



LOCAL GOVERNMENT OF KAPANGAN

CITIZEN'S CHARTER

2ND Edition

2022



MANDATE

The Local Government Code of 1991 provides that Local Government Units shall continue to discharge the duties and responsibilities currently vested in them and those of national agencies and offices devolved to them pursuant to this code. LGUs shall likewise exercise such other functions and responsibilities as are necessary and effective in the provision of Basic Services and Facilities for the general welfare of the people.

VISION

We, the people of Kapangan envision an economically-sustained, disaster resilient and globally-competitive Municipality, with God -loving, united, literate, culturally enriched and healthy citizens living in a peaceful and ecologically-balanced environment enjoying a better quality of life under a transparent and responsive governance.

MISSION

We are committed to provide quality basic services, enhance indigenous skills, promote technologies and protect the environment with the support of the citizenry and partnership and networking with other government agencies, non-government organizations and the private sectors for the progress of the municipality.

GOAL

“To establish a Citizen’s Charter for the Municipality of Kapangan that would ensure honesty, equality, accountability, proper management of resources, responsiveness, and customer welfare and satisfaction, in the delivery of frontline service.”

OBJECTIVES

1. To be transparent in the provision of all frontline services;
2. To deliver frontline services without partially or discrimination;
3. To set standards and commitments in the delivery of frontline services;
4. To optimize the use of Government resources;
5. To provide immediate and sound frontline services.



SERVICE PLEDGE

We, the Municipal officials and employees of Kapangan, are committed to provide quality public services as provided in our mandates and summarize as follows;

1. Serve the public with the highest degree of excellence anchored on the principle of "Leadership by Example" and enhance mechanisms that will ensure efficient and effective governance;
2. Maintain Integrity, honesty and responsibility among public officials and employees and shall take appropriate measures to promote transparency in each department/office with regard to the manner of transacting with the public;
3. Adopt simplified procedures that will reduce red tape and expedite transactions, by providing adequate and correct information, display procedures, fees and charges, to every transaction;
4. Demonstrate sensitivity, professionalism and consistency in applying rules in dealing with clients;

In response to Republic Act No. 11032 of 2018 otherwise known as the Ease of Doing Business and Efficient Government Service Delivery, Our strong commitment to deliver quality public services is presented in this Citizen's Charter.



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I

OFFICE OF THE MUNICIPAL MAYOR



A.

ADMINISTRATIVE SECTION

**EXTERNAL/INTERNAL
SERVICES**



1.FRONTLINE SERVICE: . ISSUANCE OF MAYOR'S CLEARANCE

OFFICE OR DIVISION	Mayor's Office	
CLASSIFICATION	Simple	
TYPE OF TRANSACTION	Government to Citizens	
WHO MAY AVAIL	Any requesting party as it pertains to his/her personal clearance	
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	
1. Barangay Clearance/Certificate	Respective Barangay where you are residing	
2. Police Clearance	PNP Office	
3. Official Receipts of Barangay Clearance and Police Clearance	Office of the Barangay/Municipal Treasurer Barangay Office or Office of the Municipal Treasurer	
4. Cedula/ Residence Certificate/ CTC-Community Tax Certificate Or Any valid government ID	Respective government agency issuing such kind of ID.	

CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all requirements	Accept and verify validity of requirements	For scholarship, study grant, and other purpose- Php65.00 For employment- Php130.00	1 minute	Angielyn A. Basilio Private Secretary
	Prepare and encode Mayor's Clearance		5 minutes	
	For Mayor's signature (In the absence of the Municipal Mayor, his authorized representative signs)		1 minute	
2. Pay Mayor's Clearance	The Mayor's staff let the customer pay corresponding fee to the Office of the Municipal Treasurer	For Filipino Citizenship Application- Php200.00		Staff of Municipal Treasury
3. Issue signed Mayor's Clearance	Attach official receipt and release the signed mayor clearance	Firearms permit application- Php650.00	1 minute	Angielyn A. Basilio Private Secretary
	TOTAL	Please see above rates	8 minutes	



2.FRONTLINE SERVICE:. ISSUANCE OF CERTIFICATIONS/ RECOMMENDATIONS/
ENDORSEMENT

OFFICE OR DIVISION	Mayor's Office
CLASSIFICATION	Simple
TYPE OF TRANSACTION	Government to Citizens Government to Government
WHO MAY AVAIL	Any requesting government agency and individual
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
<ol style="list-style-type: none"> 1. Request Letter 2. Community Tax Certificate Or Any valid government ID 3. Barangay or Municipal Resolutions (for endorsement only) 	Agency or individual requesting Municipal Treasury or Barangay Treasurer Issuing Agency Barangay/Municipal office concerned

CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all requirements	Accept and verify validity of requirements		1 minute	Angielyn A. Basilio;
	Prepare and encode Certification/Recommendation/ Endorsement		10 minutes	Private Secretary;
	For Mayor's signature (In the absence of the Municipal Mayor, his authorized representative signs)		14 minute	Municipal Mayor
2. Pay the fee for the certification (For Mayor's Certification only)	Inform to pay fee/(s) at the Municipal Treasury	Php 60.00		Municipal Treasury Staff
3. Issue duly signed Mayor's Certification/ Recommendation / Endorsement	Attach official receipt and release the duly certification or endorsement		1 minute	Mayor's Staff assign
	TOTAL	Php 60.00	15 minutes	



3.FRONTLINE SERVICE: . SCHEDULING OF DATE OF SOLEMNIZATION

OFFICE OR DIVISION:	Mayor's Office	
CLASSIFICATION:	Simple	
TYPE OF TRANSACTION:	G2C – Government to Citizens G2G – Government to Government G2B – Government to Business	
WHO MAY AVAIL:	One or both of the contracting parties to get married	
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	
1. Marriage License 2. Name of Witnesses	Municipal Civil Registrar's Office Applicant	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up request slip and information slip and submits the requirements	Accept the information slip and interview the couple	None	15 minutes	Angielyn A. Basilio
	Schedule the date of solemnization			
2. Leave the office				
	TOTAL	None	15 minutes	

4.FRONTLINE SERVICE: . MARRIAGE SOLEMNIZATION

OFFICE OR DIVISION:	Mayor's Office
CLASSIFICATION:	Simple
TYPE OF TRANSACTION:	G2C – Government to Citizens



WHO MAY AVAIL:	One or both of the contracting parties who is/are residents of Kapangan
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Marriage License PMC	Municipal Civil Registrar's Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Prepare the marriage certificate (1) day before the solemnization date		1 day	Angielyn A. Basilio
1. Couple is solemnized by the Municipal Mayor	Prepares the venue and necessary documents needed. Solemnization of marriage		2 hours	Angielyn A. Basilio Municipal Mayor
2. Payment of marriage certificate and other fees	Ask official receipt	Solemnization fee 390.00 Secretary's fee 40.00 Sponsorship fee 130.00 each		Angielyn A. Basilio
	TOTAL		1 day & 2 hours	



5.FRONTLINE SERVICE: . ISSUANCE OF EMERGENCY TREE CUTTING PERMIT

OFFICE OR DIVISION	Mayor's Office	
CLASSIFICATION	Simple	
TYPE OF TRANSACTION	Government to Citizens Government to Government	
WHO MAY AVAIL	Any requesting government agency and individual	
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	
1. Barangay Endorsement	Barangay Office	
2. Request Form for Emergency Tree Cutting Permit	MDDRMO	
3. Tree Picture	Owner	
4. Inspection Report	Inspection Team	

CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit required documents	Accepts the document for Mun. Mayor's for approval. If approved: Prepare the permit for signing		15 minutes	Mayor's Staff
	If disapproved: Written notice given to the client		1 minute	Mayor's staff
2. Receive the permit and show proof of payment	Record and release the permit Ask official receipt for payment	65.00	1 minute	Mayor's staff MTO
	TOTAL		17 minutes	

INTERNAL SERVICES

6.FRONTLINE SERVICE: 6. APPROVAL OF TRAVEL ORDER FOR OFFICIAL BUSINESS (REGULAR)

OFFICE OR DIVISION	Mayor's Office	
CLASSIFICATION	Simple	
TYPE OF TRANSACTION	Government to Citizens Government to Government	
WHO MAY AVAIL	Any requesting government agency and individual	
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	
1. Travel Order with recommend approved by head of office	Office concerned	



CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requirements before traveling	Accepts the document and marked received; Mun. Mayor for approval If disapproved: return the travel order	none	1 day	Mayor's Staff
2. Receive the travel order	Release the approved travel order			Mayor's staff
	TOTAL		1 day	

7.FRONTLINE SERVICE: APPROVAL OF TRAVEL ORDER FOR OUTSIDE TRAININGS, MEETINGS AND SEMINARS

OFFICE OR DIVISION	Mayor's Office			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	Government to Citizens Government to Government			
WHO MAY AVAIL	Any requesting government agency and individual			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Invitation with notations of the Municipal Mayor		Concerned agency		
2. Travel Order with recommended approval by head of office		Concerned office		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requirements	Accept the document and marked received; Mun. Mayor for approval If disapproved: return the travel order	none	2 days	Mayor's Staff
2. Receive the travel order	Release the approved travel order			Mayor's staff
	TOTAL		2 days	



B.

**BUSINESS PERMIT AND
LICENSING OFFICE**

**EXTERNAL/INTERNAL
SERVICES**



8. FRONTLINE SERVICE: ISSUANCE OF CERTIFIED COPIES OF DOCUMENTS

Office or Division:	Mayor's Office: Business Permit & Licensing Office
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government G2B – Government to Business
Who may Avail?	1) Any requesting party as it pertains to his/her personal records; 2) Any entities duly authorized Local and National line agencies

Checklist of Requirements	Where to Secure?
1. Request Letter	-from the Requesting party
2. Any valid Identification (ID) Card or certificate	-appropriate office issuing Valid and proper Identification of the individual
3. If request is filed through a representative, an authorization letter or Special Power of Attorney (SPA) and 1 valid ID of the representative	-requesting party -SPA- requesting party -ID- appropriate office issuing Valid and proper Identification of the individual

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit/Provide request letter and/or proper identification of the requesting party	-Accept and Check the validity of request and/or proper identification of requesting party - Authorized parties may request copies of their personal	Certification fee- Php 60.00 Photocopy- Php-3.00 per page	5 minutes	Murfe W. Martin



	records in the Office to be used for specific purposes. -Advice the client to pay corresponding fees at the Treasury office			
2. Present O. R.	Acknowledge O.R & prepare, process the request documents		5 minutes	Murfe W. Martin
3. Receive the documents requested	Released certified copies of documents requested & record necessary information of the requesting party		5 minutes	Murfe W. Martin
TOTAL			15 minutes	

9. FRONTLINE SERVICE: ISSUANCE OF MAYOR'S BUSINESS PERMIT FOR NEW APPLICATION

Office or Division:	Mayor's Office: Business Permit and Licensing office
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business G2G- Government to Government
Who may Avail?	All person who engage in any trade or commercial activity or any other activity of similar nature within the Municipality of Kapangan.



Checklist of Requirements	Where to Secure?
1. Proof of business registration, incorporation, or legal personality. (examples) <ul style="list-style-type: none"> a. DTI reg.; (1 original; 1 photocopy) or b. SEC reg.; (1 original; 1 photocopy) or c. CDA reg.; (1 original; 1 photocopy) 	DTI- Go Negosyo Center/Livelihood bldg. Kapangan SEC- Baguio City CDA- Baguio City
2. Barangay clearance	Barangay Where the Permittee resides
3. Barangay Business Clearance (if required)	Barangay where business is operating
4. Tax Order of Payment	Municipal Treasury Office
5. Zoning Clearance if required (1 original)	Municipal Planning & Development Office
6. Occupancy Certificate or its equivalent if required (1 original)	Municipal Engineering Office
7. Fire Safety Inspection Certificate (1 original)	Bureau of Fire Protection- KAPANGAN MFS
8. Police Clearance	Philippine National Police- KAPANGAN MPS
9. Sanitary Permit/ Health Certificate (1 original)	Municipal Health Rural Unit
10. Contract of Lease, if renting (1 original; 1 photocopy)	Client
Note: Health Certificate (can be accomplish within 30 days upon registration)	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
STEP 1. Submit duly accomplished application form with complete requirement to the receiving or evaluation table, for initial assessment and verification.	<ul style="list-style-type: none"> a. Accept application; b. Conduct preliminary assessment and verification of application Note: <i>if application is with deficiency:</i> <ul style="list-style-type: none"> i. Immediately inform applicant 	none	10 minutes/ application	Murfe W. Martin



	<p>of any deficiency in the accompanying requirements;</p> <p>ii. Return document & advise applicant to process deficiency before going back to step 1;</p>			
<p>STEP 2.</p> <p>a. Pay taxes, fees & charges at the collection/payment area window/table (___)</p> <p>b. Claim/receive Official Receipt & business plate Number</p>	<p>a. Receives document from Step 1, call attention of taxpayer for assessment of local tax</p> <p>b. Collects payment;</p> <p>c. Indicate payment details (OR Number; date; amount paid) at the space provided in the application form;</p> <p>d. Issue official receipt to client & business plate Number;</p> <p>e. Endorse documents to BPLO for processing</p>	<p>Based on rates provided in the Revenue Code</p>	<p>10 minutes</p>	<p>Gina C. Camhit</p> <p>Edralyn H. Mangantulao, Clairnody A. Solima, Lalaine Kaith B. Amado & Valerie M. Calibnas</p>



LGU Kapangan Citizen's Charter

STEP 3. a. Present official Receipt at the BPLO b. Sign logbook	a. Acknowledge and verify O.R; b. Release approved permit sign by the LCE c. Record time-out at logbook		5 minutes/ permit	Murfe W. Martin
TOTAL			25 inutes	

10. FRONTLINE SERVICE: FOR RENEWAL APPLICATION

Office or Division:	Mayor's Office: Business Permit and Licensing office
Classification:	Simple
Type of Transaction:	G2G- Government to Government
Who may Avail?	All person who engage in any trade or commercial activity or any other activity of similar nature within the Municipality of Kapangan.

Checklist of Requirements	Where to Secure?
1. Barangay clearance	Barangay Where the Permittee resides
2. Barangay Business Clearance (if required)	Barangay where business is operating
3. Police Clearance	Philippine National Police- KAPANGAN MPS
4. Fire Safety Inspection Certificate (1 original)	Buruea of Fire Protection- KAPANGAN MFS
5. Sanitary Permit/ Health Certificate (1 original)	Municipal Health Rural Unit
6. Contract of Lease, if renting (1 original; 1 photocopy)	Client
7. Note: Health Certificate (can be accomplish within 30 days upon registration)	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
STEP 1. Submit duly accomplished application	a. Accept application; b. Conduct preliminary	None	10 minutes/ application	Murfe W. Martin



<p>form with complete requirement to the receiving or evaluation table, for initial assessment and verification.</p>	<p>assessment and verification of application</p> <p><i>Note: if application is with deficiency:</i></p> <ul style="list-style-type: none"> i. Immediately inform applicant of any deficiency in the accompanying requirements; ii. Return document & advise applicant to process deficiency before going back to step 1; c. Endorse to MTO for verification of payments 			
<p>STEP 2.</p> <p>a. Pay taxes, fees & charges at the collection/ payment area window/table (___)</p>	<ul style="list-style-type: none"> a. Receives document from Step 1, call attention of taxpayer for assessment of Local Tax; b. Collects payment; c. Indicate payment details (OR Number; date; 	<p>Based on rates provided in the Revenue Code</p>	<p>10 minutes</p>	<p>Gina C. Camhit</p> <p>Edralyn H. Mangantulao, Clairnody A. Solima, Lalaine Kaith B. Amado &</p>



	<p>amount paid) at the space provided in the application form;</p> <p>d. Issue official receipt to client;</p> <p>e. Endorse documents to BPLO for processing</p>			Valerie M. Calibnas
<p>STEP 3.</p> <p>a. Present official Receipt at the BPLO</p> <p>b. Sign logbook</p>	<p>a. Acknowledge and verify O.R;</p> <p>b. Release approved permit sign by the LCE</p> <p>c. Record time out at logbook</p>		5 minutes/ permit	Murfe W. Martin
TOTAL			25 minutes	

11. FRONTLINE SERVICE: APPLICATION FOR RETIREMENT/ SURRENDER OF PERMIT TO OPERATE

Office or Division:	Mayor's Office: Business Permit and Licensing office
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business
Who may Avail?	Business people engaged in any business activity established in the Municipality of Kapangan who wishes to surrender their permit to operate.

Checklist of Requirements	Where to Secure?
<p>1. Certification from the Barangay that business is closed.</p> <p>2. Latest/ Current Mayor's business permit;</p>	<p>-Barangay Hall Where establishment activity is located.</p> <p>-Client</p>



<p>3. Business Plate; 4. Official Receipt of payment, if with outstanding balance/delinquency.</p>	<p>-Client -MTO</p>
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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>STEP 1. Submit duly accomplished surrender/retirement form with complete requirement to the receiving or evaluation table, for initial assessment and verification.</p>	<p>a. Accept application request b. Conduct preliminary assessment and verification of application <i>Note: if application is with deficiency:</i> *Immediately inform applicant of any deficiency in the accompanying requirements; c. Endorse to MTO for verification of account and clearance;</p>	<p>None</p>	<p>5 minutes/application</p>	<p>Murfe W. Martin</p>
<p>STEP 2 Submit surrender form at Treasury Offices and secure clearance ** if with delinquency pay at MTO window ()</p>	<p>a. Receives document; verify account b. Collect payments and issue O.R, then endorse to step 3</p>	<p>Based on rates provided in the Municipal Revenue Code of 2017</p>	<p>10 minutes/transaction</p>	<p>Edralyn H. Mangantulao, Clairnody A. Solima, Lalaine Kaith B. Amado & Valerie M. Calibnas</p>
<p>STEP 3 a. Return to BPLO and submit surrender/</p>	<p>a. Receive documents;</p>		<p>5 minutes/permit</p>	<p>Murfe W. Martin</p>



closure form with complete attachment b. Claim client copy of surrender/closure form	b. Process application request c. Release client's copy to the applicant; d. Endorse processed 2 nd copy to MTO			
Total			20 minutes	

12. FRONTLINE SERVICE: ISSUANCE OF MOTORIZED TRICYCLE OPERATOR'S PERMIT (MTO)

Office or Division:	Mayor's Office: Business Permit and Licensing office
Classification:	Simple
Type of Transaction:	G2B – Government to Business
Who may Avail?	Any business tricycle operators who needs to register their tricycle for hire

Checklist of Requirements	Where to Secure?
1. Barangay clearance and proof of residence	-Barangay Hall
2. CTC	-Barangay Hall/ MTO
3. Photocopy of the Certificate of Registration (CR) of the Motorcycle	- Client
4. Photocopy of the LTO Official Receipt (OR) of payment	-Client
5. Current/ Valid Vehicle Insurance	-Insurance company
6. Photograph of the Tricycle unit showing the prescribed body color, which is green;	-Client
7. Photocopy of the Driver's License of the Driver, if other than the operator	-Client
8. Medical Certificate (Driver)	-Rural Health Unit
9. Previous MTO/ Original Franchise	-Client



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
STEP 1. Submit duly accomplished application form with complete requirement to the receiving or evaluation table, for initial assessment and verification.	a. Accept application request b. Conduct preliminary assessment and verification of application Note: if application is with deficiency: *Immediately inform applicant of any deficiency in the accompanying requirements	None	10 minutes/ transaction	Murfe W. Martin
STEP 2. a. Pay taxes, fees & charges at the collection/ payment area window/table ()	a. Receives document from step 1 and assessment of local tax b. Collect payment; c. Indicate payment details in the application business form	Based on rates provided in the Municipal Revenue Code of 2017	10 minutes/ Assessment & Payment	Gina C. Camhit Edralyn H. Mangantulao, Clairnody A. Solima, Lalaine Kaith B. Amado & Valerie M. Calibnas
STEP 3. a. Present official Receipt at the BPLO b. Sign logbook	a. Acknowledge and verify O.R; b. Release approved permit sign by the LCE c. Record time out at logbook		5 minutes/ permit	Murfe W. Martin
TOTAL			25 Inutes	



13. FRONTLINE SERVICE: IMPLEMENTATION OF BUSINESS ONE STOP SHOP (BOSS)

Office or Division:	Mayor's Office: Business Permit and Licensing office	
Classification:	Simple	
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business G2G- Government to Government	
Who may Avail?	All person who engage in any trade or commercial activity or any other activity of similar nature within the Municipality of Kapangan.	
Checklist of Requirements	Where to Secure?	
1. Proof of business registration, incorporation, or legal personality. (examples) d. DTI reg.; (1 original; 1 photocopy) or e. SEC reg.; (1 original; 1 photocopy) or f. CDA reg.; (1 original; 1 photocopy)	DTI- Go Negosyo Center/Livelihood bldg. Kapangan SEC- Baguio City CDA- Baguio City	
2. Barangay clearance	Barangay Where the Permittee resides	
3. Barangay Business Clearance (if required)	Barangay where business is operating	
4. Tax Order of Payment	Municipal Treasury Office	
5. Zoning Clearance if required (1 original)	Municipal Planning & Development Office	
6. Occupancy Certificate or its equivalent if required (1 original)	Municipal Engineering Office	
7. Fire Safety Inspection Certificate (1 original)	Buruea of Fire Protection- KAPANGAN MFS	
8. Police Clearance	Philippine National Police- KAPANGAN MPS	
9. Sanitary Permit/ Health Certificate (1 original)	Municipal Health Rural Unit	
10. Contract of Lease, if renting (1 original; 1 photocopy)	Client	
Note: Health Certificate (can be accomplish within 30 days upon registration		



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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>STEP 1. Submit duly accomplished application form with complete requirement to the receiving or evaluation table, for initial assessment and verification.</p>	<p>a. Accept application; b. Conduct preliminary assessment and verification of application <i>Note: if application is with deficiency:</i> c. Immediately inform applicant of any deficiency in the accompanying requirements; iii. Return document & advise applicant to process deficiency before going back to step 1; d. Endorse to MTO for verification of payments & assessment of local tax</p>	<p>none</p>	<p>10 minutes/ application</p>	<p>Murfe W. Martin</p>
<p>STEP 2. Pay taxes, fees & charges at the collection/ payment area</p>	<p>a. Receives document from Step 1, call attention of taxpayer for assessment; b. Collects payment; c. Indicate payment details (OR</p>	<p>Based on rates provided in the Revenue Code</p>	<p>10 minutes/ O.R</p>	<p>GINA C. CAMHIT Edralyn H. Mangantulao, Clairnody A. Solima, Lalaine Kaith B. Amado &</p>



C.

**OFFICE OF THE MUNICIPAL
DISASTER RISK AND
REDUCTION MANAGEMENT**

**EXTERNAL/INTERNAL
SERVICES**



14. FRONTLINE SERVICE: ISSUANCE OF CERTIFICATES (HOUSE DAMAGE, STRUCTURAL FIRE DAMAGE, DAMAGE INFRASTRUCTURE PROJECT, HAZARD AREAS, ETC.)

OFFICE OR DIVISION:	MDRRMO-Administration and Training
CLASSIFICATION:	Simple
TYPE OF TRANSACTION:	G2C – Government to Citizens G2G – Government to Government G2B – Government to Business Provision of Certificates (House Damage, Structural Fire Damage, Damage Infrastructure Project, Hazard Areas, etc.)
WHO MAY AVAIL:	Kapangan Residents and other interested requesting parties
CHECKLIST OF REQUIREMENTS:	WHERE TO SECURE:
1) House Damage a. Picture of Damage House with the ff caption: <ul style="list-style-type: none"> • Owner of the House: Head of the family, complete name • Extent of Damage – Totally or partially and indicate the part of the house • Location – (sub-sitio, if applicable), Sitio, Barangay • Date of Incident Or; b. Certification and/or list of house damage from the Barangays	Requesting agency/individual or BLGU
2) Project Damages a. Picture of Damage Project with the ff caption: <ul style="list-style-type: none"> • Name of Project, Location, Date, Name of Contractor/s, Cause of Damage Or; b. Certification and/or damage report from the Barangay	Requesting agency/individual or BLGU
3) Structural Fire	Either of the following: Requesting agency/individual,



a. Picture of Incident with the ff caption: <ul style="list-style-type: none"> Name of the Owner, Location, Date and Time of Incident Or; b. BFP Report		BLGU or BFP		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit all Pertinent Requirements	Acknowledge receipt & review the complete document	None	5 minutes	Erick O. Abangley
	Prepare requested certification and endorse to the office of the Mayor for approval	None	10 minutes	Erick O. Abangley
Receive the requested certificate	Release certified copy of requested record to client	None	1 to 2 working day/s upon receipt of complete documents	Erick O. Abangley
TOTAL			2 days, 15 mins	

15. FRONTLINE SERVICE: PROVISION OF DRRM CAPACITY BUILDING/ TRAININGS AND DRRM PLANNING

OFFICE OR DIVISION:	MDRRMO-Administration and Training
CLASSIFICATION:	Highly Technical
TYPE OF TRANSACTION:	G2C – Government to Citizens G2G – Government to Government G2B – Government to Business Provision of DRRM Capacity Building/ Trainings and DRRM Planning
WHO MAY AVAIL:	Kapangan Barangays and other interested requesting parties
CHECKLIST OF REQUIREMENTS:	WHERE TO SECURE:



<p>Letter of Request for DRRM Capacity Building/ Trainings</p> <ul style="list-style-type: none"> • Addressed to the Honorable Mayor • Attention to LDRRMO • Contains type of training, date(s), venue and target participants (Scheduled at least 12 days ahead of request scheduled date) and provided there were no previous request scheduled on the same date • Signed by authorized officer 	<p>Requesting agency/individual</p>			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>Submit request letter for Capacity Building/ Trainings to Mayor's Office</p>	<p>Accept and Record Request Letter</p>	<p>None</p>	<p>5 minutes</p>	<p>MO Staff</p>
	<p>LCE will note and endorse to MDRRM Office for evaluation</p>			<p>LCE</p>
<p>Coordinate with MDRRMO personnel</p>	<p>Evaluation the request and coordinate with client and concerned resource person</p>	<p>None</p>	<p>1 day</p>	<p>Erick O. Abangley</p>
<p>Client will wait for approval or disapproval</p>	<p>Confirmation letter to be given whether approved or disapproved</p>	<p>none</p>	<p>1 day</p>	<p>Erick O. Abangley</p>
<p>Client responsible for the confirmation of the participants</p>	<p>Prepare the necessary documents for the Conduct of the training/seminar</p>	<p>None</p>	<p>7 days</p>	<p>Erick O. Abangley</p>
<p>Client will receive the final schedule of the activity</p>	<p>Send the notice of activity</p>	<p>none</p>	<p>2 days</p>	<p>Erick O. Abangley</p>
<p>TOTAL</p>		<p>None</p>	<p>11 days and 5 minutes</p>	



16. FRONTLINE SERVICE: ISSUANCE OF DRRM CONSOLIDATED REPORTS

OFFICE OR DIVISION:		MDRRMO-Administration and Training		
CLASSIFICATION:		Simple		
TYPE OF TRANSACTION:		G2C – Government to Citizens G2G – Government to Government G2B – Government to Business Issuance of DRRM Consolidated Reports		
WHO MAY AVAIL:		Kapangan Barangays and other concern parties		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
Approved request letter approved by the LCE		Requesting agency/individual		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit the request letter approved by the LCE	Accept, prepare and verify the needed documents	None	1 hour	Erick O. Abangley
	Record the consolidated Reports which will be given to the requesting agency/individual	None	30 mins	Erick O. Abangley
TOTAL			1 hour 30 mins	

17. FRONTLINE SERVICE: PROVISION OF CBDRRMP AND BARANGAY CP REVIEW

OFFICE OR DIVISION:		MDRRMO-Research and Planning		
CLASSIFICATION:		Highly Technical		
TYPE OF TRANSACTION:		G2G – Government to Government Provision of CBDRRMP and Barangay CP Review		
WHO MAY AVAIL:		Kapangan BLGUs and other authorized individuals		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
Letter of Request for CBDRRMP Plan and Barangay CP addressed to the Honorable Mayor		Requesting agency/individual		



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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Request letter for CBDRRMP or Barangay CP	Receive and record the CBDRRMP or Barangay CP attachments or supporting documents	None	5 minutes	Erick O. Abangley
	Review and give final evaluation of the Plan and make clarifications, if necessary. Check the ff: a. Completeness and validity of supporting documents/ requirements b. Correct placement of PPAs under the 4 Thematics. c. Correct allocation of PPAs under the 4 Thematics.	None	2 days	Erick O. Abangley
Client will receive the approved CBDRRMP	Photocopy documents for recordkeeping and release the approved CBDRRMP and supporting documents	None	15 minutes	Erick O. Abangley
TOTAL		None	2 days 20 mins	



18. FRONTLINE SERVICE: EMERGENCY TREE CUTTING ENDORSEMENT (ONLY GIVEN TO EMERGENCIES AND/OR TREES IMPOSE DANGER TO LIFE AND PROPERTIES)

OFFICE OR DIVISION:		MDRRMO-Operation and Warning		
CLASSIFICATION:		Simple		
TYPE OF TRANSACTION:		G2C – Government to Citizens G2G – Government to Government G2B – Government to Business Emergency Tree Cutting Endorsement		
WHO MAY AVAIL:		Kapangan BLGUs and residents		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
1. Barangay endorsement 2. Request form for Emergency Tree Cutting Endorsement 3. Tree picture		Requesting agency/individual BLGU		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit the required documents	Accept and Record Request Letter in the log book	None	1 day	Erick O. Abangley
Accompany the inspectorate team	Conduct site inspection	none		Erick O. Abangley MENRO
	Endorse inspection report for approval or disapproval	none		Erick O. Abangley
Follow-up the approval of emergency cutting permit	Notice to follow-up	none	1 day	MO
TOTAL			2 days	

19. FRONTLINE SERVICE: ISSUANCE OF EMERGENCY RESPONSE EQUIPMENT AND FUEL AND LUBRICANTS

OFFICE OR DIVISION:		MDRRMO-Operation and Warning		
CLASSIFICATION:		Simple		
TYPE OF TRANSACTION:		G2C – Government to Citizens G2G – Government to Government Provision of Emergency Response Equipment fuel and lubricants		



WHO MAY AVAIL:		Kapangan MERCT, BDRRMC and other authorized individuals		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
Letter of Request or Phone Calls or verbal request		Requesting agency/individual		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Client will Submit or phone in (Letter of) Request	Accept and Record Request	None	5 minutes	Erick O. Abangley
Client will coordinate with MDRRM Officer	Coordinate with requesting party for confirmation	None	10 minutes	Erick O. Abangley
Client will Receive and log requested equipment	Record and Release equipment	None	20 minutes	Erick O. Abangley
TOTAL			35 minutes	

20. FRONTLINE SERVICE: INSPECTION OF HAZARD AREAS

OFFICE OR DIVISION:		MDRRMO-Operation and Warning		
CLASSIFICATION:		Simple		
TYPE OF TRANSACTION:		G2G – Government to Government Inspection of Hazard Areas		
WHO MAY AVAIL:		Authorized individuals		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
1. Letter of Request 2. Location and Picture		Requesting agency/individual		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Client will submit Letter of Request	Accept and Record Request	None	5 minutes	Erick O. Abangley
	Approves and endorses the request to the Mayor	None	10 minutes	Erick O. Abangley
	Coordinate with requesting party for pertinent information related to the letter	None	20 minutes	Erick O. Abangley



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	Conducts inspection on site and submit report	None	1 day	Erick O. Abangley
TOTAL			1.5 days	



D.

**OFFICE OF THE MUNICIPAL
DEVELOPMENT OFFICER**

**EXTERNAL/INTERNAL
SERVICES**



21. FRONTLINE SERVICE: MUNICIPAL FINANCIAL ASSISTANCE (MFA) FOR WORKING STUDENTS

OFFICE OR DIVISION:	Mayor's Office: Public Employment Service Office
CLASSIFICATION:	Highly Technical
TYPE OF TRANSACTION:	G2C – Government to Citizen
WHO MAY AVAIL?	Employed/Working college students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE?
1. Certified True Copy of Latest grades (2 semesters) 2. Barangay Certification of Residency 3. Passport size ID Picture 4. Employment Certificate 5. Application form	- School Registrar - Barangay Hall - Applicant - Employer - PESO office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Register in the Logbook	➤ Assist client in filling up the log book	None	7 days	Andrea D. Buya/ Lalyn I. Cadate
5. Submit required documents, undergo interview and screening	➤ Validate documents, brief interview of applicant and advise applicant to wait for the confirmation of his/her application ➤ Encode list of applicants	None		Andrea D. Buya/ Lalyn I. Cadate MSC



	<p>and endorse to the Municipal Screening Committee for proper action</p> <ul style="list-style-type: none"> ➤ Screening of qualified applicants ➤ Preparation and processing documents of selected applicants ➤ Inform selected applicants via SMS, list will be posted at the PESO office and municipal bulletin board. 			<p>Andrea D. Buya/ Lalyn I. Cadate</p> <p>Andrea D. Buya/ Lalyn I. Cadate</p>
<p>6. Proceed to the Livelihood Building for orientation and signing of Contract.</p>	<ul style="list-style-type: none"> ➤ Orient all the qualified/s elected applicants about the terms and conditions while availing the 	<p>None</p>	<p>4 hours</p>	<p>Andrea D. Buya/ Lalyn I. Cadate / MSC</p>



	financial assistance and assist them in the signing of contract.			
TOTAL		None	7 days, 4 hours	

22. FRONTLINE SERVICE: TECHNICAL – VOCATIONAL (TECH-VOC) SCHOLARSHIP PROGRAM

OFFICE OR DIVISION:	Mayor's Office: Public Employment Service Office
CLASSIFICATION:	Highly Technical
TYPE OF TRANSACTION:	G2C – Government to Citizen
WHO MAY AVAIL?	Tech-Voc Student

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE?
1. Certified True Copy of Latest grades (2 semesters) 2. Barangay Certification of Residency 3. Passport size ID Picture 4. Employment Certificate	- School Registrar - Barangay Hall - Applicant - Employer

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register in the Logbook	➤ Assist student in filling up the log book	None	7 days	Andrea D. Buya/ Lalyon I. Cadate
2. Submit required documents, undergo interview and screening	➤ Verify documents, brief interview of applicant and advise the applicant to	None		Andrea D. Buya



	<p>wait for the confirmation of his/ her application</p> <ul style="list-style-type: none"> ➤ Indorse to the Municipal Screening Committee for proper action ➤ Screening of qualified applicants and reparation and processing of documents ➤ Inform selected applicants via SMS, list will be posted at the PESO office and municipal bulletin board 			<p>MSC/ Andrea D. Buya/ Lalyn I. Cadate</p> <p>Andrea D. Buya/ Lalyn I. Cadate</p>
3. Proceed to the Livelihood Building for orientation and signing of Contract	<ul style="list-style-type: none"> ➤ Orient all qualified applicants about the terms and conditions while availing the financial assistance and assist in the signing of contract 	None	4 hours	Andrea D. Buya/ Lalyn I. Cadate/
TOTAL		None	7 days and 4 hours	



23. FRONTLINE SERVICE: GOVERNMENT INTERNSHIP PROGRAM (GIP)

OFFICE OR DIVISION:	Mayor's Office: Public Employment Service Office
CLASSIFICATION:	Highly Technical
TYPE OF TRANSACTION:	G2C – Government to Citizen
WHO MAY AVAIL?	Fresh College graduates

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE?
<ol style="list-style-type: none"> 1. OTR/ Form 137/138 2. Certificate of Training, seminars and eligibility if available 3. Barangay Certificate of Residency 4. GIP Form 	<ul style="list-style-type: none"> - School Registrar - Applicant - Barangay - PESO Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register in the Logbook	➤ Assist student in filling out the log book	None	16 days	Andrea D. Buya/ Lalyn I. Cadate
2. Submit required documents, undergo interview and fill-out application form	<ul style="list-style-type: none"> ➤ Verify documents, brief interview of applicant and assist in the filling-out of forms ➤ Advise the applicant to wait for the confirmation of his/ her application and processing of documents. ➤ Conduct pre-screening of the qualified applicants then forward to the office of the 	None		Andrea D. Buya Andrea D. Buya



	<p>Municipal Mayor for information</p> <p>➤ Inform selected applicants via SMS, list will be posted at the PESO office and municipal bulletin board</p>			Andrea D. Buya/ Lalyn I. Cadate
3. Proceed to the Livelihood Building for orientation and signing of contract	<p>➤ Orient the GIP – interns about terms and conditions, the scope of work, work etiquettes and work place and signing of contract.</p>	None	4 hours	Andrea D. Buya
TOTAL		None	16 days and 4 hours	

24. FRONTLINE SERVICE: SPECIAL PROGRAM FOR THE EMPLOYMENT OF STUDENTS (SPES)

OFFICE OR DIVISION:	Mayor's Office: Public Employment Service Office
CLASSIFICATION:	Highly Technical
TYPE OF TRANSACTION:	G2C – Government to Citizen
WHO MAY AVAIL?	Grade 12 and college students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE?
<ol style="list-style-type: none"> 1. Birth Certificate 1. Certified True copy of latest grades (2 semesters) 2. ITR or Barangay Certification of Annual Income 3. Passport size ID Picture 4. Application Form 	<ul style="list-style-type: none"> - PSA or Municipal Civil Registrar - School Registrar - BIR - Barangay Hall - PESO office - Applicant - PESO Office



	Punong Barangays/clinics/schools for the assignment of SPES laborers			
3. Proceed to the Livelihood Building for orientation	➤ Orient the SPES applicants about the scope of work, work etiquettes and answer pre-assessment tool.	None	4 hours	Andrea D. Buya/ Lalyn I. Cadate
TOTAL		None	16 days and 4 hours	

25. FRONTLINE SERVICE: TULONG PANGHANAPBUHAY SA MGA DISADVANTAGED/DISPLACED (TUPAD) WORKERS

OFFICE OR DIVISION:	Mayor's Office: Public Employment Service Office
CLASSIFICATION:	Highly Technical
TYPE OF TRANSACTION:	G2G – Government to Government
WHO MAY AVAIL?	Disadvantaged/Displaced Workers – Thru Barangay

Checklist of Requirements	Where to Secure?
1. Community Tax Certificate or Valid ID	- Barangay Office – Barangay Treasurer or Municipal Treasury Office - Concern Agencies

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit list of target beneficiaries	➤ Assess and evaluate the submitted list	None	1 hour	Barangay Officials/ secretary Andrea D. Buya



	of qualified workers			
2. Inform qualified beneficiaries on the TUPAD profiling	<ul style="list-style-type: none"> ➤ Coordinate with barangay officials on the schedule of Profiling via SMS ➤ TUPAD Profiling and Signing of Contract ➤ Coordinate with barangay officials on the scheduled date of work 	None	1 day	<p>Andrea D. Buya/ Lalyn I. Cadate</p> <p>Andrea D. Buya/ Lalyn I. Cadate</p> <p>Andrea D. Buya/ Lalyn I. Cadate</p>
3. Coordinate with beneficiaries on the scheduled date of work (10-15 days)	<ul style="list-style-type: none"> ➤ Monitoring and distribution of Personal Protective Equipment (PPE) ➤ Submit all needed documents at DOLE-CAR ➤ Advise beneficiaries to wait for scheduled Pay out and to bring valid ID/CTC and 1x1 picture. 	None	2 days	<p>PESO Manager/Staff</p> <p>Barangay Officials/ secretary</p>
TOTAL		None	3 days and 1 hour	



E.

OFFICE OF THE MUNICIPAL TOURISM ACTION OFFICER

EXTERNAL/INTERNAL SERVICES



26. FRONTLINE SERVICE: RESEARCH / INTERVIEW REQUESTS

Office or Division:	Mayor's Office – Tourism Services
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens G2G – Government to Government G2B – Government to Business
Who may avail:	Researchers / Students / Teachers / Tourism Professionals
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
Letter of Request addressed to the Mayor	Client

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log in	Log book readily available at the office entrance.	NONE	1 minute	Jones Aban (MTAO)
2. Present Official Request (Formal Letter addressed to Mayor Manny E. Fermin. Provide one (1) copy to the Mayor's Office and one (1) copy to the Tourism Office)	Receive request letter. If letter was directed to the Tourism Office, endorse copy to the Mayor's Office. Interview the requesting party on the purpose of the research.	NONE	5 minutes	Jones Aban (MTAO)
3. Conduct Data Gathering / Interview Proper	Attend to researchers' inquiries immediately. Provide any other available data/materials to the researcher.	NONE	1 day	Jones Aban (MTAO)
4. Provide Copy of Final Output to the Tourism Office if necessary	Receive the final output.	NONE	5 minutes	Jones Aban (MTAO)
TOTAL			1 day, 11 minutes	



27. FRONTLINE SERVICE: MEDIA FEATURE REQUESTS

Office or Division:	Mayor's Office – Tourism Services
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens G2G – Government to Government G2B – Government to Business
Who may avail:	Media / Tourists / Visitors / Tourism Professionals / Government or Private Groups
CHECKLIST OF REQUIREMENTS	
Letter of Request addressed to the Mayor	Client
Valid ID	Client

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log in	Log book readily available at the office entrance.	NONE	1 minute	Jones Aban (MTAO)
2. Present Official Request and Valid ID (Formal Letter addressed to Mayor Manny E. Fermin. Provide one (1) copy to the Mayor's Office and one (1) copy to the Tourism Office)	Receive request letter and check valid ID. If letter was directed to the Tourism Office, endorse copy to the Mayor's Office.	NONE	5 minutes	Jones Aban (MTAO)
3. Wait for Updates from the Agency	Make the endorsement letter or action slip for the film shooting. Orient the client on the guidelines and restrictions during film making.	NONE	1 hour	Jones Aban (MTAO) /
4. If the request was approved, proceed to payment of	Inform client to proceed to payment of fees	Shooting Permit a) Commercial Movies: ₱19,500/film	10 minutes	Jones Aban (MTAO)



shooting permit fees.	and to seek shooting permit.	b) Commercial Advertisement: ₱13,000/film c) Documentary Film: ₱19,500/film d) Videotape Coverage: ₱6,500/coverage		Murfe Martin (BPLO) Municipal Treasury Office Personnel
TOTAL			1 hour, 16 minutes	

28. FRONTLINE SERVICE: TOUR COORDINATION

Office or Division:	Mayor's Office – Tourism Services		
Classification:	Simple		
Type of Transaction:	G2C – Government to Citizens G2G – Government to Government G2B – Government to Business		
Who may avail:	Government and Private / Public Individuals or Groups		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Letter of Request addressed to the Mayor	Client		
Registration Form	Tourism Office		

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete requirements.	Receive and check if the requirements are complete. Prepare the necessary itinerary and send it to the requesting party.	NONE	1 day	Jones Aban (MTAO)
2. Receive and check the itinerary sent by the Tourism Office. Make some comments or revisions, if necessary.	Should the requesting party have revisions, edit the itinerary.	NONE	1 hour	Jones Aban (MTAO)



3. Receive the final itinerary sent by the Tourism Office.	Send or release the final itinerary. Orient the client on the guidelines and restrictions during tour.	NONE	1 hour	Jones Aban (MTAO)
4. Proceed to payment of fees.	Inform client to proceed to payment of fees.	Tour Guide Fee: ₱500/tour guide Environmental Fee: ₱100/head	10 minutes	Jones Aban (MTAO) Municipal Treasury Office Personnel/ Barangay Office Personnel
TOTAL			1 day, 2 hours, 10 minutes	

29. FRONTLINE SERVICE: BORROWING OF CULTURAL INSTRUMENTS AND ETHNIC ATTIRE

Office or Division:	Mayor's Office – Tourism Services	
Classification:	Simple	
Type of Transaction:	G2C – Government to Citizens G2G – Government to Government G2B – Government to Business	
Who may avail:	Government and Private / Public Individuals or Groups	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Letter of Request addressed to the Mayor	Client	
Valid ID	Client	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log in	Log book readily available at the office entrance.	NONE	1 minute	Jones Aban (MTAO)
2. Present Official Request and Valid ID (Formal Letter addressed to	Receive request letter and check valid ID. If letter was directed to the Tourism	NONE	1 minute	Jones Aban (MTAO)



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Mayor Manny E. Fermin. Provide one (1) copy to the Mayor's Office and one (1) copy to the Tourism Office)	Office, endorse copy to the Mayor's Office.			
3. Wait for the Approval of Request	If the request was approved by the Municipal Mayor, check the availability of the item/s being requested.	NONE	30 minutes	Jones Aban (MTAO)
4. Receive the Item/s	Release the item/s based on the approved request.	NONE	5 minutes	Jones Aban (MTAO)
TOTAL			37 minutes	



F.

**OFFICE OF THE MUNICIPAL
ENVIRONMENT AND
NATURAL RESOURCES
OFFICER**

**EXTERNAL/INTERNAL
SERVICES**



30. FRONTLINE SERVICE : ISSUANCE OF ENDORSEMENT TO REQUEST FOR TREE CUTTING PERMIT

OFFICE OR DIVISION	Mayor's Office – Environment and Natural Resources			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2G- Government to Government G2C- Government to Citizens G2B- Government to Business			
WHO MAY AVAIL	Any individuals requesting for tree cutting			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> Request Letter address to CENR Officer of CENRO Buguias at Km. 21 Caliking, Atok, Benguet (For. Leonora S. Garcia-OIC CENRO) Photocopy of Authenticated Land Title/Tax Declaration Photographs of the whole tree/s Barangay Certification 		<ul style="list-style-type: none"> Requesting party Requesting party, Registry of Deeds/ Office of the Municipal Assessor Requesting party Requesting party, Barangay office 		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all requirements	<ul style="list-style-type: none"> Receive and verify all requirements if complete and valid 	None	10 minutes	<ul style="list-style-type: none"> MENR Officer or Designate
2. Pay the corresponding fee	<ul style="list-style-type: none"> Encode the Mayor's Endorsement Advise the requesting individual to pay the corresponding fee at the MTO Accept the Official Receipt Release the Mayor's Endorsement 	₱ 65.00	10 minutes	<ul style="list-style-type: none"> MTO Staff MENR Officer or Designate
3. Receive the approved Mayor's Endorsement	<ul style="list-style-type: none"> Retain file copy 	None	5 minutes	<ul style="list-style-type: none"> MENR Officer or Designate
TOTAL		₱ 65.00	25 minutes	



31. FRONTLINE SERVICE:. ISSUANCE OF ENDORSEMENT TO TRANSPORT CUT LUMBER/ FOREST PRODUCTS

OFFICE or DIVISION	Mayor's Office – Environment and Natural Resources			
Classification	Simple			
Type of transaction	G2G- Government to Government G2C- Government to Citizens G2B- Government to Business			
Who may avail	Any individuals traveling or transporting forest resources to other places			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ol style="list-style-type: none"> 1. Request Letter address to the CENR Officer of CENRO Buguias at Km. 21 Caliking, Atok, Benguet (For. Leonora S. Garcia-OIC CENRO) 2. Photographs of lumber or forest products to be transported 3. Barangay Certification (Origin and Destination) 4. Registration and Plate number of Conveyance to be used 5. Driver's License of Driver 			<ul style="list-style-type: none"> ● Requesting party ● Requesting party, Barangay Office (from the place of origin and destination) ● Requesting party, Owner of the conveyance vehicle ● Requesting party, Driver 	
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
1. Submit all requirements	<ul style="list-style-type: none"> ● Receive and verify all requirements if complete and valid 	None	10 minutes	<ul style="list-style-type: none"> ● MENR Officer or Designate
2. Pay the corresponding fee	<ul style="list-style-type: none"> ● Encode the Mayor's Endorsement ● Advise the requesting individual to pay the corresponding fee at the MTO ● Accept the Official Receipt ● Release the Mayor's Endorsement 	₱ 65.00	10 minutes	<ul style="list-style-type: none"> ● MTO Staff ● MENR Officer or Designate



3. Receive the approved Mayor's Endorsement	<ul style="list-style-type: none"> Retain file copy 	None	5 minutes	<ul style="list-style-type: none"> MENR Officer or Designate
TOTAL		₱ 65.00	25 inutes	
			26	

32. FRONTLINE SERVICE: ISSUANCE OF ENDORSEMENT TO REQUEST FOR CHAINSAW REGISTRATION

OFFICE OR DIVISION	Mayor's Office – Environment and Natural Resources			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2G- Government to Government G2C- Government to Citizens G2B- Government to Business			
WHO MAY AVAIL	Any individuals processing Chainsaw Registration			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> Proof of Purchase (Receipt) if none, Affidavit of Loss Receipt Pictures of the chainsaw unit (Front, Back, Left and Right side) Stencil of Engine (Serial No.) Note: Tampered Serial No. will not be registered Barangay Certification 		<ul style="list-style-type: none"> Requesting party, Public Attorney's Office Requesting party Requesting party Requesting party, Barangay office 		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all requirements	<ul style="list-style-type: none"> Receive and verify all requirements if complete and valid 	None	10 minutes	<ul style="list-style-type: none"> MENR Officer or Designate
2. Pay the corresponding Fee	<ul style="list-style-type: none"> Encode the Mayor's Endorsement Advise the requesting individual to pay the corresponding fee at the MTO 	₱ 65.00	10 minutes	<ul style="list-style-type: none"> MTO Staff



	<ul style="list-style-type: none"> ● Accept the Official Receipt ● Release the Mayor's Endorsement 			<ul style="list-style-type: none"> ● MENR Officer or Designate
3. Receive the approved Mayor's Endorsement	<ul style="list-style-type: none"> ● Retain file copy 	None	5 minutes	<ul style="list-style-type: none"> ● MENR Officer or Designate
TOTAL		₱ 65.00	25 minutes	

33. FRONTLINE SERVICE : REQUEST FOR MENRO INSPECTION REPORT

OFFICE OR DIVISION	Mayor's Office – Environment and Natural Resources	
CLASSIFICATION	Complex	
TYPE OF TRANSACTION	G2G- Government to Government G2C- Government to Citizens G2B- Government to Business	
WHO MAY AVAIL	Any individuals requesting for the Issuance of Indorsement and/or Resolution Interposing no Objection by the Sangguniang Bayan of projects and businesses requiring an endorsement but not limited to: <ul style="list-style-type: none"> a. Industrial Sand and Gravel; b. Large and Small Scale Mining Operations; c. Hydro Power Plant; d. Waste to Energy Projects; e. Sanitary Landfill; f. Mining Exploration; g. Crushing/Commercial Sand and Gravel; h. Water Permit Application; i. Cell sites and other Telecommunication facilities; and j. Other projects and businesses requiring an Indorsement or Interposing no Objection. 	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Letter of request address to the MENRO stating among others the reason why he is applying for inspection of project/business		<ul style="list-style-type: none"> ● Requesting party



CLIENTS STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requirement	<ul style="list-style-type: none"> Receive and verify all requirements if complete and valid 	None	10 minutes	<ul style="list-style-type: none"> MENR Officer or Designate
2. Pay the corresponding fee	<ul style="list-style-type: none"> Issue Payment Order and advice the proponent to pay at the Municipal Treasury Office 	<ul style="list-style-type: none"> ₱ 2,000 (for projects covering five hectares and below) ₱ 5,000 (for projects covering five hectares and above) 	10 minutes	<ul style="list-style-type: none"> MTO Staff
	<ul style="list-style-type: none"> Accept the Official Receipt 		2 minutes	<ul style="list-style-type: none"> MENR Officer or Designate
	<ul style="list-style-type: none"> Coordinate and Schedule Inspection with the Sangguniang Bayan Committee concerned and other offices concerned 		20 minutes	
	<ul style="list-style-type: none"> Conduct Inspection 		<ul style="list-style-type: none"> Prepare Inspection Report based on the <ol style="list-style-type: none"> Veracity of the topographic plan/ vicinity plan; Environmental Impact, if any; Any other relevant observations Let the report be approved by the Inspection team 	5 days
<ul style="list-style-type: none"> Let the report be approved by the Inspection team 	<ul style="list-style-type: none"> MENR Officer or Designate 			



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	<ul style="list-style-type: none"> • Furnish copy to the SB Committee concerned 			
3. Wait for the Sangguninag Bayan action	<ul style="list-style-type: none"> • Advise the proponent to wait for the Sangguniang Bayan action 	None	3 minutes	<ul style="list-style-type: none"> • MENR Officer or Designate
TOTAL		₱ 2,000- ₱ 5,000	5 days, 45 minutes	



G.

**OFFICE OF THE MUNICIPAL
NUTRITION ACTION OFFICER**

EXTENAL/INTERNAL SERVICES



34. FRONTLINE SERVICE: SUPPLEMENTAL FEEDING PROGRAM SERVICES TO MALNOURISHED PRESCHOOL CHILDREN

Office/Division :	Municipal Health Office – Nutrition Services
Classification :	Simple
Type of Transaction:	G2G – Government to Government G2C- Government to Citizen
Who may avail :	Barangay Nutrition Council
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
OPT Plus Reports of 0-59 months old preschool children	Barangay Nutrition Council

CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit updated report on at-risk 0-59 months preschool children	1.1 Receive the report	None	5 minutes	Gladys K. Asiong (MNAO)
	1.2. Validate the report	None	1 day	
	1.3. Inform the Chairman on Barangay Nutrition Council on the program/activity	None	10 minutes	
	1.4. Coordinate and conduct meeting with the parents of at-risk 0-59 months preschool children	None	1 hour	
2. Received the food items/supplies for the beneficiaries	2.1. Distribute the food items to the beneficiaries	None	1 day	Gladys K. Asiong (MNAO)
TOTAL			2 days 1 hour and 15 minutes	



35. FRONTLINE SERVICE: REQUEST FOR TECHNICAL ASSISTANCE ON NUTRITION PROGRAMS AND SERVICES

Office/Division :	Municipal Health Office – Nutrition Services
Classification :	Simple
Type of Transaction:	G2G – Government to Government G2C – Government to Client
Who may avail :	Barangay Nutrition Council
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
1. Approved Letter of Request From the Municipal Mayor	Mayor's Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit approved letter of request from the Municipal Mayor	1. Receive the approved letter of request	None	5 minutes	Gladys K. Asiong (MNAO)
2. Conduct of scheduled activity	2. Attend the activity	None	1 day	Gladys K. Asiong (MNAO)
TOTAL			1 day and 5 minutes	



36. FRONTLINE SERVICE: SUPERVISION OF ON-THE -JOB STUDENTS IN BACHELOR OF SCIENCE IN NUTRITION DIETETICS

Office/Division:	Municipal Health Office – Nutrition Services
Classification:	Highly Technical (33 working days)
Type of Transaction:	G2G – Government to Government G2C – Government to Citizen
Who may avail:	4 th Year Students in Bachelor of Science in Nutrition
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
1. Approved Letter of Request for Affiliation of 4 th Year BSND students in the municipality from the Municipal Mayor	Mayor's Office
2. Student's Resume	
3. Weekly accomplishment reports	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the Letter of Request approved by the Mayor	1.1. Receive the approved letter 1.2. Advise the students to pay the affiliation fee at the Municipal treasury Office	250.00/student	10 minutes	Gladys K. Asiong (MNAO)
2. Culminating Activity - Presentation of Accomplishment Reports to the Municipal Nutrition Council	Present/give Certificate of Completion of on-the-Job training to students	None	4 hours	Gladys K. Asiong (MNAO)
Total			4 hours and 10 minutes	



H.

HUMAN RESOURCE MANAGEMENT OFFICE

EXTERNAL/INTERNAL SERVICES



37. FRONTLINE SERVICE. RECRUITMENT/SELECTION OF APPLICANTS FOR VACANT POSITIONS

OFFICE OR DIVISION	Mayor's Office-HRMO
CLASSIFICATION	Highly Technical
TYPE OF TRANSACTION	Government to Citizens
WHO MAY AVAIL	Any interested applicants
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Fully accomplished Personal Data Sheet (PDS) with recent passport-sized picture (CS Form No. 212, Revised 2017)	Human Resource Office or can be downloaded at www.csc.gov.gov.ph
2. Performance rating in the last rating period (if applicable) or Certificate of Employment with performance rating	Previous employer
3. Photocopy of certificate of eligibility/ rating/ license	Owner's copy or CSC Regional Office/PRC
4. Photocopy of Transcript of Records	Owner's copy or from the school graduated

CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Publication of vacant positions	Vacant positions are published at CSC Portal and posted at the Employees Bulletin Board, Public Market, and Citizens Charter Bulletin		15 days	Blaisela C. Bernard (AO IV-HRMO II)
2. Acceptance of applicants	Accept application documents	none	Within 15 days from publication or on or before the deadline	Municipal Mayor or Blaisela C. Bernard (AO IV-HRMO)
3. Initial screening	Initial review and screening of applications for the fundamental qualifications	none	Within 2 days for 1-5 applications; 5 days for more than 5 applications; 10 days for more than	Blaisela C. Bernard (AO IV-HRMO II)



			10 applications	
4. HRMPSB Evaluation	HRMO submits summary of applicants and initial results of the review	none	5 days	HRMPSB
5. HRMPSB Screening and Interview	HRMO gives notice through text and email to qualified applicants for the interview	none	3 days	Blaisela C. Bernard (AO IV(HRMO II))
6. Submission of results of the screening to the appointing authority	Submits comparative assessment for to the appointing authority	none	After 2 days from interview date	Blaisela C. Bernard (AO IV(HRMO II))
7. Issuance of appointment	Appointing Authority selects one from the top five (5) from the CAF submitted Appointing Authority appoints within 9 months from publication.	None	Within 9 months from publication date	Municipal Mayor/ /Appointing Authority
	TOTAL	none	Within nine (9) months from publication date	



INTERNAL SERVICES

38. FRONTLINE SERVICE: FILING OF LEAVES

Vacation Leave- shall be filed 5 days before the effectiveness of the leave

Sick Leave- shall be filed upon returning back to work.

Special Privilege Leaves and other special leaves- (please see employee guide on leave of absence)

OFFICE OR DIVISION:	Mayor's Office – HRMO			
CLASSIFICATION:	Simple			
TYPE OF TRANSACTION:	G2G – Government to Government			
WHO MAY AVAIL:	Government Officials and Employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ol style="list-style-type: none"> 1. Leave Form 2. Medical Certificate (for sick leaves beyond 5 days) 3. Quarantine Certification and 4. Quarantine Medical Certificate (for quarantined employees) 			Mayor's Office – HRMO Physician Municipal Health Officer	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit form leaves signed by applicant and approved by the head of office	Receive the form leave/(s), computes the leaves earned balance Be signed by the Municipal Mayor for approval or disapproval	none	2 days	Blaisela C. Bernard (AO IV(HRMO II))



2. Receive the approved or disapproved vacation leave	Release the approved or disapproved vacation leave	none		Blaisela C. Bernard (AO IV(HRMO II))
TOTAL		none	2 days	

39. FRONTLINE SERVICE : MONETIZATION OF LEAVES

OFFICE OR DIVISION:	Mayor's Office – HRMO			
CLASSIFICATION:	Complex			
TYPE OF TRANSACTION:	G2G – Government to Government			
WHO MAY AVAIL:	Government Officials and Employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Leave Form 2. Request Letter marked approved			Mayor's Office – HRMO Official or Employee	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit documents needed	Receive the document;	NONE	7 days	Blaisela C. Bernard (AO IV(HRMO II))
	Prepare and compute amount of monetization	NONE		Blaisela C. Bernard (AO IV(HRMO II))
	Prepare documents needed for payment of	None		Blaisela C. Bernard (AO IV(HRMO II))



	monetization and approval			
	Submit documents for preparation of payment	None		Municipal Treasurer
Total		None	7 days	

40. FRONTLINE SERVICE: ISSUANCE OF CERTIFICATE OF SERVICE RECORDS AND EMPLOYMENT

OFFICE OR DIVISION:	Mayor's Office – HRMO		
CLASSIFICATION:	Simple		
TYPE OF TRANSACTION:	G2G – Government to Government		
WHO MAY AVAIL:	Government Officials and Employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Request Slip		Mayor's Office – HRMO	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request slip	Receive the document;	none	2 minutes	Blaisela C. Bernard (AO IV(HRMO II))
	Prepare the certificate of service	none	10 minutes	Blaisela C. Bernard (AO IV(HRMO II))



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	record or employment			
2. Receive the certificate of service record or employment	Release the certificate of service record or employment	none	1 minute	Blaisela C. Bernard (AO IV(HRMO II))
TOTAL			13 minutes	



I.

THE BIDS AND AWARDS COMMITTEE

EXTERNAL SERVICES



41. FRONTLINE SERVICE: SALE OF BID DOCUMENTS

OFFICE:	Office of the Municipal Mayor – Bids and Awards Committee (BAC)
CLASSIFICATION:	Simple – 1 working day
TYPE OF TRANSACTIONS:	G2B - Government to Business Entity
WHO MAY AVAIL:	Qualified bidders/ representatives of bidders
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ol style="list-style-type: none"> 1. Valid ID if proprietor 2. Notarized authority and Company ID if representative 3. Official Receipt as proof of payment 	<p>Owner Law Office Company where the representative is working/ representing Office of the Municipal Treasurer</p>

CLIENT STEP	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Present all documents	<ol style="list-style-type: none"> a. Check the validity of documents presented b. Issue order of payment to the client if documents requested are available and advise client to pay at the Municipal Treasurer's office c. Prepare/print out requested documents 	<p>**Based on Section 17 (17.4) of 2016 Revised IRR of RA 9184 and Appendix 8 of the Handbook on Philippine Government Procurement (Guidelines on the Sale of Bidding Documents) ABC of P500,000.00 and below – P500.00 ABC of More than</p>	20 minutes	BAC Secretariat



		<p>P500,000.00 up to 1 Million – P1,000.00</p> <p>ABC of More than 1 Million up to 5 Million- P5,000.00</p> <p>ABC of more than 5 Million up to 10 Million- P10,000.00</p> <p>ABC of More than 10 Million up to 50 Million- P25,000.00</p> <p>ABC of more than 50 million up to 500 Million- P50,000.00</p> <p>ABC of more than 500 Million – P75,000.00</p>		
2. Receive the Bid Documents	a. Check OR and release the Bidding Documents		1 minute	BAC Secretariat
	TOTAL	<p>ABC of P500,000.00 and below – P500.00</p> <p>ABC of More than P500,000.00 up to 1</p>	21 minutes	



		<p>Million – P1,000.00 ABC of More than 1 Million up to 5 Million-</p> <p>P5,000.00 ABC of more than 5 Million up to 10 Million-</p> <p>P10,000.00 ABC of More than 10 Million up to 50 Million-</p> <p>P25,000.00 ABC of more than 50 million up to 500 Million-</p> <p>P50,000.00 ABC of more than 500 Million –</p> <p>P75,000.00</p>		
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42. FRONTLINE SERVICE: BIDDING PROPER

OFFICE:	Office of the Municipal Mayor – Bids and Awards Committee (BAC)	
CLASSIFICATION:	Highly Technical	
TYPE OF TRANSACTIONS:	G2C Government to Business Entity	
WHO MAY AVAIL:	Qualified bidders who purchased the bid documents	
	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	<ol style="list-style-type: none"> 1. Valid ID if proprietor 2. Notarized authority and company ID in case of representative 3. Bid offer for the particular project 	<p>Owner Law Office Company where the representative is working/ representing To be prepared by the bidder</p>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Present all documents	1.1. Check the documents presented if illegible to submit the bid	None	2 minutes	BAC Secretariat
2. Sign the logbook manifesting the submission of their bid on time	2.1. Make sure that the bids are dropped in the correct bid boxes. The bidder may or may not attend the bid opening	None	1 day	BAC Secretariat
	2.2. Opening of bids	None		BAC
3. Receive the Notice of Bidding Results and sign the same	3.1. Preparation of Notice of Bidding Results	None	1 day	BAC Sec
4. Receive the Notice of Bid Evaluation Results and sign the same	4.1. Bid Evaluation , Prepare Notice of Bid Evaluation Result and Resolution adopting and confirming the TWG Detailed report and declaring the bidder with the Lowest Calculated Bid for signature of the BAC	None	1 day	BAC TWG BAC Sec
	Conduct of Post Qualification and Prepare report of conducted post qua	None	5 days	BAC Members and BAC TWG
5. Receive the Notice of Post Qua	Prepare the Notice of Post Qua and resolution adopting and confirming	None	1 day	BAC Sec



and sign the same	the post qua report and recommending award for the contract for signature of the BAC			
6. Receive and sign the NOA and Contract Agreement and let the contract to be notarized then submit it to the BAC together with the Performance Security	Prepare and send the NOA and Contract Agreement Receive notarized Contract Agreement together with the Performance Security	None	1 day 10 days	BAC Sec
7. Receive the NTP and sign the same	Prepare and send the NTP	None	1 day	BAC Sec
	TOTAL	None	21 days, 2 minutes	
END OF TRANSACTION				

43. FRONTLINE SERVICE: PROCUREMENT OF REGULAR SUPPLIES AVAILABLE AT PROCUREMENT SERVICE (PS)

OFFICE:	Municipal Mayor – Bids and Awards Committee (BAC)
CLASSIFICATION:	Complex
TYPE OF TRANSACTIONS:	G2G - Government to Government (Office to Office)
WHO MAY AVAIL:	Any office who will procure for their PPAs



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Purchase of Regular Office Supplies a. Purchase Request (based on Approved PPMP)	Prepared by the requesting office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Submit the Approved Purchase Request to the BAC Secretariat	1. Receive the Purchase Request 2. Consolidate Purchase Request to APR 3. Send APR to Procurement Service for stocks available 4. Segregate items available and not available in the Procurement Service 5. Prepare and process the supporting documents for the payment of supplies at PS DBM	None	5 days	BAC Secretariat
	6. Endorse to the MTO for the preparation of check			
TOTAL		None	5 days	



44. FRONTLINE SERVICE: PROCUREMENT OF REGULAR SUPPLIES NOT AVAILABLE AT PROCUREMENT SERVICE

OFFICE:	MUNICIPAL MAYOR – BIDS AND AWARDS COMMITTEE (BAC)
CLASSIFICATION:	HIGHLY TECHNICAL
TYPE OF TRANSACTIONS:	GOVERNMENT TO GOVERNMENT (OFFICE TO OFFICE)
WHO MAY AVAIL:	ANY OFFICE WHO WILL PROCURE FOR THEIR PROJECTS/PROGRAMS/ ACTIVITIES (PPAS)
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
1. PURCHASE REQUEST INDICATING THE ITEMS NOT AVAILABLE AT THE PROCUREMENT SERVICE	PREPARED BY THE BAC SECRETARIAT

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
	1. AFTER DETERMINING THE SUPPLIES NOT AVAILABLE AT PS, PREPARE FOR THE REQUEST FOR QUOTATION TO BE CANVASSED TO SUPPLIERS 2. RECEIVE RFQS AND PREPARE THE ABSTRACT OF BIDS FOR SIGNATURE BY THE BAC MEMBERS	NONE	8 DAYS	BAC SECRETARIAT
1. RECEIVE THE ABSTRACT OF BIDS AND OTHER SUPPORTING DOCUMENTS	1. RELEASE THE ABSTRACT OF BIDS TO THE END USER AND ADVISE CLIENTS TO PREPARE THE OTHER SUPPORTING DOCUMENTS	NONE	5 MINUTES	BAC SECRETARIAT
TOTAL		NONE	8 DAYS, 5 MINUTES	



45. FRONTLINE SERVICE: PROCUREMENT OF GOODS AND SERVICES UNDER SMALL VALUE PROCUREMENT/ SHOPPING – ITEMS/ SERVICES NEEDED TO BE DELIVERED ON A SPECIFIC PERIOD/ ACTIVITY

OFFICE:	Municipal Mayor – Bids and Awards Committee (BAC)
CLASSIFICATION:	Complex
TYPE OF TRANSACTIONS:	Government to Government (Office to Office)
WHO MAY AVAIL:	Any office who will procure for their PPAs
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
Purchase Request with supporting documents (Activity Design/ Training Design)	Prepared by the requesting office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Submit the Approved Purchase Request to the BAC Secretariat	<ol style="list-style-type: none"> 1. Receive the Purchase Request 2. Prepare Request for Quotation to be canvassed to suppliers 3. Prepare the Abstract of Bids for Signature of the BAC Members 	None None	5 days - for items/ services locally available 7 days – For items/ services not locally available 5 minutes	BAC Secretariat
2. Receive the Signed Abstract of Bids and other supporting documents	Release the Signed Abstract of Bids to the End User			BAC Secretariat
TOTAL		None	5 days -	



			for items/ services locally available	
			7 days – For items/ services not locally available	

46. FRONTLINE SERVICE: PROCUREMENT OF GOODS AND SERVICES UNDER SMALL VALUE PROCUREMENT/ SHOPPING – ITEMS/ SERVICES NEEDED TO BE DELIVERED WHERE SCHEDULED DELIVERY OF ITEMS IS NOT SPECIFIC

OFFICE:	Municipal Mayor – Bids and Awards Committee (BAC)
CLASSIFICATION:	Highly Technical
TYPE OF TRANSACTIONS:	Government to Government (Office to Office)
WHO MAY AVAIL:	Any office who will procure for their PPAs
CHECKLIST OF REQUIREMENTS	
Pre-Repair Inspection Waste Material Report Purchase Request	WHERE TO SECURE Prepared by the requesting office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESsing TIME	RESPONSIBLE PERSON
Submit the Approved Purchase Request to the BAC Secretariat	<ol style="list-style-type: none"> 1. Receive the Purchase Request 2. Prepare for the Request for 	None	14 Calendar Days	BAC Secretariat



	<p>Quotation to be canvassed to suppliers</p> <p>3. Prepare the Abstract of Bids for Signature of the BAC Members</p>			
Receive the Signed Abstract of Bids	Prepare the Abstract of Bids for Signature of the BAC and Release the document with all attachments to the End User		1 day	BAC Secretariat
TOTAL			15 days	

47. FRONTLINE SERVICE: PROCUREMENT OF GOODS AND SERVICES FOR PUBLIC BIDDING OF PROJECTS WITH AN ABC OF MORE THAN TWO MILLION PESOS (P2,000,000.00) FOR GOODS AND MORE THAN FIVE MILLION PESOS (P 5,000,000.00) FOR INFRASTRUCTURE

OFFICE:	Office of the Municipal Mayor – Bids and Awards Committee	
CLASSIFICATION:	Highly Technical	
TYPE OF TRANSACTIONS:	Government to Government	
WHO MAY AVAIL:	Implementing Offices	
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	
<p>A. Requirements</p> <p>1. For Infrastructure</p> <p> a. Program of Work</p> <p>2. For goods</p> <p> a. Purchase Request</p> <p> b. Activity Design/ Project Proposal</p>	<p>Prepared by the Municipal Engineering Office</p> <p>Prepared by the Office Concern</p>	



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
Submit the Approved Program of Work for infra projects/ Purchase Request with the Activity Design/ Project Proposal	Receive and verify the submitted documents	None	2 minutes	BAC Secretariat
Attend the Pre-procurement conference for clarification	Conduct Pre-Procurement Conference	None	1 day	BAC
	Advertisement / Posting of Invitation to Bid	None	7 days	BAC Secretariat
Attend Pre-bid Conference	Conduct of Pre-Bid Conference	None	1 day	BAC
Attend as BAC Member/ End User for the specific project	Conduct of Bid Opening	None	12 days	BAC
	Bid Evaluation	None	1 day	BAC TWG
	Conduct of Post Qualification and Prepare report of conducted post qua	None	5 days	BAC
	Prepare the Notice of Post Qua and resolution adopting and confirming the post qua report and recommending award for the contract for	None	1 day	BAC Secretariat



	signature of the BAC			
	Prepare the NOA and Contract Agreement to be signed by the HoPE	None	1 day	BAC Secretariat
Implement the program/ project	Prepare and issue the Notice to Proceed	None	1 day	BAC Secretariat
TOTAL		None	30 calendar days, 2 minutes	

48. FRONTLINE SERVICE: PROCUREMENT OF GOODS AND SERVICES FOR PUBLIC BIDDING OF PROJECTS WITH AN ABC OF ONE MILLION PESOS (P 1,000,000.00) TO LESS THAN TWO MILLION PESOS (P2,000,000.00) FOR GOODS AND ONE MILLION PESOS (P1,000,000.00) TO LESS THAN FIVE MILLION (P5,000,000.00) FOR INFRA

OFFICE:	Office of the Municipal Mayor – Bids and Awards Committee	
CLASSIFICATION:	Highly Technical	
TYPE OF TRANSACTIONS:	Government to Government	
WHO MAY AVAIL:	Implementing Offices	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
A. Requirements 1. For Infrastructure b. Program of Work 2. For goods c. Purchase Request d. Activity Design/ Project Proposal		Prepared by the Municipal Engineering Office Prepared by the Office Concern



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
Submit the Approved Program of Work for infra projects/ Purchase Request with the Activity Design/ Project Proposal	Receive and verify the submitted documents	None	2 minutes	BAC Secretariat
	Advertisement / Posting of Invitation to Bid	None	7 days	BAC Secretariat
Attend Pre-bid Conference	Conduct of Pre-Bid Conference	None	1 day	BAC
Attend as BAC Member/ End User for the specific project	Conduct of Bid Opening	None	12 days	BAC
	Bid Evaluation	None	1 day	BAC TWG
	Conduct of Post Qualification and Prepare report of conducted post qua	None	5 days	BAC
	Prepare the Notice of Post Qua and resolution adopting and confirming the post qua report and recommending award for the contract for signature of the BAC	None	1 day	BAC Secretariat
	Prepare the NOA and	None	1 day	BAC Secretariat



	Contract Agreement to be signed by the HoPE			
Implement the program/ project	Prepare and issue the Notice to Proceed	None	1 day	BAC Secretariat
TOTAL		None	29days, 2 minutes	

49. FRONTLINE SERVICE: PROCUREMENT OF GOODS AND SERVICES UNDER PUBLIC BIDDING FOR PROJECTS WITH AN ABC OF ONE HUNDRED THOUSAND PESOS (P100,000.00) TO LESS THAN ONE MILLION PESOS (P 1,000,000.00)

OFFICE:	Office of the Municipal Mayor – Bids and Awards Committee	
CLASSIFICATION:	Highly Technical	
TYPE OF TRANSACTIONS:	Government to Government	
WHO MAY AVAIL:	Implementing Offices	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<p>A. Requirements</p> <p>1. For Infrastructure</p> <p>c. Program of Work</p> <p>2. For goods</p> <p>e. Purchase Request</p> <p>f. Activity Design/ Project Proposal</p>		<p>Prepared by the Municipal Engineering Office</p> <p>Prepared by the Office Concern</p>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
Submit the Approved Program of Work for infra projects/ Purchase Request with the Activity Design/ Project Proposal	Receive and verify the submitted documents	None	2 minutes	BAC Sec



	Advertisement / Posting of Invitation to Bid	None	7 days	BAC Secretariat
Attend as BAC Member/ End User for the specific project	Conduct of Bid Opening	None	1 day	BAC
	Bid Evaluation	None	1 day	BAC TWG
	Conduct of Post Qualification and Prepare report of conducted post qua	None	5 days	BAC
	Prepare the Notice of Post Qua and resolution adopting and confirming the post qua report and recommending award for the contract for signature of the BAC	None	1 day	BAC Secretariat
	Prepare the NOA and Contract Agreement to be signed by the HoPE	None	1 day	BAC Secretariat
Implement the program/ project	Prepare and issue the Notice to Proceed	None	1 day	BAC Secretariat
TOTAL		None	17 DAYS, 2 minutes	



J.

THE LIBRARY

EXTERNAL/INTERNAL SERVICES



50. FRONTLINE SERVICES: REGISTRATION OF LIBRARY CLIENTS

OFFICE OR DIVISION:	LGU-LIBRARY
CLASSIFICATION:	SIMPLE
TYPE OF TRANSACTION:	G2C- Government to Citizen
WHO MAY AVAIL:	General Public
CHECKLIST OF REQUIREMENTS Valid ID	WHERE TO SECURE - School/ concern agencies

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. First time Library Clients. Fills out the registration form indicating the necessary information	➤ Receives completed registration form and register them on the Reader's Registration on the library system. Issuance of Client's library card	None	4 minutes	Lalyn I. Cadate
	➤ Asks clients to deposit their bags after which a baggage number is issued		1 minute	
2. Clients who have existing library record - Inform personnel at the registration desk that they have already existing record	➤ Asks the name of the clients and register his/her on the Reader's Registration on the library system.	None	2 minutes	Lalyn I. Cadate
	➤ Asks clients to deposit their bags after which a baggage number is issued			
	TOTAL	None	7 Minutes	



51. FRONTLINE SERVICES: APPLICATION FOR LIBRARY BORROWER'S CARD

OFFICE OR DIVISION:		LGU-LIBRARY		
CLASSIFICATION:		SIMPLE		
TYPE OF TRANSACTION:		G2C- Government to Citizen		
WHO MAY AVAIL:		General Public		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Two(2) copies 1x1 picture		- Concern agencies		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Clients inform the service provider of his/her intent to avail of the Library Borrower's Card	➤ Instructs client to fill out all the necessary information on the Library Borrower's Card form	None	2 minutes	Lalyn I. Cadate
2. Fills out Library Borrower's form	➤ Receives completed Library Borrower's form. Library staff signs the form for approval	None	4 minutes	Lalyn I. Cadate
	➤ Prepares Library Borrower's Card	None	4 minutes	Lalyn I. Cadate
TOTAL		None	10 minutes	



52. FRONTLINE SERVICES: ASSISTANCE TO LIBRARY CLIENTS ON THEIR RESEARCHES

OFFICE OR DIVISION:	LGU-LIBRARY
CLASSIFICATION:	SIMPLE
TYPE OF TRANSACTION:	G2C- Government to Citizen
WHO MAY AVAIL:	General Public
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Valid Identification Card/ Borrower's Card	<ul style="list-style-type: none"> - Concern agencies - Municipal Library

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Search their researches on the library OPAC which is located at the library entrance	<ul style="list-style-type: none"> ➤ Gets the details of the needed reading materials and locate or assist them on the shelves. Issues needed reading materials to the clients. 	None	10 minutes	Lalyn Cadate
2. Clients may opt to locate the reading materials on the shelves since the library is practicing open shelves system.		None		Lalyn Cadate
	TOTAL	None	10 minutes	



53. FRONTLINE SERVICE: BORROWING OF READING LIBRARY MATERIALS /
PHOTOCOPY OF READING MATERIALS

OFFICE OR DIVISION:	LGU-LIBRARY
CLASSIFICATION:	SIMPLE
TYPE OF TRANSACTION:	G2C- Government to Citizen
WHO MAY AVAIL:	General Public
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. One (1) Valid identification card/ Borrower's Card	- Concern agencies - Municipal Library

CLIENT STEPS	AGENCY ACTIONS	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Provides valid Identification Card	Asks client's valid Identification card	None	1 minute	Lalyn Cadate
2. Writes name on the book card located at the back cover of every reading materials being borrowed	<ul style="list-style-type: none"> ➤ Writes the name of the borrower on the due date located at the back cover of every reading materials being borrowed ➤ Issues borrowed reading material. Enters borrowed books on the library system 			
	TOTAL	None	5 minutes	



54. FRONTLINE SERVICE: INTERNET ACCESS / ONLINE SERVICES

A delivery channel for relevant ICT-enabled services and content for socio-economic development of unserved and underserved communities towards improved quality of life.

OFFICE OR DIVISION:		LGU-LIBRARY		
CLASSIFICATION:		SIMPLE		
TYPE OF TRANSACTION:		G2C- Government to Citizen		
WHO MAY AVAIL:		General Public		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid ID		- Concern agencies		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Clients inform the service provider of his / her purpose	➤ Instructs the client to sign in on the Tech4Ed portal	None	5 minutes	Camilo Manansala
2. Signs in / register on the Tech4Ed portal prior to usage of the computer available	➤ Assists clients to register on the Tech4Ed portal			
	TOTAL	None	5 minutes	

55. FRONTLINE SERVICE: GENERAL CLEARANCE

OFFICE OR DIVISION:	LGU-LIBRARY
CLASSIFICATION:	SIMPLE
TYPE OF TRANSACTION:	G2C- Government to Citizen
WHO MAY AVAIL:	Local Government Employees



CHECKLIST OF REQUIREMENTS Clearance Form	WHERE TO SECURE - Human Resource Management Office
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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the General Clearance to the Information Desk (Library entrance)	<ul style="list-style-type: none"> ➤ Receives the General Clearance being processed. Enters it in the logbook. ➤ Checks the name of the personnel if he/she has no unreturned reading materials. ➤ Library staff signs clearance if personnel is found no unreturned reading materials. ➤ Personnel is asked to return books if he/she is found to have unreturned reading materials 	None	5 minutes	Lalyn Cadate
	TOTAL	None	5 Minutes	



II.

OFFICE OF THE VICE MAYOR

OFFICE OF THE SANGGUNIANG
BAYAN

OFFICE OF THE SECRETARY TO
THE SANGGUNIAN

EXTERNAL/INTERNAL
SERVICES



56. FRONTLINE SERVICE: REQUEST FOR COPY OF APPROVED RESOLUTIONS AND ORDINANCES

OFFICE:	Office of the Secretary to the Sanggunian
CLASSIFICATION:	Simple
TYPE OF TRANSACTIONS:	G2G Government to Government G2C Government to Citizens
WHO MAY AVAIL:	<ol style="list-style-type: none"> 1. Any government official/employee 2. Any students to be used as their references in school projects or activities 3. Any citizens for their references
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ol style="list-style-type: none"> 4. Accomplished request form 5. Official Receipt as proof of payment 	Office of the Secretary to the Sanggunian Office of the Municipal Treasurer

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
57. Fill-up the request form	<ol style="list-style-type: none"> a. Receive request form b. Check the availability of documents c. Issue order of payment to the client if documents requested is available and advise client to pay at the Municipal Treasurer's office d. prepare/print out requested documents 	3.00 per page 60.00 certified true copy	10 minutes	Winnie D. Petican-Guzman
58. Receive the requested documents after payment from required fees	3.1 Check the OR and release the Certified true copy of the requested documents to the client.		2 minutes	Winnie D. Petican-Guzman



	TOTAL	3.00/page 60.00 certified true copy	12 minutes	
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57. FRONTLINE SERVICE: REQUEST FOR INDORSEMENT OR RESOLUTION INTERPOSING NO OBJECTION (Mun. Ordinance No. 112, S. 2017)

OFFICE:	Office of the Vice Mayor Office of the Sangguniang Bayan Members Office of the Secretary to the Sanggunian
CLASSIFICATION:	Complex
TYPE OF TRANSACTIONS:	G2B Government to Business G2C Government to Citizen
WHO MAY AVAIL:	Any proprietor or authorize representative of the company
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>A. REQUIREMENTS Requesting party shall submit the following in three sets:</p> <ol style="list-style-type: none"> 1. Letter of intent stating the nature, description, location and the total land area of the projects and/or business; 2. Sangguniang Barangay Resolution of indorsement and/or interposing no objection by the barangay where the project and/or business will be conducted; 3. Minutes of Public consultation conducted by the applicant with the residents of the barangay/s concerned; 4. Attendance during the consultation; 5. Topographic plan, vicinity plan of the project duly signed and sealed by the a licensed Geodetic Engineer; 6. Memorandum of Agreement or any other agreement executed by 	<p>Prepared by the applicant</p> <p>Sangguniang Barangay where the project is located</p> <p>Prepared by the Barangay Secretary</p> <p>Prepared by the Barangay Secretary</p> <p>Prepared by the Geodetic Engineer commissioned by the applicant</p>



<p>the applicant and the barangay and any other concerned parties stipulating the shares of the barangays, IPs and any other benefits, if applicable;</p> <p>7. Certified True Copy of the proof of ownership and/or joint venture agreement or any agreements of similar nature; if applicable;</p> <p>8. Site Inspection Report from the MENRO</p> <p>B. COVERANGE</p> <ol style="list-style-type: none"> 1. Industrial Sand and Gravel 2. Large and small scale mining operations 3. Hydro Power plant 4. Waste to Energy Project 5. Sanitary Land fill 6. Mining Exploration 7. Crushing/Commercial Sand and gravel 8. Water permit application 9. Cell sites and other communication facilities 10. Other projects and businesses requiring the indorsement or interposing no objection 	<p>Prepared by the applicant and barangay officials and other concerned parties</p> <p>Tax Declaration- Municipal Assessor's office Titled lot- from Register of Deeds</p> <p>MENRO, SB Chairperson- Committee on Environment</p>
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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESsing TIME	RESPONSIBLE PERSON
1. Secure Checklist of requirements as per Municipal Ordinance No. 112, S. 2017	Issue checklist, and explain the requirements	None	10 Minutes	Winnie D. Petican-Guzman



2. Submit the required documents in 3 copies filed in separate folders.	Check the completeness of the documents submitted	none	10 minutes	Winnie D. Petican-Guzman
	If not complete, return the documents to the applicant to complete the required documents If documents complete, Include in the business of the day to be taken up in a regular SB session	None None	5 Minutes	Winnie D. Petican-Guzman
	Refer to Appropriate SB committee to evaluate the documents submitted and conduct site inspection		7 days	Hon.Mar celo L. Tayaban
	Committee Presents report and recommendation on the next sb meeting; SB members give appropriate action based on the report	none	7 days	Hon.Mar celo L. Tayaban
3. Receive action of the SB members through a resolution	Release the duly signed resolution	none	1 day	Winnie D. Petican-Guzman
TOTAL		none	15 working days and 25 minutes	



58. FRONTLINE SERVICE: ACCREDITATION OF CIVIL SOCIETY ORGANIZATIONS (CSO) (Municipal Ordinance No. 129, S. 2018)

OFFICE:	Office of the Vice Mayor Office of the Sangguniang Bayan Members Office of the Secretary to the Sanggunian	
CLASSIFICATION:	Complex	
TYPE OF TRANSACTIONS:	G2B Government to Business G2C Government to Citizen	
WHO MAY AVAIL:	Any proprietor or authorize representative of the company	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<p>A. The President or authorized representative shall submit the required documents in 2 copies contained in separate folders:</p> <ol style="list-style-type: none"> 1. Letter of Application 2. Duly accomplished Application Form for accreditation 3. Board Resolution signifying intention for accreditation 4. Certified photocopy of Certificate of Registration from any appropriate government registering agency 5. Certified Photocopy of Articles of Incorporation and By laws/Constitution and Bylaws with well defined objectives 6. List of current officers and members, including their place of residences 7. Annual accomplishment report stating the projects undertaken/implemented within the Municipality of Kapangan for immediately preceding year 8. Financial statement signed by the executive officers of the organizations, also of the immediately preceding year, and indicating therein other information such as source(s) of funds 9. Program of activities for the current year, if date of application falls within the first semester; or program of activities for the following year; if date 		<p>Prepared by the applicant Office of the Secretary to the Sanggunian Secretary of the CSO/file</p> <p>Registering agency (SEC, CDA, DOLE, DSWD, NCIP etc.)</p> <p>Secretary of the CSO/file</p> <p>Secretary of the CSO/file</p> <p>Prepared by the Secretary of the CSO</p> <p>Secretary of the CSO/File</p> <p>Prepared by the Secretary of the CSO</p>



<p>of application falls within the second semester of the calendar year. Such program of activities should be in accordance with the organization's objectives.</p> <p>B. QUALIFICATIONS:</p> <ol style="list-style-type: none"> 1. Must have been actively functioning/operating for atleast 1 year within its declared base/area of operation in Kapangan, either barangay or municipal wide; 2. All regular officers and members should be bona-fide residents of Kapangan; 3. Program/Projects/activities must be directly related to the objectives stated in the Constitution and Bylaws of the organization; and 4. Only accomplishment records directly benefiting the constituency of Kapangan and/or projects and activities implemented within the Municipality of Kapangan shall be honoured or considered as support-documents to the application for accreditation. 	
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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Secure Checklist of requirements as per Municipal Ordinance No. 112, S, 2017	Issue Checklist and explain to client the requirements	None	5 minutes	Winnie D. Petican-Guzman
2. The President or authorized representative submits the required documents.	If upon verification, the CSO applicant is qualified as and all the documents	None	15 minutes	Winnie D. Petican-Guzman



	<p>submitted are complete. The SB Secretary shall Include the application in the calendar of business for consideration of the Sanggunian Bayan in the nearest date of the schedule of regular meeting.</p> <p>If CSO applicant found to be not qualified, the SB Secretary shall advise the disqualification and return the documents</p> <p>If the documents submitted are incomplete, return the documents to the applicant to complete the required documents</p>			
	<p>The SB members in</p>	<p>None</p>	<p>6 days</p>	<p>Hon. Mayo D. Eslay,</p>



	their regular meeting further evaluates the documents submitted by the CSO applicant, if found compliant, a favorable action will be rendered to cause the issuance of Certificate of Accreditation. If denied, a letter citing reasons of denial shall be issued to the applicant CSO				Hon. Bruno M. Canuto, Hon. Harris M. Dizon, Hon. Jennylyn A. Ebes, Hon. Santos M. Bastian, Hon. Andrew C. Bentres, Jr., Hon. Rex L. Balangcod, Hon. Lauro C. Lorenzo, Hon. Marcelo L. Tayaban, Hon. Jefrey B. Marcelo, Hon. Godfrey D. Malone, Jr., Hon. Erminio D. Suclad.
3. Receive the Resolution and Certificate of Accreditation or Letter citing the reasons of denial of application	Issue the Resolution and Certificate of Accreditation or Letter of denial.	65.00 secret ary's fee	15 Minutes		Winnie D. Petican-Guzman
TOTAL		65.00	6 days & 35 minutes		



59. FRONTLINE SERVICE: APPLICATION OF FRANCHISE FOR THE OPERATION OF TRICYCLE-FOR-HIRE (Municipal Ordinance No.158, S. 2021)

OFFICE:		Office of the Vice Mayor Office of the Sangguniang Bayan Office of the Secretary to the Sanggunian		
CLASSIFICATION:		Complex		
TYPE OF TRANSACTIONS:		G2C Government to Citizen		
WHO MAY AVAIL:		1. Bona fide Resident of Kapangan 2. Cooperatives or Filipino- owned Associations duly registered and licensed for the purpose.		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
A. The BPLO or designee forwards the duly accomplished documents and compliance report from the MTFRB		Business Permit and License Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. The BPLO or designee submits the Applicant's Completed documentary requirements and MTFRB compliance report to the Office of the Secretary to the Sanggunian	1. Application will be calendared for deliberation in the SB session 2. Prepare resolution containing the action of the SB		6 days	Winnie D. Petican-Guzman
2. BPLO and Applicant receive the Resolution	Issuance of the Resolution giving favorable action or denying the application		1 day	Winnie D. Petican-Guzman
TOTAL			7 Working days	



**60. FRONTLINE SERVICE: APPLICATION/RENEWAL OF FRANCHISE FOR THE
OPERATION OF COCKPIT ARENA AND THE CONDUCT OF COCKFIGHTS
(Municipal Ordinance No.159, S. 2021)**

OFFICE:	Office of the Vice Mayor Office of the Sangguniang Bayan Office of the Secretary to the Sanggunian
CLASSIFICATION:	Complex
TYPE OF TRANSACTIONS:	G2B Government to Business G2C Government to Citizen
WHO MAY AVAIL:	1. Bona fide Resident of Kapangan 2. Cooperatives or Filipino- owned Associations duly registered and licensed for the purpose.
CHECKLIST OF REQUIREMENTS	
A. Application letter addressed to the Sangguniang Bayan through the Presiding Officer signifying interest to operate a cockpit arena or renew franchise	WHERE TO SECURE Applicant prepares the letter

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. The Client submits letter of application to the Office of the Vice Mayor or the Secretary to the Sanggunian	1. Include application on the business of the day for deliberation in the SB session or referral to appropriate committee 2. Prepare resolution containing the		6 days	Winnie D. Petican-Guzman



	action of the SB			
2. Applicant receives the resolution	Issue the Resolution giving favorable action or denying the application		1 day	Winnie D. Petican-Guzman
TOTAL			7 Working days	

61. FRONTLINE SERVICE: REQUEST FOR CERTIFICATION

OFFICE:	Office of the Vice Mayor Indigenous Mandatory Representative Office of the Secretary to the Sanggunian
CLASSIFICATION:	Simple
TYPE OF TRANSACTIONS:	G2C Government to Citizen G2G Government to government
WHO MAY AVAIL:	Government officials, employees and citizens
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request for Certification	Office of the Vice Mayor Indigenous Mandatory Representative Office of the Secretary to the Sanggunian

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Fill-up request form	Check veracity of the request and prepare the Certification	NONE	10 minutes	Winnie D. Petican-Guzman Abigail S. Madarang
2. Receive the certification	Issue duly signed certification	60.00	1 minute	Winnie D. Petican-Guzman



	after verifying payment			Abigail S. Madarang
TOTAL		60.00	11 minutes	

INTERNAL SERVICES

62. FRONTLINE SERVICE: REQUEST FOR REALIGNMENT OF FUNDS INVOLVING FUNDS OF DIFFERENT EXPENSE CLASS OR TWENTY THOUSAND PESOS (PHP20,000.00) AND ABOVE FOR THE SAME EXPENSE CLASS (RESOLUTION NO. 2020-095)

OFFICE:	Office of the Vice Mayor Office of the Sangguniang Bayan Members Office of the Secretary to the Sanggunian	
CLASSIFICATION:	Complex	
TYPE OF TRANSACTIONS:	G2C Government to Employees G2G Government to government	
WHO MAY AVAIL:	Government officials and employees	
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	
1. Request letter of realignment addressed to the SB members through the Presiding Officer indicated there in the following: a. Amount to be realigned from and to what expense class including the PPAs involved. b. Proposed PPAs verified by the MPDO for the presence in the AIP. c. Amount certified present in the budget by Municipal Budget Officer. 2. Approved by the Municipal Mayor	Prepared by the requesting Official or Employee	



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Submit request letter to the office of the Vice Mayor or Secretary to the Sanggunian	1. Include the request in the business of the day for deliberation in the SB session 2. Prepare resolution containing the action of the SB		6 days	Winnie D. Petican-Guzman
2. Requesting officer receives the resolution	Resolution giving favorable action or denying the request		1 day	Winnie D. Petican-Guzman
TOTAL			7 Working day	

63. FRONTLINE SERVICE: PRESENTATION BEFORE THE SB MEMBERS IN AN SB SESSION TO PROPOSE A MEASURE (IRP) RES. NO. 2019-63

OFFICE:	Office of the Vice Mayor Office of the Sangguniang Bayan Members Office of the Secretary to the Sanggunian
CLASSIFICATION:	Simple – 3 working day
TYPE OF TRANSACTIONS:	G2C Government to Citizen G2G Government to government
WHO MAY AVAIL:	Government officials, employees and citizens
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request letter addressed to the Sangguniang Bayan members thru the Presiding Officer received by the office three (3) days before the scheduled session.	Prepared by the requesting officer/person



2. Attach to the letter plans, proposals, MOA/MOU and other documents for reference	
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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Submit request letter three days before the scheduled session	a. Include in the business of the day for SB session b. Inform the requesting officer/person the venue, date and time for presentation		4 days	Winnie D. Petican-Guzman
2. Presentation of the officer/ person	Prepare resolution or letter		6 day	Hon. Mayo D. Eslay, Hon. Bruno M. Canuto, Hon. Harris M. Dizon, Hon. Jennylyn A. Ebes, Hon. Santos M. Bastian, Hon. Andrew C. Bentres, Jr., Hon. Rex L. Balangcod, Hon. Lauro C. Lorenzo, Hon. Marcelo L. Tayaban, Hon. Jefrey B. Marcelo, Hon. Godfrey D.



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				Malone, Jr., Hon. Erminio D. Suclad. Winnie D. Petican- Guzman
3. Receive action of the SB through resolution or letter	Resolution giving favorable action or letter explaining the denial of the request/proposal		1 day	Winnie D. Petican- Guzman
TOTAL			11 Working days	



III.

OFFICE OF THE MUNICIPAL PLANNING AND DEVELOPMENT COORDINATOR

EXTERNAL/INTERNAL SERVICES



64. FRONTLINE SERVICE: ISSUANCE OF LOCATIONAL CLEARANCE

In accordance with Executive Order No. 648, as strengthened by LOI 729, EO and EO 72, that prior to construction of any development projects, a Locational Clearance has to be secured from the HLURB (now DHSUD) or the LGU concerned.

Locational Clearance being issued at the MPDO, is a part/pre-requisite of Building Permit being issued at the Office of the Building Official (OBO) / Municipal Engineer (MEO);

OFFICE OR DIVISION	Municipal Planning and Development Office (MPDO)	
CLASSIFICATION	Simple, Complex	
TYPE OF TRANSACTION	G2C – Government to Citizen G2G – Government to Government G2B – Government to Business	
WHO MAY AVAIL	Any requesting party who plans to develop a project within Kapangan (Public or Private); It may involve construction, alteration, move or convert of any building structure.	
CHECKLIST OF REQUIREMENTS (To be Secured by the Requisitioning Party)		WHERE TO SECURE
<p>A. <u>Basic Requirements:</u> These requirements are typical to all types of development such as Residential (Single/Detached), Apartment/Dormitories, Institutional, Commercial, Agro-Industrial, and Special Projects;</p> <p>Two copies of each of the following:</p> <ol style="list-style-type: none"> 1. Duly notarized Application Form (Forms available at the MPDO or HLURB/DHSUD Field Offices) 2. Vicinity Map; (e.g. Scale 1:1000) 3. Site Development Plan; (e.g. Scale 1:500) 		<p>(Securing or provision of these requirements are the responsibility of Requisitioning Party or the Applicant)</p> <ul style="list-style-type: none"> ▪ MPDO; Legal Office/ Notary Public; ▪ Professionals (e.g. Civil Engineers/ Architects)



CHECKLIST OF REQUIREMENTS (To be Secured by the Requisitioning Party)	WHERE TO SECURE
<p>4. Evidence of Lot Ownership</p> <ul style="list-style-type: none"> ▪ Certified True Copy of Original /Transfer Certificate of Title (OCT/TCT): ▪ Certified True Copy of Latest Tax Declaration <p>For property/lot without Certificate of Title, provide the following documents:</p> <ul style="list-style-type: none"> ▪ Duly Notarized (DN) Affidavit of Land Ownership, ▪ Barangay Certificate <i>(Different from Barangay Clearance)</i> <p>In case the property is not registered in the name of the applicant, provide any of the following:</p> <ul style="list-style-type: none"> ▪ DN Deed of Sale/Donation/Lease Contract; ▪ DN Authorization from the registered owner <p>5. Current Tax Receipts; or Certificate of Non-Tax Delinquency;</p> <p>6. Payment of Locational Clearance (LC) Fee;</p> <p>7. Authorization of Person to Follow-up Applications</p> <p>B. <u>Other Requirements (Specialty):</u> These are pertinent requirements for special projects or requirements not typical to all LC applications (in addition to basic requirements in Item A).</p> <p><u>Two copies of each of the following:</u></p> <ol style="list-style-type: none"> 1. Bill of Materials and Cost Estimate of Project (Signed by Professionals); 	<ul style="list-style-type: none"> ▪ Lot Owner/ROD/ Mun. Assessor's Office ▪ Legal Office/ Notary Public; ▪ Assessor's Office; Barangay LGU/ PB ▪ Lot Owner; and Legal Office/ Notary Public ▪ Lot Owner/ or Treasury Office ▪ Treasury Office ▪ Requisitioning Party ▪ Professionals (e.g. Civil Engineers/ Architects)



CHECKLIST OF REQUIREMENTS (To be Secured by the Requisitioning Party)	WHERE TO SECURE
<ol style="list-style-type: none"> 2. Barangay Resolution endorsing the Project; 3. Radiation Protection Evaluation Report; 4. Land Conversion Order; 5. National Telecommunication's Provisional Authority (or other alternative requirement such as CNPC) – e.g. for Cellsites. 6. Environmental Compliance Certificate or Certificate of Non-Coverage (ECC/CNC); 7. Written consent / Non-objection Certificate; 8. Zoning Certificate (<i>Refer to Item II Front Line Services</i>) 9. Other requirements (auxilliary/ancilliary) relative to type of proposed project or development in relation to land-use or zoning considerations; 	<ul style="list-style-type: none"> ▪ Barangay LGU/ PB ▪ Radiation Health Service of the DOH ▪ Department of Agrarian Reform (DAR); ▪ NTC ▪ Department of Environment and Natural Resources (DENR) ▪ e.g. Adjoining Lot Owners ▪ MDPO/ Zoning Office ▪ Concerned Offices/ Parties/ Individuals

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/OFFICE RESP.
1. Secures application form and checklist of requirements	1.1 Provides application forms and Checklist of Requirement;		2 mins.	



(visit: www.hlurb.gov.ph)				
2. Provides needed information <i>(Basic information include, Type of Project, Location, Tenure of Lot, etc.)</i>	2.1 Consults with the applicant to gather needed information; ▪ Marks applicable requirement on the checklist; <i>(Requirements deviate depending on nature of project)</i>		10 mins. Per project/ application	MPDO (Agustin Tero, Merced Gomez, Ken Yan)
3. Receives LC Forms and the marked checklist of requirements	3.1 Issues LC Application Forms (w/ anciliary forms) and marked checklist and advice client to comeback after securing complete documents; <i>(Include Zoning Certificate Forms, as necessary)</i>		3 mins. Per project/ application	
4. Fills-out Client Logbook/Logs-out	4.1 Assists client			
<i>Steps 1 to 4, are not applicable to applicants who have previously secured documentary requirement.</i>				



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/OFFICE RESP.
5. Submits Documentary Requirements	5.1 Receives and Assess completeness of documents, If: <ul style="list-style-type: none"> ▪ Incomplete / Insuffecient – Return all submitted document and inform the applicant of any deficiency (<i>to be annotated in Checklist</i>) – <i>Return to Step 5;</i> ▪ Complete/Suffecient – Assess and issues payment slip (<i>Go to Step 6</i>) 		5 mins. Per project/ application	MPDO (Agustin Tero, Merced Gomez, Ken Yan)
<i>It is important that applicants should maintain the Checklist of Requirements as marked by the evaluator and be made available on any stage of the application process</i>				
6. Pay LC fee at Treasury Office and Receives O.R.	6.1 Collecting Officer facilitates payment and issue O.R.	(See Shecdule of Fee Matrix below)	c/o MTO	MTO
7. Presents O.R.	7.1 Records O.R. particulars at Application Form		1 min. per application	Any available MPDO Staff



Payment of LC Fee may be facilitated earlier depending on preference of applicant as O.R. is among the documentary requirements being referred to in Item 5.

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/OFFICE RESP.
<p>8. Waits for evaluation of documents <i>(Dependent on result of evaluation; *Non-Complying applications have more process)</i></p>	<p>8.1 Conducts evaluation of documents as to conformance to the Zoning Ordinance, if:</p> <ul style="list-style-type: none"> ▪ Complying – Prepares Evaluation Report and LC as “Granted” (Proforma); ▪ *Non-Complying - Prepares Evaluation Report and LC as “Denied” citing reasons/legal basis (Proforma); 		<p>15 mins. per project/application</p>	<p>MPDO/ Winston Palaez, Agustin Tero (Other Staff if not available)</p> <p>(To be referred to LZBAA)</p>
<p>Site validation or inspection at any stage of the application may be conducted by concerned LGU officers, as necessary. These are usually cases where newly surfaced discrepancies in boundaries or land-uses had been determined or other verifications needing ocular inspection. It would take about 1 day added time per site inspection/validation per project being validated (aside from scheduling arrangement by the inspectorate team).</p> <ul style="list-style-type: none"> ▪ Supplemental requirements or corrections, as a result of the inspection shall be informed in writing or be annotated in checklist. If any, client shall comply with these requirements and/or make corrective measures - <i>Back to Step 5.</i> 				



	<p>8.2 Facilitate Signatures of Documents:</p> <ul style="list-style-type: none"> ▪ MPDO 		5 mins. Per project/ application	MPDO (Winston Palaez, Agustin Tero)
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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/OFFICE RESP.
	<p>For concurrence/ approval</p> <ul style="list-style-type: none"> ▪ LCE (Returns documents to MPDO upon signature) 		c/o MO	Municipal Mayor/ Mayor's Office
9. Receives Decision on Zoning / Locational Clearance (Owner's Copy)	<p>9.1 Issues Decision on Zoning:</p> <ul style="list-style-type: none"> ▪ For Complying – Issues Locational Clearance; ▪ For *Non-Complying – Issues decision denying LC; <p>9.2 Records and files (1 set) document;</p> <p><i>(To forwards 1 set of application document to OBO/MEO within 3 days)</i></p>		3 mins. Per project/ application	MPDO (Currently administering staff)



10. Fills-up LC Logbook/ Logs-out	10.1 Assists client;		1 min.	
<p>*<u>Non-Complying</u> zoning applications shall be acted upon by the Local Zoning Board of Adjustment and Appeals (LZBAA) in conformance to Zoning Ordinance.</p> <ul style="list-style-type: none"> ▪ The applicant may apply for Variance or Exemption to be decided upon by the LZBAA (Sec. 30 of ZO or as may be amended); Decision shall be rendered within 30 c.d. upon filing of application exclusive of time spent in dealing with Non-Objection or Objection and Public Hearing undertakings (if any). ▪ Decision of the LZBAA shall be appealable to the Housing and Land Use Regulatory Board (HLURB) now HSUD. 				

SCHEDULE OF FEES FOR LOCATIONAL CLEARANCE

Based on the HLURB (now HSUD) Schedule of Fees of 2013 (latest) as adopted in the Municipal Revenue Code of Kapangan

DESCRIPTION (Type and Cost of Project Development)	FEES / CHARGES
A. Single residential structure attached or detached	
1. P 100,000 and below	P 288
2. Over P100, 000 to P 200,000	P 576
3. Over P 200, 000	P 720 + (1/10 of 1% in excess of P 200, 000)
B. Apartments/ Townhouses	
1. P 500,000 and below	P 1,200
2. Over P 500,000 to 2 Million	P 2,160
3. Over 2 Million	P 3,600 + (1/10 of 1% of cost in excess of P 2 Million regardless of the numbers of doors)
C. Dormitories	
1. P 2 Million and Below	P 3,600
2. Over P 2 Million	P 3,600 + (1/10 of 1% of cost in excess of P 2 Million regardless of the numbers of doors)
D. Institutional	
1. Below P 2 Million	P 2,880



2. Over P 2 Million	P 2,880 + (1/10 of 1% of cost in excess of P 2 Million)
E. Commercial, Industrial and Agro-Industrial Project Cost of which is:	
1. Below P 100,000	P 1,440
2. Over P 100,000 - P 500,000	P 2,160
3. Over P 500,000 - P 1 M	P 2,880
4. Over 1M - 2 M	P 4,320
5. Over P 2M	P 7,200 + (1/10 of 1% of cost in excess of P 2 Million)
F. Special Uses/ Special Projects	
<i>(Gasoline Station, Cell Sites, etc.)</i>	
1. Below P 2M	P 7,200
2. Over P 2M	P 7,200 + (1/10 of 1% of cost in excess of P 2 Million)
E. Alteration Expansion (affected areas, cost only)	Same as original Application
Subject to change in conformance to updating of HSUD/HLURB Schedule of Fees	

65. FRONTLINE SERVICE: ISSUANCE OF ZONING CERTIFICATION

A Zoning Certificate is an affirmation of the land use or zoning classification of a particular area. Not the same as a Locational/Zoning Clearance (Refer to Item 1), the later confirms that a development or structure is allowable or in conformance to the land use of the area/location.

This certification shall not be considered as a locational clearance/certificate of zoning compliance or development permit.

OFFICE OR DIVISION	Municipal Planning and Development Office (MPDO)
CLASSIFICATION	Simple; Complex
TYPE OF TRANSACTION	G2C – Government to Citizen G2G – Government to Government G2B – Government to Business
WHO MAY AVAIL	<ul style="list-style-type: none"> ▪ Any requesting party who plans to develop a project within Kapangan (Public or Private); It may involve construction, alteration, move or convert of any building structure.



	<ul style="list-style-type: none"> ▪ Any requesting party who wants to affirm a land-use of his property lot (or as authorized) as classified in the CLUP/ZO.
CHECKLIST OF REQUIREMENTS (To be Secured by the Requisitioning Party)	WHERE TO SECURE
<p>(Provide at least 2 copies of each of the following)</p> <p>1. Duly Notarized Application Letter</p> <ul style="list-style-type: none"> ▪ Proforma is available at the MPDO/HLURB; <p><i>Documentary requirements below shall be an attachment to the application letter:</i></p> <p>1.1 Vicinity Map indication clearly and specifically the exact location of the proposed site and the existing land uses and/or landmarks w/in a radius of at least 500 meters and duly signed by a Geodetic/Civil Engineer (GE/CE) or Architect.</p>	<ul style="list-style-type: none"> ▪ Requisitioning Party; Legal/Attorney's Office ▪ Practicing professionals (i.e. GE, CE, Architect)

CHECKLIST OF REQUIREMENTS (To be Secured by the Requisitioning Party)	WHERE TO SECURE
<p>1.2 Lot Plan duly signed by a licensed Geodetic Engineer (GE).</p> <p>1.3 Photocopy of the OCT/TCT, or Latest Tax Declaration or any proof of ownership/rigth over the property;</p> <p>2. Authorization of Person to Follow-up Applications.</p>	<ul style="list-style-type: none"> ▪ Practicing professionals (i.e. GE) ▪ Lot Owner/ROD/Legal Office/Assessor's Office ▪ Requisitioning Party;



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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/OFFICE RESP.
1. Submits duly notarized application letter with complete documentary requirements	1.1 Receives and conducts preliminary assessment (i.e. completeness of documents), If: <ul style="list-style-type: none"> ▪ Incomplete – Returns all document and inform the applicant of any deficiency; ▪ If Complete; – Assess and issues order of payment (slip) to applicant; 		10 mins. per lot	MPDO (Winston Palaez, Agustin Tero, Merced Gomez, Ken Yan)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/OFFICE RESP.
2. Pays Filing Fee at Treasury Office; Receives O.R.	2.1 Collecting Officer facilitates payment; Issues O.R.	P720.00/ha.		Treasury Office /MTO
3. Presents O.R.	3.1 Records O.R. No.		5 mins. per application	



<p>4. Receives document (Receiving copy of letter of Application);</p>	<p>4.1 Annotates or stamp "received" letter and return one copy to applicant; Indicate date or schedule of Follow-up for client</p>			<p>MPDO (Agustin Tero, Merced Gomez, Ken Yan)</p>
<p>5. Fill-up Client's Logbook/ Logs out <i>(End of filing of application)</i></p>	<p>5.1 Arrange for next steps with the client;</p>			
<p>In normal conditions, application process is unlikely to be completed in 1 day, considering the time to be spent on technical evaluation (table) and most especially on site validation.</p>				
	<p>5.3 Conducts Technical /Table Evaluation:</p> <ul style="list-style-type: none"> ▪ Overlaying of maps/ Determine its zone classification; ▪ Sattelite Maps may be utilized; 		<p>(Office works; Completed prior to: scheduled flollow-up of client or site inspection)</p>	<p>MPDO (Winston Palaez, Agustin Tero)</p>



CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON/OFFICE RESP.
6. Accompanies site inspectors, as may be necessary <i>(Presence of applicant is needed when site is not familiar or when provided maps/plans need reconciliation)</i>	6.1 Conduct Site Validation; <ul style="list-style-type: none"> ▪ May be coordinated with the MEO and other concerned offices; ▪ To agree with applicant on schedule of follow-up/ Result of site inspection; 		1 day per site	MPDO (Winston Palaez, Agustin Tero), Other LGU Office reps.
	6.2 Prepares Site Evaluation Report/ Zoning Certificate (ZC);		25 mins. per lot	MPDO (Winston Palaez, Agustin Tero)
	6.3 Approval of report by the Municipal Mayor <i>(Returns document to MPDO upon signature)</i>			Mayor's Office/ LCE
Supplemental requirements or corrective works, may be determined on the process of the evaluation – Applicant party shall provide or make necessary corrections <i>(Back to Step 1)</i>				
7. Receives Zoning Certificate;	7.1 Issues ZC (Already pre-recorded);		5 mins	MPDO (All Staff)
8. Fills-up Client Logbook/ Logs Out	8.1 Assists Client			



66. FRONTLINE SERVICE: EVALUATION OF PROGRAMS/PROJECTS/ACTIVITIES (PPAS) IN RELATION TO LOCAL PLANS – E.G. ISSUANCE OF CERTIFICATE OF CONFORMANCE, OR CONCURRENCE TO PROPOSALS.

The planning and development office maintains local plans, such as the Annual Investment Plan (AIP) and the Local Development and Investment Plan which are usually the basis of project proposals. Municipal projects should be prioritized in the AIP and LDIP prior to funding, or in cases of external funding, among other requirements from higher funding government agencies is the presence of proposed project in local plans.

Within the MLGU (treated as the office' internal services), the MPDO verifies proposals from local offices as to presence in AIP as one of the budgeting process (e.g. annual budget, supplemental or may be for possible reversion).

OFFICE OR DIVISION	Municipal Planning and Development Office (MPDO)	
CLASSIFICATION	Simple	
TYPE OF TRANSACTION	G2G – Government to Government (Internal & External)	
WHO MAY AVAIL	General Public	
	CHECKLIST OF REQUIREMENT	WHERE TO SECURE
	<p>1. Letter of Request or other documents indicating purpose; or</p> <p>Checklist of Requirements indicating type of certification or document being required for.</p>	<ul style="list-style-type: none"> ▪ Requesting Party ▪ Office requiring such document (e.g. DA for FMR proposal and other agricultural project proposals)
	<p>2. Project Proposal, or any document indicating the following proposed PPA details:</p> <ul style="list-style-type: none"> ▪ Name of the Project 	<ul style="list-style-type: none"> ▪ Requesting Party



<ul style="list-style-type: none"> ▪ Project Location ▪ Estimated Project Cost ▪ Source of Funds ▪ Other proposed project details as may be applicable. 				
<p>3. Any Valid Identification (ID) Card</p> <ul style="list-style-type: none"> ▪ Issued by government institutions or private companies/ offices, schools and the like. <p><i>(Internal services clients/ office mates shall be treated casually prioritizing external clients)</i></p>		<ul style="list-style-type: none"> ▪ Pre-secured by applicant (e.g. from concerned government offices, requesting party's company/office, school or organization); 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits Documentary Requirements	1.1 Accepts and reviews documents (further information may be solicited verbally)		2 mins.	MPDO (Agustin Tero, Merced Gomez, Ken Yan) There are no specific staff for this services
2. Provide needed/ additional information	2.1 Evaluates proposed project or proposal in conformance to AIP, LDIP or other		10 mins. per project	MPDO (Winston Palaez, Agustin



relative to the request (as needed);	plans as being requested;			Tero, Merced Gomez, Ken Yan)
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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<ul style="list-style-type: none"> ▪ Non-Conforming <ul style="list-style-type: none"> - Returns all document and inform the applicant of any deficiency/ or any possible corrective measures needed; <i>(For re-submission- Back to Step 1)</i> ▪ If Conforming; <ul style="list-style-type: none"> - For issuance of Cerification <i>(Go to Next Step 3)</i> - Or signs/ approves or annotates document as may be 			



	<p>applicable such as in internal services <i>(Go to Step 6)</i></p>			
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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Receives payment slip/ particulars (proceed to Treasury Office)	<p>3.1 Issues payment slip/ particulars</p> <p>3.2 Prepares Certification or requested document;</p>		10 mins per Certification/ document	MPDO (Winston Palaez, Agustin Tero, Mercedes Gomez, Kenverly Yan)
4. Pays Corresponding Fee at Treasury Office and receives O.R.	<p>4.1 Collecting Officer assesses and facilitates payment;</p> <p>4.2 Issues O.R.</p>	e.g. P65.00 / page (Certification Fee); Refer to Sec. 106 of Mun. Rev. Code.	c/o MTO	Municipal Treasury Office



5. Presents O.R.	5.1 Annotates O.R. particulars in Certification		3 mins per certification/document;	Attending MPDO Staff
6. Recieves certification/document;	6.1 Issues certification/document (secures office file);			
7. Fills-up Clients Logbook/ Logs out	7.1 Assists client;			

67. FRONTLINE SERVICE: HANDLING OF RESEARCHES/QUERIES (ACCESS TO INFORMATION)

The planning and development office maintains documents subject to research such as ecological profile of the municipality, development and investment plans or programs.

OFFICE OR DIVISION	Municipal Planning and Development Office (MPDO)	
CLASSIFICATION	Simple	
TYPE OF TRANSACTION	G2C – Government to Citizen	
WHO MAY AVAIL	General Public	
	CHECKLIST OF REQUIREMENT	WHERE TO SECURE
	1. Accomplished Request Slip (RS) or Letter of Request indicating purpose;	<ul style="list-style-type: none"> ▪ MPDO; Requesting Party
	2. Any Valid Identification (ID) Card <ul style="list-style-type: none"> ▪ Issued by government institutions or private companies/ offices, schools and the like. 	<ul style="list-style-type: none"> ▪ Pre-secured by applicant (e.g. from concerned government offices, requesting party's



		company/office, school or organization);		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits /Presents Accomplished RS or Request letter and 1 valid ID card; Make verbal queries	1.1 Accepts and reviews RS or request letter (further information may be solicited verbally)		1 min.	MPDO (Winston Palaez, Agustin Tero, Merced Gomez, Ken Yan)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.2 Retrieves any available office documents or records on file;		2 mins. per document (ave.)	
	<ul style="list-style-type: none"> ▪ If records or data are not available, endorse them to other local office that might have such information. 			



<p>2. Provide needed/ additional information relative to the request (as needed);</p>	<p>2.1 Verifies record and provides any available information relative to the request/ Acquisition of needed information in information</p>		<p>5 mins. for simple documents/ data (ave.) 15 mins. for complex or set of documents/ data</p>	<p>MPDO (Winston Palaez, Agustin Tero, Merced Gomez, Ken Yan)</p>
<ul style="list-style-type: none"> ▪ For clients who have acquired needed information verbally, or thru interview, or may be direct picture of document shall have no needed fees – <i>Go to Step 8</i> ▪ Steps 3 onwards applies to request of documents (e.g. hard copies, electronic printing of available documents as regulated). 				
<p>3. Identifies document / information to be accessed or recopied relative to request;</p>	<p>3.1 Reproduces copy of needed document (as available);</p>		<p>5 mins. for simple documents (ave.) 15 mins. for complex or set of documents</p>	<p>MPDO (Winston Palaez, Agustin Tero, Merced Gomez, Ken Yan)</p>
<ul style="list-style-type: none"> ▪ For comprehensive documents, only parts or pages of the document shall be reproduced in accordance to request; ▪ Provision of information/ document shall be regulated depending on purpose (usually data in the MPDO are used for planning purposes and the like); ▪ Provision of electronic files of comprehensive documents shall not be allowed (e.g. CLUP, CDP, other multi-sectoral plans). If necessary, electronic file may be provided thru official channeling (e.g. Official request from higher offices/agencies). 				



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Receives Order of Payment / PS	4.1 Issues Order of Payment / PS		1 min.	Attending MPDO Staff
5. Pays Corresponding Fee at Treasury Office;	5.1 Collecting Officer assesses and facilitates payment; 5.2 Issues O.R.	e.g. P3.00/ page (photocopy) ; Deviates depending on kind of document based on Sec. 106 of Municipal Revenue Code.)	c/o MTO	Municipal Treasury Office
6. Presents O.R.	6.1 Records O.R. particulars		3 mins.	Attending MPDO Staff
7. Receives document (w/ OR);	7.1 Issues reproduced document;			
8. Fills-up Clients Logbook/ Logs out	8.1 Assists client;			



IV.

OFFICE OF THE LOCAL CIVIL REGISTRAR

EXTERNAL SERVICES



68. FRONTLINE SERVICE: ISSUANCE OF CIVIL REGISTRY DOCUMENTS

OFFICE OR DIVISION	Municipal Civil Registry Office	
CLASSIFICATION	✓ Simple	
TYPE OF TRANSACTION	<ul style="list-style-type: none"> ▪ Government to Citizens ▪ Government to Government ▪ Government to Business 	
WHO MAY AVAIL	<p>Records of a person shall be kept strictly confidential and no information relating to his civil registry documents shall be issued except on the request of the following;</p> <ul style="list-style-type: none"> • Person him or himself, or any other person, officials or entities authorized by him • His spouse, his parent or grandparents, his son/daughter, or guardian or institution legally in-charge of him; if he is a minor • Court or proper public official whenever absolutely necessary in administrative judicial or other official proceedings to determine the identity of the child's parents or other circumstances surrounding his birth • Nearest of kin in case of the person's death 	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<ul style="list-style-type: none"> ❖ Any proof of identity with picture ❖ Authorization letter (if other than the document owner) with valid ID of the document owner 		Issuing agency/Personal file Document owner

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client fill up request slip and submit to staff	Receive, assist, verify and print (if not available, refer client for further verification at the PSA)		15 minutes	ESTHER B. TACIO ISABEL M. PI-AY
2. Client pays at the treasury	Review the document then sign; issues payment slip	65.00 / copy	4 minutes	ESTHER B. TACIO ISABEL M. PI-AY



3. Receive the requested document	Attach the OR and release the document		1 minute	ESTHER B. TACIO ISABEL M. PI-AY
	TOTAL	65.00	20 minutes	

69. FRONTLINE SERVICE: REGISTRATION OF BIRTH, MARRIAGE AND DEATH CERTIFICATES

OFFICE OR DIVISION	Municipal Civil Registry Office	
CLASSIFICATION	✓ Simple	
TYPE OF TRANSACTION	<ul style="list-style-type: none"> ▪ Government to Citizens ▪ Government to Government ▪ Government to Business 	
WHO MAY AVAIL	Records officer of an institutions who attended the act of birth / marriage / death	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Certificate of Live Birth (COLB) Marriage Certificate (COM) Certificate of Death (COD) for registration		Institutions attending the act of birth / marriage / death

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client present documents for registration	Receive and review as to completeness of the document. Record the document let it be signed and seal.	none	25 minutes	ESTHER B. TACIO ISABEL M. PI-AY



2. Claim the owner's copy	Sort; file the PSA and office copy; release the owner's copy. Instruct client to keep the document	none	5 minutes	ESTHER B. TACIO ISABEL M. PI-AY
TOTAL		none	30 minutes	

70. FRONTLINE SERVICE: REGISTRATION OF BIRTH OCCURS OUTSIDE AN INSTITUTION

OFFICE OR DIVISION	Municipal Civil Registry Office	
CLASSIFICATION	✓ Simple	
TYPE OF TRANSACTION	<ul style="list-style-type: none"> ▪ Government to Citizens ▪ Government to Government 	
WHO MAY AVAIL	<ul style="list-style-type: none"> • Parents or guardian of the child • Barangay registration agents / midwives / person who attended his birth 	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
❖ Pre-registration form		Barangay Registration Agents/Barangay Secretary / LCR office File / issuing agency
❖ Proof of identity of informant		

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the document	interview, verify the truth and details of the birth	none	10 minutes	ESTHER B. TACIO ISABEL M. PI-AY
2. Signs upon approval to the encoded document	Prepare, record, sign the final document in the respective registry book.	none	19 minutes	ESTHER B. TACIO ISABEL M. PI-AY



3. receive the owner's copy	Sort; file the PSA and office copy; release the owner's copy to client.	none	1 minute	ESTHER B. TACIO ISABEL M. PI-AY
	TOTAL	free	30 inutes	

71. FRONTLINE SERVICE: OUT-OF-TOWN REPORTING TO BIRTH

OFFICE OR DIVISION	Municipal Civil Registry Office	
CLASSIFICATION	✓ highly technical	
TYPE OF TRANSACTION	▪ Government to Citizens	
WHO MAY AVAIL	<ul style="list-style-type: none"> • Any person whose civil registry records was not reported / registered at the LCR • Barangay registration agents 	
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	
<ul style="list-style-type: none"> • Negative Certification • Affidavit of Two (2) Disinterested Persons • Barangay Certification with list of Siblings and date of birth At least any 2 of the following: <ul style="list-style-type: none"> • Baptismal certificate • School records / Form 137A • Certified true copy of marriage certificate /marriage certificate of parents • Yellow Card/ Clinic Record / Mother and Child Book • Voter's Certification • PhilSys ID, PhilHealth ID, Passport, Senior Cit. ID, Postal ID, UMID/SSS ID/GSIS ID • Income tax return <ul style="list-style-type: none"> ➤ Birth Certificate in quadruplicate (for attended births only) <p>Submit original documents with 2 photo copies</p>	PSA Attorney's Office Barangay office -where applicant was born Church School where they attended couples file/ LCR where they wed / PSA family file / Clinic where they were immunized COMELEC where applicant registered Applicants file/ Issuing agency file or BIR institution where the child was born	



CLIENT STEP	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit documentary requirements	Verifies as to consistency and completeness of information, prepare the document		10 minutes	ESTHER B. TACIO ISABEL M. PI-AY
2. Client will return after 10 days	Issue document tracking slip and post the application. Advise client to return after the ten (10) days posting.		10 days	ESTHER B. TACIO ISABEL M. PI-AY
3. Client present document tracking slip, check entries then sign	Prints the certificate and let client reviews the document before signing. The office prepares the transmittal endorsing the out-of-town reporting of birth to the concerned city / municipal civil registrar.		10 minutes	ESTHER B. TACIO ISABEL M. PI-AY
4. Client follows up result.	Wait for the registered birth owner's copy to be transmitted.		More ore less 6 months	ESTHER B. TACIO ISABEL M. PI-AY



72. FRONTLINE SERVICE: REGISTRATION OF DEATH CERTIFICATES NOT ATTENDED BY HOSPITAL

OFFICE OR DIVISION	Municipal Civil Registry Office
CLASSIFICATION	✓ Simple
TYPE OF TRANSACTION	<ul style="list-style-type: none"> ▪ Government to Citizens ▪ Government to Government
WHO MAY AVAIL	<ul style="list-style-type: none"> • Individual (guardian/nearest of kin, spouse of the deceased) • Barangay registration agents
REQUIREMENTS	WHERE TO SECURE

CLIENTS STEP	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up pre-registration form and submit to the staff	Review and prepare the document		15 minutes	ESTHER B. TACIO ISABEL M. PI-AY
2. Client signs the form and proceed to the Municipal Health Station. Let IP) form (if applicable be signed	let client check, and instruct client to proceed at the Municipal Health station. -prepares IP form (if applicable) and instruct client to let it be signed by the burial leader.		10 minutes	ESTHER B. TACIO ISABEL M. PI-AY
3. Client return to the LCR with the signed death certificate of the MHO and IP form	Receive and register the duly signed document		10 minutes	ESTHER B. TACIO ISABEL M. PI-AY



4. Receive the duly signed owners copy	Sort; file the PSA, Office, RHU copy and release owner's copy to client		5 minutes	ESTHER B. TACIO ISABEL M. PI-AY
	TOTAL	free	40 Minutes	

73. FRONTLINE SERVICE: DELAYED REGISTRATION OF CIVIL REGISTRY RECORDS

a. BIRTH CERTIFICATE

OFFICE OR DIVISION	Municipal Civil Registry Office	
CLASSIFICATION	✓ highly technical	
TYPE OF TRANSACTION	▪ Government to Citizens	
WHO MAY AVAIL	<ul style="list-style-type: none"> • Any person whose civil registry records was not reported / registered at the LCR • Barangay registration agents 	
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	
<ul style="list-style-type: none"> • Negative Certification • Affidavit of Two (2) Disinterested Persons • Barangay Certification with list of Siblings and date of birth At least any 2 of the following: <ul style="list-style-type: none"> • Baptismal certificate • School records / Form 137A • Certified true copy of marriage certificate /marriage certificate of parents • Yellow Card/ Clinic Record / Mother and Child Book • Voter's Certification • PhilSys ID, PhilHealth ID, Passport, Senior Cit. ID, Postal ID, UMID/SSS ID/GSIS ID • Income tax return <ul style="list-style-type: none"> ➢ Birth Certificate in quadruplicate (for attended births only) <p>Submit original documents with 2 photo copies</p>	PSA Attorney's Office Barangay office -where applicant was born Church School where they attended couples file/ LCR where they wed / PSA family file / Clinic where they were immunized COMELEC where applicant registered Applicants file/ Issuing agency file or BIR institution where the child was born	



CLIENT STEP	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit documentary requirements	verifies as to consistency and completeness of information, prepare the document		10 minutes	ESTHER B. TACIO ISABEL M. PI-AY
2. Client will return after 10 days	issue document tracking slip and post the application. Advise client to return after the ten (10) days posting.		10 days	ESTHER B. TACIO ISABEL M. PI-AY
3. Client present document tracking slip, check entries then sign	prints the certificate and let client reviews the document before signing.		10 minutes	ESTHER B. TACIO ISABEL M. PI-AY
4. Pay the appropriate fee	Record the document in the respective registry book; Issue payment slip	P 195.00	8 minutes	ESTHER B. TACIO ISABEL M. PI-AY
5. Receive the document (owners copy)	Sort, file the PSA, office RHU file; Attach OR at the owners copy and release		2 minutes	ESTHER B. TACIO ISABEL M. PI-AY
	TOTAL	195.00	10 days 30 minutes	

b. MARRIAGE CERTIFICATE

OFFICE OR DIVISION	Municipal Civil Registry Office
CLASSIFICATION	✓ complex
TYPE OF TRANSACTION	▪ Government to Citizens



WHO MAY AVAIL	<ul style="list-style-type: none"> Any person whose civil registry records was not reported / registered at the LCR Barangay registration agents
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> Negative Certification Affidavit of Two Disinterested Persons Affidavit of facts of marriage Certification of IP Marriage & COM Marriage Certificate (for marriage not submitted at the registrar's office with in the reglementary period) Endorsement letter <p>Submit original documents with 2 photo copies</p>	<p>PSA Attorney's Office Attorney's Office NCIP Church or institution where solemnization took place concerned agency</p>

CLIENT STEP	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submits the complete supporting documents	Receive and evaluate supporting documents then encode		10 minutes	ESTHER B. TACIO ISABEL M. PI-AY
2. Client will return after 10 days	Issues document tracking slip and post the application, instruct client to come back after the 10-days posting		10 days	ESTHER B. TACIO ISABEL M. PI-AY
3. Present document tracking slip. Client check entries then sign	Search and print the document and sign		10 minutes	ESTHER B. TACIO ISABEL M. PI-AY
4. Client pay at the treasury then return	Record the document in the respective registry book; Issue payment slip	P 195.00	8 minutes	ESTHER B. TACIO ISABEL M. PI-AY
5. Client claim his registered document	Sort; file the PSA, office and church copy; updates the			ESTHER B. TACIO ISABEL M. PI-AY



	registry book; releases owner's copy to client		2 minutes	
	TOTAL	195.00	10 days 30 minutes	

c. DEATH CERTIFICATE

OFFICE OR DIVISION	Municipal Civil Registry Office		
CLASSIFICATION	✓ complex		
TYPE OF TRANSACTION	▪ Government to Citizens		
WHO MAY AVAIL	<ul style="list-style-type: none"> • Individual whose relatives' death was not reported / registered at the LCR • Barangay registration agents 		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
<ul style="list-style-type: none"> ➤ Negative Certification ➤ Affidavit of Two Disinterested Persons ➤ Barangay Certification ➤ Death Certificate <p>Submit original documents with 2 photo copies</p>		PSA Attorney's Office Barangay where the deceased died for attended deaths but not submitted at the registrar's office within the reglamentary period	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits complete set of application	Receive, verify and assess supporting documents then encode -encode the document & IP form if applicable		15 minutes	ESTHER B. TACIO ISABEL M. PI-AY
2. Return after the 10 days posting	Issues document tracking slip and advice the client to come back after the 10-day reglamentary publication period		10 days	ESTHER B. TACIO ISABEL M. PI-AY



3. Approach staff, present document tracking slip; check entries then sign; proceed at the MHO for signature then return	Prints the certificate; instruct client to let the document be signed by the MHO and bring the document back		5 minutes	ESTHER B. TACIO ISABEL M. PI-AY
4. Pay at the treasury then return	issue pay slip; let the document be signed; sort the supporting documents; updates the registry book	P195.00	14 minutes	ESTHER B. TACIO ISABEL M. PI-AY
5. Receive owner's copy	Sort, file PSA, office, RHU file; release owner's copy to client		1 minutes	ESTHER B. TACIO ISABEL M. PI-AY
	TOTAL	195.00	10 days 35 minutes	

74. . FRONTLINE SERVICE: ENDORSEMENT OF REGISTRY RECORDS

OFFICE OR DIVISION	Municipal Civil Registry Office	
CLASSIFICATION	✓ simple	
TYPE OF TRANSACTION	<ul style="list-style-type: none"> ▪ Government to Citizens ▪ Government to Government 	
WHO MAY AVAIL	<ul style="list-style-type: none"> • Any person whose civil registry records was not available / blurred at the Philippine Statistic Authority but has a record at the Local Civil Registrar's office • 	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<ul style="list-style-type: none"> ➤ Negative Certification (updated issued not later than 6 months) ➤ Proof of identity (any ID's with picture) Submit original documents with 2 photo copies 		PSA File/issuing agency



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach staff and present complete set of the requirements	Receives; verify request and prepares complete set for endorsement		10 minutes	ESTHER B. TACIO ISABEL M. PI-AY
2. Pay at the treasury	Issue payment slip; let the document be reviewed and signed	P130.00	5 minutes	ESTHER B. TACIO ISABEL M. PI-AY
3. Client may opt to bring document to PSA-CAR or follow office to office transaction; Client is given the owner's copy	Sort; endorse PSA copy thru channel or issue to client; Release owner's copy and instruct client to follow up result at PSA		5 minutes	ESTHER B. TACIO ISABEL M. PI-AY
	TOTAL	130.00	20 minutes	

75. FRONTLINE SERVICE: APPLYING FOR A MARRIAGE LICENSE

OFFICE OR DIVISION	Municipal Civil Registry Office	
CLASSIFICATION	✓ Highly technical	
TYPE OF TRANSACTION	<ul style="list-style-type: none"> ▪ Government to Citizens ▪ Government to Government 	
WHO MAY AVAIL	<ul style="list-style-type: none"> • Couple who wish to enter marriage 	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<ul style="list-style-type: none"> ➤ Birth Certificate ➤ CENOMAR / Advisory on marriage ➤ PMC Certificate ➤ Legal capacity to marry (foreigner) ➤ Death certificate (for widow/widower) 		PSA / LCR / owner's file PSA Pop. Com Office/PMC team respective diplomatic or consular officials PSA / LCR / owner's file LCR office



<ul style="list-style-type: none"> ➤ Marriage Certificate (with nullity of marriage) ➤ Parental consent /advice (for 18-21 / 22-24 years old) ➤ PMC certificate 		PSA / LCR / owner's file LCR/Philippine Consulate PopCom Designate/ Pre-marriage counseling Team		
Submit original documents with 2 photo copies				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the complete supporting documents.	receive requirements; Issue application form and DSWD assessment form; instruct applicants in proper filling up of the forms;		2 minutes	ESTHER B. TACIO ISABEL M. PI-AY
2. Fill up application form and assessment form	Receive application form; validates entries; instruct applicants to attend PMC (if applicable)		20 minutes	ESTHER B. TACIO ISABEL M. PI-AY
3. Pay at the treasury and return with the Official Receipt	Attach OR to the application form; instruct client to attend PMC if applicable	P910.00	3 minutes	ESTHER B. TACIO ISABEL M. PI-AY
4. Applicants attend PMC (if hasn't attend yet); return after the 10 days posting	Receives the certificate; record the application; prepares necessary documents; Instruct applicants to return after the 10 days posting or on the 11 th day.		10 days	ESTHER B. TACIO ISABEL M. PI-AY



5. Approach staff; receive a complete set of the application form	Release complete set of application for marriage license with the marriage license; instruct applicants to proceed to their solemnizing officer	P 2.00	5 minutes	ESTHER B. TACIO ISABEL M. PI-AY
	TOTAL	912.00	10 days 30 minutes	

76. FRONTLINE SERVICE: APPLICATION FOR SUPPLEMENTAL REPORT

a. ONE OR TWO MISSING ENTRIES

OFFICE OR DIVISION	Municipal Civil Registry Office	
CLASSIFICATION	✓ simple	
TYPE OF TRANSACTION	▪ Government to Citizens	
WHO MAY AVAIL	• Any person whose civil registry documents contains one or two missing entry	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<ul style="list-style-type: none"> ➤ Civil Registry Document (secpa and LCR copy) ➤ Any documentary evidence with correct entry Birth-Baptismal, voter's certificate, PhilSys ID, Marriage Certificate Marriage-Birth Certificate Death-Birth / Marriage Certificate ➤ Affidavit of Supplemental Report <p>Submit original documents with 2 photo copies</p>		PSA, LCR Owner's file/ issuing agency Attorney's Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach staff and present complete set	Receives; verify as to consistency of documents presented; prepare necessary		25 minutes	ESTHER B. TACIO ISABEL M. PI-AY



of requirements	attachments; let client check and sign			
2. Pay at the treasury	Issue payment slip; let the document be reviewed and signed; sort the document	P130.00	2 minutes	ESTHER B. TACIO ISABEL M. PI-AY
3. Receive owner's copy and PSA copy for mailing or may chose to follow office to office transaction	Attach OR to the Owners copy; instruct client to mail PSA copy and follow up result at the PSA regional outlets after 2 months from date of mailing		3 minutes	ESTHER B. TACIO ISABEL M. PI-AY
	TOTAL	130.00	35 minutes	

b. THREE OR MORE MISSING ENTRIES

OFFICE OR DIVISION	Municipal Civil Registry Office	
CLASSIFICATION	✓ Complex	
TYPE OF TRANSACTION	▪ Government to Citizens	
WHO MAY AVAIL	• Any person whose civil registry documents contains more than two missing entries	
CHECKLIST OF REQUIREMENTS		Where to secure
<ul style="list-style-type: none"> ➤ Civil Registry Document ➤ Any documentary proof of the entry Birth-Baptismal, voter's certificate, PhilSys ID, Marriage Certificate Marriage-Birth Certificate Death-Birth / Marriage Certificate ➤ Supplemental Affidavit Submit original documents with 2 photo copies 		PSA Owner's file/ issuing agency Public Attorney's Office



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach staff and present complete set of requirements; check and sign the supplemental form	receive; verify; check consistency of supporting documents; and prepare complete set of supplemental report,		25 minutes	ESTHER B. TACIO ISABEL M. PI-AY
2. Pay at the treasury	Issue payment slip; review, sign and sort the documents	P260.00	3 minutes	ESTHER B. TACIO ISABEL M. PI-AY
Client is given the PSA copy for mailing and wait for the approval from the OCRG	Attach OR to the owner's copy; Envelop PSA copy then instructs client to mail then follow up approval via text message to the MCR office		6 months	ESTHER B. TACIO ISABEL M. PI-AY
4. Upon receipt of the approval	Prepare review and sort the complete set of approved supplemental report		20 minutes	ESTHER B. TACIO ISABEL M. PI-AY
5. Receive owner's copy and PSA copy for mailing or may choose to follow office to office transaction	Release owner's copy; instruct client to mail PSA copy and follow up result at the PSA regional outlets after 2 months from date of mailing		2 minutes	ESTHER B. TACIO ISABEL M. PI-AY
	Total	260.00	6 months, 50 minutes	



77. FRONTLINE SERVICE: FILING PETITION FOR CHANGE OF FIRST NAME (CFN)
UNDER R.A. 9048

OFFICE OR DIVISION	Municipal Civil Registry Office
CLASSIFICATION	✓ Highly technical application
TYPE OF TRANSACTION	▪ Government to Citizens
WHO MAY AVAIL	• Any person whose first name in its civil registry documents is incorrect
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>Certificate of live birth (SecPa, lcr copy)</p> <p>Certificate of Baptism</p> <p>Earliest Medical Record</p> <p>Barangay Clearance</p> <p>Police Clearance</p> <p>NBI Clearance</p> <p>Affidavit of Discrepancy</p> <p>Employers Clearance / Affidavit of un employment</p> <p>Valid ID's-Philsys ID, Voters ID, PhilHealth ID, UMID (SSS/GSIS ID), Passport ID</p> <p>Voters registration Certificate</p> <p>Earliest School Record</p> <p>Land titles</p> <p>School Clearance (if student)</p> <p>Business Permit (if self-employed)</p> <p>Birth Certificate of Child (if applicable)</p> <p>Marriage Certificate (if married)</p> <p>Newspaper Publication</p>	<p>PSA</p> <p>Owner's file / Church</p> <p>Hospital where pervious check up Brgy. you reside</p> <p>Police Office in your Municipality</p> <p>NBI Office</p> <p>Public Attorney's Office</p> <p>Public Attorney's Office</p> <p>Client's file / issuing agency</p> <p>COMELEC where you were registered</p> <p>School where client entered</p> <p>Assessor's office/Owner's file</p> <p>School where client is enrolled</p> <p>Mayor's Office / Owner's file</p> <p>Owner's Copy / PSA / LCR</p> <p>Owner's Copy / PSA / LCR</p> <p>Newspaper Office</p>



Submit original documents with 2 photo copies	
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CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete set of requirements	Examines if the documents are authentic/ duly certified, complete, arrange & stamp each photo copy		15 minutes	ESTHER B. TACIO ISABEL M. PI-AY
2. Pay at the treasury or secure Certificate of Indigency at the DSWD office (if applicable); submit the same at the LCR office	Issue payment slip; record and prepares necessary documents	3,000.00 (+1,000 if migrant petition)	15 minutes	ESTHER B. TACIO ISABEL M. PI-AY
3. Deliver notice for posting at the newspaper office; inform LCR office of the date of publication; report at the LCR office after the 2 weeks publication with the newspaper clippings	Attach OR / certificate of indigency to the petition; Advice petitioner to publish the document at the newspaper office; inform the office for the publication date via text message		21 days	ESTHER B. TACIO ISABEL M. PI-AY
4. Approach staff; submit newspaper clippings & certificate of publication; check and sign the petition	Receive, examine and attach document to the petition;		10 minutes	ESTHER B. TACIO ISABEL M. PI-AY



5. Receive owners copy of the petition and mail the PSA copy; follow up result via text message to the LCR office	Release owners and PSA copy; instructs client to mail the PSA copy for approval then follow up result after two (2) months. Affirmed petition notify petitioner; In case impugned petition, motion for reconsideration then notify the petitioner.		5 minutes	ESTHER B. TACIO ISABEL M. PI-AY
6. approach staff; present document tracking slip; Pay at the treasury office	Prepares complete set of finality; Issue payment slip;	P404.00	5 days	ESTHER B. TACIO ISABEL M. PI-AY
7. Receive owners copy	Attach OR to the owners copy and release; endorse the PSA copy thru channel; advice client to follow up result at the PSA outlet after 2 months		5 minutes	ESTHER B. TACIO ISABEL M. PI-AY
	TOTAL		26 days and 50 minutes	

78. FRONTLINE SERVICE: FILING PETITION FOR CORRECTION OF CLERICAL ERROR
R.A. 9048

OFFICE OR DIVISION	Municipal Civil Registry Office
CLASSIFICATION	✓ Highly technical application
TYPE OF TRANSACTION	▪ Government to Citizens
WHO MAY AVAIL	• Any person whose civil registry documents contains incorrect entries



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>Certificate of live birth (SecPa, LCR copy)</p> <p>Certificate of Baptism</p> <p>Affidavit of Discrepancy</p> <p>Valid ID's-Philsys ID, Voters ID, PhilHealth ID, UMID (SSS/GSIS ID), Passport ID</p> <p>Voters registration Certificate</p> <p>Land titles</p> <p>Business Permit (if self-employed)</p> <p>Birth Certificate of Child/siblings (if applicable)</p> <p>Marriage Certificate (if married)</p> <p>Birth/death/marriage Certificate of Parents</p> <p>IP certification</p> <p>Submit original documents with 2 photo copies</p>	<p>PSA / LCR</p> <p>Owner's file / Church</p> <p>Public Attorney's Office</p> <p>Client's file / issuing agency</p> <p>COMELEC where you were registered</p> <p>Assessor's office/Owner's file</p> <p>Mayor's Office / Owner's file</p> <p>Owner's Copy / PSA / LCR</p> <p>Owner's Copy / PSA / LCR</p> <p>Owner's Copy / PSA / LCR</p> <p>NCIP office</p>

CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete set of requirements	Examines if the documents are authentic/ duly certified, complete, arrange & stamp each photo copy		15 minutes	ESTHER B. TACIO ISABEL M. PI-AY
2. Petitioner pay at the treasury (if petitioner is indigent secure certification at the DSWD office)	Issue payment slip; record and prepares necessary documents	1,000.00 (+500 if migrant petition)	15 minutes	ESTHER B. TACIO ISABEL M. PI-AY



<p>3. Petitioner come back after the 10 days posting</p>	<p>Attach OR to the petition; issue document tracking slip and advice client to come back after the ten (10) days posting</p>		<p>10 days</p>	<p>ESTHER B. TACIO ISABEL M. PI-AY</p>
<p>4. Approach staff; present document tracking slip; check and sign the petition</p>	<p>Let the client read, check and sign the petition</p>		<p>5 minutes</p>	<p>ESTHER B. TACIO ISABEL M. PI-AY</p>
<p>5. Receive owners copy of the petition and mail the PSA copy; follow up result via text message to the MCR office after 2 months</p>	<p>Release owners and PSA copy; instructs client to mail the PSA copy for approval then follow up result after two (2) months. Affirmed petition notify petitioner; In case impugned petition, motion for reconsideration then notify the petitioner.</p>		<p>5 minutes</p>	<p>ESTHER B. TACIO ISABEL M. PI-AY</p>
<p>6. Approach staff; present document tracking slip; Pay at the treasury office</p>	<p>Upon receipt of the approval: Prepare complete set of finality; Issue payment slip</p>	<p>P404.00</p>	<p>5 days</p>	<p>ESTHER B. TACIO ISABEL M. PI-AY</p>
<p>7. Receive owners copy</p>	<p>Attach OR to the owners copy and release; endorse the PSA copy thru channel; advice client to follow up result at the PSA outlet after two (2) months</p>		<p>5 minutes</p>	<p>ESTHER B. TACIO ISABEL M. PI-AY</p>



	TOTAL		15 days & 45 minutes	
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79. FRONTLINE SERVICE: FILING PETITION FOR CORRECTION OF CLERICAL ERROR IN THE ENTRIES IN THE DATE OF BIRTH (MONTH & DAY) AND SEX UNDER R.A.10172

OFFICE OR DIVISION	Municipal Civil Registry Office
CLASSIFICATION	✓ Highly technical application
TYPE OF TRANSACTION	▪ Government to Citizens
WHO MAY AVAIL	• Any person whose civil registry documents in the entry of se is incorrect
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Certificate of live birth (SecPa and local copy)	PSA / LCR Owner's file / Church Hospital where pervious check up
Certificate of Baptism	Barangay office you reside Police Office in your Municipality NBI Office
Earliest Medical Record	Public Attorney's Office Public Attorney's Office Client's file / issuing agency
Barangay Clearance	COMELEC where you were registered School where client entered Assessor's office/Owner's file
Police Clearance	School where client is enrolled Mayor's Office / Owner's file Owner's Copy / PSA / LCR
NBI Clearance	Owner's Copy / PSA / LCR Current Municipal Health Officer
Affidavit of Discrepancy	Newspaper Office
Employers Clearance / Affidavit of un employment	
Valid ID's -Philsys ID, Voters ID, PhilHealth ID, UMID (SSS/GSIS ID), Passport ID Voters registration Certificate	



<p>Earliest School Record Land titles School Clearance (if student) Business Permit (if self-employed) Birth Certificate of Child (if applicable) Marriage Certificate (if married) Medical Certification Newspaper Publication Submit original documents with 2 photo copies</p>	
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CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. submit complete set of requirements	Receive, verify, arrange and record the document;		15 minutes	ESTHER B. TACIO ISABEL M. PI-AY
2. Pay at the treasury or secure certificate of indigency at the DSWD office (if applicable); submits the same at the LCR office	Issue payment slip; prepares necessary document; Advice client to proceed at the MHO for a check up	CCE- 3,000.00 (+1000 if migrant petition)	25 minutes	ESTHER B. TACIO ISABEL M. PI-AY
3. Submit medical certificate; Receive notice for publication and publish the document then inform the office for the publication date	Receive & attach the medical certificate; Issue notice for publication; advice client to come back after publication		21 days	ESTHER B. TACIO ISABEL M. PI-AY
4. Submit newspaper clippings and certificate of publication; check and sign the petition	Receive, examine and attach document to the petition;		15 minutes	ESTHER B. TACIO ISABEL M. PI-AY
5. Receive owners copy of the petition	Release owners and PSA copy; instructs			



and mail the PSA copy; follow up result via text message to the MCR office after 2 months	client to mail the PSA copy for approval then follow up result after two (2) months. Affirmed petition notify petitioner; In case impugned petition, motion for reconsideration then notify the petitioner.		15 minutes	ESTHER B. TACIO ISABEL M. PI-AY
6. approach staff; present document tracking slip; Pay at the treasury office	Upon receipt of the approval: Prepares complete set of finality; Issue payment slip;	P404.00	5 days	ESTHER B. TACIO ISABEL M. PI-AY
7. Receive owners copy	Attach OR to the owners copy and release; endorse the PSA copy; advice client to follow up at the PSA outlet after 2 months.		5 minutes	ESTHER B. TACIO ISABEL M. PI-AY
	TOTAL		26 days, 1 hour and 15 minutes	

80. FRONTLINE SERVICE: REGISTRATION OF COURT PROCEEDINGS/DECREES AND REQUEST OF ANNOTATED RECORD

OFFICE OR DIVISION	Municipal Civil Registry Office
CLASSIFICATION	<ul style="list-style-type: none"> ▪ Highly technical
TYPE OF TRANSACTION	<ul style="list-style-type: none"> ▪ Government to Citizens ▪ Government to Government



<p>WHO MAY AVAIL</p>	<p>Any person who have under gone changes in their civil registry documents thru court proceedings. The following are registrable court decrees:</p> <ul style="list-style-type: none"> • Decree of Legal Separation • Declaration of Nullity of Marriage • Court decisions or order to correct or change entries in any certificate of births, marriage or death • Declaration of Presumptive Death • Repatriation or voluntary renunciation of citizenship • Court decision recognizing or acknowledging of natural children or impugning or denying such recognition or acknowledgment • Judicial determination of maternity affiliation
<p>CHECKLIST OF REQUIREMENTS</p>	<p>WHERE TO SECURE</p>
<p>Duly certified court order (4cps) Duly signed certificate of finality (4cps) Duly signed certificate of court registration (4cps) Duly signed certificate of authenticity (4cps)</p>	<p>Court where the hearing was done Court where the hearing was done Municipal/City Civil Registrar where the Court Order was issued Municipal/City Civil Registrar where the Court Order was issued</p>

CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Present the required documents duly signed by the issuing agency</p>	<p>Receives request, verify, print local copy of the civil registry, read the proceedings</p>		<p>1 hour</p>	<p>ISABEL M. PI-AY</p>
<p>2. Pays at the treasury Office</p>	<p>Record and prepares complete set for endorsement of the annotated document; issue payment slip</p>	<p>Adoption- 325.00 Annulment- 2,600.00 Leg. Sep.- 1,300.00 Naturalization- 780.00 Correction- 260.00</p>	<p>15 minutes</p>	<p>ISABEL M. PI-AY</p>



3. Receive owner's and PSA copy; bring PSA copy to PSA provincial office	release owner's and PSA copy; advice follow up result at the PSA outlets or follow office to office transaction		5 minutes	ESTHER B. TACIO ISABEL M. PI-AY
	TOTAL		1 hour and 20 minutes	

81. FRONTLINE SERVICE: BIRTH CERTIFICATE OF AN ILLEGITIMATE CHILD TO USE THE SURENAME OF THE FATHER

a. BIRTHS FOR REGISTRATION

OFFICE OR DIVISION	Municipal Civil Registry Office	
CLASSIFICATION	✓ Simple	
TYPE OF TRANSACTION	▪ Government to Citizens	
WHO MAY AVAIL	<ul style="list-style-type: none"> • Couples who had an illegitimate child • An illegitimate child 7 years old & above registered under the surname of their mother 	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
-Proof of identity (CTC/ID) -Intake sheet (hospital attended) -Pre-registration form (clinic / midwife attended)		Owner's file, issuing agency Hospital where child was born Clinic / BHS where child was born

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present supporting documents	examines the presented supporting documents; verify, prepare the request,		15 minutes	ESTHER B. TACIO ISABEL M. PI-AY
2. Review and sign the document	Let client review and administer their oath		10 minutes	ISABEL M. PI-AY



3. Pay at the treasury office and return with the OR	Staff issue payment slip; record the document in the registry book	Ack. Of Pat - 195.00 AUSF- 260.00	3 minutes	ESTHER B. TACIO ISABEL M. PI-AY
4. Receive request	Enclose the document in a folder and release to client; advice to return to the hospital / clinic		2 minutes	ESTHER B. TACIO ISABEL M. PI-AY
TOTAL		455.00	30 minutes	

b. BIRTHS ALREADY REGISTERED

OFFICE or DIVISION	Municipal Civil Registrar's Office
Classification	✓ Simple
Type of Transaction	▪ Government to Citizens
Who May Avail	<ul style="list-style-type: none"> • Couples who had an illegitimate child registered under the surname of the mother • An illegitimate child 7 years old & above registered under the surname of their mother
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
Birth Certificate to be amended (PSA and local copy) Affidavit of Acknowledgement / admission of Paternity (if not yet acknowledged by the father) Affidavit to use the surname of the father	PSA, LCR Attorney's Office Attorney's Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present complete set of requirements	Receive, verify and arrange supporting documents; register all legal instruments;		10 minutes	ESTHER B. TACIO ISABEL M. PI-AY
2. Client pay at the treasury office and return with the OR	Prepare the complete set of	Ack. Of pat- 195.00	15 minutes	ESTHER B. TACIO ISABEL M. PI-AY



	documents; issue pay slip	AUSF- 260.00 Cert of Reg.- 65.00		
3. Receives the owners copy and the PSA copy for mailing / hand carry at the PSA Provincial Office	Review and sort the document; advice client to hand carry or follow office to office transaction the PSA copy then follow result to any PSA outlet after two (2) months		5 minutes	ESTHER B. TACIO ISABEL M. PI-AY
	TOTAL	520.00	30 minutes	

82. FRONTLINE SERVICE: LEGITIMATION

OFFICE OR DIVISION	Municipal Civil Registry Office	
CLASSIFICATION	✓ complex transaction	
TYPE OF TRANSACTION	▪ Government to Citizens	
WHO MAY AVAIL	• Couples who had an illegitimate child	
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	
-Birth Certificate to be amended PSA copy & local copy) - Affidavit of Acknowledgement / admission of Paternity (if child is not acknowledged by the father) -Joint affidavit of legitimation -Advisory on Marriage	PSA/ LCR Attorney's Office Attorney's Office PSA	

CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the required documents.	Receives request, check as to completeness,		10 minutes	ESTHER B. TACIO



	consistency and contents of the requirements			ISABEL M. PI-AY
2. Pay at the treasury office and return with the official receipt	Prepare complete set of application for legitimation; advise client to pay the required fees at the Treasury Office	Ack. of Pat.- 195.00 Cert. of leg. Inst.- 65.00 Leg. 195.00	15 minutes	ESTHER B. TACIO ISABEL M. PI-AY
7. Receive owner's and PSA copy; mail PSA copy of the affected document and follow up result at the PSA outlets	Review, sort, file the office copy, envelop the PSA copy and release as well as the owner's copy; instructs client to mail the PSA copy then follow up approval after 2 months at the PSA outlets		5 Minutes	ESTHER B. TACIO ISABEL M. PI-AY
	Total	520.00	30 minutes	

83. FRONTLINE SERVICE: REGISTRATION OF FOUNDLING/ABANDONED CHILDREN

OFFICE OR DIVISION	Municipal Civil Registry Office	
CLASSIFICATION	✓ Simple	
TYPE OF TRANSACTION	<ul style="list-style-type: none"> ▪ Government to Citizens ▪ Government to Government 	
WHO MAY AVAIL	<ul style="list-style-type: none"> • Any person / charitable institution who finds a foundling 	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<ul style="list-style-type: none"> • Certification of finding • Police blotter/report • Affidavit of the finder 		concerned Barangay Captain concerned Police Station Attorney's Office



CLIENT STEPS	AGENCY ACTIONS	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents the documents	staff examines the presented documents -record the documents - prepares the certificate of foundling per data supplemented by the informant		10 minutes	ESTHER B. TACIO ISABEL M. PI-AY
2. Receive the owner's copy	Sort, file the PSA and office copy; issue the owner's copy		5 minutes	ESTHER B. TACIO ISABEL M. PI-AY
	TOTAL	free	15 minutes	

84. FRONTLINE SERVICE: VERIFICATION & TRUE COPY OF COMPLETE SET OF PROCESSED DOCUMENTS (PETITION, SUPPLEMENTAL REPORTS, LATE REGISTRATIONS)

OFFICE OR DIVISION	Municipal Civil Registry Office
CLASSIFICATION	✓ Simple
TYPE OF TRANSACTION	<ul style="list-style-type: none"> ▪ Government to Citizens ▪ Government to Government ▪ Government to Business
WHO MAY AVAIL	<ul style="list-style-type: none"> • Person him or himself, or any other person, officials or entities authorized by him • His spouse, his parent or grandparents, his son/daughter, or guardian or institution legally in-charge of him; if he is a minor • Court or proper public official whenever absolutely necessary in administrative judicial or other official proceedings to determine the identity of the child's parents or other circumstances surrounding his birth • Nearest of kin in case of the person's death
CHECKLIST OF REQUIREMENTS	
❖ Any proof of identity (ID with picture)	WHERE TO SECURE Personal file



❖ Authorization letter (if other than the document owner) with ID of the document owner	Document owner
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CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up request slip and submit request slip to staff	Search the requested legal documents, verified as to availability of records.		5 days	ESTHER B. TACIO ISABEL M. PI-AY
3. Client pays at the treasury	Prepare the document; issues pay slip and instructs the client to pay the required fees at the Treasurer's Office (MTO)	Verification & true copy of legal doc.- 260.00 Verification- 65.00	10 minutes	ESTHER B. TACIO ISABEL M. PI-AY
6. Receive the requested Civil Registry Document showing the official receipt	Check, review, record and sign each page of the document and release to the client		5 minutes	ESTHER B. TACIO ISABEL M. PI-AY
	TOTAL	325.00	5 days and 15 minutes	



V.

OFFICE OF THE MUNICIPAL BUDGET OFFICER

INTERNAL SERVICES



85. FRONT LINE SERVICE: BUDGET EVALUATION AND CONTROL

OFFICE:	Municipal Budget Office	
CLASSIFICATION:	Simple	
TYPE OF TRANSACTIONS :	G2G and G2B, Government to Government, Government to Business Owners	
WHO MAY AVAIL:	Any Government Official or Employee who is authorized to request	
	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	Disbursement Voucher	
	<p>A. Conduct of Trainings, Procurement of Supplies and Materials, Catering Services and Other Regular Procurements</p> <ol style="list-style-type: none"> 1. Training Design and Purchase Request 2. Request for Quotations & Abstract of Bids 3. Purchase Order & Inspection & Acceptance 4. Pictures and Attendance Sheets 5. Activity Report/Justification as the case maybe 6. Obligation Request 	
		<ol style="list-style-type: none"> 1. Respective Office 2. BAC Secretariat 3. Respective Office 4. Respective Office 5. Respective Office 6. Respective Office Note: Obligation Request shall already be signed by the Department Head or his/her representative.
	B. Contract	
	<ol style="list-style-type: none"> 1. Bid Forms and all its required attachments 2. Resolution confirming the Technical Evaluation 3. Resolution approving the Post qualification 4. Resolution Recommending the Award 5. Contract and Notice to Proceed 6. Statement of Worked Accomplished 7. Pictures/documentation 8. Inspection and Acceptance 9. Obligation Request 	
		<ol style="list-style-type: none"> 1. BAC Office 2. BAC Office 3. BAC Office 4. BAC Office 5. Head of Procuring Entity 6. Municipal Engineering Office 7. Contractor 8. Monitoring and Inspection Team 9. Implementing Office/ Department concern Note: The Local Chief Executive or his authorized Representative shall sign Box A of the Obligation Request.



Note: Some Requirements may vary depending on the transaction.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
C. Petty Cash Voucher 1. Itinerary of Travel 2. Travel Order 3. Certificate of Appearance	1. Respective Office 2. Respective Department head 3. Office or place of travel

CLIENT STEPS	AGENCY ACTIONS	FEE TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Prepares Obligation Request /Petty Cash Voucher				
2. Submit to Budget Office	Receive Obligation Request/ Petty Cash Voucher from Requesting Department/Office Verify Existence of Availability of Appropriations Record in the Registry of Obligations/Petty Cash Voucher Sign Existence of Appropriation in the Obligation Request/Petty Cash Voucher	None	Fifteen minutes	Chita M. Bangsiel Emme Gay Estrada
3. Client Receives signed Obligation Requests	Issue Signed Petty Cash			Chita M. Bangsiel Emme Gay Estrada



	Voucher/Obligations Requests			
TOTAL		-	Fifteen Minutes	

86. FRONTLINE SERVICE: INITIAL REVIEW OF BARANGAY BUDGET

Office:	Municipal Budget Office
Classification:	Simple
Type of Transactions :	G2G, Government to Government
Who may Avail:	Barangay Officials
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Prepared Annual/Supplemental Budget	Respective Barangay

CLIENT STEPS	AGENCY ACTIONS	FEE TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Submit Barangay Annual /Supplemental Budget	1. Receive Annual Budgets Submitted by concerned Barangay	None	Two Hours	Chita M. Bangsiel Emme Gay Estrada
2. Prepares the Barangay Review Checklist	2. Initial Review of Budgetary Requirements 3. Submit to Municipal Finance Committee for initial Review			Chita Bangsiel
TOTAL		-	Two hours	



87. FRONTLINE SERVICE: FINAL REVIEW OF BARANGAY BUDGET

Note: Barangay Budgets should be reviewed within 60 days upon receipt of the Appropriation Ordinance through the Municipal Budget Office.

Office:	Municipal Budget Office	
Classification:	Highly Technical	
Type of Transactions :	G2G, Government to Government	
Who may Avail:	Barangay Officials	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Prepared Annual/Supplemental Budget		Respective Barangay

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Submit Barangay Annual /Supplemental Budget	1. Wait for the initial review of the Accounting, Treasury, MPDC and SB Chairman on Appropriations 2. Receive initial review of the above mentioned offices 3. If with corrections, return to concerned Barangay for revision either thru call or text 4. If no correction, Prepare Municipal Finance Committee initial review of Annual/Supplemental Budget	None	Fifteen days	Chita M. Bangsiel Emme Gay Estrada
			One day	



	5. Submit to Municipal Finance Committee For signature 6. After signing, submit to the SB Secretary for inclusion in the Sang. Bayan Agenda		Forty four days	
2. Receives approved annual or supplemental budgets	7. Record and release the approved budgets to concern Barangay			
TOTAL			Sixty days	

88. FRONT LINE SERVICE: PREPARATION OF ANNUAL/SUPPLEMENTAL BUDGETS

Office:	Municipal Budget Office	
Classification:	Highly Technical	
Type of Transactions :	G2G, Government to Government	
Who may Avail:	Different Departments of the Municipal Government Unit including National Offices assigned in Kapangan	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Project Procurement and Management Plan		Respective Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Department Heads Prepares Budget Proposals for the Budget Year				



2. Submit to Budget Office	1. Receipt of Budget Proposals from the different Departments/Offices	None	Five Minutes	Chita M. Bangsiel Emme Gay Estrada
3. Attend Technical Budget Hearings	2. Technical Budget Hearings		Twenty Working Days	Hon. Manny E. Fermin Chita M. Bangsiel Blaisela C. Bernard Gregorio Balangcod Michael B. Buya Hon. Santos Bastian
	3. Consolidation of Submitted Budget Proposals		Twenty Calendar Days	Chita M. Bangsiel Emme Gay Estrada
	4. Submit to Local Chief Executive		Ten Minutes	Chita M. Bangsiel
	5. Prepare Budget Message		Five Days	
	6. Labelling & Packaging of Final Executive Budget		One day	Chita M. Bangsiel Emme Gay Estrada
	7. Submit to the Local Chief Executive for Signature.	Ten Minutes	Chita M. Bangsiel	
TOTAL		-	Forty six days & twenty five minutes	

89. FRONT LINE SERVICE: CLIENTELE ASSISTANCE

OFFICE:	Municipal Budget Office		
CLASSIFICATION:	Simple / Complex		
TYPE OF TRANSACTIONS:	G2G, G2C, G2B, Government to Government, Government to Citizens, Government to Business Owners		
WHO MAY AVAIL:	Barangay Officials and other clients		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
None Required		Not Applicable	



CLIENT STEPS	AGENCY ACTIONS	FEE TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Enter Budget Office and State his/her Query	1. Let him/her be seated and log in	None	Forty minutes	Emme Gay Estrada
	2. May record, write the question being asked	None		Chita M. Bangsiel Emme Gay Estrada
2. Wait for instructions if to be answered immediately or to come back after further research.	3. Either give response verbally or in written document	None	One day	Chita M. Bangsiel
TOTAL			One Day and forty minutes	



VI.

OFFICE OF THE MUNICIPAL ACCOUNTANT

EXTERNAL/INTERNAL SERVICES



90. FRONTLINE SERVICE: PROCESSING OF DISBURSEMENT VOUCHERS

OFFICE:	Municipal Accounting Office
CLASSIFICATION:	Simple
TYPE OF TRANSACTION:	G2G - Government to Government G2C - Government to Citizen G2B – Government to Business
WHO MAY AVAIL:	Government Employee/Official Government Agencies/Offices including National Offices Creditors
CHECKLIST FOR REQUIREMENTS	
<p>Checklist of Supporting Documents</p> <ol style="list-style-type: none"> 1. Supplies/Materials/PPE(through Shopping) <ul style="list-style-type: none"> • Disbursement Vouchers • Obligation Requests/Clearance/CAF • APP/Purchase Request • Abstract of Quotations/RFQ's/Conf. Slip • Purchase Order • Official Receipt • Inspection and Acceptance Report • ARE/ICS/RIS/Distribution List(if applicable) • Activity Design/Report/Minutes/Proposal • Attendance and Pictures 2. Supplies/Materials/PPE(through Bidding) <ul style="list-style-type: none"> • Disbursement Vouchers • Obligation Request/Clearance/CAF • Bidding Documents • BAC Resolution • Notice of Post Qualification • Notice of Award • Contract/Purchase Order • Notice to Proceed • Statement of Work Accomplishment(if applicable) • Inspection/Completion Report • Official Receipt 3. Payment of Service (Catering, Jeep Hire,etc.) <ul style="list-style-type: none"> • Disbursement Voucher • Obligation Request/Clearance/CAF • Purchase Request • Abstract of Quotation/RFQs 	<p>WHERE TO SECURE</p> <p>Accounting Office</p>



<ul style="list-style-type: none">• Purchase Order• Official Receipt• Inspection and Acceptance Report• Activity Report/Design/Minutes/Proposal• Attendance/Pictures <p>4. REIMBURSEMENT</p> <ul style="list-style-type: none">• Disbursement Voucher• Obligation Request/Clearance/CAF• APP/Purchase Request• Official Receipt• Inspection and Acceptance Report• Attendance/Pictures• Activity Report/Design/Minutes/Proposal• Certification/Justification• Travel Order(if applicable)• Itinerary of Travel(if applicable) <p>5. WAGES/HONORARIUM/SUBSISTENCE ALLOWANCE</p> <ul style="list-style-type: none">• Disbursement Voucher• General Payroll• Obligation Request/Clearance/CAF• DTR/Attendance• Program of Work/Accomplishment Report• Appointment/Contract of Service• Certification• Oath of Office <p>6. BILLS/REMITTANCES/INSURANCES</p> <ul style="list-style-type: none">• Disbursement Vouchers• Obligation Request/Clearance/CAF• Motor Vehicle Quotation/Bill of Notice• Renewal Notice(motor vehicle)• MV Insurance Application Form• Official Receipt <p>7. FUEL/OIL/LUBRICANT EXPENSES</p> <ul style="list-style-type: none">• Disbursement Vouchers• Obligation Request/Clearance/CAF• Billing Statement• Drivers Trip Ticket• Charge Invoice• Official Receipt <p>8. CASH ADVANCES FOR PRIZES</p>	
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<ul style="list-style-type: none">• Disbursement Voucher• General Payroll• Obligation Request• Activity Design/Proposal <p>9. CASH ADVANCES FOR TRAVEL</p> <ul style="list-style-type: none">• Disbursement Voucher• Obligation Request• Travel Order• Letter of Invitation• Proposed Itinerary of Travel <p>10. TRAINING EXPENSES</p> <ul style="list-style-type: none">• Disbursement Voucher• Obligation Request/Clearance/CAF• Travel Order• Letter of Invitation• Training Design• Official Receipt(if applicable) <p>11. TRAVELLING EXPENSES</p> <ul style="list-style-type: none">• Disbursement Voucher• Obligation Request/Clearance/CAF• Travel Order• Letter of Invitation• Certificate of Appearance• Itinerary of Travel• Official Receipt/Boarding Pass/Terminal Fees• DILG Authority to Travel Abroad• Documentation/Pictures/Write-up <p>12. PARTIAL PAYMENT TO CONTRACTORS</p> <ul style="list-style-type: none">• Disbursement Voucher• Request Letter• Surety Bond• Notice to Proceed• Notice of Award• Statement of Work Accomplishment• Official Receipt <p>13. RETENTION MONEY</p> <ul style="list-style-type: none">• Disbursement Voucher• SL/DV/CAF(Photocopy)• Surety Bond• Request Letter	
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<ul style="list-style-type: none">• Official Receipt• Certificate of Completion• Inspection and Acceptance <p>14. PAYMENT OF BURIAL/FINANCIAL ASSISTANCE</p> <ul style="list-style-type: none">• Disbursement Voucher• General Payroll• Obligation Request/Clearance/CAF• Death Certificate• Identification Card(VALID Id)• Barangay Certification of Payee <p>15. PAYMENT OF AICS/ESA</p> <ul style="list-style-type: none">• Disbursement Voucher• Obligation Request/Clearance/CAF• Certificate of Eligibility• General Intake Sheet• Social Study Case• Medical Certificate• Barangay Clearance/Certification• Valid ID's <p>16. TERMINAL LEAVE BENEFITS</p> <ul style="list-style-type: none">• Disbursement Voucher• Obligation Request/Clearance/CAF• Letter of Intent to Retire• Approved Application Letter of Retirement• Approved Leave Application• Clearance From Money & Property Responsibility• Affidavit of No Pending Criminal Offence• Statement of Assets, Liabilities and Net Worth• Service Record• Notice of Step Increment(NOSI)• Leave Ledger Card• GSIS Clearance <p>17. MONETIZATION OF EARNED LEAVE</p> <ul style="list-style-type: none">• Disbursement Voucher• Obligation Request/Clearance/CAF• Letter of Intent to Monetize• Approved Leave Application	
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CLIENT STEPS	AGENCY ACTIONS	FEES	PROCESSING TIME	PERSON RESPONSIBLE
1.Presents Disbursement Vouchers and supporting documents for signature	Pre-audit of Disbursement Vouchers	None	15 mins	Gregorio L. Balangcod
	Check Mathematical Computations	None	15 mins	Gregorio L. Balangcod
	Signs (Box A) vouchers as to completeness of supporting documents Forward Disbursement Voucher to Treasury	None	5 mins	Gregorio L. Balangcod
		None	10 mins	Accounting Staff
TOTAL			45 ins	

91. FRONTLINE SERVICE: ISSUANCE OF ACCOUNTANT'S ADVICE

OFFICE:	Municipal Accounting Office
CLASSIFICATION:	Simple
TYPE OF TRANSACTION:	G2G - Government to Government
WHO MAY AVAIL:	Government Employee/Official Government Agencies/Offices including National Offices Banks Creditors
CHECKLIST FOR REQUIREMENTS	WHERE TO SECURE
Checks Issued Disbursement Vouchers	Treasury Office



CLIENT STEPS	AGENCY ACTIONS	FEES	PROCESSING TIME	PERSON RESPONSIBLE
1. Mayor's Office forwards Disbursement Voucher with Check to the Accounting Office	Prepare and signs Accountant's advice	None	10 mins.	Accounting Staff
	Deliver Advice to LBP, La Trinidad Branch	None	1 Day	Gregorio L. Balangcod
2. Receive Accountants advice	Release Accountants Advice stamped received by the Bank	None	5 mins	Accounting Staff
TOTAL			1 Day and 15 mins	

92. FRONTLINE SERVICE: ISSUANCE OF CERTIFICATE OF DISBURSEMENT/LIQUIDATION REPORTS

OFFICE:	Municipal Accounting Office
CLASSIFICATION:	Simple
TYPE OF TRANSACTION:	G2G - Government to Government
WHO MAY AVAIL:	Government Employee/Official Government Agencies/Offices including National Offices
CHECKLIST FOR REQUIREMENTS	WHERE TO SECURE
MOA Proof of payments Liquidation Form	Accounting Office Agency Concern



CLIENT STEPS	AGENCY ACTIONS	FEES	PROCESSING TIME	PERSON RESPONSIBLE
1. Client waits for the submission until deadline	Locate subject vouchers/subsidiary ledger then prepare Certificate of Disbursement.	None	1 hour	Gregorio L. Balangcod
	Certify as to correctness	None	10 mins	Gregorio L. Balangcod
	Forwards certificate for signature by the Mayor	None		Accounting Staff
	Brings Certificate of Disbursement to the COA for receiving by the Auditor.	None	1 day	Gregorio L. Balangcod
2. Receives the report	Submit Cert of Disbursement to the concern agencies	None	1 day	Accounting Staff
TOTAL			2 days & 70 mins	

93. FRONTLINE SERVICE: ANSWERING QUERIES FOR WALK-IN CLIENTS

OFFICE:	Municipal Accounting Office
CLASSIFICATION:	Simple
TYPE OF TRANSACTION:	G2G - Government to Government G2C - Government to Citizens
WHO MAY AVAIL:	Government Employee/Official Government Agencies/Offices including National Offices Any concerned citizens
CHECKLIST FOR REQUIREMENTS	WHERE TO SECURE
None	None



CLIENT STEPS	AGENCY ACTIONS	FEES	PROCESSING TIME	PERSON RESPONSIBLE
1.Client asks for their concerns	Answers the concern of the client	None	20 minutes	Gregorio L. Balangcod
2.Other clients from other offices or agencies	Gives information on proper documents to support barangay vouchers	None	5 mins	Gregorio L. Balangcod
TOTAL				

94. FRONTLINE SERVICE: : PREPARATION OF COMMUNICATIONS IN RESPONSE TO QUERIES

OFFICE:	Municipal Accounting Office
CLASSIFICATION:	Simple
TYPE OF TRANSACTION:	Government to Government Government to Citizens
WHO MAY AVAIL:	Government Employee/Official Government Agencies/Offices including National Offices
CHECKLIST FOR REQUIREMENTS	
Letter Request	WHERE TO SECURE Requesting Agency

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.CLIENT forward request letter	Answer and prepare request of the client	None	1 day	Gregorio L. Balangcod
2.Receive output from the agency	Submit output made from the request of the agency		1 day	Gregorio L. Balangcod
TOTAL			2 days	



95. FRONTLINE SERVICE: PREPARATION OF FINANCIAL REPORTS

OFFICE:	Municipal Accounting Office
CLASSIFICATION:	Simple
TYPE OF TRANSACTION:	G2G - Government to Government
WHO MAY AVAIL:	Government Employee/Official Government Agencies/Offices including National Offices
CHECKLIST FOR REQUIREMENTS	
Report of Checks Issued Report of Unissued Checks Liquidation Reports Report of Collections and Deposits	WHERE TO SECURE Municipal Treasury

CLIENT STEPS	AGENCY ACTIONS	FEES	PROCESSING TIME	PERSON RESPONSIBLE
	Prepare/encode Journal Entry Vouchers – All Funds	None	30 mins	Gregorio L. Balangcod Lyn B. Kiwas
	Check and approve Journal Entry Vouchers	None		Gregorio L. Balangcod
	Print and sign Journal Entry Vouchers and Financial Statements		1 day	Gregorio L. Balangcod Lyn B. Kiwas
	Separation of Vouchers (COA and Accounting Copy)	None	20 mins	Accounting Staff



1.Client receives the Financial Report	Submits Financial Report	None	1 day	Accounting Staff
TOTAL			2 days and 50 mins	

96. FRONTLINE SERVICES: PREPARATION OF MONTHLY REMITTANCES AND PAYROLL

OFFICE:	Municipal Accounting Office
CLASSIFICATION:	Simple
TYPE OF TRANSACTION:	G2G - Government to Government
WHO MAY AVAIL:	Government Employee/Official
CHECKLIST FOR REQUIREMENTS	
DTR	HRMO
WHERE TO SECURE	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Treasury waits for the payroll and remittances	Prepares payroll of employees	None	1 day	Gregorio L. Balangcod Lyn B. Kiwas
	Prepares Monthly remittance of BIR, GSIS, PAG-IBIG, PHILHEALTH and other deductions	None	1 day	Gregorio L. Balangcod
	Preparation of RPT/SEF share of the Provincial Government	None	1 hr	Lyn B. Kiwas



	Reviews and signs Remittance Report for payment	None	20 mins	Gregorio L. Balangcod
2.Treasury receives payroll and remittances	Forward remittances and payroll to the Treasury	None	20 mins	Accounting Staff
TOTAL			2 days and 100 mins	

97. FRONTLINE SERVICE: PREPARATION OF BARANGAY FINANCIAL REPORT

OFFICE:	Municipal Accounting Office
CLASSIFICATION:	Simple
TYPE OF TRANSACTION:	G2G - Government to Government
WHO MAY AVAIL:	Government Employee/Official
CHECKLIST FOR REQUIREMENTS	
WHERE TO SECURE	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Presents Journal Entry Voucher	Signs as to correctness	None	1 hour	Gregorio L. Balangcod
2.Receives signed Journal Entry Voucher	Forwards signed Journal Entry Voucher	None	10 mins	Accounting Staff
TOTAL			1 hr 10 mins	

98. .FRONTLINE SERVICE: PREPARATION OF BANK RECONCILIATION

OFFICE:	Municipal Accounting Office
CLASSIFICATION:	Simple
TYPE OF TRANSACTION:	G2G - Government to Government
WHO MAY AVAIL:	Government Employee/Official



CHECKLIST FOR REQUIREMENTS		WHERE TO SECURE
Bank Snapshot/Statement Subsidiary Ledgers	Landbank of the Philippines, La Trinidad Branch Accounting Office	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Client waits for the submission of Bank Reconciliation	Prepares Bank Reconciliation for submission	None	2 days	Accounting Staff
	Signs Bank Reconciliation as to correctness Submits signed Bank Reconciliation	None	30 mins	Accounting Staff
2.Receives Bank Reconciliation		None	1 day	Accounting Staff
TOTAL			3 days and 30 mins	



VII.

OFFICE OF THE MUNICIPAL TREASURER

EXTERNAL/INTERNAL SERVICES



99. FRONTLINE SERVICE: COLLECTION OF REAL PROPERTY TAX (RPT)

OFFICE/DIVISION:		Municipal Treasury Office		
CLASSIFICATION:		Simple		
TYPE OF TRANSACTION:		G2C- Government to Citizens G2B- Government to Business		
WHO MAY AVAIL:		All taxpayers with declared Real Properties within the Municipality		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
✓ Previous tax receipt issued/Tax Declaration		Previously issued to the taxpayer during the last payment		
✓ Request Slip		Located at the table in front of the Treasury Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request slip provided in front of the Treasury Office	Receives the request slip and assign transaction number	none	5 minutes	<ul style="list-style-type: none"> ✓ Gina C. Camhit ✓ Joybeth D. Sabino ✓ Lalaine Keith B. Amado ✓ Valerie M. Calibnas ✓ Clirnodly A. Solima ✓ Edralyn H. Mangantulao
2. Proceed and pay the amount due of RPT and wait for the official receipt (windows 3-7)	Verification of last payment of RPT, computation of Real Property Tax due. Receive payment. Issuance of Official Receipt, record payment in the RPT ledger card and electronic database.	Refer to Benguet Revenue Code 2005/Assessment rule/ 1% of the assessed value of real property (Basic & SEF)	10 minutes per tax declaration	<ul style="list-style-type: none"> ✓ Gina C. Camhit ✓ Joybeth D. Sabino ✓ Lalaine Keith B. Amado ✓ Valerie M. Calibnas ✓ Clirnodly A. Solima ✓ Edralyn H. Mangantulao
		TOTAL	15 minutes	



100. FRONTLINE SERVICE: COLLECTION OF BUSINESS TAX

OFFICE/DIVISION:	Municipal Treasury Office			
CLASSIFICATION:	Simple			
TYPE OF TRANSACTION:	G2B- Government to Business			
WHO MAY AVAIL:	All business owners			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit accomplished unified form	Assessment and collection of payment	Refer to the Revised Municipal Revenue Code of Kapangan (Municipal Ordinance No. 123 series of 2017)	15 minutes	<ul style="list-style-type: none"> ✓ Gina C. Camhit ✓ Joybeth D. Sabino ✓ Lalaine Keith B. Amado ✓ Valerie M. Calibnas ✓ Clirnody A. Solima ✓ Edralyn H. Mangantulao
2. Receive the OR & assessed unified form	Release official receipt & assessed unified form & proceed to the next step			<ul style="list-style-type: none"> ✓ Gina C. Camhit ✓ Joybeth D. Sabino ✓ Lalaine Keith B. Amado ✓ Valerie M. Calibnas ✓ Clirnody A. Solima ✓ Edralyn H. Mangantulao
		Total	15 minutes	



101. FRONTLINE SERVICE: COLLECTION OF COMMUNITY TAX CERTIFICATE (CTC) OR CEDULA

OFFICE/DIVISION:		Municipal Treasury Office		
CLASSIFICATION:		Simple		
TYPE OF TRANSACTION:		G2C- Government to Citizens		
WHO MAY AVAIL:		All taxpayers with declared Real Properties within the Municipality		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
✓ Old CTC/ any valid ID		Previously issued		
✓ Request Slip		Located at the table in front of the Treasury Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit accomplished request slip/old ctc	Receives the request slip/old ctc and assign transaction number	None	5 minutes	<ul style="list-style-type: none"> ✓ Gina C. Camhit ✓ Joybeth D. Sabino ✓ Lalaine Keith B. Amado ✓ Valerie M. Calibnas ✓ Clirnody A. Solima ✓ Edralyn H. Mangantulao
2.Pay and receive CTC (windows 3-7)	Tax collector issues the CTC and received the payment	Refer to the Revised Municipal Revenue Code of Kapangan (Municipal Ordinance No. 123 series of 2017)	10 minutes	<ul style="list-style-type: none"> ✓ Gina C. Camhit ✓ Joybeth D. Sabino ✓ Lalaine Keith B. Amado ✓ Valerie M. Calibnas ✓ Clirnody A. Solima ✓ Edralyn H. Mangantulao
		TOTAL	15 minutes	



102. FRONTLINE SERVICE: REGISTRATION AND TRANSFER OF OWNERSHIP AND BRANDING OF LARGE ANIMALS

OFFICE/DIVISION:		Municipal Treasury Office		
CLASSIFICATION:		Simple		
TYPE OF TRANSACTION:		Government to Citizens		
WHO MAY AVAIL:		Owners of Large animals (cattles, carabaos, horses, and other domesticated animals)		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
✓ Private Brand of owner		Municipal Treasury Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to any windows (3-7) and request for the branding of large cattle	Tax collector will prepare the necessary documents and monitor and help in the branding of the large animal.	Refer to the Revised Municipal Revenue Code of Kapangan (Municipal Ordinance No. 123 series of 2017)	30 minutes	<ul style="list-style-type: none"> ✓ Joybeth D. Sabino ✓ Lalaine Keith B. Amado ✓ Valerie M. Calibnas ✓ Clirnody A. Solima ✓ Edralyn H. Mangantulao
2. Proceed to the Municipal Agriculture Office for inspection of the veterinarian	The veterinarian will inspect the large animal and issues the shipping permit			Peter Begawen Jr.
3. Pay the corresponding fee	Tax collector to issue the certificate and record of ownership of large cattle, receive the payment and issue official receipt		5 minutes	<ul style="list-style-type: none"> ✓ Joybeth D. Sabino ✓ Lalaine Keith B. Amado ✓ Valerie M. Calibnas ✓ Clirnody A. Solima ✓ Edralyn H. Mangantulao
		TOTAL	35 minutes	



103. FRONTLINE SERVICE : COLLECTION OF REGULATORY FEES AND CHARGES

OFFICE/DIVISION:		Municipal Treasury Office		
CLASSIFICATION:		Simple		
TYPE OF TRANSACTION:		G2G-Government to Government G2C-Government to Citizens G2B-Government to Business		
WHO MAY AVAIL:		General Public		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
✓ Request form/slip		From the office where the service was requested		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to any window 3 to 7 for query or present the request slip if any.	Receives the request form/slip, and issues the official receipt and receive the payment	Refer to the Revised Municipal Revenue Code of Kapangan (Municipal Ordinance No. 123 series of 2017)	5 minutes	<ul style="list-style-type: none"> ✓ Gina C. Camhit ✓ Joybeth D. Sabino ✓ Lalaine Keith B. Amado ✓ Valerie M. Calibnas ✓ Clirnody A. Solima ✓ Edralyn H. Mangantulao
		TOTAL	5 minutes	

104. FRONTLINE SERVICE: CLOSURE OR RETIREMENT OF BUSINESS PERMIT

OFFICE/DIVISION:		Municipal Treasury Office	
CLASSIFICATION:		Simple	
TYPE OF TRANSACTION:		Government to Business	
WHO MAY AVAIL:		Any requesting business owners and operators within the municipality.	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
✓ Barangay- Certification of business closure		Barangay Office Business Owner	



✓ Latest business permit issued and business plate number issued ✓ Certificate of Business closure		MO-BPLO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all documents	➤ Accepts, assess & record business closure	Refer to the Revised Municipal Revenue Code of Kapangan (Municipal Ordinance No. 123 series of 2017)	10 minutes	Gina C. Camhit
2. Pay the assessed fess	Release official receipt and documents		5 minutes	✓ Gina C. Camhit ✓ Joybeth D. Sabino ✓ Lalaine Keith B. Amado ✓ Valerie M. Calibnas ✓ Clirnody A. Solima ✓ Edralyn H. Mangantulao
		TOTAL	15 minutes	

105. FRONTLINE SERVICE: PAYMENT OF DISBURSEMENT VOUCHER

OFFICE/DIVISION:	Municipal Treasury Office
CLASSIFICATION:	Simple
TYPE OF TRANSACTION:	G2G-Government to Government G2C-Government to Citizen G2B-Government to Business
WHO MAY AVAIL:	
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Disbursement Voucher with complete supporting documents	Accounting Office



CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit disbursement voucher duly signed by the Municipal Accountant (Box A)	Sign Box B as to the availability of funds of the disbursement voucher		5 minutes	Michael B. Buya
	Forward to the Local Chief Executive			
	<ul style="list-style-type: none"> ✓ Approved disbursement voucher/s duly signed by the Municipal Accountant (Box A), Municipal Treasurer (Box B), and Municipal Mayor (Box C) ✓ Preparation of checks ✓ Record checks to the check book, check register and cash book ✓ Forward disbursement voucher with check 		10 minutes	Michael B. Buya
	<ul style="list-style-type: none"> ✓ Forward to the Municipal Mayor for signing of check 			Michael B. Buya
	<ul style="list-style-type: none"> ✓ Forward to the Municipal Accountant for the 			Michael B. Buya



	preparation of Accountant's Advice			
2. Forward the disbursement vouchers together with the check duly signed by the Local Chief Executive	✓ Receive and sign the check			Michael B. Buya
3. Client receives checks	✓ Release of check to clients		10 minutes	✓ Clients
TOTAL			25 minutes	

106. FRONTLINE SERVICE : PAYMENT OF SALARIES AND WAGES

OFFICE/DIVISION:	Municipal Treasury Office			
CLASSIFICATION:	Simple			
TYPE OF TRANSACTION:	G2G-Government to Government			
WHO MAY AVAIL:	Municipal Officials and Employees; Casual; Contract of Service and Job Order Employees			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
Payroll Disbursement Voucher	Accounting Office			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit payroll	<ul style="list-style-type: none"> ✓ Preparation of check to duly signed and complete disbursement voucher ✓ Record payroll in the cash book ✓ Preparation of pay slip 		2 days	Michael B. Buya



	✓ Check encashment at Land Bank			
2. Receive salary	✓ Client sign the payroll and give the salary		5 minutes	Michael B. Buya
TOTAL			2 days & 5 minutes	

107. FRONTLINE SERVICE: PAYMENT OF PETTY CASH VOUCHERS

OFFICE/DIVISION:	Municipal Treasury Office			
CLASSIFICATION:	Simple			
TYPE OF TRANSACTION:	G2G-Government to Government G2C-Government to Citizen			
WHO MAY AVAIL:	Municipal Officials and Employees; Casual; Contract of Service and Job Order Employees			
CHECKLIST OF REQUIREMENTS Petty Cash Voucher for TEV (15k & below) Petty Cash Voucher for less than 1,000 claims	WHERE TO SECURE Payee			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Petty Cash Vouchers for payment	✓ Record petty cash voucher at the cash book		5 minutes	Michael B. Buya
2. Receive cash	✓ Payment of claims		5 minutes	Michael B. Buya
TOTAL			10 minutes	



108. FRONTLINE SERVICE: PREPARATION AND SUBMISSION OF REPORT OF CHECKS ISSUED AND REPORT OF COLLECTION AND DEPOSITS

OFFICE/DIVISION:	Municipal Treasury Office			
CLASSIFICATION:	Complex			
TYPE OF TRANSACTION:	G2G-Government to Government			
WHO MAY AVAIL:	Accounting Office			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
Report of checks issued Report of collection & deposits Disbursement vouchers	Treasury Office			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	✓ Compile & sort disbursement vouchers and reports of collection & deposit according to fund		4 days	Michael B. Buya Joybeth D. Sabino
1. Receives RCI & RCD	✓ Submit report of checks issued, report of collection and deposit with attachments to the accounting office		1 day	Michael B. Buya
TOTAL			5 days	



109. FRONTLINE SERVICE: PREPARATION AND SUBMISSION OF REPORT OF DEPOSIT AND COLLECTION OF THE COLLECTORS TO THE MUNICIPAL TREASURER

OFFICE/DIVISION:	Municipal Treasury Office			
CLASSIFICATION:	Simple			
TYPE OF TRANSACTION:	G2G-Government to Government			
WHO MAY AVAIL:	Treasury Office			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
Report of collection & deposits Official Receipt & cash collection	Treasury Office			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Report of Collection & Deposit w/ cash collection & complete attachment	✓ Receives & verify the correctness & completeness of the report		15 mins.	Michael B. Buya
	✓ Record RCD in the cash book		10 minutes	Michael B. Buya
TOTAL			25 minutes	



VIII.

OFFICE OF THE MUNICIPAL ASSESSOR

EXTERNAL/INTERNAL SERVICES



110. FRONTLINE SERVICE: ISSUANCE OF CERTIFIED TRUE COPIES OF TAX DECLARATION WITH OWNER'S COPY OR TDRP NUMBER

Section/ unit:	Municipal Assessor's Office
CLASSIFICATION:	Simple
TYPE OF TRANSACTION:	G2C-Government to Client G2G- Government to Government
WHO MAY AVAIL:	Owner of Real Property within the jurisdiction of the Municipality of Kapangan or Representative duly authorize by competent authorities.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request Slip	Municipal Assessor's Office
2. Latest Tax Declaration (Owner's Copy)	Owner or client

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit filled out request slip and latest copy of Tax Declaration	1.1 Receives Request and latest copy of Tax declaration 1.2 Prepare order of payment	None	4 minutes	Melanio B. Buya Jovelyn B. Acwadey Alistair A. Camhit



2	Present Official Receipt after payment of required fees at the Municipal Treasury Office	2.1 Retrieves TDRP copy/ies 2.2 Enter OR number in the system 2.3 Print copy/ies of TDRP and verify	Certification Fee: Php 65.00 per copy	10 minutes	Melanio B. Buya Jovelyn B. Acwadey Alistair A. Camhit
		Reviews and signs the document	None	5 minutes	Melanio B. Buya
3	CLAIM Certified True copy of TDRPs	Release copy to client	None	1 minute	Melanio B. Buya Jovelyn B. Acwadey Alistair A. Camhit
TOTAL:			Php 65.00/ copy	20 minutes	

111. FRONTLINE SERVICE: ISSUANCE OF CERTIFIED TRUE COPIES OF TAX DECLARATIONS WITHOUT OWNER'S COPY OR TDRP NUMBER

SECTION/ UNIT:	Municipal Assessor's Office
CLASSIFICATION:	Simple
TYPE OF TRANSACTION:	G2C-Government to Client G2G- Government to Government
WHO MAY AVAIL:	Owner of Real Properties within the jurisdiction of the Municipality of Kapangan or Representative duly authorize by competent authorities



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request Slip	Municipal Assessor's Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Request slip	1.1 Receives request slip 1.2 Search TDRP number 1.3 Retrieve copy of TDRP 1.4 Issue order of payment	Verification Fee: Php 65.00	20 minutes	Melanio B. Buya Jovelyn B. Acwadey Alistair A. Camhit
2. Present Official Receipt after payment of required fees	2.1 Enter OR number in the system 2.2 Print copy of TDRPs and verify	Certification Fee: Php 65.00 per copy	10 minutes	Melanio B. Buya Jovelyn B. Acwadey Alistair A. Camhit
	Reviews and signs the document	None	4 minutes	Melanio B. Buya
3. CLAIM Certified True copy of TDRPs	Release copy of client	None	1 minute	Melanio B. Buya Jovelyn B. Acwadey Alistair A. Camhit
TOTAL:		Php 130.00/ copy	35 minutes	



112. FRONTLINE SERVICE: ISSUANCE OF CERTIFICATE OF PROPERTY LAND HOLDINGS, NON-IMPROVEMENT AND OTHER CERTIFICATIONS

SECTION/ UNIT:	Municipal Assessor's Office
CLASSIFICATION:	Simple
TYPE OF TRANSACTION:	G2C-Government to Client G2G- Government to Government
WHO MAY AVAIL:	Owner of Real Property within the jurisdiction of the Municipality of Kapangan or Representative duly authorize by competent authorities

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request Slip	Municipal Assessor's Office
2. Latest Tax Declaration (Owner's Copy)	Owner or client

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Request slip along with the latest copy of Tax Declaration	1.1 Receives request slip 1.2 Retrieve s file copy of TDRPs 1.3 Issue order of payment and process documents	Certification Fee: Php 65.00 per copy plus 10.00 per RPU (for non-improvement and property holdings certifications) Verification Fee: Php 65.00	30 minutes	Melanio B. Buya Jovelyn B. Acwadey Alistair A. Camhit
	Reviews and signs the document	None	5 minutes	Melanio B. Buya



2	CLAIM copy after payment of required fees at the Municipal Treasury Office	Release documents to client		1 minute	Melanio B. Buya Jovelyn B. Acwadey Alistair A. Camhit
TOTAL:			Php 130.00/ copy	36 minutes	

113. FRONTLINE SERVICE: ISSUANCE OF LOCATION AND VICINITY MAP

SECTION/ UNIT:	Municipal Assessor's Office
CLASSIFICATION:	Simple
TYPE OF TRANSACTION:	G2C-Government to Client G2G- Government to Government
WHO MAY AVAIL:	Owner of Real Properties within the jurisdiction of the Municipality of Kapangan or anybody duly authorize by competent authorities

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request Slip	Municipal Assessor's Office
2. Latest Tax Declaration (Owner's Copy)	Owner or client
3. One photocopy of Land Title	Owner or client

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Submit request slip and latest	2.1 Receives request slip and	Issuance of Locational Map: Php	34 minutes	Melanio B. Buya Alistair A. Camhit



	owner's copy of TDRP or photocopy of Land Title	supporting documents 2.2 Search property location in tax map 2.3 Issue order of payment 2.3 Prepare sketch map or vicinity map	130.00 per copy		
		Reviews and signs the document	None	5 minutes	Melanio B. Buya
2	CLAIM copy after payment of required fees	Release document	None	1 minute	Melanio B. Buya Jovelyn B. Acwadey Alistair A. Camhit
TOTAL:			Php 130.00/ copy	40 minutes	

114. FRONTLINE SERVICE: CORRECTION/ RE-ASSESSMENT/ VALUATION OF PROPERTY

SECTION/ UNIT:	Municipal Assessor's Office
CLASSIFICATION:	Technical
TYPE OF TRANSACTION:	G2C-Government to Client G2G- Government to Government
WHO MAY AVAIL:	Owner of Real Properties within the jurisdiction of the Municipality of Kapangan or Representative duly authorize by competent authorities



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request Slip	Municipal Assessor's Office
2. Letter Request of the claimant	Declarant or owner
3. Latest Tax Declaration (Owner's Copy)	Owner or client
4. Certificate of Non-Tax Delinquency	Municipal Treasurer's Office
5. Barangay Certification or duly subscribed statement of conformity of the new or current boundary owners (required for revision of Tax declaration as per survey plan with the same area or decrease in area but with change in one or more boundaries)	Barangay LGU or Notary Public
6. Duly subscribed Affidavit of the Owner that his/her existing Tax Declaration refers to the submitted survey plan, if no previous survey plan submitted or change of at least one boundary owner	Barangay LGU Notary Public
7. Other necessary affidavit and supporting documents (i.e.; Affidavit of Cancellation, Birth Certificate, etc.)	<i>For referral depending on the document being required</i>
8. Valid ID of the declarant	Owner
9. If representative/ agency: Authorization Letter and Valid ID	Declarant Authorized Representative

CLIENT STEPS		AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.	Submit Request Slip along with the requirements	2.1 Receives supporting documents, 2.2 Verify request (cancellation, revision, correction) 2.2 Retrieves file copy/ies of TDRP	None	30 minutes	Melanio B. Buya Jovelyn B. Acwadey Alistair A. Camhit



		2.3 Issue order of payment and start processing			
2.	Present Official Receipt after payment of required fees	3.1 Receives Official receipt and advise client to wait for a call or text upon the approval of TDRPs	Revision Fee: Php 130.00 Cancellation Fee: Php 130.00 Ocular Inspection Fee: Php 130.00 Verification Fee: Php 65.00 Non-Tax Delinquency Fee: Php 50.00	1 hour	Melanio B. Buya Jovelyn B. Acwadey Alistair A. Camhit
		3.2 Encode in the AutoCAD, 3.3 Update TMCR, 3.4 Encode in the system, 3.5 Print TDRPs and FAAS			Melanio B. Buya Jovelyn B. Acwadey
		3.6 Release FAAS to Tax mapper for sketch map 3.7 Prepare Verification report and transmittal 3.8 Reviews and signs prepared documents		9 minutes	Melanio B. Buya
		3.9 Submit / Endorse to PASSO for		9 days	Melanio B. Buya Jovelyn B. Acwadey Alistair A. Camhit



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		appropriate action 3.10 After 7 days, get update from PASSO for action or approval			
		3.11 Receives approved TDRPs/NCAs			
		3.10 Update RPTA System and Assessment records; 3.11 Release MTO copy of TDRP's 3.12 Contact /Inform client		30 minutes	Melanio B. Buya Jovelyn B. Acwadey
3.	CLAIM copy	Release OWNER'S COPY		1 minute	Melanio B. Buya Jovelyn B. Acwadey Alistair A. Camhit
TOTAL:			Php 195.00/ RPU	9 days, 2 hours,30 minutes	



115. FRONTLINE SERVICE: APPRAISAL AND ASSESSMENT OF LAND DECLARED FOR THE FIRST TIME

SECTION/ UNIT:	Municipal Assessor's Office
CLASSIFICATION:	Technical
TYPE OF TRANSACTION:	G2C-Government to Client G2G- Government to Government
WHO MAY AVAIL:	Owner of Real Property within the jurisdiction of the Municipality of Kapangan or Representative duly authorize by competent authorities

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request Slip	Municipal Assessor's Office
2. CEDULA	Municipal Treasurer's Office
A. TITLED PROPERTIES	
1. Electronic/ Certified copy of Land Title	Registry of Deeds-Capitol, LTB
2. Sworn Statement by the Declarant declaring the Market Value of the Real Property	Municipal Assessor's Office
3. Approved Survey Plan	Owner or client
B. WITH ORDER OF APPROVAL FOR ISSUANCE OF FREE PATENT	
1. Certified copy of the Order of Approval	PENRO-ATOK, BENGUET
2. Original copy of CENRO Certificate	CENRO-WANGAL, LA TRINIDAD
3. Approved Survey Plan/ Form V-37	PENRO-ATOK, BENGUET
4. Sworn Statement by the Declarant	Municipal Assessor's Office
5. Barangay Resolution endorsing or interposing no objection to the application	BLGU
C. UNTITLED LAND WITHIN ALIENABLE AND/OR DISPOSABLE ZONE	
1. Survey Plan with DENR certification that it is located within Alienable and/or Disposable zone	License Geodetic Engineer DENR
2. Certification from Barangay Captain that the declarant is the present possessor and occupant of the land	BLGU



3. Certification of the Adjoining Owners duly sworn to the Barangay Captain or the Municipal Mayor or Notary Public	BLGU/MLGU/NOTARY PUBLIC
4. Duly subscribed Affidavit of Two Dis-interested Person	BLGU/ LAWYER
5. Duly subscribed affidavit of the applicant that he is in long, continuous and notorious possession of the property	Owner or Client Lawyer
6. Sworn Statement by the Declarant declaring the Market Value of the Real Property	Municipal Assessor's Office
7. Barangay Resolution endorsing or interposing no objection to the application	BLGU
8. Certification that it is outside A Road-Right of way from concerned engineering office/agency if bounded by a public road	National Road- DPWH Provincial Road- Provincial Engineering Office Municipal Road- Municipal Engineer

CLIENT STEPS		AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.	Submit request slip and supporting documents	1.1 Receives request slip and supporting documents, 1.2 Verify in CAD map and Tax map 1.3 Research for possible TDRPs previously issued 1.4 Prepare Sworn Statement 1.5 Issue order of	NEW ARP Fee: 1 sqm- 2,500 sqm = Php 350.00/lot 2,501 sqm- 5,000 sqm = Php 550.00/lot 5,001 sqm- 10,000 sqm= Php 800.00/lot 10,001 sqm- 25,000 sqm= Php 1,000.00/lot	45 minutes	Melanio B. Buya Jovelyn B. Acwadey Alistair A. Camhit



		payment and start processing	Above 25,000 sqm= Php		
2.	Present receipt after payment of required fees at MTO	2.1 Receives Official receipt and advise client to wait for a call or text upon the approval of TDRPs 2.2 Encode in the AutoCAD, 2.3 Update TMCR, assign PIN 2.4 Encode in the system, 2.5 Print TDRPs and FAAS 2.6 Release FAAS to Tax mapper for sketch map 2.7 Prepare transmittal	1,500.00/lot Verification Fee: Php 65.00 Subscription Fee: Php 130.00 None	1 hour	Melanio B. Buya Jovelyn B. Acwadey Alistair A. Camhit
		2.7 Reviews and signs documents	None	10 minutes	Melanio B. Buya
		3.1 Submit / Endorse to PASSO for appropriate action 3.2 Within 7 days get updates from PASSO	None	9 days	Melanio B. Buya Jovelyn B. Acwadey Alistair A. Camhit



		for action/ approval of TDRPs 3.3 Received approved TDRPs			
		3.3 Update RPTA System and Assessment records; 3.4 Release MTO copy of TDRP's 3.5 Contact/ Inform client		30 minutes	Melanio B. Buya Jovelyn B. Acwadey
3.	CLAIM	Release OWNER'S COPY	None	5 minutes	Melanio B. Buya Jovelyn B. Acwadey Alistair A. Camhit
TOTAL:			Minimum of Php 545.00/ RPU; maximum of Php 1,695.00/ RPU	9 days, 2 hours, 30 minutes	

116. FRONTLINE SERVICE: TRANSFER OF OWNERSHIP/ DECLARANT OF REAL PROPERTIES

SECTION/ UNIT:	Municipal Assessor's Office
CLASSIFICATION:	Technical
TYPE OF TRANSACTION:	G2C-Government to Client G2G- Government to Government



WHO MAY AVAIL:	The person who owns Real Properties within the jurisdiction of the Municipality of Kapangan or anybody duly authorize by competent authorities
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CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
A. TITLED PROPERTIES	
1. Request Slip	Municipal Assessor's Office
2. Electronic copy or photocopy of Land Title	Registry of Deeds-Capitol, LTB
3. Electronic copy or original copy of the registered Deed of Conveyance bearing the stamp of the Registry of Deeds	Owner or declarant
4. Certificate of Tax Payment issued by the Municipal Treasurer	Municipal Treasury Office
5. Subdivision Plan, if subdivided	Geodetic Engineer
B. UNTITLED PROPERTIES BUT WITH REGISTERED DOCUMENTS	
1. Request Slip	Municipal Assessor's Office
2. Copy of the Registered Deed of Conveyance bearing the stamp of the Registry of Deeds	Registry of Deeds
3. Certificate of Non -Tax Delinquency	Municipal Treasury Office
4. Survey Plan or Subdivision Plan if portion	License Geodetic Engineer
C. UNTITLED PROPERTIES BUT WITH UNREGISTERED DOCUMENTS	
1. Request Slip	Municipal Assessor's Office
2. Original copy of the Transfer document	Notary public
3. Original copy of the Special Power of Attorney (SPA), if signed in behalf of the claimant	Notary public
4. Original and photocopy of BIR CAR (Certificate Authorizing Registration)	BIR, Km4, La Trinidad, Benguet
5. Original and photocopy of payment of Transfer Tax	Provincial Treasury Office
6. Original and photocopy of payment of current Non-Tax Delinquency Clearance	Municipal Treasury Office



7. Original copy of DAR Certification if agricultural land	DAR Office
8. Survey Plan or Subdivision Plan, if portion	Geodetic Engineer
9. NCIP Certification, if signed by a "thumbmark" by a member of the Cultural minorities, or a certification from the notary public that the "thumbmark" was due to physical in-ability/ sickness only	NCIP Notary Public
10. Resolution authorizing signatory, if both or either party are/is a juridical person	Owner
11. Original copy of Affidavit of publication, in case of EJS. A three consecutive weeks' newspaper clippings	Publishing Newspaper

CLIENT STEPS		AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.	Submit request slip and supporting documents	1.1 Receives request slip and supporting documents, 1.2 Issue order of payment and start processing	None	15 minutes	Melanio B. Buya Jovelyn B. Acwadey Alistair A. Camhit



2.	Present receipt after payment of required fees at MTO	<p>2.1 Receives Official receipt and advise client to wait for a call or text upon the approval of TDRPs</p> <p>2.2 Retrieves previous Tax declaration</p> <p>2.3 Update in the AutoCAD,</p> <p>2.4 Update TMCR, assigns PIN</p> <p>2.5 Encode in the system,</p> <p>2.6 Print TDRPs and FAAS</p> <p>2.7 Release FAAS to Tax mapper for sketch map</p> <p>2.8 Prepare transmittal</p>	Transfer Fee: Php 130.00 per RPU	1 hour	Melanio B. Buya Jovelyn B. Acwadey Alistair A. Camhit
		2.9 Reviews and signs documents	None	10 minutes	Melanio B. Buya



		2.10 Submit / Endorse to PASSO for appropriate action 2.11 Within 7 days get updates from PASSO 2.12 Receives approved TDRPs	None	9 days	Melanio B. Buya Jovelyn B. Acwadey Alistair A. Camhit
		2.13 Update RPTA System and Assessment records; 2.14 Release MTO copy of TDRP's 2.15 Contact/ Inform client		34 minutes	Melanio B. Buya Jovelyn B. Acwadey
3.	CLAIM	Release OWNER'S COPY	None	1 minute	Melanio B. Buya Jovelyn B. Acwadey Alistair A. Camhit
TOTAL:			Php 130.00/ RPU	9 days, 2 hours	

117. FRONTLINE SERVICE: APPRAISAL AND ASSESSMENT OF NEW BUILDINGS AND MACHINERIES

SECTION/ UNIT:	Municipal Assessor's Office
CLASSIFICATION:	Technical
TYPE OF TRANSACTION:	G2C-Government to Client G2G- Government to Government



WHO MAY AVAIL:	Owner of Real Properties within the jurisdiction of the Municipality of Kapangan or Representative duly authorize by competent authorities
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CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
A. BUILDINGS	
1. Request Slip	Municipal Assessor's Office
2. Photocopy of Building Permit	Municipal Engineering Office
3. Certificate of Occupancy Permit	Municipal Engineering Office
4. Sworn Statement by the Declarant declaring the Market Value of the Real Property	Municipal Assessor's Office
5. Consent of Lot Owner if building is erected on the lot owned by another person	Owner
6. CEDULA	Municipal Treasury Office
7. Building Plan	Owner
B. ON MACHINERIES	
1. Sworn Statement	Lawyer/ Municipal Assessor's Office

CLIENT STEPS		AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.	Submit request slip and supporting documents	1.1 Receives request slip and supporting documents, 1.2 Prepare Sworn Statement 1.3 Issue order of payment and start processing	Subscription Fee: Php 130.00 None	34 minutes	Melanio B. Buya Jovelyn B. Acwadey Alistair A. Camhit



2.	Present receipt after payment of required fees at MTO	2.1 Receives Official receipt and advise client to wait for a call or text upon the approval of TDRPs		1 hour	Melanio B. Buya Jovelyn B. Acwadey Alistair A. Camhit
		2.2 Encode in the system, 2.3 Print TDRPs and FAAS 2.4 Release FAAS to Tax mapper for sketch map 2.5 Prepare verification report 2.6 Prepare transmittal			
		2.7 Reviews and signs documents		None	
		2.8 Submit / Endorse to PASSO for appropriate action 2.9 Receives approved TDRPs	None	9 days	Melanio B. Buya Jovelyn B. Acwadey Alistair A. Camhit
		2.10 Update RPTA System and Assessment records;		30 minutes	



LGU Kapangan Citizen's Charter

		2.11 Release MTO copy of TDRP's 2.12 Contact / Inform clients			
3.	CLAIM	Release OWNER'S COPY	None	1 minute	Melanio B. Buya Jovelyn B. Acwadey Alistair A. Camhit
TOTAL:			Php 130.00/ RPU	9 days, 2 hours, 15 minutes	

Note: Owner/Declarant may opt to hand carry documents for PASSO approval



IX.

OFFICE OF THE MUNICIPAL ENGINEER

EXTERNAL/INTERNAL SERVICES



118. FRONTLINE SERVICE : ISSUANCE OF BUILDING PERMIT

OFFICE	Engineering Office			
CLASSIFICATION	Complex			
TYPE OF TRANSACTION	G2C – Government to Citizens G2G – Government to Government G2B – Government to Business			
WHO MAY AVAIL	Any person, firm, corporation or agency planning to construct, alter, repair or demolish public or private buildings or structures.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<p>a. Four (4) copies of Unified Application Forms for Building Permit</p> <p>b. Original Certificate of Title (OCT)/ Transfer Certificate of Title (TCT), or Deed of Absolute Sale (if lessee, Contract of Lease)</p> <p>c. Four (4) sets of survey plans, Design Plans and other documents as follows:</p> <p style="padding-left: 20px;">c.1 Architectural documents</p> <p style="padding-left: 20px;">c.2 Civil/Structural documents</p> <p style="padding-left: 20px;">c.3 Electrical documents</p> <p style="padding-left: 20px;">c.4 Sanitary & Plumbing documents</p> <p>d. Three (3) photocopies of Valid Licenses (PRC I.D.) of all involved professionals</p> <p>e. Notarized Estimate of Building/ Structure as declared by the owner</p> <p>f. Construction Safety & Health Program</p> <p>g. Affidavit of Undertaking</p> <p>h. Locational Clearance</p> <p>i. Fire Safety Evaluation Clearance (FSEC)</p>		<p>a. Municipal Engineering Office/ Office of the Building Official</p> <p>b. Applicant/Owner or Register of Deeds</p> <p>c. Private practicing involved professionals</p> <p>d. Private practicing involved professionals</p> <p>e. Professional In-charge of construction</p> <p>f. Prof. In-charge of construction</p> <p>g. Owner/applicant</p> <p>h. Zoning Officer-MPDO</p> <p>i. Bureau of Fire Protection (BFP)</p>		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
STEP 1: Submits complete requirements	Evaluate, review and process application, conducts site inspection/ verification. Sign & Seal documents.	none	4 days and 10 mins	George Camhit
STEP 2: Receipt	Compute and Issue Order of Payment	none	20 mins	



of Order of Payment				George Camhit
STEP 3: Payment of Fees & Charges	Accepts payment and issues Official Receipt	as computed		Treasury
STEP 4: Claims the Building Permit	Issues the approved Building Permit	none	10 mins	George Camhit
TOTAL TIME			4 days & 40 mins.	

119. FRONTLINE SERVICE: ISSUANCE OF OCCUPANCY PERMIT

OFFICE	Engineering Office	
CLASSIFICATION	Simple	
TYPE OF TRANSACTION	G2C – Government to Citizens G2G – Government to Government G2B – Government to Business	
WHO MAY AVAIL	Any person, firm, corporation or agency planning to occupy any building/structure. Occupancy permit is also issued if there is any change in the existing use or occupancy classification of a building.	
	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	<ul style="list-style-type: none"> a. Unified Application Form for Certificate of Occupancy b. Three (3) copies of duly Notarized Certificate of Completion, signed by owner and signed & sealed by the licensed Architect or Civil Engineer In-Charge of construction c. Captioned Photograph of the Completed Building or Structure d. Construction Logbook, signed and sealed by the Professional who undertook full-time supervision e. As-Built Plans (if needed) f. Yellow Card 	<ul style="list-style-type: none"> a. Office of the Building Official/ Municipal Engineering Office b. Office of the Building Official/ Municipal Engineering Office c. Owner or Professional In-Charge of Construction d. Professional In-Charge of Construction e. Professional In-Charge f. Electrical Service Provider



PROCESSES /STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
STEP 1: Submit Application Form and other Documentary Requirements	Evaluate submitted documents and conducts site inspection of the completed building	none	2 days	George Camhit, BFP Personnel
STEP 2: Receives Order of Payment	Assess Fees and Charges and issues Order of Payment	none	20 mins	George Camhit
STEP 3: Pays the Fees and Charges		As computed		Treasury
STEP 4: Receives Occupancy Permit	Issues Occupancy Permit	none	10 mins	George Camhit
Total Time			2 days and 30 mins.	

120. FRONTLINE SERVICE : PREPARATION OF PLANS, ESTIMATES, PROGRAMS OF WORK, WORK SCHEDULE & S-CURVE FOR SMALL HORIZONTAL PROJECTS

OFFICE	Engineering Office			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2G – Government to Government G2B – Government to Business			
WHO MAY AVAIL	Internal Function			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
LIST OF PROPOSED PROJECTS FOR IMPLEMENTATION	Municipal Planning & Development Office			
STEPS	OFFICE ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
STEP 1 : Schedule the site inspection of proposed projects	Actual site validation, inspection, survey, measurements on the proposed projects	none	1 day	G. Camhit R. Carbonell H. Tampulay E. Begawen E. Dayso



STEP 2 : Preparation of design plans and specifications	Architectural plans, Civil/Structural plans are prepared including specifications	none	1 day	R. Carbonell H. Tampulay E. Begawen E. Dayso
STEP 3: Preparation of bill of quantities/ quantity take-off and time spot schedule	Computation of areas, volumes, weights, no. of pcs., hauling trips, etc.	none	0.25 day	R. Carbonell H. Tampulay E. Begawen E. Dayso
STEP 4: Determination of the Approved Budget for the Contract (ABC)	Computation of Unit Costs thru the preparation of detailed estimates and programs of work	none	0.50 day	R. Carbonell H. Tampulay E. Begawen E. Dayso
STEP 5: Determination of number of calendar days to complete the project	Preparation of construction schedule and S-Curve including financial schedule	none	0.25 day	R. Carbonell H. Tampulay E. Begawen E. Dayso
TOTAL			3 days	

121. FRONTLINE SERVICE : PREPARATION OF PLANS, ESTIMATES, PROGRAMS OF WORK, WORK SCHEDULE & S-CURVE FOR SMALL VERTICAL PROJECTS AND MEDIUM HORIZONTAL PROJECTS

OFFICE		Engineering Office		
CLASSIFICATION		Complex		
TYPE OF TRANSACTION		G2G – Government to Government G2B – Government to Business		
WHO MAY AVAIL		Internal Function		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
List of Proposed Projects for Implementation		Municipal Planning & Development Office		
STEPS	OFFICE ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



STEP 1 : Schedule the site inspection of proposed projects	Actual site validation, inspection, survey, measurements on the proposed projects	none	1 day	G. Camhit R. Carbonell H. Tampulay E. Begawen E. Dayso
STEP 2 : Preparation of design plans and specifications	Architectural plans, Civil/Structural plans are prepared including specifications	none	3 days	R. Carbonell H. Tampulay E. Begawen E. Dayso
STEP 3: Preparation of bill of quantities/ quantity take-off and time spot schedule	Computation of areas, volumes, weights, no. of pcs., hauling trips, etc.	none	0.50 day	R. Carbonell H. Tampulay E. Begawen E. Dayso
STEP 4: Determination of the Approved Budget for the Contract (ABC)	Computation of Unit Costs thru the preparation of detailed estimates and programs of work	none	1 day	R. Carbonell H. Tampulay E. Begawen E. Dayso
STEP 5: Determination of number of calendar days to complete the project	Preparation of construction schedule and S-Curve including financial schedule	none	0.50 day	R. Carbonell H. Tampulay E. Begawen E. Dayso
TOTAL			6 days	

122. FRONTLINE SERVICE : PREPARATION OF PLANS, ESTIMATES, PROGRAMS OF WORK, WORK SCHEDULE & S-CURVE FOR MEDIUM VERTICAL PROJECTS AND LARGE HORIZONTAL PROJECTS

OFFICE	Engineering Office
CLASSIFICATION	Technical
TYPE OF TRANSACTION	G2G – Government to Government G2B – Government to Business
WHO MAY AVAIL	Internal Function
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE



List of Proposed Projects for Implementation		Municipal Planning & Development Office		
STEPS	OFFICE ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
STEP 1 : Schedule the site inspection of proposed projects	Actual site validation, inspection, survey, measurements on the proposed projects	none	1 day	G. Camhit R. Carbonell H. Tampulay E. Begawen E. Dayso
STEP 2 : Preparation of design plans and specifications	Architectural plans, Civil/Structural plans are prepared including specifications	none	5 day	R. Carbonell H. Tampulay E. Begawen E. Dayso
STEP 3: Preparation of bill of quantities/ quantity take-off and time spot schedule	Computation of areas, volumes, weights, no. of pcs., hauling trips, etc.	none	1 day	R. Carbonell H. Tampulay E. Begawen E. Dayso
STEP 4: Determination of the Approved Budget for the Contract (ABC)	Computation of Unit Costs thru the preparation of detailed estimates and programs of work	none	2 day	R. Carbonell H. Tampulay E. Begawen E. Dayso
STEP 5: Determination of number of calendar days to complete the project	Preparation of construction schedule and S-Curve including financial schedule	none	1 day	R. Carbonell H. Tampulay E. Begawen E. Dayso
TOTAL			10 days	

123. FRONTLINE SERVICE : PREPARATION OF PLANS, ESTIMATES, PROGRAMS OF WORK, WORK SCHEDULE & S-CURVE FOR LARGE PROJECTS

OFFICE	Engineering Office
CLASSIFICATION	Highly Technical
TYPE OF TRANSACTION	G2G – Government to Government G2B – Government to Business



WHO MAY AVAIL		Internal Function		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
List of Proposed Projects for Implementation		Municipal Planning & Development Office		
STEPS	OFFICE ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
STEP 1 : Schedule the site inspection of proposed projects	Actual site validation, inspection, survey, measurements on the proposed projects	none	2 days	G. Camhit R. Carbonell H. Tampulay E. Begawen E. Dayso
STEP 2 : Preparation of design plans and specifications	Architectural plans, Civil/Structural plans are prepared including specifications	none	10 days	R. Carbonell H. Tampulay E. Begawen E. Dayso
STEP 3: Preparation of bill of quantities/ quantity take-off and time spot schedule	Computation of areas, volumes, weights, no. of pcs., hauling trips, etc.	none	1 day	R. Carbonell H. Tampulay E. Begawen E. Dayso
STEP 4: Determination of the Approved Budget for the Contract (ABC)	Computation of Unit Costs thru the preparation of detailed estimates and programs of work	none	2 days	R. Carbonell H. Tampulay E. Begawen E. Dayso
STEP 5: Determination of number of calendar days to complete the project	Preparation of construction schedule and S-Curve including financial schedule	none	1 day	R. Carbonell H. Tampulay E. Begawen E. Dayso
TOTAL			16 days	



X.

OFFICE OF THE MUNICIPAL AGRICULTURIST

EXTERNAL/INTERNAL SERVICES



124. FRONTLINE SERVICE: ISSUANCE OF CERTIFICATION -FARMER'S CERTIFICATION

OFFICE:	Municipal Agriculture Office
CLASSIFICATION:	Simple
TYPE OF TRANSACTIONS:	G2G- Government to Citizens
WHO MAY AVAIL:	1. Farmers and fisher folks

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Official Receipt	1. Municipal Treasury Office
2. CTC	2. Municipal/Barangay Treasury Office
3. Government Issued Valid I.D	3. Concerned Gov't

CLIENT STEPS	OFFICE ACTIONS	FEES	PROCESSING TIME	RESPONSIBLE PERSON/OFFICE
1. Signed in at Clients Logbook	Sign in the Client		1 minute	Available Office Staff
2. Prepare for an interview	Interviews client and get the necessary data	A. Secretarial fee: 60.00	10 minutes	Peter T. Begawen Jr
3. Payment of Fees	Accepts payment and issue OR			Municipal Treasury Office Staff
4. Claim requested Certification	Issues signed and sealed certificate		1 minute	OMAG Staff



125. FRONTLINE SERVICE: ISSUANCE OF CERTIFICATION - VETERINARY HEALTH CERTIFICATION

OFFICE:	Municipal Agriculture Office
CLASSIFICATION:	Simple
TYPE OF TRANSACTIONS:	G2G- Government to Citizens
WHO MAY AVAIL:	1. Farmers and fisher folks 2. Livestock and Poultry Raisers

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Official Receipt	1. Municipal Treasury Office
2. CTC	2. Municipal/Barangay Treasury Office
3. Government Issued Valid I.D	3. Concerned Gov't Office
4. Barangay Certificate (Source of Stock)	4. Barangay Office

CLIENT STEPS	OFFICE ACTIONS	FEES	PROCESSING TIME	RESPONSIBLE PERSON/OFFICE
1. Signed in at Clients Logbook	Interviews client and get the necessary data		10 minutes	Available Office Staff
2. Present the animal for examination	Physical Examination of the Animal		10 minutes	
3. Payment of Fees	Accepts payment and issue OR	A. Veterinary Health Certificate 1. Cattle/Carabao/Horse = 130.00 2. Swine/ Goat/ Sheep= 100.00 3. Poultry= 3.00 per head		Municipal Treasury Office Staff



3. Claim requested Certification	Issues signed and sealed certificate		1 minute	OMAG Staff present
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126. FRONTLINE SERVICE: ISSUANCE OF CERTIFICATION - JAPAN INTERNSHIP PROGRAM COMPLETION CERTIFICATE

OFFICE:	Municipal Agriculture Office
CLASSIFICATION:	Simple
TYPE OF TRANSACTIONS:	G2G- Government to Citizens
WHO MAY AVAIL:	1. Young Farmers Trainees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Official Receipt	1. Municipal Treasury Office
2. Training completion report	2. Client
3. Government Issued Valid I.D	3. Concerned Gov't Office

CLIENT STEPS	OFFICE ACTIONS	FEES	PROCESSING TIME	RESPONSIBLE PERSON/OFFICE
1. Sign in at the Clients Log Book	Interviews client and get the necessary data	A. Secretarial fee: 60.00	10 min	Available Office Staff
2. Payment of Fees	Accepts payment and issue OR			Municipal Treasury Office Staff
3. Claim requested Certification	Issues signed and sealed certificate		1 minute	OMAg Staff



127. FRONTLINE SERVICEA: ANTI-RABIES VACCINATION, LIVESTOCK, POULTRY AND FISHERY CONCERN

OFFICE:	Municipal Agriculture Office
CLASSIFICATION:	Simple
TYPE OF TRANSACTIONS:	G2G- Government to Citizens
WHO MAY AVAIL:	1. Farmers, 2. Livestock and Poultry Raisers

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Government Issued Valid I.D	2. Concerned Gov't Office

CLIENT STEPS	OFFICE ACTIONS	FEES	PROCESSING TIME	RESPONSIBLE PERSON/OFFICE
1. Client sign in the Clients Log book			1 minute	Office Staff Available
2. Clients consults the assigned AEW	Interviews/Assists client on their concerns and assesses the problem.		5 minutes	Peter T. Begawen Jr, Andres A. Cayap, Martin W. Garcia
	If minor case, AEW prescribes animal medicines, vitamins and give alternative recommendations;	Vaccination fee: Dog and Cat: 50.00 Cattle/Carabao: 40.00	10 minutes	Peter T. Begawen Jr, Andres A. Cayap, Martin W. Garcia
	If major/complicated cases, AEW visits the farm at an agreed time/date and assess animal condition and conduct basic animal health services as follows: a. deworming b. insemination c. drug administration(basic/simple illnesses)	Swine: 35.00 Poultry:3.00/head Treatment of Livestock diseases; Large Animal: 65.00, Small Animals:35.00, Poultry 3.00/head, Castration :	1 day	Peter T. Begawen Jr, Andres A. Cayap, Martin W. Garcia



	d. spaying/ neutering e. vaccination (anti-rabies, anti-scabies/parasites)	Cattle, Carabao, Horse:65.00, Boar and Goat:45.00 Piglet:20.00		
	If the case needs additional diagnosis, AEW request for the assistance of PVET i.e. Blood sample collection Provide updates/results to concerned client.		1 day	Peter T. Begawen Jr, Andres A. Cayap, Martin W. Garcia
2. Client Follow-ups request/assistance	AEW issues result			Peter T. Begawen Jr, Andres A. Cayap, Martin W. Garcia
3. Give Feedback, if no improvement	Monitor and submit progress report to PVET		1 day	Peter T. Begawen Jr, Andres A. Cayap, Martin W. Garcia

128. FRONTLINE SERVICE: HIGH VALUE CROPS, GRAINS AND ORGANIC AGRICULTURE CONSULTATION

OFFICE:	Municipal Agriculture Office
CLASSIFICATION:	Simple
TYPE OF TRANSACTIONS:	G2G- Government to Citizens
WHO MAY AVAIL:	1. Farmers,

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Government Issued Valid I.D	2. Concerned Gov't Office



CLIENT STEPS	OFFICE ACTIONS	FEES	PROCESSING TIME	RESPONSIBLE PERSON/OFFICE
1. Client Sign in the Clients Log Book			1 minute	
2. Clients consults the assigned AEW	Interviews/Assists client on their concerns and assesses the problem.	None	2 minutes	Jun ann C. Esteban, Hilda C. Dampaso, Grezaly O. Marcos, Andres A. Cayap
	► if minor, AEW gives recommendations/information regarding the concern;		3 minutes	Jun ann C. Esteban, Hilda C. Dampaso, Grezaly O. Marcos, Andres A. Cayap
	► If the case major/complicated, AEW visits the farm and assess crop/field condition and endorse findings to technical staff of concerned agencies (DA and other line agencies, DOST, HEI, PLGU, etc)		1 day	Jun ann C. Esteban, Hilda C. Dampaso, Grezaly O. Marcos, Andres A. Cayap
3. Follow up for results, recommendations and other support actions	Provide updates/results to concerned client.		10 minutes	Jun ann C. Esteban, Hilda C. Dampaso, Grezaly O. Marcos, Andres A. Cayap



129. FRONTLINE SERVICE: CROPS/LIVESTOCK/FISHERIES INSURANCE APPLICATION (PCIC)

OFFICE:	Municipal Agriculture Office
CLASSIFICATION:	Simple
TYPE OF TRANSACTIONS:	G2G- Government to Citizens
WHO MAY AVAIL:	1. Farmers 2. Livestock and Poultry Raiser

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Valid Government issued I.D	Any Government Agency
2. RSBSA Stub	DA-CAR
3. Picture of Animal to be insured	Client
4. Request Slip	Municipal Agriculture Office
For Indemnification	
1. Police report (Livestock)	PNP
2. Barangay Certification (Livestock)	BLGU
3. Affidavit of 2 disinterested person	PAO

CLIENT STEPS	OFFICE ACTIONS	FEES	PROCESSING TIME	RESPONSIBLE PERSON/OFFICE
1. Client Sign in at Clients Log Book			1 miute	
2. Fill-up necessary information and submit application form (Livestock, Rice, HVCC, Fisheries) ***Pre-Requisite: Farmer applicant must be RSBSA Registered	Assist, Receives and checks the filled-up forms as to completeness of details;	None	15 minutes	Peter T. Begawen Jr, Andres A. Cayap, Jun ann C. Esteban, Hilda C. Dampaso, Grezaly O. Marcos, Martin W. Garcia



<p>2. Keeps copy of the application for future reference; in case of claim</p>	<p>Provide duplicate copy of the accomplished application form;</p> <p>Copy important details in the office' logbook for future reference and submit form to PCIC-Benguet</p>	<p>None</p>		<p>Peter T. Begawen Jr, Andres A. Cayap, Jun ann C. Esteban, Hilda C. Dampaso, Grezaly O. Marcos, Martin W. Garcia</p>
<p>**** IF WITHIN THE COVERAGE OF INSURANCE, THE APPLICANT HAS INCURRED DAMAGE/LOSS OF CROPS/LIVESTOCK AND FISHERIES,</p>				
<p>3. Client reports loss/damage within 1-3 days after the incidence</p>	<p>Validates report</p>	<p>None</p>	<p>5 minutes</p>	<p>Peter T. Begawen Jr, Andres A. Cayap, Jun ann C. Esteban, Hilda C. Dampaso, Grezaly O. Marcos, Martin W. Garcia</p>
<p>4. Fill-up and submit Notice of Loss (NL) and Claim for Indemnity (CI) forms (for rice and hvcc only)</p> <p><u>For Livestock (additional):</u></p> <ul style="list-style-type: none"> ●Secure Brgy Certification ●Secure Police Report (in case of death of animal due to accident) ●Secure 	<p>Receives accomplished NL and CI, prepare Agricultural Technicians Report</p> <p><u>For livestock:</u> AEW prepares Death Certificate and Veterinary's Disease Report of the animal</p> <p>► Submit complete documents at PCIC-Benguet</p>	<p>None</p>	<p>20 Minutes</p>	<p>Peter T. Begawen Jr, Andres A. Cayap, Jun ann C. Esteban, Hilda C. Dampaso, Grezaly O. Marcos, Martin W. Garcia</p>



Affidavit of 2 Disinterested persons (PAO or Mayor's Office) ●Picture of the dead animal				
5. Wait for notice from PCIC if eligible for claim				

130. FRONTLINE SERVICE: APPLICATION FOR REGISTRY SYSTEM FOR BASIC SECTOR IN AGRICULTURE (RSBSA)

OFFICE:	Municipal Agriculture Office
CLASSIFICATION:	Simple
TYPE OF TRANSACTIONS:	G2G- Government to Citizens, G2G- Government to Government
WHO MAY AVAIL:	1. Farmers and Fisher folks

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Valid Government Issued I.D card or Certification	1. Concerned Agencies
2. 1 Pc. 2X2 I.D Picture	2. Client
3. Photocopy of Ownership Document being use in Agriculture Activities	3. Clients Copy or at the Municipal Assesors Office
4. For those who have no Ownership Document and Identification Card, secure D.A prescribed Barangay Certificate	4. Barangay Office or at the Municipal Agriculture Office
4. Enrolment Forms	4. Mun. Agriculture Office



CLIENT STEPS	OFFICE ACTIONS	FEES	PROCESSING TIME	RESPONSIBLE PERSON/OFFICE
1. Client Sign in the Clients Log Book			1 minute	
2. Clients presents the necessary requirements	Assist the client for the completeness of the requirement	None	2 minutes	Peter T. Begawen Jr, Andres A. Cayap, Jun ann C. Esteban, Hilda C. Dampaso, Grezaly O. Marcos, Martin W.
3. Fill out the Enrolment form	Assist the client in accomplishing the enrolment form	None	10-15 minutes	Peter T. Begawen Jr, Andres A. Cayap, Jun ann C. Esteban, Hilda C. Dampaso, Grezaly O. Marcos, Martin W.
	Verify correctness of the data		2 minutes	Jun ann C. Esteban, Hilda C. Dampaso, Grezaly O. Marcos, Martin W.
	Encodes the information gathered from the clients	None	5 Minutes	Jun ann C. Esteban, Hilda C. Dampaso, Grezaly O. Marcos, Martin W.
	Submit filled out enrolment forms at the Office of the Provincial Agriculturist	None	1 day	Jun ann C. Esteban, Hilda C. Dampaso, Grezaly O. Marcos, Martin W.



Client receive Enrolment Stub	The office receives the Enrolment Stub from the Dept. of Agriculture-CARFO for distribution to farmers	None	2 minutes	Jun ann C. Esteban, Hilda C. Dampaso, Grezaly O. Marcos, Martin W.
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131. FRONTLINE SERVICE: APPLICATION/RENEWAL OF DA ACCREDITATION CERTIFICATE FOR RURAL BASED ORGANIZATIONS AND FARMER'S COOPERATIVE

OFFICE:	Municipal Agriculture Office
CLASSIFICATION:	Simple
TYPE OF TRANSACTIONS:	G2G- Government to Citizens,
WHO MAY AVAIL:	1. Member or Officer of Farmers Organizations/Cooperatives

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Application Form with complete attachments	Application Forms is available at Municipal Agriculture Office

CLIENT STEPS	OFFICE ACTIONS	FEES	PROCESSING TIME	RESPONSIBLE PERSON/OFFICE
1. Clients Sign in at the Clients Log Book			1 minute	
2. FOR NEW APPLICATION ● Clients fills up and submit Application Form with complete attachments	Receives and checks the completeness of application form signed by the Punong Barangay and MA, including the attachments: (a) Financial Statements for	None	10 minutes	Jun ann C. Esteban, Hilda C. Dampaso, Grezaly O. Marcos,



	the last 2 years (AFS for Orgs/Coops with P100,000 total assets and liabilities); (b) List Of Officers and members with their addresses; (with template) (c) Photocopy of Registration (DOLE/SEC/CDA)			
3. FOR RENEWAL ●Clients submits updated ■ FS ■ List of Officers and members (the same template)	Receives and checks the completeness of application form	None	10 minutes	Jun ann C. Esteban, Hilda C. Dampaso, Grezaly O. Marcos,
	AEW prepares transmittal letter to Provincial Agriculturist Office	None	2 minutes	Jun ann C. Esteban, Hilda C. Dampaso, Grezaly O. Marcos
	OPAG endorses documents to DA- CAR for preparation of certificates and RED signature	None		
	OPAg downloads certificates to OMAg to be			Jun ann C. Esteban, Hilda C. Dampaso, Grezaly O. Marcos



	distributed to RBO applicants			
4. Clients receives accreditation certificates				Jun ann C. Esteban, Hilda C. Dampaso, Grezaly O. Marcos

132. FRONTLINE SERVICE: CONDUCT OF TRAININGS, WORKSHOPS, SEMINARS AND OTHER SIMILAR ACTIVITIES

OFFICE:	Municipal Agriculture Office
CLASSIFICATION:	Complex
TYPE OF TRANSACTIONS:	G2G- Government to Citizens, G2G- Government to Government
WHO MAY AVAIL:	1. Farmers and fisher folks

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter of request from clients	From clients
2. Training Design	OMAg

CLIENT STEPS	OFFICE ACTIONS	FEES	PROCESSING TIME	RESPONSIBLE PERSON/OFFICE
<ul style="list-style-type: none"> • Clients 1. Clients submits requests letter	Interviews client and get the necessary data	None	5 minutes	Peter T. Begawen Jr, Andres A. Cayap, Jun ann C. Esteban, Hilda C. Dampaso, Grezaly O. Marcos, Martin W. Garcia
	The AEW prepares the Training Design and P.R for submission and bidding at the BAC	None	2-3 hours	Peter T. Begawen Jr, Andres A. Cayap, Jun ann C. Esteban, Hilda C. Dampaso, Grezaly O.



				Marcos, Martin W. Garcia
	The AEW receives the Purchase Order and prepares the vouchers for payment	None	2 hours	Peter T. Begawen Jr, Andres A. Cayap, Jun ann C. Esteban, Hilda C. Dampaso, Grezaly O. Marcos, Martin W. Garcia
	The Office conducts the activity	None	1-2 days	Peter T. Begawen Jr, Andres A. Cayap, Jun ann C. Esteban, Hilda C. Dampaso, Grezaly O. Marcos, Martin W. Garcia, David C. Longgawe, Jackson P. Butag

133. FRONTLINE SERVICE: PROCUREMENT AND DISTRIBUTION OF AGRICULTURAL INPUTS, EQUIPMENTS AND MACHINERIES (MLGU FUNDS)

OFFICE:	Municipal Agriculture Office
CLASSIFICATION:	Complex
TYPE OF TRANSACTIONS:	G2G- Government to Citizens, G2G- Government to Government
WHO MAY AVAIL:	1. Farmers and fisher folks

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
2. Letter of request from clients	From clients
3. Training Design	OMAg

CLIENT STEPS	OFFICE ACTIONS	FEES	PROCESSING TIME	RESPONSIBLE PERSON/OFFICE
1. Clients submits requests letter	Interviews client and get the necessary data	None	5 minutes	Peter T. Begawen Jr, Andres A.



				Cayap, Jun ann C. Esteban, Hilda C. Dampaso, Grezaly O. Marcos, Martin W. Garcia
	Checks the availability of funds for the requested project	None		Peter T. Begawen Jr, Andres A. Cayap, Jun ann C. Esteban, Hilda C. Dampaso, Grezaly O. Marcos, Martin W. Garcia
	The AEW prepares the Project Proposals and P.R for submission and bidding at the BAC	None	2-3 hours	Peter T. Begawen Jr, Andres A. Cayap, Jun ann C. Esteban, Hilda C. Dampaso, Grezaly O. Marcos, Martin W. Garcia
	The AEW receives the Purchase Order and prepares the vouchers for payment	None	2 hours	Peter T. Begawen Jr, Andres A. Cayap, Jun ann C. Esteban, Hilda C. Dampaso, Grezaly O. Marcos, Martin W. Garcia



LGU Kapangan Citizen's Charter

The client/s receives the goods	The Office distributes the goods	None	1 hour	Peter T. Begawen Jr, Andres A. Cayap, Jun ann C. Esteban, Hilda C. Dampaso, Grezaly O. Marcos, Martin W. Garcia, David C. Longgawe, Jackson P. Butag
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XI.

OFFICE OF THE MUNICIPAL SOCIAL AND WELFARE DEVELOPMENT

EXTERNAL/INTERNAL SERVICES



134. FRONTLINE SERVICE: PROVISION OF FINANCIAL ASSISTANCE TO INDIVIDUAL IN CRISIS SITUATION

Provision of limited financial assistance to individuals/families in difficult situation.

OFFICE:	OFFICE OF THE MUNICIPAL SOCIAL WELFARE AND DEVELOPMENT			
CLASSIFICATION:	Technical –one week			
TYPE OF TRANSACTIONS:	G2CGovernment to Citizens			
WHO MAY AVAIL:	4. Any individual or family who is in need of financial assistance.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Barangay Certificate of Indigency and Residency signed by Brgy Chairman 2.Latest Medical Certificate (issued within three months) from the hospital or clinic 3. Prescription of Medicines from the hospital or clinic 4. Treatment Protocol if hemodialysis or in chemotherapy from the hospital or clinic 5. Photocopy of valid Government Issued Identification card (from the client) Issuing ID (Philhealth, postal, Postal Card) 6. Birth certificate of marriage certificate if applicable (from PSA/LCR)		1.Office of the Barangay where the client resides. 2. Records Section where the client was last confined or the clinic where the attending physician of the client is. 3. From the clinic of the attending physician. 4. The clinic / hospital where the client was admitted. 5. From the client 6. From Philippine Statistics Authority / Local Civil Registrar		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Signs the log book	1.Conducts initial assessment and interview to establish the eligibility of the client	none	30 minutes	SWO III or Project Development Assistant
2.Submits the requirements	2.Conducts hospital/home visit	none	One day	Social Worker
	Instructs client to follow-up status of the release of the assistance after 1 week.	none	One week	Social Worker



	Social worker prepares the Social Case Study Report (SCSR) and recommends approval	none	One day	Social Worker
	Reviews and recommends the SCSR		30 minutes	MSWDO Department Head
	Forwards to the SCSR for approval of the Municipal Mayor		30 minutes	Municipal Mayor
	Informs the client of the availability of the assistance for release.		5 minutes	Social Worker
	Assists client to the Cashier Department of the MTO.		5 minutes	Social Worker
Receives financial assistance	MTO Releases Financial Assistance		5 minutes	Treasury Office
	TOTAL		9 days and 1 hour and 45 minutes working days upon receipt of the requirements	

135. FRONTLINE SERVICE: PREPARATION OF SOCIAL CASE STUDY REPORTS FOR REFERRAL TO LINE AGENCIES

Office:	OFFICE OF THE MUNICIPAL SOCIAL WELFARE AND DEVELOPMENT	
Classification:	Simple – one day	
Type of Transactions:	G2C Government to Citizens	
Who May Avail:	1. Any individual or family who is in need of financial assistance who has been previously interviewed and needs further assistance from other agencies.	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Barangay Certificate of Indigency and Residency signed by Brgy Chairman		1. Office of the Barangay where the client resides.



<p>2. Latest Medical Certificate (issued within three months) from the hospital or clinic</p> <p>3. Prescription of Medicines from the hospital or clinic</p> <p>4. Treatment Protocol if hemodialysis or in chemotherapy from the hospital or clinic</p> <p>5. Photocopy of valid Government Issued Identification card (from the client) Issuing ID (Philhealth, postal, Postal Card)</p> <p>6. Birth certificate of marriage certificate if applicable (from PSA/LCR)</p>		<p>2. Records Section where the client was last confined or the clinic where the attending physician of the client is.</p> <p>3. From the clinic of the attending physician.</p> <p>4. The clinic / hospital where the client was admitted.</p> <p>5. From the client</p> <p>6. From Philippine Statistics Authority / Local Civil Registrar</p>		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Signs the log book and requests for referral	1. Conducts initial assessment and interview to establish the eligibility of the client	none	30 minutes	SWO III or PDA
	Social worker prepares the Social Case Study Report (SCSR) and recommends for approval	None	One hour	SWO III or PDA
	Reviews and recommends the SCSR	None	30 minutes	MSWDO Department Head
	Forwards to the SCSR for recommending approval of the Municipal Mayor	none	10 minutes	Municipal Mayor
	Issues the sealed social case study report and give instructions	none	1 minute	Social Worker
Receives SCSR and leaves the MSWD Office			1 minute	Social Worker
	TOTAL		2 hours and 12 minutes	



136. FRONTLINE SERVICE: EMERGENCY FOOD RELIEF ASSISTANCE

OFFICE:	OFFICE OF THE MUNICIPAL SOCIAL WELFARE AND DEVELOPMENT			
CLASSIFICATION:	Simple – one day			
TYPE OF TRANSACTIONS:	G2C Government to Citizens			
WHO MAY AVAIL:	2. This program is intended to help individuals/families in extreme difficulty brought about by stressful situation. Food relief assistance is given to qualified client.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request letter Barangay Certificate of Indigency signed by Brgy Chairman		1. Office of the Barangay where the client resides.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Signs the log book and gives request for food assistance	1. Conducts initial assessment and interview to establish the eligibility of the client	None	5 minutes	SWO III or PDA
2. Requests food assistance	Receives letter request and barangay certificate	None		SWO III or PDA
	Prepares Requisitioning Issue Voucher (RIV) and submit it to the Department Head	None	15 minutes	SWO III or PDA
Receives food assistance	Releases food assistance	None	15 minutes	SWO III or PDA
	TOTAL		35 minutes	



137. FRONTLINE SERVICE: EMERGENCY SHELTER ASSISTANCE

(either natural or manmade calamity)

OFFICE:	OFFICE OF THE MUNICIPAL SOCIAL WELFARE AND DEVELOPMENT			
CLASSIFICATION:	Technical – One Week			
TYPE OF TRANSACTIONS:	G2C Government to Citizens			
WHO MAY AVAIL:	It is intended to help disaster victims whose houses were partially/totally damaged. Limited financial or material assistance is given to qualified beneficiaries.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Barangay Certificate signed by Brgy Chairman that the requesting party is a victim of disaster 2. Pictures 3. Bureau of Fire Protection Certificate if fire incident Request letter		1. Office of the Barangay where the client resides. 2. Bureau of Fire of Kapangan who responded to the call.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1 Requests for assistance to repair/restore partially/totally damaged houses	Assists client to register in the visitor/client's logbook and assess requirements of the client	None	5 minutes	SWA or PDA
	Conducts interview	None	30 minutes	SWO III or PDA
	Conducts site/home visit		One day	SWO III or PDA
2. Requests food assistance	Social worker prepares the Project proposal and recommends approval	None	One day	SWO III or PDA



	Reviews and forwards the Project proposal to the Mayor's Office for approval	None	25 minutes	MSWDO Department Head
Receives food assistance	Prepares disbursement voucher	None	One week	SWA or PDA
	TOTAL		9 days and one hour	

138. FRONTLINE SERVICE: EDUCATIONAL ASSISTANCE

OFFICE:	OFFICE OF THE MUNICIPAL SOCIAL WELFARE AND DEVELOPMENT			
CLASSIFICATION:	Technical– 9 days			
TYPE OF TRANSACTIONS:	G2CGovernment to Citizens			
WHO MAY AVAIL:	Provision of referrals from other agencies for financial assistance given to indigent college students who are currently enrolled.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Barangay Certificate of Indigency and Residency		1. Office of the Barangay where the client resides.		
2. Certificate of Enrollment/Grades Statement of account		2. School where the student currently enrolled.		
CLIENT STEPS	AGENCY ACTIONS	FEE TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Signs the log book	Assists client to register in the visitor/client's logbook	None	5 minutes	SWO III or PDA
2. Requests for educational assistance	Conducts initial assessment and interview to assess the eligibility of the client	None	30 minutes	SWO III or PDA
	Conducts school/home visit for validation	None	One day	SWO III or PDA



	Social worker prepares the Social Case Study Report and recommends approval	None	One day	SWO III or PDA
	Reviews and forwards the SCSR to the Mayor's Office for the approval	None	30 minutes	MSWDO Department Head
	Prepares Disbursement Voucher	None	One week	SWO III or PDA
Receives the educational assistance	Informs the client of the release of educational assistance.		5 minutes	SWO III or PDA
	TOTAL		9 days and 70 minutes	

139. FRONTLINE SERVICE: PROVISION OF CERTIFICATE OF INDIGENCY AND OTHER CERTIFICATIONS

OFFICE:	OFFICE OF THE MUNICIPAL SOCIAL WELFARE AND DEVELOPMENT			
CLASSIFICATION:	Simple– One day			
TYPE OF TRANSACTIONS:	G2C Government to Citizens			
WHO MAY AVAIL:	Individuals in need of certification for Indigency.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Barangay Certificate of Indigency and Residency		1. Office of the Barangay where the client resides.		
2. General Intake Sheet		2. From MSWDO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Signs the log book	Assists client to register in the visitor/client's logbook	None	5 minutes	SWO III or PDA
2. Requests for educational assistance	Conducts interview to establish the eligibility of the client	None	30 minutes	SWO III or PDA



	Prepares the Certificate of Indigency to be reviewed and signed by the Department Head	P65.00	15 minutes	SWO III or PDA
Receives the certificate of Indigency	Issues the certificate to the client			SWO III or PDA
	TOTAL		50 minutes	

140. FRONTLINE SERVICE: PROVISION OF CERTIFICATE OF INDIGENCY AND OTHER CERTIFICATIONS

OFFICE:	OFFICE OF THE MUNICIPAL SOCIAL WELFARE AND DEVELOPMENT			
CLASSIFICATION:	Simple– One day			
TYPE OF TRANSACTIONS:	G2CGovernment to Citizens			
WHO MAY AVAIL:	Individuals in need of certification for Indigency.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Barangay Certificate of Indigency and Residency		1.Office of the Barangay where the client resides.		
2.General Intake Sheet		2. From MSWDO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1.Signs the log book	Assists client to register in the visitor/client's logbook	None	5 minutes	SWO III or PDA
2. Requests for educational assistance	Conducts interview to establish the eligibility of the client	None	30 minutes	SWO III or PDA
	Prepares the Certificate of Indigency to be reviewed and signed by the Department Head	P65.00	15 minutes	SWO III or PDA



Receives the certificate of Indigency	Issues the certificate to the client			SWO III or PDA
	TOTAL	P65.00	50 minutes	

141. FRONTLINE SERVICE: ISSUANCE OF PRE –MARRIAGE COUNSELING CERTIFICATE

OFFICE:	OFFICE OF THE MUNICIPAL SOCIAL WELFARE AND DEVELOPMENT			
CLASSIFICATION:	Technical– Ten days			
TYPE OF TRANSACTIONS:	G2C Government to Citizens			
WHO MAY AVAIL:	Individuals who are applying for marriage license			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1 Application for Marriage License, Birth Certificate, Certificate of No Marriage		1. Philippine Statistics Authority and Local Civil Registrar		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
Requests for Pre-Marriage Counseling Certificate	Conducts interview to assess the eligibility of the would be couple	None	5 minutes	Pre Marriage Counseling Team
Fills up PMC application form and signs in the PMC logbook	Assists would be couples in filling up the form		5 minutes	Pre Marriage Counseling Team
Attends pre-marriage counseling seminar scheduled every 2 nd and 4 th (week) Thursdays	Conducts Pre-Marriage Counseling		Four Hours	Pre Marriage Counseling Team



Receives PMC certificates	Issues the certificate to the client		10 days posting of applicants	Pre Marriage Counseling Team
	TOTAL		Eleven days	

142. FRONTLINE SERVICE: ISSUANCE OF SENIOR CITIZEN'S ID

OFFICE:	OFFICE OF THE MUNICIPAL SOCIAL WELFARE AND DEVELOPMENT			
CLASSIFICATION:	Simple – One Day			
TYPE OF TRANSACTIONS:	G2C Government to Citizens			
WHO MAY AVAIL:	for Senior Citizen applying for Identification Card			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Birth Certificate of Senior Citizen 1 pc. 1x1 picture		1. Philippine Statistics Authority and Local Civil Registrar		
If no birth certificate, Baptismal Certificate of the Senior Citizen		2. Church where the senior had his baptism.		
If no birth certificate, school records		3. School where the Senior Citizen had his/her studies		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
Requests for Senior Citizen's Identification Card	Assists client to register in the visitor/client's logbook	None	2 minutes	OSCA
	Conducts interview to assess the eligibility of the applicant and orientation of benefits		5 minutes	OSCA
	Assists applicant		5 minutes	OSCA



	Prepares the identification card with ID Picture signed by the OSCA Head and the Municipal Mayor	P40.00	10 minutes	OSCA
	TOTAL	P40.00	22 minutes	

143. FRONTLINE SERVICE: ISSUANCE OF SENIOR CITIZEN'S MEDICINE PURCHASE SLIPS & GROCERY PURCHASE BOOKLET

OFFICE:	OFFICE OF THE MUNICIPAL SOCIAL WELFARE AND DEVELOPMENT			
CLASSIFICATION:	Simple – One Day			
TYPE OF TRANSACTIONS:	G2C Government to Citizens			
WHO MAY AVAIL:	for Senior Citizen applying for Medicine Purchase slips and Grocery Purchase Booklet			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Senior Citizen Identification Card		1. OSCA		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
Requests for Senior Citizen's Purchase Slip/Grocery Purchase booklet	Assists client to register in the visitor/client's logbook	None	5 minutes	OSCA
	Prepares the slips/booklet		5 minutes	OSCA
Receives the booklet/slip	Issues the Identification card to the Senior Citizen		5 minutes	OSCA
	TOTAL		15 minutes	



144. FRONTLINE SERVICE: ISSUANCE OF PWDs AND CWDs ID

OFFICE:		OFFICE OF THE MUNICIPAL SOCIAL WELFARE AND DEVELOPMENT		
CLASSIFICATION:		Simple – One Day		
TYPE OF TRANSACTIONS:		G2C Government to Citizens		
WHO MAY AVAIL:		for Person With Disability applying for Identification Card		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Medical Certificate issued in three months		1. Clinic or hospital where the client was admitted.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
Requests for PWDs and CWDs Identification Card	Assists client to register in the visitor/client's logbook	None	5 minutes	PDAO
	Conducts interview to assess the eligibility of the client and orientation of benefits and fills up the application form	P40.00	15 minutes	PDAO
	Prepares the identification card with ID to be signed by the Municipal Mayor		5 minutes	PDAO
	TOTAL		25 minutes	



145. .FRONTLINE SERVICE: ISSUANCE OF PWD/CWD MEDICINE & GROCERY PURCHASE BOOKLET

OFFICE:		OFFICE OF THE MUNICIPAL SOCIAL WELFARE AND DEVELOPMENT		
CLASSIFICATION:		Simple – One Day		
TYPE OF TRANSACTIONS:		G2C Government to Citizens		
WHO MAY AVAIL:		for Person With Disability applying for Medicine and Grocery Purchase booklets		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. PWD Identification Card		1. PDAO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
Requests for PWD/CWD Purchase Slip/Grocery Purchase booklet and present ID	Assists client to register in the visitor/client's logbook	None	5 minutes	PDAO
	Prepares the slips/booklet		15 minutes	PDAO
Receives the purchase slip/booklet and leaves the office	Issues the purchase booklet/slip to the PWD/CWD		5 minutes	PDAO
	TOTAL		25 minutes	



146. FRONTLINE SERVICE: ISSUANCE OF SOLO PARENT ID

OFFICE:		OFFICE OF THE MUNICIPAL SOCIAL WELFARE AND DEVELOPMENT		
CLASSIFICATION:		Simple – One Day		
TYPE OF TRANSACTIONS:		G2C Government to Citizens		
WHO MAY AVAIL:		for Solo Parents who are applying for Identification Card		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. a. Barangay Certificate of Residency and Certificate as a solo parent		1. Barangay Office where the solo parent resides		
2. Birth Certificate of dependents below 18 years old		2. Local Civil Registrar		
3. If widow, bring death certificate		3. Local Civil Registrar		
2 pcs 1x1 picture.		3. Photo studio		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
Requests for Solo Parent Identification Card	Assists client to register in the visitor/client's logbook	None	5 minutes	SWO III or PDA
	Conducts interview to assess the eligibility of the requesting party and orientation of benefits		15 minutes	SWO III or PDA
	Prepares identification card and submits for approval of the Department Head and the Municipal Mayor		5 minutes	SWO III or PDA
	TOTAL		25 minutes	



147. FRONTLINE SERVICE: ISSUANCE OF SOLICITATION PERMIT

OFFICE:	OFFICE OF THE MUNICIPAL SOCIAL WELFARE AND DEVELOPMENT			
CLASSIFICATION:	Simple – One Day			
TYPE OF TRANSACTIONS:	G2C Government to Citizens			
WHO MAY AVAIL:	for Schools or Organizations who are applying for fund raising activities			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Constitution and By Laws of the Organization		1 From The Organization		
2. Request letter from the head of office/organization		2. From The Organization		
3. Official Receipt of the Payment of P600.00		3. Municipal Treasury Office		
4. Sample of Ticket/Solicitation Letter		5. From the Organization		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
Requests for solicitation permit	Assists client to register in the visitor/client's logbook	None	5 minutes	SWO III or PDA
	Conducts interview to assess the eligibility of the requesting party		10 minutes	SWO III or PDA
Fills up application form	Assists the applicant in filling up the forms and checks entries		15 minutes	SWO III or PDA
Pays the required fee	Receives payment and issues official receipt	P600.00	15 minutes	SWO III or PDA
Presents official receipt	Prepares the Solicitation permit		20 minutes	SWO III or PDA
	Reviews, approves and signs solicitation permit		10 minutes	MSWDO Department Head



Receives and signs file copy of the approved solicitation permit	Releases the approved solicitation permit to the requesting party		3 minutes	SWO III or PDA
	TOTAL		78 minutes	

Note: Submit financial statement duly certified by a certified public accountant not later than 1 month after the fundraising to the Municipal Social Welfare and Development Office. If requirements are complete, solicitation permit can be issued within one day.

148. FRONTLINE SERVICE: ASSISTANCE TO CHILDREN IN NEED OF SPECIAL PROTECTION

(Child Abuse, CICLs, Street Children, Substance Abuse, etc.)

OFFICE:	OFFICE OF THE MUNICIPAL SOCIAL WELFARE AND DEVELOPMENT			
CLASSIFICATION:	Technical – One Week			
TYPE OF TRANSACTIONS:	G2C Government to Citizens			
WHO MAY AVAIL:	for children who are in need of protection			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Medico-Legal Certificate		1. Rural Health Unit		
2. Birth Certificate		2. Local Civil Registrar		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
Reports incident	Assists client to register in the visitor/client's logbook	None	5 minutes	SWO III or Project Development Assistant
	Conducts initial interview		One hour	
	Provides needed assistance such as counseling, material and financial assistance, conducts case conference, home/hospital visits, etc.		One Week	SWO III/MSWDO



	Coordinates with concerned authorities/offices for further provision of needed assistance such as medico-legal, legal assistance, psychological intervention, temporary shelter/custody, material and financial assistance, etc.		One day	SWO III/MSWDO
	Prepares Social Case Study Report for needed for the referral to other agencies		One day	SWO III/MSWDO
	Monitors/Follow-up client's status until the case is terminated.		15 minutes	SWO III/MSWDO
	TOTAL		9 days and 16 minutes	

149. FRONTLINE SERVICE: ASSISTANCE TO VICTIMS OF FAMILY VIOLENCE

OFFICE:	OFFICE OF THE MUNICIPAL SOCIAL WELFARE AND DEVELOPMENT			
CLASSIFICATION:	Technical – One Week			
TYPE OF TRANSACTIONS:	G2C Government to Citizens			
WHO MAY AVAIL:	for Violence Against Women and their children			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Medico-Legal Certificate		1. Rural Health Unit		
2. Birth Certificate		2. Local Civil Registrar		
3 Police Report of the incident		3. Philippine National Police		
4. Barangay Certificate of Residency				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
Reports incident	Assists client to register in the visitor/client's logbook	None	5 minutes	SWO III / PDA



	Conducts initial interview		One hour	
	Provides needed assistance such as counseling, material and financial assistance, conducts case conference, home/hospital visits, etc.		One Week	SWO III/ MSWDO
	Coordinates with concerned authorities for further provision of needed assistance such as medico-legal, legal assistance, psychological intervention, temporary shelter/custody, material and financial assistance, etc.		One day	SWO III/ MSWDO
	Prepares Social Case Study Report for referral.		One day	SWO III/ MSWDO
	Monitor/Follow-up client's status.		15 minutes	SWO III/ MSWDO
	TOTAL		9 days and 16 minutes	

150. FRONTLINE SERVICE: REQUEST FOR SEMINARS/TRAININGS AND OTHER SERVICES

OFFICE:	OFFICE OF THE MUNICIPAL SOCIAL WELFARE AND DEVELOPMENT	
CLASSIFICATION:	Technical – One Week	
TYPE OF TRANSACTIONS:	G2C Government to Citizens	
WHO MAY AVAIL:	for Solo Parents who are applying for Identification Card	
	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	1. Medico-Legal Certificate	1. Rural Health Unit
	2. Birth Certificate	2. Local Civil Registrar
	3 Police Report of the incident	3. Philippine National Police



4. Barangay Certificate of Residency				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
Submits letter of requests address to the Municipal Mayor	Assists client to register in the visitor/client's logbook	None	2 minutes	SWO III / PDA
	Checks for availability of schedule/staff concerned and informs the client.		5 minutes	SWO III / PDA
	Coordinate with other stake holders or other line agencies in the conduct of the seminar/training		25 minutes	SWO III or Project Development Assistant
	Prepares project proposal and purchase request		One day	SWO III / PDA
	Gives the project proposal and purchase request to the BAC for bidding of needed resources		One day	SWO III / PDA
	Coordinates with the bidder and participants for the training		Seven Days	SWO III / PDA
	Conducts training/seminar depending on the agreed time and days		One day	SWO III / PDA
	TOTAL		10 days and 32minutes	



XII.

OFFICE OF THE MUNICIPAL HEALTH OFFICER

EXTERNAL/INTERNAL SERVICES



151. FRONTLINE SERVICE: HEALTH PROTOCOLS AT RURAL HEALTH UNIT

OFFICE OR DIVISION	Kapangan Rural Health Unit	
CLASSIFICATION	Simple	
TYPE OF TRANSACTION	G2G- Government to Government G2C-Government to Citizens	
WHO MAY AVAIL	Individuals with health complaints, minor children accompanied by their parents or guardians, pregnant women	
Checklist of Requirements	Where to secure	
1. Valid ID 2. Death Certificate form	Any government issuing ID LCR	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Clients enter the RHU for check-up, medical certificates, death certificate , vaccination	Monitor and ensure all clients enter in designated area, wear face masks properly and to be used throughout the different steps the client may follow in processing such as completion of a death certificate, medical and dental check-up, medical certificate, sanitary permits and others	None	5 minutes	Shielden Binan/ Charmaine Patil-ao/ Mesael Mating/ Dra. Lillian Marie Laruan
2. Clients wait for their turn to be served	Monitor and ensure social Distancing, waiting area is equipped with chairs that are at least a meter away from each other	None	20 minutes	Shielden Binan/ Charmaine Patil-ao/ Mesael Mating/ Dra. Lillian Marie Laruan
3. Clients are required to wash their hands or use alcohol which are available at each	Office makes available alcohol at the different areas of the RHU within reach of patients and clients	none	2 minutes	Shielden Binan/ Charmaine Patil-ao/ Mesael Mating/



room or entrance of the RHU	Hand washing station with antibacterial soap is made available at the entrance			Dra. Lillian Marie Laruan
TOTAL			27 minutes	

152. FRONTLINE SERVICE: MANAGEMENT OF COVID-19 CASES

OFFICE OR DIVISION	Kapangan Rural Health Unit			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2G- Government to Government G2C-Government to Citizens			
WHO MAY AVAIL	Confirmed positive patients			
Checklist of Requirements	Where to secure			
1. Positive Result	RHU			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. COVID 19 positive confirmed case receives a call from RHU personnel handling the case	Download or obtains a copy of the result if available	None	30 minutes	Charmaine Patil-ao/ Mesael Mating
	Patient is interviewed for diary	None		Shielden Binan
2.Prepare things needed for isolation as instructed by the health personnel	Isolation space/bed disinfected and prepared by assigned personnel	None	30 minutes	Sheilden Binan/ Charmaine Patil-ao/ Mesael Mating
	Patient is fetched by the ambulance and given IEC on health protocols	None	1 Day	Municipal Drivers/ RHM or HRH assigned to the case



3. Patient stays at the Isolation Facility	Isolated and given hygiene kits	None	1 hour	Shielden Binan
	Patient is admitted in the facility and vital signs are taken and recorded	None		Olivia Pantalone/ Gema Vendiola
	Physical examination	None		Dra. Lillian Marie Laruan
	Daily Monitoring until recovered	None		Shielden Binan/ Charmaine Patil-ao/ Mesael Mating/ Dra. Lillian Marie Laruan
4. Patient receives instruction for discharge	Gives discharge instruction to the patient	None	1 Day	Shielden Binan/ Charmaine Patil-ao/ Mesael Mating/ Dra. Lillian Marie Laruan
	Arrange for transportation	None		Charmaine Patil-ao/ Mesael Mating
	Patient is discharged, sent home with transportation and tagged as recovered	None		Municipal Driver/ RHU Personnel
TOTAL			2 Days and 2 hours	



153. FRONTLINE SERVICE: COVID-19 VACCINATION

OFFICE OR DIVISION	Kapangan Rural Health Unit	
CLASSIFICATION	Simple	
TYPE OF TRANSACTION	G2G- Government to Government G2C-Government to Citizens	
WHO MAY AVAIL	All except 5 years old and below	
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	
<ol style="list-style-type: none"> 1. Valid ID 2. Informed Consent 3. COVID-19 vaccine checklist and Health screening form 	Any government issuing ID RHU	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Client registers at the reception for vaccination	Issues a number for vaccination	None	2 minutes	Norma Kimkiman
2. Client stays at the Waiting Area until his/her turn is called	Calls the client based on his/her number and Obtains pertinent data from the patient such as the complete name, age, sex, birthdate	None	20 minutes	Dalpuya Pacatiw/ Analyn Dio-as/ Verna Orden
	Conducts health assessment based on a checklist			
	Takes vital signs of client			
	Counsels the client and obtains final consent			
3. Client goes to the Screening Area	Conducts health screening and physical examination	None	5 minutes	Dra. Lillian Marie Laruan



4. Client is instructed to go to the vaccination area	Administration of the vaccine	None	3 minutes	Charmaine Patil-ao/ Mesael Mating
5. Client proceeds to the post-vaccination area	Monitors the client for 15-30 minutes, observes for immediate side effects	None	30 minutes	Dra. Lillian Marie Laruan/ Shielden Binan
	Client is given instruction if with side effects of the vaccine			
	Vaccination Card is filled out and given to the patient (For fully vaccinated)			
	Client is instructed on the schedule of follow-up dose or booster dose			
6. Exits the vaccination area	Encoding of Patient's Data at the vaccination System		1 Day	Charmaine Patil-ao
TOTAL			1 Day and 1 hour	

154. FRONTLINE SERVICE: MEDICAL CONSULTATION

OFFICE OR DIVISION	Kapangan Rural Health Unit
CLASSIFICATION	Simple
TYPE OF TRANSACTION	G2G- Government to Government G2B- Government to Business G2C- Government to Citizens
WHO MAY AVAIL	Individuals with health complaints, minor children accompanied by their parents or guardians, pregnant women



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Patient notebook for adults (if given) 2. Mother and child book for pre-natal check-ups 3. Mother and child book for children 5 years and below	RHU BHS

CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client/Patient informs health personnel assigned at the reception for a medical consultation	1.1.Asks for the name of the patient and issues a number	none	15 minutes	Shilden Binan/ Olivia Pantalone / Gema Vendiola/ Analyn Diosas/ Norma Kimkiman/ Verna Orden/ Charmaine Patil-ao/ Mesael Mating
	1.2.Searches for the family number of patient, Family record of patient is retrieved	none		
	1.3.Health personnel takes his/her vital signs, interviews patient for his/her chief complaints and medical history and records it at the individual treatment record and patient notebook/mother and child book	none		
	1.4.Given a laboratory request for routine CBC and UA, given a specimen bottle	none		
2. Goes to restroom to collect urine specimen		none	5 minutes	Patient



3. Patient goes to the Laboratory- submits her urine specimen	Urinalysis, CBC and RBS If pregnant and 1 st consultation-HbSAg, HIV, Syphilis testing	none	5 minutes	Portia Palayao
4. Patient waits for the result of the laboratory exams	Processing of laboratory results Laboratory results are added to patient chart.	none	10 minutes	Portia Palayao
5. Patient goes into the waiting section for her name to be called by the MHO	Patient chart is forwarded to the MHO's desk and patient wait for his/her name to be called	none		RHU Staff
6. Patient goes into the MHO's office and subjects himself/herself for medical check-up	MHO calls the name of the patient, asks for symptoms, conducts a physical examination, or conducts pre-natal examination, offers advice, prescribes medications, writes her findings and orders at the patient's chart, may requests for additional laboratory tests	none	15 minutes	Dra. Lillian Marie Laruan
7. Client/Patient goes to the pharmacy section with his/her chart Pays medicines	Dispenses medications	PhP 20.00-300.00	5 minutes	Shielden Binan



that are not free				
8. Answers the Customer Satisfaction Survey Form and drops at the designated dropbox	Gives a Customer satisfaction survey form	none	5 minutes	Shielden Binan
TOTAL		PhP 20.00 to PhP 300.00	1 hour	

155. FRONTLINE: DENTAL CONSULTATION

OFFICE OR DIVISION	Kapangan Rural Health Unit	
CLASSIFICATION	Simple	
TYPE OF TRANSACTION	G2G- Government to Government G2B- Government to Business G2C- Government to Citizens	
WHO MAY AVAIL	Individuals with dental complaints	
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	
<ol style="list-style-type: none"> 1. Patient notebook for adults (if given) 2. Mother and child book for pre-natal check-ups 3. Mother and child book for children 5 years and below 	Given by the RHU and or BHS to individuals	

CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client/Patient informs health	1.1.Asks for the name of the patient and issues a number	none	15 minutes	Shielden Binan/



personnel assigned at the reception for a dental consultation	1.2. Searches for the family number of patient, Family record of patient is retrieved	none		Olivia Pantalone / Gema Vendiola/ Analyn Diosas/ Norma Kimkiman/ Verna Orden/ Charmaine Patil-ao/ Mesael Mating
	1.3. Health personnel takes his/her vital signs, interviews patient for his/her chief complaints and medical history and records it at the individual treatment record and patient notebook/mother and child book	none		
2. Waits for his/her name to be called	Calls the name of the patient	none	20 minutes	RHU Staff
3. Patient subjects himself/herself to dental exam or dental procedure and pays corresponding fee	Dental exam, dental extraction, dental prophylaxis	Dental extraction 60 Oral prophylaxis 200.00 Dental filling 200.00	1 hour	Dentist
4. Client/Patient goes to the pharmacy section with his/her chart Pays medicines that are not free	Dispenses medications	PhP 20-100	5minutes	Shielden Binan
TOTAL		PhP 20 - 200	1 hour and 40 minutes	



156. FRONTLINE SERVICE: ISSUANCE OF A MEDICAL CERTIFICATE

OFFICE OR DIVISION	Kapangan Rural Health Unit	
CLASSIFICATION	Simple	
TYPE OF TRANSACTION	G2G- Government to Government G2B- Government to Business G2C- Government to Citizens	
WHO MAY AVAIL	Any requesting party as a requirement for employment, as justification of absence in school or work, for certification that client is fit to go back to work, for certification of good mental and physical health of athletes, attachment for scholarship applications, annual physical examination of teachers	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Request from office or agency		Office/ agency requiring the medical certificate

CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client/Patient informs health personnel assigned at the reception for a medical consultation	1.1.Asks for the name of the patient and issues a number	none	15 minutes	Shielden Binan/ Olivia Pantalone / Gema Vendiola/ Analyn Dio-as/ Norma Kimkiman / Verna Orden/ Charmaine Patil-ao/ Mesael Mating
	1.2.Searches for the family number of patient, Family record of patient is retrieved	none		
	1.3.Health personnel takes his/her vital signs, interviews patient for his/her chief complaints and medical history and records it at the individual treatment record and patient notebook/mother and child book	None		
	1.4.Given a laboratory request for routine CBC and UA, given a specimen bottle	None		



2. Goes to restroom to collect urine specimen		none	5 minutes	Patient
3. Patient goes to the Laboratory -submits her urine specimen	Urinalysis, CBC and RBS If pregnant and 1 st consultation-HbSAg, HIV, Syphilis testing	none	5 minutes	Portia Palayao
4. Patient waits for the result of the laboratory exams	Processing of laboratory results Laboratory results are added to patient chart.	none	10 minutes	Portia Palayao
5. Patient goes into the waiting section for her name to be called by the MHO	Patient chart is forwarded to the MHO's desk and patient wait for his/her name to be called	none		RHU Staff
6. Patient goes into the MHO's office and subjects himself/herself for medical check-up	MHO calls the name of the patient, asks for symptoms, conducts a physical examination, or conducts pre-natal examination, offers advice, prescribes medications, writes her findings and orders at the patient's chart, may requests for additional laboratory tests	none	15 minutes	Dra. Lillian Marie Laruan
	If chest xray is needed, MHO shall request for a chest xray and client comes back with the result of the chest xray			



7. Request for a medical certificate	MHO fills up the medical certificate form	none	2 minutes	Dra. Lillian Marie Laruan
8. Receives the document requested after paying the corresponding fees	Medical certificate is issued	50.00 - regular clients 20.00 - students	2 minutes	MHO
TOTAL		PhP 20-50.00	54 minutes	

157. FRONTLINE SERVICE: COMPLETION OF A DEATH CERTIFICATE

OFFICE OR DIVISION	Kapangan Rural Health Unit	
CLASSIFICATION	Simple	
TYPE OF TRANSACTION	G2C-Government to Citizens	
WHO MAY AVAIL	Relatives of deceased	
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	
1. A death certificate form from the office of the Local Civil Registrar filled up with data of the deceased	Office/ agency requiring the medical certificate	
2. Latest medical certificate or latest consultation sheet if seen by a physician before death	-attending physician or records office if consulted or admitted in a hospital	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Informant presents Death certificate	RHM or NDP assigned at the reception receive and ushers client to the MHO	none	1 minute	Shielden Binan or any RHU staff



form from LCR				
2. Receives the document requested	Death certificate is signed and advised to return the form to the LCR	none	10 minutes	Dra. Lillian Marie Laruan
TOTAL			11 minutes	

158. FRONTLINE SERVICE: ISSUANCE OF A MEDICAL CERTIFICATE TO A BUSINESS OWNER OR FOOD HANDLER

OFFICE OR DIVISION	Kapangan Rural Health Unit	
CLASSIFICATION	Simple	
TYPE OF TRANSACTION	G2B- Government to Business	
WHO MAY AVAIL	Business owners, food handlers-waitress, waitresses, bakers, cooks	
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	
1. Patient notebook for adults (if given) 2. Sanitary Permit 3. X-ray result for food handlers	RHU	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client/Patient informs health personnel assigned at the reception for a	1.1.Asks for the name of the patient and issues a number	none	15 minutes	Shielden Binan/ Olivia Pantalone / Gema Vendiola/ Analyn Dio-as/ Norma Kimkiman/
	1.2.Searches for the family number of patient, Family record of patient is retrieved	none		



medical consultation	1.3. Health personnel takes his/her vital signs, interviews patient for his/her chief complaints and medical history and records it at the individual treatment record and patient notebook/mother and child book	none		Verna Orden/ Charmaine Patil-ao/ Mesael Mating
	1.4. Given a laboratory request for routine CBC and UA, given a specimen bottle	none		
2. Goes to restroom to collect urine specimen		none	5 minutes	Patient
3. Patient goes to the Laboratory- submits her urine specimen	Urinalysis, CBC and RBS If pregnant and 1 st consultation- HbSAg, HIV, Syphilis testing	none	5 minutes	Portia Palayao
4. Patient waits for the result of the laboratory exams	Processing of laboratory results Laboratory results are added to patient chart.	none	10 minutes	Portia Palayao
5. Patient goes into the waiting section for her name to	Patient chart is forwarded to the MHO's desk and patient wait for	none		RHU Staff



	be called by the MHO	his/her name to be called			
6.	Patient goes into the MHO's office and subjects himself/her self for medical check-up	MHO calls the name of the patient, asks for symptoms, conducts a physical examination, or conducts pre-natal examination, offers advice, prescribes medications, writes her findings and orders at the patient's chart, may requests for additional laboratory tests	none	15 minutes	Dra. Lillian Marie Laruan
		MHO receives and interprets the chest xray result	none		Dra. Lillian Marie Laruan
7.	Food Handler/ Business Owner receives the medical certificate	If normal, MHO makes the medical certificate and releases it to the food handler, if positive manages the condition of the food handler or may refer to a higher medical facility for further evaluation and management	none	2 minutes	Dra. Lillian Marie Laruan
TOTAL			PhP 20--300	52 minutes	

Note- fees for medical examination, laboratory fees and medical certificate fees are included in the receipt paid for all fees during the one-stop renewal and new business permit applications



159. FRONTLINE SERVICE: INSPECTION OF BUSINESS ESTABLISHMENT AND ISSUANCE OF A SANITARY PERMIT (BOSS)

OFFICE OR DIVISION	Kapangan Rural Health Unit	
CLASSIFICATION	Simple	
TYPE OF TRANSACTION	G2B- Government to Business G2C- Government to Citizens	
WHO MAY AVAIL	Business owners	
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	
1. Unified Application form for Business Permit	BPLO	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Business Owner submits accomplished application form	Interview and reminds Business owner for the sanitary inspection of Business Establishment	None	10 minutes	Jeffrey Caticat
2. Receives Sanitary Permit	Sanitary Inspector Processes Sanitary permit and signs and release approved Sanitary Permit		2 minutes	Jeffrey Caticat
TOTAL			12 minutes	

160. FRONTLINE SERVICE: NORMAL SPONTANEOUS DELIVERY

OFFICE OR DIVISION	Kapangan Rural Health Unit	
CLASSIFICATION	Simple	
TYPE OF TRANSACTION	G2C- Government to Citizen	
WHO MAY AVAIL	Pregnant Women who are in labor and plan to deliver at the RHU BEmONC facility	
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	
Mother and child book	Given to pregnant women during the 1 st prenatal examination at the health facility	



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Pregnant woman in labor arrives at the RHU for delivery	Health workers conducts admission, interviews and provide maternal and neonatal care	None	2 days	Shielden Binan/ Olivia Pantalone / Dra. Lillian Marie Laruan
	Interviews and Prepares Birth Certificate	None	30 minutes	Shielden Binan/ Olivia Pantalone / Dra. Lillian Marie Laruan
2. Mother, baby and watcher goes home	Discharge mother and baby, does counselling and reminds mother when to come back and how to take medications		10 minutes	Shielden Binan/ Olivia Pantalone / Dra. Lillian Marie Laruan
TOTAL			2 days and 40 minutes	

If complications arise anytime during labor, delivery and post-partum patient I referred to a higher medical facility



CUSTOMER FEEDBACK FORM

Since we are committed to deliver exemplary service to the public, please let us know how we have served you. This form maybe used for compliments, suggestions and complaints.

Date : _____

Time : _____

Name of Client : _____

Contact Number : _____

Address : _____

Gender : _____ Male _____ Female

Age Group : ___ 18 & Below ___ 19-30 ___ 31-40 ___ 41-50 ___ 51 and above

Customer's Ratings

Office Transacted/Visited: _____

Service Availed: _____

Name of Attending Employee: _____

What is your opinion on the following;	Excellent	Very Good	Good	Fair	Bad
1. Quality of Service Delivered (Kalidad ng Serbisyo)					
2. Office Facilities (Mga Pasilidad sa Opisina)					
3. Employees Friendliness, Courteousness, Politeness, Fair Treatment and Willingness to Serve					
4. Employees Competence/skill in delivering service					

CONFIDENTIAL WHEN ACCOMPLISHED.

Please submit accomplished feedback form to the Officer of the Day or drop it in the suggestion box provided in the Public Assistance and Complaint Desk.



COMPLAINT FORM

Date: _____

Time: _____

Name of Complainant : _____

Contact Number : _____

E-mail Address : _____

Residence Address : _____

Office Address : _____

Name of Person being complained:

Position/ Office : _____

Statement of Complaint :

(You may use back page for additional information)

Signature over Printed Name



FEEDBACK AND COMPLAINTS MECHANISM

<p>How to send feedback</p>	<p>Submit accomplished feedback form to the Officer of the Day or drop it in the suggestion box provided in the Public Assistance and Complaint Desk</p>
<p>How feedbacks are processed</p>	<p>Discuss client's feedback to the concerned personnel together with Local Chief Executive and his/her immediate Supervisor and discuss on how to make our services more accessible and convenient for the general public.</p>
<p>How to file a complaint</p>	<p>The Complaints Procedure is designed to address any specific concerns of our clients in relation to the quality of customer service provided by LGU Officials and Employees</p> <p>This might include:</p> <ul style="list-style-type: none"> • Mal-administration • delays in receiving information/responses within accepted timeframes (excluding Freedom of Information and Data Protection requests) • difficulty in contacting the correct office or person • incorrect information or guidance issued by an Employee • attitude and conduct of an Employee <p>Informal Procedure</p> <p>Our aim is to resolve any complaint quickly and you are invited initially to bring any matter of concern to the attention of the Department Head with whom you have been dealing. However, if you still feel dissatisfied after this approach, you may initiate a formal complaint in writing.</p>



	<p>Formal Procedure</p> <p>All formal complaints should be in writing. You can use the Complaint Form that is readily available at the Public Assistance and Complaint Desk and submit it to the Officer of the Day or you can drop it in the suggestion box located at the municipal lobby or you can email us through kapanganlgu2613@gmail.com</p>
<p>Contact Information:</p> <p>Anti-Red Tape Authority (ARTA)</p> <p>Civil Service Commission (CSC)</p> <p>Presidential Complaint Center (PCC)</p>	<p>Office Address : Ground Floor HPGV Building, 395 Senator Gil J. Puyat Avenue, 1200 Makati City, Philippines Email Address : info@arta.gov.ph : complaints@arta.gov.ph Contact Number : 8478-5091/ 8478-5093 / 8478-5099</p> <p>Office Address :Constitution Hills, Batasang Pambansa Complex Diliman 1126, Quezon City, Philippines Email Address : email@contactcenterngbayan.gov.ph Contact Number : 8931-8092 / 8931-7939 / 8931-7935</p> <p>Email Address : pcc@malacañang.gov.ph Contact Number : 736-8645 / 736-8603 / 736-8</p>



CONTACT INFORMATION OF OFFICES

OFFICE		CONTACT INFORMATION
I	OFFICE OF THE MUNICIPAL MAYOR	CP#0918-942-0527 Email Address: kapanganlgu2613@gmail.com
	a. BUSINESS PERMIT AND LICENSING OFFICE	
	b. OFFICE OF THE MUNICIPAL DISASTER RISK AND REDUCTION MANAGEMENT	
	c. OFFICE OF THE MUNICIPAL DEVELOPMENT OFFICER	
	d. OFFICE OF THE MUNICIPAL TOURISM ACTION OFFICER	
	e. OFFICE OF THE MUNICIPAL ENVIRONMENT AND NATURAL RESOURCES OFFICER	
	f. OFFICE OF THE MUNICIPAL NUTRITION ACTION OFFICER	
	g. HUMAN RESOURCE MANAGEMENT OFFICE	
	h. OFFICE OF THE BIDS AND AWARDS COMMITTEE	
	i. THE LIBRARY	
II	OFFICE OF THE VICE MAYOR, SANGGUNIANG BAYAN MEMBERS AND SECRETARY TO THE SANGGUNIANG	
III	OFFICE OF THE MUNICIPAL PLANNING AND DEVELOPMENT COORDINATOR	CP# 09485645284/ 09106641160
IV	OFFICE OF THE LOCAL CIVIL REGISTRAR	CP # 09060378531/ 09216872356
V	OFFICE OF THE MUNICIPAL BUDGET OFFICER	CP # 09185803544



VI	OFFICE OF THE MUNICIPAL ACCOUNTANT	CP # 09399145344
VII	OFFICE OF THE MUNICIPAL TREASURER	CP # 09204712230
VIII	OFFICE OF THE MUNICIPAL ASSESSOR	CP# 09295870314
IX	OFFICE OF THE MUNICIPAL ENGINEER	CP # 09990344643
X	OFFICE OF THE MUNICIPAL AGRICULTURIST	CP# 09496067741
XI	OFFICE OF THE MUNICIPAL SOCIAL AND WELFARE DEVELOPMENT	CP # 09208691758
XII	OFFICE OF THE MUNICIPAL HEALTH OFFICER	CP # 09209064723