal Treasurer's Office			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Fill up request forms / Submit required documents	Receive requirements		1 minute	Job Order - MAO
Pay transfer fees	Review and evaluate requirements	Php150.00 per RPU	15 minutes	Administrative Aide 1 - MAO
	Assign Property Index Number		20 minutes	Administrative Aide 1 - MAO
	Prepare/Encode FAAS		1 minute per RPU	Administrative Aide 1 - MAO
	Recommend approval of FAAS		1 minute per RPU	Administrative Aide 1 - MAO
	Appraise and Assess		5 minutes each	Administrative Aide 1 – MAO Municipal Assessor
	Approve FAAS		5 minutes each	Municipal Assessor
	Encode/Print Notice of Assessment and Tax Declaration		2 minutes each	Administrative Aide 1 – MAO



	Sign Notice of Assessment & Tax Declaration		15 minutes each	Municipal Assessor
Receive approved documents (Notice of Assessment and Tax Declaration)	Release Documents		1 minute	Administrative Aide 1 – MAO
	File Documents		3 minutes for each document	Job Order – MAO Administrative Aide 1 – MAO

Request for Re- Appraisal/ Re- Assessment of Real Properties subject for the Approval of the Provincial Assessor

A. About the Service

Request for Re-Appraisal/ Re-Assessment of Real Properties due to change in Classification and Actual Use.

Office or Division:	Office of the Municipal Assessor	
Classification:	Simple	
Type of Transaction	G2C - Government to Client	
Who may avail:	All	
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	
1. Written request from the owner stating the reasons for re-assessment which must be properly notarized	1. Property Owner / Notary Public	
	2. Municipal Assessor's Office	



<ol style="list-style-type: none"> 2. Current Tax Declaration of the property 3. In case of request for Reassessment/Reclassification, attach Sangguniang Panlalawigan affirmation of the SB Resolution/Certification Zoning Ordinance 4. Location Plan of the Property / Picture of the Property 5. Tax clearance up to the property 	<ol style="list-style-type: none"> 3. a. Office of the Sangguniang Bayan b. Office of the MPDC 4. Geodetic Engineer 5. Office of the Municipal Treasurer 			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit filled out service request form and requirements	Check completeness and requirements and log request	Re-assessment Fee Php 150.00 per RPU Inspection Fee Php 150.00 per RPU	3 minutes	Administrative Aide 1
Pay the necessary fees to the Municipal Treasurer's Office	Accept payment and issue Official Receipt		3 minutes	Administrative Aide 1
Present Official Receipt to the Office of the Municipal Assessor	Conduct field inspection Encode/print FAAS and new Tax Declaration		1 day 15 minutes	Administrative Aide 1
	Submit FAAS, Tax Declaration and other documents to the Provincial Office for approval	Re-Assessment / Inspection Fee Php 500 per RPU	30 minutes	Provincial Assessor - Pampanga



	Conduct ocular inspection by the PASSO, if needed		1 day	
Claim Tax Declaration and Notice of Assessment	Release Owner's Copy of Tax Declaration and Notice of Assessment		2 minutes	Administrative Aide 1 Municipal Assessor

Request for Re- Appraisal/ Re- Assessment of Real Properties (for land containing an area of 1000 sqm or less)

A. About the Service

Request for re-appraisal/ re- assessment of real properties due to change in classification and actual use.

Office or Division:	Office of the Municipal Assessor
Classification:	Simple
Type of Transaction	G2C - Government to Client
Who may avail:	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Written request from the owner stating the reasons for re-assessment and must be properly notarized	1. Property Owner / Notary Public
2. Current Tax Declaration of the Property	2. Office of the Municipal Assessor
3. In case of request for Re-assessment/Re-classification, attach Sangguniang Panlalawigan affirmation of the SB Resolution	3. Office of the Sangguniang Bayan



4. Location Plan of the Property / Picture of the property		4. Geodetic Engineer		
5. Tax clearance up to the property		5. Office of the Municipal Treasurer		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit filled out service request form and requirements	Check completeness and requirements and log request	Re-Assessment Fee Php 150.00 per RPU Inspection Fee Php 150.00 per RPU	3 minutes	Administrative Aide 1
Pay the necessary fees to the Office of the Municipal Treasurer	Accept payment and issue Official Receipt		3 minutes	Administrative Aide 1
Present Official Receipt to the Office of the Municipal Assessor'	Conduct field inspection		1 day	Administrative Aide 1
	Encode/print FAAS and new Tax Declaration		15 minutes	
	Review, approve and sign FAAS and Tax Declaration		3 minutes	
Claim Tax Declaration and Notice of Assessment	Release Owner's Copy of Tax Declaration and Notice of Assessment		2 minutes	Administrative Aide 1 Municipal Assessor



SECURING CERTIFICATE OF NO IMPROVEMENT

A. ABOUT THE SERVICE:

The Municipal Assessor's Office issues this certificate to any property owner or his/her duly representative as a proof that the property has no existing building/structure and/or machinery.

Office or Division:	Office of the Municipal Assessor			
Classification:	Simple			
Type of Transaction	G2C - Government to Client			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS As per Chapter 1, Section 1.2.n of the Assessment Manual: <ol style="list-style-type: none"> 1. Authorization from the owner (if not the owner) 2. Official Receipt evidencing full payment of Realty Tax for the current year 3. Photocopy of valid ID/Proof of identity(owner/authorized representative) 4. Photo copy of TCT 5. Tax Receipt 6. Location Plan 		WHERE TO SECURE <ol style="list-style-type: none"> 1. Property Owner 2. Property Owner 3. Property Owner 4. Property Owner 5. Municipal Treasurer's Office 6. Geodetic Engineer 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit filled out service request form and requirements	Receive and review requirements		1 minute	Job Order – MAO
	Verify records and prepare Order of Payment		10 minutes	Administrative Aide 1 – MAO



	Conduct ocular Inspection, if needed		3 hours	Administrative Aide 1 – MAO Municipal Assessor
Pay the necessary fees to the Office of the Municipal Treasurer	Advise the tax payer to pay the Certification Fee to the land tax division	Php 150.00 per RPU	1 minute	Administrative Aide 1 – MAO
Present Official Receipt	Receive/Encode O.R. as proof of payment		1 minute	Administrative Aide 1 – MAO
	Print records		5 minutes	Administrative Aide 1 – MAO
	Approve documents		10 minutes	Municipal Assessor
Claim Certificate of No Improvement	Release documents		1 minute	Job Order – MAO Administrative Aide 1 – MAO

SECURING CERTIFIED TRUE COPY OF TAX DECLARATION

A. ABOUT THE SERVICE:

The tax declaration serves as the Municipality's permanent record for every property owner (land, building & machinery). Certified true copies or certifications of various property holdings or non-improvement thereon may be requested from the Office of the Municipal Assessor.

Office or Division:	Office of the Municipal Assessor	
Classification:	Simple	
Type of Transaction	G2C - Government to Client	
Who may avail:	All	
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	
Photo copy of TCT	Property Owner	



Tax Receipt		Office of the Municipal Treasurer		
Location Plan, if needed		Geodetic Engineer		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit filled out service request form and requirements	Receive and review requirements		1 minute	Job Order - MAO
	Verify records, real property tax due payments and prepare Order of Payment		3 minutes	Administrative Aide 1 – MAO
Pay the necessary fees to the Municipal Treasurer's Office	Advise the taxpayer to pay the certification fee to the land tax division	Php 100.00 per RPU	1 minute	
Present Official Receipt	Receive/Encode the O.R as proof of payments		1 minute	
	Print records		1 minute	
	Approve documents		10 minutes	Municipal Assessor
Claim Certified True Copy of Tax Declaration	Release documents		2 minutes	Job Order – MAO Administrative Aide 1 – MAO



SECURING VARIOUS CERTIFICATION

(No Property/As per Tax Mapping/Property Holding)

A. ABOUT THE SERVICE:

The Municipal Assessor's Office issues certification/s to any property owner or his/her duly authorized representative such as Certification of No Property.

Office or Division:	Office of the Municipal Assessor			
Classification:	Simple			
Type of Transaction	G2C - Government to Client			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> 1. Photo copy of TCT 2. Tax Receipt 3. Location Plan 4. Complete Name and Address of the Interested Party in case a Certificate of No Property is requested 		<ol style="list-style-type: none"> 1. Property Owner 2. Office of the Municipal Treasurer 3. Geodetic Engineer 4. Property Owner 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit filled out service request form and requirements	Receive and review requirements		1 minute	Job Order – MAO
	Verify records and prepare Order of Payment		2 minutes	Administrative Aide 1 – MAO
Pay the necessary fees to the Office of the Municipal Treasurer	Advise the tax payer to pay the Certification Fee	Php 100.00 per RPU/ Php 50.00 per RPU	1 minute	Administrative Aide 1 – MAO
Present Official Receipt	Receive /Encode O.R. as proof of payment		1 minute	Administrative Aide 1 – MAO



	Print records		2 minutes	Administrative Aide 1 – MAO
	Approve documents		10 minutes	Municipal Assessor
Claim Certified True Copy of various Certifications (No Property/ As per Tax Mapping/ Property Holdings)	Release documents		1 minute	Job Order – MAO Administrative Aide 1 – MAO

TRANSFER OF OWNERSHIP

A. ABOUT THE SERVICE:

The Office of the Municipal Assessor determines the transfer of property from one owner to another on the basis of required documents. Any person/individual/firm/corporation that is a property owner and intends to transfer real property ownership shall notify the Office of the Municipal Assessor within 60 days from the date of such transfer.

Office or Division:	Office of the Municipal Assessor		
Classification:	Simple		
Type of Transaction	G2C - Government to Client		
Who may avail:	All		
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE		
<ol style="list-style-type: none"> 1. Photocopy of TCT or Certified Photocopy of TCT 2. Original Copy of TCT for presentation 3. Tax Clearance /Receipt of current year 4. Photocopy of document used (ex. Deed of Sale) 5. Photocopy of Transfer Tax 6. Original or Certified Photocopy of Certificate Authorizing Registration (CAR) Transfer fee payment – Php150.00	<ol style="list-style-type: none"> 1. Registry of Deeds / Property Owner 2. Property Owner 3. Office of the Municipal Treasurer 4. Property Owner 5. Property Owner 6. BIR/ Property Owner 		



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Fill up request forms / Submit required documents	Receive/review and evaluate requirements		5 minutes	Job Order – MAO
Pay transfer fees	Encode/Print documents	Php 150.00 per RPU	10 minutes each document	Administrative Aide 1 – MAO
	Approve documents		15 minutes each document	Municipal Assessor
Receive of approved documents (Notice of Assessment and Tax Declaration)	Release documents		1 minute each document	Administrative Aide 1 – MAO
	File documents		1 minute each document	Job Order – MAO Administrative Aide 1 – MAO



Office of the Municipal Engineer

External Services



1. Securing Building Permit

A Building Permit is an official approval issued by the local government agency that allows you or your contractor to proceed with a construction or remodeling project on your property. It is intended to ensure that the project plans to comply with local standards for land use, zoning, and construction.

Office or Division:	Office of the Municipal Engineer	
Classification:	Simple	
Type of Transaction:	G2C	
Who may avail:	All	
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	
Barangay Certificate/Clearance to Construct (1 original, 1 photocopy)	Barangay Hall (at the Barangay where the building is located)	
Accomplished Application Forms – Building, Electrical, Sanitary, Plumbing (4 original copies each)	Office of the Municipal Engineer (where Blank Application Forms are available)	
Complete Building Plan duly signed and sealed by respective professionals (6 sets)	Professionals hired by the Client/Applicant	
Bill of Materials and Specifications duly signed and sealed by respective professionals (5 sets)	Professionals hired by the Client/Applicant	
Structural Computation for Building more than one storey, signed and sealed by respective professionals (5 sets)	Structural Engineer hired by the Client/Applicant	
Lot Plan/Vicinity Map duly signed and sealed by a respective professional (1 original copy)	Geodetic Engineer hired by the client/applicant	
Transfer Certificate of Title (TCT) (4 photocopies) Note: If applicant is not the registered owner of the lot, submit any proof of ownership (authorization from the lot owner/Deed of Sale)	Office of the Municipal Assessor	
Current Tax Declaration (4 photocopies)	Office of the Municipal Treasurer	
Latest Tax Receipt (Amilyar) (4 photocopies)	Office of Municipal Treasurer	
Locational Clearance (1 original copy)	MPDCO	



Fire Clearance (1 original copy)		BFP		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submit all the requirements at the Office of the Municipal Engineer 1.1 Sign the Log Book of documents received by the Agency	1. Receive the documents and check for completeness 1.1 Write all the documents received in the Log Book and let the applicant sign it.	None	15 minutes	Clerk/Engineer
2. Wait for the Order of Payment	2. Evaluate Plans and documents	None	30 minutes	Clerk/Engineer
	Assess fees and charges	None	30 minutes	Clerk/Engineer
	Prepare the order of Payment	None	5 minutes	Clerk/Engineer
	Advise the Applicant to pay the corresponding fees	None	5 minutes	Clerk/Engineer
3. Pay the Order of Payment at the Office of the Municipal Treasurer	3. Receive the copy of receipt as proof of payment	Fees based on Revised IRR of the National Building Code of the Phil. (PD 1096)	5 minutes	Clerk/Engineer



4. Wait for the Building Permit documents	4. Approve the Building Permit	None	10 mins	Building Official
5. Receive the approved & released Building permit documents	5. Record and release the Building Permit	None	15 minutes	Clerk/Engineer
	6. File Duplicate copy	None	5 minutes	Clerk/Engineer

2. Securing Electrical Permit

An Electrical Wiring Permit is a requirement for installing, replacing, removing, connecting, disconnecting or repairing electrical works except replacing fuses, receptacles, switches and utilization equipment.

Office or Division:	Office of the Municipal Engineer	
Classification:	Simple	
Type of Transaction:	G2C	
Who may avail:	All	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
One (1) Sketch plan indicating the name, complete address, location of the site, and contact number of the applicant. (1 copy)		Applicant
Clearance to Construct (1 original copy)		Barangay Hall (the Barangay where the house is located)
Electrical Lay-out signed and sealed by a Professional Electrical Engineer (1 original copy)		Clerk/Engineer
Mayor's Permit for Electric Meter Connection (1 original copy)		Office of the Mayor
Certification for Fire Safety Inspection (1 original copy)		Bureau of Fire Department
Certification from Building Official issued to an applicant exempted from the building permit fee (1 original copy)		Building Official



Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submit sketch plan to Building Official's Office	1. Perform an interview with the applicant/authorized representative about the information in the sketch plan.	None	5 minutes	Clerk/Engineer
2. Wait for the inspection schedule	2. Conduct ocular inspection	None	1 day	Clerk/Engineer
3. Receive ocular inspection report	3. Release ocular inspection report	None	5 minutes	Clerk/Engineer
4. Submit application and required documents	4. Evaluate the documents 4.1 Prepare the Order of Payment	None	10 minutes	Clerk/Engineer
5. Pay the Order of Payment and other fees	5. Receive the copy of receipt as proof of payment	Electrical Permit fee – 338.00 Mayor's Permit – 10.00 Fire Inspection Permit – 50.00 Engineering Certificate – 50.00 Meter Connection & Wiring Permit – 30.00	5 minutes	Office of the Municipal Treasurer Clerk/Engineer



6. Wait for the approved Electrical Permit	6. Approve the Electrical Permit	None	10 minutes	Building official
7. Receive the Electrical Permit	7. Release the Electrical Permit	None	5 minutes	Clerk/Engineer
	8. File record	None	2 minutes	Clerk/Engineer

3. Securing Other Accessory Permits

Ground Preparation & Excavation, Demolition, Fencing and Signages.

Office or Division:	Office of the Municipal Engineer		
Classification:	Simple		
Type of Transaction:	G2C		
Who may avail:	All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Application Forms duly signed and sealed by respective professionals (3 original copies)		Applicant	
Certified Photocopies of TCT (3 copies)		Office of the Municipal Assessor	
Tax Declaration (3 photocopies)		Office of the Municipal Assessor	
Current Real Property Tax Receipt or Land Tax Clearance (Amilyar) (3 copies)		Office of the Municipal Treasurer	
Layout Plans (Ground Preparation & Excavation, Demolition, Fencing or Signages) duly signed and sealed by respective professionals (3 original copies)		Professionals hired by the client/applicant	



Cost Estimates/Bill of Materials and Specifications duly signed and sealed by respective professionals (3 sets)		Professionals hired by the client/applicant		
Barangay Clearance and Homeowners Clearance (for project within the subdivision) (1 original copy)		Barangay Hall (the Barangay where the site is located)		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submit application and required documents	1. Evaluate the documents submitted by the applicant	None	20 minutes	Clerk/Engineer
2. Wait for the Order of Payment	2. Assess fees and charges	None	20 minutes	Engineer
	Prepare the Order of payment	None	5 minutes	Engineer
3. Pay the Order of Payment and other charges	3. Receive the copy of receipt as proof of payment	Fees based on Revised IRR of the National Building Code of the Phil. (PD 1096)	5 minutes	Treasurer's Office
4. Wait for the approved permit	4. Approve the accessory permit	None	20 minutes	Building Official
5. Receive the accessory permit	5. Record and release the approved accessory permit	None	15 minutes	Clerk/Engineer
	6. File duplicate copy	None	3 minutes	Clerk/Engineer



4. Securing Certificate of Building Occupancy

A Certificate of Occupancy is a document issued by a local government agency or building department certifying a building's compliance with applicable building codes and other laws, and indicating it to be in a condition suitable for occupancy

Office or Division:	Office of the Municipal Engineer			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approved building plan/s (1 original copy)		Applicant		
Fully accomplished application forms (Building, Electrical, Sanitary/Plumbing) (2 original copies)		Applicant		
Inspection Report (1 copy)		Office of the Municipal Engineer		
Fire Safety Inspection Certificate		BFP		
Construction Logbook duly signed and sealed by licensed professionals		Professionals hired by the client/applicant		
As built plans if the approved plan was altered during actual construction		Professionals hired by the client/applicant		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submit application and required documents	1. Receive application and required documents 1.1 Schedule for ocular inspection	None	5 minutes	Clerk/Engineer



2. Go to BFP for endorsement	2. Endorse to BFP	None	10 minutes	Clerk/Engineer
	Ocular inspection	None	1 hour	Engineer
	Review application and documents	None	15 minutes	Clerk/Engineer
	Assess fees and charges. Prepare the order of payment and advise the applicant	None	15 minutes	Clerk/Engineer
3. Pay the order of payment	3. Receive the copy of receipt as proof of payment	Fees based on Revised IRR of the National Building Code of the Phil. (PD 1096)	5 minutes	Municipal Treasurer
4. Wait for the approved occupancy permit	4. Approve Occupancy permit	None	20 minutes	Building Official
5. Receive the occupancy permit	5. Release the occupancy permit	None	5 minutes	Clerk/Engineer
	6. File duplicate copy	None	3 minutes	Clerk/Engineer



5. Securing Local Building Official Clearance

Office or Division:	Office of the Municipal Engineer			
Classification:	Simple			
Type of Transaction:	G2B			
Who may avail:	Business owners			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Certificate of Occupancy or Contract of Lease (1 photocopy)		Applicant		
Sketch of Business location (1 original copy)		Applicant		
Application form (1 original copy)		Office of the Municipal Treasurer		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submit application and required requirements	1. Receive and review application for business	None	3 minutes	Clerk/Engineer
2. Wait for the evaluation	2. Evaluate documents and approval	None	5 minutes	Clerk/Engineer
3. Receive the business occupancy clearance	3. Release the business occupancy clearance	None	3 minutes	Clerk/Engineer



6. Procurement of Goods and Services

Refers to all items, supplies and materials, including general support services needed in the transaction of public businesses or in the pursuit of any government undertaking, project or activity whether in the nature of equipment, furniture, stationery, materials or construction, personal property, including non-personal or contractual services, such as: repair and maintenance of equipment and furniture, trucking, hauling, janitorial and security and other related and analogous services.

Office or Division:	Office of the Municipal Engineer / BAC	
Classification:	Simple	
Type of Transaction:	G2B	
Who may avail:	Contractors	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
For Eligibility:		
DTI Business Name Registration or SEC Registration Certificate	DTI Regional Office	
Current Valid Mayor's Permit/Municipal License	Mayor's Office	
Taxpayer's Identification Number	BIR Office	
BIR Tax Clearance	BIR Office	
PhilGeps Registration Certificate	PhilGeps Website	
Statement of ongoing and similar completed Government and Private Contracts, including awarded but not yet started contracts	Contractor	
Articles of Incorporation, if any	Contractor	
Statement of the Prospective Bidder that it is not "blacklisted"	Contractor	
Audited Financial Statement, stamped, received by the BIR or their duly accredited and unauthorized institution, for the immediately preceding calendar year, showing the total assets and liabilities	Contractor's Accountant	



Computation of Net Financial Contracting Capacity (NFCC) or Certificate of Commitment specific for the contract, issued by a licensed bank to extend a credit line if awarded the contract or cash deposit certificate at least equal to ten percent of ABC	Contractor
Additional Requirements:	
Class "A" Documents	
Copies of end-user's acceptance letter for completed projects	Contractor
Specifications whether or not the prospective bidder is a manufacturer, supplier or distributor	Contractor
Certification of Registration form BAC in lieu of class "A" documents	Contractor
Class "B" Documents	
Duly signed letter authorizing the BAC or its duly authorized representative to verify any or all of the documents submitted for eligibility check	Contractor
Valid Joint Venture Agreement in case of a joint venture	Contractor
Duly signed Certification under Oath that each of the documents submitted in satisfaction of the eligibility requirements is an authentic and original copy or a true and faithful reproduction of the original, complete and that all statements and information provided therein are true and correct, (3) sworn affidavit of the bidder that it is not related to the head of the procuring entity, members of the BAC, TWG and Secretariat and members of the PMO and the designers of the project, by consanguinity or affinity up to the third civil degree	Contractor



Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submit the Letter of Intent for an Application for Registration	1. Receive the Letter of Intent for an Application for Registration	None	2 minutes	BAC Secretariat
	Issue requirements to supplier/ contractor	None	10 minutes	BAC TWG
2. Submit the eligibility documents	2. Receive and evaluate the submitted eligibility documents	None	30 minutes	BAC TWG
3. Wait for the Certification	3. Prepare the Certificate of Registration	None	10 minutes	BAC Secretariat
	Check the Certificate of Registration	None	2 minutes	BAC TWG
	Approve the Certificate	None	1 minute	BAC Chairman
4. Receive the Certification	4. Release the Certificate	None	1 minute	BAC Secretariat
5. Request for quotation form	5. Release request for quotation form	None	2 minutes	BAC Secretariat
6. Send the filled-out Request for Quotation through email, fax, mail, courier or hand carry	6. Receive the filled-out Request for Quotation through email, fax, mail, courier or hand carry	None	1 minute	BAC Secretariat



For Public Bidding				
1. Secure bidding documents such as eligibility, technical & financial documents	1. Receive request for the bidding documents from interested supplier/contractor	None	1 minute	BAC Secretariat
2. Wait for the Order of Payment	2. Prepare for the Order of payment	None	2 minutes	BAC Secretariat
3. Pay the Order of payment	3. Receive the payment and issue an official receipt	<ul style="list-style-type: none"> • 500,000 and below = 500.00 • More than 500,000 to 1M = 1,000 • More than 1M to 5M = 5,000.00 • More than 5M to 10M = 10,000.00 • More than 10M to 50M = 25,000.00 • More than 50M to 500M = 50,000.00 • More than 500M = 75,000.00 	2 minutes	BAC Secretariat



	Record and release certified true copy of bid document	None	10 minutes	BAC Secretariat
4. Submit bid proposals	5. Receive bid proposals	None	1 minute	BAC Secretariat
	6. Open bids	None	1 hour	BAC Members, TWG, Secretariat, End User, Bidder & Observers

7. Procurement of Civil Works or Infrastructure Projects

Refers to construction, improvement, demolition, rehabilitation, repair, restoration or maintenance of civil works components of:

1. IT projects
2. Irrigation
3. Flood Control and Drainage
4. Water Supply
5. Sanitation, Sewerage and Solid Waste Management
6. National Buildings, Hospital Buildings, and other related Constructions Projects of the Government.

Office or Division:	Office of the Municipal Engineer / BAC	
Classification:	Simple	
Type of Transaction:	G2B	
Who may avail:	Contractors	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
For Eligibility:		
DTI Business Name Registration or SEC Registration Certificate.		DTI Regional Office
Valid and current Mayor's Permit/Municipal License		Office of the Mayor
Taxpayer's Identification Number		BIR Office
BIR Tax Clearance		BIR Office



PhilGeps Registration Certificate	PhilGeps Website
Statement of ongoing and similar completed Government and Private Contracts, including awarded but not yet started contracts	Contractor
Articles of Incorporation, if any	Contractor
Statement of the Prospective Bidder that it is not "blacklisted"	Contractor
Audited Financial Statement, stamped, received by the BIR or their duly accredited and unauthorized institution, for the immediately preceding calendar year, showing the total assets and liabilities	Contractor's Accountant
Computation of Net Financial Contracting Capacity (NFCC) or Certificate of Commitment specific for the contract, issued by a licensed bank to extend a credit line if awarded the contract or cash deposit certificate at least equal to ten percent of ABC	Contractor
Additional Requirements:	
Class "A" Documents	
Valid PCAB License	Contractor
Valid Joint Venture Agreement, in case of a joint venture	Contractor
Letter authorizing the BAC to verify all documents for Eligibility Check	Contractor
Certificate under Oath that each document submitted is an authentic and original copy	Contractor
Statement of Availability of Key Personnel that may be used for contract, supported with the list using Form SF-INFR-47 and SF-INFR-48	Contractor
Statement of Availability of Equipment owned, under lease and/or purchase agreement that may be used for contract , supported with the list using Form SF-INFR-49	Contractor
Certificate of Registration from BAC in lieu of class "A" documents	Contractor



Class “B” Documents				
Duly signed letter authorizing the BAC or its duly authorized representative to verify any or all of the documents submitted for eligibility check		Contractor		
Valid Joint Venture Agreement in case of a joint venture		Contractor		
Duly signed Certification under Oath that each of the documents submitted in satisfaction of the eligibility requirements is an authentic and original copy or a true and faithful reproduction of the original, complete and that all statements and information provided therein are true and correct, (3) sworn affidavit of the bidder that it is not related to the head of the procuring entity, members of the BAC, TWG and Secretariat and members of the PMO and the designers of the project, by consanguinity or affinity up to the third civil degree		Contractor		
Sworn Affidavit of the Bidder that it is not related to the head of the procuring entity, members of the BAC, TWG and Secretariat and members of the PMO and the designers of the project, by consanguinity or affinity up to the third civil degree		Contractor		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submit the Letter of Intent for an Application for Registration	1. Receive the Letter of Intent for an Application for Registration	None	2 minutes	BAC Secretariat
	Issue checklist for eligibility	None	10 minutes	BAC TWG
2. Submit the eligibility documents	2. Receive and evaluate the submitted eligibility documents	None	1 minutes	BAC TWG



3. Wait for the Certification	3. Prepare the Certificate of Registration	None	10 minutes	BAC Secretariat
	Check the Certificate of Registration	None	2 minutes	BAC TWG
	Approve the Certificate	None	1 minute	BAC Chairman
4. Receive the Certification	4. Release the Certificate	None	1 minute	BAC Secretariat
5. Request for Quotation form	5. Release Request for Quotation Form	None	2 minutes	BAC Secretariat
6. Send the filled-out Request for Quotation through email, fax, mail, courier or hand carry	6. Receive the filled-out Request for Quotation through email, fax, mail, courier or hand carry	None	1 minute	BAC Secretariat
For Public Bidding				
1. Secure bidding documents such as eligibility, technical & financial documents	1. Receive request for the bidding documents from interested supplier/contractor	None	1 minute	BAC Secretariat
2. Wait for the Order of Payment	2. Prepare for the Order of payment	None	2 minutes	BAC Secretariat
3. Pay the Order of payment	3. Receive the payment and issue an official receipt	<ul style="list-style-type: none"> • 500,000 and below = 500.00 • More than 500,000 to 1M = 1,000 	2 minutes	BAC Secretariat



		<ul style="list-style-type: none"> • More than 1M to 5M = 5,000.00 • More than 5M to 10M = 10,000.00 • More than 10M to 50M = 25,000.00 • More than 50M to 500M = 50,000.00 • More than 500M = 75,000.00 		
	Record and release certified true copy of bid document	None	10 minutes	BAC Secretariat
4. Submit bid proposals	5. Receive bid proposals	None	1 minute	BAC Secretariat
	6. Open bids	None	1 hour	BAC Members, TWG, Secretariat, End User, Bidder & Observers



8. Procurement for Consultancy Services

Refers to services for Infrastructure Projects and other types of projects or activities of the Government requiring adequate external technical and professional expertise that are beyond the capability and/or capacity of the Government to undertake, such as, but not limited to:

1. Advisory and review services
2. Pre-investment or Feasibility Studies
3. Design
4. Construction Supervision
5. Management and Related Services
6. Other Technical Services or Special Studies

Office or Division:	Office of the Municipal Engineer / BAC	
Classification:	Simple	
Type of Transaction:	G2B/G2G	
Who may avail:	Contractors	
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	
For Eligibility:		
DTI Business Name Registration or SEC Registration Certificate.	DTI Regional Office	
Valid and current Mayor's Permit/Municipal License	Office of the Mayor	
Taxpayer's Identification Number	BIR Office	
BIR Tax Clearance	BIR Office	
PhilGeps Registration Certificate	PhilGeps Website	
Statement of ongoing and similar completed Government and Private Contracts, including awarded but not yet started contracts	Contractor	
Articles of Incorporation, if any	Contractor	
Statement of the Prospective Bidder that it is not "blacklisted"	Contractor	



Audited Financial Statement, stamped, received by the BIR or their duly accredited and unauthorized institution, for the immediately preceding calendar year, showing the total assets and liabilities	Contractor's Accountant
Computation of Net Financial Contracting Capacity (NFCC) or Certificate of Commitment specific for the contract, issued by a licensed bank to extend a credit line if awarded the contract or cash deposit certificate at least equal to ten percent of ABC	Contractor
Additional Requirements:	
Duly signed Statement on the Types and Number of Equipment that the consultant owns, under lease or purchase agreements	Contractor
Duly signed Statement of the Kinds and Number of its Ownership and Key Staff, Partners or Principal Officers, if a judicial entity	Contractor
That, when the types and fields of consulting services in which the entity wishes to engage involve professions regulated by the laws of the Philippines, the owner and the key staff, and all the partners of the professional partnership firm, as the case may be and those who will actually perform the service, are registered professionals authorized by the appropriate regulatory body to practice those professions and allied professions, if a juridical entity	Contractor
Duly signed Statement on the Prospective Bidder's Technical Competence, Experience and Staff Capabilities, if a juridical entity	Contractor
Duly signed statement of his/her citizenship, if an individual	Contractor



When the Type of Fields Consulting Services in which he wishes to engage involve professions regulated by the law of the Philippines; he is a registered professional authorized by the appropriate regulatory body to practice those professions and allied professions, if an individual		Contractor		
Other appropriate licenses as may be required by the procuring entity		Contractor		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submit the Letter of Intent for an Application for Registration	1. Receive the Letter of Intent for an Application for Registration	None	2 minutes	BAC Secretariat
	Issue checklist for eligibility	None	10 minutes	BAC TWG
2. Submit the eligibility documents	2. Receive and evaluate the submitted eligibility documents	None	1 minutes	BAC TWG
3. Wait for the Certification	3. Prepare the Certificate of Registration	None	10 minutes	BAC Secretariat
	Check the Certificate of Registration	None	2 minutes	BAC TWG
	Approve the Certificate	None	1 minute	BAC Chairman
4. Receive the Certification	4. Release the Certificate	None	1 minute	BAC Secretariat
5. Request for Quotation Form	5. Release request for quotation form	None	2 minutes	BAC Secretariat



6. Send the filled-out Request for Quotation through email, fax, mail, courier or hand carry	6. Receive the filled-out Request for Quotation through email, fax, mail, courier or hand carry	None	1 minute	BAC Secretariat
For Public Bidding				
1. Secure Bidding Documents such as eligibility, technical & financial documents	1. Receive request for the bidding documents from interested supplier/contractor	None	1 minute	BAC Secretariat
2. Wait for the Order of Payment	2. Prepare for the Order of payment	None	2 minutes	BAC Secretariat
3. Pay the Order of payment	3. Receive the payment and issue an official receipt	<ul style="list-style-type: none"> • 500,000 and below = 500.00 • More than 500,000 to 1M = 1,000 • More than 1M to 5M = 5,000.00 • More than 5M to 10M = 10,000.00 • More than 10M to 50M = 25,000.00 	2 minutes	BAC Secretariat



		<ul style="list-style-type: none"> • More than 50M to 500M = 50,000.00 <p>More than 500M = 75,000.00</p>		
	Record and release certified true copy of bid document	None	10 minutes	BAC Secretariat
4. Submit bid proposals	4. Receive bid proposals	None	1 minute	BAC Secretariat
	5. Open bids	None	1 hour	BAC Members, TWG, Secretariat, End User, Bidder & Observers



Office of the Municipal Planning and Development Coordinator

External Services



1. SECURING ZONING CERTIFICATE FOR LAND

Site zoning is requested by a taxpayer and/or any individual to enable the property owner to know the use of his/her parcel of land in accordance with the approved Comprehensive Land Use Plan and Zoning Ordinance. The Zoning Certificate can be secured at the Municipal Planning and Development Coordinator's Office (MPDCO)

Office or Division:	Office of the Municipal Planning and Development Coordinator/ Deputized Zoning Administrator			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen G2B-Government to Business Entity			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. One (1) copy of location plan duly signed and sealed by a registered Geodetic Engineer 2. One (1) certified photocopy of Title or Deed of Sale 3. One (1) photocopy of Real Property Tax Receipt 4. One (1) photocopy of Tax Declaration 5. Authorization from the registered owner allowing applicant to use subject parcel of land plus TCT of registered owner		Office of the MPDC/DZA		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Fill out the application form and submit it to the frontline personnel.	After issuance of the application, receive the filled out application form and review the requirements submitted by the client.	Based on Art. R, Sec. 4R.01 to 4R.04 of the Amended Revenue Code Zoning Certificate for Land Fees = Php 720.00 per hectare	15 minutes	MPDC/ Deputy Zoning Administrator MPDC Staff
2. Wait while the personnel evaluates the use of the parcel of land at the CLUP Matrix.	Evaluate as to the use of the parcel of land at the CLUP Matrix.		15 minutes	Municipal Engineer



3. Wait for the order of payment.	Prepare the order of payment. Computation will be based on the schedule of fees on zoning certificate for land.		10 minutes	
4. Pay the corresponding fee.	Instruct client to pay the corresponding fee at the Municipal Treasurer's Office.		5 minutes	
5. Give the copy of proof of payment.	Receive the copy of proof of payment.		1 minute	
6. Wait while the personnel prepares/records and approves the Zoning Certificate for Land.	Prepare/record and approve the Zoning Certificate for Land.		15 minutes	MPDC/Dep.Zoning Admin. MPDC Staff
7. Accept the Certificate	Release the certificate to the client.		3 minutes	MPDC/Dep.Zoning Admin.
8. Sign the logbook	Give the logbook to the client		5 minutes	MPDC/Dep.Zoning Admin. MPDC Staff
	File the documents			
TOTAL		P 720.00	1 hour and 9 minutes	



2. SECURING LOCATIONAL CLEARANCE/ZONING CERTIFICATE FOR BUILDING

All enterprises and private persons constructing a new building or applying for expansion/renovation are required to secure a Zoning Clearance at the Municipal Planning & Development Coordinator's Office (MPDCO) upon application for Building Permit.

This should be done before the start of construction to ensure that the building/business is allowed in the chosen location as per the Comprehensive Land Use Plan (CLUP) of the municipality.



Office or Division:	Office of the Municipal Planning and Development Coordinator/ Deputized Zoning Administrator	
Classification:	Simple/Complex	
Type of transaction:	G2C-Government to Citizen G2B-Government to Business Entity	
Who may avail:	All	
	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	<ol style="list-style-type: none"> 1. Application Form for Zoning Clearance, duly notarized – 2 copies 2. One (1) set of plans duly signed and sealed by registered engineer/architect concerned with the conformity of the owner/applicant 3. One (1) copy of location plan duly signed and sealed by a registered geodetic engineer 4. One (1) certified photocopy of Title or Deed of Sale 5. Authorization from the registered owner allowing applicant to use subject parcel of land plus TCT of registered owner 6. One (1) photocopy of Real Property Tax Receipt 7. One (1) photocopy of Tax Declaration 8. One (1) copy of Bill of Materials duly signed and sealed by a registered civil engineer or architect 9. Secure Environmental Compliance Certificate (ECC) from EMB, DENR prior to actual operation. 10. If the land is agricultural, secure conversion clearance from the Department of Agrarian. 	Office of the MPDC/DZA



Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Fill out the application form and submit it to the frontline personnel.	After issuance of the application, receive the filled out application form and review the requirements submitted by the client.		15 minutes	MPDC/DZA MPDC Staff
2. Wait while the frontline personnel evaluates the application filed.	Evaluate as to the use of the parcel of land at the CLUP Matrix. If it does not conform, conduct actual inspection.		25 minutes Within 3 days after evaluation	MPDC/DZA MPDC Staff Municipal Engineer
3. Ask for the outcome of the inspection with proper recommendation.	Report and recommend on the outcome of inspection		20 minutes after the conduct of inspection	MPDC/DZA MPDC Staff
4. Listen to the action taken and the advisory given by the frontline personnel as to the development of the transaction verbally or in writing.	Endorse the transaction to the Sangguniang Bayan for appropriate action if necessary. Advise the client on the development of the transaction verbally or in writing.		20 minutes	MPDC/DZA



5. Pay the corresponding fees.	Prepare the order of payment based on the schedule of fees. Instruct the client to pay the corresponding fees at the Municipal Treasurer's Office.	See Attached Fees to be paid	20 minutes	MPDC/DZA MPDC Staff
6. Give the copy of proof of payment.	Receive the copy of proof of payment.		1 minute	
7. Wait while the frontline personnel prepares/records and approves the locational clearance/zoning certificate for building.	Prepare/record and approve the locational clearance/zoning certificate for building.		30 minutes	MPDC/DZA MPDC Staff
8. Sign the logbook.	Record in the logbook the transaction/s. Give the logbook to the client.		5 minutes	
9. Accept/Get the certificate.	Release the certificate.		3 minutes	
	File the Documents.		3 minutes	
TOTAL			2 hours and 22 minutes	



FEES TO BE PAID:

Based on Art. R, Sec. 4R.01 to 4R.04 of the Amended Revenue Code

I. ZONING/LOCATIONAL CLEARANCE	
A. Residential Structure single attached/detached, the project cost of which is	
1. P 100,000 and below	P 288.00
2. Over P100,000 to P 200,000	P 576.00
3. Over P 200,000	P 720.00 + 1/10 of 1% excess of P 200,000.00
B. Apartments/Townhouses	
1. P500,000 and below	P 1,440.00
2. Over P 500,000 to P 2 Million	P 2,160.00
3. Over P 2 Million	P 3,600.00 + 1/10 of cost in excess of P2 Million regardless of the number of doors
C. Dormitories	
1. Project Cost of P 2 Million and below	P 3,600.00
2. Project Cost of Over P 2 Million	P 3,600.00 + 1/10 of cost in excess of P2 Million regardless of the number of doors
D. Institutional the project Cost of which is :	
1. P 2 Million and below	P 2,880.00
2. Over P 2 Million	P 2,880.00 + 1/10 of cost in excess of P 2 Million
E. Commercial, Industrial, Agro-Industrial, the project cost of which is:	
1. P 100,000 and below	P 1,440.00
2. Over P100,000 to P 500,000	P 2,160.00
3. Over P 500,000 – P 1 Million	P 2,880.00
4. Over P 1 Million – P 2 Million	P 4,320.00
5. Over P 2 Million	P 7,200.00 + 1/10 of 1% of cost in excess of P 2 Million
F. Special Uses/ Special Projects, the project cost of which is: (gasoline station, cell sites, slaughterhouse, treatment plant etc.)	
1. P 2 Million and below	P 7,200.00
2. Over P 2 Million	P 7,200.00 + 1/10 of 1% of cost in excess of P 2 Million



3. SECURING DATA FROM MUNICIPAL PLANNING AND DEVELOPMENT COORDINATOR'S OFFICE

Information about the Municipality and its development plans are available at the MPDCO.

This includes:

- Socio-Economic Profiles
- Land Use Plan
- Economic Development Data
- Other Municipal Statistics

Office or Division:	Office of the Municipal Planning and Development Coordinator/ Deputized Zoning Administrator			
Classification:	Simple/Complex/Highly Technical (depending on the situation)			
Type of transaction:	G2C Government to Client G2B Government to Business Entity G2G Government to Government			
Who may avail:	All			
CHEKLIST OF REQUIREMENTS		WHERE TO SECURE		
NONE		Office of the MPDC/DZA		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Approach frontline personnel for the data being requested.	Assist the client requesting for data.	None	1 minute	MPDC Staff/MPDC
2. Request for verification as to the availability of the data needed.	Verify if data needed is available.	None	5-10 minutes	MPDC Staff/MPDC



<p>3. If data is available, client waits while the person- in-charge accesses the information, otherwise the client is referred to other probable sources of information.</p>	<p>Access the information, otherwise the client is referred to other probable sources of information</p>	<p>None</p>	<p>5 minutes</p>	<p>MPDC/MPDC Staff</p>
<p>4. Wait while person in charge reviews and verifies the information to be given.</p>	<p>Review and verify the information to be given to the client.</p>	<p>None</p>	<p>10 minutes</p>	<p>MPDC</p>
<p>5. If original documents cannot be given, client requests the office for the photocopying of the said documents except for documents (e.g. maps, site development plans) which cannot fit in the photocopying machine of the office. In such case, client leaves an ID Card with the person in charge and is allowed to photocopy documents elsewhere.</p>	<p>Photocopy requested document/s except those which cannot fit in the photocopying machine.</p>	<p>None</p>	<p>Processing time depends on the documents to be photo copied.</p>	<p>MPDC/MPDC Staff</p>



6. Sign in the logbook for record purposes. If documents were photocopied, client returns the original documents and retrieves his/her ID card.	Register Clients for record purposes	None	3 minutes	MPDC/MPDC Staff
TOTAL			29 minutes (except for the photocopying time)	



FEES TO BE PAID:

Based on Art. R, Sec. 4R.01 to 4R.04 of the Amended Revenue Code

I. ZONING/LOCATIONAL CLEARANCE	
A. Residential Structure single attached/detached, the project cost of which is	
4. P 100,000 and below	P 288.00
5. Over P100,000 to P 200,000	P 576.00
6. Over P 200,000	P 720.00 + 1/10 of 1% excess of P 200,000.00
B. Apartments/Townhouses	
4. P500,000 and below	P 1,440.00
5. Over P 500,000 to P 2 Million	P 2,160.00
6. Over P 2 Million	P 3,600.00 + 1/10 of cost in excess of P2 Million regardless of the number of doors
C. Dormitories	
3. Project Cost of P 2 Million and below	P 3,600.00
4. Project Cost of Over P 2 Million	P 3,600.00 + 1/10 of cost in excess of P2 Million regardless of the number of doors
D. Institutional the project Cost of which is :	
3. P 2 Million and below	P 2,880.00
4. Over P 2 Million	P 2,880.00 + 1/10 of cost in excess of P 2 Million



E. Commercial, Industrial, Agro-Industrial, the project cost of which is:	
6. P 100,000 and below	P 1,440.00
7. Over P100,000 to P 500,000	
8. Over P 500,000 – P 1 Million	P 2,160.00
9. Over P 1 Million – P 2 Million	P 2,880.00
10. Over P 2 Million	P 4,320.00
	P 7,200.00 + 1/10 of 1% of cost in excess of P 2 Million
F. Special Uses/ Special Projects, the project cost of which is: (gasoline station, cell sites, slaughterhouse, treatment plant etc.)	
3. P 2 Million and below	P 7,200.00
4. Over P 2 Million	P 7,200.00 + 1/10 of 1% of cost in excess of P 2 Million



Municipal Social Welfare and Development Office

External Services



**SECURING CERTIFICATES FROM THE MUNICIPAL SOCIAL WELFARE & DEVELOPMENT OFFICE
(Certificate of Indigency)**

Certificate of Indigency is issued so that the less fortunate clientele can avail assistance from the municipality as well as referrals to the GO's and NGO's, financial aid to scholarship, free legal aid from the Office of Public Attorney, medical assistance and burial assistance.

Office or Division:		Office of the Municipal Social Welfare & Development	
Classification:		Simple	
Type of Transaction:		G2C – for services whose client is the transacting public	
Who may avail:		Indigent applicants, residents of the municipality	
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:	
Barangay Certificate of Indigency		Barangay Hall	
Client Steps	Agency Action	Processing Time	Person Responsible
1. Present the barangay certificate of indigency.	1. Review the submitted documents and interview the client. 2. Prepare the MSWD certificate of Indigency. 3. Issue Certificate of Indigency.	3 minutes	Job Order Administrative Aide(s) SWO III



APPLYING FOR A SENIOR CITIZEN'S IDENTIFICATION CARD

The Office of the Senior Citizen Affairs (OSCA) under the Municipal Mayor's Office ensures the issuance of the senior citizen identification cards with purchase booklet (medicines/groceries) slips to all persons/individuals sixty (60) years old and above.

Office or Division:	Office of the Municipal Social Welfare & Development		
Classification:	Simple		
Type of Transaction:	G2C – for services whose client is the transacting public		
Who may avail:	Person/ individuals sixty (60) years old and above		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:	
<p><u>New ID</u></p> <ol style="list-style-type: none"> 1. Photos/pictures (2 pieces of 1x1 pictures) 2. Community tax certificate (<i>cedula</i>) 3. Barangay certification 4. Any of the following as proof of date of birth: birth certificate, baptismal certificate, marriage certificate, driver's license and passport. <p><u>ID Replacement</u></p> <ol style="list-style-type: none"> 1. Photo/picture (1 pc. of 1x1 picture) 2. Old ID 3. Affidavit of loss, for lost ID 4. Barangay Certification, for resident transferee 		<p>Barangay Hall Municipal Civil Registrar Philippine Statistics Authority</p>	
Client Steps	Agency Action	Processing Time	Person Responsible
Fill-out application form.	Check the filled-out form.	2 minutes	<p>Job Order Administrative Aide(s) SWO III</p>
Submit requirements.	Check the complete requirements.	1 minute	



	Prepare the identification card and the purchase booklet.	1 minute	
	Issue Senior Citizen Identification Card and Release Purchase Booklet.	1 minute	

APPLYING FOR SOLO PARENT IDENTIFICATION CARD

A solo parent ID card is issued to all single parents/ family heads who have minor children (below 18 years old), to avail additional leave and other benefits from the agencies they are working with.

Office or Division:	Office of the Municipal Social Welfare & Development		
Classification:	Simple		
Type of Transaction:	G2C – for services whose client is the transacting public		
Who may avail:	Single parent/ family head who has minor child/ren (below 18 years old)		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:	
<ol style="list-style-type: none"> 1. Barangay certification 2. Birth certificate of minor children 3. Proof of solo parenting status (legally separated; spouse out of the country; abandoned by spouse) 4. 2 pcs. of 1 x 1 pictures 		Barangay Hall Municipal Civil Registrar Philippine Statistics Authority	



Client Steps	Agency Action	Processing Time	Person Responsible
1. Present the complete requirements.	1. Check the submitted documents and issue application form.	2 minutes	Job Order Administrative Aide(s) SWO III
2. Fill-out application form.	2. Review the accomplished form.		
	3. Release the Solo Parent ID and the purchase booklet slip/s.	1 day	SWO III Municipal Mayor
			JO, AA, SWO III

ASSISTANCE TO INDIVIDUALS IN CRISIS SITUATIONS (AICS)

The Municipal Social Welfare and Development Office (MSWDO) provides emergency financial assistance or referrals for free service to individuals and families who are in extremely difficult situations and have inadequate resources.

The situations covered are:

- need for medical assistance
- death of a family member – burial assistance
- being stranded within the municipality – food and transportation assistance
- fire, earthquake and flood victims – financial assistance and relief goods

Office or Division:	Office of the Municipal Social Welfare & Development	
Classification:	Simple	
Type of Transaction:	G2C – for services whose client is the transacting public	
Who may avail:	Any individual/ families who are in extremely difficult situations and have inadequate resources	
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:
<ul style="list-style-type: none"> ▪ Medical/ Financial Assistance – medical certificate, clinical abstract, original or certified true copy of barangay/voter's certification 		Hospital /Registered Physician Barangay Hall



<ul style="list-style-type: none"> ▪ Burial Assistance – death certificate, funeral contract, barangay certificate of indigency, valid ID of the deceased. 		Barangay Hall Municipal Civil Registrar Philippine Statistics Authority	
<ul style="list-style-type: none"> • Food and Transportation Assistance – police blotter in case client is a victim of pickpocket 		PNP	
<ul style="list-style-type: none"> ▪ Financial Assistance and Relief Goods – report from the Bureau of Fire Protection 		BFP	
Client Steps	Agency Action	Processing Time	Person Responsible
1. Fill-out AICS form and undergo interview.	Interview and evaluate the needs of the client using the intake sheet.	5 minutes	Administrative Aide(s)
	Review the intake sheet and recommend approval of the assistance.	10 minutes	SWO III Administrative Aide
	Release the recommendation for assistance to the client.	5 minutes	Social Worker (Department Head) Administrative Aide



FILING OF SOCIAL CASE STUDY REPORTS

The Philippine Charity Sweepstakes Office (PCSO), government and private institutions and Non-Government Organizations (NGOs) provide indigents with laboratory, surgical and other medical needs. Before a beneficiary can avail of this assistance, he/she is required to secure a Social Case Study Report from the MSWDO.

Office or Division:	Office of the Municipal Social Welfare & Development		
Classification:	Simple		
Type of Transaction:	G2C – for services whose client is the transacting public		
Who may avail:	Any individual/ families who are in extremely difficult situations and have inadequate resources		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:	
Medical certificate or clinical abstract, estimated hospital bills/with promissory note or estimated cost of surgery, chemotherapy, cobalt therapy, etc.		Hospital/ Registered Physician	
Client Steps	Agency Action	Processing Time	Person Responsible
1. Submit requirements to the Office of Municipal Social Welfare & Development.	1. Interview applicant and validate the documents submitted.	5 minutes	Administrative Aide(s) SWO III
	2. Prepare Social Case Study Report.	10 minutes	Administrative Aide(s) SWO III
	3. Review, finalize and approve the social case study report.	5 minutes	Administrative Aide(s) SWO III
	4. Record and release the social case study to the client.	5 minutes	Administrative Aide Social Welfare Assistant



ISSUANCE OF PERSON WITH DISABILITY (PWD) IDENTIFICATION CARD

The Person with Disability ID card is issued at the Office of Person with Disability Affairs under the Office of Municipal Social Welfare & Development, to a person with the following conditions: Musculoskeletal, Orthopedic, Mobility Impairment, Motor Disability, Visual Impairment, Hearing Impairment, Speech, Language, Communication Disability, Mental Impairment and Deformities.

Office or Division:	Office of the Municipal Social Welfare & Development		
Classification:	Simple		
Type of Transaction:	G2C – for services whose client is the transacting public		
Who may avail:	Any individual/ person with the following conditions: Orthopedic, Mobility, Motor, Visual, Hearing, Speech, Communication, Psychosocial, Mental and Deformities.		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:	
1. Medical certificate signed by the licensed physician		1. Registered Physician	
2. Accomplished application form		2. Office of MSWD	
3. 1 piece Whole body picture		3. Applicant	
4. 1 piece 1x1 colored picture		4. Applicant	
Client Steps	Agency Action	Processing Time	Person Responsible
1. Present the complete requirements and fill out form.	1. Review the accomplished application form	2 minutes	Administrative Aide(s) Job Order
	Prepare the PWD ID	2 minutes	Administrative Aide/ Job Order/SWO III
	Release the PWD ID with purchase booklet	2 minutes	Administrative Aide/ Job Order



FILING OF GENERAL INTAKE SHEETS

The Office of the Municipal Social Welfare & Development provides assistance or referrals to individuals and families who have inadequate resources.

Office or Division:	Office of the Municipal Social Welfare & Development		
Classification:	Simple		
Type of Transaction:	G2C – for services whose client is the transacting public		
Who may avail:	Indigent applicants, residents of the municipality		
CHECKLIST OF REQUIREMENTS:	WHERE TO SECURE:		
<ol style="list-style-type: none"> 1. Medical certificate signed by the licensed physician 2. Accomplished application form 3. 1 piece Whole body picture 4. 1 piece 1x1 colored picture 	<ol style="list-style-type: none"> 1. Registered Physician 2. Office of MSWD 3. Applicant 4. Applicant 		
Client Steps	Agency Action	Processing Time	Person Responsible
1. Present the complete requirements.	1. Interview client for the General Intake Sheet Form. 2. Assess and evaluate the needs of the client.	3 minutes	Administrative Aide(s) SWO III
		2 minutes	
	3. Sign and release the General Intake Sheet.		



Municipal Treasurer's Office

External Services



PROCESSING FOR PAYMENT AND COLLECTION OF REAL PROPERTY TAX

The Municipal Treasurer's Office is directly responsible in collecting taxes, fees & charges due to the Municipal Government. Any person/individual and/or judicial entity who owns a real property such as land, building and machinery shall pay the imposed tax.

Office or Division:	Office of the Municipal Treasurer			
Classification:	SIMPLE			
Type of Transaction	GOVERNMENT TO CITIZENS			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Latest Tax Declaration/Certificate of Property Title		Office of the Municipal Assessor		
Latest Official Receipt		MTO/Previous Year Receipt		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present requirements at the Cashier.	Check requirements and verify ITAX for any unsettled obligation.	None	10 minutes	LRCO I Admin Aide II
2. Present and Pay Real Property Tax at the Cashier	Receive Payment and Issue Official Receipt		5 minutes	LRCO I Admin Aide II



PROCESSING FOR THE ISSUANCE OF REAL PROPERTY TAX CLEARANCE

The Municipal Treasurer's Office maintains a tax information system where each taxpayer has a record of their historical payments of taxes due to the municipality. Tax clearance or certification based on taxpayer record is issued upon request of the taxpayer. Any person/individual and/or judicial entity who has a real property such as land, building and machinery and establish, operate, conduct or maintain their respective business within the municipality can avail of this service

Office or Division:	Office of the Municipal Treasurer			
Classification:	SIMPLE			
Type of Transaction	GOVERNMENT TO CITIZEN			
Who may avail:	General Public			
CHECKLIST REQUIREMENTS:		WHERE TO SECURE		
OF 1. Latest Tax Declaration 2. Latest Official Receipt		Office of the Municipal Treasurer		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the requirements at the Cashier	1. Check requirement /, verify with the ITAX System for any unsettled obligations and issue RPT bill.	None	5 minutes	LRCO/Admin Aide II



2. Present and Pay Real Property Tax Bill at the Cashier (if there's any) and pay clearance.	2. Receive Payment and Issue Official Receipt.	100.00	5 minutes	LRCO/Admin Aide II
		None	5 minutes	LRCO/Admin Aide II
	Prepare Real Property Tax Clearance	None	2 minutes	LRCO/Admin Aide II
	Approve Tax Clearance		2 minutes	
3. Receive Tax Clearance/Certifications	Release Tax Clearance/Certification			Municipal Treasurer

PROCESSING FOR PAYMENT OF THE FOLLOWING TAXES, PERMITS, LICENSES AND OTHER FEES AND CHARGES

1. Assessor's Fees and Certifications
2. MTOP
3. Business Certifications
4. Building Permit Fees
5. Civil Registration Fees (Birth, Death & Marriage)
6. Mayor's Permits/Clearance/Certifications
7. Police Clearance
8. Medical Certificates/Health Cards
9. Sanitary Permits
10. Occupational Fees
11. Burial Permits
12. Market Stall Rentals
13. Other Fees and Charges
14. Other Clearances and Certifications



Office or Division:	Office of the Municipal Treasurer			
Classification:	SIMPLE			
Type of Transaction	GOVERNMENT TO CITIZEN			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Approved Order of Payment		1. Office where the Fees is needed		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Order of Payment and pay the corresponding fees and taxes	1. Receive payment and issue Official Receipt.	As provided in the 2015 Local Revenue Code	5 minutes	Admin Asst. II Admin Aide II



Office or Division:	Office of the Municipal Treasurer			
Type of Transaction	GOVERNMENT TO CITIZEN			
Who may avail:	General Public			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the requirement/s at the Cashier	Check requirement/s and post /encode to the ITAX.	None As provided in the 2015 Local Revenue Code	5 minutes	Admin Asst. II Admin Aide II
2. Pay the corresponding taxes and fees	Receive payment and issue Community Tax Certificate.		3 minutes	Admin Asst. II Admin Aide II
3. Affix signature and put thumb mark on the Community Tax Certificate	Release Original Copy of Community Tax Certificate		2 minutes	Admin Asst. II Admin Aide II



PROCESSING FOR THE ISSUANCE OF COMMUNITY TAX CERTIFICATE (Cedula)

A Community Tax Certificate (CTC) is required when an individual or corporation:

- takes an oath of office upon election or appointment to any position in the government service
- receives any license, certificate or permit from any public authority
- pays any tax or fee
- receives money from any public fund
- transact other official business
- receives any salary or wage from any person or corporation

Office or Division:	Office of the Municipal Treasurer			
Classification:	SIMPLE			
Type of Transaction	GOVERNMENT TO CITIZEN			
Who may avail:	General Public			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<ul style="list-style-type: none"> • Present the requirement/s at the Cashier. 	Check requirements and post/encode to the ITAX.	None	5 minutes	Admin Asst. II Admin Aide II
<ul style="list-style-type: none"> • Pay the corresponding taxes and fees. 	Receive Payment and issue Community Tax Certificate.	As provided in the 2015 Local Revenue Code	3 minutes	Admin Asst. II Admin Aide II



<ul style="list-style-type: none"> Affix signature and put thumb mark on the Community Tax Certificate. 	Release Original Copy of Community Tax Certificate.		2 minutes	Admin Asst. II Admin Aide II
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PROCESSING OF APPLICATION FOR NEW AND RENEWAL (BUSINESS)

The Office of the Municipal Treasurer is directly responsible for the issuance of Mayor's/Business Permits and for regulating the operation of business within the territorial jurisdiction of the Municipality of Santa Rita, Pampanga. It ensures that every business has secured Mayor's/Business Permit prior to its actual operation. Any person doing business within the Municipality can avail of this service.

Office or Division:	Office of the Municipal Treasurer		
Classification:	SIMPLE		
Type of Transaction	GOVERNMENT TO CITIZEN'S		
Who may avail:	General Public		
CHECKLIST OF REQUIREMENTS 1. Barangay Business Clearance 2. Proof of Business Registration (DTI/SEC Cooperative Development Authority (CDA) Registration 3. Occupancy Permit 4. Contract of Lease (if Lessee)	WHERE TO SECURE 1. Barangay where the Business is located 2. DTI, SEC, CDA office 3. Municipal Engineering Office		



CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure and fill-out application form for business.	Assess and compute taxes and fees.	None	15 minutes	MT BPLO
2. Pay corresponding fees.	Accept payment of fees and issue Official Receipts	Depends on business kind and status	8 minutes	Admin. Asst. II LRCO I
3. Receive Mayor's Permit and Plate	Issue Mayor's Permit & Plate		5 minutes	Admin Aide II



Office of the Municipal Mayor

External Services



1. SECURING VARIOUS CERTIFICATIONS (Indigence, Electrical, Quarry, etc)

The Office of the Mayor issues certification/s to persons or entities in need of such.

Office or Division:		Office of the Municipal Mayor		
Classification:		Simple		
Type of Transaction		Government to Citizen		
Who may avail:		Eligible Riteñan		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Barangay Certification		Barangay Hall		
2. Community Tax Certificate		Barangay Hall		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the necessary requirements or documents	1. Receive and review requirements given by the client		2 minutes	Job Order/ Administrative Aide
2. Make payment at the Office of the Municipal Treasurer	2. Issue an official receipt.	Php 100.00	5 minutes	MTO
3. Present the receipt.	3. Prepare the certification		5 minutes	Job Order/ Administrative Aide
4. Review the certification	4. Release certification duly signed by the Municipal Mayor		5 minutes	Job Order/ Administrative Aide
TOTAL		PHP100.00	17 minutes	



2. SECURING MAYOR'S CLEARANCE (Certificate of Good Moral Character)

People seeking employment need to secure a Mayor's Clearance at the Office of the Municipal Mayor.

Office or Division:	Office of the Municipal Mayor			
Classification:	Simple			
Type of Transaction	Government to Citizen			
Who may avail:	Eligible Riteñan			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Barangay Certification		Barangay Hall		
2. Community Tax Certificate		Barangay Hall		
3. Voter's ID/Voter's Certification		COMELEC		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the necessary requirements or documents	1. Receive and review requirements given by the client		2 minutes	Job Order/ Administrative Aide
2. Make payment at the Office of the Municipal Treasurer (except for first time work applicants)	2. Issue an official receipt.	Php 100.00	5 minutes	MTO
3. Present the receipt.	3. Prepare the certification		5 minutes	Job Order/ Administrative Aide
4. Review the certification	4. Release certification duly signed by the Municipal Mayor		5 minutes	Job Order/ Administrative Aide
	TOTAL	PHP100.00	17 minutes	



3. SECURING MAYOR'S PERMIT FOR TRICYCLES

Tricycle operators need to secure franchise at the Office of the Sangguniang Bayan for actual operation. This is also pre-requisite to securing Mayor's Permit for tricycles. This document is secured at the Office of the Mayor

Office or Division:	Office of the Municipal Mayor			
Classification:	Simple			
Type of Transaction	Government to Citizen			
Who may avail:	Tricycle Drivers			
CHECKLIST OF REQUIREMENTS 1. Franchise 2. Official Receipt		WHERE TO SECURE Sangguniang Bayan Office MTO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the necessary requirements or documents (OR/CR)	1. Receive and review requirements given by the client and issue an MCH Temporary Slip		5 minutes	SB
2. Make payment at the Office of the Municipal Treasurer	2. Issue an official receipt.	Php 465.00	3 minutes	MTO
3. Present the receipt and the MCH Temporary Slip	3. Prepare the Mayor's Tricycle Permit		5 minutes	Job Order/ Administrative Aide
4. Review the Permit	4. Release the permit duly signed by the Municipal Mayor		3 minutes	Job Order/ Administrative Aide
	TOTAL	PHP465.00	16 minutes	



4. ISSUANCE OF AFFIDAVITS

The Office of the Municipal Mayor extends to the public legal assistance in terms of preparation of affidavits (i.e Affidavit of Loss, Affidavit of Discrepancy, Affidavit of Paternity, Affidavit of Use the Surname of the Father, Joint Affidavits, etc.

Office or Division:	Office of the Municipal Mayor			
Classification:	Simple			
Type of Transaction	Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid Identification Card/s (ID)		Umid Card, Drivers License, SSS, Voter's ID. School ID, etc.		
2. Community Tax Certificate (Cedula)		Barangay Hall/Municipal Hall		
3. Certificate of Live Birth of the person/s concerned		PSA		
4. Certificate of Marriage for married couple		PSA		
5. Certificate of Baptism		Church		
6. School Records		School		
7. Other pertinent documents depending on the affidavit being secured				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Personal appearance at the office	1. Interview the client		2 minutes	Job Order/ Administrative Aide



2. Present the requirements on hand	2. Gather all the requirements, and assess the affidavit suitable for the need of the client		3 minutes	Job Order/ Administrative Aide
3. Submit the documents needed	3. Prepare the affidavit and advise the affiant to pay the necessary fees at the Municipal Treasurer's Office		5 minutes	Job Order/ Administrative Aide
4. Pay the necessary fees	Issue an official receipt (secretarial fee)	Php 100.00	3 minutes	MTO Personnel
5. Present the Official Receipt	Print the affidavit and let the affiant/s check it		3 minutes	Job Order/ Administrative Aide
6. Sign the affidavit	Release the affidavit duly signed by the Municipal Mayor		2 minutes	Job Order/ Administrative Aide
	TOTAL	PHP100.00	18 minutes	



5.APPLICATION FOR VARIOUS REQUESTS

Apart from basic social services, the Municipal Government extends further assistance to its constituents thru provision of logistical support and services.

Types of requests:

- Promotional Activities
- Cultural, economic marketing and other researches
- Ambulatory services
- Health/medical services
- Financial assistance to indigent constituents
- Endorsement (for employment or requests to other governmental agencies or offices)

Office or Division:	Office of the Municipal Mayor			
Classification:	Technical			
Type of Transaction	Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> 1. Request letter (preferably 5 days before the activity, except for emergency cases) 2. Case study report (for ambulatory services) 3. Medical Certificate/Clinical Abstract (medical services) 4. Barangay Clearance 5. Other pertinent documents depending on the request being applied 		DSWD Hospital/Licensed Physician Barangay Hall		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit request or necessary requirements/documents	1. Receive and record necessary details		5 minutes	Requesting Party Administrative Aide Administrator



2. Make necessary payment if the request is for promotional activities	2. Interview the client/requesting party for additional details	Php 500.00/day	3 minutes	Administrative Aide Administrator
	3. Issue an official receipt		3 minutes	MTO
	Review of Request application for approval or disapproval		5 minutes	Administrative Aide Administrator Municipal Mayor
	4. Release of endorsement / serving of approved request or permit / sending letter of regrets duly signed by the Municipal Mayor		10 -15 minutes	Administrative Aide Administrator Municipal Mayor
	TOTAL	PHP500.00	26 - 31 minutes	



6. REPORTING OF COMPLAINTS

The Municipal Government of Santa Rita exhibits concern and vigilance in the observance of our local and national laws and regulations. It welcomes observations and complaints either in the form of written communication or personal dialogue.

Types of Complaints:

- Health and sanitation
- Building related
- Traffic management
- Environment
- Consumer welfare
- others

Office or Division:	Office of the Municipal Mayor			
Classification:	Technical			
Type of Transaction	Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> 1. Complaint Letter 2. Phone call 3. Evidence (if applicable) 				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of complaint or report personally to the Office of the Municipal Mayor	1. Acknowledge and verify the complaint.		5 minutes	Administrative Aide Administrator Municipal Mayor
	2. Conduct an initial investigation		10 minutes	Administrative Aide Administrator



	3. Giving due action to complaint by referring the same concerned head of office or entity		15 minutes	Administrator Municipal Mayor
	4. Conduct of thorough investigation		10 minutes	Head of concerned department
	5. Submission of report with recommendation to the Local Chief Executive		10 minutes	Administrator
	6. Taking of final action based on the General Code of Ordinances, Local Environment Code, market code and other existing laws		10 minutes	Municipal Mayor
	TOTAL		1 hour	



Office of the Municipal Vice Mayor

External Services



1. Issuance of Motorized Tricycle Operator's Permit (MTOPT)

Motorized Tricycle Operator's Permit (MTOPT) is the tricycle franchise necessary for an operator to operate his/her tricycle for hire around the municipality.

Office or Division	Office of the Sangguniang Bayan			
Classification:	Highly Technical			
Type of transaction:	G2C – Government to Citizen			
Who may avail?	MTOPT Applicants residents of the LGU			
CHECKLISTS OF REQUIREMENTS			WHERE TO SECURE	
Application Form			Sangguniang Bayan Office	
Clear Photocopy of Latest Official Receipt of Motorcycle Registration			LTO	
Clear Photocopy of Latest Certificate of Registration of Motorcycle			LTO	
Original Copy of all Deed/s of Sales (If the client is not the 1 st owner)			Notary public	
Original Copy of Certification from T.O.D.A			T.O.D.A President	
Clear Photocopy of Driver's License			Client	
Business Clearance			Punong Barangay	
CTC			Barangay Treasurer/Municipal Treasurer	
Client Steps	Agency Actions	FEES TO BE PAID	Processing Time	Person Responsible
1. Secure Application Form	1. Issue the application form and instruct the client to accomplish it		1 minute	Administrative Aide Staff SB Office
2. Submit accomplished form to S.B with the requirements	2. Check/ Evaluate the form 2.1 Verify the attachments (if there is a problem with the Deed of Sales advice the client to present all Deed/s of Sale)		15 minutes	Local Legislative Staff SB Office



	2.2 Instruct the client to have the form notarize			
3. Submit notarized form with required attachment to S.B	3. Verify the re-submitted form and attachment 3.1 Receive document 3.2 Direct client to submit vehicles for inspection		5 minutes	Local Legislative Staff SB Office
4. Present vehicle for Inspection	4. Inspect vehicle		15 minutes	Administrative Aide SB Office
5. Wait for SB approval of franchise	5. Approve the MTOP franchise		10 minutes	SB Secretary SB Office
6. Claim the franchise together with the form and attachments	6.1 Release franchise and documents 6.2 Instruct client to pay to the Office of the Municipal Treasurer and submit all documents with Official Receipts at Office of the Mayor		20 minutes	Local Legislative Staff S.B Office



7. Pay to the Office of the Municipal Treasurer	7. Accept payment and issue Official Receipt	P450.00	5 minutes	Administrative Aide M.T.O Office
8. Submit all documents and Official Receipt to the Office of the Mayor for the Issuance of Mayor's Permit	8. Review the documents 8.1 Receive and log the documents 8.2 Prepare the Mayor's Permit 8.3 Facilitate the signing of the Mayor's Permit		20 minutes	Administrative Aide Mayor's Office
9. Claim Permit	9. Release Mayor's Permit		2 minutes	Administrative Aide Mayor's Office
TOTAL		P450.00	1 hour & 33 minutes	

2. Issuance of Copies of Ordinances and Resolutions

The Office of the Sangguniang Bayan ensures that the availability of copy of records of Ordinances and Resolutions are always available to the all citizens of the municipality.

Office or Division	Office of the Sangguniang Bayan	
Classification:	Simple	
Type of transaction:	G2C, G2B, G2G – Government to Citizen, Business Entity and Government	
Who may avail?	All	
CHECKLISTS OF REQUIREMENTS		WHERE TO SECURE
N/A		N/A



Client Steps	Agency Action	Processing Time	Person Responsible
Request or inquire for a copy of an Ordinance or Resolution; providing details regarding the intent such as law on smoking, traffic, permit, etc. or its year of enactment, author, title, etc. or if certain Ordinance/Resolution has been enacted or in existence	Check the records through Sangguniang Bayan Information System (SIS)/Record Book for the availability of the Ordinance/Resolution. More details on the intent of the client will result into a faster retrieval of Ordinance/Resolution	5 minutes	Local Legislative Staff SB Office
Wait for updates	Ask for the approval of the SB Secretary regarding the request	1 minute	Local Legislative Staff SB Office
Wait for updates	Print a copy of the request Ordinance/Resolution, stamp it with the Sangguniang Bayan's seal as certified true copy	7 minutes	Local Legislative Staff SB Office
Sign a Proof of Receiving through the log book (signature over printed name including date of receipt)	Hand out the log book along with the details of the Ordinance/Resolution requested and the details of the client	1 minute	Local Legislative Staff SB Office
Receive the copy Ordinance/Resolution	Release the copy Ordinance/Resolution	1 minute	Local Legislative Staff SB Office
TOTAL		15 minutes or more	



3. Issuance of Certificate of No Administrative Case for Barangay Officials

A Certificate of No Administrative Case for the Barangay Officials states that such official has no such case filed at the Sangguniang Bayan.

Office or Division	Office of the Sangguniang Bayan		
Classification:	Simple		
Type of transaction:	G2G		
Who may avail?	Barangay Officials Concerned		
CHECKLISTS OF REQUIREMENTS		WHERE TO SECURE	
N/A		N/A	
Client Steps	Agency Action	Processing Time	Person Responsible
1. The Barangay Official requests a certification of no pending administrative case 1.2 Submit names of concerned barangay official and designation	1. SB staff verifies the names and record of the office 1.1 Type the certification 1.2 Have it signed by the Secretary/ Vice-Mayor 1.3 Have it sealed	15 minutes	Local Legislative Staff SB Office
2. Claim the certification	2. Give copy to client		Local Legislative Staff SB Office
TOTAL		15 minutes	



4. Certificate of Accreditation

The Office of Sangguniang Bayan grants Accreditation to a Civil Society Organization (CSO) prior to the completion of its requirements.

Office or Division	Office of the Sangguniang Bayan		
Classification:	Highly Technical		
Type of transaction:	G2C – Government Citizen		
Who may avail?	Civil Society Organization		
CHECKLISTS OF REQUIREMENTS		WHERE TO SECURE	
Duly Accomplished Application Form for Accreditation		Office of the Sangguniang Bayan	
Board Resolution		Self-Produced	
Certificate of Registration		Registering Agency	
List of Current Officers and Members		Self-Produced	
Annual Accomplishment Report (Calendar Year)		Self-Produced	
Financial Statement (Calendar Year)		Self-Produced	
Profile indicating the purpose and objective of the registration		Self-Produced	
Copy of the Minutes of Meeting of the organization (Calendar Year)		Self-Produced	
Client Steps	Agency Action	Processing Time	Person Responsible
Submit an application letter addressed to the Municipal Vice-Mayor thru the SB Secretary	Receive the application letter and endorse the same to the Municipal Vice-Mayor/Presiding Officer	10 minutes	Local Legislative Staff SB Office
Complete the requirements if some are lacking	Check all the requirements of the applicant	5 minutes	Local Legislative Staff SB Office
Wait for updates	Include it in the order of business	1 minute	Local Legislative Staff SB Office



Wait for updates	Refer to committee	1 minute	Presiding Officer
Wait for update	Meet the committee	1 hour	Concerned Committee
Wait for update	Plenary approves	5 minutes	Sangguniang Bayan
Wait for update	Adopt the minutes	7 days	Sangguniang Bayan
Wait for update	Prepare the resolution	3 days	SB Secretary SB Office
Wait for updates	Prepare the certificate, make a copy of the certificate for receiving	10 minutes	SB Secretary SB Office
Wait for updates, follow up if it is necessary	Endorse the certificate to the Municipal Vice-Mayor/Presiding Officer for signature	1 day	Local Legislative Staff SB Office
Wait for updates	Stamp the certificate with the Office of the Sangguniang Bayan's seal	1 minute	Local Legislative Staff SB Office
Receive the certificate and sign the receiving copy	Release the certificate and ask for a receiving signature on the copy of certificate	1 minute	Local Legislative Staff SB Office
TOTAL		11 days, 1 hour and 35 minutes	



Office of the Municipal Civil Registrar

External Services



1. REQUESTING CERTIFIED COPY AND TRANSCRIPTIONS OF BIRTH, MARRIAGE, DEATH CERTIFICATE, AND OTHER CIVIL REGISTRY DOCUMENTS.

Civil registry documents such as birth, marriage and death certificates maybe availed of by securing a certified transcript or photocopy from the Municipal Civil Registry Office. Any person/individual concerned or his/her duly authorized person can secure a copy of registered civil registry document/s.

Office or Division:	Office of the Municipal Civil Registrar			
Classification:	Simple			
Type of Transaction	Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS 1. Identify the document's owner by presenting a valid ID. 2. If not the document's owner, secure authorization from the document's owner. (See Data Privacy Act of 2012) Photocopy the I.D. of the document's owner.		WHERE TO SECURE SSS, GSIS, PAG-IBIG, COMELEC, LTO, DFA, Barangay Post Office Document's owner		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach the MCR and fill-out the request slip.	1. Receive and examine the request slip. Verify.		2 minutes	Job Order Administrative Aide II LCRO
2. Make payment.	2. Accept and issue receipt.	Php 100.00	5 minutes	Administrative Assistant II LRCO MTO Job Order



3. Present the receipt.	3. Prepare the certification/ Certified True/ Photocopy.		10 minutes	Administrative Aide II LCRO
4. For CTCs, photocopy the document.	4. Sign the processed document and release to the client.		10 minutes	Administrative Aide II Municipal Civil Registrar LCRO
	TOTAL	PHP100.00	27 minutes	

3. TIMELY REGISTRATION OF BIRTH, MARRIAGE. AND DEATH CERTIFICATES.

Republic Act No. 3753 mandates the establishment of a civil registry in the Philippines where acts, events, legal instruments and court decrees concerning the civil status of persons shall be recorded.

The birth of a child, being a vital event for a person, must be registered within 30 days from the time of birth at the Office of the Civil Registrar of the municipality where the birth occurred.

For ordinary marriages, the time for submission of the Certificate of Marriage is 15 days following the solemnization of marriage. For marriages exempt from the license requirement, the prescribed period is 30 days.

The spouse or nearest relative who has knowledge of the death of a person – who died without medical assistance – must report the same within 48 hours.

The Municipal Health Officer examines the cause of death, signs the death certificate, and directs the registration of the Death Certificate at the Municipal Civil Registry within the reglementary period of 30 days.



Office or Division:	Office of the Municipal Civil Registrar
Classification:	Simple
Type of Transaction	Government to Citizen
Who may avail:	All
<p>CHECKLIST OF REQUIREMENTS</p> <p>For Birth Certificate:</p> <p>1. Three (3) copies of Certificate of Live Birth duly accomplished and signed by proper parties. (Data supplied in the certificates must be computerized and must have no erasures.)</p> <p>2. For legitimate child, Certificate of Marriage of Parents.</p> <p>3. For illegitimate child, Affidavit of Acknowledgement/ Admission of Paternity (Refer to R.A.No.9255 manual & Revised RA.No.9255 manual).</p> <p>4. Residence Certificate.</p>	<p>WHERE TO SECURE</p> <p>LCRO</p> <p>LCRO/PSA</p> <p>Office of the Mayor / Law Office</p> <p>Barangay Hall/MTO</p>



<p>For Marriage Certificate</p> <p>Four (4) copies of Certificate of Marriage duly accomplished and signed by proper parties. (Data supplied in the certificates must be computerized and must have no erasures.)</p> <p>For Death Certificate and Fetal Death</p> <p>Four (4) copies of Certificate of Death duly accomplished and signed by proper parties. (Data supplied in the certificates must be computerized on line and must have no erasures.)</p>	<p>LCRO</p> <p>LCRO</p>			
<p>CLIENT STEPS</p> <ol style="list-style-type: none"> 1. Appear personally and show the necessary requirements. 2. Answer all questions politely and clearly. 	<p>AGENCY ACTION</p> <p>Verify the validity of documents.</p> <p>Interview the client.</p>	<p>FEES TO BE PAID</p>	<p>PROCESSING TIME</p> <p>5 minutes</p> <p>10 minutes</p>	<p>PERSON RESPONSIBLE</p> <p>Job Order Administrative Aide II LCRO</p> <p>Job Order Administrative Aide II LCRO Administrative Assistant II MTO</p>



<p>3. Make payment.</p>	<p>Accept and issue receipt.</p> <p>1. Indorsement of Certificate of Birth</p> <p>2. Affidavit to Use the Surname of the Father (AUSF)/ Acknowledgement</p> <p>3. Supplemental Affidavit of Minor Parents</p> <p>4. Supplemental Report of Birth</p> <p>5. Affidavit of Admission of Paternity</p> <p>6. Affidavit of Legitimation</p>	<p>100.00</p> <p>300.00</p> <p>200.00</p> <p>200.00</p> <p>300.00</p> <p>300.00</p>	<p>5 minutes</p>	<p>Job Order Administrative Aide II LCRO Administrative Aide II MCR / LCRO</p>
<p>4. Present receipt.</p>	<p>Encode/type and record the requested document.</p>		<p>10 minutes</p>	<p>Job Order Administrative Aide II MCR LCRO</p>
<p>5. Receive the personal copy.</p>	<p>Sign the document and give a copy to the registrant.</p>		<p>5 minutes</p>	<p>Administrative Assistant II LRCO MTO</p>



For Marriage Certificate:		400.00		
1. Approach the MCR	Register the Certificate of Marriage.		10 minutes	Job Order Administrative Aide II LCRO
2. Make payment.	Accept and issue receipt.		5 minutes	Job Order Administrative Aide II LCRO
3. Sign in the logbook.	Ask the client to sign in the logbook.		2 minutes	
4. Present the receipt.	Release the document.		5 minutes	
For Death Certificate:				
1. Report the Death	Interview the client.		10 minutes	Job Order Administrative Aide II LCRO
2. Have the document signed by proper parties	Encode/type and record the signed document.		20 minutes	Job Order Administrative Aide II LCRO Funeral Parlor RHU
3. Make payment.	Accept and issue receipt.	50.00	5 minutes	
	Burial permit	100.00		
	Cremation	100.00		
	Transfer of Cadaver	100.00		
		100.00		



4. Present the receipt.	Exhumation of cadaver Removal of cadaver Release the document.		5 minutes	Administrative Aide II MCR LCRO
	TOTAL	2,220.00	1 hour & 37 minutes	

4. DELAYED REGISTRATION OF BIRTH, MARRIAGE AND DEATH CERTIFICATES.

All unregistered vital events within the 30-day reglementary period are considered late.

For Delayed registration of birth:

Office or Division:	Office of the Municipal Civil Registrar		
Classification:	Highly Technical		
Type of Transaction	Government to Government		
Who may avail:	All		
CHECKLIST OF REQUIREMENTS For persons less than eighteen (18) years old: 1. Affidavit of Delayed Registration (at the back of the Certificate of Live Birth) signed by the father, mother or guardian, or the child himself, if he is of understanding capacity;	WHERE TO SECURE Office of the Mayor/Law Office		



<p>2. Any two (2) of the following documentary evidences which may show the name of the child, date and place of birth and the name of the parents:</p> <ul style="list-style-type: none"> • Baptismal Certificate • School Record • Medical Records • Marriage Certificate • Voter's Certification or Registration • Other documentary evidences <p>3. Affidavit of Two (2) Disinterested Persons who might have witnessed or have known about the birth of the child; and</p> <p>4. A sworn statement of the present whereabouts of the mother, if the person seeking delayed or late registration of an illegitimate child is not the mother.</p> <p>5. For the persons whose parents are not married at the time of the child's birth.</p> <ul style="list-style-type: none"> • Joint Affidavit of Parents • Sworn Statement of Mother • Affidavit of Acknowledgment/ Admission of Paternity • Affidavit to Use the Surname of the Father (refer to R.A. No. 9255 Manual & Revised R.A.No.9255 manual) • Certificate of NO RECORD <p>6. For persons eighteen (18) years old and above.</p> <ul style="list-style-type: none"> • All requirements for a child who is less than eighteen (18) years old; and 	<p>Parish Church School Attended Clinic/Hospital LCRO/PSA COMELEC</p> <p>Owner of the Document</p> <p>Office of the Mayor/Law Office</p> <p>Office of the Mayor/ Law Office</p> <p>Office of the Mayor/ Law Office</p>
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<ul style="list-style-type: none"> • Certificate of Marriage of parents, if married 		LCRO/PSA		
7. Residence Certificate of registrant/parents.		Barangay Hall/MTO		
CLIENT'S STEPS	AGENCY ACTION	FEES TO PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit documents	Evaluate the documents		10 minutes	Job Order/ Admin. Aide II LCRO
2. Wait for 10 days posting.	Stamp the date of receipt and post notice for 10 days.		10 days	Job Order Admin. Aide II LCRO
3. Return to the LCRO and sign the document.	Encode, print and register		15 minutes	Job Order/ Admin. Aide II LCRO
4. Make payment.	Accept and issue receipt.	150.00	5 minutes	Admin. Assistant II LRCO MTO
5. Receive the personal copy.	Release the document to the registrant.		10 minutes	Admin. Aide II Municipal Civil Registrar LCRO
	TOTAL	150.00	10 days & 40 minutes	



5. Delayed Registration of Marriage

Office or Division:	Office of the Municipal Civil Registrar	
Classification:	Highly Technical	
Type of Transaction	Government to Government	
Who may avail:	All whose Certificate of Marriage was not registered within 30 days after solemnization.	
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	
1. Affidavit of Delayed Registration which shall be executed by the Solemnizing Officer or the person reporting or presenting the Certificate of Marriage, stating therein the exact place and date of marriage and the reason or cause of the delay;	LCRO/Office of the Mayor/ Law Office	
2. A certified copy of the application for marriage license bearing the date when the marriage license was issued, whenever applicable.	LCRO/Office of the Mayor	
6. Certificate of NO RECORD	PSA	
7. Residence Certificate	Barangay hall/MTO	
8. Affidavit of Two Disinterested Persons	Office of the Mayor/ Law Office	



CLIENT'S STEPS	AGENCY ACTION	FEES TO PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the necessary requirements.	Receive and evaluate the documents.		10 minutes	Job Order Admin. Aide II LCRO
2. Wait for 10 days posting.	Stamp the date of receipt and post for 10 days.		10 days	Job Order Admin. Aide II LCRO
3. Return to the LCRO on the said date of release and sign the document.	Encode, print and register the document.		15 minutes	Admin. Aide II Municipal Civil Registrar MCRO
4. Make payment.	Accepts and issue receipt	150.00	5 minutes	Admin. Assistant II LRCO MTO
5. Present receipt.	Sign, and release the document.		5 minutes	Admin. Aide II Municipal Civil Registrar MCRO
	TOTAL	150.00	10 days & 35 minutes	



5. Delayed Registration of Death

Office or Division:	Office of the Municipal Civil Registrar
Classification:	Highly Technical
Type of Transaction	Government to Government
Who may avail:	All whose Certificate of Death was not registered within 30 days after death
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Affidavit of Delayed Registration (at the back of the Certificate of Death) which shall be executed by the hospital, clinic or similar institution, or if the person died elsewhere, by the attendant-at-death. In the default of the hospital or clinic administrator or attendant-at-birth, the affidavit shall be executed by any person having legal charge of the deceased when he was still alive	LCRO/ Office of the Mayor / Law Office
2. Authenticated copy of the Certificate of Burial, Cremation or any other means of corpse disposal	Funeral Parlor
3. Certificate of NO RECORD	PSA
4. Residence Certificate	Barangay Hall/MTO
5. Affidavit of Two Disinterested Persons	Office of the Mayor / Law Office



CLIENT'S STEPS	AGENCY ACTION	FEES TO PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Appear personally and show the necessary requirements.	Receive and evaluate the document.		10 minutes	Job Order Admin. Aide II MCRO
2. Answer the questions politely and clearly.	Interview the client.		10 minutes	Job Order Admin. Aide II MCRO
3. Wait for 10 days posting.	Stamp the date of receipt and post for 10 days.		10 days	Job Order Admin. Aide II MCRO
4. Return to the LCRO on the said date of release and sign the document.	Encode, print and register the document.		15 minutes	Job Order Admin. Aide II MCRO
5. Make payment.	Accept and issue receipt.	150.00	5 minutes	Admin. Assistant II LRCO MTO
6. Present the receipt.	Sign and release the document.		5 minutes	Admin. Aide II Municipal Civil Registrar MCRO
	TOTAL	150.00	10 days & 45 minutes	



6. APPLYING FOR A MARRIAGE LICENSE

Before getting married, each of the contracting parties must file separate sworn applications for Marriage License with the proper local civil registrar of the place where either or both of the contracting parties reside.

Marriage licenses are valid in any part of the Philippines for a period of 120 days from the date of issue. They are deemed automatically cancelled if the contracting parties have not yet gotten married within this period.

Office or Division:	Office of the Municipal Civil Registrar	
Classification:	HIGHLY TECHNICAL	
Type of Transaction	GOVERNMENT TO CITIZEN	
Who may avail:	Couples of legal age who wish to apply for marriage licenses.	
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	
Personal appearance of applicants	Not applicable	
Certificate of No Marriage (CENOMAR) of both applicants.	PSA LCRO/PSA	
Certified True/Photocopy of Birth Certificate of applicants.	LCRO	
Pre-Marriage Counseling Certificate	Population Officer / PMOC TEAM	
Parents' Advice for Applicants who are 21 and under 25 years old Parents' Consent for applicants who are 18 and under 21 years old	LCRO	
Certificate of No Marriage (CENOMAR) for applicants.	LCRO/PSA	
Death Certificate of the deceased spouse if applicant's status is widow or widower.	LCRO/PSA	
Court Decision and Certificate of Finality if former marriage was annulled or declared null and void.	Proper court where it was issued.	



<p>Copy of the Decree of Divorce or Divorce Certificate, if divorced.</p> <p>For Foreign Applicants:</p> <p>a. Legal Capacity to Contract Marriage or Affidavit of No Legal Impediment to Contract Marriage issued and sworn from the embassy of the foreign applicant;</p> <p>b. Valid passport – photocopy of the page where the picture of the applicant and the page where the date of arrival of the same appear (2 copies).</p> <p>12. Residence Certificate of both applicants.</p>		<p>Proper court where it was issued.</p> <p>Embassy of the foreign applicant.</p> <p>DFA</p> <p>Barangay Hall / MTO</p>		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Show the necessary requirements.	Receive the required documents and check for completeness.		10 minutes	Job Order Admin. Aide II MCR LCRO
2. Answer the questions in the interview.	Interview the applicants.		10 minutes	Job Order Admin. Aide II MCR LCRO
3. Make payment.	Accept and issue receipt.		5 minutes	Admin. Assistant II LRCO MTO
	Application for Marriage License	300.00	10 days	



	Advice/Consent	100.00	5 minutes	
	Solemnization	400.00	5 minutes	
	PMC fee	50.00		
4. Attend Pre-Marrriage Counseling Seminar.	Conduct PMC Seminar and Issue Pre-Marrriage Counseling (PMC)		3 hours	Population Officer PMOC Team
5. Wait for 10 days posting.	Certificate after. Process and post for ten (10) days.			Job Order Admin. Aide II/MCR MCR Office Admin
6. Pay the marriage license fee.	Accept and issue receipt.	2.00		Assistant II LRCO MTO Municipal Civil Registrar MCR Office5
7. Receive and review the Marriage License.	Sign and release the Marriage License.		5 minutes	
	TOTAL	852.00	10 days,3 hours, 40 minutes	



7. PRE-MARRIAGE COUNSELLING SEMINAR

The Population Officer and the Pre-Marriage Orientation and Counseling (PMOC) team spearhead the conduct of Pre-marriage Counseling (PMC) Seminars to would-be couples. A PMC Certificate is a pre-requisite in securing a marriage license. The PMC Certificate is awarded to participants right after the activity.

Office or Division:		Office of the Municipal Civil Registrar		
Classification:		SIMPLE		
Type of Transaction		GOVERNMENT TO CITIZEN		
Who may avail:		Couples of legal age who have applied for a marriage license.		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Application for Marriage License. PMC receipt.		LCRO MTO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the receipt.	Accept the receipt.	None	2 minutes	Population Officer
2. Attend the PMC Seminar.	Conduct the PMC seminar.		3 hours	PMOC Team
3. Get the PMC Certificate after the activity.	Release the PMC Certificate after the activity.		2 minutes	Population Officer
4. Give a copy of the PMC Certificate at the MCR Office.	Attach the PMC Certificate to the Marriage License application		2 minutes	Job Order Admin. Aide II MCRO
	TOTAL		3 hours, 6 minutes	



8. PREPARATION OF DOCUMENTS FOR:

Correction of Clerical error (R.A.No.9048) Change of first name (R.A.No.9048)

An Act authorizing the city or municipal civil registrar or the consul general to correct a clerical or typographical error in an entry and/or change of first name or nickname in the civil register without need of a judicial order.

Correction of month and day in the date of birth and gender (R.A.No.10172)

An Act further authorizing the city or municipal civil registrar or the consul general to correct clerical or typographical errors in the day and month in the date of birth or sex of a person appearing in the civil register without need of a judicial order, amending for this purpose Republic Act numbered ninety forty-eight

A. CORRECTION OF CLERICAL ERROR (R.A. No.9048)

Office or Division:	Office of the Municipal Civil Registrar	
Classification:	Highly Technical	
Type of Transaction	Government to Government/ Government to Citizen	
Who may avail:	All registered vital events with correction or change.	
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	
PSA Copy of Document to be corrected	PSA	
Baptismal Certificate	Parish Church	
School Records (Diploma, Transcript, etc.)	School	
Marriage Contract, if applicable	MCRO/PSA	
Birth Certificate/s of child/ren, if any	MCRO/PSA	
Birth Certificate/s of Sibling/s	MCRO/PSA	



Birth Certificate of Mother/Father Affidavit of Discrepancy Other Documentary Evidences to support the Petition Identification Residence Certificate/Passport (Foreigner)		MCRO/PSA Office of the Mayor/Law Office Owner of the Document Various agencies Barangay Hall/MTO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach the MCR ask for requirements.	Give the requirements for the petition.		5 minutes	Admin. Aide II MCR MCRO
2. Submit requirements and file the petition.	Receive and evaluate the submitted documents.		10 minutes	Admin. Aide II MCR MCRO
3. Make payment.	Accept and issue receipt.	1,000.00	5 minutes	Admin. Assistant II LRCO MTO
4. Present the receipt.	Prepare the petition. Post for 10 days.		10 days	Municipal Civil Registrar LCRO
5. Sign the petition.	Submit the petition after posting and		5 days	Municipal Civil Registrar LCRO



6. Provide contact number.	decision Mail posted decision at PSA.	Courier Rate		
7. Wait for 4-6 months			4-6 months	Legal Officer PSA
8. Get the finality at MCRO	Prepare and sign the finality. Annotate the document.		10 minutes	Municipal Civil Registrar LCRO
	TOTAL	1000.00 & Courier Rate	4-6 months, 15 days, 30 minutes	

9. CHANGE OF FIRST NAME (R.A.No.9048)

CORRECTION OF MONTH AND DAY IN THE DATE OF BIRTH AND GENDER (R.A.No.10172)

Office or Division:	Office of the Municipal Civil Registrar	
Classification:	Highly Technical	
Type of Transaction	Government to Government	
Who may avail:	All registered Certificate of Live Births.	
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	
FOR CHANGE OF FIRST NAME (R.A.No.9048) FOR CORRECTION OF GENDER AND MONTH AND DAY IN THE DATE OF BIRTH (R.A.NO.10172)		



Birth Certificate (PSA Copy)	MCRO/PSA
Baptismal Certificate	Parish Church
Earliest School Records (Elem. School Records Grade 1-6) if school doesn't exist, certification from DepEd with birthday and sex) for CFN (Diploma, Transcript, etc.)	School COMELEC Owner of Documents Various Agencies Barangay Hall/MTO
Medical Records (laboratory, dental, etc.) if the owner has no medical records, an affidavit attesting to the facts shall be submitted	Clinic / Hospital MHO
Certification/Records from Hospital/Clinic where the owner was born with birthday and sex	
Certification issued by accredited government physician attesting that the petitioner/document owner has not undergone sex change or sex transplant	MHO/Government Hospital
Marriage Contract, if applicable	MCRO/PSA
Birth Certificate of Children, if any	
Affidavit of Discrepancy	Law Office
Barangay, Police, NBI Clearance, MTC/RTC Clearance	Barangay Hall/PNP/NBI/Court Law Office
Affidavit of Unemployment, if unemployed	Employer
Certificate from employer stating there is no administrative or any pending case whatsoever	Employer



Certificate of Authenticity.		MCRO		
Publication for two (2) consecutive weeks in newspaper of national circulation (after filing of petition)		Chosen Publication		
Residence Certificate/Passport (Foreigner)		Barangay Hall/MTO/DFA		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach the MCR ask for requirements.	Give the requirements for the petition.		5 minutes	Admin. Aide II MCR MCRO
2. Submit requirements and file the petition	Receive and evaluate the submitted documents.		10 minutes	Admin. Aide II MCR MCRO
3. Make payment.	Accept and issue receipt.		5 minutes	Admin. Assistant II LRCO MTO
	CFN	3,000.00		
	Day & Month	3,000.00		
	Sex/Gender	3,000.00		
4. Present the receipt. Sign the petition	Prepare the petition.		10 minutes	Municipal Civil Registrar LCRO
	Post for 10 days.	Publication Rate	10 days	Publication Company
	Publish for two consecutive weeks.		14 days	Municipal Civil Registrar LCRO



5. Provide contact number.	Mail the petition after posting, publication and decision using courier at PSA.	Courier rate	5 days	Legal Officer PSA
6. Wait for 4-6 months for affirmation.	Follow-up at PSA		4-6 months	Municipal Civil Registrar LCRO
7. Get the finality at MCRO.	Prepare and sign the finality.		10 minutes	
	Certify and annotate the document.		10 minutes	
	TOTAL	1000.00 + Courier & Publication Rate	6 months,29 days & 50 minutes	

10. Processing of Supplemental Report

A Supplemental Report is used to supply entries or information in the Certificate of Live Birth, Certificate of Marriage, Certificate of Death, and Certificate of Fetal Death, which are inadvertently omitted when the document was registered.

The civil register shall accept only one supplemental report for more than two omitted information in any registered event. In cases where there are more than two omitted information, all papers related thereto shall be forwarded to the Office of the Civil Registrar General. [A.O. 1, Rule, 11 (13)]

Office or Division:	Office of the Municipal Civil Registrar
Classification:	Complex
Type of Transaction	Government to Citizen/Government to Government
Who may avail:	All with registered vital events (Birth, Marriage, Death)



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Affidavit for supplemental report indicating the facts of events like name/s of the owner/s, date and place of event, entry/entries omitted, and reason/s for failure to supply the missing information at the time of registration	Office of the Mayor / Law Office
2. Certified copy of the document with the omitted entry/entries	MCRO
3. Other documentary evidences bearing the correct entry	
4. Baptismal Certificate	Parish Church
5. School Record	School
6. Voter's Affidavit	COMELEC
7. Employment Record	Employer
8. GSIS Record	GSIS
9. SSS Record	SSS
10. Medical Record, etc.	Clinic/Hospital
11. The document bearing the effects of the supplemental report with the mark "with Supplemental Report"	MCRO
12. Certified copy of the Certificate of Marriage of the parents of the document owner, if document affected is a Certificate of Live Birth.	MCRO



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach the MCR & file a supplemental report.	Give the requirements.	100.00	5 minutes	Admin. Aide II MCR MCRO
2. Present the documents.	Receive and evaluate the documents.		10 minutes	Admin. Aide II MCR MCRO
3. Make payment.	Accept and issue receipt.		5 minutes	Admin. Assistant II /LRCO MTO
4. Present the receipt.	Prepare the supplemental report and issue a certified copy transcription of the document bearing the effects of the supplemental report. Said certified copy shall be marked "with Supplemental Report" to be written on the upper right hand portion of the document.		15 minutes	Admin. Aide II Municipal Civil Registrar LCRO



5. Wait for the release of the document.	Endorse and mail the document to PSA.	Courier Fee	20 minutes	Admin. Aide II Municipal Civil Registrar LCRO
	TOTAL	100.00	55 minutes	

11. PROCESSING OF REGISTERED COURT ORDERS/DECREES AND RECORDS WITH ANNOTATION.

Office or Division:	Office of Municipal Civil Registrar			
Classification:	SIMPLE			
Type of Transaction:	Government to Citizen			
Who may avail:	All registered birth, marriage, and death certificates with court orders.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Certified True Copy of the Document		MCRO/CCRO		
Certified True Copy of the Court Decision/Order		Regional Trial Court		
Certificate of Finality		Regional Trial Court		
Certificate of Court Registration issued by the concerned (Municipality/City Civil Registrar where the Court Order was issued)		MCRO/CCRO		
Certificate of Authenticity		MCRO/CCRO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach the MCR and present the requirements.	Check and evaluate the documents.		5 minutes	Admin. Aide II MCR MCRO



<p>2. Make payment & present receipt.</p>	<p>Accept and issue receipt.</p> <p>*Adoption *Annulment of Marriage *Other court decrees that affect civil registry records</p>	<p>500.00 500.00 500.00</p>	<p>5 minutes</p>	<p>Admin. Assistant II LRCO I MTO</p>
<p>3. Photocopy the document with & without annotation.</p>	<p>Prepare the annotation of the document.</p>		<p>15 minutes</p>	<p>Admin. Aide II /Municipal Civil Registrar LCRO</p>
<p>4. Receive the annotated copy.</p>	<p>Issue and release the annotated document.</p>		<p>10 minutes</p>	<p>Admin. Aide II /Municipal Civil Registrar LCRO</p>
	<p>Endorse the document to PSA by mail.</p>	<p>Courier Rate</p>	<p>20 minutes</p>	<p>Admin. Aide II /Municipal Civil Registrar LCRO</p>
	<p>TOTAL</p>	<p>1,500.00</p>	<p>minutes</p>	



12. Legitimation by Subsequent Marriage

Office or Division:	Office of the Municipal Civil Registrar			
Classification:	Simple			
Type of Transaction	Government to Citizen			
Who may avail:	All illegitimate children with subsequent marriage of parents.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Certified True /Photocopy of the Certificate of Live Birth		MCRO		
Affidavit of Paternity/Acknowledgement (Certified Photocopy/Xerox Copy)		Office of the Mayor / Law Office		
Joint Affidavit of Legitimation Certification of Registration of Legal Instrument (Affidavit of Legitimation)		Office of the Mayor / Law Office		
Certificate of Marriage of Parents		MCRO/PSA		
Advisory on Marriage of both Parents		PSA		
Certified True Copy of Birth Certificate with remarks/annotation based on the legitimation by subsequent marriage		MCRO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach the MCR and present the requirement.	Check and evaluate the documents.	300.00 300.00	5 minutes	Admin. Aide II MCR MCRO
2. Make payment.	Accept and issue receipt. *Affidavit of Legitimation *Affidavit of	300.00	5 minutes	Admin. Assistant II LRCO MTO



3. Present receipt.	Admission of Paternity/ Acknowledgement *Affidavit to Use the Surname of the Father *Supplemental Affidavit of Minor Parents			Admin. Aide II Municipal Civil Registrar LCRO
4. Photocopy the document with & without annotation.		200.00	15 minutes	Admin. Aide II Municipal Civil Registrar LCRO
5. Receive the annotated copy.	Prepare the annotation of the document. Issue and release the annotated document.	Courier Rate	10 minutes	Admin. Aide II Municipal Civil Registrar LCRO
6. Request the SECPA Copy of the document with annotation at PSA.	Endorse the document to PSA by mail. .		20 minutes	
	TOTAL	1,100.00	55 minutes	



Municipal Health Office

External Services



SERVICE NAME: SECURING SANITARY PERMIT

DESCRIPTION OF SERVICE:

All business establishments are required to secure Sanitary Permits upon application for Business Permits to ensure that the establishments comply with laws and ordinances pertaining to health and sanitation in the municipality. The permit can be obtained from the Main Rural Health Unit.

Office or Division:	Sanitation Office			
Classification:	Highly Technical			
Type of Transaction	G2B – Government to Business entity			
Who may Avail:	Business Entity			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Barangay Clearance		Barangay Hall where business is located		
2. Sketch of Business Location (New Applicants)		Business Owner		
3. Medical Results (Employer and Employee)		DOH-Licensed Laboratory		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submit properly filled-out Sanitary Permit Application Form and requirements	1. Check if Application Form is properly filled-out and the validity of the requirements	As per Revenue Code	5 minutes	Business owner or representative
2. Prepare Sanitary Permit and have it approved by the Municipal Health Officer		N/A	5 minutes	Sanitation Inspector in charge



3. Issue, Record and Release Sanitary Permit	1. Discuss Schedule of Inspection and probable causes of Revocation of Permits	N/A	2 minutes	Sanitation Inspector in charge
	TOTAL:	As per Revenue Code		

SERVICE NAME: SECURING HEALTH AND MEDICAL CERTIFICATE

DESCRIPTION OF SERVICE:

Any individual can request for a Health and/or Medical Certificate for certain legitimate purpose such as: Employment, Long Absence from Work due to Illness, Application for Licenses and others. Health and/or Medical Certificates are issued by the Municipal Health Office (MHO).

Office or Division:	Municipal Health Office			
Classification:	Highly Technical			
Type of Transaction	G2C - Government to citizen			
Who may Avail:	Any individual requiring medical certification			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Medical consultation		Health Units		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Verbalize 2. need for a medical certificate.		NA	1 minute	Client
3. Undergo physical examination and/or diagnostic test if necessary.	Conduct examination and issue request for testing as deemed necessary.	NA	5 to 10 minutes	MHO



4. Pay for Medical or Health Certificate.	Issue and record in log books Health and Medical Certificates after payment.	PhP150 initial certificate PhP50 for duplicates	5 minutes	Clerks
	TOTAL	Minimum of PhP 150		

SERVICE NAME: OUTPATIENT CONSULTATION AT THE RURAL HEALTH UNIT (RHU)

DESCRIPTION OF SERVICE:

The RHU (Main Health and Barangay Health Stations) provides medical assistance to all. The Health Centers regularly give Primary Health services for general consultation and treatment of minor cases. Major surgical and medical cases are referred to nearby secondary and tertiary hospitals. Emergency cases are treated accordingly based on severity or urgency and then referred to secondary or tertiary hospitals as the need arises.

Office or Division:	Municipal Health Office			
Classification:	Highly Technical			
Type of Transaction	G2C -Government to citizen			
Who may Avail:	General public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. PhilHealth Individual Number (If none, then the health facility will render the service and coordinate with proper offices for the issuance of the requirement for subsequent transactions.)		PhilHealth Office		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Undertake profiling by the health staff	Profile and triage patients based on services being requested.	NA	5 minutes	Health Staff



2. Seek medical consultation and issuance of prescription/health request/referral form if needed	Examine patient and give appropriate advice and health plan	NA	5 – 10 minutes	MHO
TOTAL		N/A		

SERVICE NAME: IMMUNIZATION SERVICES

DESCRIPTION OF SERVICE:

This health program will immunize all 0–2 month-old babies from seven immunizable diseases such as Polio, DPT, TB, Measles, Hepatitis B, etc., as programmed by the DOH.

The RHU also immunizes pregnant mothers on their 2nd trimester to prevent the occurrence of Tetanus Neonatorum in infants.

Office or Division:	Municipal Health Office			
Classification:	Highly Technical			
Type of Transaction	G2C – Government to Citizen			
Who may Avail:	1. 0-12-month-old Infants 2. Pregnant			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Mother and Baby Booklet/ ECCD card		Municipal Health Office		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Register and issue Mother and Baby booklet (For new clients only)	Enrol new clients in the Expanded Program of Immunization or Maternal Health Care program	NA	5 minutes	PHN RHMs



2. Routine physical examination of client and administration of vaccine	Prior to vaccination, clients are checked if eligible for vaccination	NA	3 minutes	PHN RHMs
3. Recording	Vaccines given for the day are recorded in the booklet as well as the next vaccination schedule	NA	2 minutes	PHN RHMs
TOTAL		NA		

SERVICE NAME: MATERNAL HEALTH CARE SERVICES

DESCRIPTION OF SERVICE:

The RHU provides maternal services to pregnant and lactating mothers. The service includes pre-natal, natal and post-natal care to ensure safe child-bearing, delivery of a healthy baby and effective child-rearing.

Office or Division:	Santa Rita Birthing Station			
Classification:	Highly Technical			
Type of Transaction	G2C – government to citizen			
Who may Avail:	Pregnant and lactating mothers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Home-Based Maternal Record		Santa Rita Birthing Station		
2. PhilHealth Individual Number (If none, then the health facility will render the service and coordinate with proper offices for the issuance of the requirement for subsequent transactions.)		PhilHealth Office		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Register and issuance of HBMR (for new clients only)	Eligible clients are registered and issued HBMR	NA	5 minutes	Midwives



2. Routine Prenatal and postnatal examinations done and health plans are given	Proper handling of clients and health teachings are also conducted	NA	5 – 10 minutes	Midwives
3. Delivery of pregnant mother and Early newborn care and subsequent discharge of clients	Criteria for admission to the facility are checked and services are provided for those who are eligible	NA	Not less than 24 hours	MHO
4. Newborn Screening prior to discharge of baby.	After 24 hours of birth, NBS is performed by a trained health staff	NA	5 minutes	Trained NBS nurse
TOTAL		NA		

SERVICE NAME: FAMILY PLANNING SERVICES

DESCRIPTION OF SERVICE:

Family planning service includes Basic Family Planning Education, Information on different Family Planning Methods as well as Family Planning Counseling to all women of reproductive age. It can also provide mothers of malnourished children and malnourished pregnant and lactating mothers information on nutrition geared toward improving nutritional status.

Office or Division:	Municipal Health Office			
Classification:	Highly Technical			
Type of Transaction	G2C – Government to citizen			
Who may Avail:	Women of reproductive age			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Family Planning Card		Municipal Health Office		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Registration of new eligible clients		NA	5 minutes	RHM



2. Routine examination/counseling and release of FP commodity.		NA	5 minutes	RHM
3. Recording of given FP service and schedule of follow up visits	FP cards are signed and dated when FP service was rendered	NA	2 minutes	RHM
TOTAL		NA		

SERVICE NAME: DENTAL SERVICES

DESCRIPTION OF SERVICE:

The service is available to all pre-schoolers, targeted school children, pregnant and lactating women and others. This is to promote proper oral health care.

Office or Division:	Municipal Dental Office			
Classification:	Highly Technical			
Type of Transaction	G2C – government to citizen			
Who may Avail:	General public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
NA				
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Registration and profiling of client		NA	5 minutes	Dental Aide
2. Routine examination and administration of dental procedure for those eligible		NA	15 – 45 minutes	Municipal Dentist
TOTAL		NA		



SERVICE NAME: PHARMACY SERVICES

DESCRIPTION OF SERVICE:

The Pharmacy Service provides free medicines for general illnesses. This is to ensure availability and accessibility of drugs that are needed by the general public upon consultation in health facilities.

Office or Division:	Municipal Health Office			
Classification:	Highly Technical			
Type of Transaction	G2C - Government to Citizen			
Who may Avail:	General public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid prescription (For those who consulted outside of the Municipal health office)		Clinics/Hospital where the client had his consultation		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submit valid prescription to health staff	Checking of validity of prescription	NA	2 minutes	Health Staff
2. Consultation and proper assessment of MHO for those without prescription	Follow outpatient services protocol	NA	5 – 10 minutes	MHO
3. Recording and Release of proper medication to clients	Instructions on intake and follow up given	NA	3 – 5 minutes	Health Staff
	TOTAL	NA		



SERVICE NAME: NATIONAL TUBERCULOSIS PROGRAM

DESCRIPTION OF SERVICE:

The RHU manages an anti-tuberculosis program based on protocols issued by the DOH. The program aims to prevent and control the transmission of tuberculosis (TB) in the community. The main objective is to identify and treat patients with TB by providing anti-tuberculosis drugs for free.

Office or Division:	Santa Rita TB DOTS Center			
Classification:	Highly Technical			
Type of Transaction	G2C - Government to Citizen			
Who may Avail:	Any patient requiring TB management			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. PhilHealth Individual Number (If none, then the health facility will render the service and coordinate with proper offices for the issuance of the requirement for subsequent transactions.)		PhilHealth Office		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. The patient is screened for TB and determined appropriate plan of action and treatment	Assessment is based on NTP Protocol and PICT and other diagnostic tool is advised if deemed necessary	NA	5-10 minutes	TB Coordinator RHM RMT
2. Conduct of regular follow up visits and monitoring	The patient is to finish his medications as prescribed and is consistently monitored throughout the treatment phase (minimum of 6 months)	NA	5-10 minutes	RHM
	TOTAL	NA		



SERVICE NAME: LABORATORY SERVICES

DESCRIPTION OF SERVICE:

The Municipal Health Office (MHO) provides laboratory services to patients as an ancillary document for their management and as screening tools. Some laboratory tests are outsourced and may be charged to the clients. The facility however is not authorized to release official results to the general public.

Laboratory screening services provided include the following:

- Urinalysis
- Fecalysis
- Sputum Examination
- CBC
- Hepatitis B Screening
- Blood Typing
- HIV Screening
- RPR
- NS1
- Random drug testing

Office or Division:	Municipal Health Office			
Classification:	Complex to Highly Technical			
Type of Transaction	G2C – Government to citizen			
Who may Avail:	General public seeking consultation			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid laboratory request		Municipal Health Office		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submit a valid laboratory request	Verify validity of the requested procedure	NA	2 minutes	Client
2. Submit specimen or have it extracted as necessary		NA	3 minutes	Client RMT
3. Run the Laboratory procedure	As per Protocol	NA	Varying; 5 minutes – 3 days	RMT



4. Recording and release of results		NA	2 minutes	RMT
	TOTAL	NA		

SERVICE NAME: CERVICAL CANCER SCREENING

DESCRIPTION OF SERVICE:

Prevention is better than cure. This program is in line with the early detection of cervical cancer for those who have a high risk for such and an early referral to high facilities if the needs arise.

Office or Division:	Municipal Health Office			
Classification:	Highly Technical			
Type of Transaction	G2C - Government to Citizen			
Who may Avail:	Nonpregnant women			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
NA				
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Registration and profiling of client	All patients will be logged and recorded and Consent for procedure is signed	NA	5 minutes	Midwife PHN
2. Collection of Specimen	Following protocol for Pap smear	NA	5 minutes	PHN
3. Sending of specimen to Laboratory	Specimen reading is outsourced	Php200.00	Varying	Client
4. Release of results and interpretation		NA	3 minutes	Laboratory
	TOTAL	Php200.00		



SERVICE NAME: NUTRITIONAL PROGRAM

DESCRIPTION OF SERVICE:

Improves the nutritional status of children who are found to be malnourished through constant monitoring and correct feeding.

Office or Division:	Municipal Health Office			
Classification:	Highly Technical			
Type of Transaction	G2C – Government to citizen			
Who may Avail:	Children 6 months of age to 12 years old			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
NA				
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. House to house validation through body measurements and nutritional assessment	Operation Timbang (OPT) done twice yearly	NA	5 – 10 minutes	RHM BHW
2. Deworming and micronutrient supplementation are done for eligible children		NA	3 minutes	RHM BHW
3. Recording and Reporting	Malnourished children are reported for proper management	NA	3 minutes	RHM
	TOTAL	NA		



SERVICE NAME: PATIENT TRANSPORT SERVICES

DESCRIPTION OF SERVICE:

The LGU accommodates clients who are in need of transport to and fro the health facility.

Office or Division:	Municipal Health Office			
Classification:	Complex to Highly Technical			
Type of Transaction	G2C – Government to citizen			
Who may Avail:	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
NA				
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Verbalize valid intent to accesses patient transport services	The transport may be scheduled through the MHO and other health staff.	NA	5 minutes	Client
2. Patient is transported to health facility as scheduled		NA	Depends on location/destination	Ambulance Driver
	TOTAL	NA		



Municipal Human Resource and Management Office

External Services



1. SELECTION AND RECRUITMENT OF APPLICANTS FOR EMPLOYMENT

The Municipality of Santa Rita through the Human Resource Management Office (HRMO), aims to promote proper screening, orientation and processing of documents of applicants who are willing to serve the public. The HRMO takes responsibility for the development of flexible and service-oriented human resource with emphasis on adaptability, tolerance and capacity to learn.

Vacant Item Positions are posted in three (3) conspicuous places within the vicinity of the Municipal Hall, Municipal website and in the Bulletin Board of the Civil Service Commission (CSC) Field Office. Anyone who meets the qualification standards for the vacant position may submit application to the HRMO for review and evaluation

A Human Resource Merit Promotion and Selection Board (HRMPSB) which screens applicants, comprises the following:

- Municipal Mayor or his representative (Chairman)
- Sangguniang Bayan Chairman Committee on Budget, Finance and Appropriation
- Sangguniang Bayan Chairman Committee on Human Resources and Human Development
- Head of the Department which has the vacancy 2nd or 1st level representative or their alternate
- HRMO Officer (Ex-Officio)
- HRMO Staff (Secretariat)

Office or Division	Office of the Human Resource Management Officer
Classification:	Highly Technical
Type of Transaction:	G2G- Government to Government
Who may avail:	Qualified Applicants
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
A. SELECTION AND RECRUITMENT OF APPLICANTS FOR EMPLOYMENT	
Publication/ Posting of Vacant Positions	Civil Service Commission Website, Municipality Website, 3 conspicuous places of the Local Government Unit
Application Letter	Applicant
Resume with 2x2 pictures	Applicant
Fully accomplished Personal Data Sheet (PDS) with recent passport-sized picture	Which can be downloaded at www.csc.gov.ph



Performance rating in the last rating period(if applicable)	Employee/ Local Government Unit			
Original and Photocopy of Certificate of Eligibility(ies)	Civil Service Commission/ Professional Regulation Commission			
Original and Photocopy of Transcript of Records	School			
System of Ranking Position	Local Government Unit			
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
	1.Post and publish vacant position.	None	15-day posting	HRM Officer Staff of the HRMO
Submit applicant resume, application letter, Personal Data Sheet, Certificate of Eligibility/ies, Transcript of Records.	2. Receive the documents.	None	1 minute	HRM Officer Staff of the HRMO
	3. Evaluate the qualifications of the applicant. Process application for prospective employment.	None	1 hour per applicant	HRM Officer
	4.Interview the applicant.	None	1 hour	HRM Officer
Receive the notice for deliberation (if qualified)	5.Notify applicant if he/she passes the initial screening based on Qualification Standards.		2 minutes	Staff of the HRMO



	6. Deliberate the vacant position by Human Resource Merit Promotion and Selection Board (HRMPSB).	None	40 minutes per applicant	HRMPSB
Receive the Notice or Letter	7. Give the Notice to the appointee -letter to those who were not chosen.	None	2 minutes	Staff of the HRMO
	8. Post the name of the appointee in 3 conspicuous places.	None	1 minute	Staff of the HRMO
Appointee will submit Personal Data Sheet, Medical Certificate, Position Description Form, Diploma, Transcript of Records, Certifications from former employers, Report of rating,	9. Receive the required documents	None	5 minutes	Staff of the HRMO
	10. Prepare the appointment papers.	None	2 days	HRM Officer Staff
	11. Sign the appointment papers and other documents.	None	1 day	Appointing Authority Municipal Mayor/ Municipal Vice Mayor if vacant position is in the Sangguniang Bayan



	12.For Department Heads, request the letter of concurrence of the appointment (if applicable)	None	15 days upon submission	Sangguniang Bayan Members
	13.Sangguniang Bayan Resolution concurring the appointment	None	15 days upon submission	Sangguniang Bayan Members
	14.Submit to the Civil Service Commission	None	1 hour	HRM Officer
	15.Release approved/ disapproved appointment	None	15 minutes upon receipt of appointment from Civil Service Commission	HRM Officer
B. WALK-IN APPLICANTS FOR POSSIBLE EMPLOYMENT				
Submit Resume	1.Interview the walk-in applicant	None	15 minutes	HRM Officer
	2.Encode the curriculum vitae of the walk-in in the data base system	None	10 minutes	Staff of the HRMO
Total:			48 days 4 hours and 31 minutes	



2. IMPOSITION AND MONITORING

In the pursuit of excellent service, this Office is responsible for time-filing of Travel Orders, Pass Slips and Leave Applications.

Office or Division	Office of the Human Resource Management Officer			
Classification:	Simple			
Type of transaction:	G2G-Government to Government			
Who may avail:	Municipal Employees			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
A. Travel Orders	Officer of the Local Government Unit			
B. Pass Slips	Officer of the Local Government Unit			
C. Leave Forms	Officer of the Local Government Unit			
Client Steps (Employees)	Agency Action	Fees to be Paid	Processing Time	Person Responsible
A. TRAVEL ORDER				
1. Submit the travel order duly signed by the recommendee and municipal mayor	1. Receive and sign the Travel Order	None	3 minutes	Staff of the HRMO
2. Sign in the log book	2. Give the logbook to the employee for signing.	None	2 minutes	Staff of the HRMO
3. Receive the personal copy of the travel order	3. Give the copies of travel order to the concerned	None	2 minutes	Staff of the HRMO
	4. Encode the Travel Order as attachment in their Biometrics	None	2 minutes	Staff of the HRMO
	5. File on the employee's ledger	None	3 minutes	Staff of the HRMO



B. PASS SLIP				
1.Submit Pass Slip form	1.Sign the Pass Slip Form	None	1 minute	HRM Officer
2.Sign Pass Slip to be signed by the Municipal Mayor	2.Receive the Pass Slip	None	2 minutes	Staff of the HRMO
3.Sign in the log book for the Pass Slip form	3.Give the logbook to the employee for signing.	None	2 minutes	Staff of the HRMO
4.Receive the personal copy of the Pass Slip	4.Give the copies of Pass Slip to the concerned.	None	2 minutes	Staff of the HRMO
	5. Encode the Pass Slip as attachment in their Biometrics.	None	2 minutes	Staff of the HRMO
	6.File on the employee's ledger	None	3 minutes	Staff of the HRMO
C. APPLICATION FOR LEAVE				
Sign in the log book for the Application for Leave	Give the log book to the employee	None	2 minutes	Staff of the HRMO
	Reflect and Compute balance of leave credits	None	3 minutes	HRM Officer Staff of the HRMO
	Log the Application for Leave and submit to Mayor's Office	None	3 minutes	Staff of the HRMO
Sign Application for Leave to be signed by Municipal Mayor	Receive the Application for Leave	None	2 minutes	Staff of the HRMO
Receive the personal copy of the Application for Leave	Give the copies of Application for leave to the concerned	None	2 minutes	Staff of the HRMO



	Encode the Application for Leave as attachment in their Biometrics	None	2 minutes	Staff of the HRMO
	File on the employee's ledger	None	3 minutes	Staff of the HRMO
	Total:	None	41 minutes	

3. ON-THE-JOB TRAINING/ IMMERSION STUDENTS

One of the Local Government Unit's (Riteñans) objectives is to provide assistance to the students of this Municipality.

Office or Division	Office of the Human Resource Management Officer			
Classification:	Simple			
Type of transaction:	G2C-Government to Client			
Who may avail:	Students who are residents of Santa Rita			
CHECKLISTS OF REQUIREMENTS	WHERE TO SECURE			
Resume	Applicant			
Endorsement letter from the School	School			
Waiver (Parent's Consent)	School			
Memorandum of Agreement (MOA)	School			
Certification from DOLE (ON-THE-JOB TRAINING)	Department of Labor and Employment			
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
A. ON-THE-JOB TRAINING				
1.Submit Resume	1.Receive the Resume	None	2 minutes	Staff of the HRMO



	2. Interview the students		20 minutes	HRM Officer
	3. Give the requirements: Endorsement Letter from School, Waiver, Memorandum of Agreement and Certification from DOLE	None	1 minute	Staff of the HRMO
Submit the requirements	Receive the requirements	None	1 minute	Staff of the HRMO
	Orient the students together with the teacher	None	30 minutes	HRM Officer
	Issue Certification of Completion	None	2 minutes	Staff of the HRMO
B. IMMERSION				
Request for the accommodation of Grade 12 students	Give the requirements: Resume, Endorsement from school, Waiver and Memorandum of Agreement	None	1 minute	HRM Officer Staff of the HRMO
Submit the requirements	Receive and Check the requirements	None	1 minute	Staff of the HRMO
	Orient the students together with the teacher	None	30 minutes	HRM Officer
	Issue Certification of Completion	None	2 minutes	Staff of the HRMO
Total:		None	90 minutes	



Municipal Budget Office

External Services



BUDGETING SERVICES

1. Encoding, recording, monitoring and processing of transactions, involving the municipal expenditures against the allocated resources.

Office or Division:	Office of the Municipal Budget Officer
Classification:	Simple
Type of Transaction:	G2G
Who may Avail:	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Vouchers with supporting documents	Office concerned
Payrolls with supporting documents	Accounting Office

Client Step	Agency Action	Fees to be Paid	Processing Time	Person Responsible
Submit to the Budget Office the vouchers, payrolls with supporting documents together with the 3 copies of Obligation Request (OBR) of the transaction duly signed by the Department Head.	Receive the vouchers, payrolls	None	1 minute	Budget Personnel
	Determine the availability of appropriation/allotment of the transaction	None	1 minute	Budget Staff
	Charge against appropriate account/record the amount granted in the control sheet then assign number in the OBR	None	3 minutes	Budget Staff



	Present to MBO the document for verification, recording and signature	None	2 minutes	Municipal Budget Officer(MBO)
	Detach 2 nd copy of OBR and record in the logbook the document in a sequenced manner	None	1 minute	Budget Staff
	Submit voucher, payroll and supporting documents to Accounting Office	None	2 minutes	Budget Staff
Total			10 minutes	

2. Reviewing of proposed Barangay Budgets in compliance with all the budgetary requirements and PS (Personal Services) limitations.

Office or Division:	Office of the Municipal Budget Officer
Classification:	Simple
Type of Transaction:	G2G
Who may Avail:	Barangays

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Annual Barangay Budget duly signed by the Barangay Council	Barangay



Client Step	Agency Action	Fees to be Paid	Processing Time	Person Responsible
Submit approved Annual/Supplemental Barangay Budget	Review the Annual/ Supplemental Barangay Budget pursuant to section 331(b) of RA7160 and Local Budget Circular(LBC) of Department of Budget and Management(DBM)	None	1 hour	MBO
	Submit the Annual/ Supplemental Barangay Budget with recommendation to the Sangguniang Bayan.	None	5 minutes	Budget Personnel
	Total		1 hour and 5 minutes	



Office of the Municipal Accountant

External Services



Accounting Services

1. Processing of Vouchers

a. Municipality

Office/Division:	Office of the Municipal Accountant			
Classification:	Complex, Highly Technical			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All concerned departments			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Submit duly accomplished vouchers	1. Receive duly accomplished vouchers from the concerned department signed by the head of office with complete supporting documents	None	Case to case basis depending on the number of vouchers submitted	Administrative Aide II
2. Submit lacking documents	2. Check completeness of documents, signatures and other pertinent data	None	Case to case basis depending on documents submitted	Accountant
	2.1 Approve vouchers if all required supporting documents are complete	None		Accountant
	2.2 If incomplete, return to concerned department	None		Administrative Aide II



	2.2a. Upon completion, approve vouchers	None		Accountant
	3. Record approved vouchers to registries	None		Administrative Aide II
	4. Forward to MTO for check preparation	None		Administrative Aide II
	5. Submit vouchers to COA	None		Administrative Aide I



b. Suppliers

Office/Division:	Office of the Municipal Accountant			
Classification:	Complex, Highly Technical			
Type of Transaction:	G2B – Government to Business Entity			
Who may avail:	All concerned suppliers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Submit suppliers' Sales Invoice	1. Receive suppliers' Sales Invoice	None	Case to case basis depending on the number of Sales Invoice received	Administrative Aide II
	1.1 Prepare Purchase Request (PR), Canvass, Purchase Order (PO) and Acceptance & Inspection Report (AIR)	None		Administrative Aide II
	1.2 Compute VAT/EVAT	None		Administrative Aide II
	1.3 Prepare Vouchers	None		Administrative Aide II
	1.4 Receive vouchers and check completeness of documents, signatures and other pertinent data	None		Accountant



	<p>1.5 If incomplete, return to concerned suppliers 1.5a Upon completion, approve vouchers</p>	<p>None</p>		<p>Accountant</p>
	<p>1.6 Record approved vouchers to registries</p>	<p>None</p>		<p>Administrative Aide I</p>
	<p>1.7 Remit thru Internet (EFPS) VAT/EVAT withheld</p>	<p>None</p>		<p>Administrative Assistant II</p>
	<p>1.8 Submit vouchers to COA</p>	<p>None</p>		<p>Administrative Aide I</p>



2. Processing of Payroll

Office/Division:	Office of the Municipal Accountant			
Classification:	Complex, Highly Technical			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All concerned departments			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Submit summary of employees' deductible leave without pay	1. Receive summary of employees' deductible leave without pay from HRMO	None	Case to case basis depending on the number of summary of employees' deductible leave without pay received	Administrative Assistant II
	2. Post summary as deduction to employees gross pay	None		Administrative Assistant II
	3. Inject other adjustments on employees remittances based on the reconciled individual balances per ledger	None		Administrative Assistant II
	4. Generate payroll on a per department basis	None		Administrative Assistant II
	5. Forward generated report to Accountant	None		Administrative Assistant II
	6. Ensure that all additions and deductions are properly charged & accounted	None		Accountant
				Page 152 of 171



	7. Prepare summary payroll	None		Administrative Aide II
	8. Forward summary to MTO for check preparation	None		Administrative Aide II



3.Reconciling Remittances (e.g. GSIS, Pag-Ibig, PHIC, ECC and Other Employees' Loans)

Office/Division:	Office of the Municipal Accountant			
Classification:	Complex, Highly Technical			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All concerned agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Submit summary of monthly payroll	1.Receive summary of monthly payroll from Administrative Assistant II	None	Case to case basis depending on the number of payroll received	Administrative Aide I
	2. Reconcile remittances from Administrative Assistant II's summary to employees individual ledgers	None		Administrative Aide I
	3. Check reconciliation	None		Accountant
	4. Forward reconciled summary to Administrative Aide II for voucher preparation	None		Administrative Aide I



4.Preparing Financial Statements

Office/Division:	Office of the Municipal Accountant			
Classification:	Complex, Highly Technical			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All concerned agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Submit Report of Checks Issued (RCI) with supporting vouchers	1.Prepare: a. Journal Entry Vouchers (JEVs) b. General Journal (GJ) c. Cash Receipts Journal (CRJ) d. Cash Disbursement Journal (CDJ) e. Check Disbursement Journal (CKDJ)	None	Case to case basis depending on the number of RCIs received	Administrative Aide I Administrative Assistant II Administrative Assistant II Administrative Assistant II
	1.1 Post entries to General and Subsidiary Ledgers	None		Administrative Assistant II
	1.2 Generate Trial Balance, FS and Other Schedules	None		Administrative Assistant II
	1.3 Prepare Bank Reconciliation Report	None		Accountant
	1.4 Review, checks and signs FS	None		Accountant
	1.5 Forward FS to COA	None		Administrative Aide I



2. Submit barangay reports	2. Receive registries and bank reconciliation from barangays	None	Case to case basis depending on the number of barangay reports received	Administrative Aide I
	2.1 Validate reports received	None		Administrative Aide I
	2.2 Consolidate registries' entries	None		Administrative Aide I
	2.3 Prepare JEV, GJ and JCT	None		Administrative Aide I
	2.4 Post entries to General and Subsidiary Ledgers	None		Administrative Aide I
	2.5 Prepare Trial Balance	None		Accountant
	2.6 Prepare FS	None		Accountant
	2.7 Forward FS to COA	None		Administrative Aide I



Office of the Municipal Agriculturist

External Services



Description of the Service:

RICE SEED PROGRAM:

The Municipality of Santa Rita has a rice program in form of rice seed subsidy. The LGU will purchase CS (Certified Seeds) in the amount of P1,520.00 – P1,600.00 per bag of 40 kg., depending on the variety of seeds). The farmer will pay the amount of P1000.00 and the municipality shall be responsible for the balance. This program is based on 1:2 (one is to two) basis. Two (2) bags of CS for every hectare. However, it is limited to two (2) hectares per farmer.

The Department of Agriculture National Government thru the Philippine Rice Institute (PhilRice), DA-RFO3 and the LGU has a program called Rice Competitive Enhancement Program. PhilRice will distribute inbred Certified Rice seeds to farmers with the following scheme:

One (1) bag or 20 kilograms to areas less than .5 hectare, two (2) bags or 40 kilograms for areas measured from .6 hectare to 1.0 hectare, three (3) bags or 60 kilograms for areas measured from 1.1 hectares to 1.5 hectares and a minimum of four (4 bags) or 80 kilograms to areas measured from 1.6 hectares to 2.0 hectares.

Office or Division:	Office of the Municipal Agriculturist
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	Rice Farmers

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible

1. Municipal Rice Seed Subsidy Program:

1. Make personal appearance with the intention to participate in the program.	1. Verify name and area in the RSBSA.		2 minutes	ATMAO
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2. Sign documents and documentation.	2. Review documents and photograph the farmer beside the sack.		3 minutes	
	TOTAL	None	5 minutes	
2. Avail RCEP Seeds				
1. Present ID at the registration booth.	1. Verify name and area in the master list.		2 minutes	AT/MA
2. Once verified, fall in line following the preferred variety and fill out accomplishment form and nametag.	2. Assist farmer and facilitate filling out of form and nametag.		2 minutes	
3. Attend technical briefing.	3. Facilitate the briefing.		2 minutes	
4. Present nametag and claim the seeds.	4. Photograph farmer beside the sack holding the nametag.		3 minutes	
	TOTAL	None	9 MINUTES	



AVAILMENT OF FARM MACHINERIES:

The Office of the Municipal Agriculturist assists cooperatives/associations in requesting farm machineries to the DA RFO 3, Philippine Mechanization, PLGU, MLGU and other attached agencies, to be used by their members and can be rented to non-cooperative members and farmers of nearby barangays.

Office or Division:	Office of the Municipal Agriculturist			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Farmers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Make an inquiry on the availment of the desired farm machineries of the cooperative/association.	1. Entertain farmers and explain the required documents.	NONE	5 minutes	AT/MA
2. Prepare the requirements.	2. Receive and review the submitted requirements.	NONE	3 minutes	
3. Submit requirements.	3. Assist the farmer in submitting the request letter to concerned agencies.	NONE	2 hours	
	TOTAL	None	2 hrs. 8 minutes	



Description of the Service:				
AVAILMENT OF VEGETABLE SEEDS, FERTILIZERS, SOIL AMELIORANTS, RODENTICIDES				
The Office of the Municipal Agriculturist provides different kinds of vegetable seeds, fertilizers, soil ameliorants and rodenticides to commercial and backyard vegetable and rice growers. The objective of which is to help the farmers by lessening their production inputs and increasing their productivity which translates to income increase.				
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Farmers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Visit office and state the request.	1. Check the availability of items being requested.	None	2 minutes	AT/MA
	2. Fill out form and have it signed by the farmer.	None	1 minute	
	3. Release & document.	None	2 minutes	
	TOTAL	None	5 minutes	



Description of the Service: CREDIT FACILITATION SERVICE				
The DA office of the Municipality of Santa Rita provides assistance to farmers in availing production loans. Farmers suffered so much in the decrease of <i>palay</i> yield because of natural calamities and low <i>palay</i> farm gate. With this, the national government extends aid through Sure Aid Loans in the amount of P15,000.00 per hectare to farmers listed in the RSBSA with an area of one (1) hectare and below, payable in eight (8) years with no or zero interest. Another kind of loan is the Sikat Saka Production Loan where farmers can avail of P40,000.00 per hectare payable in six (6) months with an interest rate of 1%.				
Office or Division:	Office of the Municipal Agriculturist			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Rice Farmers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Inquire about SURE AID LOAN. Prepare and submit documents.	1. Download the list of RSBSA provided by the DA-RFO3.	None	10 minutes	RO
	2. Identify name and area verification.		1 minute	AT/MA
	3. Accept/ check submitted documents.		2 minutes	AT
	4. Sign document.		1 minute	AT/MA
	5. Assist farmers in forwarding documents to financing institutions.		2 hours	MA
	TOTAL	None	2 hours and 14 minutes	



2. Inquire about Sikat Saka Production Loan	Entertain farmer and verify name and area in the master list and state the requirements.	None	2 minutes	AT/MA
Submit Requirements	Receive/ check/sign the documents.		2 minutes	AT
	Assist in forwarding documents to financing institutions.		2 hours	AT
Ready documents for submission to the bank	Check/follow up loan status.		2 minutes	AT/MA
	TOTAL	None	8 minutes	



Description of the Service:				
LIVESTOCK AND POULTRY PRODUCTION PROGRAM				
To produce quality meat, there is a need to maintain a healthy, stable and disease-free livestock and poultry situation in the Municipality. The animal health program of the DA-RFO3 and the Municipality provides vaccines, anti-helminthics and antibiotics and other related treatments.				
Office or Division	Office of the Municipal Agriculturist			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Livestock and Poultry Farmers			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Inquire about vaccination, vitamin administration and anthelmintic drugs for large animals and dogs.	1. Request for vaccine, vitamins and anthelmintics and coordinate with the PVO for trained vaccinators.	None	10 minutes	MA
	2. Make a schedule program in every barangay.		5 minutes	MA
	3. Conduct vaccination/treatment.		5 minutes per head	Veterinarian, trained vaccinator and AT
	TOTAL	None	20 minutes	



1. Request for Artificial Insemination (AI).	1. Entertain and interview farmer.	None	2 minutes	Artificial Insemination technician/MA
	2. Conduct animal visit and introduce artificial insemination at the right time, with a follow up after 12 hours.		30 minutes	Artificial Insemination technician
	3. Check the animal within 18-21 days if AI is positive.		10 minutes	
	4. Conduct weekly monitoring.		10 minutes	
2. Ask assistance during parturition.	5. Assist at the time of parturition.		4 hours	
	TOTAL	NONE	4 hrs. and 52 minutes	



Description of the Service:				
EXTENSION, EDUCATION AND TRAINING SUPPORT SERVICES				
The DA office provides technical assistance and information dissemination of new technologies thru meetings/training/seminar to farmers.				
Office or Division:	Office of the Municipal Agriculturist			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Farmers			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Seek assistance.	1. Entertain farmer.	None	2 minutes	AT
	2. Conduct farm inspection.		15 minutes	
	3. Issue recommendations.		1 minute	
	TOTAL	None	18 minutes	
2. Request for training.	1. Entertain farmers.	NONE	5 minutes	MA/AT
	2. Coordinate with concerned agencies.		5 minutes	
	TOTAL	None	10 minutes	



Description of the Service:

SECURING VETERINARY HEALTH CERTIFICATE

The DA office provides a certificate to livestock owners by issuing veterinary health certificates and a travel permits from the DA RFO3 so they can sell/slaughter/transport their swine and other animals. It is mandatory for municipalities purchasing swine to secure documents certifying that animals are ASF free or disease-free to prevent spread and contamination.

Office or Division:	DA			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Farmers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Secure health certificate	1. Entertain the farmer.	None	2 minutes	Municipal Veterinarian
	2. Conduct animal inspection.		15 minutes	
	3. Issue Health Certificate.		1 minute	
	TOTAL	None	18 minutes	



Municipal Public Employment Service Office

External Services



PESO SERVICES

Labor Market Information and Job Referral are PESO core services as stipulated by Republic Act 8759 (PESO Act of 1999) and as amended by Republic Act 10691.

Office or Division:	Public Employment Service Office
Classification:	Simple
Type of Transaction:	Government to Citizen
Who may Avail:	Jobseekers and Employers

Checklist of Requirements	Where to Secure
Resume and other Credentials for Jobseekers	Client requirements
Job Orders/Vacancies	Agency/ Employers
Registration/ Application Form	PESO Office
BIR 2303 for Employers	BIR
DOLE Certificate for Local Agency	DOLE
POEA License for Overseas Agency	POEA
Business Permit	Business License and Permit Division (location/address of the business/agency)

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
For Employment, Livelihood and Training Seekers 1. Secure Registration/ Application Form at the PESO Office.	Provide Application/ Registration form.	None	1 minute	PESO/ Staff
2. Submit fully accomplished Application/ Registration Form.	Review the Application/ Registration Form if filled up/ accomplished properly.	None	3 minutes	PESO/ Staff



	Interview/counsel the jobseekers and proceed to skills/employment matching.	None	5 minutes	PESO/ Staff
	If qualified, give a referral letter/ instruction slip.	None	5 minutes	PESO/ Staff
TOTAL			14 minutes	

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
A. For Employers / Training School				
1. Submit letter of intent addressed to Municipal Mayor thru the PESO Manager	Receive endorsement letter.	None		PESO/ Staff
2. Proceed to PESO Office if letter was approved.	Interview the company/agency personnel.	None	15 minutes	PESO/ Staff



	Receive letter of intent submitted by interested employer, school, company or other agency.	None	5 minutes	PESO/ Staff
	Review all submitted documents and verify accreditation, license and status of school/company and Job Orders thru TESDA, DOLE and POEA website.	None	20 minutes	PESO/ Staff
	Post submitted trainings, vacancies and JOB Orders at PESO Bulletin Board and PESO Social Media Account.	None	15 minutes	PESO/ Staff
	Provide employer referred registration form, registration and resume of applicants.	None	10 minutes	PESO/ Staff
Secure Letter of No Objection/ Approval of Local Recruitment Activity.	If the employer is qualified for Special Recruitment Activity or Local Recruitment Activity, prepare the no-objection or approval letter.	None	20 minutes	PESO/ Staff
Wait for the Release of Letter of No Objection.	Recommend and approve the letter of no objection.	None	15 minutes	PESO
Present the Special Recruitment Authorization (issued by POEA) to the PESO before activity	File the SRA and arrange the employer start of recruitment activity.	None	5 minutes	PESO/Staff
TOTAL			1 Hour and 45 minutes	