



LOCAL GOVERNMENT UNIT OF POLANCO

CITIZEN'S CHARTER
2024 (1ST Edition)



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FOREWORD


This Citizens Charter has been completed through the efforts of the steering committee organized for this purpose who shared their time and efforts to arrive at the main objectives in consonance with the Republic Act 9485 otherwise known as the Anti-Red Tape Law (ARTA) of 2007.

With this accomplishment I wish to congratulate the steering committee and those who spared their time in sharing ideas in order to arrive at the specification and standard to address the delivery of services and for the convenience of various clients having transactions in various offices of this LGU.

The citizen's charter has enumerated the specific services by office to coincide with the vision of ease of doing business by simplifying the basic requirements with the time table of accomplishment by the respective office personnel as indicated in the Performance Pledge of the office.

It is our vision to expedite all transactions in all offices of this LGU to address the clamor of ease of doing business and for the convenience of the people whom we serve and as a covenant to the Polancohanons and the general public as well expected from us to improve our services in which are committed to achieve as we desire for the efficient, expeditious, and effective delivery of services.

This our mission, vision, and goal.



EVAN HOPE D. OLVIS
Municipal Mayor



MANDATE

Local Government Code of 1991 gives the local government powers to ensure the preservation and enhancement of culture, promotion of health and safety, right of people to a balanced ecology, development of technological capabilities, improvement of public morals, economic prosperity and social justice, full employment of residents, peace and order, and the convenience of inhabitants.

VISION

A leading Agro-Industrial Municipality in the Province of Zamboanga del Norte through a dynamic governance and empowered citizenry.

MISSION

To provide basic programs and services and empower individuals, families and communities to improve their quality of life.

SERVICE PLEDGE

*We, the officials and employees of the Municipal Government of Polanco, do hereby swear and pledge to aim for **EXCELLENCE** in public service, value our constituents and our clients by taking care of their needs with integrity and satisfaction. We further pledge to build people-centered governance and to create a client-friendly environment. We will aim high and fulfill our commitments in the Citizen's Charter as our means to achieve **EXCELLENCE** in the public service. We commit to attend to all applicants or requesting parties who are within the premises of the office or agency concerned prior to the end of official working hours and during lunch break shall be attended to. So help us God.*

E-Enterprising governance

X-eXemplary performance of local government functionaries

C-Competence of its human resources

E-Empowerment through public participation and education

L-Legislations to promote and protect general public welfare

L-Leadership by example

E-Effectiveness and efficiency in responding to the needs of our clients

N-No partiality in dealing with our clients

C-Camaraderie among the members of the LGU organization

E-Ethical standards in public governance are highly observed



CHAPTER I

DEFINITION OF TERMS

The following terms used herein shall be defined as follows:

- a) **“Simple Transactions”** refer to requests or applications submitted by clients to any of our local government offices which only require ministerial actions on the part of the public officer or employee, or that which present only inconsequential issues for the resolution by an officer or employee of the office concerned.
- b) **“Complex Transactions”** refer to requests of applications submitted by clients to any of our local government offices which necessitate the use of discretion in the resolution of complicated issues by an officer or employee of the office concerned.
- c) **“Highly Technical Application”** refer to applications or requests which require use of technical knowledge, specialized skills and/or training in the processing and/or evaluation.
- d) **“Frontline Service”** refers to the process or transaction between clients and any of our offices involving applications for any privilege, right, permit, reward, license, concession, or for any modification, renewal or extension of the enumerated applications and/or requests which are acted upon in the ordinary course of business of the office concerned.
- e) **“Action”** refers to the written approval or disapproval made by any of our offices on the application or request submitted by a client for processing.
- f) **“Officer or employee”** refers to a person employed in this municipality required to perform specific duties and responsibilities related to the application or request submitted by a client for processing.
- g) **“Irrelevant requirement”** refers to any document or performance of an act not directly material in the resolution of the issues raised in the request or needed in the application submitted by a client.
- h) **“Fixer”** refers to any individual whether or not officially involved in the operation in any of our offices who has access to people working therein, and whether or not in collusion with them, facilitates speedy completion of transactions for pecuniary gain or any other advantage or consideration.
- i) **“Citizen”** as used herein, refers to the clients whose interests and values are addressed by this Citizen’s Charter and, therefore, includes not only the people of this municipality but also all the stakeholders, including but not limited to, users, beneficiaries, other government offices and agencies, and the transacting public.



CHAPTER II

BASIC SERVICE STANDARDS

Aside from the service standards adopted by every office as provided herein, the following service standards as provided for under RA 9485 shall be adopted in transacting business with the public:

a) **Acceptance of Application and Request** – (1) All officers or employees shall accept written applications, requests, and/or documents being submitted by clients.

(2) The responsible officer or employee shall acknowledge receipt of such application and/or request by writing or printing clearly thereon his/her name, the unit where he/she is connected with, and the time and date of receipt.

(3) The receiving officer or employee shall perform a preliminary assessment of the request so as to promote a more expeditious action on requests.

b) **Action of Offices** – (1) All applications and/or requests submitted shall be acted upon by the assigned officer or employee during the period stated herein which shall not be longer than five (5) working days for simple transactions and ten (10) working days in the case of complex transactions from the date the request or application was received. Depending on the nature of the frontline services requested or the mandate of the office under unusual circumstances, the maximum time prescribed above may be extended. For the extension due to nature of frontline services or the mandate of the office concerned, the period for the delivery of frontline services are indicated herein. The office concerned shall notify the requesting party in writing of the reason for the extension and the final date of release of the frontline service/s requested.

(2) No application or request shall be returned to the client without appropriate action. In case an application or request is disapproved, the officer or employee who rendered the decision shall send a formal notice to the client within five (5) working days from the receipt of the request and/or application, stating therein the reason for the disapproval including a list of specific requirements/s which the client failed to submit.

c) **Denial of Request for Access to Government Service** – Any denial of request for access to government service shall be fully explained in writing, stating the name of the person making the denial and the grounds upon which such denial is based.

d) **Limitation of Signatories**. The number of signatories in any document shall be limited to a maximum of five (5) signatures which shall represent officers directly supervising the office concerned.



The head of office shall prescribe, through an office order, the rules on the proper authority to sign in the absence of the regular signatory, as follows:

- (1) If there is only one official next in rank, he/she shall automatically be the signatory;
- (2) If there are two or more officials next in rank, the appropriate office order shall prescribe the order of priority among the officials next in rank within the same organizational unit; or
- (3) If there is no official next in rank present and available, the head of office shall designate an officer-in-charge from among those next lower in rank in the same organizational unit.

- e) **Adoption of Working Schedule to Serve Clients.** – Heads of offices which render frontline services shall adopt appropriate working schedules to ensure that all clients who are within their premises prior to the end of official working hours are attended to and served even during lunch break and after regular working hours,
- f) **Identification Card.** – All employees transacting with the public shall be provided with an official identification card which should be visibly worn during office hours for proper identification.
- g) **Automatic Extension of Permits and Licenses.** – If any of our offices fails to act on an application and/or request for renewal of a license, permit or authority subject for renewal within the prescribed period, said permit, license or authority shall automatically be extended until a decision or resolution is rendered on the application for renewal: Provided, That the automatic extension shall not apply when the permit, license or authority covers activities which pose danger to public health, public safety, public morals or to public policy including, but not limited to, natural resource extraction activities.
- h) **Establishment of Public Assistance/Complaint Desk/Suggestion Box.** – A public assistance and complaint desk together with a suggestion box shall be installed at the hallway near the SB Session Hall which shall be attended to even during break time. It shall be manned by an officer or employee knowledgeable on frontline services offered. He shall receive suggestions and feedbacks from the customers. He shall also receive complaints from a client who is not satisfied with the services he/she received. Simplified forms are provided in Chapter IV and V herein.

After filling up the feedback form, the same shall be dropped in a suggestion box available at the Complaint Desk. At the end of the week, the officer or employee concerned shall open the box and collect the feedbacks/suggestion and forward them to the Office of the Municipal Mayor which shall endorse the same to the concerned offices for information and/or appropriate action.



In case of complaints, the accomplished complaint form shall no longer be dropped in the suggestion box shall immediately be forwarded to the Office of the Municipal Mayor which shall keep a record and forward the same to the office concerned for immediate action. Action on all complaints shall be monitored by the Association of Heads of Offices during its regular monthly meeting. The same shall become regular item in its agenda.

- i) **Creation of a Quality Assurance Team.** All heads of office shall, through a memorandum, organize a Quality Assurance Team in their respective offices to be composed of three members who shall ensure that the service standards of the concerned office are properly implemented.





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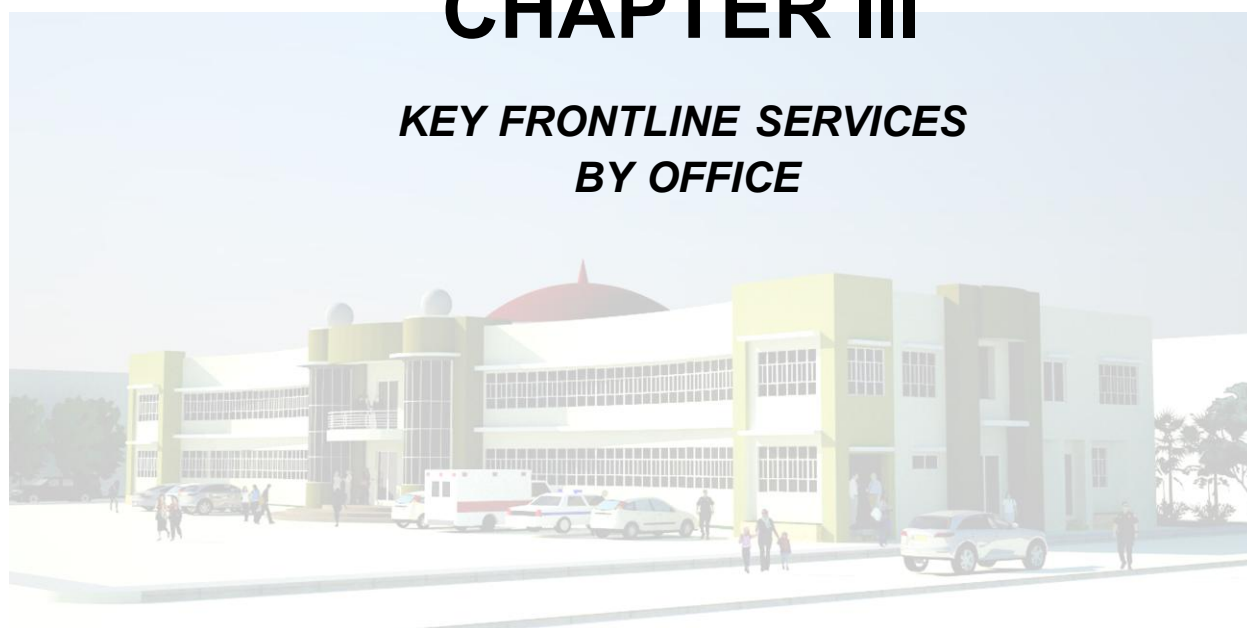
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CHAPTER III

KEY FRONTLINE SERVICES BY OFFICE





OFFICE OF THE MUNICIPAL MAYOR

External Services





1. Issuance of Mayor's Permits

All Business Establishments are required to secure business permit before the start of the commercial operations. Renewal of business permits shall be on the 1st 20th days of January, every year.

Office or Division:		Office of the Municipal Mayor		
Classification:		Simple		
Type of Transaction:		G2C-Government to Citizen		
Who may avail:		Individuals, business establishments and owners of buildings		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Barangay Clearance		Barangay Concerned		
Latest Community Tax Certificate		Office of the Municipal Treasurer (Window-1)		
Official Receipt		Office of the Municipal Treasurer (Window-1)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present required documents for evaluation	1. Receive documents and check all needed and advise client to pay the required fees at the Municipal Treasurer's Office	None	3 Minutes	Mary Grace E. Cabanlit
2. Pay required fees at the Municipal Treasurer's Office (Window-1) and present the Official Receipt at the Office of the Municipal Mayor	2.1 Issuance of Official Receipt	PHP 50.00	3 Minutes	Jade Kemmond O. Mag-Abo
	2.2 Prepare Mayor's Permit and forward to the Municipal Mayor for approval	None	5 Minutes	Julie Anne A. Indus
	2.3 Approval of Mayor's Permit	None	3-5 Minutes	Evan Hope D. Olvis Mun. Mayor
3. Claim approved Mayor's Permit	3. Record, file an office copy and release approved Mayor's Permit	None	3 Minutes	Mary Grace E. Cabanlit



2. Issuance of Mayor's Clearance

INDIVIDUAL who needs to secure a Mayor's Clearance for any legal purpose/s, such as application for firearm license, for travel local and abroad, employment and etc. must possess the required documents for its issuance.

Office or Division:	Office of the Municipal Mayor			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Barangay Clearance		Barangay Concerned		
Police Clearance		Polanco Municipal Police Station		
Court Clearance (if applicable)		Municipal Trial Court		
Official Receipt		Office of the Municipal Treasurer (Window-1)		
Community Tax Certificate		Office of the Municipal Treasurer (Window-1)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Complete requirements	1. Receive request and complete requirements and advise client to pay the required fees at the Office of the Municipal Treasurer	None	3 Minutes	Jheany Mae V. Jauculan
2. Pay required fees at the Municipal Treasurer's Office (Window-1) and present the Official Receipt at the Office of the Municipal Mayor	2.1 Issuance of Official Receipt	PHP 50.00	5 Minutes	Jade Kemmond O. Mag-abo
	2.2 Prepare Mayor's Clearance and forward to the Municipal Mayor for approval	None		Mary Grace E. Cabanlit Julie Anne A. Indus
	2.3 Approval of Mayor's Clearance	None		Evan Hope D. Olvis Mun. Mayor
3. Claim approved Mayor's Clearance	3. Record file for office copy and release Mayor's Clearance to the Client	None	5 Minutes	Mary Grace E. Cabanlit Julie Anne A. Indus



3. Rental for the Use of Polanco Gymnasium

For the use of Polanco Gymnasium – an income generating structure to augment the revenue source of this LGU, minimal fees are imposed through Tax Ordinance.

Office or Division:		Office of the Municipal Mayor		
Classification:		Simple		
Type of Transaction:		G2C-Government to Client		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Intent/ Request		Client		
Official Receipt		Office of the Municipal Treasurer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter of Intent/ Request	1. Receive Letter request and verify if date desired is available. Advise client to pay the required minimal fees at the Office of the Municipal Treasurer	None	3 Minutes	Luzminda Español
2. Pay required fees at the Office of the Municipal Treasurer and present the Official Receipt at the Office of the Municipal Mayor	2.1 Issuance of Official Receipt	PHP 1,000.00	1 Minute	Jade Kemmond O. Mag-abo
	2.2 Book a schedule for the Use of Polanco Gymnasium	None	1 Minute	Luzminda Español
	2.3 Approval of the Permit	None	3 Minutes	Evan Hope D. Olvis Mun. Mayor
3. Release the documents	3.1 Record file for reference purpose and release document to the client	None	3 Minutes	Luzminda Español



4. Issuance of Certification

Upon request, the following kinds of certification are being issued by the office of the Municipal Mayor:

Office or Division:	Office of the Municipal Mayor			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Intent/ Request		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit Letter of Request	1.1 Receive Letter of Request and evaluate documents	None	3 Minutes	Mary Grace E. Cabanlit
	1.2 Prepare Special Certification and forward to the Municipal Mayor for approval	None	5 Minutes	Caren Eve P. Astillero
	1.3 Approval of the Certification	None	5 Minutes	Evan Hope D. Olvis Mun. Mayor
2.Claim the approved Certification	2.1 Record, file for office copy and release certification to the client	None	3 Minutes	Mary Grace E. Cabanlit Julie Anne A. Indus



5. Special Program for Employment of Students (SPES)

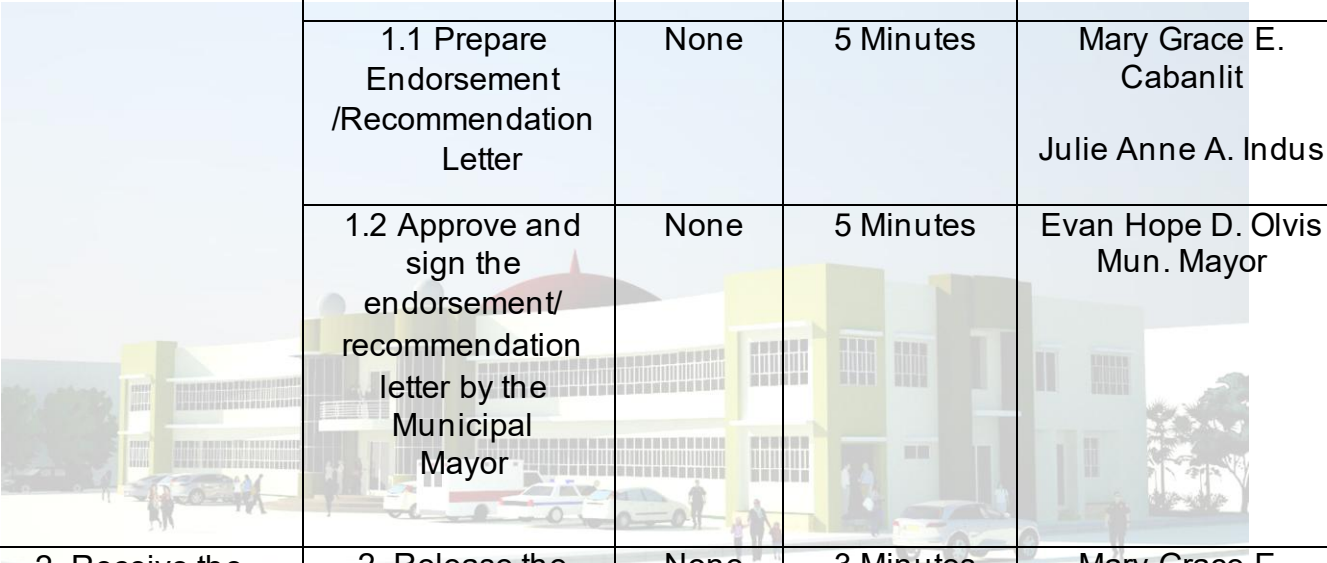
The Local Government Unit thru the Public Employment Service Office (PESO) implements the SPES Program every summer vacation. Purpose of the program is to provide employment during summer vacation to poor but deserving students, who are at least 15 years of age but not more than 25 years old who are enrolled or intending to enroll in any educational institution for secondary, tertiary, vocational or technological education.

Office or Division:	Office of the Municipal Mayor			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizens			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
SPES Registration Form		Office of the Municipal Mayor		
Birth Certificate		Person Concerned		
Annual Income Tax Return of Parents		BIR		
School Card without Failing Grades		Student		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure SPES Registration Form (1 copy)	1. Provide client a SPES Registration Form	None		Jhyke C. Palomaria PESO Manager
2. Submit duly filled-up Registration Form which will be evaluated by the PESO Manager	2. Accept the Registration Form and evaluate the said form	None	5 Minutes	Jhyke C. Palomaria PESO Manager
3. Applicants are required to come back on the schedule date for interview and/ or screening of who will be SPES grantees	3. Facilitate the scheduled interview/ screening for the students	None	10 Minutes	Jhyke C. Palomaria PESO Manager
4. The names of those who will qualify for the said program will be posted at the Conspicuous place within the Municipal Hall Building	4. The PESO Manager will be the one who will post the following qualified names	None		Jhyke C. Palomaria PESO Manager
5. If your name is in the list, secure the requirements listed above.		None		
6. Comply the requirements and submit complete documents	6. Verify the submitted requirements and finalize	None	3 Minutes	Jhyke C. Palomaria PESO Manager
7. Attend SPES Orientation	7. Facilitate the SPES Orientation	None	4 Hours	Jhyke C. Palomaria PESO Manager



6. Issuance of Endorsement/Recommendation

Recommendation/Endorsements are given to individuals and organizations to support their intentions for a purpose.

Office or Division	Office of the Mayor			
Classification	Simple			
Type of Transaction	G2B-Government to Citizen			
Who may avail	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Letter of Intent/ Request			Client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	Person Responsible
1.Present Letter of Intent/Request	1. Receive letter and evaluate/review	None	2 Minutes	Caren Eve P. Astillero
	1.1 Prepare Endorsement /Recommendation Letter	None	5 Minutes	Mary Grace E. Cabanlit Julie Anne A. Indus
	1.2 Approve and sign the endorsement/ recommendation letter by the Municipal Mayor	None	5 Minutes	Evan Hope D. Olvis Mun. Mayor
2. Receive the Endorsement/ Recommendation Letter	2. Release the Endorsement/ Recommendation Letter	None	3 Minutes	Mary Grace E. Cabanlit Julie Anne A. Indus



7. Scholarship Program for College Students

The Local Government Unit thru the Gender and Development Fund, implements the Scholarship Program every semester of the school year. Purpose of the program is to provide financial assistance during school year to poor but deserving students, who can't afford to go to college at least incoming first year who are intending to enroll in any educational institution for tertiary, vocational or technological education.

Office or Division:	Office of the Municipal Mayor			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizens			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Barangay Indigency		Barangay Concerned		
Certificate of Enrollment		School		
Statement of Account		School		
Certificate of Good Moral Character		School		
Income Tax Return		BIR		
Affidavit of Non- Filing		PAO		
Last Semester –Certification of Grades		School		
School I.D.		School		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Applicants must fill-up the scholarship form for office reference	1. Accept and evaluate the filled-up Scholarship Form. Present to the applicants the following requirements to be complied.	None	3 Minutes	Caren Eve P. Astillero
2. The applicants must secure and submit the following required documents.	2.1. Receive the needed requirements and evaluate documents.	None	3 Minutes	Caren Eve P. Astillero
	2.2 Verify the following required documents for approval.	None	3 Minutes	Caren Eve P. Astillero
3. The applicants must attend Scholarship Briefing and Orientation	3. Facilitate the Briefing and Orientation	None	4 Hours	Arvin C. Calamba



8. Request for Projects and Programs

Project proposals requested by the different barangays for approval by the Office of the Municipal Mayor.

Office or Division:	Office of the Municipal Mayor			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Intent/ Request		Client		
Barangay Resolution		Barangay Concerned		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the needed requirements	1. Receive and verify the needed requirements	None	3 Minutes	Caren Eve P. Astillero
2. Follow-up the status of the submitted requirements	2. Give updates to the client regarding their request	None	3 Minutes	Caren Eve P. Astillero





OFFICE OF THE MUNICIPAL ADMINISTRATOR

Internal Services





1. Procurement of Goods/Office Supplies Services/Infra Projects

As mandated by law, all procurements must be in consonance with the provisions of RA 9184 otherwise known as the Procurement Act. Project Management Officer/End users shall first submit request before goods, office supplies, services, infra projects are purchased.

Office or Division	Office of the Bids and Awards Committee			
Classification	Highly Technical			
Type of Transaction	Government to Private Supplier			
Who may avail	All Accredited Supplier/Bidder			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approved Project Procurement Management Plan (PPMP) / Annual Procurement Plan (APP)		BAC OFFICE		
Approved Purchase request.		BAC OFFICE		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Fill up the Visitor's Logbook.	Accept the bid offer		1 minute	Raffy M. Cantuja Ermintrude D. Gonzales Rocsan A. Jarmin Glen B. Empeynado
2. Wait for the issuance of Invitation to bid (ITB) for the payment of bid documents.	Issue an ITB to the participating bidder / supplier and give the bidding documents.		3 minutes	Raffy M. Cantuja Ermintrude D. Gonzales
3. Receive the note from the BAC and pay the bid documents at the MTO.	Prepare the bidding documents while waiting for the official receipt from MTO.	Rates provided by the GPPB.	15-20 minutes	Ian Caninit
4. Present the OR to BAC Secretariat	Photocopy the OR and give the bidding documents to the participating supplier/bidder.		3 minutes	Rocsan A. Jarmin Glen B. Empeynado
5. Received the Bidding Documents	Record the sale of bidding documents.		2 minutes	Raffy M. Cantuja Ermintrude D. Gonzales
	TOTAL:	Rates provided by the GPPB.	24-29 minutes	



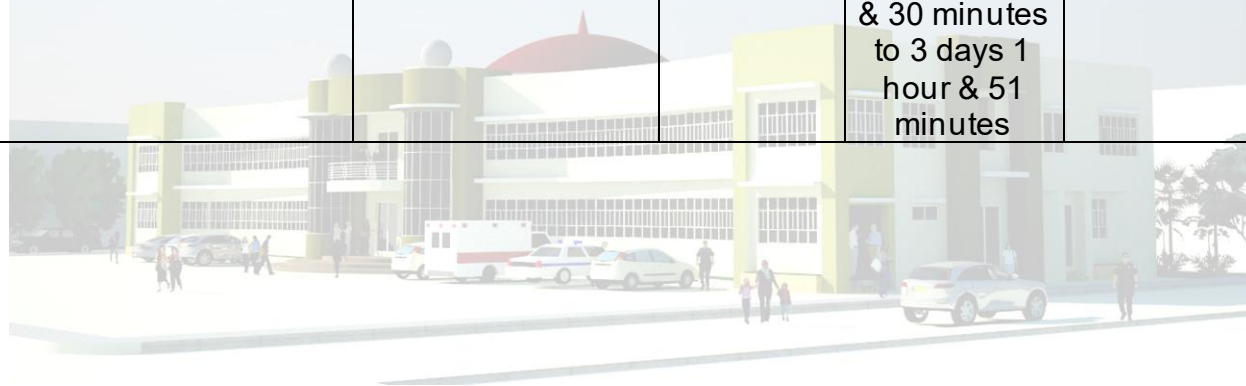
2. Processing for Application of Market Public Bidding

For the purposes of transparency, all vacant stalls in the market are opened for public bidding. However, applications shall be submitted to the Market Committee for final screening and only qualified applicants are entitled to participate in the public bidding which shall be conducted in accordance with the provisions of Municipal Ordinance No. 2M-5-01, s. 2005.

Office or Division	Office of the Municipal Treasurer			
Classification	Simple			
Type of Transaction	G2B- Government to Business Entity & G2C- Government to Citizen			
Who may avail	Persons interested to lease stall in the Polanco Public Market who possesses the qualifications and not otherwise disqualified as prescribed by the Municipal Revenue Code			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Notarized Application Letter 2. Proof of Residency (any of the following: (Barangay Certificate of Residency or Voter's ID, Proof of Billing and Government Issued IDs, such as SSS, GSIS, Driver's License, Passport, Pag-ibig, etc) (1 photocopy) 3. 2X2 ID picture (2 pcs)		1. Market Inspector, Municipal Treasurer's Office 2. Barangay Hall / Appropriate Government Agency 4. Applicant / Client.		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits Notarized Application Form, together with the basic requirements	1.1 Evaluates application as to completeness of information and submitted requirements	None	10-15 minutes	Ellen B. Olvis Permits and Licensing Officer
	1.2 Issues Order of Payment for application fee and instructs to pay to the Municipal Treasurer's Office	P100.00	1-2 mins.	Revenue Collection Clerks Jade Kemmond Mag-abo Ian Caninit Wincelao Laput Roena Cagadas
2. Submits Official Receipt for Application/Registration Fee	2.1 Attaches Official Receipt (OR) to the application		2-3 mins.	Ellen B. Olvis Permits and Licensing Officer
	2.2 Evaluates documents and schedules interviews of applicant		2-3 days	Market Committee
3. Personal interview of the applicant	3.1 Interviews and screens applicant		5-10 mins.	Market Committee



4. Dropping of bids	4.1 Receives bid docs		2-3 mins	Market Committee
	4.2 Conduct Bidding		1 hour	
	4.3 Awarding of Stall/Booth		5-10 mins	Market Committee
5. Signing of Contract	5.1 Signing of Contract of Lease		3-5 mins	Market Committee
	5.2 Releasing of Contract of Lease		2-3 mins	Market Committee
	TOTAL:	P100.00	2 days 1 hour & 30 minutes to 3 days 1 hour & 51 minutes	





HUMAN RESOURCE MANAGEMENT
SERVICES SECTION
OFFICE OF THE MUNICIPAL ADMINISTRATOR

External Services





1. Action on Leave Applications

Application for leave is a documentary evidence that an employee has availed an official leave of absence from his/her office on the account of sickness, vacation and any other reasons granted to the employee not to report for work with or without pay as maybe provided by law and as the rules prescribed in Rule XVI in the Omnibus Rules on Leave.

Pursuant to Civil Service Rules and Regulations, all officials and employees are entitled to accumulated leave credits depending on their respective length of service. Likewise they are given the privilege to enjoy leave benefits briefly described hereunder:

Office or Division:	Human Resource Management Services Section			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	All permanent, coterminous, casual and elective officials of the local government			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Filled up CSC Form No. 6		Human Resource Management Services Section		
Letter of Intent (for the monetization of leave)		Client		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Submit filled up CSC Form No. 6 (Application For Leave of Absence)	1. Receive the filled up requisition form duly signed the head of office/department and record it at the index of leave cards	None	2 Minutes	Gemma C. Baluntang, HRMA I
	1.1 Encode/Typed and print the Leave Application Form (CSC Form No. 6)	None	2 Minutes	Gemma C. Baluntang, HRMA I
2. Secures the signature of his/her immediate supervisor	2. Receive the signed application for leave form and the HRMO certifies as to the actual leave credits and forward the same at the LCE/VM Office for action	None	2 Minutes	Manuel R. Cajocon, Jr., HRMO II Human Resource Management Services Section
3. Claim the approved Application for Leave	3. File for office copy and release the approved Application for Leave to the concerned personnel	None	2 Minute	Gemma C. Baluntang, HRMA I
	TOTAL:		8 Minutes	

Note: Duration is accounted on average individual transaction time and does not include queuing time, volume of requests factor and/or compliance of incomplete requirements.



2. Authentication of Photocopied Documents

This service involves the legalization of documents in the absence of the original documents per available record in the employees' 201 file or data presented.

Office or Division		Human Resource Management Services Section		
Classification		Simple		
Type of Transaction		G2C-Government to Citizen		
Who may avail		LGU Polanco officials and employees (active and separated)		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Filled up requisition form		Human Resource Management Services Section		
Official Receipt		Office of the Municipal Treasurer		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Submit filled up requisition form	1. Receive the filled up requisition form and advice client to pay the required fees at the Municipal Treasurer's Office (Windows 1-3)	None	1 Minute	Manuel R. Cajocon, Jr., HRMO II
2. Pay the required fees at the Municipal Treasurer's Office (Windows 1-3) and present the Official Receipt at the Human Resource Development Division	2. Issuance of Official Receipt	PHP 50.00	3 Minutes	<i>ALL Revenue Collection Clerk III</i> Office of the Municipal Treasurer
	2.1 Retrieve and photocopy the document.	None	2 Minutes	Gleem M. Larayos Casual
	2.2 The HRMO authenticates the document requested	None	1 Minute	Manuel R. Cajocon, Jr., HRMO II
3. Claim the authenticated document	3. Record and release the authenticated document	None	1 Minute	Gleem M. Larayos Casual
	TOTAL:	PHP 50.00	8 Minutes	

Note: Duration is accounted on average individual transaction time and does not include queuing time, volume of requests factor and/or compliance of incomplete requirements



3. GSIS Loan Confirmation

This is an extension service of the GSIS tasked to the Agency's Authorized Officer (AAO) to look into the employees' capacity to avail such loan per General Appropriations Act (GAA) of the Department of Budget and management (DBM). The action maybe approved of confirmed.

Office or Division	Human Resource Management Services Section			
Classification	Simple			
Type of Transaction	G2C-Government to Citizen			
Who may avail	LGU Polanco Officials and Employees who are active GSIS members			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Filled up requisition form		Human Resource Management Services Section		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Submit the filled up requisition form to the payroll in-charge at the MACCO	1. Receive filled up requisition form and check data on-line, verify and validate client's qualifications to loan availment set by the GSIS	None	3 Minutes	Manuel R. Cajocon, Jr., HRMO II Proserphine G. Godinez, Municipal Accountant
	1.1 If qualified, loan application is electronically confirmed	None	2 Minutes	Manuel R. Cajocon, Jr., HRMO II Proserphine G. Godinez, Municipal Accountant
	TOTAL:		5 Minutes	

Note: Duration is accounted on average individual transaction time and does not include queuing time, volume of requests factor and/or compliance of incomplete requirements



4. Issuance of Service Record

The Human Resource Management Services Section issues Service Records indicating the inclusive dates of actual service rendered, designation, status of appointment annual salary and its adjustment records of leave without pay

Office or Division	Human Resource Management Services Section			
Classification	Simple			
Type of Transaction	G2C-Government to Citizen			
Who may avail	All LGU officials and employees (active and separated)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Filled up requisition form		Human Resource Management Services Section		
Official Receipt		Municipal Treasurer's Office		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Submit filled up requisition form	1. Receive the filled up requisition form and advice client to pay the required fees at the Municipal Treasurer's Office (Windows 1-3)	None	1 Minute	Manuel R. Cajocon, Jr., HRMO II Human Resource Management Services Section
2. Pay the required fees at the Municipal Treasurer's Office (Windows 1-3) and present the Official Receipt at the Human Resource Development Division	2. Issuance of Official Receipt	PHP 50.00	3 Minutes	<i>ALL Revenue Collection Clerk III</i> Office of the Municipal Treasurer
	2.1 Print the Service Record and forward to the HRMO for signature	None	1 Minute	Manuel R. Cajocon, Jr., HRMO II
	2.2 The HRMO certifies the correctness of the printed service record	None	1 Minute	Manuel R. Cajocon, Jr., HRMO II
3. Claim the Service Record	3. Record and release the certified Service Record	None	1 Minute	Gemma C. Baluntang, HRMA I
	TOTAL:	PHP 50.00	7 Minutes	

Note: Duration is accounted on average individual transaction time and does not include queuing time, volume of requests factor and/or compliance of incomplete requirements.



5. Issuance of Various Certifications

Certification is issued to individual needing this document per available record in this office. Information indicated on the face of the certification depends on the needed data.

Office or Division	Human Resource Management Services Section			
Classification	Simple			
Type of Transaction	G2C-Government to Citizen			
Who may avail	All permanent, coterminous, casual and elective officials of the local government			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Filled up requisition form		Human Resource Management Services Section		
Official Receipt		Office of the Municipal Treasurer		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Submit filled up requisition form	1. Receive the filled up requisition form and advice client to pay the required fees at the Municipal Treasurer's Office (Windows 1-3)	None	2 Minutes	Gleem M. Larayos Casual
2. Pay the required fees at the Municipal Treasurer's Office (Windows 1-3) and present the Official Receipt at the Human Resource Development Division	2. Issuance of Official Receipt	PHP 50.00	3 Minutes	<i>ALL Revenue Collection Clerk III</i> Office of the Municipal Treasurer
	2.1 Verify records and print the requested certification	None	1 Minute	Gemma C. Baluntang HRMA I
	2.2 The HRMO will check the correctness and signs the requested certification	None	1 Minute	Manuel R. Cajocon, Jr. HRMO II
2. Claim the certification requested	2.1 Record and release the certification	None	1 Minute	Gleem M. Larayos Casual
	TOTAL:	PHP50.00	8 Minutes	

Note: Duration is accounted on average individual transaction time and does not include queuing time, volume of requests factor and/or compliance of incomplete requirements.



6. Preparation of Service Contracts for Job Order workers

This is a solidify agreement for a piece of work between the Local Government Unit of Polanco being the first party and the service provider as the second party.

Office or Division	Human Resource Management Services Section			
Classification	Simple			
Type of Transaction	G2C-Government to Citizen			
Who may avail	All offices of this agency			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Manpower Requisition Form (signed by all signatories)		Department/Division/Section		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Submit approved Manpower Requisition Form	1. Receive approved Manpower Requisition Form	None	1 Minute	Gemma C. Baluntang, HRMA I
	1.1 Prepare and print Service Contract.	None	5 Minutes	Manuel R. Cajocon, Jr., HRMO II
	1.2 The HRMO checks the accuracy of the Service Contract and signs it	None	2 Minutes	Manuel R. Cajocon, Jr., HRMO II
	1.3 Forward the contract to other signatories	None	30 Minutes	Manuel R. Cajocon, Jr., HRMO II Gleem M. Larayos Casual
	1.4 Forward to Public Attorneys Office for the notarization of the service contract	None	30 Minutes	Human Resource Management Services Section
	1.5 File for office copy and forward another copy at the Office of the Municipal Accountant	None	2 Minutes	Gemma C. Baluntang, HRMA I Gleem M. Larayos Casual
	TOTAL:		1 Hour and 10 Minutes	

Note: Duration is accounted on average individual transaction time and does not include queuing time, volume of requests factor and/or compliance of incomplete requirements



7. Processing of Travel Order Request

Travel Orders pass through the personnel division to record such and to ensure that the travel is official or work related. Helps HR division in tracking employees' whereabouts.

Office or Division	Human Resource Development Division			
Classification	Simple			
Type of Transaction	G2C-Government to Citizen			
Who may avail	LGU Polanco Officials, Employees and Job Order workers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished Travel Order form		Client		
Letter of request to travel		Client		
Invitation Letter		Training/Event Organizer		
Program of Activities of the Seminar		Training/Event Organizer		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Submit the accomplished Travel Order form with the required attachments	1. Receive, review if documents are complete and record in the Travel Order logbook	None	1 Minute	Manuel R. Cajocon, Jr. HRMO II
	1.1 Evaluate for recommended action (Official business/official time)	None	1 Minute	Heads of Office Concern
	1.2 Forward the documents and advice client to follow up at the Office of the Mayor	None	2 Minutes	Manuel R. Cajocon, Jr. HRMO II
	TOTAL:		4 Minutes	



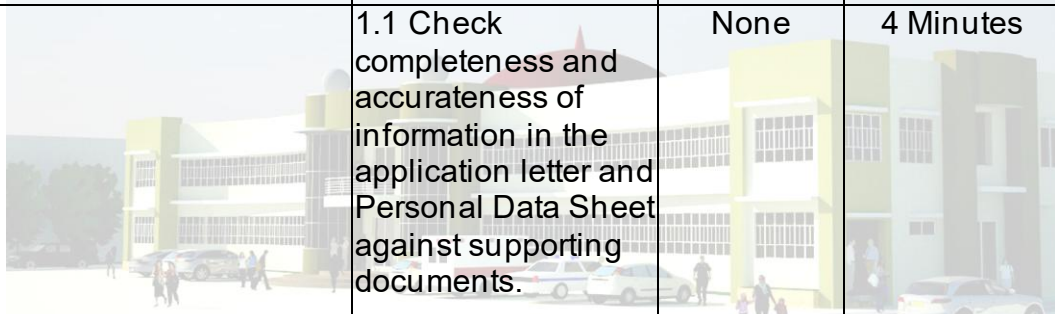
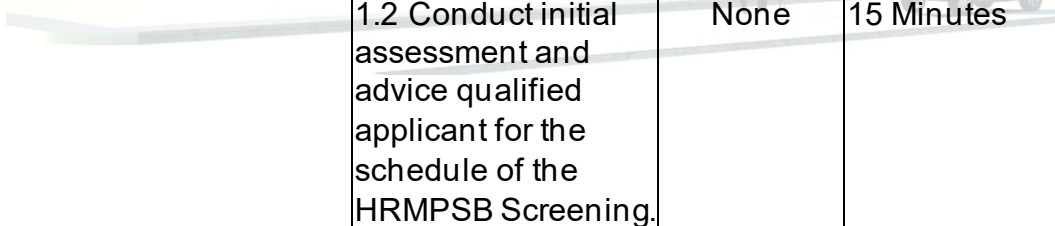
HUMAN RESOURCE MANAGEMENT
SERVICES SECTION
OFFICE OF THE MUNICIPAL ADMINISTRATOR
Internal Services





1. Receiving of Application Letters

This is a service where the HR has to look into the completeness of the documents being submitted by the applicants. The action may be denied or accepted.

Office or Division	Human Resource Management Services Section			
Classification	Simple			
Type of Transaction	G2C-Government to Citizen			
Who may avail	All walk-in applicants, LGU employees for promotion, Job Order workers applying for permanent position			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Application Letter		Applicant		
Fully accomplished Personal Data Sheet (CS Form No.212 Revised 2017)		Download form from the CSC website		
Performance rating in the last rating period (if applicable)		Previous employer or current agency connected with		
Photocopy of Certificate of Eligibility, rating/license (if applicable)		Applicant		
Photocopy of Transcript of Records		Applicant		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Submit application letter with complete supporting documents to the Office of the Mayor and forward it to the HRDD	1. Receive application letter with complete requirements	None	1 Minute	Gemma C. Baluntang, HRMA I Gleem M. Larayos Casual
	1.1 Check completeness and accurateness of information in the application letter and Personal Data Sheet against supporting documents.	None	4 Minutes	Manuel R. Cajocon, Jr. HRMO II
	1.2 Conduct initial assessment and advice qualified applicant for the schedule of the HRMPSB Screening.	None	15 Minutes	
<p>Complete Documents:</p> <ol style="list-style-type: none"> Fully accomplished Personal Data Sheet (PDS) Performance Rating in the last rating period (if applicable) Certified true copy/authenticated copy of certificate of eligibility/rating/license; Photocopy of Transcript of Records; Training Certificates; and PRC I.D.(Certified true copy) <p>Applications with incomplete documents shall not be entertained.</p>				
TOTAL:			20 Minutes	

Note: Duration is accounted on average individual transaction time and does not include queuing time, volume of requests factor and/or compliance of incomplete requirements



OFFICE OF THE MUNICIPAL PLANNING AND DEVELOPMENT COORDINATOR

External Services





1. Issuance of Zoning Certification

Zoning Certification is required upon applying electrical permit or any form of application that needs to certify the chosen location as to what classification of land use it belongs based on the approved Comprehensive Land Use Plan (CLUP) and Zoning Ordinance of the municipality.

Office or Division:	Office of the Municipal Planning and Development Coordinator			
Classification:	Simple			
Type of Transaction:	G2C, G2B			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter-request addressed to the Zoning Administrator/MPDC				
Transfer Certificate of Title (TCT) or Deed of Sale				
Latest Real Property Tax Declaration				
Latest Real Property Tax receipt				
Special Power of Attorney of land owner's authorization representative, if any				
CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the MPDC office.				
2. Client presents his purpose for securing Zoning Certification.	Review of Documents Check the location in the approved Comprehensive Land Use Plan (CLUP) Issue the request for payment if all the required documents are completed		10 minutes	Marieta A. Cabrera PDO II
3. Proceeds to Municipal Treasurer's Office to pay the required fees.	Issue the Official Receipt	P500.00 per hectare	3 minutes	Collecting Officer of the MTO
4. Return to MPDC Office for the processing/Issuance of Zoning Certification	Process and serve the approved Zoning Certification to the Client		4 minutes	Marieta A. Cabrera PDO II Economic Researcher



Present his/her receipt of Payment				
	Sign and approves the Zoning Certification		1 minute	Roger B. Ladera MPDC/Zoning Administrator





2. Issuance of Locational Clearance for Building / Business Permits

Locational Clearance is required when applying permits for new construction, expansion, and renovation of residential building or any enterprises to ensure that the structure is allowed in that particular location as per approved Comprehensive Land Use Plan (CLUP) and Zoning Ordinance of the Municipality.

Office or Division:	Office of the Municipal Planning and Development Coordinator			
Classification:	Simple			
Type of Transaction:	G2C, G2B			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Set of Building Plans, duly signed by a C.E./Architect, PEE, Master Plumber, Agricultural Engineer (if applicable)				
Bill of Materials				
Application Forms for Building Permit, Electrical Permit and Master Plumber, duly signed by C.E./Architect, PEE, Master Plumber, Agricultural Engineer (if applicable)				
Application Form for Locational Clearance, duly notarized				
Latest Real Property Tax receipt				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the MPDC Office.				
2. Client Presents his Purpose for applying Locational Clearance and submits required documents.	Assess and review the documents presented by the client. Inform the client of the amount to be paid and gives a request of payment slip.		10 minutes	Marieta A. Cabrera PDO II
3. Acquire the application form for Locational Clearance	Locational Clearance Form is given to the client to fill up the form.		2 minutes	Marieta A. Cabrera PDO II Economic Researcher
	Inform the client that the application form will be notarized		1 day	Private/Public Lawyer



	by a private lawyer or PAO.			
4. Proceeds to the Municipal Treasurer's Office to pay the required fees	Issue the Official Receipt	<p>A. For Single Residential Structure:</p> <ul style="list-style-type: none"> ○ ₱ 200.00(₱100,000 and below) ○ ₱ 400.00(over ₱100,000 to 200) ○ ₱500.00+1/10 of 1% in excess of ₱200,000.00(over ₱200,000.00) <p>B. Apartment/Townhouse</p> <ul style="list-style-type: none"> ○ ₱1,000.00(500,000 and below) ○ ₱1500.00(Over ₱500,000.00 to ₱2M) ○ ₱2,500.00 +1/10 of 1% of cost in excess of ₱2M regardless of the no. of doors (Over ₱2M) <p>C. Dormitories</p> <ul style="list-style-type: none"> ○ ₱2,500.00 (₱2M and below) ○ ₱2,500.00 +1/10 of 1% of cost in excess of ₱2M regardless of the no. of doors (over ₱2M) <p>D. Institutional</p> <ul style="list-style-type: none"> ○ ₱2,000.00 (₱2M and below) 	2 minutes	Collecting Officer of the MTO



		<ul style="list-style-type: none"> ○ ₱2,000.00 +1/10 of 1% of cost in excess of ₱2M(Over P2M) <p>E. Commercial, Industrial & Agro-Industrial Project cost</p> <ul style="list-style-type: none"> ○ ₱1,000.00 (below ₱100,000.00) ○ ₱1,500.00 (Over ₱100K- ₱500K) ○ ₱2,000.00(₱500K-₱1M) ○ ₱3K(₱ 1M - ₱ 2M) ○ ₱ 5,000+1/10 of 1% of cost in excess of ₱ 2M(Over ₱ 2M) <p>F. Special Use/ Special Projects: (Gasoline station, cell sites, Slaughter house, Treatment plant, etc.)</p> <ul style="list-style-type: none"> ○ ₱5K (Below ₱2M) ○ ₱ 5,000.00+ 1/10 of 1% of cost in excess of ₱ 2M (over ₱ 2M) 		
<p>5. Return to MPDC Office.</p> <p>Presents all the requirements together with the receipt of payment and notarized Locational Application Form to the person in-charge.</p>	<p>Reviews and verifies submitted requirements.</p> <p>Prepare and process the Locational Clearance.</p>		<p>10 minutes</p>	<p>Marieta A. Cabrera PDO II</p> <p>Economic Researcher</p>



	The Zoning Administrator signs the application form approving the same.		2 minutes	MPDC/Zoning Administrator
6. Applicant receives the Zoning Certification.	Get a copy as file.		2 minutes	Marieta A. Cabrera PDO II Economic Researcher





3. Processing Application of Subdivision Plans

Any application for simple or complex subdivision plan is under the Local Government Unit. Once the requirements are completed and the Municipal Engineering Office has already conducted site inspection, the application will be submitted to the Sangguniang Bayan for approval.

Office or Division:	Office of the Municipal Planning and Development Coordinator			
Classification:	Complex			
Type of Transaction:	G2C			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. (4 sets) of the ff. documents signed & sealed by a Licensed G.E. a. Site Dev't Plan/SP showing lot areas and technical descriptions & conformed by the land owner. b. Vicinity map showing the adjoining land use circulation network as well as the existing facilities & utilities at least 100m from the project boundaries.				
2. (4 copies) Duly authenticated copy of OCT/TCT				
3. (4 copies) Latest Real Property Tax Declaration.				
4. (4copies) Latest RPT receipt				
5. (4 copies) Extra judicial among heirs				
6. (4 copies) Cert. of Non-Tenancy/conversion, clearance/exemption from the DAR (if applicable)				
7. (4 copies) Proof of access of road right-of-way				
8. (4 copies) Notarized Application for Subdivision Development Permit address to the SB.				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the MPDC Office. Client presents his purpose for applying subdivision plan and submits required documents.	Review and Check the Documents If the documents are lacking, client is given a checklist of requirements as guide		5 minutes	Marieta A. Cabrera PDO II



	Inform the client of the amount to be paid and gives a request of payment slip.			
2. Acquire Application Form for Subdivision Development Permit	Inform the client that the form will be notarized by a private/public lawyer			Marieta A. Cabrera PDO II Economic Researcher
3. Client proceeds to the Municipal Treasurer's Office to pay the required fees.	Issue the Official Receipt	<p><i>For Subdivision and Condominium Project under Batas Pambansa 957:</i> Preliminary Approval Locational Clearance (PALC) Preliminary Subdivision Development Plan (PSDP) -- ₱250.00/ha. or a fraction thereof - Inspection fee - - ₱1,000.00/ha. regardless of density -Secretary's Fee P 50.00</p> <p><i>For Projects under Batas Pambansa 220:</i> Preliminary Approval and Locational Clearance (PALC) a. Socialized Housing-- ₱75.00/ha. b. Economic Housing- ₱150/ha.</p>	3 minutes	Collecting Officer of the MTO



		- Inspection fee: a. Socialized Housing-- ₱200.00/ha. b. Economic Housing-- ₱500.00/ha. -Secretary's Fee P 50.00		
4. Return to MPDC Office	Presents all the requirements together with the receipt of payment and notarized Application Form for Subdivision Development Permit	Prepare and process the application for SDP.	5 minutes	Marieta A. Cabrera PDO II
	Zoning Administrator issues Certification of Land Use noted by the Municipal Mayor.		Time varies depending on the schedule of the Municipal Mayor	Roger B. Ladera MPDC/Zoning Administrator Hon. Evan Hope D. Olvis Municipal Mayor
	Forward the application for SDP to the Municipal Engineering Office for site inspection and evaluation. Once inspected/ evaluated by the MEO, application form is returned to the MPDC Office.		Time varies depending on the ME action	Municipal Engineer/ Any authorized representative
	Submit the application to the SB for approval of the SDP.		Time varies depending on the SB action	Sangguniang Bayan
	Contact the client once the application is		2 minutes	Marieta A. Cabrera PDO II



	approved by the SB and inform the payment for final approval.			Economic Researcher
5. Return to MPDC Office Acquire Order of Payment for final approval of the SDP.	Inform the payment for final approval and issue an order of payment slip.			Marieta A. Cabrera PDO II
6. Proceed to the Municipal Treasurer's Office to pay the Final Approval payment.	Issue the Official Receipt.	<p><i>For Subdivision and Condominium Project under Batas Pambansa 957:</i></p> <p>Final Approval and Locational Clearance (PALC) Preliminary Subdivision Development Plan (PSDP) -- ₱2/sq.m. - Inspection fee - - ₱1,000.00/ha. regardless of density -Secretary's Fee P 50.00</p> <p><i>For Projects under Batas Pambansa 220:</i></p> <p>Final Approval and Locational Clearance (PALC) a. Socialized Housing-- ₱500/ha. b. Economic Housing- ₱1000/ha. - Inspection fee: a. Socialized Housing- ₱200.00/ha. b. Economic Housing- ₱500.00/ha.</p>	2 minutes	Collecting Officer or the MTO



		-Secretary's Fee P 50.00		
7. Return to the MPDC Office Receive the approved application of the Subdivision Development Permit.	Release the approved SDP and get a copy as file		1 minute	Marieta A. Cabrera/ PDO II Economic Researcher





OFFICE OF THE MUNICIPAL ENGINEER

External Services





1. Issuance of Building Inspection Certificate for Business Permit Item II – Annual Inspection

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

Office or Division:	Office of the Municipal Engineering			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Small or Big Business Enterprises			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Business License		DTI		
Detailed information about the Business and sketch of location (for new enterprises)		By the Applicant		
Application/Assessment Form		MTO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
For Renewal of Business Permit Application 1. Present all the requirements.	1. Engineering Staff issues an order of payments for inspection of businesses.	Base on the new schedule of fees and other charges of National Building Code of the Philippines (PD 1096)	5 minutes	John Andrey E. Fernandez Engineering 1
2. Proceed to the Municipal Treasurer's Office for payment of fees.		Base on the order of payments given from the Engineering Office		MTO Staff
3. Back to Engineering Office to present official receipt	2. Receives official receipt and encode the Certificate	None	5 minutes	Engineering Staff
	3. Issuance of Certificate after the signing and approval of the	None	1/2 Day	Manuel A. Leones Municipal Engineer



	Municipal Engineer.			
For New Enterprises 1. Present all the requirements.	1. Receives the required documents	None	5 minutes	Engineering Staff
	2. Conduct building inspection	None	1 day	Jose Benjie Aldrin A. Dalumpines Engineer II
	3. Perform corrections and list of requirements in the inspection report.	None	10 minutes	Jose Benjie Aldrin A. Dalumpines Engineer II
2. Inquiry about the result of inspection a day after the inspection.	4. Releases the approved inspection report and inform the client about the corrections and requirements needed.	None	15 minutes	Engineering Staff
3. Make necessary corrections/ complies with the building requirements listed in the inspection report and he/she then informs the Engineering Office that the correction has been done and ready for re-inspection.	5. Conduct building re-inspection	None	1/2 hour	Jose Benjie Aldrin A. Dalumpines Engineer II
4. Inquiry about the result of inspection a day after the inspection.	6. Engineering Staff issues an order of payments	Base on the new schedule of fees and other charges of National Building Code of the Philippines (PD 1096)	5 minutes	Engineering Staff
2. Proceed to the Municipal Treasurer's		Base on the order of		



Office for payment of fees.		payments given from the Engineering Office		MTO Staff
3. Back to Engineering Office to present official receipt	7. Receives official receipt and encode the Certificate	None	5 minutes	Engineering Staff
	8. Issuance of Certificate after the signing and approval of the Municipal Engineer.	None	1/2 minutes	Manuel A. Leones Municipal Engineer





2. Infrastructure Services


Any resident of Municipality of Polanco may report or request from the MEO streetlight maintenance services. This includes inspection, changing of defective bulbs and installation of new streetlights. The MEO will respond immediately within the day if the request is received in the morning. Otherwise, action will be taken the next day.

Office or Division:		Office of the Municipal Engineering		
Classification:		Simple		
Type of Transaction:		G2C – Government to Client		
Who may avail:		Any individual and a resident of Municipality of Polanco		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
N/A		N/A		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Report or request from the MEO Streetlight maintenance services.	1. MEO General Services Officer reviews and scheduled the request. Streetlights crew is assigned to render the services requested.	None	5 minutes	Manuel A. Leones Municipal Engineer
	2. Streetlight crew goes to the reported area and performs maintenance as requested.	None	Within the day (for requests received in the morning) The day after (for request received beyond the cut-off time)	John Andrey E. Fernandez Engineer I



3. Section 301. BUILDING PERMITS

1. No person, firm or corporation, including any agency or instrumentality of the government shall construct, alter, repair, convert, use, occupy, move, demolish and add any building/structure or any portion thereof or cause the same to be done, without first obtaining a building permit therefor from the Building Official assigned in the place where the subject building/structure is located or to be done. The prescribed application for building permit form (NBC Form B-01) shall be used by all applicants.
2. Permits supplementary to a Building Permit shall be applied for and issued by the Building Official. These include Ancillary and the Accessory Permits.

Office or Division:	Office of the Municipal Engineering
Classification:	Highly Technical
Type of Transaction:	G2C – Government to Client
Who may avail:	Any person, firm or corporation
CHECKLIST OF REQUIREMENTS	
A. Ancillary Permits <ol style="list-style-type: none"> I. Architectural Permit II. Civil/Structural Permit III. Electrical Permit IV. Mechanical Permit V. Sanitary Permit VI. Plumbing Permit VII. Electronics permit B. Accessory Permits <ol style="list-style-type: none"> I. Excavation Permit II. Fencing Permit III. Demolition Permit IV. Scaffolding Permit V. Sign Permit 	
WHERE TO SECURE	
 <p>Office of the Municipal Engineering</p>	

4.1 Section 302. APPLICATION FOR PERMITS

1. Any person desiring to obtain a building permit and any ancillary/accessory permits together with a Building Permit shall file applications therefor on the prescribed application forms.
2. Together with the accomplished prescribed application forms, the following shall be submitted to the OBO:
 - a) In case the applicant is the registered owner of the Lot, Certified True Copy of OCT/TCT on file with the Registry of Deeds, Tax Declaration and Current real property tax receipt.
 - b) In case the applicant is not the registered owner of the Lot, duly notarized copy of the contract of lease or Deed of absolute sale.
3. Five sets of survey plans, design plan, specification and other documents prepared, signed and sealed over the printed of the duly licensed and registered professionals.


- Geodetic Engineer, in case of lot survey plans
- Architect in case of architectural documents in case of architectural interior/interior design document, either on architect or interior design may sign.
- Civil Engineer in case of civil/structural documents.




- Professional Electrical Engineer, in case of Electrical documents.
- Professional Mechanical Engineer, in case of Mechanical documents.
- Sanitary Engineer, in case of Sanitary documents.
- Master Plumber, in case of Plumbing documents.
- Electronics Engineer, in case of Electronics documents.

Office or Division:	Office of the Municipal Engineering
Classification:	Highly Technical
Type of Transaction:	G2C – Government to Client
Who may avail:	Any person, firm or corporation
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p><u>Architectural Permit</u></p> <ol style="list-style-type: none"> 1. Architectural Plans/Drawings 2. Architectural interiors/interior design 3. Plans and specific locations of all accessibility facilities 4. Detailed design of all such accessibility facilities outside and around buildings/structures including parking areas, and their safety requirements 5. Fire Safety Documents 6. Other related documents 	<ul style="list-style-type: none"> • Fire Safety Documents will be secured from the City/Municipal Fire Marshall (C/MFM),(BFP). • Application forms will be secured from the Municipal Engineering Office/OBO. • Other requirements provided by the Architect/Civil Engineer or whoever prepared the plans.
<p><u>Structural Permit</u></p> <ol style="list-style-type: none"> 1. Site Development Plan 2. Structural Plans 3. Structural Analysis and Design for all buildings/structures except for one storey and single detached building/structure with a total floor area of 20.00 sq. meters or less. 4. Boring and Load Tests 5. Seismic Analysis 6. Other related documents 7. Fire Safety Documents 	 <ul style="list-style-type: none"> • Fire Safety Documents will be secured from the City/Municipal Fire Marshall (C/MFM),(BFP). • Application forms will be secured from the Municipal Engineering Office/OBO. • Other requirements provided by the Architect/Civil Engineer or whoever prepared the plans.
<p><u>ELECTRICAL PERMIT</u></p> <p>This document is required before putting up new or additional, or alteration of electrical installations involving at least 20 outlets or a capacity of 4 Kw. For new buildings, this forms part of the requirements for a Building Permit application.</p> <ol style="list-style-type: none"> 1. Location and Site Plan. 2. Legend or Symbols. 3. General Notes and/or Specifications 	<ul style="list-style-type: none"> • Fire Safety Documents will be secured from the City/Municipal Fire Marshall (C/MFM),(BFP). • Application forms will be secured from the Municipal Engineering Office/OBO. • Other requirements provided by the Electrical Engineer or whoever prepared the plans.



<ol style="list-style-type: none"> 4. Electrical layout 5. Schedule of Loads, Transformers, Generating/UPS Units (Total KVA for each of the preceding items shall be indicated in the schedule) 6. Design Analysis 7. One Line Diagram 8. Fire Safety Documents 	
<p><u>MECHANICAL PERMIT</u></p> <p>This is required before the installation of new additional, removal or alteration of machinery of at least 20 HP. For new buildings, this forms part of the requirements for a Building Permit application.</p> <ol style="list-style-type: none"> 1. Location Plan and Key Plan 2. General Layout Plan for each floor, indicating the equipment in heavier lines than the building outline with names of machinery and corresponding brake horsepower shall be indicated. 3. Longitudinal and Transverse Sections of building and equipment. 4. Isometric drawing of gas, fuel, oil system showing: Assembly of pipes on racks and supports, Legend and General Notes, Capacity per outlet and complete individual piping system. 5. Plans drawn indicating location of store rooms, fuel tanks, fire extinguishing systems, fire doors fire escape ladders and other protective facilities. 6. Detailed drawings of all duct work installations, indicating dampers, controls, filters, fireproofing, acoustical and thermal insulation. 7. Detailed Plans of machinery foundations and supports. 	<ul style="list-style-type: none"> • Fire Safety Documents will be secured from the City/Municipal Fire Marshall (C/MFM),(BFP). • Application forms will be secured from the Municipal Engineering Office/OBO. • Other requirements provided by the Mechanical Engineer or whoever prepared the plans. 

<ol style="list-style-type: none"> 8. Detailed Plans of boilers and pressure vessels with a working pressure of above 70 kPa regardless of KW rating. 9. Design Computations and Detailed plans of elevators and escalators. 10. For all installations, additions or alterations involving machinery of at most 14.9 kW, the signature of a duly licensed Mechanical Engineer shall be sufficient except fired and unfired pressure vessels, elevators, escalators, dumbwaiters, central/split/package type air conditioners and piping system of steam, gas or fuels. 11. Detailed plans of fire suppression systems, location of automatic and smoke detectors and alarm and initiating devices used to monitor the conditions that are essential for the proper operation including switches for the position of gate valves as well as alert and evacuation signals; the detailed layout of the entire safe area to be protected and the heat/smoke ventilation system. 12. Detailed drawings of all duct work installations, indicating dampers, controls, filters, fireproofing, acoustical and thermal insulation. 13. Detailed Plans of machinery foundations and supports. 14. Detailed Plans of boilers and pressure vessels with a working pressure of above 70 kPa regardless of KW rating. 15. Design Computations and Detailed plans of elevators and escalators. 16. For all installations, additions or alterations involving machinery of at most 14.9 	
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<p>kW, the signature of a duly licensed Mechanical Engineer shall be sufficient except fired and unfired pressure vessels, elevators, escalators, dumbwaiters, central/split/packaged type air conditioners and piping system of steam, gas or fuels.</p> <p>17. Detailed plans of fire suppression systems, location of automatic and smoke detectors and alarm and initiating devices used to monitor the conditions that are essential for the proper operation including switches for the position of gate valves as well as alert and evacuation signals; the detailed layout of the entire safe area to be protected and the heat/smoke ventilation system.</p> <p>18. Fire Safety Documents</p>	
<p><u>SANITARY PERMIT</u></p>	
<p>1. For deepwell, water purification plants, water collection and distribution systems, reservoirs, drainage and sewer systems, sewage treatment plants, malaria control structures, and sewage disposal systems.</p> <p>I. Location Plan and Site Plan</p> <p>II. Detailed Plan and layout drawings of minimum scale 1:100</p> <p>III. Design Analysis and Technical Specifications</p> <p>IV. Cost Estimates</p> <p>2. For pest and vermin control, sanitation, and pollution control facilities:</p> <p>I. Detailed plan, layout and drawing of abatement and control device</p>	<ul style="list-style-type: none"> • Application forms will be secured from the Municipal Engineering Office/OBO. • Certification from Sanitary Health Office. • Other requirements provided by the Sanitary Engineer or whoever prepared the plans.



II. Design analysis and technical specification III. Cost Estimates	
<p align="center"><u>PLUMBING PERMIT</u></p> <ol style="list-style-type: none"> 1. Location Plan and Site Plan 2. Plumbing Plans, Layout and Details 3. Legend and general Notes 4. Isometric drawing of the systems 5. Design analysis and technical specifications 6. Cost Estimates 	<ul style="list-style-type: none"> • Application forms will be secured from the Municipal Engineering Office/OBO. • Other requirements provided by the Master Plumber or whoever prepared the plans.
<p align="center"><u>ELECTRONICS PERMIT</u></p> <ol style="list-style-type: none"> 1. General layout plans with legends 2. Single line diagram 3. Riser diagram 4. Isometry of the system 5. Equipment specification 6. Design analysis, as applicable 7. Cost estimates 	<ul style="list-style-type: none"> • Application forms will be secured from the Municipal Engineering Office/OBO. • Other requirements provided by the Electronics Engineer or whoever prepared the plans.
<p align="center"><u>EXCAVATION AND GROUND PREPARATION PERMIT</u></p> <p>This permit is secured prior to actual ground preparation and excavation after the building line is established. It is also a requirement for a water connection request to the Polanco Water District and BAWASA. (as applicable)</p> <ol style="list-style-type: none"> 1. Location Plan 2. Excavation Detailed Plan 3. Excavation Documents 	<ul style="list-style-type: none"> • Application forms will be secured from the Municipal Engineering Office/OBO. • Other requirements provided by the Architect/Civil Engineer or whoever prepared the plans.

<p align="center"><u>FENCING PERMIT</u></p> <p>This is to be secured prior to actual construction of a fence.</p> <ol style="list-style-type: none"> 1. Fencing permit application 2. Fence plan 	<ul style="list-style-type: none"> • Application forms will be secured from the Municipal Engineering Office/OBO.
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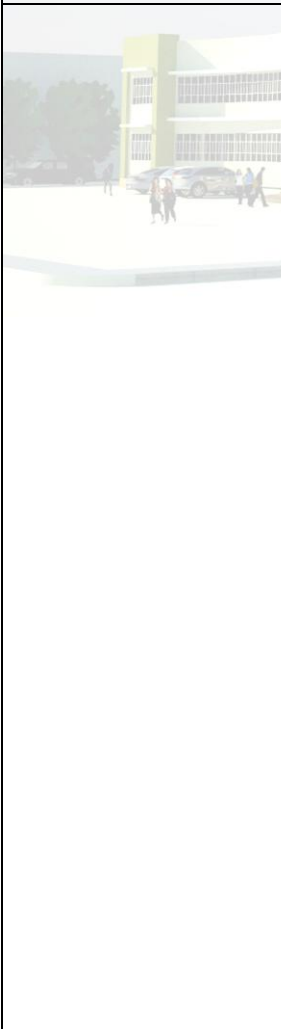
<ol style="list-style-type: none"> 3. Site development plan 4. Cost estimates 5. Structural analysis and design (above 3m high, as applicable) 6. Lot plan with certification of a Geodetic Engineer that the proposed fence will not encroach on adjoining properties 7. Transfer Certificate of Title (TCT) 8. Deed of Sales/Lease Contract/Contract to Sell (if the TCT is not in the name of the owner/applicant) 9. Updated Real Property for Tax Declaration 10. Certificate of Real Property Tax Payment 	<ul style="list-style-type: none"> • Other requirements provided by the Architect/Civil Engineer or whoever prepared the plans.
<p style="text-align: center;"><u>DEMOLITION PERMIT</u></p> <p>This permit is secured prior to the systematic dismantling or destruction of a building or structure in whole or in part.</p> <ol style="list-style-type: none"> 1. Demolition permit application 2. Sketch Plan of area to be demolished 3. Picture 4. Certificate of Real Property Tax Payment 	<ul style="list-style-type: none"> • Application forms will be secured from the Municipal Engineering Office/OBO. • Other requirements provided by the Architect/Civil Engineer or whoever prepared the plans.
<p style="text-align: center;"><u>SCAFOLDING PERMIT</u></p> <p>This permit is secured whenever the erection of scaffolding occupies street lines.</p> <ol style="list-style-type: none"> 1. Lot Plan and Site Development Plan 2. Plans of Sign Structures and Computation 3. Cost Estimates 4. Land Title and Tax receipt 	<ul style="list-style-type: none"> • Application forms will be secured from the Municipal Engineering Office/OBO. • Other requirements provided by the Architect/Civil Engineer or whoever prepared the plans.
<p style="text-align: center;"><u>SIGN PERMIT</u></p> <p>This permit is secured prior to the installation, erection, attachment, painting of any form of signages.</p> <ol style="list-style-type: none"> 1. Sign Permit Form 2. Building Permit Form whenever there is a concrete/steel structure. 3. Structural Analysis 4. Zoning Clearance 	<ul style="list-style-type: none"> • Application forms will be secured from the Municipal Engineering Office/OBO.



<ol style="list-style-type: none"> 5. Permit Form (DPWH Form No. 96-001-E) whenever there is an electrical connection 6. Fire clearance whenever there is an electrical connection 7. Sketch Plan of signage/s to be installed/erected 8. Location/vicinity plan 9. Lot documents whenever it occupies a private lot 10. DPWH clearance (for national roads/highways) 	<ul style="list-style-type: none"> • Other requirements provided by the Architect/Civil Engineer or whoever prepared the plans.
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Section 302. Processing of Building Permits

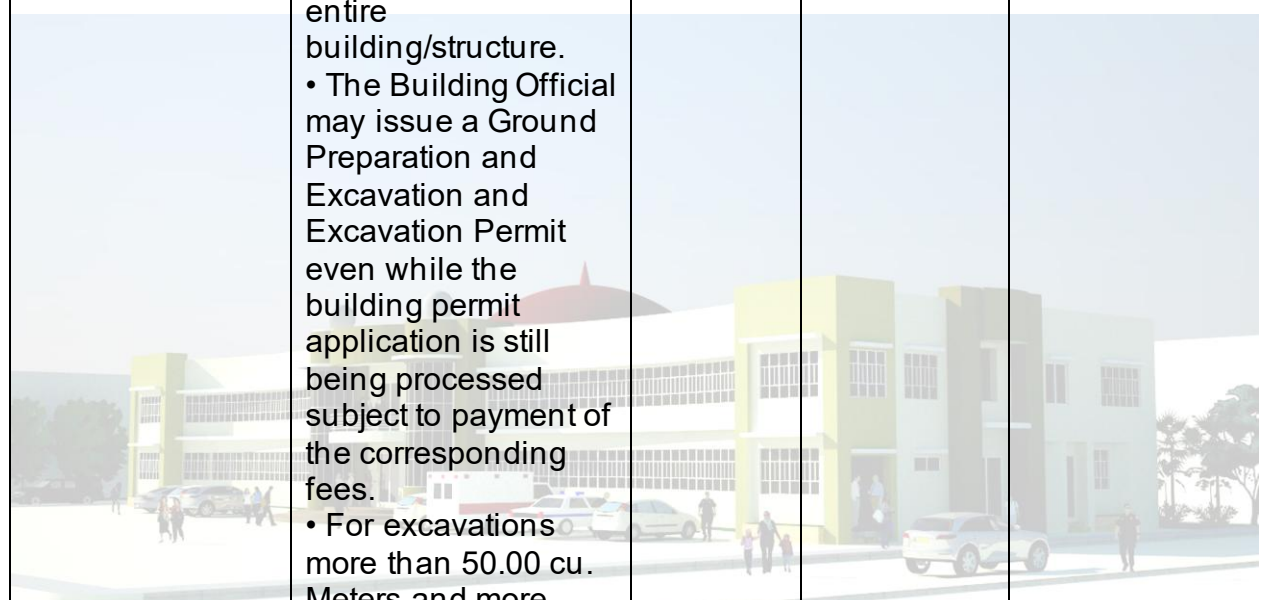
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Building, Ancillary and Accessory application forms and list or requirements at Municipal Engineering Office	1. Interview the client to gather data and release appropriate forms and list of requirements to be needed.	None	1 hour	John Andrey E. Fernandez Engineering I or other Engineering Staff
2. Present all plans and supporting documents to the building officials for initial verifications of the requirements.	2. Receives plans and supporting documents and forwarded to the Building Officials for verifications.	None	3 minute	Engineering Staff
	Line and Grade Verification <ul style="list-style-type: none"> • Verifies the lot plan as reflected in the Torrens Title, Original Certificate of Title (OCT)/Transfer Certificate of Title (TCT) • Checks compliance to establish casements/setbacks and determines grades in relation to 	None	1-2 Days	Manuel A. Leones Municipal Engineer

	<p>road lots, property lines, streets or highways, whether existing or proposed as reflected in the land use zoning or development plan of the City/Municipality including road widening, construction of various public utilities/services and other infrastructure projects along creeks, esteros, waterways, subject to a written clearance from the DPWH</p> <ul style="list-style-type: none"> • Verifies that at least one(1) side of the lot has direct access to a street/alley and that grades in relation to road lots and streets or highways 			
	<p>Architectural Verifies:</p> <ul style="list-style-type: none"> • Types of Construction • Requirements of Fire Zones and Fire Resistive Regulation • Building projections over public streets • Access Streets/Roads and Alleys • Architectural Interior/Interior Design • Classification and General Requirements of all Buildings by Use or Occupancy • Maximum Height of Building/Structures • Parking and loading/Unloading Space Requirement • Corner Buildings with Chafans 	None	2 hours	<p>Jose Benjie Aldrin A. Dalumpines Engineer II</p>

	<ul style="list-style-type: none"> • Occupant Load • Glazing of Opening • Architectural Accessibility Features • Light and Ventilation • Construction of Buildings/Structures within the obstacle limitation surfaces of Aerodromes • Buildings and other Ancillary Structures within Cemeteries and Memorial Park. 			
	<p>Civil/Structural verifies:</p> <ul style="list-style-type: none"> • General Design and Construction Requirements • Structural Design Requirements • Excavations, Foundations and Retaining Walls • Prefabricated Construction • Protection and Safety Requirements for Construction, Demolition and Excavation • Abatement/Demolition of Buildings • Plastics • Signs 	None	2 hours	Jose Benjie Aldrin A. Dalumpines Engineer II
	<p>Electrical</p> <ul style="list-style-type: none"> • Evaluates building/structure documents as to compliance to technical requirements for Electrical Regulations 	None	2 hours	John Andrey E. Fernandez Engineer I
	<p>Mechanical</p> <ul style="list-style-type: none"> • evaluates building/structure documents as to compliance to technical 	None	2 hours	John Andrey E. Fernandez Engineer I

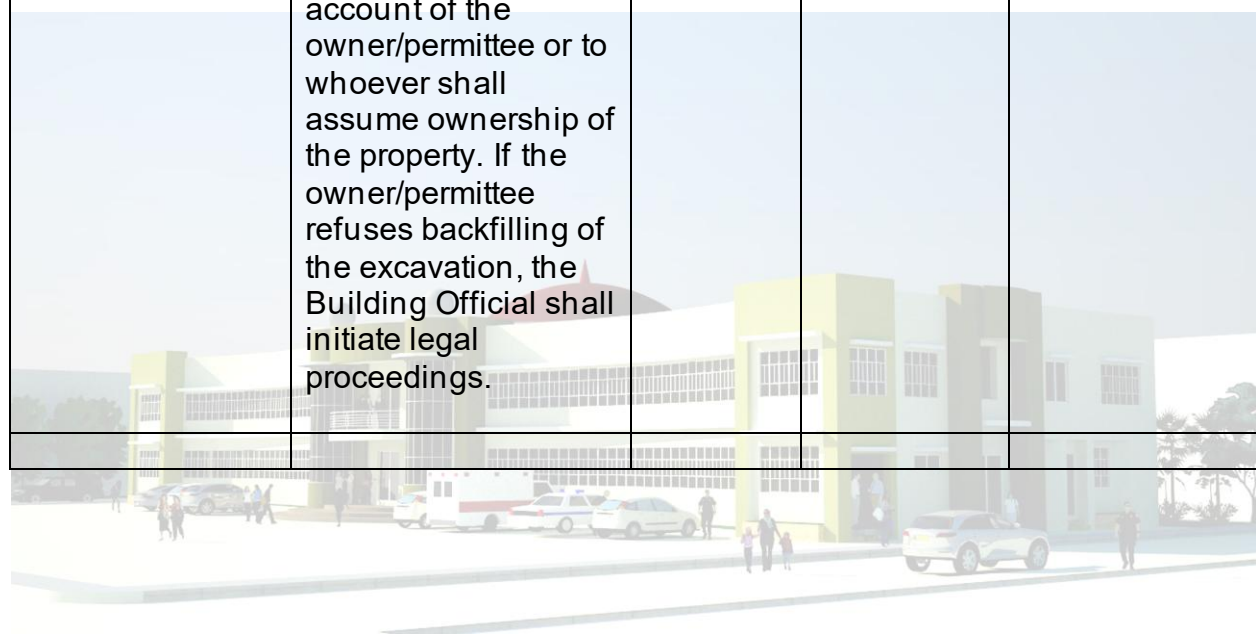


	requirements for Mechanical Regulations			
	<p>Sanitary</p> <ul style="list-style-type: none"> Evaluates building/structure documents as to compliance to technical requirements under the Sanitary Law (RA 1364) 	None	2 hours	Antonio Cademas Sanitary I Elma Duran Sanitary I
	<p>Plumbing</p> <ul style="list-style-type: none"> Evaluates building/structure documents as to compliance technical requirements under the Plumbing Law (RA 1378) 	None	2 hours	Manuel A. Leones Municipal Engineer
	<p>Electronics</p> <ul style="list-style-type: none"> Evaluates building/structure documents as to compliance to technical requirements 	None	2 hours	John Andrey E. Fernandez Engineer I
	<p>Fire Safety Requirements</p> <ul style="list-style-type: none"> The Building Official shall refer one (1) set of plans and specifications to the City/Municipal Fire Marshall (C/MFM),(BFP). 			Municipal Fire Marshall
	<p>Issuance of Building Permit under section 304</p> <ul style="list-style-type: none"> When the application for building permit and the plans and specifications submitted herewith conforms to the requirements of the Code and its IRR, the 	None	Within 15 days	Manuel A. Leones Municipal Engineer

	<p>Building Official shall within fifteen (15) days from payment of the required fees by the applicant, issue the building permit applied for.</p> <ul style="list-style-type: none"> • The Building Official may issue a permit for the construction of only a part or portion of a building/structure whenever the plans and specifications submitted together with the application do not cover the entire building/structure. • The Building Official may issue a Ground Preparation and Excavation and Excavation Permit even while the building permit application is still being processed subject to payment of the corresponding fees. • For excavations more than 50.00 cu. Meters and more than 2.00 meters depth, the owner/permittee shall post a cash bond P50,000.00 for the first 50.00 cu. meters and P300.00 for every cu. meters in excess of 50 cu. meters until the building permit is issued, said excavations shall not exceed 100.00 cu. meters or 3.00 meters depth and shall not be left open without any work being done in the site for more than 120 			
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	<p>days, otherwise the cash bond shall be forfeited in favour of the government to cover the expense for the backfilling of the excavation should the owner/permittee fail to restore the same. If the bond is insufficient to effect the necessary restoration, additional cost to be incurred to complete the restoration shall be charged to the account of the owner/permittee or to whoever shall assume ownership of the property. If the owner/permittee refuses backfilling of the excavation, the Building Official shall initiate legal proceedings.</p>			
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4. Section 309. CERTIFICATE OF OCCUPANCY

Certificate of Occupancy is required before any building or structure is used or occupied. It is usually secured after the completion of a structure.

Office or Division:	Office of the Municipal Engineering
Classification:	Simple
Type of Transaction:	G2C – Government to Client
Who may avail:	Business Enterprises or private individual

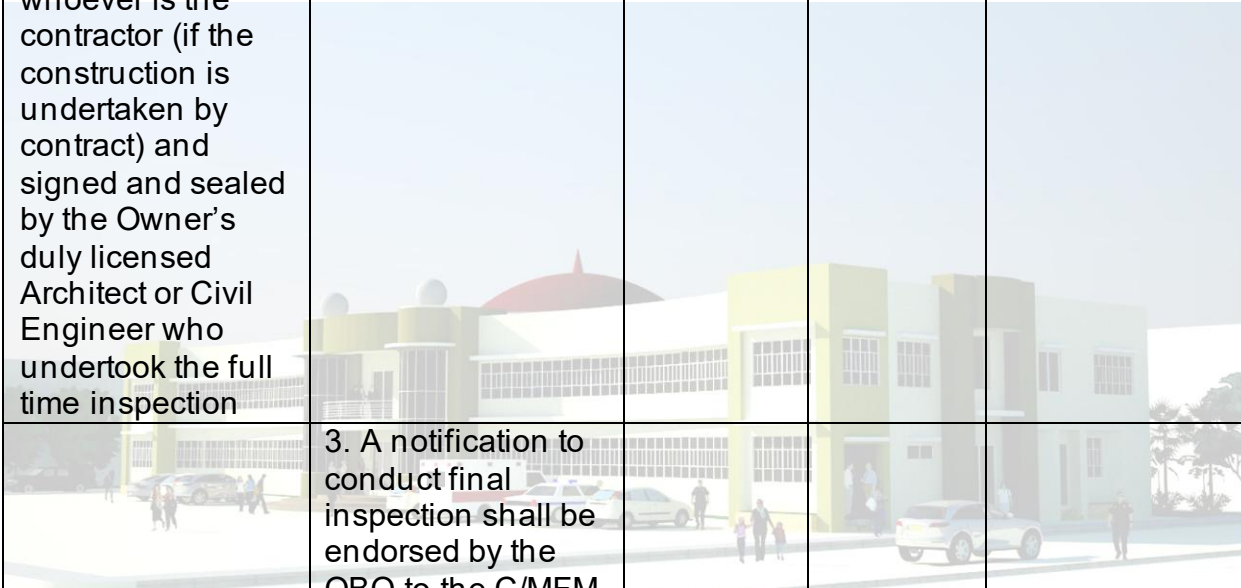
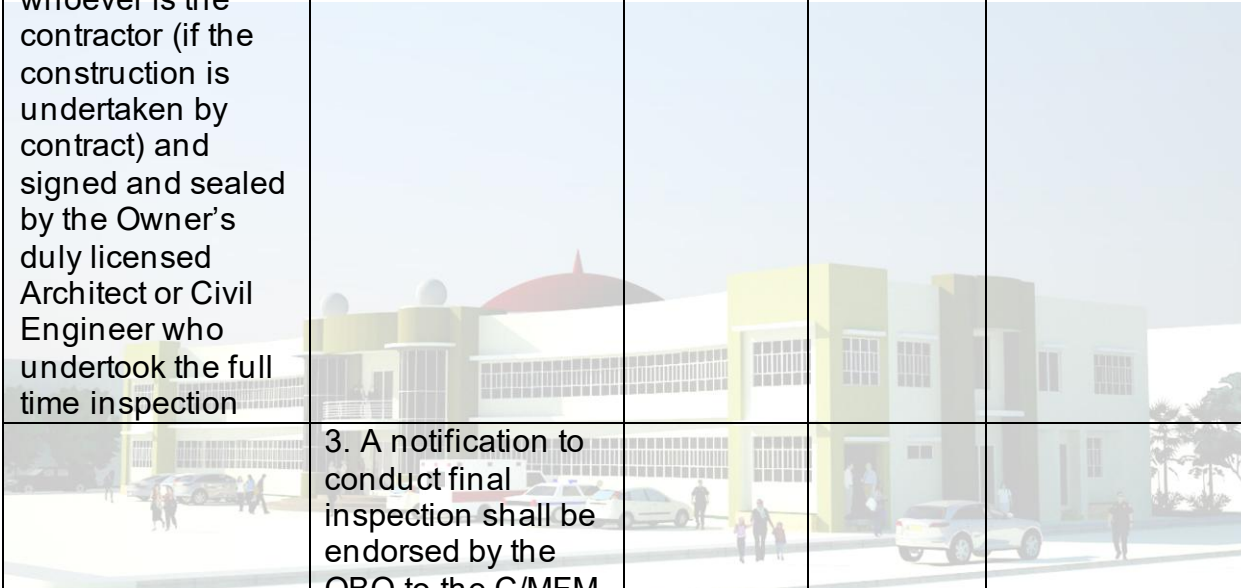
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> The owner/permittee shall submit to the OBO an application for Certificate of Occupancy together with a duly notarized Certificate of Completion together with the construction logbook, As-built Plan and Specification and the Building Inspection Sheet all signed by whoever is the contractor (if the construction is undertaken by contract) and signed and sealed by the Owner's duly licensed Architect or Civil Engineer who undertook the full time inspection. 	<ul style="list-style-type: none"> ✓ Application for Certificate of Occupancy and Certificate of Completion form will be secured at the Municipal Engineering Office. ✓ construction logbook, As-built Plan and Specification will be secured whoever is the contractor (if the construction is undertaken by contract) ✓ Building Inspection Sheet will be secured whoever is the Owner's duly licensed Architect or Civil Engineer who undertook the full time inspection.

NOTE:

- Said Plans and Specifications shall reflect faithfully all changes, modifications and alterations made on the originally submitted Plans and Specifications on file with the OBO which are the basis of the issuance of the original building permit.
- The as-built Plans and Specifications may be just an orderly and comprehensive completion of all the documents, which include the original plans and specifications as actually built or new set of plans accurately reflecting therein the building/structure as actually built.

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Certificate of Completion and Application of Certificate of Occupancy forms at Municipal Engineering Office	1. Application for Certificate of Occupancy and Certificate of Completion form & list of requirements has been given to the applicant	None	5 minutes	Engineering Staff



<p>2. Submit to the OBO an application for Certificate of Occupancy together with a duly notarized Certificate of Completion together with the construction logbook, As-built Plan and Specification and the Building Inspection Sheet all signed by whoever is the contractor (if the construction is undertaken by contract) and signed and sealed by the Owner's duly licensed Architect or Civil Engineer who undertook the full time inspection</p>	<p>2. Reviews all submitted forms and documents.</p>	<p>None</p>	<p>2 hours</p>	<p>Engineering Staff / John Andrey E. Fernandez Engineer I</p>
	<p>3. A notification to conduct final inspection shall be endorsed by the OBO to the C/MFM, BFP, who shall issue a Fire Safety Inspection Certificate if the Fire Safety requirements shall have been complied.</p>	<p>None</p>	<p>5 working days</p>	<p>Manuel A. Leones Municipal Engineer</p>
	<p>4. The OBO undertakes the final inspection, verification and/or review of the building/structure based on the Certificate of Completion, Construction logbook, building inspection sheets,</p>	<p>None</p>	<p>1 hour</p>	<p>John Andrey E. Fernandez Engineer I Manuel A. Leones Municipal Engineer</p>

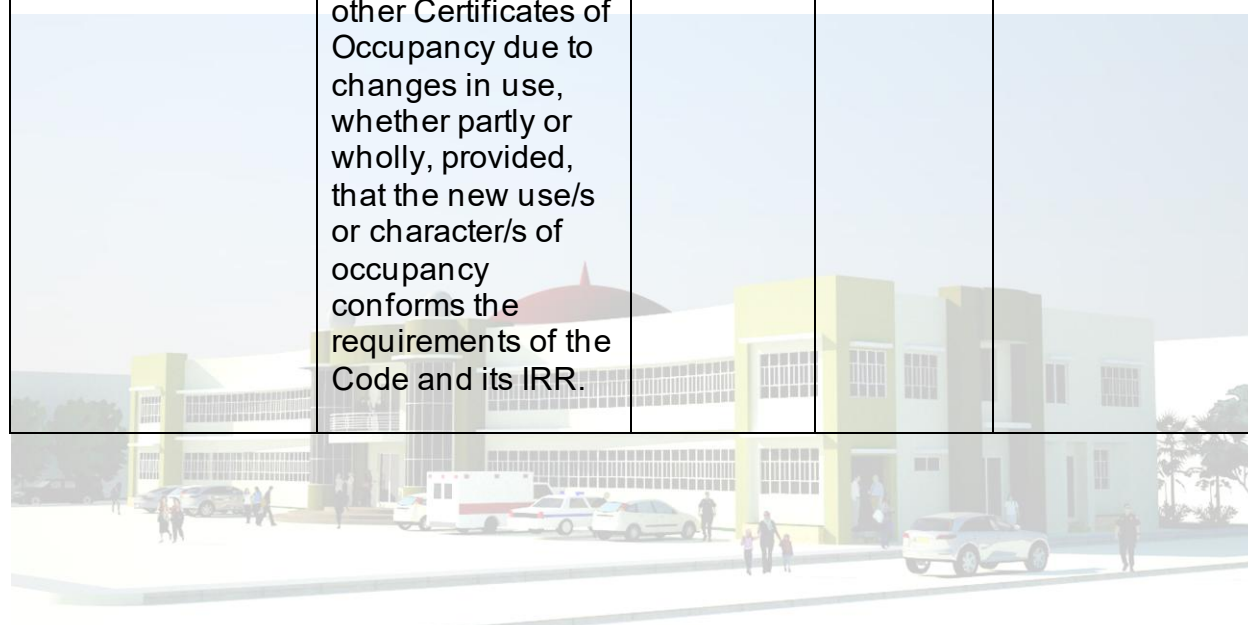


	original and as-built plans and specifications.			
	<p>5. Preparation of Inspection Report (optional, if the building inspectors found no deviations/violations proceed to step 9)</p> <ul style="list-style-type: none"> • If the OBO find that the completed project had deviations from the approve plans, the applicant will be given and inspection report that lists the needed corrections or other documents required. 	None	2 hours	<p>John Andrey E. Fernandez Engineer I</p> <p>Manuel A. Leones Municipal Engineer</p>
3. Inquiry about the result of inspection	6. Releasing of inspection report and inform the client about the correction and additional documents if necessary.	None	5 minutes	Engineering Staff
4. Perform Corrections/Submit Additional Documents	7. Receives and reviews all submitted forms and documents.	None	2 hours	John Andrey E. Fernandez Engineer I
	8. The OBO conducts re-inspection if the deficiencies stated at the inspection	None	1 – 2 days	John Andrey E. Fernandez Engineer I



	report have been corrected.			Manuel A. Leones Municipal Engineer
	9. Once all the requirements have been complied, the OBO then prepare assessments and an order of payments.	Base on the new schedule of fees and other charges of National Building Code of the Philippines (PD 1096)	30 minutes	Engineering Staff Manuel A. Leones Municipal Engineer
5. Inquiry about the result of inspection	10. An order of payments will be given to the applicant.	None	5 minute	Engineering Staff
6. Proceed to MTO for payment of fees		Base on the order of payments given from OBO		MTO Staff
7. Submit official receipt to any member of building staff	11. Receives and process the application and encode the certificate	None	10 minutes	Engineering Staff
	12. Issuance of Certificate of Occupancy after the signing from other officers and building officials <ul style="list-style-type: none"> • The Building Official then issues the approved Certificate of Occupancy in the form prescribed therefor after all fees are paid. • A partial Certificate of Occupancy may be issued for the use or occupancy of a portion/s of building or structure prior to 	None	2 hours	Manuel A. Leones Municipal Engineer

	<p>the completion of the entire building or structure, through the proper phasing of its major independent portions without posing hazards to its occupants, the adjacent building resident and general public.</p> <ul style="list-style-type: none"> • A building for which a Certificate of Occupancy has been issued may further be issued other Certificates of Occupancy due to changes in use, whether partly or wholly, provided, that the new use/s or character/s of occupancy conforms the requirements of the Code and its IRR. 			
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5. Issuance of Application of Equipment Rental (ERRO)

Business Enterprises or private individual is required to secure ERRO form from the Municipal Engineering Office and duly approved by the Chief Executive.

FEES

RENTAL (Without Fuel & Lubricant)

VEHICLE	PRIVATE	GOVERNMENT	HOURS
Road Grader	Php 9,000.00	Php 8,000.00	8 Hours
Payloader	Php 9,000.00	Php 8,000.00	8 Hours
10PCI Dumptruck	N/A	N/A	N/A
Backhoe	Php 9,000.00	Php 8,000.00	8 Hours

Office or Division:	Office of the Municipal Engineering			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Business Enterprises or private individual			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Site Inspection		MEO actions only		
Scope/Nature of Work		MEO actions only		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Securing of Application of Equipment Rental at the office of Municipal Engineering	1. Interview the client data and site information & nature of work	None	10 minutes	Manuel A. Leones Municipal Engineering
	2. Conduct Site Inspection (if needed)	None	2 days	Diosdado E. Honteviros Farm Tractor Operator
	3. Encode Client Application of Equipment Rental	None	10 minutes	Engineering Staff
2. Signed the ERRO form	4. Signed and approval of Municipal Engineer	None	3 minutes	Manuel A. Leones Municipal Engineering
3. Received ERRO form and proceed to MTO for payments of fees		As stated above		MTO Staff



4. Back to Engineering Office and submit ERRO form together with the official receipt	5. Forwarded ERRO form to the Office of Municipal Mayor for signing and approval	None	1 hour	Engineering staff
	6. Forwarded approved ERRO form to the Motor Pool Office for scheduling and implementation.	None	40 minutes	Engineering Staff





6. Issuance of JOB ORDER OF FARM TRACTOR

The farmer may secure Job Order of Farm Tractor from the Municipal Engineering Office.

FEES

RENTAL (Plus Php 10.00/km of mobilization) with fund and lubricants

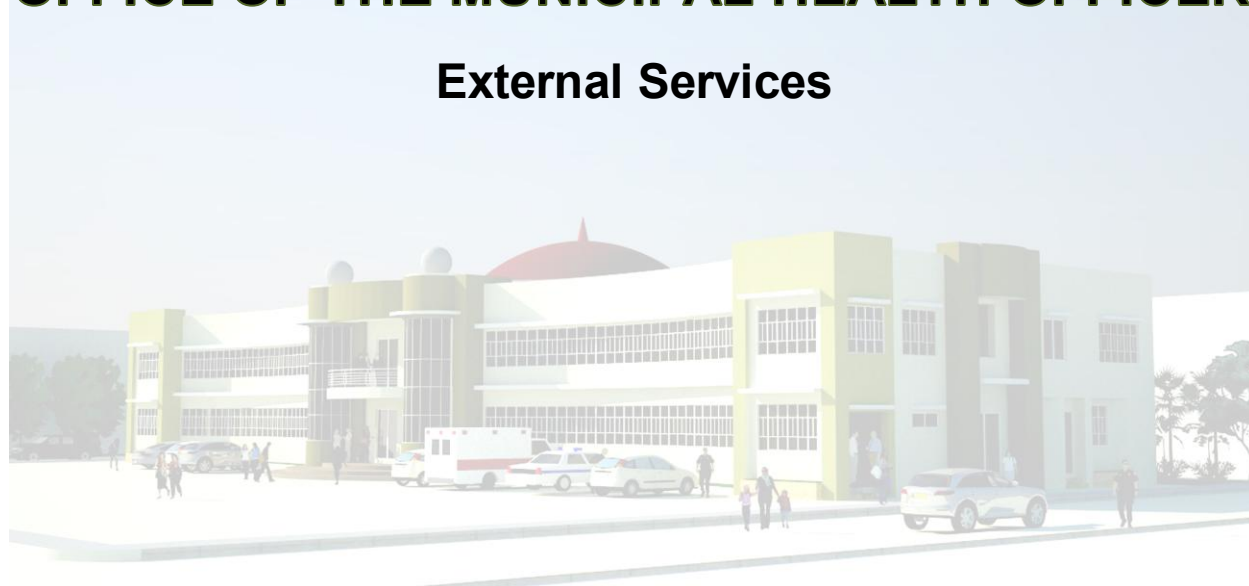
- Harrowing - Php 1,800.00/hour
- Plowing - Php 1,500.00/hour

Office or Division:		Office of the Municipal Engineering		
Classification:		Simple		
Type of Transaction:		G2C – Government to Client		
Who may avail:		Farmers		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Site Inspection (for new applicant only)		MEO actions only		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Securing of Job Order of Farm Tractor at the office of Municipal Engineering	1. Interview the client for site information.	None	15 minutes	Manuel A. Leones Municipal Engineering
	2. Conduct Site Inspection (if needed)	None	2 days	Diosdado E. Honteviros Farm Tractor Operator
	3. Logbook personal data and encode Job Order	None	10 minutes	Engineering Staff
2. Signed the Job Order Form	4. Signed and approval of Municipal Engineer	None	3 minutes	Manuel A. Leones Municipal Engineering
3. Received Job Order and proceed to MTO for payments of fees		As stated above		MTO Staff
4. Back to Engineering Office and submit Job Order together with the official receipt	5. Logbook official receipt and back to the applicant	None	3 minutes	Engineering staff



OFFICE OF THE MUNICIPAL HEALTH OFFICER

External Services





1. Medical Consultation

The purpose of this service is to diagnose and treat illnesses and give appropriate medical services.

Office or Division:	POLANCO RURAL HEALTH UNIT – OUTPATIENT DEPARTMENT/SECTION			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Any person/individual who needs medical treatment			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
New Client: For Individual Treatment Record 1. Short envelope 2. Short bondpaper		Polanco RHU		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Admit Client for OPD	Personnel assigned at the consultation area ask the client's reason for consultation and write client's data on the dispensary book.	Not Applicable	3 minutes	Personnel assigned at the consultation area
2. Assessment of patient	a. Personnel assigned at the Record Section gets the Individual Treatment Record (ITR) from the record shelf and forward the ITR to the consultation area	Not Applicable	3 minutes	Record Section Personnel
	b. Personnel assigned at the consultation area take vital signs and record them in the Individual Treatment		3 minutes	Consultation Area Personnel



	Record (ITR) form c. Personnel assign at the consultation area take medical history of the patient and refer the patient to the Municipal Health Officer		5 minutes	Consultation Area Personnel
3. Examination of Patient	a. MHO examines the patient b. MHO prescribes appropriate medicines, counsels and give medical advice. c. Patient is referred to the medicine dispensary room d. If hospitalization is required, referral form to the hospital of choice is filled-up	Not Applicable	5-15 minutes or depending on the case severity 5 minutes 2 minutes	Dr. Frances O. Bantilante Dr. Shiela C. Jaralve Dr. Domiciano P. Talaboc Shella Mae A. Elumbaring Hygen Y. Borongan Meds. Dispensary Personnel



2. Counselling on Nutrition

The purpose of this service is to provide mothers of malnourished children and malnourished pregnant and lactating mother's information on nutrition geared towards improving nutritional status

Office or Division:	MUNICIPAL NUTRITION OFFICE			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Mothers of malnourished children and malnourished pregnant and lactating mother			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to the municipal nutrition office and state request for information/service to the municipal nutrition / person-in-charge	The Municipal Nutrition Coordinator/ person-in-Charge conducts counseling to the client, and may issue IEC materials for reference.	Not Applicable	10 minutes	Mary Analyn D, Olvis MNAO Mechelle S. Beberino Municipal Nutrition Coordinator
2. The client registers his/her name in the logbook for documentation purposes	The municipal nutrition office provides logbook to the clients	Not Applicable	2 minutes	Mun. Nutrition Office Staff



3. Capillariasis, Schistomiasis and Other Helminthiasis Control Program

The purpose of this service is to diagnose and treat infected individuals and give appropriate medical services.

Office or Division:	POLANCO RURAL HEALTH UNIT – OUTPATIENT DEPARTMENT/SECTION			
Classification:	Complex			
Type of Transaction:	G2C			
Who may avail:	Any person/individual who are infected or in an area where worm infestation is endemic			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
New Client: For Individual Treatment Record 1. Short envelope 2. Short bondpaper		Polanco RHU		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Admit Client for OPD and inquire about any gastrointestinal problem	Personnel assigned at the consultation area ask the client's reason for consultation and write client's data on the dispensary book.	Not Applicable	3 minutes	Personnel assigned at the consultation area
2. Assessment of patient	a. Personnel assigned at the Record Section gets the Individual Treatment Record (ITR) from the record shelf and forward the ITR to the consultation area	Not Applicable	3 minutes	Record Section Personnel
	b. Personnel assigned at the consultation area take vital signs and record them in the Individual Treatment Record (ITR) form		3 minutes	Consultation Area Personnel



	c. Personnel assign at the consultation area take medical history of the patient and refer the patient to the Municipal Health Officer		5 minutes	Consultation Area Personnel
3. Examination of Patient	<p>a. MHO examines the patient</p> <p>b. MHO prescribes appropriate medicines, counsels and give medical advice.</p> <p>c. Patient is referred to the medical supply/medicine dispensary room</p>	Not Applicable	<p>5-10 minutes</p> <p>5 minutes</p>	<p>Dr. Frances O. Bantilante</p> <p>Dr. Shiela C. Jaralve</p> <p>Dr. Domiciano P. Talaboc</p>
4. Proceed to medical supply/ medicine dispensing room for stool container	The personnel assigned in the dispensary area instructs the client regarding stool submission to laboratory	Not Applicable	2 minutes	Shella Mae A. Elumbaring Hygen Y. Borongan Meds. Dispensary Personnel
5. Client puts stool specimen on the stool container as instructed, submit it to the laboratory for examination	The laboratory examines the stool specimen	Not Applicable	30 minutes to 1 hour	<p>Gergean C. Lura Medical Technologist</p> <p>Winielyn F. Trapal Medical Technologist</p> <p>Jholly Gay Gonzales Lab. Aide</p>
6. The client waits for result	After release of confirmed result, the patient is	Not Applicable	30 minutes	Dr. Frances O. Bantilante Mun. Health Officer



	instructed on his/her drug therapy			Dr. Shiela C. Jaralve
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4. Provision of Leprosy Drugs

The purpose of this service is to diagnose and treat illnesses and give appropriate medical services.

Office or Division:	POLANCO RURAL HEALTH UNIT – OUTPATIENT DEPARTMENT/SECTION			
Classification:	Complex			
Type of Transaction:	G2C			
Who may avail:	Any person/individual who needs medical assistance			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
New Client: For Individual Treatment Record 1. Short envelope 2. Short bondpaper		Polanco RHU		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Admit Client for OPD	Personnel assigned at the consultation area ask the client's reason for consultation and write client's data on the dispensary book.	Not Applicable	3 minutes	Personnel assigned at the consultation area
2. Assessment	a. Personnel assigned at the Record Section gets the Individual Treatment Record (ITR) from the record shelf and forward the ITR to the consultation area.	Not Applicable	3 minutes	Record Section Personnel
	b. Personnel assigned at the consultation area take vital signs and record them in the Individual Treatment		3 minutes	Consultation Area Personnel



	Record (ITR) form c. Personnel assign at the consultation area take medical history of the patient and refer the patient to the Municipal Health Officer		5 minutes	Consultation Area Personnel
3. Examination of Patient	a. MHO examines the patient If positive for Leprosy, the patient will be referred to PDOHO for further examination and management	Not Applicable	5-15 minutes or depending on the case severity	Dr. Frances O. Bantilante Dr. Shiela J. Jaralve Dr. Domiciano P. Talaboc
4. The patient proceeds to PDOHO, 2 nd Floor, ZNCEC, Dipolog City	The PDOHO personnel assigned on Leprosy Program will give leprosy medication to the patient The patient will be sent back to Polanco RHU for further instruction and coordination in the management of the case	Not Applicable	15 minutes	c/o PDOHO Personnel



5. Laboratory Services

The purpose of this service is to aid in the diagnosis of disease of the patients.

Office or Division:	POLANCO RURAL HEALTH UNIT – OUTPATIENT DEPARTMENT/SECTION			
Classification:	Complex			
Type of Transaction:	G2C			
Who may avail:	Any person/individual who needs medical assistance			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Laboratory Order/Request from a doctor 2. Official Receipt of Medical Fee secured from the Municipal Treasurer's Office		Polanco RHU Municipal Treasurer's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. After medical assessment from the Municipal Health Officer proceed to the Municipal Treasurer's Office with the Laboratory Order to secure Official Receipt of Laboratory Fee	Personnel assigned at the consultation area ask the client's reason for consultation and write client's data on the dispensary book.	Hematology ●CBC=100.00 ●RBC=40.00 ●WBC=40.00 ●Differential Count=50.00 ●Platelet Count=100.00 ●Hemoglobin Determination= 25.00 ●Hematocrit Determination= 25.00 ●CTBT= 50.00 ●Blood Typing= 70.00 Clinical Laboratory ●Routine Urinalysis= 50.00 ●Urine Sugar= 30.00 ●Routine Fecalalysis/Stool Exam= 40.00 ●Urine Albumin= 30.00 Other Laboratory Exams ●Blood Sugar= 100.00 ●Pregnancy Test= 130.00 ●HbsAg (Hep.B Test= 140.00	30 minutes	Dr. Frances O. Bantilante Dr. Shiela C. Jaralve Personnel Assigned for Medical Fee Collection at the MTO



		●Sputum Exam= Free		
2. Present the Laboratory Order and Official Receipt to Medical Technologist	Receive and Record	Not Applicable	2 minutes	Gergean C. Lura Med.Tech.I





6. Issuance of Health/Medical Certificate

.Health and Medical Certificate are issued by Rural Health Unit (RHU). Firms and government agencies may require Health Certificates from certain person especially those people seeking employment. Schools also require students to secure a Medical Certificate before they are allowed to enroll.

Office or Division:	POLANCO RURAL HEALTH UNIT			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Any person/individual			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Result of Blood Test (CBC) 2. Results of Chest X-ray 3. Results of Urinalysis 4. Result of Drug Test 5. Certification Fee (Official Receipt)		Polanco RHU Polanco RHU Laboratory Other Diagnostic Facility Polanco RHU laboratory Other Diagnostic Facility Municipal Treasurer's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Registration	Personnel assigned at the consultation area ask the client's reason for consultation and write client's data on the dispensary book.	Not Applicable	2 minutes	Personnel assigned at the consultation area
2. Assessment of patient	a. Personnel assigned at the Record Section gets the Individual Treatment Record (ITR) from the record shelf and forward the ITR to the consultation area	Not Applicable	3 minutes	Record Section Personnel
	b. Personnel assigned at the consultation area take vital signs and		3 minutes	Consultation Area Personnel



	<p>record them in the Individual Treatment Record (ITR) form</p> <p>c. Personnel assign at the consultation area take medical history of the patient and refer the patient to the Municipal Health Officer</p>		5 minutes	Consultation Area Personnel
3. Examination of Patient	<p>a. MHO assesses and examines the patient. Refers the client to the Administrative Aide for encoding and printing of Medical certificate.</p>	Not Applicable	5-10 minutes	<p>Dr. Frances O. Bantilante</p> <p>Dr. Shiela C. Jaralve</p> <p>Dr. Domiciano P. Talaboc</p>
4. Client proceeds to Clerk's Section	<p>The administrative Aide encodes and prints the Medical Certificate and forwards it to the Municipal Health Officer for signature. It is then release to the client.</p>		10 minutes	<p>Winielyn F. Trapal Admin. Aide IV</p> <p>Raymond A. Apigo Office Aide</p>



7. Issuance of Medico-legal Certificate

Medico-legal certificate is issued to the client for whatever intent and the purpose it may serve with the said client.

Office or Division:	POLANCO RURAL HEALTH UNIT			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Any person/individual			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Short Envelope (New client) 2. Short Bondpaper (New client) 3. Police Blotter Report 4. Certification Fee (Official Receipt)		Polanco RHU Polanco RHU Municipal Police Station - Polanco Municipal Treasurer's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Registration	Personnel assigned at the consultation area ask the client's reason for consultation and write client's data on the dispensary book.	Not Applicable	2 minutes	Personnel assigned at the consultation area
2. Assessment of patient	a. Personnel assigned at the Record Section gets the Individual Treatment Record (ITR) from the record shelf and forward the ITR to the consultation area	Not Applicable	3 minutes	Record Section Personnel
	b. Personnel assigned at the consultation area take vital signs and record them in the Individual		3 minutes	Consultation Area Personnel



	<p>Treatment Record (ITR) form</p> <p>c. Personnel assign at the consultation area take medical history of the patient and refer the patient to the Municipal Health Officer</p>		5 minutes	Consultation Area Personnel
3. Examination of Patient	<p>a. MHO assesses and examines the patient thoroughly. Refers the client to the Administrative Aide for encoding and printing of Medical certificate.</p>	Not Applicable	10-15 minutes	Dr. Frances O. Bantilante
4. Client proceeds to Clerk's Section	<p>The administrative Aide encodes and prints the Medical Certificate and forwards it to the Municipal Health Officer for signature. It is then release to the client.</p>		10 minutes	Winielyn F. Trapal Admin. Aide IV



8. Issuance of Sanitary Permit, Sanitary Order and Health Certification

The Municipal Health Office issues a Sanitary Permit to operate in all business establishments after the actual inspection and physical examination to all operators.

Office or Division:	POLANCO RURAL HEALTH UNIT – SANITATION SECTION			
Classification:	Complex			
Type of Transaction:	G2B			
Who may avail:	Business owners and Business employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Police Clearance Form 2. Official Receipt		Municipal Police Station - Polanco Municipal treasurer's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Upon arrival at the RHU proceed to the Sanitation Inspector's Room and present the Police Clearance and Official Receipt	Personnel assigned assess the completeness of requirements.	Not Applicable	2 minutes	Elma P. Duran Sanitation Inspector I
				Antonio M. Cademas Sanitation Inspector I
2. Client waits for the document to be done.	Register client and purpose of issuance.		2 minute	Elma P. Duran Sanitation Inspector I
				Antonio M. Cademas Sanitation Inspector I
	Accomplish the Sanitary Permit Form, Sanitary Order and Health Certificate		10-15 minutes	Elma P. Duran Sanitation Inspector I
	The Sanitation Inspector submits the accomplished forms to the Municipal Health Officer for review and signature	Not Applicable	5 minutes	Dr. Frances O. Bantilante Municipal Health Officer
Releases the Sanitary Permit,		Not Applicable	2 minutes	Elma P. Duran Sanitation Inspector I



	Sanitary Order and Health Certificate			Antonio M. Cademas Sanitation Inspector I
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9. Provision of Anti-Tuberculosis Drugs

The Rural Health Unit manages an anti-tuberculosis program. The purpose is to identify and treat patients with Tuberculosis (TB). Drugs and medicines are provided free-of-charge.

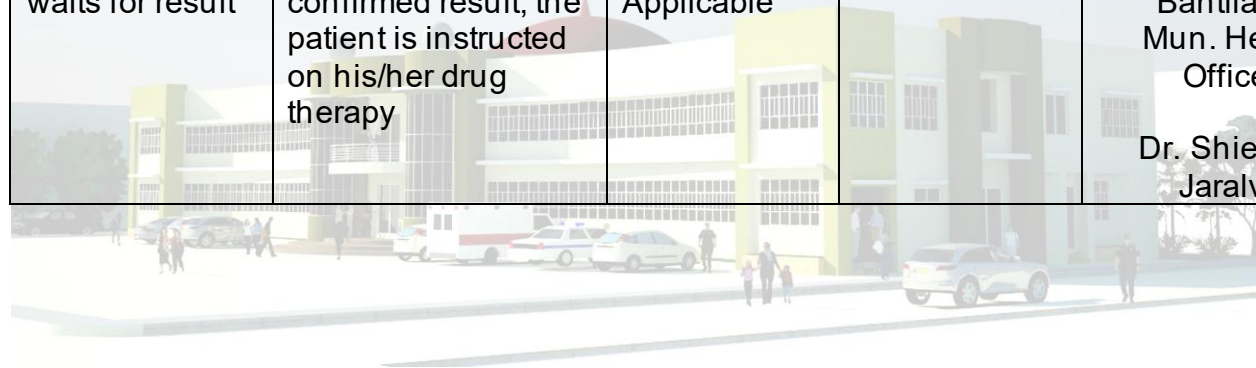
Office or Division:	POLANCO RURAL HEALTH UNIT – OUTPATIENT DEPARTMENT/SECTION			
Classification:	Complex			
Type of Transaction:	G2C			
Who may avail:	Any person, 6 years old and above who displays the following symptoms may have tuberculosis: - Persistent coughing for 2 weeks or more - Low grade afternoon fever - Progressive weight loss - Chest and back pains - Hemoptysis or recurrent blood streak sputum - Loss of appetite - Tiredness/night sweating			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
New Client: For Individual Treatment Record 1. Short envelope 2. Short bondpaper 3. Chest x-ray result if any		Polanco RHU Polanco RHU Other Diagnostic Facility		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Registration	Personnel assigned at the reception area ask the client's reason for consultation and write client's data on the dispensary book.	Not Applicable	2 minutes	Personnel assigned at the consultation area
2. Assessment of patient	a. Personnel assigned at the Record Section gets the Individual Treatment Record (ITR) from the record shelf and forward the ITR to the consultation area	Not Applicable	3 minutes	Record Section Personnel
	b. Personnel assigned at the consultation area take vital signs and record them in the Individual Treatment Record (ITR) form		3 minutes	Consultation Area Personnel
	c. Personnel assign at the consultation area takes medical		5 minutes	Consultation Area Personnel



	<p>history of the patient and gives instructions for proper sputum collection.</p> <p>d. BHW on duty collects sputum specimen and submit it to the Medical Technologist for examination.</p> <p>e. Medical Technologist informs the patient as to the date of release of result.</p> <p>f. Personnel on duty refers the patient to the Municipal Health Officer</p>		<p>3 minutes</p> <p>2 minutes</p> <p>2 minutes</p>	<p>BHW on Duty</p> <p>Gergean C. Lura Med. Tech I</p> <p>Consultation Area Personnel</p>
3. Examination of Patient	<p>a. MHO examines the patient, if eligible as National Tuberculosis Program (NTP) beneficiary.</p> <p>b. MHO gives appropriate medical advice, health education counseling.</p> <p>c. If eligible, refers the patient to the TB Coordinator or Midwife on duty for enrolment of patient and issuance of NTP identification card and initial TB drugs.</p>	Not Applicable	<p>5-10 minutes</p> <p>10 minutes</p> <p>5 minutes</p>	<p>Dr. Frances O. Bantilante</p> <p>Dr. Shiela C. Jaralve</p> <p>Dr. Domiciano P. Talaboc</p>
4. Proceed to TB Nurse Coordinator or Midwife on duty	<p>The TB Nurse Coordinator or Midwife on duty:</p> <p>a. Enrolls patient and issues NTP identification card.</p> <p>b. Gives patient re-info-education about TB disease and</p>	Not Applicable	10 minutes	Jennylynda O. Magtuba TB Nurse Coordinator / Midwife on Duty



	control and the importance of Direct Observed Treatment – Short Course c. Issues initial TB drugs supply to treatment partner and instruct patient where to report for his daily intake of TB drugs and follow-up sputum exam.		5 minutes	Jennylinda O. Magtuba TB Nurse Coordinator / Midwife on Duty
5. Client puts stool specimen on the stool container as instructed, submit it to the laboratory for examination	The laboratory examines the stool specimen	Not Applicable	30 minutes	Gergean C. Lura Medical Technologist Winielyn F. Trapal Medical Technologist Jholly Gay Gonzales Lab. Aide
6. The client waits for result	After release of confirmed result, the patient is instructed on his/her drug therapy	Not Applicable	10 minutes	Dr. Frances O. Bantilante Mun. Health Officer Dr. Shiela C. Jaralve





10. Family Planning Service

The Rural Health Unit manages a Family Planning Program. Trained personnel perform Intra-uterine Device (IUD) insertion and dispense family planning supplies to clients who would like to use contraceptives. The usual supplies consist of IUD, DMPA injections, condoms and family planning pills.

Office or Division:	POLANCO RURAL HEALTH UNIT			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Any person/individual of reproductive age			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Short Envelope (New client) 2. Short Bondpaper (New client)		Polanco RHU Polanco RHU		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Registration	Personnel assigned at the receiving area ask the client's reason for visiting the RHU and write client's name and relevant data on the dispensary book, get vital signs and record in the Individual Treatment Record, then refer the client to the midwife on duty/ trained personnel.	Not Applicable	minutes	Personnel assigned at the consultation area
2. Proceed to Family Planning Room for thorough assessment of patient and conduct of procedure	Midwife on duty / trained personnel evaluate the client through medical and obstetric-gynecological history to determine what specific family planning method may fit for the client.	Not Applicable	10 minutes	Midwife on Duty / Trained Personnel
	Instructions and discussion and conduct of procedure of	Not Applicable	10-15 minutes	Midwife on Duty / Trained Personnel



	<p>family planning method to client.</p> <p>The Midwife on Duty/ Trained Personnel sets the client's next appointment.</p>			
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11. Providing Pre-Marriage Counseling Seminars

The Rural Health Unit spearheads the conduct of Pre-marriage Counseling (PMC) seminars to would be couple. A PMC certificate is a pre-requisite in securing a marriage license.

Office or Division:	POLANCO RURAL HEALTH UNIT			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Would be couple of legal age			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Short Envelope (New client) 2. Short Bondpaper (New client)		Polanco RHU Polanco RHU		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Registration	Personnel –in-Charge register the client’s name in the dispensary book for documentation purpose.	Not Applicable	2 minutes	Personnel assigned at the consultation area
2. Proceed to assigned Pre-marriage Counseling Room	Midwife on duty / trained personnel evaluate the conducts pre-marriage counseling. After the seminar, a pre-marriage certificate is given to the participants	Not Applicable	30 - 45 minutes	Midwife on Duty / Trained Personnel



12. Maternal Care Program for Pregnant and Lactating Mothers

The Rural Health Unit provides comprehensive maternal care program for pregnant and lactating mothers. It also immunizes pregnant women to prevent the occurrence of Tetanus Neonaturum in infants.

Office or Division:	POLANCO RURAL HEALTH UNIT			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Pregnant mothers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Short Envelope (New client) 2. Short Bondpaper (New client) 3. Home-based Maternity Record Card (Previous Client)		Polanco RHU Polanco RHU Polanco RHU		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Registration	1. BHW on duty gets the ital. signs, weigh the mother and records in the Individual Treatment Record Form (ITR). Then, refers the mother to the midwife on duty.	Not Applicable	2 minutes	BHW on Duty
	2. Midwife on duty accomplishes the Home-based Maternity Record (HBMR) card of the mother		5 minutes	Midwife on Duty
2. Proceed to Midwife on Duty	Midwife on duty looks at post-immunization given to the pregnant mother and gives immunization as requested.	Not Applicable	5 minutes	Midwife on Duty



<p>3. Cooperation of client with Health Worker's instructions and attentive listening to Health Education</p>	<p>Midwife on duty:</p> <ol style="list-style-type: none">1. Check client's abdominal palpitation and informs the mother about her findings2. Gives mother health instructions on proper nutrition, maternity care and the importance of newborn screening and gives the pregnant mother post-immunization.3. Emphasize the importance of reporting to the RHU promptly when danger signs of pregnancy are felt.4. Gives mother maternity care services.		<p>10 minutes</p>	<p>Midwife on Duty</p>
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13. National Immunization Program

The purpose of this service is to immunize children 0 to 11 months old from 7 immunizable diseases

Office or Division:	POLANCO RURAL HEALTH UNIT			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	0 to 11 months old			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Short Envelope (New client) 2. Short Bondpaper (New client) 3. Growth Chart (Previous Client)		Polanco RHU Polanco RHU Polanco RHU		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Registration	1. BHW on duty gets the ital. signs, weigh the mother and records in the Individual Treatment Record Form (ITR). Then, refers the mother to the midwife on duty.	Not Applicable	3 minutes	BHW on Duty
	2. Midwife on duty asks the mother the data of the child to be immunized and looks at the past immunization given to the child.		3 minutes	Midwife on Duty
2. Proceed to Midwife on Duty	Midwife on duty gives immunization as requested.	Not Applicable	3 minutes	Midwife on Duty
3. Listen attentively to post-immunization instructions and Health Education	Midwife on duty: Gives the mother post-	Not Applicable	10 minutes	Midwife on Duty



	immunization instructions and informs her about the schedule or the next round of immunization			
--	--	--	--	--





14. Dental Examination and Tooth Extraction

This service is available to pre-school and school-age children, pregnant mothers and other adults to prevent and treat dental diseases.

Office or Division:	POLANCO RURAL HEALTH UNIT			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Any person/individual with dental problem/concern			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Short Envelope (New client) 2. Short Bondpaper (New client)		Polanco RHU Polanco RHU		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Registration	Personnel assigned at the receiving area ask the client's reason for visiting the RHU and write client's name and relevant data on the dispensary book, get vital signs and record in the Individual Treatment Record, then refer the client to the dentist.	Not Applicable	5 minutes	Personnel assigned at the receiving area
2. Proceed to Dental Room	Dentist Performs; a. Tooth Examination b. Tooth Extraction (if needed) c. Post-extraction instructions about oral health d. Prescribes medicine (as needed)	Not Applicable	45 minutes to 1 hour	Dr. Edbert C. Carreon (Detailed Dentist)



15. COVID-19 Response Services

Ensures Isolation and Quarantine of COVID-19 Positive cases and close contacts to contain and control the spread of infection.

Office or Division:	POLANCO RURAL HEALTH UNIT			
Classification:	Complex			
Type of Transaction:	G2C			
Who may avail:	COVID-19 Positive (RAT & RT-PCR) and Close Contacts			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Endorsement of Results from DOH to MESU 2. List of Contact Tracing (for MESU use)		DOH DILG Contact Tracers		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit self for isolation/quarantine (Refer to the latest DOH Quarantine and Isolation Guidelines)	MESO coordinates with the MDRRMO and gives further instructions to pick-up patients (COVID positive) to transport to Isolation/Quarantine Facility MESO coordinates with the Contact Tracers, endorses positive cases for contact tracing of possible close contacts	Not Applicable	10 minutes	Marcelito N. dela Cruz DSO Designate Dr. Frances O. Bantilante MESU Head MDRRMO Staff DILG Contact Tracers
2. Wait further instructions from MESU/MDRRMO thru phone call or text	Pick-ing up of COVID Positive patient by MDRRMO from Reporting Units and transport to Isolation/Quarantine Facility	Not Applicable	30-50 minutes	MDRRMO
	Conduct of contact tracing	Not Applicable	24 hours to 72 hours	DILG Contact Tracers



16. COVID-19 Vaccination Program

The purpose of reaching herd immunity by reaching at least 70% of the total population

Office or Division:	POLANCO RURAL HEALTH UNIT			
Classification:	Complex			
Type of Transaction:	G2C			
Who may avail:	5 years old and above			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Own Ballpen 2. Vaccination Forms		Polanco RHU		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to RHU Registration area for COVID-19 Vaccination	1. Health Workers on duty register qualified individuals and give vaccination form	Not Applicable	3 minutes	Health Personnel on Duty
2. Proceed to Vital Signs taking area	2. Health workers on duty take vital signs to qualified individuals	Not Applicable	3 minutes	Health Personnel on Duty
3. Proceed to Screening area	3. Health personnel on duty screens individual thoroughly. Any	Not Applicable	5 minutes	Health Personnel on Duty
4. Individual who passed the screening may proceed to vaccination area	4. Vaccinators on duty reviews the screening form and give vaccine to the qualified individual	Not Applicable	5 minutes	Health Personnel on Duty
5. Proceed to post monitoring area	5. Health personnel on duty monitor individual who got vaccinated for any adverse reaction of the vaccine	Not Applicable	15 to 30 minutes	Health Personnel on Duty
	6. Individual who might suffered from any adverse reaction of the COVID vaccine will immediately be referred to Physician on Duty for further management.	Not Applicable	Time may vary on the severity of condition	Physicians on Duty Dr. Frances O. Bantilante MHO Dr. Shiela C. Jaralve



OFFICE OF THE MUNICIPAL SOCIAL WELFARE AND DEVELOPMENT OFFICER

External Services





1. Adoption Services

Adoption is a process of granting social, emotional and legal family and kinship membership to an individual, usually a child. It is a "socio-legal process of giving a permanent family to a child whose parents have voluntarily or involuntarily given up their parental rights under Republic Act No. 8552 "Domestic Adoption" and Republic Act No.

Office or Division:	Office of the Municipal Social Welfare and Development
Classification:	Complex
Type of Transaction:	G2C- Government to Client
Who may avail:	Childless Couples/ Couples have the intent to Legal Adoption
CHECKLIST REQUIREMENTS	WHERE TO SECURE
Home Study Report Child Study Report	Catherine M. Caulawon OIC-MSWDO / SWO II Shella Mae T. Quiblat SWO I
Authenticated Birth Certificate (1 copy for the child & 1 copy for the spouses)	Client/ Philippine Statistics Authority (PSA)
Foundling Certificate	Dentist
Authenticated Marriage Certificate	Client/ Philippine Statistics Authority (PSA)
Affidavit of Consent to Adoption from Parents	Client- Biological Parents
Deed of Voluntary Commitment	Client- Biological Parents
Certificate Declaring the Child Legally Available for Adoption	Department of Social Welfare and Development (DSWD)- Central Office
Court Decision	Hall of Justice
Medical Certificate of both Spouses	Physician
Medical/ Health Profile of the Child	Physician/ Rural Health Unit (RHU)- Midwife, Nurse & BHW
NBI/Police Clearance of both Spouses	National Bureau of Investigation(NBI) / Polanco PNP
Latest Income Tax Return of both Spouses	Bureau of Internal Revenue (BIR)
Three (3) Character Reference	Non-relative of the client
Post Card Size Picture (Child, both Spouses)	Client
Barangay Residency	Barangay- Office of the Barangay Secretary
Certificate of Employment	Employer



Client Steps	Agency Actions	Fees to be paid	Processing Time	Person Responsible
1. Sign in Office Log Book	1. Hand in the Logbook to the Client	None	1 Minute	Officer of the Day
2. Submit required documents for adoption.	2. Received and checked the required documents and review for its completeness	None	5 minutes	Shella Mae T. Quiblat SWO I
3. Proceed to the Registered Social Worker	3. Interview the client for additional information	None	5 Minutes	Shella Mae T. Quiblat SWO I
4. Preparation of needed documents for Home Visit	4. Conduct Home Visit	None	1 Hour	Shella Mae T. Quiblat SWO I
	5. Gather Collateral Data	None	4 Hours per visit	Shella Mae T. Quiblat SWO I
	6. Preparation of Child Study Report	None	7 Days	Shella Mae T. Quiblat SWO I Catherine M. Caulawon OIC-MSWDO / SWO II
	7. Preparation of Home Study Report	None	7 Days	Shella Mae T. Quiblat SWO I Catherine M. Caulawon OIC-MSWDO / SWO II
	8. Submission of pertinent documents to court (if relative adoption) and to DSWD FO-IX and Central Office (if non relative adoption)	None	7 days	Shella Mae T. Quiblat SWO I Catherine M. Caulawon OIC-MSWDO / SWO II



	9. Attendance to court hearing	None	1 Day	<p>Shella Mae T. Quiblat SWO I</p> <p>Catherine M. Caulawon OIC-MSWDO / SWO II</p>
	10. Awaiting for the Court Decision (if relative adoption) and approval of CDCLAA from the DSWD Central Office (if non-relative adoption)	None	---	<p>Shella Mae T. Quiblat SWO I</p> <p>Catherine M. Caulawon OIC-MSWDO / SWO II</p>
	TOTAL:		22 Days, 9 Hours, 6 Minutes (but depends on the court decision)	





2. Aid to Individual in Crisis Situation

Provision of timely and appropriate aid to individuals/families in extreme difficulty brought about by a stressful situation that prevents them from functioning normally.

Office or Division:	Office of the Municipal Social Welfare and Development
Classification:	Simple
Type of Transaction:	G2C- Government to Client
Who may avail:	Individuals/ Families in Crisis Situation
CHECKLIST REQUIREMENTS	WHERE TO SECURE
Certificate of Residency	Barangay- Office of the Barangay Secretary
Medical Certificate	Physician
Death Certificate (for burial)	Local Civil Registrar
Fire Certificate (for fire victims)	Bureau of Fire Protection
Picture of totally and partially damaged house (for natural and man-made disasters)	Client
Latest Community Tax Certificate	Office of the Municipal Treasurer- Cashier/ Barangay- Office of the Brgy. Treasurer

Client Steps	Agency Actions	Fees to be paid	Processing Time	Person Responsible
1. Sign in Office Log Book	1. Hand in the Logbook to the Client	None	1 Minute	Officer of the Day
2. Submit the requirements to the Registered Social Worker	2. Interview the client for data gathering	None	30 Minutes	Shella Mae T. Quiblat SWO I
	2.1 Preparation of Case Summary Report and other supporting documents	None	1 Hour	Shella Mae T. Quiblat SWO I
	2.2 Submission of pertinent documents for signature	None	10 Minutes	Catherine M. Caulawon OIC-MSWDO / SWO II
3. Receive the financial assistance	3. Release of financial assistance	None	Depends on the availability of Cash on hand: 5 Minutes if cash is available. 15-30 days maximum for cash advance	Shella Mae T. Quiblat SWO I
	TOTAL:		15-30 days, 1 Hour and 46 Minutes	



3. Assistance to Victims of Natural and Manmade Calamities

Assistance to Victims of Natural and Manmade Calamities is intended to provide relief, restoration and rehabilitation service to victims of natural and manmade calamities and social disorganization. It also prepares the community to cope with disasters and prevent loss of lives and properties.

Office or Division:	Office of the Municipal Social Welfare and Development			
Classification:	Simple			
Type of Transaction:	G2C- Government to Client/ G2G- Government to Government			
Who may avail:	Victims of calamities			
CHECKLIST REQUIREMENTS		WHERE TO SECURE		
Masterlist of Internally Displaced Person's (IDPs)		Barangay- BDRRMC		
Masterlist of Calamity Victims		Barangay-BDRRMC		
PNP Report		Polanco PNP		
Barangay Certification		Barangay		
Documentation (Pictures)		Barangay		
Client Steps	Agency Actions	Fees to be paid	Processing Time	Person Responsible
1. Barangay Officials report the incidence of calamity.	1. Conduct ocular visit and assessment	None	4 Hours	MSWDO Staff Catherine M. Caulawon OIC-MSWDO / SWO II
2. Proceed to the designated evacuation area/distribution area	2. Interview and fill-up Disaster Family Assistance Access Card (DAFAC)	None	4 Hours	MSWDO Staff Volunteers Catherine M. Caulawon OIC-MSWDO / SWO II
	2.1 Preparation of Report for request of Material & Financial Assistance	None	15 Minutes	MSWDO Staff Catherine M. Caulawon OIC-MSWDO / SWO II
	2.2 Forward Endorsement Letter to the Municipal Mayor	None	5 Minutes	Catherine M. Caulawon OIC-MSWDO / SWO II



	2.3 Provide report to Department of Social Welfare and Development (DSWD) FO-IX, Provincial Social Welfare and Development Office (PSWDO) and Non-Government Organizations (NGO's)	None	5 Minutes	Catherine M. Caulawon OIC-MSWDO / SWO II
3.Procced to the distribution area and present the Disaster Family Assistance Card	3. Provision of Financial/Material Assistance	None	15 Minutes	MSWDO Staff Volunteers Catherine M. Caulawon OIC-MSWDO / SWO II
	TOTAL:		8 Hours and 40 Minutes	

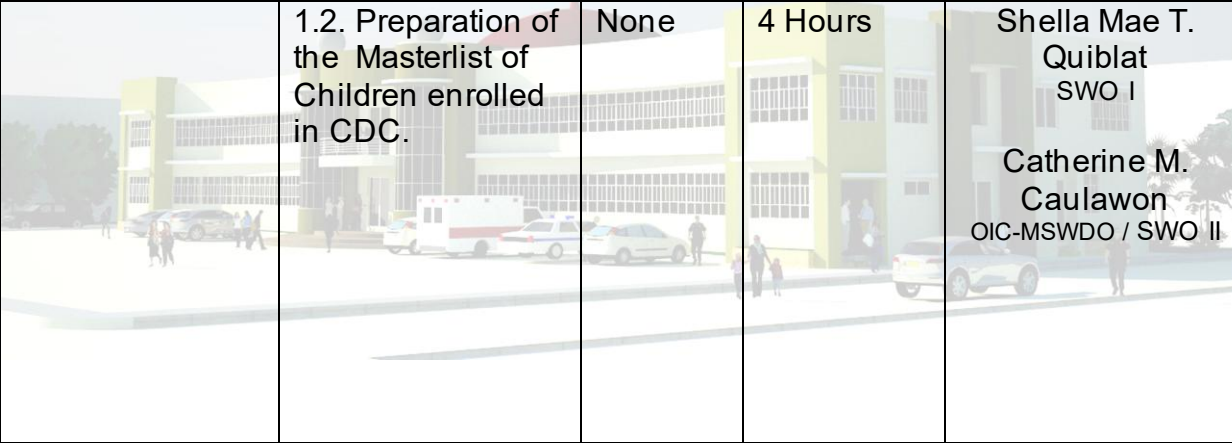




4. Back to School Program (Provision of School Supplies)

An initiative of the Office of Municipal Social Welfare and Development in giving school supplies to pre-school children enrolled in Child Development Center.

Office or Division:	Office of the Municipal Social Welfare and Development
Classification:	Simple
Type of Transaction:	G2C- Government to Client
Who may avail:	Pre-school Children
CHECKLIST REQUIREMENTS	WHERE TO SECURE
Masterlist of Children enrolled in Child Development Center	Child Development Worker

Client Steps	Agency Actions	Fees to be paid	Processing Time	Person Responsible
1. Child Development Worker submit masterlist of Pre-school enrollees	1.1. Verify and check the completeness of documents.	None	1 Hour	Shella Mae T. Quiblat SWO I Catherine M. Caulawon OIC-MSWDO / SWO II
	1.2. Preparation of the Masterlist of Children enrolled in CDC.	None	4 Hours	Shella Mae T. Quiblat SWO I Catherine M. Caulawon OIC-MSWDO / SWO II
	1.3. Approval of prospective beneficiaries	None	1 Hour	Catherine M. Caulawon OIC-MSWDO / SWO II Municipal Mayor



2. Avail Back to School Program	2. Provision of school supplies to pre-school children.	None	4 hours	Child Development Worker Parents/Guardians Barangay Officials Shella Mae T. Quiblat SWO I Catherine M. Caulawon OIC-MSWDO / SWO II Municipal Vice-Mayor Sangguniang Bayan Members Municipal Mayor
TOTAL:			10 Hours	





5. “Biyaya Ko, Ipasa Ko”

Extend material support to indigent and responsible families for the completion of their house. Mobilize partners and stakeholders in the convergent delivery of social services.

Office or Division:	Office of the Municipal Social Welfare and Development
Classification:	Simple
Type of Transaction:	G2C- Government to Client
Who may avail:	Indigent Families
CHECKLIST REQUIREMENTS	WHERE TO SECURE
Entry Form	Office of the Municipal Social Welfare and Development
Certificate of Residency	Barangay- Office of the Barangay Secretary
Certificate of Membership from any Association	Client

Client Steps	Agency Actions	Fees to be paid	Processing Time	Person Responsible
1. Sign in Office Log Book	1.Hand in the Logbook to the Client	None	1 Minute	Officer of the Day
2. Submit the requirements to the Registered Social Worker	2. Interview the client for data gathering	None	1Hour	Shella Mae T. Qublal SWO I Catherine M. Caulawon OIC-MSWDO / SWO II



3. Provide pertinent documents	3. Conduct home visit to prospective beneficiary	None	1 Day	<p>Shella Mae T. Quiblat SWO I</p> <p>Catherine M. Caulawon OIC-MSWDO / SWO II</p>
	3.1 Awarding of qualified Beneficiary	None	1 Day	<p>Municipal Mayor</p> <p>Municipal Vice-Mayor</p> <p>Sangguniang Bayan Members</p> <p>Barangay Officials</p> <p>Catherine M. Caulawon OIC-MSWDO / SWO II</p>
TOTAL:			2 days, 1 Hour and 1 Minute	



6. Certificate of Indigency

Certificate of Indigency is a document that is required by the government or private institutions as proof of an individual's socio-economic situation. The certificate is often required to avail of government services (i.e. educational scholarships, medical assistance & burial assistance).

Office or Division:	Office of the Municipal Social Welfare and Development
Classification:	Simple
Type of Transaction:	G2C- Government to Client
Who may avail:	Indigent individuals and families
CHECKLIST REQUIREMENTS	WHERE TO SECURE
Medical Certificate	Hospital where patient is admitted
Death Certificate (if deceased)	Local Civil Registrar
Certificate of Residency	Barangay- Office of the Secretary
Latest Community Tax Certificate (CTC)	Office of the Municipal Treasurer- Cashier/ Barangay- Office of the Brgy. Treasurer

Client Steps	Agency Actions	Fees to be paid	Processing Time	Person Responsible
1. Sign in Office Log Book	1. Hand in the Logbook to the Client	None	1 Minute	Officer of the Day
2. Submit the required documents to the Registered Social Worker.	2. Interview and asses the financial capability of client his/ her family and determine the appropriate assistance.	None	25 Minutes	Shella Mae T. Quiblat SWO I Catherine M. Caulawon OIC-MSWDO / SWO II
	2.1 Preparation of the Certificate of Indigency	None	5 Minutes	Shella Mae T. Quiblat SWO I
	2.2 Approval of the Certificate of Indigency	None	5 Minutes	Catherine M. Caulawon OIC-MSWDO / SWO II
3. Receive the Certificate of Indigency	3. Issuance of Certificate of Indigency	None	5 Minutes	Shella Mae T. Quiblat SWO I
	TOTAL:		41 Minutes	



7. Children in Conflict with the Law (CICL) and Children at Risk (CAR) Services

Monitoring and Counseling services are provided to minor offenders or children in conflict with the law and their families, who committed a crime at 17 and below. Indigent youth offenders also avail a release on recognizance custody while case is on-going in court in lieu of a bond.

Office or Division:	Office of the Municipal Social Welfare and Development
Classification:	Complex
Type of Transaction:	G2C- Government to Client
Who may avail:	Children in Conflict with the Law, Child at Risk, Parents or Guardians
CHECKLIST REQUIREMENTS	WHERE TO SECURE
Referral/ Endorsement Letter	Barangay Council for the Protection of Children (BCPC)/ Women's and Child Protection Desk (WCPD)/ Non-government Organizations (NGO)
Police Blotter	Polanco PNP
Birth Certificate/ Baptismal Certificate	Client/ Philippine Statistic Authority (PSA)
Certificate of Residency	Barangay
Medical Certificate/ Medico Legal	Rural Health Unit
Other pertinent documents (school records, etc.)	School enrolled

Client Steps	Agency Actions	Fees to be paid	Processing Time	Person Responsible
1. Sign in Office Log Book	1. Hand in the Logbook to the Client	None	1 Minute	Officer of the Day
2. Submit the required documents to the Registered Social Worker.	2. Interview and Intake the Client for information and data gathering.	None	1 hour	John Arthur Maravillas YDA II Catherine M. Caulawon OIC-MSWDO / SWO II
	2.1 Home Visitation of the client	None	2 Hours	John Arthur Maravillas YDA II Catherine M. Caulawon OIC-MSWDO / SWO II



	2.2 Gather collateral information	None	2 Hours	John Arthur Maravillas YDA II Catherine M. Caulawon OIC-MSWDO / SWO II
3. Attend and participate in the counselling session	3. Preparation of the client together with the parents for intensive counselling session.	None	2 Hours	John Arthur Maravillas YDA II Catherine M. Caulawon OIC-MSWDO / SWO II
	3.1 Orientation on the diversion or intervention process to parents/guardians.	None	1 Hour	John Arthur Maravillas YDA II Catherine M. Caulawon OIC-MSWDO / SWO II
	3.2 Preparation of Social Case Study Report	None	7 Days	John Arthur Maravillas YDA II Catherine M. Caulawon OIC-MSWDO / SWO II
	3.3 Preparation of Treatment Plan and Progress Notes	None	1 Day	John Arthur Maravillas YDA II Catherine M. Caulawon OIC-MSWDO / SWO II
4. Participation on the diversion/ intervention activities.	4. Implementation of diversion/ intervention activities	None	1 to 6 Months	John Arthur Maravillas YDA II Catherine M. Caulawon OIC-MSWDO / SWO II
5. Admission on the Regional Rehabilitation Center for Youth (RRCY) or Balay Dalangpanan sa Kabataan (BDSK)	5. Referral to Regional Rehabilitation Center for Youth (RRCY) or Balay Dalangpanan sa Kabataan (BDSK)	None	30 Minutes	John Arthur Maravillas YDA II Catherine M. Caulawon OIC-MSWDO / SWO II



6. After Care	6. After Care Services	None	6 Months	John Arthur Maravillas YDA II Catherine M. Caulawon OIC-MSWDO / SWO II
	TOTAL:		12 Months, 8, Days, 8 Hours and 1 Minute (but depends on the case)	





8. Early Childhood Care and Development Services

Early Childhood Care and Development shall refer to the full range of health, nutrition, early education and social services development programs that provide for the basic holistic needs of young children from age zero (0) to four (4) years; and to promote their optimum growth and development under the Republic Act No. 10410 otherwise known as the “Early Years Act (EYA) of 2013”.

Office or Division:	Office of the Municipal Social Welfare and Development
Classification:	Simple
Type of Transaction:	G2C- Government to Client
Who may avail:	Pre-school Children and Child Development Workers
CHECKLIST REQUIREMENTS	WHERE TO SECURE
Masterlist of Children enrolled in Child Development Center	Child Development Worker
Birth Certificate of Pre-schoolers	Parent/ Philippine Statistics Authority (PSA)
Immunization and Deworming Records of Pre-schoolers	Parent/ Rural Health Unit- Midwife, Nurse, BHW & BNS
Child Development Checklist	Child Development Worker
Certificate of Participation	Office of the Municipal Social Welfare and Development- Day Care Worker I

Client Steps	Agency Actions	Fees to be paid	Processing Time	Person Responsible
1. Child Development Worker submit masterlist of Pre-school enrollees	1. Verify and check the completeness of documents needed for enrolment.	None	1 Hour	Rea Mae P. Limbaga ECCD Focal Person Shella Mae T. Quiblat SWO I Catherine M. Caulawon OIC-MSWDO / SWO II
	1.2 Orientation and briefing to parents and guardians for signature of commitment setting	None	30 Minutes	Child Development Worker Rea Mae P. Limbaga ECCD Focal Person Shella Mae T. Quiblat SWO I Catherine M. Caulawon OIC-MSWDO / SWO II



	1.3 Approval of the enrolment	None	30 Minutes	Catherine M. Caulawon OIC-MSWDO / SWO II
2. Commencement of Early Childhood Care and Development (ECCD) Session	2. Conduct of Early Childhood Care and Development Session	None	6 Hours per session	Child Development Worker Shella Mae T. Quiblat SWO I

3. Moving-up of Early Childhood Care and Development (ECCD).	3. Conduct of Moving-up Ceremony	None	4 Hours	Child Development Worker Shella Mae T. Quiblat SWO I
				Catherine M. Caulawon OIC-MSWDO / SWO II
	TOTAL:		1 Year and 6 Hours	





9. Financial Assistance to Indigent PWD

An initiative of the Office of Municipal Social Welfare and Development by providing limited financial assistance Indigent PWD.

Office or Division:	Office of the Municipal Social Welfare and Development			
Classification:	Simple			
Type of Transaction:	G2C- Government to Client			
Who may avail:	Persons with Disability			
CHECKLIST REQUIREMENTS		WHERE TO SECURE		
Birth Certificate/Baptismal Certificate		Client/ Philippine Statistics Authority		
Certificate of Residency		Barangay		
Medical Certificate		Rural Health Unit/ Attending Physician		
1 Whole Body Picture		Client		
1x1 Picture (2 pieces)		Client		
Client Steps	Agency Actions	Fees to be paid	Processing Time	Person Responsible
1. Sign in Office Log Book	1. Hand in the Logbook to the Client	None	1 Minute	Officer of the Day
2. Submit the requirements to the PWD Focal	2. Interview the client for data gathering	None	1 Hour	John Arthur Maravillas YDA II Kim Christian M. Lacaya PDAO Designate
	2.1 Conduct Home Visit and Assessment	None	1 Day	John Arthur Maravillas YDA II Kim Christian M. Lacaya PDAO Designate
	2.2 Preparation of Payroll for financial assistance	None	15 Minutes	John Arthur Maravillas YDA II Kim Christian M. Lacaya PDAO Designate
	2.3 Submission of pertinent documents to concerned offices.	None	10 Minutes	Catherine M. Caulawon OIC-MSWDO / SWO II
	2.4 Signing and approval of documents	None	10 Minutes	Catherine M. Caulawon OIC-MSWDO / SWO II Municipal Mayor



3. Avail the Financial Assistance	3. Release of Financial Assistance	None	6 months (Semestral)	John Arthur Maravillas YDA II Catherine M. Caulawon OIC-MSWDO / SWO II Municipal Mayor Municipal Vice-Mayor
	TOTAL:		6 months, 1 Day, 1 Hour and 36 Minutes	





10. Foster Care

Foster Care refers to the provision of planned temporary substitute parental care to a child by a foster parent or a foster family under Republic Act No. 10165 otherwise known as the “Foster Act of 2012”.

Office or Division:	Office of the Municipal Social Welfare and Development			
Classification:	Complex			
Type of Transaction:	G2C- Government to Client			
Who may avail:	Foster Child, Foster Parent and Foster Family Care			
CHECKLIST REQUIREMENTS	WHERE TO SECURE			
Home Study Report	MSWDO-Registered Social Worker			
Child Study Report	MSWDO-Registered Social Worker			
Authenticated Birth Certificate (1 copy for the child & 1 copy for the petitioners)	Client/ Philippine Statistics Authority (PSA)			
Medical Certificate of both Petitioners	Physician			
NBI/Police Clearance of both Petitioners	National Bureau of Investigation(NBI) / Polanco PNP			
Latest Income Tax Return of both Petitioners	Bureau of Internal Revenue (BIR)			
Three (3) Character Reference	Non-relative of the client			
Post Card Size Picture (Child, both Petitioners)	Client			
Certificate of Residency	Barangay- Office of the Barangay Secretary			
Client Steps	Agency Actions	Fees to be paid	Processing Time	Person Responsible
1. Sign in Office Log Book	1. Hand in the Logbook to the Client	None	1 Minute	Officer of the Day
2.Proceed to the Registered Social Worker	2. Interview the client for data gathering	None	5 Minutes	Shella Mae T. Quiblat SWO I
	2.1 Receive the required documents and check for completeness.	None	1 Hour	



3. Preparation of needed documents for Home Visit	3. Conduct Home Visit	None	1 Day	<p>Shella Mae T. Quiblat SWO I</p> <p>Catherine M. Caulawon OIC-MSWDO / SWO II</p>
	4. Gather Collateral Data	None	1 Day	<p>Shella Mae T. Quiblat SWO I</p>
	5. Preparation of Child Study Report	None	7 Days	<p>Shella Mae T. Quiblat SWO I</p> <p>Catherine M. Caulawon OIC-MSWDO / SWO II</p>
	6. Preparation of Home Study Report	None	7 Days	<p>Shella Mae T. Quiblat SWO I</p> <p>Catherine M. Caulawon OIC-MSWDO / SWO II</p>
	7. Submission of pertinent documents to DSWD FO-IX	None	30 Minutes	<p>Shella Mae T. Quiblat SWO I</p> <p>Catherine M. Caulawon OIC-MSWDO / SWO II</p>
	8. Attend Foster Care Conference to DSWD FO-IX, Zamboanga City	None	3 Days	<p>Shella Mae T. Quiblat SWO I</p> <p>Catherine M. Caulawon OIC-MSWDO / SWO II</p>
	9. Awaiting for the Foster Care License issued by the DSWD FO-IX	None	---	<p>Shella Mae T. Quiblat SWO I</p> <p>Catherine M. Caulawon OIC-MSWDO / SWO II</p>



	10. Follow-up and monitor	None	---	Shella Mae T. Quiblat SWO I Catherine M. Caulawon OIC-MSWDO / SWO II
	TOTAL:		19 Days, 1 Hour and 36 Minutes	





11. Giving of Birthday Cakes to all Senior Citizens

Cake-giving or “Cake para ni Lola at Lola” during birthdays of senior citizens is one of the program of Office of Municipal Social Welfare and Development as a tribute the elderly.

Office or Division:		Office of the Municipal Social Welfare and Development		
Classification:		Simple		
Type of Transaction:		G2C- Government to Client		
Who may avail:		Senior Citizens		
CHECKLIST REQUIREMENTS		WHERE TO SECURE		
Masterlist of Senior Citizen		Office of the Senior Citizen Affairs		
Client Steps	Agency Actions	Fees to be paid	Processing Time	Person Responsible
1. Barangay S.C Federation President submit masterlist of Senior Citizens.	1.1. Verify and check the completeness of documents.	None	1 Hour	Jonna May R. Bonina Senior Citizen Focal Person Alfonso C. Encio OSCA Head
	1.2. Preparation of Masterlist on the schedule of Birthday Celebrant.	None	1 Hour	Jonna May R. Bonina Senior Citizen Focal Person Alfonso C. Encio OSCA Head
	1.3. Submission and Approval of Masterlist.	None	10 Minutes	Catherine M. Caulawon OIC-MSWDO / SWO II Municipal Mayor
2. Avail Cake para kay Lolo at Lola.	2. Delivery of Birthday Cake to celebrants.	None	4 hours	Job Order Personnel
	TOTAL:		6 Hours and 10 Minutes	



12. Issuance of Booklet (Groceries) and Purchase Slips (Medicines) for Senior Citizen

The Expanded Senior Citizens Act of 2010 (Republic Act No. 9994) defines the privileges all senior citizens are entitled to. Elderly Filipinos aged 60 and above are entitled to a 20% senior citizen discount and exempted from the value-added tax (VAT) on applicable goods and services for their exclusive use.

Office or Division:		Office of the Municipal Social Welfare and Development		
Classification:		Simple		
Type of Transaction:		G2C- Government to Client		
Who may avail:		Senior Citizens		
CHECKLIST REQUIREMENTS		WHERE TO SECURE		
Senior Citizen Identification Card		Client/ Office of the Senior Citizen Affairs		
Client Steps	Agency Actions	Fees to be paid	Processing Time	Person Responsible
1. Sign in Office Log Book	1. Hand in the Logbook to the Client	None	1 Minute	Officer of the Day
2. Submit the requirements to the S.C Focal	2. Interview the client for data gathering	None	10 Minutes	Jonna May R. Bonina Senior Citizen Focal Person Alfonso C. Encio OSCA Head
	2.1 Prepare Grocery Booklet and Medicine Purchase Slips	None	5 Minutes	Jonna May R. Bonina Senior Citizen Focal Person Alfonso C. Encio OSCA Head
	2.2 Submission of Grocery Booklet and Medicine Purchase Slips for signature	None	10 Minutes	Catherine M. Caulawon OIC-MSWDO / SWO II
3. Avail the Grocery Booklet and Medicine Purchase Slips	3. Release of Grocery Booklet and Medicine Purchase Slips	None	5 Minutes	Jonna May R. Bonina Senior Citizen Focal Person Alfonso C. Encio OSCA Head
	TOTAL:		31 Minutes	



13. Issuance of Booklet (Groceries) and Purchase Slips (Medicines) for Person with Disability (PWD).

Every person with disability shall enjoy a special discount of five percent (5%) of the regular retail price of basic necessities and prime commodities. The total amount of said purchase shall not exceed the amount of One thousand Three Hundred Pesos (Php1,300.00) per calendar week without carry-over of the unused amount. Provided, that said amount shall be spent on his/her personal and exclusive consumption and/or enjoyment within the calendar week.

Office or Division:		Office of the Municipal Social Welfare and Development		
Classification:		Simple		
Type of Transaction:		G2C- Government to Client		
Who may avail:		Persons with Disability (PWD)		
CHECKLIST REQUIREMENTS		WHERE TO SECURE		
PWD Identification Card		Client/ Persons with Disability Affairs Office		
Client Steps	Agency Actions	Fees to be paid	Processing Time	Person Responsible
1. Sign in Office Log Book	1. Hand in the Logbook to the Client	None	1 Minute	Officer of the Day
2. Submit the requirements to the PWD Focal	2. Interview the client for data gathering	None	10 Minutes	John Arthur Maravillas YDA II Kim Christian M. Lacaya PDAO Designate
	2.1 Prepare Grocery Booklet and Medicine Purchase Slips	None	5 Minutes	John Arthur Maravillas YDA II Kim Christian M. Lacaya PDAO Designate
	2.2 Submission of Grocery Booklet and Medicine Purchase Slips for signature	None	10 Minutes	Catherine M. Caulawon OIC-MSWDO / SWO II
3. Avail the Grocery Booklet and Medicine Purchase Slips	3. Release of Grocery Booklet and Medicine Purchase Slips	None	5 Minutes	Kim Christian M. Lacaya PDAO Designate
	TOTAL:		31 Minutes	



14. Issuance of Local Travel Clearance

Travel clearance is a document issued to a Filipino child (below 18 years of age) traveling within the country alone or with someone other than his/her parents.

Office or Division:	Office of the Municipal Social Welfare and Development
Classification:	Simple
Type of Transaction:	G2C- Government to Client
Who may avail:	Minor accompanied by his/her Parents or Guardian
CHECKLIST REQUIREMENTS	WHERE TO SECURE
Birth Certificate of Minor	Client/ Philippine Statistics Authority
Marriage Contract of Minor's Parent (If Married)	Client/ Philippine Statistics Authority
Affidavit of Consent by the parents authorizing a particular person to accompany the minor	Client-Parents
Certificate of Residency	Barangay
Latest Community Tax Certificate	Office of the Municipal Treasurer- Cashier/ Barangay- Office of the Brgy. Treasurer
Passport Size Picture of Minor and authorized person (2 pieces)	Client- Minor and authorized person

Client Steps	Agency Actions	Fees to be paid	Processing Time	Person Responsible
1. Sign in Office Log Book	1. Hand in the Logbook to the Client	None	1 Minute	Officer of the Day
2. Submit the requirements to the Registered Social Worker	2. Interview the client for data gathering	None	1 Hour	Shella Mae T. Quiblat SWO I
	2.1 Processing of Local Travel Clearance	None	15 Minutes	Shella Mae T. Quiblat SWO I
	2.2 Submission of Local Travel Clearance for signature	None	10 Minutes	Shella Mae T. Quiblat SWO I Catherine M. Caulawon OIC-MSWDO / SWO II
3. Avail the Local Travel Clearance	3. Release of Local Travel clearance	None	5 Minutes	Shella Mae T. Quiblat SWO I
	TOTAL:		1 Hour and 31 Minutes	



15. Issuance of Senior Citizen Identification Card

Senior Citizen age 60 years and above can avail of benefits and privileges provided under Republic Act No. 7432 amended by Republic Act No. 9994. Identification cards will be issued to avail 20 percent discount on transportation, hotels, restaurants, amusement parks or recreation centers, cinema houses, theatres' and other similar places of culture and purchase of medicine.

Office or Division:		Office of the Municipal Social Welfare and Development		
Classification:		Simple		
Type of Transaction:		G2C- Government to Client		
Who may avail:		Senior Citizens		
CHECKLIST REQUIREMENTS		WHERE TO SECURE		
Birth Certificate/Baptismal Certificate		Client/ Philippine Statistics Authority		
Application Form		Barangay- Federation of Senior Citizen President		
1x1 Picture (2 pieces)		Client		
Client Steps	Agency Actions	Fees to be paid	Processing Time	Person Responsible
1. Sign in Office Log Book	1. Hand in the Logbook to the Client	None	1 Minute	Officer of the Day
2. Submit the requirements to the S.C Focal	2. Interview the client for data gathering	None	1 Hour	Jonna May R. Bonina Senior Citizen Focal Person Alfonso C. Encio OSCA Head
	2.1 Conduct Home Visit and Assessment	None	1 Day	Jonna May R. Bonina Senior Citizen Focal Person Alfonso C. Encio OSCA Head
	2.2 Processing of Senior Citizen I. D	None	15 Minutes	Jonna May R. Bonina Senior Citizen Focal Person Alfonso C. Encio OSCA Head
	2.3 Submission of Senior Citizen I.D for signature	None	10 Minutes	Catherine M. Caulawon OIC-MSWDO / SWO II
3.Avail the Senior Citizen I.D	3. Release of Senior Citizen I.D	None	5 Minutes	Jonna May R. Bonina Senior Citizen Focal Person Alfonso C. Encio OSCA Head
	TOTAL:		1 Day, 1 Hour and 31 Minutes	



16. Issuance of Persons with Disability (PWD) Identification Card

Persons with Disability can avail of benefits and privileges provided under the Magna Carta for Disabled Persons Republic Act No. 7277 amended by Republic Act No. 9442. Identification cards will be issued to avail 20 percent discount on transportation, hotels, restaurants, amusement parks or recreation centers, cinema houses, theatres' and other similar places of culture and purchase of medicine.

Office or Division:	Office of the Municipal Social Welfare and Development			
Classification:	Simple			
Type of Transaction:	G2C- Government to Client			
Who may avail:	Persons with Disability			
CHECKLIST REQUIREMENTS		WHERE TO SECURE		
Birth Certificate/Baptismal Certificate		Client/ Philippine Statistics Authority		
Certificate of Residency		Barangay		
Medical Certificate		Rural Health Unit/ Attending Physician		
1x1 Picture (2 pieces)		Client		
Client Steps	Agency Actions	Fees to be paid	Processing Time	Person Responsible
1. Sign in Office Log Book	1. Hand in the Logbook to the Client	None	1 Minute	Officer of the Day
2. Submit the requirements to the PWD Focal	2. Interview the client for data gathering	None	1 Hour	John Arthur Maravillas YDA II Kim Christian M. Lacaya PDAO Designate
	2.1 Conduct Home Visit and Assessment	None	1 Day	John Arthur Maravillas YDA II Kim Christian M. Lacaya PDAO Designate
	2.2 Processing of PWD I. D	None	15 Minutes	John Arthur Maravillas YDA II Kim Christian M. Lacaya PDAO Designate
	2.3 Submission of PWD I.D for signature	None	10 Minutes	Catherine M. Caulawon OIC-MSWDO / SWO II
3. Avail the PWD I.D	3. Release of PWD I.D	None	5 Minutes	Kim Christian M. Lacaya PDAO Designate
	TOTAL:		1 Day, 1 Hour and 31 Minutes	



17. Issuance of Solo Parent Identification Card

The Solo Parent Identification Card is used to avail the comprehensive programs and services for solo parents as a response to address their needs. The service initially includes livelihood, self-employment and skills development, employment-related benefits, psychosocial, educational, health and housing services.

Office or Division:	Office of the Municipal Social Welfare and Development
Classification:	Simple
Type of Transaction:	G2C- Government to Client
Who may avail:	Solo Parents
CHECKLIST REQUIREMENTS	WHERE TO SECURE
Birth Certificate of Children	Client/ Philippine Statistics Authority
Certificate of Residency	Barangay
Latest Income Tax Return	Bureau of Internal Revenue
Marriage Contract/ Affidavit from the Lawyer	Client/ Philippine Statistics Authority Lawyer
Death Certificate of Husband/Wife (if deceased)	Client/ Philippine Statistics Authority
Latest Community Tax Certificate	Office of the Municipal Treasurer- Cashier
1x1 Picture (2 pieces)	Client

Client Steps	Agency Actions	Fees to be paid	Processing Time	Person Responsible
1. Sign in Office Log Book	1. Hand in the Logbook to the Client	None	1 Minute	Officer of the Day
2. Submit the requirements to the Registered Social Worker	2. Interview the client for data gathering	None	1 Hour	Maria Aileen B. Barba YDA II
	2.1 Conduct Home Visit and Assessment	None	1 Day	Maria Aileen B. Barba YDA II
	2.2 Processing of Solo Parent I. D	None	15 Minutes	Maria Aileen B. Barba YDA II
	2.3 Submission of Solo Parent I.D for signature	None	10 Minutes	Catherine M. Caulawon OIC-MSWDO / SWO II
3. Receive the Solo Parent I.D	3. Release of Solo Parent I.D	None	5 Minutes	Maria Aileen B. Barba YDA II
	TOTAL:		1 Day, 1 Hour and 31 Minutes	



18. Local Social Pension to Indigent Senior Citizens

An initiative of the Office of Municipal Social Welfare and Development adopting the National Program on Social Pension to Indigent Senior Citizens.

Office or Division:	Office of the Municipal Social Welfare and Development			
Classification:	Simple			
Type of Transaction:	G2C- Government to Client			
Who may avail:	Indigent Senior Citizens			
CHECKLIST REQUIREMENTS		WHERE TO SECURE		
Birth Certificate/Baptismal Certificate		Client/ Philippine Statistics Authority		
Application Form		Barangay- Federation of Senior Citizen President		
1x1 Picture (2 pieces)		Client		
Client Steps	Agency Actions	Fees to be paid	Processing Time	Person Responsible
1. Sign in Office Log Book	1. Hand in the Logbook to the Client	None	1 Minute	Officer of the Day
2. Submit the requirements to the S.C Focal	2. Interview the client for data gathering	None	1 Hour	Jonna May R. Bonina Senior Citizen Focal Person Alfonso C. Encio OSCA Head
	2.1 Conduct Home Visit and Assessment	None	1 Day	Jonna May R. Bonina Senior Citizen Focal Person Alfonso C. Encio OSCA Head
	2.2 Processing of financial assistance and preparation payroll	None	15 Minutes	Jonna May R. Bonina Senior Citizen Focal Person Alfonso C. Encio OSCA Head
	2.3 Signing and approval of documents	None	10 Minutes	Municipal Mayor Catherine M. Caulawon OIC-MSWDO / SWO II



3. Avail the Social Pension	3. Release of Social Pension	None	6 months (Semestral)	<p>Jonna May R. Bonina Senior Citizen Focal Person</p> <p>Alfonso C. Encio OSCA Head</p> <p>Municipal Mayor</p> <p>Municipal Vice-Mayor</p> <p>Catherine M. Caulawon OIC-MSWDO / SWO II</p>
	TOTAL:		6 months, 1 Day, 1 Hour and 26 Minutes	





19. Pabahay Program

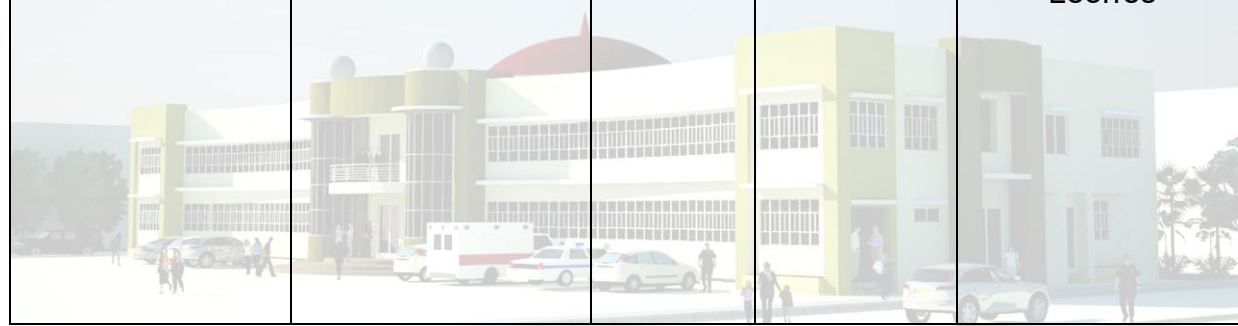
To provide structurally safe and strong shelter to indigent families, maximize the participation and commitment of the beneficiaries to make their house liveable and hazard free. Develop and promote the value of self-reliance among beneficiaries and the community as well.

Office or Division:	Office of the Municipal Social Welfare and Development
Classification:	Simple
Type of Transaction:	G2C- Government to Client
Who may avail:	Indigent Families
CHECKLIST REQUIREMENTS	WHERE TO SECURE
Pabahay Entry Form	Office of the Municipal Social Welfare and Development
Certificate of Residency	Barangay- Office of the Barangay Secretary
Photocopy of Land Title/Tax Declaration/Deed of Donation	Client
Certificate of Membership from any Association	Client

Client Steps	Agency Actions	Fees to be paid	Processing Time	Person Responsible
1. Sign in Office Log Book	1. Hand in the Logbook to the Client	None	1 Minute	Officer of the Day
2. Submit the requirements to the Registered Social Worker	2. Interview the client for data gathering	None	1Hour	John Arthur Maravillas YDA II Catherine M. Caulawon OIC-MSWDO / SWO II



3. Prepare pertinent documents	3. Conduct Home Visit. 3.1 Evaluation and Assessment for Pabahay Applicants	None	30 Days	Municipal Link Rural Health Unit Staff John Arthur Maravillas YDA II Catherine M. Caulawon OIC-MSWDO / SWO II
	3.2 Awarding of qualified Pabahay Beneficiary	None	1 Day	Catherine M. Caulawon OIC-MSWDO / SWO II
4. Implementation of Pabahay Project	4. Facilitate the establishment of Pabahay Project	None	60 Days	Catherine M. Caulawon OIC-MSWDO / SWO II Engr. Manuel A. Leones





5. Acceptance of the Pabahay Project.	5. Turnover of the Pabahay Project	None	1 Day	Catherine M. Caulawon OIC-MSWDO / SWO II Engr. Manuel A. Leones Municipal Vice-Mayor Sangguniang Bayan Members Barangay Officials Beneficiary Municipal Mayor
	6. Follow-up	None	1 Day	Office of the Municipal Social Welfare and Development
TOTAL:			93 days, 1 Hour and 1 Minute	



20. Polanco Emergency Assistance for Charitable Endeavor (PEACE)

The Polanco Emergency Assistance for Charitable Endeavor (PEACE) is a financial assistance to indigent individuals/families whose member was hospitalized for 5 days and above.

Office or Division:	Office of the Municipal Social Welfare and Development			
Classification:	Simple			
Type of Transaction:	G2C- Government to Client			
Who may avail:	Individuals/ Families who have a family member that was hospitalized for 5 days and above			
CHECKLIST REQUIREMENTS		WHERE TO SECURE		
Certificate of Residency		Barangay- Office of the Barangay Secretary		
Medical Certificate		Physician		
Latest Community Tax Certificate		Office of the Municipal Treasurer- Cashier/ Barangay-Office of the Brgy. Treasurer		
Client Steps	Agency Actions	Fees to be paid	Processing Time	Person Responsible
1. Sign in Office Log Book	1. Hand in the Logbook to the Client	None	1 Minute	Officer of the Day
2. Submit the requirements to the Registered Social Worker	2. Interview the client for data gathering	None	30 Minutes	Maria Aileen B. Barba YDA II
	2.1 Preparation of Case Summary Report and other supporting documents	None	1 Hour	Maria Aileen B. Barba YDA II
	2.2 Submission of pertinent documents for signature	None	10 Minutes	Catherine M. Caulawon OIC-MSWDO / SWO II
3. Avail the financial assistance	3. Release of financial assistance	None	Depends on the availability of Cash on hand: 5 Minutes if Cash is available and 15-30 days for Cash advance	Shella Mae T. Quiblat SWO I
	TOTAL:		15-30 days, 1 Hour and 46 Minutes	



21. Pre-Marriage Counseling Services

Pre-Marriage Counseling Services is used to assist would-be married couples from 18 to 25 years old applying for marriage license as a requirement pursuant to the Provisions of Article 16 under the Family Code of the Philippines.

Client Steps	Agency Actions	Fees to be paid	Processing Time	Person Responsible
1. Sign in Office Log Book	1. Hand in the Logbook to the Client	None	1 Minute	Officer of the Day
2. Would be couple fill-up the Marriage Expectation Inventory	2. Pre-marriage counsellor assess and evaluate MEI	None	1 Hour	John Arthur Maravillas YDA II Alma Belle Suut Mid Wife II Catherine M. Caulawon OIC-MSWDO / SWO II
	2. 1 Actual conduct of pre-marriage counseling	None	3 Hours	John Arthur Maravillas YDA II Alma Belle Suut Mid Wife II Catherine M. Caulawon OIC-MSWDO / SWO II
	1.2 Processing of Pre-Marriage Certificate	None	20 Minutes	John Arthur Maravillas YDA II
	1.3 Submission of Pre-Marriage Certificate for signature	None	5 Minutes	Catherine M. Caulawon OIC-MSWDO / SWO II
	2. Avail the Pre-Marriage Certificate	2. Release of Pre-Marriage Certificate	None	10 Minutes
	TOTAL:		4 Hours and 36 Minutes	

22. Violence against Women and their Children (VAWC) Services

Women and their children who are victims of domestic violence and human trafficking are provided assistance; referral and counselling services regain self-trust, self-confidence and live a normal life again out from their traumatic experiences under Republic Act 9262 otherwise known as the "Anti-Violence Against Women and Their Children Act of 2004."



OFFICE OF THE MUNICIPAL AGRICULTURIST

External Services





1. Issuance of Endorsement for Department of Agriculture Accreditation

Office/Division:	Office of the Municipal Agriculturist
Classification:	Simple
Type of Transaction:	G2C - Government to Client
Who may Avail:	Polanco residents

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> ● Accomplished Application Form and Letter of Intent ● Accomplished data sheet with organization set-up ● Certificate of good standing from Municipal Mayor or head of religious organizations where the program/project to be implemented ● Valid mayor's Permit/Business Permit and BIR registration (if applicable) ● Certificate of registration and/or certificate of filing from SEC, DOLE, CDA ● Certificate of Compliance for cooperatives 	<ul style="list-style-type: none"> ● Client ● Client ● Office of the Mayor and/or Parish Priest or any religious group leader ● Office of the Mayor ● SEC or CDA or DOLE ● Cooperative Development Authority

Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Submit complete requirements	1. Assess necessary documents based on the correctness and completeness of the documents	None	15 Minutes	ANJELYN J. AGE CIA Agricultural Technologist
	2. Preparation and signing of endorsement letter by signatories: -Municipal Agriculturist, - Mayor - MAFC Chairman	None	30 minutes	ANJELYN J. AGE CIA Agricultural Technologist JULIETO F. DELLABA Municipal Agriculturist
	3. Submit all necessary documents to the Department of Agriculture		30 minutes	ANJELYN J. AGE CIA Agricultural Technologist

TOTAL	1 hour and
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			15 minutes	
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2. Issuance of Endorsement for Municipal Development Council

Farmer associations need to secure Agriculture office's endorsement to become a member of the Municipal Development Council (MDC)

Office/Division:	Office of the Municipal Agriculturist			
Classification:	Simple			
Type of Transaction:	G2C - Government to Client			
Who may Avail:	Registered Farmer Associations/ RIC/4H/Raisers/Livestock and poultry dealer/ Meat dealer's association/Cooperatives			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> ● Accomplished Application Form ● Board Resolution ● Certificate of Registration ● List of Current Officer and Members ● Annual Accomplishment Report ● Annual Financial Statement ● Profile ● Minutes of Meeting 		<ul style="list-style-type: none"> ● Client ● Client ● CDA/SEC/DOLE ● Client 		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Submit complete requirements	1. Receive complete requirements and assess based on the correctness and completeness of the documents	None	15 Minutes	CHADAM L. EMPEYNADO Agricultural Technologist
2. Submit all necessary documents to the Office of the Sangguniang Bayan	2. Prepare endorsement to the Office of the Sangguniang Bayan	None	10 minutes	CHADAM L. EMPEYNADO Agricultural Technologist
	TOTAL		25 minutes	



3. Anti-rabies Vaccination

Routine vaccination against rabies is conducted to ensure that all dogs and cats within the territorial jurisdiction of the municipality of Polanco are vaccinated. In all cases, the vaccination of animals shall be performed by a duly licensed Veterinarian or a trainee vaccinator under the control and supervision of a licensed Veterinarian.

Office/Division:	Office of the Municipal Agriculturist			
Classification:	Simple			
Type of Transaction:	G2C - Government to Client			
Who may Avail:	Dog and cat owners (Polanco residents)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Fill up the record book	1. Check the record book		1 minute	ALFRED MEL P. DAGAYLO-AN Veterinarian II
2. Answer the questions	2. The vaccinator interviews the owner		1 minute	ALFRED MEL P. DAGAYLO-AN Veterinarian II
3. Properly restrain the animal	3. Inject Anti-Rabies vaccine		3 minutes	ALFRED MEL P. DAGAYLO-AN Veterinarian II
	TOTAL		5 minutes	





4. Animal Health Care Services

Mass deworming, vitamin supplementation of large and small ruminants and heat synchronization/ artificial insemination of cattle and carabao.

Office/Division:	Office of the Municipal Agriculturist			
Classification:	Simple			
Type of Transaction:	G2C - Government to Client			
Who may Avail:	Livestock Raisers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Request		Barangay Council		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Submit letter of request	1. Receive letter of request and endorse client to the concerned in-charge for the schedule of animal health day		5 minutes	DARIO J. CUENCA Agricultural Technologist ALFRED MEL P. DAGAYLO-AN Veterinarian II
2. Wait for the confirmation of the request			5 minutes	DARIO J. CUENCA Agricultural Technologist ALFRED MEL P. DAGAYLO-AN Veterinarian II
TOTAL			10 minutes	

5. Assistance in Free Crop and Livestock Insurance Availment

Office/Division:	Office of the Municipal Agriculturist			
Classification:	Simple			
Type of Transaction:	G2C - Government to Client			
Who may Avail:	Polanco farmers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> ● Application For Insurance (1 original and 2 photocopies) ● Claim of Indemnity (1 original and 3 photocopy) ● Harvest due (1 original and 1 photocopy) ● RSBSA-registered ● Barangay Certification ● Government issued IDs (2) ● Land Title or Declaration of Real Property (photocopy)/ DAR Certification 		<ul style="list-style-type: none"> ● Philippine Crop Insurance Corporation ● Philippine Crop Insurance Corporation ● Client ● Agriculture Office ● Barangay of residence ● Post office, SSS, Philhealth, LTO, etc ● Client/ Assessor's Office 		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Submit	1. Receive	None	5 minutes	CHADAM L. EMPEYNADO Agricultural Technologist



complete requirements	complete requirements and endorse client to the concerned in charge			ANJELYN J. AGECIA Agricultural Technologist
	2. Process and assess necessary documents based on the correctness and completeness of the requirements		10 minutes	CHADAM L. EMPEYNADO Agricultural Technologist ANJELYN J. AGECIA Agricultural Technologist
	TOTAL		15 minutes	





6. Meat Inspection

Office/Division:	Office of the Municipal Agriculturist			
Classification:	Simple			
Type of Transaction:	G2C - Government to Client			
Who may Avail:	Livestock dealers/Meat dealers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> ● Animal Credentials ● Veterinary Health Certificate ● Shipping permit (if applicable) 		<ul style="list-style-type: none"> ● Municipal Treasurer ● Licensed Veterinarian ● Bureau of Animal Industry or Office of the Provincial Veterinarian 		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Logbook signing	1. Check the logbook		1 minute	MARLON P. MANLOSA Meat Inspector
2. Files Application for Meat Inspection Certificate	2. Review and Validate submitted documents	None	5 minutes	MARLON P. MANLOSA Meat Inspector
3. Payment of permit to slaughter, Slaughterfee, corral fee, ante & Post mortem fee	2. Issuance of Official Receipt	P500.00* (cattle and carabao) P260.00* (hogs)	1 minute	MARLON P. MANLOSA Meat Inspector
4. Client brings the animal for inspection	3. Conduct anti mortem inspection	None	10 minutes	MARLON P. MANLOSA Meat Inspector
4. Butcher Slaughters the animal	4. Conducts post mortem inspection		1 Hour	MARLON P. MANLOSA Meat Inspector
4. Receives meat inspection certificate	5. Prepares meat inspection certificate		5 minutes	MARLON P. MANLOSA Meat Inspector
	TOTAL		1 hour 22 minutes	

*fees are subject to change without prior notice



7. Animal Dispersal Program Availment

Office/Division:	Office of the Municipal Agriculturist			
Classification:	Simple			
Type of Transaction:	G2C - Government to Client			
Who may Avail:	Active Farmer Association members with pasture area			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> ● Latest Community tax Certificate ● 2 x 2 ID picture ● P100 notarial fee 		<ul style="list-style-type: none"> ● Municipal Treasurer ● Client 		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Logbook signing	1. Check logbook	None	1 minute	ALFRED MEL P. DAGAYLO-AN Veterinarian II
2. Present the complete requirements and pay for the notarial fee	2. Explain the Animal Dispersal Contract	P100.00	10 minutes	ALFRED MEL P. DAGAYLO-AN Veterinarian II
3. Sign the contract	3. Give a copy of the contract	None	1 minute	ALFRED MEL P. DAGAYLO-AN Veterinarian II
	TOTAL		12 minutes	



8. Availment of Mass Distribution of Vegetable Seeds/Fertilizers/Corn Seeds /Seedlings and other inputs

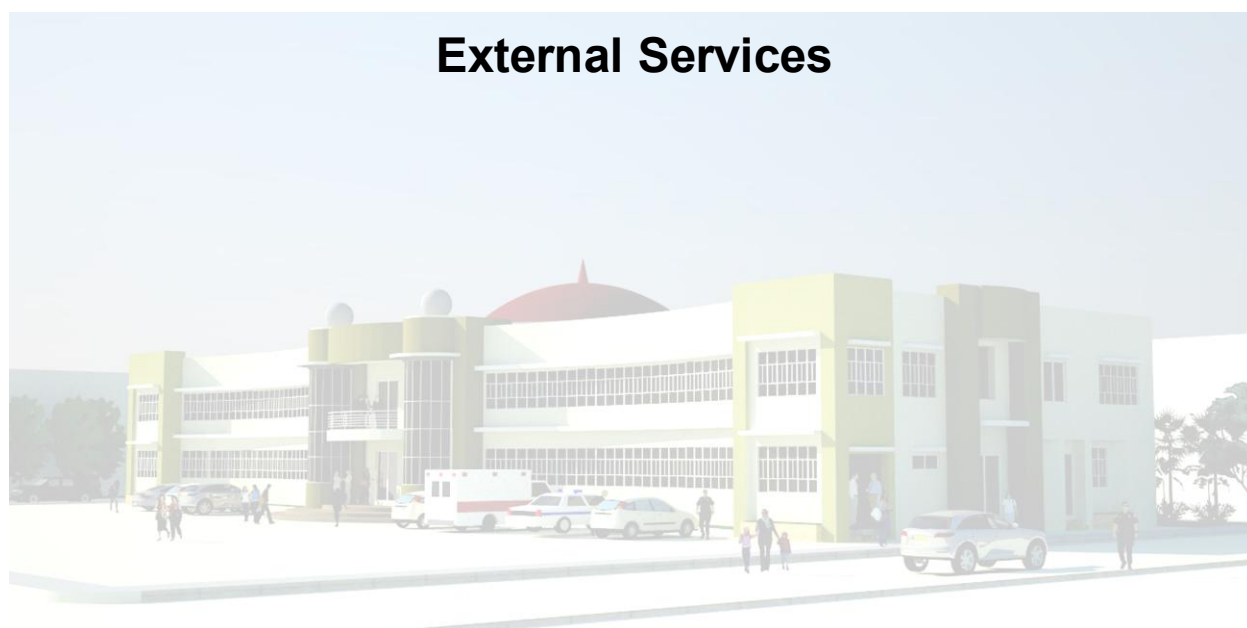
Office/Division:	Office of the Municipal Agriculturist				
Classification:	Simple				
Type of Transaction:	G2C - Government to Client				
Who may Avail:	Active Farmer Association				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
● Letter of request			● Barangay Council		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible	
Submit Letter-request	Receive letter request	None	5 minutes	Agricultural Technologist	
	Approve the schedule	None	5 minutes	Municipal Agriculturist	
	Inform the client on the status of the request	None	5 minutes	Agricultural Technologist	
	TOTAL		15 minutes		





OFFICE OF THE MUNICIPAL ASSESSOR

External Services





1. Issuance of Owner's Copy of Updated Tax Declaration of Land

For realty taxation purposes, every parcel or unit of real property is declared under a tax declaration in the name of its owner or any person, natural or juridical who has lawful interest on the property. Therefore, it is very important that the assessor be notified of any change in ownership so that a new tax declaration may be issued to the new owner of the property.

Office or Division:	Municipal Assessor Office			
Classification:	Simple Transaction			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Property Owner/Authorized Representative			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
2 Photocopies of Title		Owner's Copy/Registry of Deeds (ROD)		
2 Photocopies of Deed of Conveyance (Deed of Absolute Sale, Extra-Judicial Partition, Donation, Exchange, etc.) in case of no Title/Untitled Property		Buyer's Copy		
Latest Real Property Tax Receipt		Municipal Treasurer Office (MTO)		
2 Photocopies of electronic Certificate Authorizing Registration (eCAR)		Bureau of Internal Revenue (BIR)		
Transfer Tax Fee Receipt/Certification		Provincial Treasurer Office (PTO)		
Certification Fee - P50.00/RPU		Municipal Treasurer Office (MTO)		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
Approach the Office Personnel for your transaction. Submit all the required documents. Sign in the Visitor's Logbook	Receive and verify the documents submitted (correctness and authenticity). Get the Ownership Record Card and Field Appraisal & Assessment Sheet (FAAS) of the Previous Owner. Instruct the client to wait for his/her name to be called. After verification of the documents, call the client to pay the Certification Fee to the Municipal Treasurer Office		3 minutes	Rhea C. Repaja AC I
	Prepares Field Appraisal & Assessment Sheet (FAAS) of New Owner. Assigns ARP/TD Number. Encodes the prepared Field Appraisal & Assessment Sheet (FAAS)		30 minutes	Laura A. Alfon LAOO I Emerson S. Danduan Taxmapper I Raul G. Guitarte



				AC III
	Printing of FAAS		5 minutes	Raul G. Guitarte AC III
	Printing of Tax Declaration	Php 50.00	3 minutes	Raul G. Guitarte AC III
	Printing of Notice of Assessment (NA)		3 minutes	Raul G. Guitarte AC III
	The Municipal Assessor reviews, approves and signs the Tax Declaration of the New Owner with Notice of Assessment		2 minutes	Rhodora F. Repaja Municipal Assessor
	Issuance of Tax Declaration and Notice of Assessment and keeps custody of the duplicate copy of the TD & NA		1 minute	Laura A. Alfon LAOO I
	Updates/Prepares/Cancel Assessment Records of Approved FAAS			
	<ul style="list-style-type: none"> • Updates/Prepares ORC of New Property Owner 		5 minutes	Laura A. Alfon LAOO I
	<ul style="list-style-type: none"> • Cancels ORC of the previous Owner 		2 minutes	Laura A. Alfon LAOO I
	<ul style="list-style-type: none"> • Updates/Cancel Assessment Roll 		2 minutes	Laura A. Alfon LAOO I
	<ul style="list-style-type: none"> • Updates/Cancel Record of Assessment (ROA) 		2 minutes	Laura A. Alfon LAOO I
	<ul style="list-style-type: none"> • Updates/Cancel Tax Map Control Roll (TMCR) 		2 minutes	Emerson S. Danduan Taxmapper I
	<ul style="list-style-type: none"> • Cancels FAAS of the previous owner and binds new FAAS/ barangay 		2 minutes	Laura A. Alfon LAOO I



2. Transfer of Ownership through Subdivision /Consolidation of Land

For realty taxation purposes, every parcel or unit of real property is declared under a tax declaration in the name of its owner or any person, natural or juridical who has lawful interest on the property. Therefore, it is very important that the assessor be notified of any change in ownership through Subdivision/Consolidation of land so that a new tax declaration may be issued to the new owner of the property.

Office or Division:	Municipal Assessor Office			
Classification:	Simple Transaction			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Property Owner/Authorized Representative			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
2 photocopies of title		Owner's Copy/Registry of Deeds (ROD)		
2 photocopies of Deed of Conveyance (Deed of Absolute Sale, Extra-Judicial Partition, Donation, Exchange, etc.) in case of no Title/Untitled Property		Buyer's Copy		
Latest Real Property Tax Receipt		Municipal Treasurer Office (MTO)		
2 photocopies of electronic Certificate Authorizing Registration (eCAR)		Bureau of Internal Revenue (BIR)		
Transfer Tax Fee Receipt/Certification		Provincial Treasurer Office (PTO)		
Photocopy/Blue Print/White Print of Approved Subdivision/Consolidation Plan		Owner's Copy/Surveyor		
Certification Fee: 50.00/RPU		MTO		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
Approach the Office Personnel for your transaction. Submit all the required documents. Sign in the Visitor's Logbook	Receive and verify the documents submitted (correctness and authenticity). Get the Ownership Record Card and Field Appraisal & Assessment Sheet (FAAS) of the Previous Owner. Instruct the client to wait for his/her name to be called. After verification of the documents, call the client to pay the Certification Fee/RPU to the Municipal Treasurer Office		3 minutes	Rhea C. Repaja AC I
	Reflects approved Subdivision/Consolidation Plan to the Base Map or Working Map for the assignment of new Property Index Number (PIN)		20 minutes	Emerson S. Danduan Taxmapper I



	Prepares Field Appraisal & Assessment Sheet (FAAS)/RPU. Assigns ARP/TD Number Encodes the prepared Field Appraisal & Assessment Sheet (FAAS/sublot)		30 minutes/ RPU	Emerson S. Danduan Taxmapper I Raul G. Guitarte AC III
	Printing of FAAS/Sublot		5 minutes/ RPU	Raul G. Guitarte AC III
	Printing of Tax Declaration/Sublot	Php 50.00/ RPU	3 minutes/ RPU	Raul G. Guitarte AC III
	Printing of Notice of Assessment (NA)		3 minutes/ RPU	Raul G. Guitarte AC III
	The Municipal Assessor reviews, approves and signs the Tax Declaration of the New Owner with Notice of Assessment		2 minutes/ RPU	Rhodora F. Repaja Municipal Assessor
	Issuance of Tax Declaration and Notice of Assessment and keeps custody of the duplicate copy of the TD and NA		1 minute/ RPU	Rhea C. Repaja AC I
	Updates/Prepares/ Cancels Assessment Records of Approved FAAS <ul style="list-style-type: none"> • Updates/Prepares ORC of New Property Owner • Cancels ORC of the previous Owner • Updates/Cancels Assessment Roll • Updates/Cancels Record of Assessment (ROA) • Updates/Cancels Tax Map Control Roll (TMCR) • Cancels FAAS of the previous owner and the FAAS and other supporting papers binds into books as per barangay 		5 minutes/ RPU 2 minutes 2 minutes/ RPU 2 minutes/ RPU 2 minutes/ RPU 2 minutes/ RPU	Laura A. Alfon LAOO I Laura A. Alfon LAOO I Laura A. Alfon LAOO I Laura A. Alfon LAOO I Emerson S. Danduan Taxmapper I Laura A. Alfon LAOO I



3. Appraisal and Assessment of Newly discovered Buildings and Machineries

Under Section 203 of R. A. 7160, it is the duty of any person or his authorized representative, acquiring and making improvements of real property to declare the said property to the Municipal Assessor Office. Real Properties such as buildings and machineries. The appraisal of the buildings shall be accordance with the Approved Schedule of Market Values (SMV) and the appraisal of the machineries shall be based on the actual cost declared by the owner (Sworn Statement).

Office or Division:	Municipal Assessor Office			
Classification:	Simple Transaction			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Property Owner/Authorized Representative			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1 Photocopy of Title		Owner's Copy/Registry of Deeds(ROD)		
Copy of the Approved Building Permit, Building Plan and Certificate of Occupancy		Municipal Engineering Office/ Owner's copy		
Purchase Receipt of Machinery		Buyer/Seller		
Certification Fee P 50.00		Municipal Treasurer Office (MTO)		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
Approach the Office Personnel for your transaction. Present all the documents for verification and sign in the Visitor's Log Book	Receive and check the documents submitted. Get the Ownership Record Card.		3 minutes	Rhea C. Repaja AC I
	Conduct ocular inspection for the appraisal of building/machinery		½ hr. to 2 hrs. (may vary depending on the location of the property)	Emerson S. Danduan Taxmapper I Eric T. Rubio Plantilla
	Prepare Field Appraisal and Assessment Sheet (FAAS) of building/ Machinery. Encode the prepared FAAS		30 minutes	Emerson S. Danduan Taxmapper I Raul G. Guitarte AC III
	Printing of Field Appraisal & Assessment Sheet (FAAS)		5 minutes	Raul G. Guitarte AC III
	Printing of Tax Declaration	P 50.00	3 minutes	Raul G. Guitarte



				AC III
	Printing of Notice of Assessment (NA)		3 minutes	Raul G. Guitarte AC III
	The Municipal Assessor reviews, approves and signs the Tax Declaration of building and machinery with Notice of Assessment (NA)		2 minutes	Rhodora F. Repaja Municipal Assessor
	Issuance of Tax Declaration (TD) and Notice of Assessment (NA) and keeps custody of the duplicate copy of TD and NA		1 minute	Laura A. Alfon AC III
	Updates/Prepares/Cancel Assessment Records of Approved FAAS			
	<ul style="list-style-type: none"> • Updates/Prepares ORC of New Property Owner • Updates Assessment Roll • Updates Record of Assessment (ROA) • Updates Tax Map Control Roll (TMCR) • FAAS and other supporting papers binds into books as per barangay 		5 minutes	Laura A. Alfon LAOO I
			2 minutes	Laura A. Alfon LAOO I
			2 minutes	Laura A. Alfon LAOO I
			2 minutes	Emerson S. Danduan Taxmapper I
			2 minutes	Laura A. Alfon LAOO I



4. Issuance of Certified True Copy of Tax Declaration

The Tax Declaration is one of the principal and vital records that is prepared and kept by assessors in connection with real property tax assessment. It contains all the pertinent information about a parcel or unit of real property subject of the assessment, which include, the name of the owner or administrator of the property, location , address of the owner, Property Index Number, Tax declaration number, Block and Lot number, TCT/OCT number, boundaries, area, classification, actual use, kind and type of property, unit base value, market value, assessment level, assessed value and the year of effectivity of the assessment, and all other details necessary for real property tax assessment.

Office or Division:	Municipal Assessor Office			
Classification:	Simple Transaction			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Property Owner/Authorized Representative			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Photocopy of Title or any document for property identification		Owner/ROD/Deed of Conveyance		
Special Power of Attorney (SPA), if the requesting party is not related to the owner/buyer		Buyer/Seller		
Certification Fee P 50.00		Municipal Treasurer Office (MTO)		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
Approach the Office Personnel for your transaction. Present all the documents for verification and sign in the Visitor's Log Book	Receive and check the documents submitted. Get the Ownership Record Card.		3 minutes	Rhea C. Repaja AC I
	Verification of Records		3 minutes	Rhea C. Repaja AC I
	Printing Certified True of Tax Declaration (TD) or photocopying Office Filed Tax Declarations (1980, 1988, and 1994)		5 minutes	Raul G. Guitarte AC III
	The Municipal Assessor reviews, approves and signs the Certified Copy of Tax Declaration		2 minutes	Rhodora F. Repaja Municipal Assessor
	Issuance of Certified True Copy of Tax Declaration and keeps custody of the duplicate copy of Tax Declaration.		1 minute	Rhea C. Repaja AC I



5. Issuance of Certification of Property Holdings and No Property Holding

One of the requirements of the Bureau of Internal Revenue when paying Capital Gains tax, Estate Taxes and other taxes.

Office or Division:	Municipal Assessor Office			
Classification:	Simple Transaction			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Property Owner/Authorized Representative			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Deed of Sale (Buyer & Seller) Deed of Extra-Judicial Partition among Heirs and all other names included in the Deed of Conveyance		Buyer's Copy / Owner's Copy		
Special Power of Attorney (SPA), if the requesting party is not related to the owner/buyer		Buyer		
Certification Fee P 50.00		Municipal Treasurer Office (MTO)		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
Approach the Office Personnel for your transaction. Present all the documents for verification and sign in the Visitor's Log Book	Receive and check the documents submitted. Get the Ownership Record Card.		3 minutes	Rhea C. Repaja AC I
	Verification of Records		3 minutes	Rhea C. Repaja AC I
	Prepares Certificate of Property Holdings and No Property Holding (Buyer & Seller) All names appeared in the Deed of Extra-Judicial Partition among Heirs	50.00/ Certification	20 minutes Add 10 minutes/ Heir	Raul G. Guitarte AC III
	The Municipal Assessor reviews, approves and signs the prepared Certifications		2 minutes	Rhodora F. Repaja Municipal Assessor
	Issuance of Property Holdings and No Property Holding and keeps custody of the duplicate copy of certification.		1 minute	Rhea C. Repaja AC I

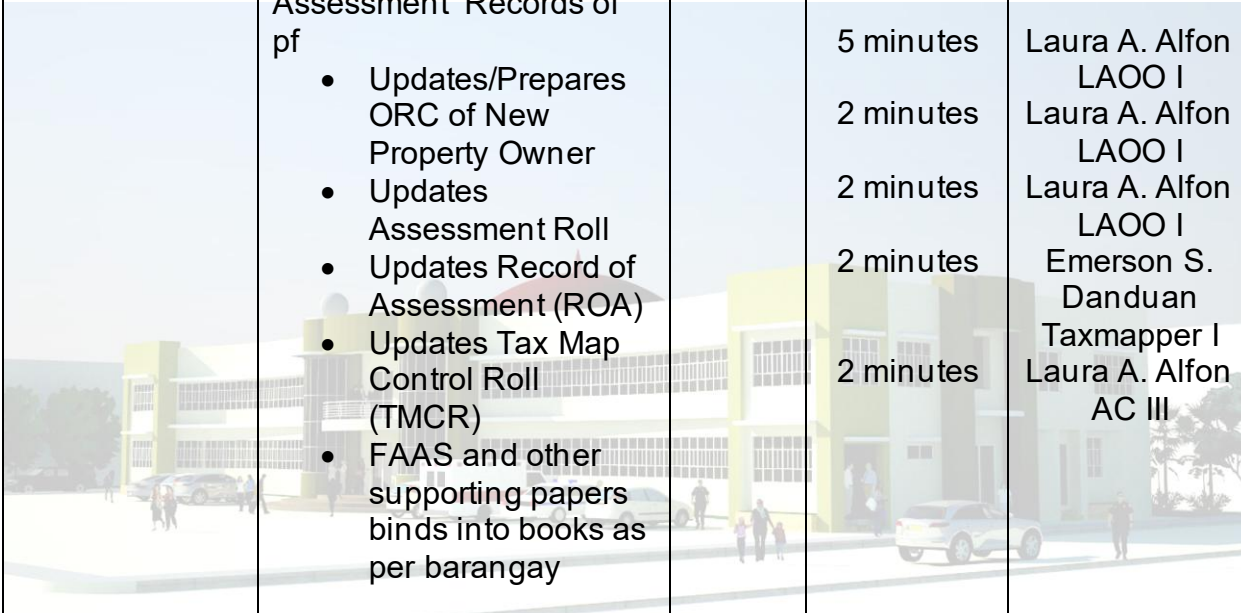


6. Issuance of Certificate of No Improvements/No Building.

One of the requirements of the Bureau of Internal Revenue (BIR) for processing taxes on Deed of Conveyance (Deed of Absolute Sale, Deed of Donation, Deed of Exchange, etc.)

Office or Division:	Municipal Assessor Office			
Classification:	Simple Transaction			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Property Owner/Authorized Representative			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Deed Absolute Sale, Deed of Donation, Deed of Exchange, etc.		Buyer's copy/Donee/Owner's Copy		
Special Power of Attorney (SPA), if the requesting party is not related to the owner/buyer		Buyer's copy/Donee/Owner's Copy		
Certification Fee P 50.00		Municipal Treasurer Office (MTO)		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
Approach the Office Personnel for your transaction. Present all the documents for verification	Receive and check the documents submitted. Get the Ownership Record Card.		3 minutes	Rhea C. Repaja AC I
	Verification of Records		3 minutes	Rhea C. Repaja AC I
	Prepares Certification of No Improvements/No Building		5 minutes	Raul G. Guitarte AC III
	Conduct ocular inspection if the property has/have buildings or improvements		½ hr. to 2 hrs. (may vary depending on the location of the property)	Emerson S. Danduan Taxmapper I
	Prepares Field Appraisal and Assessment Sheet (FAAS) of building/ and other improvements Encode the prepared FAAS		30 minutes	Emerson S. Danduan Taxmapper I Raul G. Guitarte AC III
	Printing of Field Appraisal & Assessment Sheet (FAAS)		5 minutes	Raul G. Guitarte AC III
	Printing of Tax Declaration	50.00	3 minutes	Raul G. Guitarte AC III
	Printing of Notice of Assessment (NA)		3 minutes	Raul G. Guitarte AC III



	<p>The Municipal Assessor reviews, approves and signs Certificate of No Improvements/No Building or</p> <ul style="list-style-type: none"> • Tax Declaration (TD) with Notice of Assessment (NA) 		2 minutes	Rhodora F. Repaja Municipal Assessor
	<p>Issuance of Certificate of No Improvements/No Building or New Tax Declaration of building with Notice of Assessment (NA) and keeps custody of the duplicate copy.</p>		1 minute	Rhea C. Repaja AC III
	<p>Updates/Prepares/Cancel Assessment Records of pf</p> <ul style="list-style-type: none"> • Updates/Prepares ORC of New Property Owner • Updates Assessment Roll • Updates Record of Assessment (ROA) • Updates Tax Map Control Roll (TMCR) • FAAS and other supporting papers binds into books as per barangay 		5 minutes 2 minutes 2 minutes 2 minutes 2 minutes	Laura A. Alfon LAOO I Laura A. Alfon LAOO I Laura A. Alfon LAOO I Emerson S. Danduan Taxmapper I Laura A. Alfon AC III



7. Issuance/Sending of Notice of Assessment (NA) with Free Tax Declaration after the conduct of General Revision to the Taxpayer or Property Owner

The Notice of Assessment is an important document in real property taxation which explicitly provided for by law to be the means by which assessors could officially inform the property owner of the assessment by their property as a result of a general revision or reassessment.

Office or Division:	Municipal Assessor Office			
Classification:	Simple Transaction			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Property Owner/Authorized Representative			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
2020 Real Property Tax Receipt		Municipal Treasurer Office (MTO)		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
Approach the Office Personnel for your transaction. Present your latest Real Property Tax receipt and sign in the Visitor's Log Book	Receive the receipt and Get the Ownership Record Card of the Taxpayer.		2 minutes	Rhea C. Repaja AC I Raul G. Guitarte AC III
	Prepares Notice of Assessment and get the free Tax Declaration/s for walk in clients		20 minutes	Raul G. Guitarte AC III
	Prepares and sends Notice of Assessment for proper notification of the assessment made to the property owner		20 minutes	Laura A. Alfon LAOO I Raul G. Guitarte AC III
	The Municipal Assessor reviews, approves and signs the Certified Copy of Tax Declaration /s		2 minutes	Rhodora F. Repaja Municipal Assessor



8. Revision and correction of Assessment Records

The office of the Municipal Assessor will revise and correct the Assessment Records through the issuance of Title / Decree for the correction of Land Area, Title No. / Decree No. and discrepancy on the computation of Market Values and Assessed Values.

Office or Division:	Municipal Assessor Office			
Classification:	Simple Transaction			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Property Owner/Authorized Representative			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
2 photocopies of Title/Certified True Copy		Owner's copy/Registry of Deeds (ROD)		
Special Power of Attorney (SPA), if the requesting party is not related to the Owner/Buyer		Buyer/Seller		
Latest Real Property Tax receipt		MTO		
Certification Fee: P 50.00		MTO		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
Approach the Office Personnel for your transaction. Present your latest Real Property Tax receipt and sign in the Visitor's Log Book	Receive and verify the documents submitted (correctness and authenticity). Get the Ownership Record Card and Field Appraisal & Assessment Sheet (FAAS) of the Previous Owner. Instruct the client to wait for his/her name to be called. After verification of the documents, call the client to pay the Certification Fee/RPU to the Municipal Treasurer Office		2 minutes	Rhea C. Repaja AC I
	Prepares revised Field Appraisal & Assessment Sheet (FAAS) for corrections of Lot number, Title number/Reflect Title or Decree, Land area and computation of Market Values and Assessed Values Encode prepared Field Appraisal & Assessment Sheet (FAAS)		30 minutes	Emerson S. Danduan Taxmapper I Raul G. Guitarte AC III
	Printing of FAAS		5 minutes	Raul G. Guitarte AC III



	Printing of Tax Declaration (TD)		3 minutes	Raul G. Guitarte AC III
	Printing of Notice of Assessment (NA)		3 minutes	Raul G. Guitarte AC III
	The Municipal Assessor reviews, approves and signs the Revised Tax Declaration		2 minutes	Rhodora F. Repaja Municipal Assessor
	Issuance of Revised Tax Declaration (TD) with Notice of Assessment (NA) and keeps custody of the duplicate copy		1 minute	Rhea C. Repaja AC I
	<p>Updates/Prepares/Cancel Assessment Records of Approved FAAS</p> <ul style="list-style-type: none"> • Updates/Prepares ORC of New Property Owner • Cancels ORC of the previous Owner • Updates/Cancel Assessment Roll • Updates/Cancel Record of Assessment (ROA) • Updates/Cancel Tax Map Control Roll (TMCR) • Cancels FAAS of the previous owner and the FAAS and other supporting papers binds into books as per barangay 		<p>5 minutes/ RPU</p> <p>2 minutes</p> <p>2 minutes/ RPU</p> <p>2 minutes/ RPU</p> <p>2 minutes/ RPU</p> <p>2 minutes/ RPU</p>	<p>Laura A. Alfon LAOO I</p> <p>Laura A. Alfon LAOO I</p> <p>Laura A. Alfon LAOO I</p> <p>Laura A. Alfon LAOO I</p> <p>Laura A. Alfon LAOO I</p> <p>Laura A. Alfon LAOO I</p>



9. Cancellation of Assessment Records

Cancellation of Assessment for reasons of total destruction of building, dismantling of machinery and land without lot number will be officially cancelled by way of a Notice of Cancellation of Assessment which will be prepared by the Municipal Assessor and submitted to the Provincial Assessor for approval.

Office or Division:	Municipal Assessor Office			
Classification:	Simple Transaction			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Property Owner/Authorized Representative			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter Request address to the Municipal Assessor for the Cancellation of Real Property (No Lot number) and Building /machinery signed by the Property Owner/Heirs		Property owner/Heirs of the Property Owner		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
Approach the Office Personnel for your transaction. Submit Letter Request of the Property Owner and sign in the Visitor's Log Book	Receive the Request Letter for Cancellation and get the Ownership Record Card.		2 minutes	Rhea C. Repaja AC I
	For Land: Prepares Notice of Cancellation of Assessment		20 minutes	Emerson S. Danduan Taxmapper I
	For Building and Machinery: Conduct ocular inspection of demolished buildings or dilapidated. Machinery/ies pulled out or dismantled to the attached building		½ Hr. to 2 Hrs. (may vary depending on the location of the property)	Emerson S. Danduan Taxmapper I
	Prepares Notice of Cancellation of Assessment of Land, Building and Machinery.		20 minutes	Emerson S. Danduan Taxmapper I
	Printing of Notice of Cancellation of Assessment of Land, building and machinery with transmittal		3 minutes	Raul G. Guitarte AC III
	Reviews and recommends			



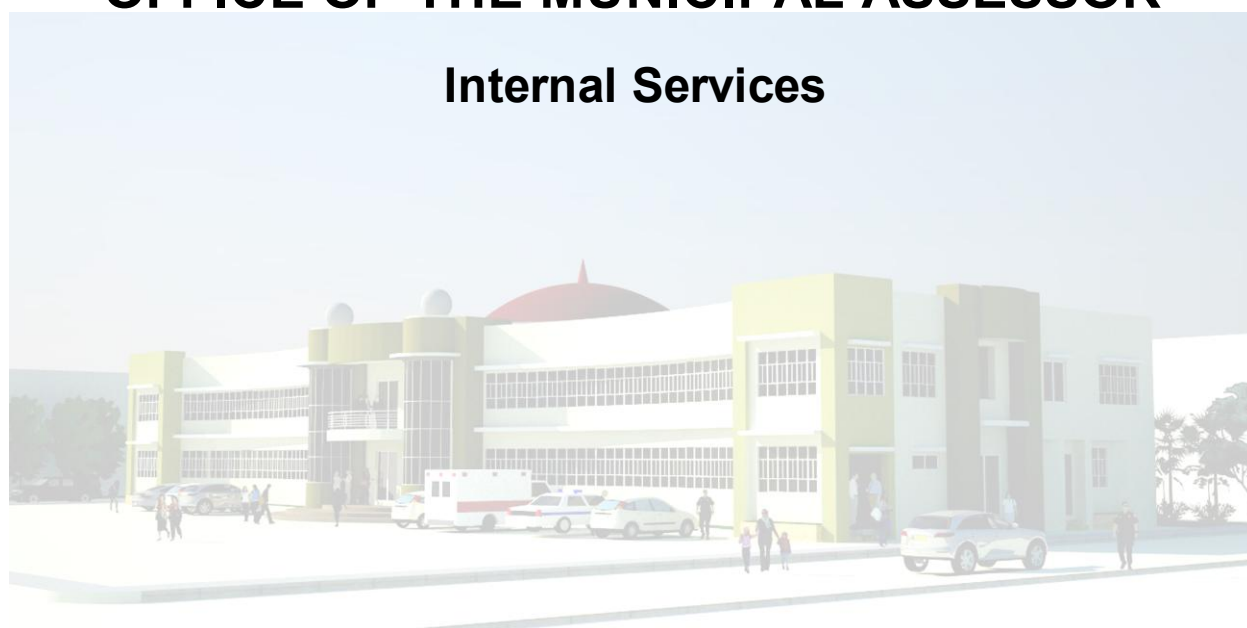
	For approval the prepared Notice of Cancellation (Request Letter attached with transmittal to the Provincial Assessor		2 minutes	Rhodora F. Repaja Municipal Assessor
	Released the prepared Notice of Cancellation to the requesting party to be submitted to the Provincial Assessor Office for approval		1 minute	Rhea C. Repaja AC I
	Municipal Assessor office cancellation copy will be received upon submission of report to the Provincial Assessor Office. The Tax Declaration of the property owner will be cancelled.		5 minutes	Rhea C. Repaja AC I





OFFICE OF THE MUNICIPAL ASSESSOR

Internal Services





1. Submission of eSRE Monthly Report

This report will be prepared monthly and submitted to the Provincial Assessor for review. This eSRE Monthly Report will be submitted to the BLGF Central Office together with the eSRE Quarterly Report through email.

Office or Division:	Municipal Assessor Office			
Classification:	Complex Transaction			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Municipal Assessor Office			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
	Records all FAAS data such as RPU, Land Area, Market Value and Assessed Value by barangay made during the present month transactions and cancellation made during the present month by barangay.		2 days	Rhodora F. Repaja Municipal Assessor
	Encodes Assessment made during the present month by barangay and cancellation made during the present month by barangay of eSRE Report by land, building and machinery.		1 day	Rhodora F. Repaja Municipal Assessor
	Send and print the generated report to be submitted to the Provincial Assessor office thru email for review and office file.		30 minutes	Rhodora F. Repaja Municipal Assessor



2. Submission of eSRE Quarterly Report

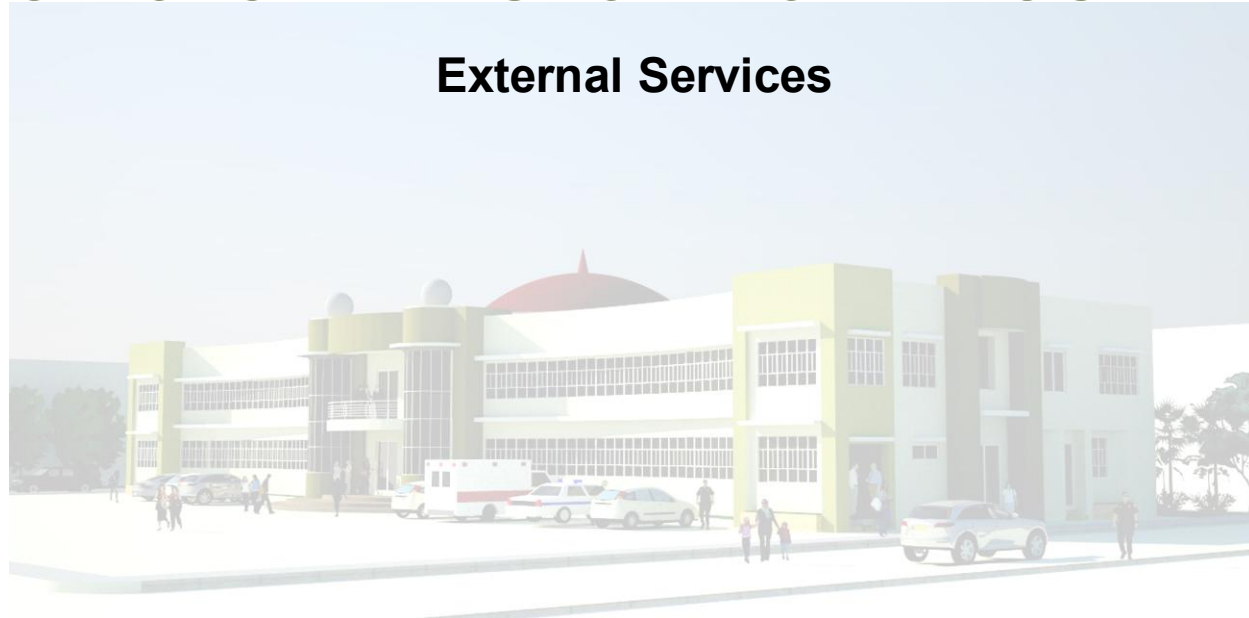
This report will be prepared and submitted to the Provincial Assessor for review (hard copy and soft copy). After approval, the eSRE Monthly Report and Quarterly Report will be submitted to the BLGF Central Office through email.

Office or Division:	Municipal Assessor Office			
Classification:	Complex Transaction			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Municipal Assessor Office			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
	Summing up all 3 generated eSRE monthly reports		1 day	Rhodora F. Repaja Municipal Assessor
	Encodes Total RPU's, Land Areas, Market Values and Assessed Values of 30 barangays by Classification: (Residential, Agricultural, Commercial, Industrial, Timberland and Properties Under Restrictions for taxable properties and Exempt Properties (Government, Religious, Educational, Cooperatives, Local Water District and others		3 days	Rhodora F. Repaja Municipal Assessor
	Send and print the eSRE Quarterly Report generated report to be submitted to the Provincial Assessor office thru email for review and office file (waiting for the approval)		1 day	Rhodora F. Repaja Municipal Assessor
	Submit eSRE Quarterly Report with 3 eSRE Monthly Reports to Central Office of BLGF through email		30 minutes	Rhodora F. Repaja Municipal Assessor



OFFICE OF THE MUNICIPAL CIVIL REGISTRAR

External Services





1. Registration of Certificate of Live Birth (On Time)

Live birth is the complete expulsion or extraction of a product of conception from its mother, irrespective of the duration of pregnancy, which after such separation, breathes or shows any other evidence of life, such as beating of the heart, pulsation of the umbilical cord, or definite movement of voluntary muscles, whether or not the umbilical cord has been cut off or the placenta is still attached; each product of such birth is considered alive. A birth record is a source of vital information and provides legal proof of the identity of an individual. The birth of a child shall be registered within thirty (30) days from the time of birth in the Office of the Civil Registrar of the city/municipality where the birth occurred.

Office or Division	OFFICE OF THE MUNICIPAL CIVIL REGISTRAR			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen			
Who May Avail	Parents/ Guardians			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Filled-up Live Birth Field Sheet		Client		
Certificate of Marriage, if married		Client		
Affidavit to Use Surname of Father (AUSF) for unwed parents pursuant to RA 9255		MCR		
Recent Community Tax Certificate		Client		
Official Receipt		Office of the Municipal Treasurer		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submit the duly filled-up Live Birth Field Sheet together with all the requirements.	1. Receive and verify the duly filled-up Live Birth Field Sheet with all the requirements.	None	4 mins.	Dorothy D. Eramis Administrative Aide IV Cecilia B. Eba Admin. Asst. II Jesebel B. Cantoja Registration Officer II
	1.1 Check and verify for the completeness of data and requirements	None	4mins.	Jesebel B. Cantoja Registration Officer II Cecilia B. Eba Admin. Asst. II Dorothy D. Eramis Administrative Aide IV
	1.2 Prepare and encode the data in the PhilCRIS.	None	5 mins.	Jesebel B. Cantoja Registration Officer II Dorothy D. Eramis Administrative Aide IV



	1.3 Issue the order of payment for AUSF for unwed parents	None	2 mins.	Dorothy D. Eramis Administrative Aide IV Cecilia B. Eba Admin. Asst. II Jesebel B. Cantoja Registration Officer II
2. Pay the corresponding fee for AUSF at the Municipal Treasurer's Office	2. Issuance of Official Receipt	Other Legal Instrument (AUSF) P 100.00		Revenue Coll. Clerk III Office of the Municipal Treasurer
3. Return to the Registrar's Office for the processing and releasing of Certificate of Live Birth	3. Presents the duly filled-up Certificate of Live Birth to client for review as to correctness of spelling of entries.	None	5 mins.	Jesebel B. Cantoja Registration Officer II Dorothy D. Eramis Administrative Aide IV
	3.1 Approval and releasing of registered Certificate of Live Birth to client	None	4 mins.	Dorothy D. Eramis Administrative Aide IV Jesebel B. Cantoja Registration Officer II Dante M. Santander Municipal Civil Registrar Cecilia B. Eba Admin. Asst. II
	TOTAL	Php 100.00	24 mins.	



2. Registration of Certificate of Marriage (On Time)

Marriage is a special contract of permanent union between a man and a woman entered into in accordance with law for the establishment of conjugal and family life. It is the foundation of the family and an inviolable social institution whose nature, consequences, and incidents are governed by law and not subject to stipulation, except that marriage settlements may fix the property relations during the marriage within the limits provided by this code. (Article 1, Family Code of the Philippines). It is the duty of the Solemnizing Officer to submit the duly signed Certificate of Marriage to the Office of the Municipal Registrar. In ordinary marriage, the time for submission of the Certificate of Marriage is within fifteen (15) days following the solemnization of marriage while in marriage exempt from license requirement, the prescribed period is thirty (30) days, at the place where the marriage was solemnized.

Office or Division	OFFICE OF THE MUNICIPAL CIVIL REGISTRAR			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen			
Who May Avail	Solemnizing Officer / Husband / Wife			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Certificate of Marriage duly signed by the contracting parties, solemnizing officer and witnesses		Solemnizing Officer		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submit the unregistered Certificate of Marriage for registration	1. Receive and verify the unregistered Certificate of Marriage	None	2 mins.	Dorothy D. Eramis Administrative Aide IV Cecilia B. Eba Admin. Asst. II Jesebel B. Cantoja Registration Officer II
	1.1 Check for the completeness of data and record the Marriage to assign a registry number	None	2 mins.	Jesebel B. Cantoja Registration Officer II Cecilia B. Eba Admin. Asst. II Dorothy D. Eramis Administrative Aide IV
	1.2 Approval and releasing of registered Certificate of Marriage to client	None	4 mins.	Jesebel B. Cantoja Registration Officer II Dante M. Santander Municipal Civil Registrar Cecilia B. Eba Admin. Asst. II Dorothy D. Eramis Administrative Aide IV
TOTAL		None	8 mins.	



3. Registration of Death Certificate (On Time)

Death is a permanent disappearance of all evidence of life at any time after live birth has taken place (postnatal cessation of vital functions without capability of resuscitation). It shall be the responsibility of the nearest relative or spouse who has knowledge of the death to report the same within forty-eight (48) hours if the deceased died without medical attendance. The Health Officer shall examine and sign the death certificate. Registration shall be made in the Office of the Civil Registrar of the city/municipality where it occurred within thirty (30) days from the time of death.

Office or Division	OFFICE OF THE MUNICIPAL CIVIL REGISTRAR			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen			
Who May Avail	Nearest kin			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Certification from Barangay Captain (for death occurring outside hospitals) & Aff. Of Two Disinterested Person; Birth Certificate or Marriage Contract		Client		
Official Receipt		Office of the Municipal Treasurer		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submit the Barangay Certification from the Barangay Captain where the deceased died, Aff. Of Two Disinterested Person; Birth Certificate or Marriage Contract.	1. Receive and verify the submitted documents	None	1 min.	Dorothy D. Eramis Administrative Aide IV Cecilia B. Eba Admin. Asst. II Jesebel B. Cantoja Registration Officer II
	1.1 Prepare and encode the data in the PhilCRIS per data supplemented by the informant	None	5 mins.	Jesebel B. Cantoja Registration Officer II Dorothy D. Eramis Administrative Aide IV
2. Pay the corresponding fee at the Municipal Treasurer's Office	2. Issuance of Official Receipt			Revenue Coll. Clerk III Office of the Municipal Treasurer
3. Return to the Registrar's Office for the processing and releasing of Death Certificate	3. Instruct client to proceed to Rural Health Unit for the signature of MHO and embalmer	None		Municipal Health Officer Embalmer
	3.1. Approval and releasing of registered Certificate of Death to client	None	4 mins.	Jesebel B. Cantoja Registration Officer II



				<p>Dante M. Santander Municipal Civil Registrar</p> <p>Cecilia B. Eba Admin. Asst. II</p> <p>Dorothy D. Eramis Administrative Aide IV</p>
		TOTAL	10 mins.	

TABLE OF FEES	
Burial Permit	P 75.00
Transfer of Cadaver	P 50.00





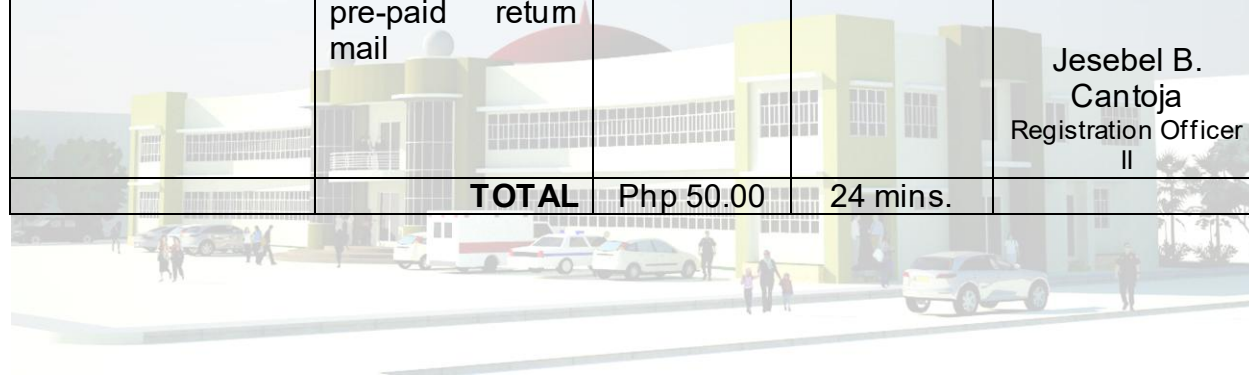
4. Out-of-Town Registration of Certificate of Live Birth (Out-going)

Out-of town reporting of birth occurs when the Certificate of Live Birth is presented to the civil registrar of a city or municipality which is not the place of birth, not for registration but to be forwarded to the civil registrar of the city or municipality where the birth occurred and where it should be registered.

Office or Division	OFFICE OF THE MUNICIPAL CIVIL REGISTRAR			
Classification	Highly Technical			
Type of Transaction	G2C – Government to Citizen			
Who May Avail	Parents/Owner of the document			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Negative Result from PSA		Client		
Joint Affidavit of Birth		Client		
Affidavit for Out-of-Town Registration (self-affidavit)		Client		
Certificate of Marriage, if married		Client		
Recent Community Tax Certificate		Client		
At least two (2) of the following:				
Baptismal Certificate		Client		
Immunization Card		Client		
Voter's Certification		Client		
School records/diploma		Client		
Certificate of Confirmation		Client		
Official Receipt		Office of the Municipal Treasurer		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submit all the required requirements for Out-of-Town Registration and filled-up Field Sheet for Live Birth	1. Receive and verify the duly filled-up Live Birth Field Sheet with all the requirements.	None	2 mins.	Dorothy D. Eramis Administrative Aide IV Cecilia B. Eba Admin. Asst. II Jesebel B. Cantoja Registration Officer II
	1.1 Check and verify for the completeness of data and requirements	None	5 mins.	Jesebel B. Cantoja Registration Officer II Cecilia B. Eba Admin. Asst. II Dorothy D. Eramis Administrative Aide IV
	1.2 Prepare and encode the data in the PhilCRIS.	None	10 mins.	Jesebel B. Cantoja Registration Officer II



				Dorothy D. Eramis Administrative Aide IV
2. Pay the corresponding fee at the Municipal Treasurer's Office	2. Issuance of Official Receipt	Certification Fee P50.00		Revenue Coll. Clerk III Office of the Municipal Treasurer
3. Return to the Registrar's Office for the processing and mailing of the Certificate of Live Birth with complete requirements	3. Presents the duly filled-up Certificate of Live Birth to client for review as to correctness of spelling of entries.	None	2 mins.	Jesebel B. Cantoja Registration Officer II Dorothy D. Eramis Administrative Aide IV
	3.1 Mail the Out-of-Town Registration to the LCRO of place of birth thru mail courier with pre-paid return mail	None	5 mins.	Dorothy D. Eramis Administrative Aide IV Cecilia B. Eba Admin. Asst. II Jesebel B. Cantoja Registration Officer II
TOTAL		Php 50.00	24 mins.	





5. Out-of-Town Registration of Certificate of Live Birth (Incoming)

Out-of town reporting of birth occurs when the Certificate of Live Birth is presented to the civil registrar of a city or municipality which is not the place of birth, not for registration but to be forwarded to the civil registrar of the city or municipality where the birth occurred and where it should be registered.

Office or Division	OFFICE OF THE MUNICIPAL CIVIL REGISTRAR			
Classification	Highly Technical			
Type of Transaction	G2C – Government to Citizen			
Who May Avail	Parents/Owner of the document			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly prepared Certificate of Live Birth with all the requirements attached from the resident LCRO		Local Civil Registry Office where the registrant resides		
Official Receipt		Office of the Municipal Treasurer		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Mail thru mail courier the Certificate of Live Birth with all the requirements attached from resident LCRO	1. Receive and verify the duly prepared Certificate of Live Birth with all the requirements attached.	None	5 mins.	Jesebel B. Cantoja Registration Officer II Cecilia B. Eba Admin. Asst. II Dorothy D. Eramis Administrative Aide IV
	1.1 Check and verify for the completeness of data and requirements	None	5 mins.	Jesebel B. Cantoja Registration Officer II Cecilia B. Eba Admin. Asst. II Dorothy D. Eramis Administrative Aide IV
	1.2 Issuance of Official Receipt	Certification Fee P50.00 Authentication fee P50.00		Revenue Coll. Clerk III Office of the Municipal Treasurer
	1.3 Posting for a ten (10) day reglementary period	None	10 days	Dorothy D. Eramis Administrative Aide IV Cecilia B. Eba Admin. Asst. II Jesebel B. Cantoja



				Registration Officer II
	1.4 Approval and releasing of registered Certificate of Live Birth	None	2 mins.	Jesebel B. Cantoja Registration Officer II Dante M. Santander Municipal Civil Registrar
	1.5 Mailing back the registered documents to resident LCRO thru mail courier	None		Dorothy D. Eramis Administrative Aide IV Cecilia B. Eba Admin. Asst. II
				Jesebel B. Cantoja Registration Officer II
	TOTAL	Php 100.00	10 days and 12 mins.	





6. Registration of Certificate of Live Birth (Delayed)

Live birth is the complete expulsion or extraction of a product of conception from its mother, irrespective of the duration of pregnancy, which after such separation, breathes or shows any other evidence of life, such as beating of the heart, pulsation of the umbilical cord, or definite movement of voluntary muscles, whether or not the umbilical cord has been cut off or the placenta is still attached; each product of such birth is considered alive. A birth record is a source of vital information and provides legal proof of the identity of an individual. The birth of a child shall be registered within thirty (30) days from the time of birth in the Office of the Civil Registrar of the city/municipality where the birth occurred. If the birth was reported after thirty (30) days from the time of birth, it is considered as delayed registration.

Office or Division	OFFICE OF THE MUNICIPAL CIVIL REGISTRAR			
Classification	Highly Technical			
Type of Transaction	G2C – Government to Citizen			
Who May Avail	Parents/Owner of the Document			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Negative Result from PSA		Client		
Certificate of Marriage, if married		Client		
Recent Community Tax Certificate		Client		
Any two (2) of the following:				
Baptismal Certificate		Client		
Voter's Certification		Client		
School records/diploma		Client		
Immunization Card		Client		
Certificate of Confirmation		Client		
Barangay Captain's Certification		Client		
Affidavit of two disinterested persons		Client		
Official Receipt		Office of the Municipal Treasurer		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submit all the requirements for delayed registration of birth	1. Receive and verify the requirements for delayed registration of birth.	None	5 mins	Dorothy D. Eramis Administrative Aide IV Cecilia B. Eba Admin. Asst. II Jesebel B. Cantoja Registration Officer II
	1.1 Check and verify in the archive if record is available. If available, proceed with Government Service No. 12.	None	5 mins	Jesebel B. Cantoja Registration Officer II Cecilia B. Eba Admin. Asst. II Dorothy D. Eramis Administrative Aide IV
	1.2 If record is unavailable,	None	5 mins.	Jesebel B. Cantoja



	prepare and encode the data in the PhilCRIS.			Registration Officer II Dorothy D. Eramis Administrative Aide IV
	1.3 Issue the order of payment for delayed registration of birth	None	2 mins.	Dorothy D. Eramis Administrative Aide IV Cecilia B. Eba Admin. Asst. II Jesebel B. Cantoja Registration Officer II
2. Pay the corresponding fee for delayed registration of birth at the Municipal Treasurer's Office	2. Issuance of Official Receipt			Revenue Coll. Clerk III Office of the Municipal Treasurer
3. Return to the Registrar's Office for the processing and releasing of Certificate of Live Birth	3. Presents the duly filled-up Certificate of Live Birth to client for review as to correctness of spelling of entries and administering the oath in the Affidavit for Delayed Registration of Birth.	None	5 mins.	Jesebel B. Cantoja Registration Officer II Dorothy D. Eramis Administrative Aide IV Dante M. Santander MCR
	3.1 Posting for a ten (10) day reglementary period	None	10 days	Dorothy D. Eramis Administrative Aide IV Cecilia B. Eba Admin. Asst. II Jesebel B. Cantoja Registration Officer II
	3.2 Approval and releasing of registered Certificate of Live Birth to client	None	4 mins.	Jesebel B. Cantoja Registration Officer II Dante M. Santander



				Municipal Civil Registrar Jesebel B. Cantoja Registration Officer II Dorothy D. Eramis Administrative Aide IV
		TOTAL	10 days and 26 mins.	

TABLE OF FEES	
Late Registration fee:	
Less than one (1) month	P 20.00
More than one (1) month but less than six (6) months	P 30.00
More than six (6) months but less than one (1) year	P 50.00
One (1) year	P 75.00
Delayed for succeeding year per year	P 20.00





7. Registration of Certificate of Marriage (Delayed)

Marriage is a special contract of permanent union between a man and a woman entered into in accordance with law for the establishment of conjugal and family life. It is the foundation of the family and an inviolable social institution whose nature, consequences, and incidents are governed by law and not subject to stipulation, except that marriage settlements may fix the property relations during the marriage within the limits provided by this code. (Article 1, Family Code of the Philippines). It is the duty of the Solemnizing Officer to submit the duly signed Certificate of Marriage to the Office of the Municipal Registrar. In ordinary marriage, the time for submission of the Certificate of Marriage is within fifteen (15) days following the solemnization of marriage while in marriage exempt from license requirement, the prescribed period is thirty (30) days, at the place where the marriage was solemnized. Marriage reported later than the above-stipulated reglementary period shall be considered delayed and shall comply with the following requirements for registration.

Office or Division	OFFICE OF THE MUNICIPAL CIVIL REGISTRAR			
Classification	Highly Technical			
Type of Transaction	G2C – Government to Citizen			
Who May Avail	Solemnizing Officer / Husband / Wife			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Marriage Contract/Certificate (original)		Solemnizing Officer/Owner		
Negative Result from PSA		Client		
CENOMAR		Client		
Affidavit from the Solemnizing Officer		Client		
In the absence of original Certificate of Marriage:				
Certification issued by the church or solemnizing officer		Client		
Affidavit of the contracting parties with explanation for reasons of delayed registration		Client		
Birth Certificate of children		Client		
Affidavit of witnesses/sponsors attesting to their knowledge and presence during solemnization		Client		
Secondary proofs: GSIS/SSS service records, etc. Stating marital status of spouse, if employed		Client		
Other evidence showing the date and place of marriage		Client		
Recent Community Tax Certificate		Client		
Official Receipt		Office of the Municipal Treasurer		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submit all the requirements for delayed registration of marriage	1. Receive and verify the requirements for delayed registration of marriage.	None	5 mins	Dorothy D. Eramis Administrative Aide IV Cecilia B. Eba Admin. Asst. II Jesebel B. Cantoja Registration Officer II



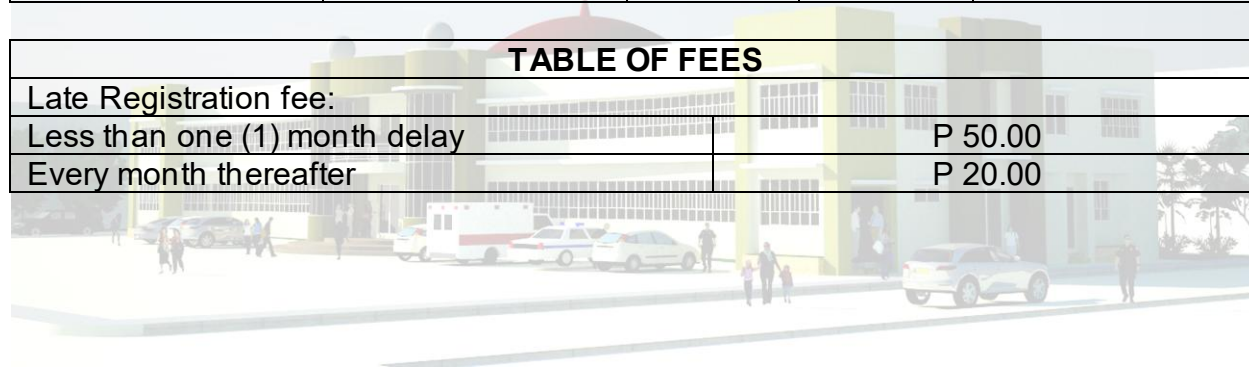
	1.1 Check and verify in the archive if record is available. If available, proceed with Government Service No. 12.	None	5 mins	Jesebel B. Cantoja Registration Officer II Cecilia B. Eba Admin. Asst. II Dorothy D. Eramis Administrative Aide IV
	1.2 If record is unavailable, prepare and encode the data in the PhilCRIS.	None	5 mins.	Jesebel B. Cantoja Registration Officer II Dorothy D. Eramis Administrative Aide IV

	1.3 Issue the order of payment for delayed registration of marriage	None	2 mins.	Dorothy D. Eramis Administrative Aide IV Cecilia B. Eba Admin. Asst. II Jesebel B. Cantoja Registration Officer II
2. Pay the corresponding fee for delayed registration of marriage at the Municipal Treasurer's Office	2. Issuance of Official Receipt			Revenue Coll. Clerk III Office of the Municipal Treasurer
3. Return to the Registrar's Office for the processing and releasing of Certificate of Marriage	3. Presents the duly filled-up Certificate of Marriage to client for review as to correctness of spelling of entries and administering the oath in the Affidavit for Delayed Registration of Marriage.	None	5 mins.	Jesebel B. Cantoja Registration Officer II Dorothy D. Eramis Administrative Aide IV Dante M. Santander MCR
	3.1 Posting for a ten (10) day reglementary period	None	10 days	Dorothy D. Eramis Administrative Aide IV



				<p>Cecilia B. Eba Admin. Asst. II</p> <p>Jesebel B. Cantoja Registration Officer II</p>
	3.2 Approval and releasing of registered Certificate of Marriage to client	None	4 mins.	<p>Jesebel B. Cantoja Registration Officer II</p> <p>Dante M. Santander Municipal Civil Registrar</p> <p>Cecilia B. Eba Admin. Asst. II</p>
				<p>Dorothy D. Eramis Administrative Aide IV</p>
	TOTAL		10 days and 26 mins.	

TABLE OF FEES	
Late Registration fee:	
Less than one (1) month delay	P 50.00
Every month thereafter	P 20.00





8. Registration of Death Certificate (Delayed)

Death is a permanent disappearance of all evidence of life at any time after live birth has taken place (postnatal cessation of vital functions without capability of resuscitation). It shall be the responsibility of the nearest relative or spouse who has knowledge of the death to report the same within forty-eight (48) hours if the deceased died without medical attendance. The Health Officer shall examine and sign the death certificate. Registration shall be made in the Office of the Civil Registrar of the city/municipality where it occurred within thirty (30) days from the time of death. The death reported later than thirty (30) days after the date of death shall be considered delayed.

Office or Division	OFFICE OF THE MUNICIPAL CIVIL REGISTRAR			
Classification	Highly Technical			
Type of Transaction	G2C – Government to Citizen			
Who May Avail	Nearest kin			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Negative Certification (Death) from PSA		Client		
Picture Ex: lapida w/ name, birthdate and date of death of the deceased person		Client		
Burial Permit, Birth Cert./ Marriage Cert. of the Deceased person		Client		
Personal Affidavit of Informant		Client		
Affidavit of two disinterested persons		Client		
Certification from the Barangay Captain		Client		
Burial Certification		Client		
Recent Community Tax Certificate		Client		
Official Receipt		Office of the Municipal Treasurer		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submit all the requirements for delayed registration of death	1. Receive and verify the requirements for delayed registration of death.	None	5 mins	Dorothy D. Eramis Administrative Aide IV Cecilia B. Eba Admin. Asst. II Jesebel B. Cantoja Registration Officer II
	1.1 Check and verify in the archive if record is available. If available, proceed with Government Service No. 12.	None	5 mins	Jesebel B. Cantoja Registration Officer II Cecilia B. Eba Admin. Asst. II Dorothy D. Eramis Administrative Aide IV
	1.2 If record is unavailable, prepare and encode the data in the PhilCRIS.	None	5 mins.	Jesebel B. Cantoja Registration Officer II



				Dorothy D. Eramis Administrative Aide IV
	1.3 Issue the order of payment for delayed registration of death	None	2 mins.	Dorothy D. Eramis Administrative Aide IV Cecilia B. Eba Admin. Asst. II Jesebel B. Cantoja Registration Officer II
2. Pay the corresponding fee for delayed registration of death at the Municipal Treasurer's Office	2. Issuance of Official Receipt			Revenue Coll. Clerk III Office of the Municipal Treasurer
3. Return to the Registrar's Office for the processing and releasing of Certificate of Death	3. Presents the duly filled-up Certificate of Death to client for review as to correctness of spelling of entries and administering the oath in the Affidavit for Delayed Registration of Death.	None	5 mins.	Jesebel B. Cantoja Registration Officer II Dorothy D. Eramis Administrative Aide IV Dante M. Santander MCR
	3.1 Posting for a ten (10) day reglementary period	None	10 days	Dorothy D. Eramis Administrative Aide IV Cecilia B. Eba Admin. Asst. II Jesebel B. Cantoja Registration Officer II
	3.2 Approval and releasing of registered Certificate of Death to client	None	4 mins.	Jesebel B. Cantoja Registration Officer II Dante M. Santander Municipal Civil Registrar Cecilia B. Eba Admin. Asst. II



				Dorothy D. Eramis Administrative Aide IV
	TOTAL		10 days and 26 mins.	

TABLE OF FEES	
Late Registration fee:	
Less than one (1) month late	P 20.00
More than one (1) month but less than six (6) months	P 30.00
More than six (6) months to one (1) year delay	P 50.00
Per year delay after one (1) year	P 20.00





9. Request for the endorsement of court/decree to Philippine Statistics Authority (PSA)

This request is to endorse the court order to Philippine Statistics Authority, Quezon City thru PSA, Dipolog City to request for the annotation of the corrected civil registry document issued by the Philippine Statistics Authority.

Office or Division	OFFICE OF THE MUNICIPAL CIVIL REGISTRAR			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen			
Who May Avail	Concerned Party			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Original/certified photo copy of the court order		Client		
Certificate of Finality		Client		
Certificate of Court Registration issued by the concerned Municipal/City Civil Registrar where the Court Order was issued		Client		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submit all the requirements	1. Receive and examine the presented documents for annotation on affected document.	None	10 mins.	Dorothy D. Eramis Administrative Aide IV Cecilia B. Eba Admin. Asst. II Jesebel B. Cantoja Registration Officer II
	1.1 Prepare and print annotated and unannotated affected civil registry record	None	5 mins.	Dorothy D. Eramis Administrative Aide IV Jesebel B. Cantoja Registration Officer II Cecilia B. Eba Admin. Asst. II
	1.2 Approval and releasing of annotated and unannotated civil registry record. Client is made to sign in the releasing logbook.	None	4 mins.	Jesebel B. Cantoja Registration Officer II Dante M. Santander Municipal Civil Registrar Cecilia B. Eba Admin. Asst. II Dorothy D. Eramis Administrative Aide IV



2. Receive copy of civil registry documents and endorse the same to PSA, Manila thru PSA, Dipolog City				
	TOTAL		22 mins.	





10. Registration of Legal Instruments/Legitimation of Natural Child Record

“Legitimation” is a remedy by means of which those who in fact were not born in wedlock and should, therefore, be considered illegitimate, are, by fiction, considered legitimate, it being supposed that they were born when their parents were already validly married. Only children conceived and born outside of wedlock of parents who, at the time of the conception of the former, were not disqualified by any impediment to marry each other, may be legitimated.

Office or Division	OFFICE OF THE MUNICIPAL CIVIL REGISTRAR			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen			
Who May Avail	Parents			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Marriage Contract of parents from PSA		Client		
Birth Certificate of the child from PSA		Client		
Joint Affidavit of Legitimation of the parents, Aff. Of Admission of Paternity if not acknowledge of both parents		Client		
CENOMAR issued by the PSA		Client		
Death Certificate from PSA, if one of the parent is dead		Client		
Official Receipt		Office of the Municipal Treasurer		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submit all the required documents	1. Receive and examine the presented documents for registration and annotation.	None	6 mins.	Dorothy D. Eramis Administrative Aide IV
				Cecilia B. Eba Admin. Asst. II
2. Pay the corresponding fee at the Municipal Treasurer's Office	2. Issuance of Official Receipt			Jesebel B. Cantoja Registration Officer II
				Revenue Coll. Clerk III Office of the Municipal Treasurer
3. Return to the Registrar's Office for the processing and releasing of document	3. Enters the request to logbook and the legal instrument to registry book and annotates the same to the affected record.	None	10 mins.	Dorothy D. Eramis Administrative Aide IV
	3.1 Prepare and print annotated and unannotated civil registry record			Cecilia B. Eba Admin. Asst. II
				Jesebel B. Cantoja Registration Officer II
				Jesebel B. Cantoja Registration Officer II
				Cecilia B. Eba



				Admin. Asst. II Dorothy D. Eramis Administrative Aide IV
	3.2 Approval and releasing of registered Affidavit of Legitimation, annotated and unannotated copy of birth	None	2 mins.	Jesebel B. Cantoja Registration Officer II Dante M. Santander Municipal Civil Registrar Cecilia B. Eba Admin. Asst. II Dorothy D. Eramis Administrative Aide IV
		TOTAL	P 150.00	28 mins.





11. Registration of Affidavit to Use the Surname of the Father (AUSF) Revised IRR of R.A. 9255

An Act Allowing Illegitimate Children to Use the Surname of their Father, Amending for the Purpose Article 176 of Executive Order No. 209, otherwise known as the “Family Code of the Philippines”. This revised IRR shall apply to all illegitimate children born on or after 19 March 2004, the effectivity of this R.A. No. 9255. This includes all unregistered births and registered births under the surname of the mother.

Office or Division	OFFICE OF THE MUNICIPAL CIVIL REGISTRAR			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen			
Who May Avail	Parents			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Affidavit to Use the Surname of the Father; Public Document; Private Handwritten Instrument, Aff. Of Admission of Paternity if not acknowledge of both parents		Client		
Official Receipt		Office of the Municipal Treasurer		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submit all the required documents	1. Receive and examine the presented documents for registration	None	10 mins.	Dorothy D. Eramis Administrative Aide IV
				Cecilia B. Eba Admin. Asst. II
				Jesebel B. Cantoja Registration Officer II
2. Pay the corresponding fee at the Municipal Treasurer's Office	2. Issuance of Official Receipt			Revenue Coll. Clerk III Office of the Municipal Treasurer
3. Return to the Registrar's Office for the processing and releasing of AUSF	3. Enters the request to logbook and administers oath on AUSF and Affidavit of Acknowledgement	None	10 mins.	Dorothy D. Eramis Administrative Aide IV
				Cecilia B. Eba Admin. Asst. II
				Jesebel B. Cantoja Registration Officer II
				Dante M. Santander MCR
	3.1 Enters the legal instrument to	None	5 mins.	Jesebel B. Cantoja



	Registry Book and annotates the same on the affected record			Registration Officer II
	3.2 Prepare and print annotated civil registry record	None	10 mins	Jesebel B. Cantoja Registration Officer II Cecilia B. Eba Admin. Asst. II Dorothy D. Eramis Administrative Aide IV
	3.3 Approval and releasing of registered AUSF and annotated copy of birth	None	2 mins.	Jesebel B. Cantoja Registration Officer II Dante M. Santander Municipal Civil Registrar Cecilia B. Eba Admin. Asst. II Dorothy D. Eramis Administrative Aide IV
	TOTAL	P 100.00	37 mins.	



12. Endorsement of Civil Registry Records to the Civil Registrar General

As a rule, all Civil Registrars shall submit civil registry documents to the Office of the Civil Registrar-General (OCRG) thru their respective PSA Provincial Offices. There are instances when the PSA cannot issue copy/copies to the interested party because their office have no available record in the archive, or the current document is still with the PSA Provincial Office being processed. To facilitate the issuance of requested documents, the concerned Provincial Statistics Office or Civil Registrar is required to submit or indorse the needed document on a piecemeal basis to the PSA.

Office or Division	OFFICE OF THE MUNICIPAL CIVIL REGISTRAR			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen			
Who May Avail	Concerned Party			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
PSA Negative Result Certification		Client		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Request for an endorsement of his record and presents the PSA Negative Certification	1. Receive and verify in the archive whether the record is available.	None	7 mins.	Dorothy D. Eramis Administrative Aide IV
	1.1 Records the request and makes a true copy of the document	None	5 mins.	Cecilia B. Eba Admin. Asst. II
	1.2 Prepare and print an endorsement letter to PSA, Manila	None	5 mins.	Jesebel B. Cantoja Registration Officer II
	1.3 Release the true copy of the document and the endorsement letter.	None	3 mins.	
2. Receive the true copy of the document and endorsement letter	2. Endorse the civil registry documents to PSA, Manila thru PSA, Dipolog City	None		
	TOTAL		20 mins.	



13. Actions on Applications for Marriage License

Where a marriage license is required, each of the contracting parties shall file separate sworn application for such license with the proper local civil registrar of the place where either or both of the contracting parties reside. The local civil registrar concerned shall enter all applications for marriage license filed with him in a Registry Book strictly in the order in which the same are received. When the license is issued, the same shall be valid in any part of the Philippines for a period of one hundred twenty (120) days from the date of the issue, and shall be deemed automatically cancelled at the expiration of said period if the contracting parties have not made use of it.

Office or Division	OFFICE OF THE MUNICIPAL CIVIL REGISTRAR			
Classification	Highly Technical			
Type of Transaction	G2C – Government to Citizen			
Who May Avail	Groom and Bride			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Certified true xerox copy of birth certificate of applicants		Client		
CENOMAR issued by the PSA		Client		
Pre-marriage counselling certificate		Client		
Parental consent if applicant is 18 years old but below 21 years old		Parent/Guardian		
Parent's advice and sworn statement if applicant is 21 years old but below 25 years old		Parent/Guardian		
Personal appearance of parents/identification if applicant is 25 years old and above		Parent/Guardian		
Recent Community Tax Certificate		Client		
Death Certificate, if widowed		Client		
If legally separated, Judicial Decree of Annulment of Marriage or Judicial Decree of Absolute Divorce		Client		
If foreigner, legal capacity to contract marriage issued by their respective diplomatic or consular officials in Manila or Affidavit in lieu of Legal Capacity to contract marriage		Client		
Official Receipt		Office of the Municipal Treasurer		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Present the required supporting documents	1. Receive and examine the supporting documents	None	5 mins.	Dorothy D. Eramis Administrative Aide IV
	1.1 Prepare and encode the Application for Marriage License, Consent/Advice	None	10 mins.	Cecilia B. Eba Admin. Asst. II
	1.2 Presents the duly filled-up Application for	None	5 mins.	Jesebel B. Cantoja Registration Officer II



	Marriage License to client for review as to correctness of spelling of entries and for signature			
2. Pay the corresponding fee for Application for Marriage License at the Mun. Treasurer's Office	2. Issuance of Official Receipt			Revenue Coll. Clerk III Office of the Municipal Treasurer
3. Return to the Registrar's Office for the release of Application for Marriage	3. Approval and releasing of Application for Marriage License. Client is advised to return after the 10 day posting for the release of Marriage License	None	3 mins	Dorothy D. Eramis Administrative Aide IV Jesebel B. Cantoja Registration Officer II Dante M. Santander Municipal Civil Registrar Cecilia B. Eba Admin. Asst. II
	3.1 Posting of ten (10) days period	None	10 days	Jesebel B. Cantoja Registration Officer II Cecilia B. Eba Admin. Asst. II Dorothy D. Eramis Administrative Aide IV
4. Pay the corresponding fee for Marriage License at the Municipal Treasurer's Office	4. Issuance of Official Receipt			Revenue Coll. Clerk III Office of the Municipal Treasurer
5. Return to the Registrar's Office for the release of Marriage License	5. Prepare the Marriage License	None	2 mins.	Dante M. Santander Municipal Civil Registrar
	5.1 Release the Marriage License to client	None	2 mins.	Dorothy D. Eramis Administrative Aide IV Cecilia B. Eba Admin. Asst. II Jesebel B. Cantoja Registration Officer II
	TOTAL		10 days and 27 mins.	



TABLE OF FEES	
Application Fee:	
All are residing in this municipality	P 150.00
One of the party is a non-resident	P 175.00
One of the party is a foreigner	P 650.00
Marriage License	P 100.00
Marriage solemnization fee for civil marriage	P 300.00
For each marriage sponsor	P 100.00





14. Action on Petitions for Change of First Name (CFN) under R.A. 9048

An act authorizing the city or municipal civil registrar or the consul general to correct clerical or typographical error in an entry and/or change of first name or nickname in the civil register without need of a judicial order, amending for this purpose, Articles 376 and 412 of the Civil Code of the Philippines. An administrative remedy in nature, it is a departure from the usual judicial process in correcting clerical errors or changing an entry in civil registry documents. It is aimed at according petitioners an expeditious and cheaper way of correcting errors found in his record.

Office or Division	OFFICE OF THE MUNICIPAL CIVIL REGISTRAR			
Classification	Highly Technical			
Type of Transaction	G2C – Government to Citizen			
Who May Avail	Concerned party			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Civil Registry documents to be corrected from the PSA		Client		
Required Clearances:				
Employer clearance, if employed		Client		
NBI Clearance		Client		
Police Clearance		Client		
Supporting documents:				
Baptismal Certificate		Client		
Voter's Affidavit/Certification		Client		
Employment Record		Client		
GSIS/SSS Record		Client		
Civil Registry Records of spouse/brothers/sisters/ children		Client		
Land Titles/Cert. Of Land Transfer		Client		
Driver's License		Client		
Business Records		Client		
Bank Passbook		Client		
Insurance		Client		
Passport		Client		
Other relevant documents which support the correct entries		Client		
Proofs of Publication:				
Affidavit of Publication from the Publisher		Client		
Copy of the Newspaper clipping		Client		
Recent Community Tax Certificate		Client		
Official Receipt		Office of the Municipal Treasurer		
Mailing envelope with prepaid		Any mail courier		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submit all the requirements	1. Receive and examine if documents are authentic, complete and duly certified	None	10 mins.	Dorothy D. Eramis Administrative Aide IV Cecilia B. Eba Admin. Asst. II



				Jesebel B. Cantoja Registration Officer II
2. Pay the appropriate filing fee at the Municipal Treasurer's Office	2. Issuance of Official Receipt	Filing fee P3,000.00		Revenue Coll. Clerk III Office of the Municipal Treasurer
	2.1 Prepare and encode the Petition for Change of First Name. Petitioner signs the petition.	None	20 mins.	Jesebel B. Cantoja Registration Officer II Cecilia B. Eba Admin. Asst. II Dorothy D. Eramis Administrative Aide IV
	2.2 Administers the oath of the petitioner	None	5 mins.	Dante M. Santander Municipal Civil Registrar
	2.3 Prepare and issue Notice of Posting	None	5 mins.	Jesebel B. Cantoja Registration Officer II Cecilia B. Eba Admin. Asst. II Dorothy D. Eramis Administrative Aide IV
	2.4 Issue a Certificate of Posting	None	5 mins.	Jesebel B. Cantoja Registration Officer II Cecilia B. Eba Admin. Asst. II Dorothy D. Eramis Administrative Aide IV
	2.5 Issue Notice of Publication	None	5 mins.	Jesebel B. Cantoja Registration Officer II Cecilia B. Eba Admin. Asst. II



				Dorothy D. Eramis Administrative Aide IV
	2.6 Posting of Change of First Name	None	10 days	Jesebel B. Cantoja Registration Officer II Cecilia B. Eba Admin. Asst. II Dorothy D. Eramis Administrative Aide IV
	2.7 Issue MCR's decision (issued w/in 5 days after the 10 days posting period) Securing the Affidavit of Publication by the petitioner	None	5 days, 5 mins.	Jesebel B. Cantoja Registration Officer II Dante M. Santander Municipal Civil Registrar Cecilia B. Eba Admin. Asst. II Dorothy D. Eramis Administrative Aide IV
	2.8 Prepare endorsement letter address letter to PSA, Manila	None	5 mins.	Jesebel B. Cantoja Registration Officer II Cecilia B. Eba Admin. Asst. II Dorothy D. Eramis Administrative Aide IV
3. Receive copy of the petition and endorse the approve petition to PSA, Manila for affirmation. Client is advised to follow-up his petition after two (2) months				
	TOTAL	P 3,000.00	15 days and 60 minutes	



15. Action on Petitions for Correction of Clerical Error under R.A. 9048

An act authorizing the city or municipal civil registrar or the consul general to correct clerical or typographical error in an entry and/or change of first name or nickname in the civil register without need of a judicial order, amending for this purpose, Articles 376 and 412 of the Civil Code of the Philippines. An administrative remedy in nature, it is a departure from the usual judicial process in correcting clerical errors or changing an entry in civil registry documents. It is aimed at according petitioners an expeditious and cheaper way of correcting errors found in his record.

Office or Division	OFFICE OF THE MUNICIPAL CIVIL REGISTRAR			
Classification	Highly Technical			
Type of Transaction	G2C – Government to Citizen			
Who May Avail	Concerned party			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Civil Registry documents to be corrected from the PSA		Client		
Supporting documents:				
Baptismal Certificate		Client		
Voter's Affidavit		Client		
Employment Record		Client		
GSIS/SSS Record		Client		
Civil Registry Records of ascendants Birth Certificate of spouse/brother/sister/ children		Client		
Land Titles/Cert. Of Land Transfer		Client		
Driver's License		Client		
Business Records		Client		
Insurance		Client		
NBI/Police Clearance		Client		
Passport		Client		
Other relevant documents which support the correct entries		Client		
Recent Community Tax Certificate		Client		
Official Receipt		Office of the Municipal Treasurer		
Mailing envelope with prepaid		Any mail courier		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submit all the requirements	1. Receive and examine if documents are authentic, complete and duly certified	None	10 mins.	Dorothy D. Eramis Administrative Aide IV Cecilia B. Eba Admin. Asst. II Jesebel B. Cantoja Registration Officer II
2. Pay the appropriate filing fee at the Municipal Treasurer's Office	2. Issuance of Official Receipt	Filing fee P1,000.00		Revenue Coll. Clerk III Office of the Municipal Treasurer



	2.1 Prepare and encode the Petition for Correction of Clerical Error. Petitioner signs the petition.	None	20 mins.	<p>Jesebel B. Cantoja Registration Officer II</p> <p>Cecilia B. Eba Admin. Asst. II</p> <p>Dorothy D. Eramis Administrative Aide IV</p>
	2.2 Administers the oath of the petitioner	None	5 mins.	<p>Dante M. Santander Municipal Civil Registrar</p>
	2.3 Prepare and issue a Notice of Posting	None	5 mins.	<p>Jesebel B. Cantoja Registration Officer II</p> <p>Cecilia B. Eba Admin. Asst. II</p> <p>Dorothy D. Eramis Administrative Aide IV</p>
	2.4 Issue a Certificate of Posting	None	5 mins.	<p>Jesebel B. Cantoja Registration Officer II</p> <p>Cecilia B. Eba Admin. Asst. II</p> <p>Dorothy D. Eramis Administrative Aide IV</p>
	2.5 Posting of Correction of Clerical Error	None	10 days	<p>Jesebel B. Cantoja Registration Officer II</p> <p>Cecilia B. Eba Admin. Asst. II</p> <p>Dorothy D. Eramis Administrative Aide IV</p>
	2.6 Issue MCR's decision (issued w/in 5 days after the 10 days posting period)	None	5 days, 5 mins.	<p>Jesebel B. Cantoja Registration Officer II</p> <p>Dante M. Santander Municipal Civil Registrar</p> <p>Cecilia B. Eba Admin. Asst. II</p> <p>Dorothy D. Eramis Administrative Aide IV</p>
	2.7 Prepare endorsement letter address	None	5 mins.	<p>Jesebel B. Cantoja Registration Officer II</p>



	letter to PSA, Manila			Cecilia B. Eba Admin. Asst. II Dorothy D. Eramis Administrative Aide IV
3. Receive copy of the petition and endorse the approve petition to PSA, Manila for affirmation. Client is advised to follow-up his petition after two (2) months				
	TOTAL	P 1,000.00	15 days and 55 minutes	





16. Action on Petitions for Change of Sex, Day and/or Month of Birth under R.A. 10172

An act authorizing the city or municipal civil registrar or the consul general to correct clerical or typographical error in the day and or month in the date of birth or sex of a person appearing in the civil register without need of a judicial order, amending for this purpose R.A. 9048. An administrative remedy in nature, it is a departure from the usual judicial process in correcting clerical errors or changing an entry in civil registry documents. It is aimed at according petitioners an expeditious and cheaper way of correcting errors found in his record.

Office or Division	OFFICE OF THE MUNICIPAL CIVIL REGISTRAR			
Classification	Highly Technical			
Type of Transaction	G2C – Government to Citizen			
Who May Avail	Concerned party			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Birth Certificate from PSA		Client		
Earliest school record		Client		
Medical records		Client		
Baptismal Certificate		Client		
Employer certification, if employed or Affidavit of Non-employment		Client		
NBI Clearance		Client		
Police Clearance		Client		
Recent Community Tax Certificate		Client		
Proof of Publication:				
Newspaper clippings		Client		
Affidavit of Publication		Client		
Medical Certificate issued by a government physician		Client		
Official Receipt		Office of the Municipal Treasurer		
Mailing envelope with prepaid		Any mail courier		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submit all the requirements	1. Receive and check for the completeness of all requirements that supports the Change of Sex, Day and/or Month of Birth	None	10 mins.	Dorothy D. Eramis Administrative Aide IV
				Cecilia B. Eba Admin. Asst. II
2. Pay the appropriate filing fee at the Municipal Treasurer's Office	2. Issuance of Official Receipt	Filing fee P3,000.00		Revenue Coll. Clerk III Office of the Municipal Treasurer
	2.1 Prepare and encode the Petition for	None	20 mins.	Jesebel B. Cantoja Registration Officer II



	Change of Sex, Day and/or Month of Birth. Petitioner signs the petition.			Registration Officer II Cecilia B. Eba Admin. Asst. II Dorothy D. Eramis Administrative Aide IV
	2.2 Administers the oath of the petitioner	None	5 mins.	Dante M. Santander Municipal Civil Registrar
	2.3 Prepare and issue Notice of Posting	None	5 mins.	Jesebel B. Cantoja Registration Officer II
				Cecilia B. Eba Admin. Asst. II Dorothy D. Eramis Administrative Aide IV
	2.4 Issue a Certificate of Posting	None	5 mins.	Jesebel B. Cantoja Registration Officer II
				Cecilia B. Eba Admin. Asst. II Dorothy D. Eramis Administrative Aide IV
	2.5 Issue a Notice of Publication	None	5 mins.	Jesebel B. Cantoja Registration Officer II
				Cecilia B. Eba Admin. Asst. II Dorothy D. Eramis Administrative Aide IV
	2.6 Posting of Change of Sex, Day and/or month of birth	None	10 days	Jesebel B. Cantoja Registration Officer II
				Cecilia B. Eba Admin. Asst. II



				Dorothy D. Eramis Administrative Aide IV
	2.7 Issue MCR's decision (issued w/in 5 days after the 10 days posting period)	None	5 days, 5 mins.	Jesebel B. Cantoja Registration Officer II Dante M. Santander Municipal Civil Registrar Cecilia B. Eba Admin. Asst. II Dorothy D. Eramis Administrative Aide IV
	2.8 Prepare endorsement letter address letter to PSA, Manila	None	5 mins.	Jesebel B. Cantoja Registration Officer II Cecilia B. Eba Admin. Asst. II Dorothy D. Eramis Administrative Aide IV
3. Receive copy of the petition and endorse the approve petition to PSA, Manila for affirmation. Client is advised to follow-up his petition after two (2) months				
	TOTAL	P 1,000.00	15 days and 60 minutes	



17. Registration of Foundling/Abandoned Children

Foundling is a deserted or abandoned infant or a child found, with parents, guardian, or relatives being unknown, or a child committed in an orphanage or charitable or similar institution with unknown facts of birth and parentage. Registration of the foundling in the Office of the Civil Registrar of the city/municipality where the child was found shall be made by the finder/charitable institution within thirty (30) days from the date of finding/commitment of the child.

Office or Division	OFFICE OF THE MUNICIPAL CIVIL REGISTRAR			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen			
Who May Avail	Concerned party			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Certificate of Foundling (OCRG Form No. 101, Revised January 1993)		Municipal Civil Registrar		
Affidavit of the Finder		Client		
Certification of the barangay captain or police authority		Client		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submit all the requirements	1. Receive and examine for the completeness of all requirements	None	8 mins.	Dorothy D. Eramis Administrative Aide IV Cecilia B. Eba Admin. Asst. II Jesebel B. Cantoja Registration Officer II
	1.1 Prepare and encode Certificate of Foundling and records the document in the logbook	None	10 mins.	Jesebel B. Cantoja Registration Officer II Dorothy D. Eramis Administrative Aide IV
	1.2 Evaluation and approval of the MCR		3 mins.	Dante M. Santander Municipal Civil Registrar
2. Receive copy of the Certificate of Foundling	3. Release the approved Certificate of Foundling and client is made to sign the releasing logbook	None	2 mins.	Dorothy D. Eramis Administrative Aide IV Cecilia B. Eba Admin. Asst. II Jesebel B. Cantoja Registration Officer II
	TOTAL		23 mins.	



18. Actions on Requests for Certification/Transcription of Birth, Marriage, Death Record from Civil Registry Books

Civil Registry documents such as birth, marriage and death certificates may be availed of by securing a certified transcript or photocopy from the Civil Registry office.

Office or Division	OFFICE OF THE MUNICIPAL CIVIL REGISTRAR			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen			
Who May Avail	Concerned party			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Filled-up verification form; i.e. birth, marriage, death		Municipal Civil Registrar		
If requester is not the owner:				
Authorization letter		Client		
Valid ID (both requester and owner)		Client		
Official Receipt		Office of the Municipal Treasurer		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submit the filled-up verification form	1. Receive and verifies as to availability of record in the database. If record is not available, search will be done manually	None	10 mins.	Dorothy D. Eramis Administrative Aide IV Cecilia B. Eba Admin. Asst. II Jesebel B. Cantoja Registration Officer II
	1.1 Issue order of payment	None	2 mins.	Dorothy D. Eramis Administrative Aide IV Cecilia B. Eba Admin. Asst. II Jesebel B. Cantoja Registration Officer II
2. Pay the corresponding fee at the Municipal Treasurer's Office	2. Issuance of Official Receipt			Revenue Coll. Clerk III Office of the Municipal Treasurer
3. Return to the Registrar's Office for the processing and releasing of document	3. Records in the logbook the name of the requested document and O.R. Number	None	1 min	Dorothy D. Eramis Administrative Aide IV Cecilia B. Eba Admin. Asst. II Jesebel B. Cantoja Registration Officer II
	3.1 Prepares the certified copy of requested civil registry document	None	3 mins.	Dorothy D. Eramis Administrative Aide IV Cecilia B. Eba Admin. Asst. II Jesebel B. Cantoja Registration Officer II



	3.2 MCR reviews and signs the document	None	1 min.	Dante M. Santander Municipal Civil Registrar
	3.3 Release the requested document and client is made to sign the releasing logbook	None	2 mins.	Dorothy D. Eramis Administrative Aide IV Cecilia B. Eba Admin. Asst. II Jesebel B. Cantoja Registration Officer II
	TOTAL		19 mins.	

TABLE OF FEES	
1. Certification fee (Birth, Marriage, Death)	
a. Ordinary Use	P 50.00
b. Benefit Claim	P 100.00
c. For Abroad	P 175.00
2. Authentication fee	P 50.00 (first two copies)
	P 5.00 (for each additional copy)





19. Request for endorsement of affirmed petition under R.A. 9048/10172 to Philippine Statistics Authority for SECPA

This service is to endorse the affirmed petition to Philippine Statistics Authority archives, Quezon City to request for the annotation of the corrected civil registry document issued by the Philippine Statistics Authority.

Office or Division	OFFICE OF THE MUNICIPAL CIVIL REGISTRAR			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen			
Who May Avail	Concerned party			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Certified copy of affirmed petition		Office of the Municipal Civil Registrar		
Certified copy of CRG's decision		Office of the Municipal Civil Registrar		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
	1. Receive, verify and review all required documents	None	5 mins.	Dorothy D. Eramis Administrative Aide IV Cecilia B. Eba Admin. Asst. II Jesebel B. Cantoja Registration Officer II
	2. Make a certified photocopy of affirmed petition from CRG	None	5 mins.	Dorothy D. Eramis Administrative Aide IV Cecilia B. Eba Admin. Asst. II Jesebel B. Cantoja Registration Officer II
	3. Make a certified photocopy of CRG's decision	None	5 mins.	Dorothy D. Eramis Administrative Aide IV Cecilia B. Eba Admin. Asst. II Jesebel B. Cantoja Registration Officer II
	4. Issue Certificate of Finality	None	5 mins.	Dorothy D. Eramis Administrative Aide IV Dante M. Santander Municipal Civil Registrar Cecilia B. Eba Admin. Asst. II Jesebel B. Cantoja Registration Officer II
	5. Prepare and issue the annotated and unannotated copy of civil registry documents	None	10 mins.	Dorothy D. Eramis Administrative Aide IV Municipal Civil Registrar Cecilia B. Eba Admin. Asst. II Jesebel B. Cantoja



	6. Prepare and issue Record Sheet	None	5 mins.	Registration Officer II Dorothy D. Eramis Administrative Aide IV Dante M. Santander Municipal Civil Registrar Cecilia B. Eba Admin. Asst. II Jesebel B. Cantoja Registration Officer II
1. Receive the civil registry documents and endorse the same to PSA, Manila thru PSA, Dipolog City				
	Total		35 mins.	





OFFICE OF THE MUNICIPAL BUDGET OFFICER

Internal Services





1. Review and Approved the following Financial Documents : Activity Design, Purchase Request, Obligation Request, Job Order and Casual Employees

The service is in compliance to the budgetary procedure of the LGU

Office or Division	Municipal Budget Office			
Classification	Simple			
Type of Transaction	G2G- Government to Government			
Who May Avail	ALL LGU Polanco Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Case to case basis whichever is applicable: 1. Activity Design 2. Purchase of Request (additional requirement: PPMP or Program of Work) 3. Obligation Request 4. Job Order; Contract of Service; Appointment Papers		Concerned Office		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Approach Front Desk Officer for Assessment	1.1. Assessment of the documents: a. Existence of Appropriation/s b. Correct Responsibility Center c. Proper Account Code d. Appropriate Signatory e. Completeness of supporting documents	NONE	10 minutes per document	Mercy B.Laurque Administrative Asst II Lorna E. Carcellar Administrative Officer II
	1.2. Forward document to the assigned posting Clerk for recording	NONE	5 minutes per document	Mercy B.Laurque Administrative Asst II
	1.3. Approval of the documents	NONE	5 minutes per document	Ma. Rosette C. Aninion Mun. Budget Officer
	1.4 Recording of the transactions to the	NONE	5 minutes per document	Mercy B.Laurque Administrative Asst. II Lorna E. Carcellar Administrative Officer II
2. Releasing of the documents	2.1. Forwarding approved documents to the Accounting Office for OBR's and Treasurer's office for Activity	NONE	5 minutes per document	Mercy B.Laurque Administrative Asst II



	Design or Purchase Request or to the Liason Officer on other approved documents			
		Total	30 mins.	





2. Request for Certification (Availability of Appropriations)

The service is in compliance to the budgetary procedure of the LGU

Office or Division		Municipal Budget Office		
Classification		Simple		
Type of Transaction		G2G- Government to Government		
Who May Avail		ALL LGU Polanco Offices		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter		Requesting Office		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Proceed to the assigned personnel	1.1. Receive the letter request	NONE	5 minutes per document	Mercy B.Laurque Administrative Asst II
	1.2 Assigned personnel will check on the availability of the source of funds and preparation of certification.	NONE	30 minutes per document	Lorna E. Carcellar Administrative Officer II
	1.3. Certification forwarded to the Municipal Budget Officer for Signature	NONE	5 minutes per document	Ma. Rosette C. Aniñon Mun. Budget Officer
2.Receive Certification as to the availability of appropriations	2.1. Release certification to client	NONE	5 minutes per document	Mercy B.Laurque Administrative Asst. II Lorna E. Carcellar Administrative Officer II
	Total		45 mins.	



3. Annual Budget

The service is in compliance to the budgetary procedure of the LGU under Section 317 of RA 7160

Office or Division		Municipal Budget Office		
Classification		Highly Technical		
Type of Transaction		G2G- Government to Government		
Who May Avail		ALL LGU Polanco Offices		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Budget Proposals and PPMP's		All LGU offices of Polanco		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submit Budget Proposal and PPMP	1.1. Receive and review the budget proposals and PPMP	NONE	10 minutes per proposal or PPMP	Lorna E. Carcellar Administrative Officer II Or Ma. Rosette C. Aniñon Mun. Budget Officer
2. Receive the returned proposal for amendment	2.1. If there is corrections, proposal or PPMP will be returned for adjustment	NONE	3 days per document	Ma. Rosette C. Aniñon Mun. Budget Officer
	2.2. If proposal or PPMP has no correction, it shall be included in the consolidation of annual budget proposals for budget hearings.	NONE		Lorna E. Carcellar Administrative Officer II Or Ma. Rosette C. Aniñon Mun. Budget Officer
	Total		3 days and 10 mins.	



OFFICE OF THE MUNICIPAL BUDGET OFFICER

External Services





1. Review of Draft Barangay and SK Annual or Supplemental Budget

This service provides technical review of the barangay and/or SK budget in compliance to with RA 7160 prior to approval by the Sangguniang Bayan.

Office or Division	Municipal Budget Office			
Classification	Highly Technical			
Type of Transaction	G2G- Government to Government			
Who May Avail	30 Barangays of Polanco			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Barangay and/or SK Annual or Supplemental Budget (1 copy of draft budget)		Respective Barangays of Polanco		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submit the draft of Barangay and/or SK Annual or Supplemental Budget	1.1. Acknowledge the submission of the Annual or Supplemental Budget and determine the completeness of required supporting documents	NONE	5 minutes	Ma. Rosette C. Aniñon Mun. Budget Officer Lorna E. Carcellar Administrative Officer II
	1.2. Proceed with the technical review of the Annual or Supplemental Budget to ensure compliance of the Mandatory Requirements in Barangay budgeting	NONE NONE	7 days for 1 barangay Annual or 3 days for Supplemental Budget	Ma. Rosette C. Aniñon Mun. Budget Officer
2. Receive the corrected Barangay and/or SK Annual or Supplemental Budget	2.1. Return the reviewed Barangay and/or SK Annual or Supplemental Budget to the concerned Barangay or SK for amendments and compliance to any lacking documents based on findings during technical review	NONE	5 minutes	Ma. Rosette C. Aniñon Mun. Budget Officer Lorna E. Carcellar Administrative Officer II
	Total		7 days / 3 days and 10 minutes per budget review	



2. Final Review of Barangay and SK Annual or Supplemental Budget from the Sangguniang Bayan

This service is in compliance with the regular procedure pertaining to the review of the Barangay and or SK Annual or Supplemental Budget pursuant to Section 318 of RA 7160.

Office or Division	Municipal Budget Office			
Classification	Highly Technical			
Type of Transaction	G2G- Government to Government			
Who May Avail	30 Barangays of Polanco			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Barangay and/or SK Annual or Supplemental Budget		Respective Barangays of Polanco		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submit the Barangay Annual or Supplemental Budget by the Sangguniang Bayan	1.1. Acknowledge the submission of the Annual or Supplemental Budget and determine the completeness of required supporting documents from the Committee on Appropriation and Finance	NONE	5 minutes	Mercy B.Laurque Administrative Asst II Lorna E. Carcellar Administrative Officer II
	1.2. Proceed with the technical review of the Annual or Supplemental Budget to ensure compliance of the Mandatory Requirements in Barangay budgeting	NONE	20 days	Ma. Rosette C. Aniñon Mun. Budget Officer
	1.3 Prepare attached review letter signed by the Municipal Budget Officer of the Barangay Annual or Supplemental Budget	NONE	30 minutes	Ma. Rosette C. Aniñon Mun. Budget Officer
3. Receive the Endorsement Letter to the Sangguniang Bayan Secretariat	2.1 Return the reviewed Barangay Annual or Supplemental Budget to the Chairman on Committee on Appropriation and Finance with endorsement letter	NONE	5 minutes per document	Mercy B.Laurque Administrative Asst II
	Total		20 days and 40 minutes.	



OFFICE OF THE MUNICIPAL TREASURER

External Services





1. Collection of Business Tax

ABOUT THE SERVICE:

All business establishments are required to secure a Business License and Mayor's Permit and pay the corresponding business taxes before the start of operations. The Business License must be renewed from January 1 to 20 every year as mandated in the local tax ordinances unless an extension is issued by the Sangguniang Bayan. Penalties are imposed after this period.

Business Permit for newly opened enterprises are based on capitalization, but those already existing are computed on the basis of a percentage of gross sales/ receipts. Payments may be made annually or quarterly. Taxes are due on the first 20 days of the start of each period or by quarterly installments beginning on January 20, April 20, July 20 and October 20.

Office or Division:		Office of the Municipal Treasurer		
Classification		Simple		
Type of Transaction		G2B- Government to Business Entity		
Who may avail		Sole Proprietor, Partnership, Corporation, Cooperative		
Checklist of Requirements		Where to Secure		
1. Business and License Operation Permit Assessment		1. Business Permits and Licensing Office (BPLO)		
2. Community Tax Certificate		2. Office of the Municipal Treasurer 3. Barangay Treasurer		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. In Window Transaction present to the Revenue Collecting Officer the assessed form coming from Business Permits and Licensing Office (BPLO).	1. The Revenue Collecting Clerk/ Officer Issues official receipt and signs it based on the assessment of the BPLO.	Based on Business and License Operation Permit Assessment	10 minutes	Revenue Collection Clerk (RCC) Jade Kemmond Mag-abo RCC III
TOTAL			10 minutes	



2. Collection of Community Tax Certificate (CTC)- Individual

ABOUT THE SERVICE:

Every inhabitant of the Philippines, eighteen (18yrs old) of age or over has been regularly employed on a wage or salary basis for at least thirty (30) consecutive working days during any calendar year or who is engaged in a business or occupation, or who owns a real property with an aggregate assessed value of One Thousand Pesos (Php 1,000.00) or more, or who is required by law to file an income tax return shall pay an annual additional tax of Five Pesos(Php 5.00) and an annual additional tax of One Peso (Php1.00) for every One thousand pesos (P1,000.00) of income regardless of whether for business, exercise of profession or from property which in no case shall exceed Five Thousand Pesos (Php5,000.00)

Office or Division:	Office of the Municipal Treasurer			
Classification	Simple			
Type of Transaction	G2B- Government to Business Entity			
	G2C- Government to Citizen			
Who may avail	Business Owners and Individual Taxpayer			
Checklist of Requirements		Where to Secure		
For Individual:				
1. Valid Identification Card		1. To be provided by Individual Taxpayer.		
2. Client Information Slip		2. Office of the Municipal Treasurer		
For Business				
1. Valid Identification Card of the Business Owner or his/her authorized representative		1. To be provided by Business Owner		
2. Annual Gross Receipts duly certified by their Accountant/Bookkeeper		2. Business/ Company's Accounting office.		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
FOR INDIVIDUAL				
1. In Window Transaction, present to the Revenue Collecting Officer your valid identification card or the properly filled up client information slip.	1. The Revenue Collecting Clerk/ Officer encodes the necessary information and computes the amount of Community Tax.	Annual Additional Tax of Php 5.00	2 minutes	Revenue Collection Clerk/Officer (RCC/O) Ian Caninit RCC III Jade Kemmond Mag-abo RCC III Roena Mae Cagadas RCC III
2. The Taxpayer pays the necessary Computation given by the Revenue Collecting Clerk/Officer.	2. The Revenue Collecting Officer issues the Community Tax Certificate upon payment of the taxpayer	Annual Additional Tax of Php 1.00 for every Php1,000 of income not exceed	1 minute	Revenue Collection Clerk/ Officer(RCC/O) Ian Caninit RCC III



		Php5,000		Jade Kemmond Mag-abo RCC III Roena Mae Cagadas RCC III
TOTAL			3 minutes	





3. Collection of Community Tax Certificate (CTC)- Corporation

ABOUT THE SERVICE:

Every Corporation no matter how created or organized, whether domestic or resident foreign, engaged in or doing business in the Philippines shall pay an Annual Community Tax of Five Hundred Pesos (Php500.00) and an annual additional tax of Two Pesos (Php2.00) for every Five Thousand Pesos of Gross Receipts or earnings derived from business in the Philippines during the preceding year, in no case shall not exceed Ten Thousand Pesos (php10,000). An annual additional tax of Two Pesos (Php2.00) for every Five Pesos (Php5,000.00) worth of real property in the country during the valuation used for payment of the Real Property.

Office or Division:	Office of the Municipal Treasurer			
Classification	Simple			
Type of Transaction	G2B- Government to Business Entity			
	G2C- Government to Citizen			
Who may avail	Business Owners and Individual Taxpayer			
Checklist of Requirements		Where to Secure		
1. Valid Identification Card		1. To be provided by Individual Taxpayer.		
1. Valid Identification Card of the Business Owner or his/her authorized representative		1. To be provided by Business Owner/ Corporation		
2. Annual Gross Receipts duly certified by their Accountant		2. Business/ Company's Accounting office.		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
FOR CORPORATION				
1. In Window Transaction, Present to the Revenue Collecting Clerk/ Officer your valid identification card and the Business's/ Corporation's Annual Gross Receipts duly certified by the Accountant.	1. The Revenue Collecting Officer encodes the necessary information and computes the amount of Community Tax based on the presented Certified Annual Gross Receipts.	.Based on the annual gross receipts of the Business/ Corporation	3 minutes	Revenue Collection Clerk (RCC) Jade Kemmond Mag-abo RCC III
2. The Taxpayer pays the necessary amount based on the computation given by the Revenue Collection Officer.	2. The Revenue Collecting Officer issues the Community Tax Certificate upon payment of the taxpayer	.Based on the annual gross receipts of the Business/ Corporation	1 minute	Revenue Collection Officer (RCO) Jade Kemmond Mag-abo RCC III
	TOTAL		4 minutes	



4. Collection of Regulatory Fees And Charges

ABOUT THE SERVICE:

The Municipality of Polanco imposes the collection of regulatory fees (such as fees on weights and measures, building permits, zonal/ location permit, motorized and pedaled operators permit, occupational fees animal and civil registration and inspection) and charges (clearances and certifications, and other service income) in accordance to the implemented 2005 Local Revenue Code, However, this fees will be change upon the implementation of 2022 Revised Local Revenue Code

Office or Division:		Office of the Municipal Treasurer		
Classification		Simple		
Type of Transaction		G2B- Government to Business Entity		
		G2C- Government to Citizen		
Who may avail		Business Owners and Individual Taxpayer		
Checklist of Requirements		Where to Secure		
1. Tax Order of Payment (TOP)		1. Issued by the concerned offices.		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. In Window Transaction, Present to the Revenue Collection Clerk the Tax Order of Payment issued by the concerned office	1. The Revenue Collecting Officer issues Official Receipt based on the Tax Order of Payment.	Based on the TOP issued by the concerned office	7 minutes	Revenue Collection Clerk (RCC) Ian Caninit RCC III Jade Kemmond Mag-abo RCC III Roena Mae Cagadas RCC III
TOTAL			7 minutes	



CLIENT GROUP: Individuals and Corporations who own Real Property in the Municipality.

5. Collection of Real Property Taxes (RPT)

ABOUT THE SERVICE: Real properties such as land, buildings and machineries are Assessed by the Municipal Assessor's Office and Real Property Taxes are due every year based on the assessment level and fair market value of the real property. The Real Property Taxes are made at Land Tax Unit of the Municipal Treasurer's Office. Payments can be made in annual, semiannual, or quarterly basis. Advance payment will be done on or before the last working day of the year which a 20% discount maybe acquire and 10% discount payment made until March 31 of each year.

Office or Division:	Office of the Municipal Treasurer			
Classification	Complex			
Type of Transaction	G2B- Government to Business Entity			
	G2C- Government to Citizen			
Who may avail	Individuals and Corporations who owns Real Property in the Municipality			
Checklist of Requirements		Where to Secure		
1. Official Receipt of previous years or latest property tax assessment		1. Owner's copy of Taxpayer		
2. Copy of Latest tax declaration of the property		2. Office of the Municipal Assessor		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. In Window Transaction, (RPT Section)- Present to the Revenue Collection Clerk Latest Copy of Tax Declaration and the previous years receipts.	1. The Revenue Collection Clerk verifies the presented receipts and tax declaration number according to declared owner, tax declaration, area and location of property upon the issuance of the corresponding tax bill.	None	1 minute	Revenue Collection Clerk/Officer (RCC/O) Ian Caninit RCC III Roena Mae Cagadas RCC III
			4 minutes	Revenue Collection Clerk (RCC) Ian Caninit RCC III Roena Mae Cagadas RCC III
2. The taxpayer receives the Real Property Tax Bill and pay.	2. The Revenue Collection Clerk receive payment (cash/check) and issues Official Receipt to the taxpayer.	For updated tax due 2% of the assessed value of the property less 5% discount for the first quarter	4 minutes	Revenue Collection Clerk (RCC) Ian Caninit RCC III Roena Mae Cagadas RCC III
		For delinquent 2% of the assessed value of the property plus 2% penalty per month. No Discount	5 minutes	Revenue Collection Clerk (RCC) Ian Caninit RCC III



				Roena Mae Cagadas RCC III
		For Advance payment with 20% discount and 2% of the assessed value of the Property.	3 minutes	Revenue Collection Clerk (RCC) Ian Caninit RCC III Roena Mae Cagadas RCC III
	TOTAL	<i>Please refer to the table above for the particular fees</i>	13 minutes	





6. Issuance of Tax Clearance

ABOUT THE SERVICE:

Tax Clearance is issued by the Office of the Municipal Treasurer when the property is fully paid from its corresponding tax due. It is one of the requirements in securing different documents in selling and in processing of property transfer in the Bureau of Internal Revenue and in the Registry of Deeds.

Office or Division:	Office of the Municipal Treasurer			
Classification	Simple			
Type of Transaction	G2B- Government to Business Entity G2C- Government to Citizen			
Who may avail	Individuals and Corporations who owns Real Property in the Municipality with Fully paid Tax Dues.			
Checklist of Requirements		Where to Secure		
1. Official Receipt of the current year stating full payment.		1. Owner's copy of Taxpayer		
2. Tax Order of Payment		2. Office of the Municipal Treasurer		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. In Window Transaction, (RPT Section)- Present to the Revenue Collection Clerk/Officer the Latest Copy of the Official Receipts Currently paid.	The Revenue Collection Clerk/Officer checks/ verifies the property based on the presented Land Tax Receipts. Once verified and the property is fully paid, RCO issues the Tax Order of Payment.	none	2 minutes	Revenue Collection Clerk/Officer (RCC/O) Ian Caninit RCC III Roena Mae Cagadas RCC III
2. In Window Transaction Present the Tax Order of Payment issued by the RPT Collector for payment.	The Revenue Collection Officer issues official receipt based on the details on the TOP.	Php 50.00 per Tax Clearance	1 minute	Revenue Collection Clerk/Officer (RCC/O) Ian Caninit RCC III Roena Mae Cagadas RCC III
3. Present the Official Receipt to the RPT Section for the Tax Clearance Request.	The Revenue Collection Officer in RPT Section generates the Tax Clearance based on the Official Receipt presented by the taxpayer.	none	1.50 minutes	Revenue Collection Clerk/Officer (RCC/O) Ian Caninit RCC III Roena Mae Cagadas RCC III
4. Wait for the Issuance of Tax Clearance	The Revenue Collection Officer Issues the Tax Clearance upon signing in the Record Book.	none	2 minutes	Revenue Collection Clerk/Officer (RCC/O) Ian Caninit RCC III



				Roena Mae Cagadas RCC III
5. Receive the Tax Clearance		none		
	TOTAL	Php 50.00	6.50 minutes	





7. Registration of Large Cattle

ABOUT THE SERVICE:

The owner of the Large cattle is required to register in the office of the Municipal Treasurer for which a certificate of ownership shall be issued to the owner. "Large Cattle" includes an at least two year old horse, mule, ass, carabao, cow or other domesticated member of bovine family. The ownership or its sale or transfer of ownership to another person shall be registered.

Office or Division:	Office of the Municipal Treasurer			
Classification	Complex			
Type of Transaction	G2C-Government to Citizen			
Who may avail	Owner of any Bovine animals			
Checklist of Requirements		Where to Secure		
1. Written request addressed to the Municipal Treasurer indicating the availability date and time of the owner.		1. Owner of Branded Animal		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the written request to the Municipal Treasurer for approval.	1. The Municipal Treasurer or his/her authorized representative approves and set the schedule of visit to the Owner.	None	2 minutes	Revenue Collection Clerk/Officer (RCC/O) Ian Caninit RCC III
2. On the scheduled date, fill up the form given by the Revenue Collection Clerk/Officer	2. Upon the branding of animal process, the Revenue Collection Clerk shall enter the following in the registry of books: Name and Residence of the Owner, purchase price of the animal in cases of sale or transfer, the class, color, sex brands and other Identification marks of the cattle.	None	15 minutes	Revenue Collection Clerk/Officer (RCC/O) Ian Caninit RCC III
3. The Owner pays the amount for each Certificate of Ownership	3. The Revenue Collection Clerk/Officer issues official receipt for each Certificate of Ownership.	Php 5.00 per Certificate of Ownership Php50.00 inspection Fee	1 minute	Revenue Collection Clerk/Officer (RCC/O) Ian Caninit RCC III
TOTAL		Php 55.00	18 minutes	



8. Transfer of Large Cattle

ABOUT THE SERVICE:

Transfer Fee shall be collected only once a large cattle is transferred more than once in a day. Transfer of Ownership of Large cattle is paid in the Office of the Municipal Treasurer.

Office or Division:		Office of the Municipal Treasurer		
Classification		Complex		
Type of Transaction		G2C-Government to Citizen		
Who may avail		Owner of any Bovine animals		
Checklist of Requirements		Where to Secure		
1. Written request addressed to the Municipal Treasurer indicating the availability date and time of the owner.		1. Owner of Branded Animal		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the written request to the Municipal Treasurer for approval.	1. The Municipal Treasurer or his/her authorized representative approves and set the schedule of visit to the Owner.	None	2 minutes	Revenue Collection Clerk/Officer (RCC/O) Ian Caninit RCC III
2. On the scheduled date, fill up the form given by the Revenue Collection Clerk	2. For Transfer of Large cattle, the Revenue Collection Clerk/Officer (RCC/O) shall enter the following in the registry of books: Name and residence of the owner and the purchaser: purchase price of the animal: the class, sex, brands and other identifying marks of the animal: and a reference to the original certificate of ownership with the name of the Municipality issued to it.	None	15 minutes	Revenue Collection Clerk/Officer (RCC/O) Ian Caninit RCC III
3. The Owner pays the amount for each Certificate of Ownership	3. The Revenue Collection Clerk issues official receipt for each Certificate of Ownership.	Php 10.00 per Certificate of Transfer Php50.00 inspection Fee	1 minute	Revenue Collection Clerk/Officer (RCC/O) Ian Caninit RCC III
TOTAL		Php 60.00	18 minutes	



9. Issuance of Treasury Certification

ABOUT THE SERVICE:

Treasury Certification is issued by the Municipal Treasurer in accordance to the request of the taxpayer such as Certificate of Payment.

Office or Division:	Office of the Municipal Treasurer			
Classification	Simple			
Type of Transaction	G2B- Government to Business Entity			
	G2C- Government to Citizen			
Who may avail	Individuals, Businesses and Corporation who made payments in the Municipality Services.			
Checklist of Requirements		Where to Secure		
1. Official Receipt of the current acquired services paid		1. Owner's copy of Taxpayer		
2. Tax Order of Payment		2. Office of the Municipal Treasurer		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. In the Office of the Municipal Treasurer, Request for the desired Certification.	1. The Revenue Collection Clerk issues a Tax Order of Payment.	none	1 minute	Revenue Collection Clerk (RCC) Ian Caninit RCC III Jade Kemmond Mag-abo RCC III Roena Mae Cagadas RCC III
2. In Window 1 to 4, Present the Tax Order of Payment and pays the Certification fee.	2. The Revenue Collection Officer issues the Official Receipt.	Php 50.00 per Certification Fee	1 minute	Revenue Collection Officer (RCO) Ian Caninit RCC III Jade Kemmond Mag-abo RCC III Roena Mae Cagadas RCC III
3. Receives the Official Receipt and present to the Revenue Collection Clerk to claim the request certification	3. The RCC issues the Certification upon signing of the Municipal Treasurer to the Client/ Taxpayer.	none	3 minutes	Revenue Collection Clerk (RCC) Ian Caninit RCC III Jade Kemmond Mag-abo RCC III



				Roena Mae Cagadas RCC III
		TOTAL	Php 50.00	5 minutes





10. Barangay Requisition of Accountable Form

ABOUT THE SERVICE:

The Office of the Treasurer will issue accountable form to the barangay based on their request

Office or Division:	Office of the Municipal Treasurer			
Classification	Simple			
Type of Transaction	G2G- Government to Government			
Who may avail	Barangay Treasurer			
Checklist of Requirements		Where to Secure		
1. Issued Accountable Forms		1. Barangay Treasurer		
2. Deposit Slip		2. Depository Bank		
3. Request Issued Voucher		3. Barangay Treasurer		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. In the Office of the Municipal Treasurer, Request for the accountable Form.	1. The Revenue Collection Clerk check the correctness of the collections with the corresponding deposit slip	none	1 minute	Revenue Collection Clerk (RCC) Roena Mae Cagadas RCC III
2. In Window 1 to 4, Present the Tax Order of Payment and pay.	2. The Revenue Collection Officer issues the Official Receipt.	Depend on the type of the accountable form	1 minute	Revenue Collection Officer (RCO) Roena Mae Cagadas RCC III
3. Receives the Official Receipt and present to the Revenue Collection Clerk to claim the request certification	3. The RCC will issue the requested accountable form	none	2 minutes	Revenue Collection Clerk (RCC) Roena Mae Cagadas RCC III
TOTAL		Depend on the type of the accountable form	4 minutes	



BUSINESS PERMIT AND LICENSING OFFICE

External Services





1. Business Registration (New / Renewal)


ABOUT THE SERVICE:

The Local Government Code authorizes the LGU to impose taxes, fees and other charges on business entities in order to generate revenue. The Business Permits and Licensing Section (BPLS) under the Office of the Administrator were tasked to implement several provisions of the existing Municipal Tax Ordinance. Its main objective is to require all business establishments to register and secure Business License and pay the required taxes and fees prior start of operations. Said permit shall be renewed annually, before the 20th of January, but oftentimes extended up to the end of February, as a means of consideration to the taxpayers, provided however, that it is being supported by a Sangguniang Bayan resolution.

Business One Stop Shop (BOSS) is being conducted during business renewal period (from 1st working day to last working day of January of each year) participated in by authorized representatives from Polanco PNP, BFP, Engineering, Health, Zoning, Market, and DTI).

Office or Division:	Business Permit and Licensing
Classification	Simple/Complex
Type of Transaction	G2C - Government to Citizen G2B – Government to Business
Who may avail	Business Owners-residents and transients/authorized representative (other than a municipal employee)
Checklist of Requirements	Where to Secure
<u>NEW BUSINESS APPLICATION</u>	
Photocopy of Owner's Valid Identification Card bearing complete name, residence address and picture (for single proprietorship only)	BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-ibig, other agency issued valid ID
Location Sketch of business and Picture of establishment (at least three photos showing the presence of signboard, main entrance, facilities, sidewalk or property line)	Applicant
PROOF OF BUSINESS REGISTRATION DTI Registration (Single Proprietorship) SEC Registration (Partnership/Corporation) including Articles of Incorporation and By- Laws CDA Accreditation (Cooperative)	DTI, SEC, CDA
Barangay Business Clearance (Locale of Business) with Official Receipt	Barangay locale of business
List of Regular and/or Casual Employees, with residence address and position, duly certified by the owner/company representative NOTE: THESE EMPLOYEES ARE required to secure Working Permits	Owner/Company



<p>RIGHT OF THE APPLICANT OVER THE BUSINESS LOCATION IF LEASING:</p> <ul style="list-style-type: none"> • Photocopy of Notarized Contract of Lease and/or Previous Year's Mayor's Permit of Lessor <p>IF OWNED: Transfer Certificate of Title IF NOT OWNED: Memorandum of agreement or formal consent of lot owner to use the property as business location</p>	<p>Notary Public if applicable</p>
<u>RENEWAL OF BUSINESS APPLICATION</u>	
<p>Barangay Business Clearance (Locale of Business) with Official Receipt</p>	<p>Barangay locale of business</p>
<p>List of Regular and/or Casual Employees, with residence address and position, duly certified by the owner/company representative NOTE: THESE EMPLOYEES ARE required to secure Working Permits</p>	<p>Owner/Company</p>
<p>RIGHT OF THE APPLICANT OVER THE BUSINESS LOCATION IF LEASING:</p> <ul style="list-style-type: none"> • Photocopy of Notarized Contract of Lease and/or Previous Year's Mayor's Permit of Lessor <p>IF OWNED: Transfer Certificate of Title IF NOT OWNED: Memorandum of agreement or formal consent of lot owner to use the property as business location</p>	<p>Notary Public</p>
<p>BASIS FOR COMPUTING TAXES, FEES AND CHARGES:</p> <ul style="list-style-type: none"> • Duly Notarized Sworn Statement of 	<p>BIR</p>
<p>Gross Sales or Receipt or</p> <ul style="list-style-type: none"> • Certification of Gross Sales/Receipts duly signed by a CPA or authorized company representative <p>BIR (IF EXEMPTED: Certificate of Tax Exemption)</p>	
<p>For Corporations ONLY: Latest SEC General Information Sheet (GIS)</p>	<p>SEC</p>
<p>Previous Year's Mayor's Permit (w/ attachments: duplicate copy of Business Permit Application, proof of payments, Sanitary Permit, etc.)</p>	<p>Owner file</p>
<p>Annual Income Tax Return (ITR) for the preceding year with Audited Financial Statement BIR (IF EXEMPTED: Certificate of Tax Exemption)</p> <ul style="list-style-type: none"> • Certificate of Registration (COR-Form 2303) <p>Proof of Payment of Annual Registration Fee for the current year (Form 0605) Note: Payment not later than 31st of January of each year</p>	<p>BIR</p>
<p>OTHERS: Additional documents may be required on a case to case basis depending on actual examination of application (for complex transactions only)</p>	



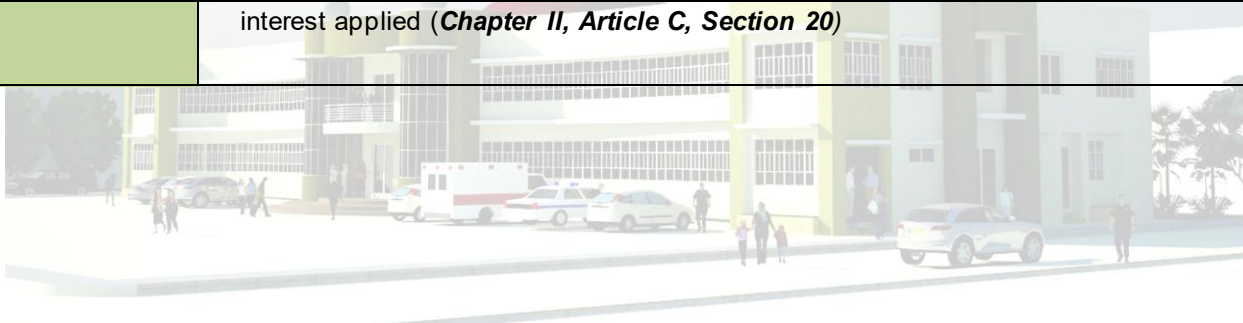
<u>ADDITIONAL REQUIREMENTS</u>	
Banks/Pawnshops/Money Changers	Central Bank Authority
Cellular Phone Dealer/Service Center	NTC Permit (per DOTC-NTC Memorandum Circular No. 07-08-2004 and 08-08-2004 in pursuant to the provisions of the Radio Control Law, Act No. 3846, as amended, Executive Order No. 546, and Republic Act 7925)
Dealer of LPG	ERB Permit
Dealer of Rice, Corn and Wheat	National Food Authority (NFA) License
Drugstore	BFAD Permit/PRC License of Pharmacist
Education Institution	Dep-Ed Accreditation
Electronic Repair and Motor Shop	DTI Accreditation Certificate
General/Specialty & Engineering Contractor	Contractor's License from the Phil. Contractors Accreditation Board (PCAB)
Guns and Ammos Dealer/ Security Services	PCSUCIA National License (License to Operate issued at Camp Crame)
Insecticides and Pest Control Services	Pest Control License from Fertilizers and Insecticides Authority, Dept. of Agriculture
Manning and Crewing Services	POEA License
Medical/Dental/Optical Clinics	PRC License of attending Physician
Messengerial and Courier Service	DOTC Permit
Mining Industry	DENR Clearance
Pet Shop	Inventory/Wildlife Stock Report from CENRO Antipolo (per RA No. 9147 known as The Wildlife Resources Conservation and Protection Act of 2001)
Real Estate Broker	DTI License/Broker's License
Recruitment Agency	DOLE Clearance
Rent-A-Car and Transport Services	LTO Franchising and Regulatory Board Permit, Vehicle Registration (OR/CR)
Telecommunications Services	NTC Clearance
Water Refilling Station	DOH Clearance/Water Analysis Result
Lessor of Commercial/Residential Lot/Building/Space/Machineries	Real Property Tax Clearance
Market Stall Holders	Certificate of Award/Market Clearance/ Deed of Sale (if any)
Newly Constructed Buildings	Building Permit and Occupancy Permit (issued by the Municipal Building Official) & Locational Clearance (issued by the MPDC)
Livestock/Poultry/Aviary Farm/Gasoline Station	Environmental Compliance Clearance (DENR)/LLDA Permit
Franchisee	Franchise Agreement
<p>The establishment of business entails the registering of the business entity with government agencies such as:</p> <ul style="list-style-type: none"> • Department of Trade and Industry (DTI) office – for single proprietorship • Securities and Exchange Commission (SEC) – for partnerships and corporations 	



- Cooperative Development Authority (CDA) – for cooperatives
- Local Government Unit (LGU) – for local permits
- Bureau of Internal Revenue (BIR) - RDO 09 at Dipolog City - for payment of national taxes.

Business registration is important because the entity is given a legal existence.

FEES AND CHARGES	<p>Legal Basis: 2005 Revenue Code of the Municipality of Polanco</p> <ul style="list-style-type: none"> ➤ Business Tax (Graduated or Local Tax) Section 7, Article A, Chapter II New Business – Newly started business entities shall not be subject to and/or liable to the payment of initial business tax and shall ONLY be subject to the payment of Business Permit and other regulatory fees and charges. This is in compliance with DOF-BLGF Memorandum Circular No. 01-001-2017 issued on 05 January 2017. (Chapter II, Article C, Section 13) Renewal – based on gross receipts (Differ on tax schedule e.g. manufacturer, wholesaler/dealer, service, retailer) ➤ Mayor’s Permit - Rate depends on type or nature of business (as per schedule) Chapter III, Article A, Sec. 33 ➤ Garbage Fee - Rate depends on type or nature of business (as per schedule) Chapter V, Article B, Section 236 ➤ Sanitary Fee - Rate depends on type or nature of business (as per schedule) ➤ Chapter IV, Article E, Section 195 ➤ Fire Inspection Fee - <p>Penalty Imposed on Late Payees: 25% surcharge (Chapter II, Article C, Section 19) plus a monthly 2%</p>
	<p>interest applied (Chapter II, Article C, Section 20)</p>





CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Obtain interview form with checklist of requirements from BPLS (Form 1)	Issues Interview Form and guidelines. Answers other queries of the applicant	none	3 minutes.	Licensing Officer/BPLS Staff Jade Kemmond Mag-abo RCC III / BPLO Designate
Accomplish and submit Interview Form including the required documents to BPLS to secure computer-generated application form and Tax Order of Payment (TOP)	<p>Receives and examines application and evaluates submitted documents. Verifies declared capitalization/ gross sales and determines corresponding license fees. Encodes data to database, prints application form and TOP, records to logbook and orients applicant on routing procedures.</p> <p><u>Routing Schedule:</u></p> <ul style="list-style-type: none"> • From BPLS (review and evaluation of application/assessment of taxes and fees) • Fire Department (payment of annual fire inspection fee and to obtain Fire Safety Certificate) • Health Office (to obtain Sanitary Permit) • Municipal Engineering Office (Assessment of Annual Building Inspection and other related fees) • Municipal Planning (to obtain zoning certification) 		15 minutes	Licensing Officer Jade Kemmond Mag-abo RCC III / BPLO Designate



	<ul style="list-style-type: none"> • Treasurer's Office (payment of taxes and fees) • BPLS (for printing of permit) <p><u>Note:</u></p> <ul style="list-style-type: none"> • Payment should be made directly to the Treasurer's Office, either cash or check (payee - Municipal Treasurer of Polanco) • Backroom assistance is provided by the BPLO during the BOSS period. 			
After payment of required taxes and fees and completion of the routing phase, return to BPLS for submission of accomplished/ routed application form with all the requirements	Secures accomplished/routed application form, checks completeness of documentary requirements and correctness of taxes and fees paid, prints permit, forwards to the municipal Mayor or his authorized personnel for approval and signature, records to logbook and releases Business Permit bearing office seal including Business Plate and/or Sticker to client	None	5 minutes.	BPLS Staff/ Jade Kemmond Mag-abo RCC III / BPLO Designate
Applicant display license in their establishment	<p>Conducts inspection, verifies the veracity of the application, prepares inspection report, and takes photo of the establishment showing presence of signboard, main entrance, facilities, and sidewalk or property line. Ensures that license is prominently displayed and open to public view and shall be renewed annually.</p> <p>NOTE:</p> <ul style="list-style-type: none"> • INSPECTION TAKES PLACE AFTER ISSUANCE OF THE BUSINESS PERMIT • THE BUSINESS PERMIT SHALL BE RENEWED ANNUALLY (ON OR BEFORE THE 20TH OF JANUARY OF EACH YEAR) <p>REGISTRATION OF BUSINESS WITH</p>	None	Varies (depends on the location and nature of business)	Jade Kemmond Mag-abo RCC III / BPLO Designate

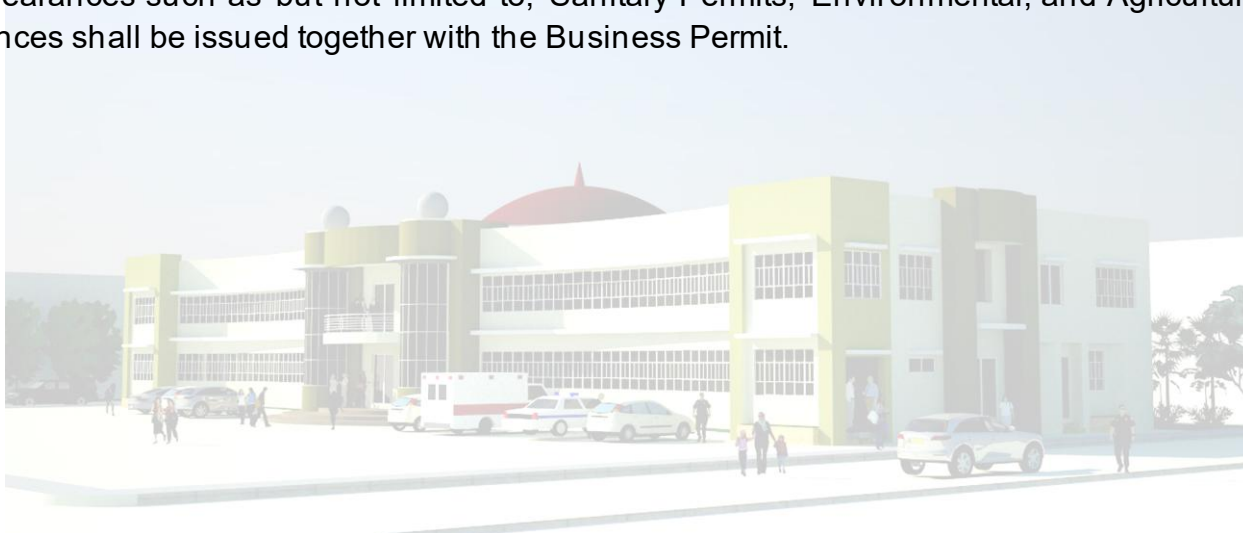


	OTHER NATIONAL AGENCIES			
Proceed to the designated payment window of the Municipal Treasury for payment.	Received payment and issued Official Receipt		1 minute	Revenue Collection Clerk/Officer Jade Kemmond Mag-abo RCC III / BPLO Designate

TOTAL PROCESSING TIME: Processing time depends on the completeness of documents submitted.

PROCESS OF AVAILING THE SERVICE:

Business registration and renewal process has been improved, making it simple and efficient by reducing the number of steps and requirements. To lessen the transaction requirements, other local clearances such as but not limited to, Sanitary Permits, Environmental, and Agricultural Clearances shall be issued together with the Business Permit.





2. Issuance of Working Permit (Individual Mayor's Permit on Occupation or Calling)

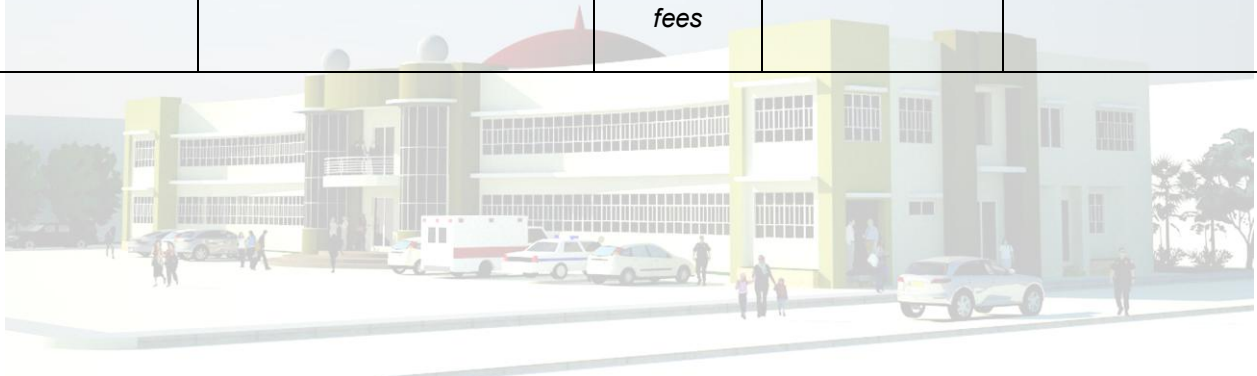
ABOUT THE SERVICE:

There shall be an annual fee collected for any person engaged in the practice of occupation or calling whether working on temporary or permanent basis (**“Section 01, Article XVI, Chapter III, 2005 Revenue Code of the Municipality of Polanco”**). Persons governed are those who exercise his/her profession, occupation, or calling within the jurisdictional limits of the Municipality of Polanco, whether working on contractual, casual, temporary, probationary, or permanent basis, regardless of his/her position, with the exception of those individuals who are subject to Professional Tax and government employees. Employees and workers who generally attend to the daily needs of the general public, including peddlers, food handlers, GROs, etc., shall be required to secure annual Mayor's Permits as pre-requisite in the registration/renewal of business.

Office or Division:	Business Permit and Licensing Office			
Classification	Simple			
Type of Transaction	G2C - Government to Citizen			
Who may avail	Permanent and Contractual Employees/Workers			
Fees:	Working Permit Fee		Amount of Fee (in Pesos)	
	All Occupant/Worker		50.00	
Checklist of Requirements		Where to Secure		
<ul style="list-style-type: none"> ➤ Barangay Clearance (Place of Residency) ➤ Police Clearance (Place of Residency) or NBI Clearance ➤ Community Tax Certificate (cedula) ➤ X-Ray, Urine Test, Stool Test, Drug Test (if required) 		Barangay PNP/NBI Municipal Treasurer's Office Government/Private Hospital or Clinic		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Obtain Working Permit application form with checklist of requirements from BPLS (Form 2)	Interviews applicant, inspects available documents, assess fees, orients applicant on routing procedures Routing Schedule: <ul style="list-style-type: none"> • From BPLS – Treasurer's Office • Police Department • RHU (Municipal Health Center) BPLS 	none	2 minutes	BPLS Staff Jade Kemmond Mag-abo RCC III / BPLO Designate
Proceed to the designated payment window of the Municipal Treasury and present Tax Order Payment (TOP)	Received payment and issued Official Receipt	Please refer to the table above for the particular fees	1 minute	Revenue Collection Clerk/Officer Jade Kemmond Mag-abo RCC III / BPLO Designate



After payment of required fees and completion of the routing phase, return to BPLS for submission of accomplished/ routed application form including all the documentary requirements as basis for the issuance of Working Permit	Secures accomplished/routed application form, checks completeness of documentary requirements and correctness of fees paid, encodes data to the database, prints permit, forwards to the Municipal Mayor or his authorized personnel for approval and signature, seals, records to logbook and releases Working Permit to client	none	2 minutes	BPLS Staff Jade Kemmond Mag-abo RCC III / BPLO Designate The Municipal Mayor
	Total:	<i>Please refer to the table above for the particular fees</i>	5 minutes	





3. Cessation (Retirement/Closure) of Business

ABOUT THE SERVICE:

Enterprises, upon cessation of operation, shall inform the LGU for the assessment of any tax due. Any person natural or juridical who discontinues, transfer to other locality/ies or close/retire his/her business operation(s) is subject to the taxes, fees and charges on business. Any tax due must first be paid before any business or an undertaking is finally terminated.

Office or Division:	Business Permit and Licensing Office			
Classification	Simple			
Type of Transaction	G2C - Government to Citizen G2B - Government to Business			
Who may avail	Business Owners			
Checklist of Requirements		Where to Secure		
<ul style="list-style-type: none"> ➤ Sworn Statement of the gross sale or receipts for the current calendar year ➤ Affidavit of Business Closure ➤ Latest permit issued (to be surrendered) ➤ Cancellation of Registration from DTI/SEC 		BIR Notary public Business Owner DTI/SEC		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Obtain business retirement application form and checklist of requirements from BPLS (Form 3)	Issues application form and answers other queries of applicant	none	1minute	Licensing Officer Jade Kemmond Mag-abo RCC III / BPLO Designate
Accomplish and submit application form including the required documents to BPLS for evaluation.	Receives and Examines submitted documents and verifies payment of taxes and status of business based on available records. Advises applicant to follow up after 1 to 2 working days (either personal or over the phone).	none	3 minutes	Licensing Officer Jade Kemmond Mag-abo RCC III / BPLO Designate



	<p>Conducts actual site inspection within 24 hours to verify the veracity of the application. Prepares and submit Inspection Report to the Licensing Officer immediately after actual Visitation.</p> <p>Upon submission of Inspection report, evaluates inspection report and determine taxes/fees to be paid.</p> <p>Informs applicant on the result of evaluation (over the phone), advises them to schedule payment within 24 hours.</p> <p>. Issues order of payment to be given to client once they return to BPLS</p>		Varies (depends on the location and nature of business)	
Proceed to the designated payment window of the Municipal Treasury and present Tax Order Payment (TOP)	Received payment and issued Official Receipt	Depend on the computation of the BPLO	1 minute	Revenue Collection Clerk/Officer Jade Kemmond Mag-abo RCC III / BPLO Designate
Return to BPLS to present proof of payment of corresponding fee and issuance of Certification of Business Retirement	Checks correctness of fees paid, prints and signs Certification, seals, records to logbook and releases document to client	none	2 minutes	Licensing Officer Jade Kemmond Mag-abo RCC III / BPLO Designate
	Total		7 minutes	



4. Issuance of Certifications

ABOUT THE SERVICE:

These are documents requested by clientele attesting the status of operation of a certain business establishment whether it exist or not. No fees shall be collected to requesting competent court or other government agent.

Office or Division:	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	Government Agencies/Business Owners/General Public			
Checklist of Requirements		Where to Secure		
➤ Letter addressed to the Municipal Mayor stating nature of request, name and contact number of requesting party		Requesting Government Agencies/Business Owners/General Public		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit Letter stating the nature/purpose of request or Obtain and fill-up Request Form (Form 7)	Receives request, issues order of payment, and directs applicant to pay at the Treasurer's Office	none	2 minutes	BPLS Staff Jade Kemmond Mag-abo RCC III / BPLO Designate
Proceed to the designated payment window of the Municipal Treasury and present Tax Order Payment (TOP)	Received payment and issued Official Receipt	Php 50.00	1 minute	Revenue Collection Clerk/Officer Jade Kemmond Mag-abo RCC III / BPLO Designate
Return to BPLS and present proof of payment for the issuance of Certification	Encodes data, prints and signs Certification, seals, records to logbook and releases to requesting party	none	2 minutes	Licensing Officer Jade Kemmond Mag-abo RCC III / BPLO Designate
	Total:	Php 50.00	5 minutes	



BUSINESS PERMIT AND LICENSING OFFICE

External Services





1. Business Registration (New / Renewal)

ABOUT THE SERVICE:

The Local Government Code authorizes the LGU to impose taxes, fees and other charges on business entities in order to generate revenue. The Business Permits and Licensing Section (BPLS) under the Office of the Administrator were tasked to implement several provisions of the existing Municipal Tax Ordinance. Its main objective is to require all business establishments to register and secure Business License and pay the required taxes and fees prior start of operations. Said permit shall be renewed annually, before the 20th of January, but oftentimes extended up to the end of February, as a means of consideration to the taxpayers, provided however, that it is being supported by a Sangguniang Bayan resolution.

Business One Stop Shop (BOSS) is being conducted during business renewal period (from 1st working day to last working day of January of each year) participated in by authorized representatives from Polanco PNP, BFP, Engineering, Health, Zoning, Market, and DTI).

Office or Division:	Business Permit and Licensing
Classification	Simple/Complex
Type of Transaction	G2C - Government to Citizen G2B – Government to Business
Who may avail	Business Owners-residents and transients/authorized representative (other than a municipal employee)
Checklist of Requirements	Where to Secure
<u>NEW BUSINESS APPLICATION</u>	
Photocopy of Owner's Valid Identification Card bearing complete name, residence address and picture (for single proprietorship only)	BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-ibig, other agency issued valid ID
Location Sketch of business and Picture of establishment (at least three photos showing the presence of signboard, main entrance, facilities, sidewalk or property line)	Applicant
PROOF OF BUSINESS REGISTRATION DTI Registration (Single Proprietorship) SEC Registration (Partnership/Corporation) including Articles of Incorporation and By- Laws CDA Accreditation (Cooperative)	DTI, SEC, CDA
Barangay Business Clearance (Locale of Business) with Official Receipt	Barangay locale of business
List of Regular and/or Casual Employees, with residence address and position, duly certified by the owner/company representative NOTE: THESE EMPLOYEES ARE required to secure Working Permits	Owner/Company



<p>RIGHT OF THE APPLICANT OVER THE BUSINESS LOCATION IF LEASING:</p> <ul style="list-style-type: none"> • Photocopy of Notarized Contract of Lease and/or Previous Year's Mayor's Permit of Lessor <p>IF OWNED: Transfer Certificate of Title IF NOT OWNED: Memorandum of agreement or formal consent of lot owner to use the property as business location</p>	Notary Public if applicable
<u>RENEWAL OF BUSINESS APPLICATION</u>	
Barangay Business Clearance (Locale of Business) with Official Receipt	Barangay locale of business
List of Regular and/or Casual Employees, with residence address and position, duly certified by the owner/company representative NOTE: THESE EMPLOYEES ARE required to secure Working Permits	Owner/Company
<p>RIGHT OF THE APPLICANT OVER THE BUSINESS LOCATION IF LEASING:</p> <ul style="list-style-type: none"> • Photocopy of Notarized Contract of Lease and/or Previous Year's Mayor's Permit of Lessor <p>IF OWNED: Transfer Certificate of Title IF NOT OWNED: Memorandum of agreement or formal consent of lot owner to use the property as business location</p>	Notary Public
<p>BASIS FOR COMPUTING TAXES, FEES AND CHARGES:</p> <ul style="list-style-type: none"> • Duly Notarized Sworn Statement of Gross Sales or Receipt or • Certification of Gross Sales/Receipts duly signed by a CPA or authorized company representative <p>BIR (IF EXEMPTED: Certificate of Tax Exemption)</p>	BIR
For Corporations ONLY: Latest SEC General Information Sheet (GIS)	SEC
Previous Year's Mayor's Permit (w/ attachments: duplicate copy of Business Permit Application, proof of payments, Sanitary Permit, etc.)	Owner file
<p>Annual Income Tax Return (ITR) for the preceding year with Audited Financial Statement BIR (IF EXEMPTED: Certificate of Tax Exemption)</p> <ul style="list-style-type: none"> • Certificate of Registration (COR-Form 2303) Proof of Payment of Annual Registration Fee for the current year (Form 0605) Note: Payment not later than 31st of January of each year 	BIR
OTHERS: Additional documents may be required on a case to case basis depending on actual examination of application (for complex transactions only)	



<u>ADDITIONAL REQUIREMENTS</u>	
Banks/Pawnshops/Money Changers	Central Bank Authority
Cellular Phone Dealer/Service Center	NTC Permit (per DOTC-NTC Memorandum Circular No. 07-08-2004 and 08-08-2004 in pursuant to the provisions of the Radio Control Law, Act No. 3846, as amended, Executive Order No. 546, and Republic Act 7925)
Dealer of LPG	ERB Permit
Dealer of Rice, Corn and Wheat	National Food Authority (NFA) License
Drugstore	BFAD Permit/PRC License of Pharmacist
Education Institution	Dep-Ed Accreditation
Electronic Repair and Motor Shop	DTI Accreditation Certificate
General/Specialty & Engineering Contractor	Contractor's License from the Phil. Contractors Accreditation Board (PCAB)
Guns and Ammos Dealer/ Security Services	PCSUCIA National License (License to Operate issued at Camp Crame)
Insecticides and Pest Control Services	Pest Control License from Fertilizers and Insecticides Authority, Dept. of Agriculture
Manning and Crewing Services	POEA License
Medical/Dental/Optical Clinics	PRC License of attending Physician
Messengerial and Courier Service	DOTC Permit
Mining Industry	DENR Clearance
Pet Shop	Inventory/Wildlife Stock Report from CENRO Antipolo (per RA No. 9147 known as The Wildlife Resources Conservation and Protection Act of 2001)
Real Estate Broker	DTI License/Broker's License
Recruitment Agency	DOLE Clearance
Rent-A-Car and Transport Services	LTO Franchising and Regulatory Board Permit, Vehicle Registration (OR/CR)
Telecommunications Services	NTC Clearance
Water Refilling Station	DOH Clearance/Water Analysis Result
Lessor of Commercial/Residential Lot/Building/Space/Machineries	Real Property Tax Clearance
Market Stall Holders	Certificate of Award/Market Clearance/ Deed of Sale (if any)
Newly Constructed Buildings	Building Permit and Occupancy Permit (issued by the Municipal Building Official) & Locational Clearance (issued by the MPDC)
Livestock/Poultry/Aviary Farm/Gasoline Station	Environmental Compliance Clearance (DENR)/LLDA Permit
Franchisee	Franchise Agreement
<p>The establishment of business entails the registering of the business entity with government agencies such as:</p> <ul style="list-style-type: none"> • Department of Trade and Industry (DTI) office – for single proprietorship • Securities and Exchange Commission (SEC) – for partnerships and corporations 	



- Cooperative Development Authority (CDA) – for cooperatives
- Local Government Unit (LGU) – for local permits
- Bureau of Internal Revenue (BIR) - RDO 09 at Dipolog City - for payment of national taxes.

Business registration is important because the entity is given a legal existence.

<p>FEES AND CHARGES</p>	<p>Legal Basis: 2005 Revenue Code of the Municipality of Polanco</p> <ul style="list-style-type: none"> ➤ Business Tax (Graduated or Local Tax) Section 7, Article A, Chapter II New Business – Newly started business entities shall not be subject to and/or liable to the payment of initial business tax and shall ONLY be subject to the payment of Business Permit and other regulatory fees and charges. This is in compliance with DOF-BLGF Memorandum Circular No. 01-001-2017 issued on 05 January 2017. (Chapter II, Article C, Section 13) Renewal – based on gross receipts (Differ on tax schedule e.g. manufacturer, wholesaler/dealer, service, retailer) ➤ Mayor’s Permit - Rate depends on type or nature of business (as per schedule) Chapter III, Article A, Sec. 33 ➤ Garbage Fee - Rate depends on type or nature of business (as per schedule) Chapter V, Article B, Section 236 ➤ Sanitary Fee - Rate depends on type or nature of business (as per schedule) ➤ Chapter IV, Article E, Section 195 ➤ Fire Inspection Fee - <p>Penalty Imposed on Late Payees: 25% surcharge (Chapter II, Article C, Section 19) plus a monthly 2%</p>
	<p>interest applied (Chapter II, Article C, Section 20)</p>





CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Obtain interview form with checklist of requirements from BPLS (Form 1)	Issues Interview Form and guidelines. Answers other queries of the applicant	none	3 minutes.	Licensing Officer/BPLS Staff Jade Kemmond Mag-abo RCC III / BPLO Designate
Accomplish and submit Interview Form including the required documents to BPLS to secure computer-generated application form and Tax Order of Payment (TOP)	<p>Receives and examines application and evaluates submitted documents. Verifies declared capitalization/ gross sales and determines corresponding license fees. Encodes data to database, prints application form and TOP, records to logbook and orients applicant on routing procedures.</p> <p><u>Routing Schedule:</u></p> <ul style="list-style-type: none"> • From BPLS (review and evaluation of application/assessment of taxes and fees) • Fire Department (payment of annual fire inspection fee and to obtain Fire Safety Certificate) • Health Office (to obtain Sanitary Permit) • Municipal Engineering Office (Assessment of Annual Building Inspection and other related fees) • Municipal Planning (to obtain zoning certification) 		15 minutes	Licensing Officer Jade Kemmond Mag-abo RCC III / BPLO Designate



	<ul style="list-style-type: none"> • Treasurer's Office (payment of taxes and fees) • BPLS (for printing of permit) <p><u>Note:</u></p> <ul style="list-style-type: none"> • Payment should be made directly to the Treasurer's Office, either cash or check (payee - Municipal Treasurer of Polanco) • Backroom assistance is provided by the BPLO during the BOSS period. 			
After payment of required taxes and fees and completion of the routing phase, return to BPLS for submission of accomplished/ routed application form with all the requirements	Secures accomplished/routed application form, checks completeness of documentary requirements and correctness of taxes and fees paid, prints permit, forwards to the municipal Mayor or his authorized personnel for approval and signature, records to logbook and releases Business Permit bearing office seal including Business Plate and/or Sticker to client	None	5 minutes.	BPLS Staff/ Jade Kemmond Mag-abo RCC III / BPLO Designate
Applicant display license in their establishment	<p>Conducts inspection, verifies the veracity of the application, prepares inspection report, and takes photo of the establishment showing presence of signboard, main entrance, facilities, and sidewalk or property line. Ensures that license is prominently displayed and open to public view and shall be renewed annually.</p> <p>NOTE:</p> <ul style="list-style-type: none"> • INSPECTION TAKES PLACE AFTER ISSUANCE OF THE BUSINESS PERMIT • THE BUSINESS PERMIT SHALL BE RENEWED ANNUALLY (ON OR BEFORE THE 20TH OF JANUARY OF EACH YEAR) <p>REGISTRATION OF BUSINESS WITH</p>	None	Varies (depends on the location and nature of business)	Jade Kemmond Mag-abo RCC III / BPLO Designate

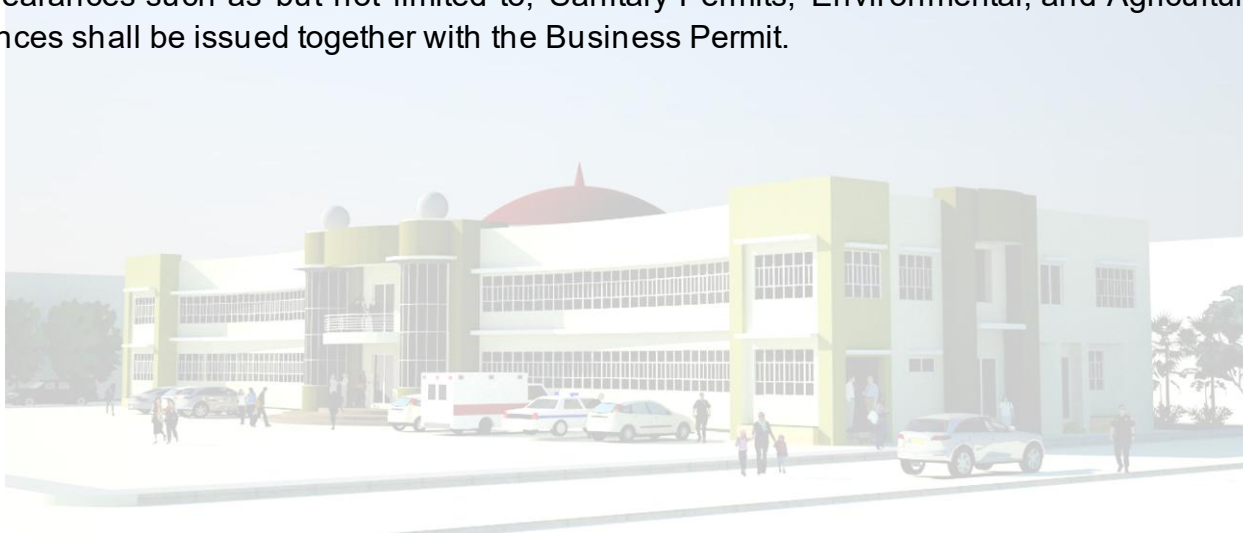


	OTHER NATIONAL AGENCIES			
Proceed to the designated payment window of the Municipal Treasury for payment.	Received payment and issued Official Receipt		1 minute	Revenue Collection Clerk/Officer Jade Kemmond Mag-abo RCC III / BPLO Designate

TOTAL PROCESSING TIME: Processing time depends on the completeness of documents submitted.

PROCESS OF AVAILING THE SERVICE:

Business registration and renewal process has been improved, making it simple and efficient by reducing the number of steps and requirements. To lessen the transaction requirements, other local clearances such as but not limited to, Sanitary Permits, Environmental, and Agricultural Clearances shall be issued together with the Business Permit.





2. Issuance of Working Permit (Individual Mayor's Permit on Occupation or Calling)

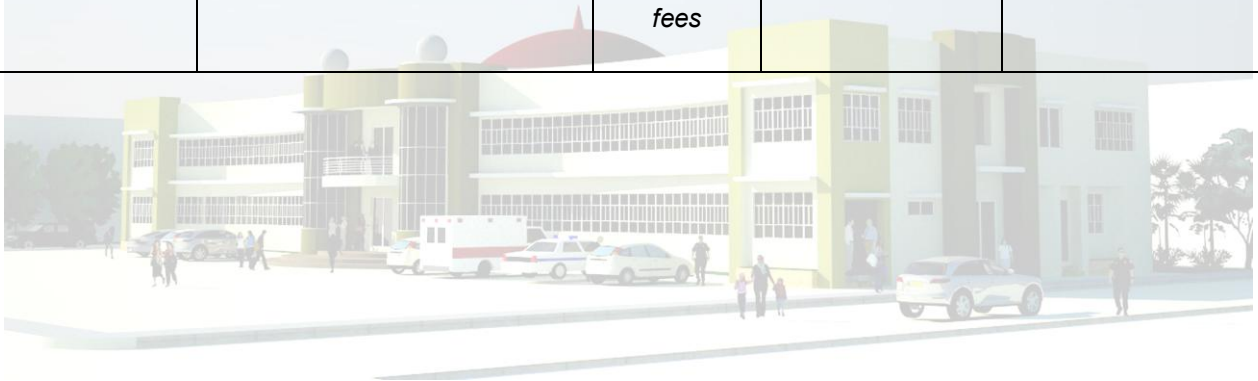
ABOUT THE SERVICE:

There shall be an annual fee collected for any person engaged in the practice of occupation or calling whether working on temporary or permanent basis (**“Section 01, Article XVI, Chapter III, 2005 Revenue Code of the Municipality of Polanco”**). Persons governed are those who exercise his/her profession, occupation, or calling within the jurisdictional limits of the Municipality of Polanco, whether working on contractual, casual, temporary, probationary, or permanent basis, regardless of his/her position, with the exception of those individuals who are subject to Professional Tax and government employees. Employees and workers who generally attend to the daily needs of the general public, including peddlers, food handlers, GROs, etc., shall be required to secure annual Mayor's Permits as pre-requisite in the registration/renewal of business.

Office or Division:	Business Permit and Licensing Office			
Classification	Simple			
Type of Transaction	G2C - Government to Citizen			
Who may avail	Permanent and Contractual Employees/Workers			
Fees:	Working Permit Fee		Amount of Fee (in Pesos)	
	All Occupant/Worker		50.00	
Checklist of Requirements		Where to Secure		
<ul style="list-style-type: none"> ➤ Barangay Clearance (Place of Residency) ➤ Police Clearance (Place of Residency) or NBI Clearance ➤ Community Tax Certificate (cedula) ➤ X-Ray, Urine Test, Stool Test, Drug Test (if required) 		Barangay PNP/NBI Municipal Treasurer's Office Government/Private Hospital or Clinic		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Obtain Working Permit application form with checklist of requirements from BPLS (Form 2)	Interviews applicant, inspects available documents, assess fees, orients applicant on routing procedures Routing Schedule: <ul style="list-style-type: none"> • From BPLS – Treasurer's Office • Police Department • RHU (Municipal Health Center) BPLS 	none	2 minutes	BPLS Staff Jade Kemmond Mag-abo RCC III / BPLO Designate
Proceed to the designated payment window of the Municipal Treasury and present Tax Order Payment (TOP)	Received payment and issued Official Receipt	Please refer to the table above for the particular fees	1 minute	Revenue Collection Clerk/Officer Jade Kemmond Mag-abo RCC III / BPLO Designate



After payment of required fees and completion of the routing phase, return to BPLS for submission of accomplished/ routed application form including all the documentary requirements as basis for the issuance of Working Permit	Secures accomplished/routed application form, checks completeness of documentary requirements and correctness of fees paid, encodes data to the database, prints permit, forwards to the Municipal Mayor or his authorized personnel for approval and signature, seals, records to logbook and releases Working Permit to client	none	2 minutes	BPLS Staff Jade Kemmond Mag-abo RCC III / BPLO Designate The Municipal Mayor
	Total:	<i>Please refer to the table above for the particular fees</i>	5 minutes	





3. Cessation (Retirement/Closure) of Business

ABOUT THE SERVICE:

Enterprises, upon cessation of operation, shall inform the LGU for the assessment of any tax due. Any person natural or juridical who discontinues, transfer to other locality/ies or close/retire his/her business operation(s) is subject to the taxes, fees and charges on business. Any tax due must first be paid before any business or an undertaking is finally terminated.

Office or Division:	Business Permit and Licensing Office			
Classification	Simple			
Type of Transaction	G2C - Government to Citizen G2B - Government to Business			
Who may avail	Business Owners			
Checklist of Requirements		Where to Secure		
<ul style="list-style-type: none"> ➤ Sworn Statement of the gross sale or receipts for the current calendar year ➤ Affidavit of Business Closure ➤ Latest permit issued (to be surrendered) ➤ Cancellation of Registration from DTI/SEC 		BIR Notary public Business Owner DTI/SEC		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Obtain business retirement application form and checklist of requirements from BPLS (Form 3)	Issues application form and answers other queries of applicant	none	1minute	Licensing Officer Jade Kemmond Mag-abo RCC III / BPLO Designate
Accomplish and submit application form including the required documents to BPLS for evaluation.	Receives and Examines submitted documents and verifies payment of taxes and status of business based on available records. Advises applicant to follow up after 1 to 2 working days (either personal or over the phone).	none	3 minutes	Licensing Officer Jade Kemmond Mag-abo RCC III / BPLO Designate



	<p>Conducts actual site inspection within 24 hours to verify the veracity of the application Prepares and submit Inspection Report to the Licensing Officer immediately after actual Visitation</p> <p>Upon submission of Inspection report, evaluates inspection report and determine taxes/fees to be paid.</p> <p>Informs applicant on the result of evaluation (over the phone), advises them to schedule payment within 24 hours</p> <p>. Issues order of payment to be given to client once they return to BPLS</p>		Varies (depends on the location and nature of business)	
Proceed to the designated payment window of the Municipal Treasury and present Tax Order Payment (TOP)	Received payment and issued Official Receipt	Depend on the computation of the BPLO	1 minute	Revenue Collection Clerk/Officer Jade Kemmond Mag-abo RCC III / BPLO Designate
Return to BPLS to present proof of payment of corresponding fee and issuance of Certification of Business Retirement	Checks correctness of fees paid, prints and signs Certification, seals, records to logbook and releases document to client	none	2 minutes	Licensing Officer Jade Kemmond Mag-abo RCC III / BPLO Designate
	Total		7 minutes	



4. Issuance of Certifications

ABOUT THE SERVICE:

These are documents requested by clientele attesting the status of operation of a certain business establishment whether it exist or not. No fees shall be collected to requesting competent court or other government agent.

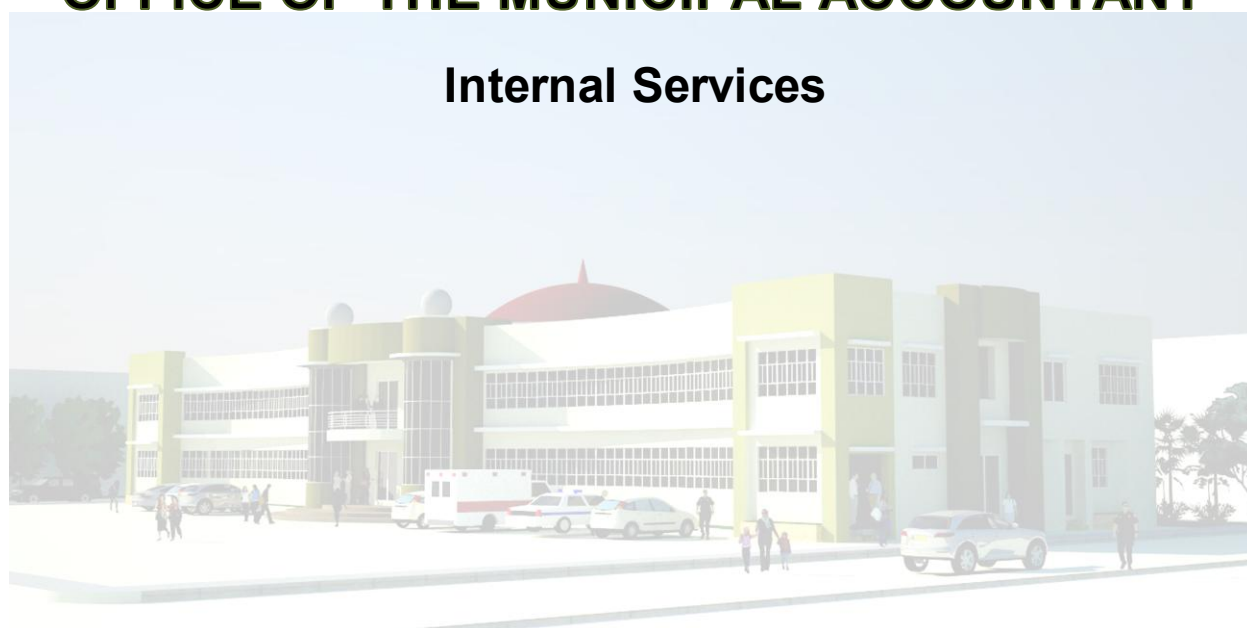
Office or Division:	Business Permit and Licensing Office			
Classification	Simple			
Type of Transaction	G2C - Government to Citizen G2B – Government to Business G2G – Government to Government			
Who may avail	Government Agencies/Business Owners/General Public			
Checklist of Requirements		Where to Secure		
➤ Letter addressed to the Municipal Mayor stating nature of request, name and contact number of requesting party		Requesting Government Agencies/Business Owners/General Public		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit Letter stating the nature/purpose of request or Obtain and fill-up Request Form (Form 7)	Receives request, issues order of payment, and directs applicant to pay at the Treasurer's Office	none	2 minutes	BPLS Staff Jade Kemmond Mag-abo RCC III / BPLO Designate
Proceed to the designated payment window of the Municipal Treasury and present Tax Order Payment (TOP)	Received payment and issued Official Receipt	Php 50.00	1 minute	Revenue Collection Clerk/Officer Jade Kemmond Mag-abo RCC III / BPLO Designate
Return to BPLS and present proof of payment for the issuance of Certification	Encodes data, prints and signs Certification, seals, records to logbook and releases to requesting party	none	2 minutes	Licensing Officer Jade Kemmond Mag-abo RCC III / BPLO Designate
	Total:	Php 50.00	5 minutes	





OFFICE OF THE MUNICIPAL ACCOUNTANT

Internal Services



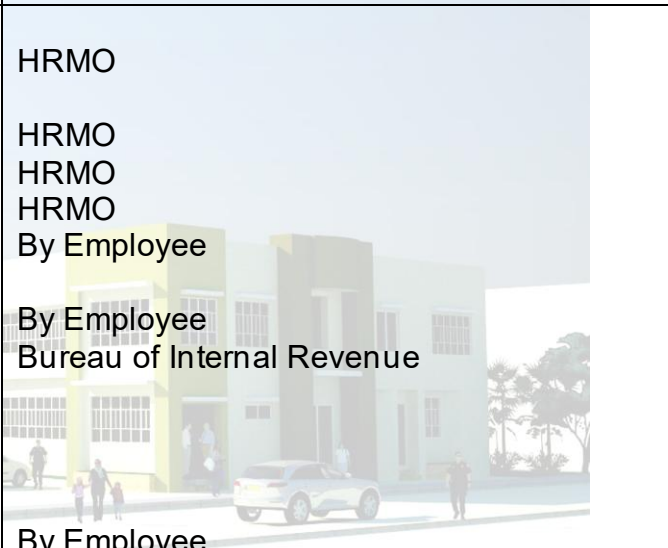


W1. Processing of Disbursement Vouchers, Payrolls and Job Orders

The Accounting Office is responsible in the certification as to the availability of budgetary allotment to which expenditures and obligations may be properly charged as well as the review on the completeness of the supporting documents as prescribed under COA Circular No. 2012-001 dated June 14, 2012. However, additional documents may be required on a case to case basis.

Office or Division:	Office of Municipal Accountant	
Classification:	Complex	
Type of Transaction:	G2G – Government to Government	
Who may avail:	Suppliers and Employees	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
I. BASIC REQUIREMENTS:		
1. Disbursement Voucher (Original & Three (3) Duplicate Copies)		By Office
2. Obligation Request , if funded by SEF or General Fund or Request for Payment , if funded by Trust Fund or Trust Liability (Original & Four (4)Duplicate Copies)		By Office
II. SPECIFIC REQUIREMENTS FOR EACH TYPE OF DISBURSEMENT: (Original and Duplicate Copy)		
A. CASH ADVANCES		
<u>Documentary Requirements common to all cash advances except for travels</u>		
1. Authority of the accountable officer issued by the Head of Agency or his duly authorized representative indicating the maximum accountability and purpose of cash advance (for initial cash advance)		Office of the Local Chief Executive
2. Certification from the Accountant that previous cash advances have been liquidated and accounted for in the books		Office of the Municipal Accountant
3. Approved application for bond and/or Fidelity Bond for the year for cash accountability of P2,000 or more		Bureau of Treasury
a. Payroll Fund for Salaries, Wages, Allowances, Honoraria and Other Similar Expenses		
▪Approved contracts (for initial payment)		By Office
▪Approved Payroll or list of payees indicating their net payments		By Office
▪Approval/authority or legal basis to pay any allowance/salaries/wages/fringe benefits		By Office
▪Daily time record (DTR) approved by the supervisor		By Employee




<p>b. Petty Cash Fund (PCF) -for initial cash advances</p> <ul style="list-style-type: none"> ▪Approved estimates of petty expenses for one month <p>c. Field/Activity Current Operating Expenses (COE)</p> <ul style="list-style-type: none"> ▪Approved Budget for COE of the agency field office or agency activity in the field <p>d. Local Travel</p> <ul style="list-style-type: none"> ▪Office Order/Travel Order approved in accordance with Section 4 of EO No. 77 dated March 15, 2019 ▪Duly approved itinerary of travel ▪Certification from the Accountant that the previous cash advance has been liquidated and accounted for in the books 	<p>By Office</p> <p>By Office</p> <p>By Employee</p>
B. INDIVIDUAL CLAIMS	
<p>a. First Salary</p> <ul style="list-style-type: none"> ▪Certified true copy of duly approved Appointment ▪ Assignment Order, if applicable ▪ Certified true copy of Oath of Office ▪ Certificate of Assumption ▪ Statement of Assets, Liabilities and Net Worth ▪ Approved DTR ▪BIR withholding certificates (Forms 1902 & 2305) <p><u>Additional Requirements for transferees (from one government office to another)</u></p> <ul style="list-style-type: none"> ▪Clearance from money, property and legal accountabilities from the previous office ▪Certified true copy of pre-audited disbursement voucher of last salary from previous agency and/or Certification by the Chief Accountant of last salary received from previous office duly verified by the assigned auditor thereat ▪BIR Form 2316 ▪Certificate of Available Leave Credits ▪Service Record <p>b. Salary (if deleted from the payroll)</p> <ul style="list-style-type: none"> ▪Approved DTR ▪Notice of Assumption ▪Approved Application for Leave, Clearances, and Medical Certificate, if on sick leave for five days or more <p>c. Salary Differentials due to Promotion and/or Step Increment</p> <ul style="list-style-type: none"> ▪Certified true copy of approved appointment in case of promotion or 	 <p>HRMO</p> <p>HRMO</p> <p>HRMO</p> <p>HRMO</p> <p>By Employee</p> <p>By Employee</p> <p>Bureau of Internal Revenue</p> <p>By Employee</p> <p>Previous Employer</p> <p>HRMO-Previous Employer</p> <p>HRMO-Previous Employer</p> <p>HRMO-Previous Employer</p> <p>By Employee</p> <p>By Employee</p> <p>By Employee</p> <p>HRMO</p>



<p>Notice of Salary Adjustment in case of step increment/salary increase</p> <ul style="list-style-type: none"> ▪Certificate of assumption ▪Approved DTR or certification that the employee has not incurred leave without pay ▪Certification by the LCE, in case of LGUs, that the promotion/step increment is still within the PS limitation prescribed under Section 325(a) of RA No. 7160 <p>d. Last Salary</p> <ul style="list-style-type: none"> ▪Clearance from money, property and legal accountabilities ▪Approved DTR <p>e. Salary due to heirs of deceased employee</p> <ul style="list-style-type: none"> ▪Clearance from money, property and legal accountabilities ▪Approved DTR ▪Death Certificate authenticated by Philippine Statistics Authority (PSA) ▪Marriage Contract authenticated by Philippine Statistics Authority (PSA), if applicable ▪Birth Certificates of surviving legal heirs authenticated by Philippine Statistics Authority (PSA) ▪Designation of next-of-kin ▪Waiver of right of children 18 years old and above <p>f. Maternity Leave</p> <ul style="list-style-type: none"> ▪ Certified true copy of approved application for leave ▪ Certified true copy of Maternity leave clearance ▪ Medical certificate for maternity leave <p><u>Additional requirements for Unused Maternity Leave (upon assumption before the expiration of the 60-day maternity leave)</u></p> <ul style="list-style-type: none"> ▪Medical certificate that the employee is physically fit to work ▪Certificate of assumption ▪Approved DTR 	<p>HRMO By Employee</p> <p>Office of the Local Chief Executive</p> <p>By Employee</p> <p>By Employee</p> <p>By Employee</p> <p>By Employee Philippine Statistics Authority</p> <p>Philippine Statistics Authority</p> <p>Philippine Statistics Authority</p> <p>Heirs Heirs</p> <p>By Employee</p> <p>By Employee</p> <p>Physician</p> <p>Government Doctor</p> <p>HRMO By Employee</p>
<p>C. ALLOWANCES, HONORARIA AND OTHER FORMS OF COMPENSATION</p>	
<p>a. Representation & Transportation Allowance (RATA) <u>For Individual Claims</u></p> <ul style="list-style-type: none"> ▪Copy of Office Order/Appointment (1st payment) 	<p>HRMO</p>




<ul style="list-style-type: none"> ▪Certificate of Assumption (1st payment) ▪Certification that the official/employee did not use government vehicle and is not assigned any government vehicle ▪Certificate or evidence of service rendered or approved DTR ▪Certification by the LCE, in case of LGUs, that the revised RATA rates is still within the PS limitation prescribed under Section 325(a) of RA No. 7160 (for initial claim) 	<p>HRMO</p> <p>Office of the Local Chief Executive</p> <p>By Employee</p> <p>Office of the Local Chief Executive</p>
<p>]]</p> <p><u>For General Claims</u></p> <ul style="list-style-type: none"> ▪RATA Payroll ▪Payroll Register (hard and soft copy) ▪Letter to the Bank to credit employee’s account of their RATA claims, if applicable ▪Validated deposit slip, if applicable 	<p>Office of the Municipal Accountant</p> <p>Office of the Municipal Accountant</p>
<p>b. Clothing/Uniform Allowance (For newly hired personnel)</p> <p><u>For Individual Claims</u></p> <ul style="list-style-type: none"> ▪Certified true copy of approved appointment of new employees ▪ Certificate of Assumption of new employees ▪Certificate of non-payment from previous agency, for transferees <p><u>For General Claims</u></p> <ul style="list-style-type: none"> ▪Clothing/Uniform Allowance Payroll ▪Payroll Register (hard and soft copy) ▪Letter to the Bank to credit employee’s account of their salaries or other claims ▪Validated deposit slip 	 <p>HRMO</p> <p>HRMO</p> <p>Previous Employer</p> <p>Office of the Municipal Accountant</p> <p>Office of the Municipal Accountant</p>
<p>c. Overtime Pay</p> <ul style="list-style-type: none"> ▪Overtime authority stating the necessity and urgency of the work to be done and the duration of overtime work ▪Overtime work program ▪Quantified Overtime accomplishment duly signed by the employee and supervisor ▪Certificate of service or duly approved DTR 	<p>By Office</p> <p>By Office</p> <p>By Employee</p> <p>By Employee</p>
<p>d. Terminal Leave Benefits</p> <ul style="list-style-type: none"> ▪Clearance from money, property and legal accountability ▪Certified photocopy of employee’s leave card as at last date of service 	<p>By Employee</p> <p>HRMO</p>



<p>duly audited by the Personnel Division and COA/Certificate of leave credits issued by the Admin/Human Resource Management Office (HRMO)</p> <ul style="list-style-type: none"> ▪ Approved leave application ▪ Complete service record ▪ Statement of Assets, Liabilities and Net Worth (SALN) ▪ Certified photocopy of appointment/Notice of Salary Adjustment (NOSA) showing the highest salary received if the salary under the last appointment is not the highest ▪ Computation of terminal leave benefits duly signed/certified by the accountant ▪ Applicant's authorization (in affidavit form) to deduct all financial obligations with the employer/agency/LGU ▪ Affidavit of Applicant that there is no pending criminal investigation or prosecution against him/her (RA No. 3019) ▪ In case of resignation, employee's letter of resignation duly accepted by the Head of Agency <p><u>Additional requirements in case of death of claimant</u></p> <ul style="list-style-type: none"> ▪ Death Certificate authenticated by PSA ▪ Marriage contract authenticated by PSA ▪ Birth Certificates of all surviving legal heirs authenticated by PSA ▪ Designation of next-of-kin ▪ Waiver of rights of children 18 years old and above <p>e. Monetization</p> <ul style="list-style-type: none"> ▪ Approved leave application (ten days) with leave credit balance certified by the Human Resource Office ▪ Request for leave covering more than ten days duly approved by the Head of Agency ▪ For monetization of 50% or more: <ul style="list-style-type: none"> ▪ Clinical abstract/medical procedures to be undertaken in case of health, medical, and hospital needs ▪ Barangay Certification in case of need for financial assistance brought about by calamities, typhoons, fire, etc. 	<p>By Employee HRMO By Employee HRMO Office of the Municipal Accountant By Employee By Employee By employee Philippine Statistics Authority Philippine Statistics Authority Philippine Statistics Authority Heirs Heirs HRMO Office of the Local Chief Executive Physician Barangay</p>
<p>D. OTHER EXPENDITURES</p>	
<p>a. Utility Expenses</p>	



<ul style="list-style-type: none"> ▪Statement of Account/Bill (for pre-audit purposes) ▪Invoice/Official Receipt or machine validated statement of account/bill (for post-audit purposes) <p>b. Telephone/Communication Services</p> <ul style="list-style-type: none"> ▪Statement of Account/Bill ▪Invoice/Official Receipt or machine validated statement of account (for post-audit activities) ▪Certification by Agency Head or his authorized representatives that all National Direct Dial (NDD), National Operator Assisted Calls and International Operator Assisted calls are official calls 	<p>Supplier</p> <p>Supplier</p> <p>Supplier</p> <p>Supplier</p> <p>By Office</p>
<p>E. PROCUREMENT</p>	<p>To be accomplished by the BAC Secretariat</p>
<p>a. Procurement through Public Bidding</p> <ul style="list-style-type: none"> ▪Authenticated photocopy of the approved APP and any amendment thereto ▪Approved contract supported by the following documents: <ul style="list-style-type: none"> ▪Invitation to Apply for Eligibility to Bid ▪Letter of Intent ▪Results of Eligibility Check/Screening ▪Bidding Documents enumerated under Section 17.1 of the Revised IRR of RA No. 9184 ▪Minutes of Pre-Bid Conference(Approved Budget for Contract P1.0 million and above) <ul style="list-style-type: none"> ▪Agenda and/or Supplemental Bulletins, if any ▪Bidders Technical and Financial Proposals ▪Minutes of Bid Opening ▪Abstract of Bids ▪Post-Qualification Report of Technical Working Group ▪BAC Resolution declaring winning bidder ▪Notice of Post Qualification ▪BAC Resolution recommending approval and approval by the Head of the Procuring Entity of the Resolution of the BAC recommending award of contract ▪Notice of Award ▪Performance Security 	

- Program of Work and Detailed Estimates
 - Notice to Proceed, indicating the date of receipt by the contractor
 - Detailed Breakdown of the ABC
 - Copy of the approved PERT/CPM Network Diagram and detailed computations of contract time
 - Detailed Breakdown of the Contract Cost
 - Copy of Advertisement of Invitation to Bid/ Request for expression of interest
 - Documentary requirements under Sections 23.1 and 25.2a for goods and 24.1 and 25.2c for consulting services, of the revised IRR of RA No. 9184
 - Minutes of Pre-Procurement Conference for projects costing above P5.0M for infrastructure, P2.0M and above for goods and P1.0M and above for consulting services
 - Bid Evaluation Report
 - Ranking of short listed bidders for consulting services
 - Post Qualification Evaluation Report
 - Printout copy of posting of Notice of Award, Notice to Proceed and Contract of Award in the PhilGEPS
 - For LGUs, authorization by local Sanggunian for the LCE to enter into contract in case of the following:
 - In the case of a reenacted budget: For new contracts entered into by the LCE for contractual obligations included in the previous year's annual and supplemental budgets
 - In the case of the regularly enacted budget: For projects described in generic terms, such as infrastructure projects, inter-municipal waterworks, drainage and sewerage, flood control, irrigation system projects, reclamation projects, or roads and bridges. For purchase of goods and services which are neither specified nor encompassed within the regular personal services and maintenance operating expenses
 - Evidence of Invitation of three observers in all stages of the procurement process pursuant to Section 13.1 of the Revised IRR of RA No. 9184



- Request for purchase or requisition of supplies, materials and equipment duly approved by proper authorities

1. Infrastructure

Additional documentary requirements common to all infrastructure transactions

- Letter request from contractors for advance/progress/final payment or for substitution in case of release of retention money
- Common to progress/final payments:
 - Statement of Work Accomplished/Progress Billing
 - Inspection Report by the Agency's Authorized Engineer
 - Results of Test Analysis, if applicable
 - Statement of Time Elapsed
 - Monthly Certificate of Payment
 - Contractor's Affidavit on payment of laborers and materials
 - Pictures, before, during and after construction of items of work especially the embedded items
 - Photocopy of vouchers of all previous payments
 - Certificate of completion

1.1 Advance Payment

Additional documentary requirements

- Irrevocable Standby Letter of Credit/Security Bond/Bank Guarantee
- Such other documents peculiar to the contract and/or to the mode of procurement and considered necessary in the auditorial review and in the technical evaluation thereof.

1.2 Variation Order/Change Order/Extra Work Order

Additional documentary requirements

- Additional documents enumerated under Annex B of COA Memorandum No. 2005-027 dated February 28, 2005

1.3 Progress Payment

The contractor may submit a statement of work accomplished (SWA) or progress billing and corresponding request for progress payment for work accomplished.



The SWA should show the amounts which the contractor considers itself to be entitled to

1.4 Final Payment

Additional documentary requirements

- As-Built plans
- Warranty security
- Clearance from the Provincial Treasurer that the corresponding sand and gravel fees have been paid
- Copy of turnover documents/transfer of project and facilities such as motor vehicle, laptops, other equipment and furniture included in the contract to concerned government agency

1.5 Release of Retention Money

Additional documentary requirements

- Any security in the form of cash, bank guarantee, irrevocable standby letter of credit from a commercial bank, GSIS or surety bond callable on demand
- Certification from the end-user that the project is completed and inspected

2. Consulting Services

Additional documentary requirements

- Additional documents under Annex D of COA Memorandum No. 2005-027 dated February 28, 2005
- Letter request for payment from the consultant
- Approved consultancy progress/final reports, and/or output required under the contract
- Progress/Final Billing
- Contract of Infrastructure Projects subject of Project Management Consultancy Services

3. Goods

3.1 Supplies, Materials, Equipment and Motor Vehicles

Additional documentary requirements

- Additional documents required under Annexes F and S of COA Memorandum No. 2005-027 dated February 28, 2005



- Original Copy of Dealers’/Suppliers’ Invoices showing the quantity, description of the articles, unit and the total value, duly signed by the dealer or his representative, and indicating receipt by the proper agency official of items delivered
- Results of Test Analysis, if applicable
- Tax receipts from the Bureau of Customs or the BIR indicating the exact specifications and/or serial number of the equipment procured by the government
- Inspection and Acceptance Report prepared by the Department/Agency property inspector and signed by the Head of Agency or his authorized representative
- For equipment, Property Acknowledgment Receipt
- Warranty Security for a minimum period of three months, in the case of expendable supplies, or a minimum period of one year in the case of non-expendable supplies, after acceptance by the procuring entity of the delivered supplies
- Request for purchase of supplies, materials and equipment duly approved by proper authorities
- In case of motor vehicles, refer to AO No. 233 dated August 1, 2008
- For procurement of drugs and medicines
 - Certificate of product registration from Food and Drug Administration (FDA)
 - Certificate of good manufacturing practice from FDA
 - Batch Release Certificate from FDA
 - If the supplier is not the manufacturer, certification from the manufacturer that the supplier is an authorized distributor/dealer of the products/items
- Such other documents peculiar to the contract and/or to the mode of procurement and considered necessary in the auditorial review and in the technical evaluation thereof



3.2 General Support Services (Janitorial, Security, Maintenance, Garbage Collection and Disposal and similar services)

Additional documentary requirements

- Additional documents under Annexes H to K and P of COA Memorandum No. 2005-027 dated February 28, 2005
- Accomplishment Report
- Request for payment
- Contractor's Bill
- Certificate of Acceptance
- Record of Attendance/Service
- Proof of remittance to concerned government agency and/or GOCCs
- Such other documents peculiar to the contract and/or to the mode of procurement and considered necessary in the auditorial review and in the technical evaluation thereof

3.3 Rental Contracts

Additional documentary requirements


- Additional documents under Annexes L, N and O of COA Memorandum No. 2005-027 dated February 28, 2005
- List of prevailing comparable property within vicinity
- Vicinity Map
- Request for payment
- Bill/Invoices
- Certificate of Occupancy (space/building)
- Such other documents peculiar to the contract and/or to the mode of procurement and considered necessary in the auditorial review and in the technical evaluation thereof

3.4 Repair and Maintenance of Aircraft, Equipment and Motor Vehicles

Additional documentary requirements

- Additional documents under Annexes Q and R of COA Memorandum No. 2005-027 dated February 28, 2005:
 - Copy of the pre-repair evaluation report and approved detailed plans by the agency showing in sufficient



<p>detail the scope of work/extent of repair to be done</p> <ul style="list-style-type: none"> ▪ Copy of the latest service bulletin, in case of aircraft ▪ Report of waste materials ▪ Copy of document indicating the history of repair ▪ Post-inspection reports ▪ Warranty Certificate ▪ Request for Payment ▪ Bill/Invoices ▪ Certificate of Acceptance ▪ Pre-repair inspection reports ▪ Such other documents peculiar to the contract and/or to the mode of procurement and considered necessary in the auditorial review and in the technical evaluation thereof <p>3.5 Advertising Expenses <u>Additional documentary requirements</u></p> <ul style="list-style-type: none"> ▪ Bill/Statement of Account ▪ Copy of newspaper clippings evidencing publication and/or CD in case of TV/Radio commercial <p>b. Procurement through Alternative Modes (For Basic and Additional Requirements, please refer to pp 43-48 of COA Circular No. 2012-001 dated June 14, 2012)</p>	
<p>F. CULTURAL AND ATHLETIC ACTIVITIES</p>	
<ul style="list-style-type: none"> ▪ Budget estimates approved by the Head of Agency ▪ Same requirements under procurement depending on the nature of expense and the mode of procurement adopted 	
<p>G. HUMAN RESOURCE DEVELOPMENT AND TRAINING PROGRAM</p>	
<ul style="list-style-type: none"> ▪ Budget estimates approved by the Head of Agency ▪ schedule of training approved by the Head of the Agency ▪ Same requirements under procurement depending on the nature of expense and the 	
<p>H. FINANCIAL EXPENSES</p>	
<ul style="list-style-type: none"> ▪ Loan Agreements/Memoranda of Agreement together with supporting documents ▪ Statement of Account 	



<ul style="list-style-type: none"> ▪Bank Debit Memos ▪Other supporting documents deemed necessary depending on the nature of the transaction 				
I. ROAD RIGHT-OF-WAY (ROW)/REAL PROPERTY				
(For Basic and Additional Requirements, please refer to pp 50-52 of COA Circular No. 2012-001 dated June 14, 2012)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit Disbursement Vouchers (DVs), Payrolls and Job Orders with supporting documents	1.1 Receive and record in the logbook submitted DVs, Payrolls & Job Orders with supporting documents	None	10 minutes	Renella P. Ocupe <i>Admin. Aide IV</i> Office of the Municipal Accountant
	1.2 Certify as to obligation of allotment for the purpose indicated and verify the completeness of the supporting documents attached. If attachments are found complete, sign the DVs/Payrolls & Job Orders. If incomplete, return the docket to the Office concerned.	None	2-20 days (Note: Length of processing time depends on the complexity of the transaction and the bulk of incoming DVs/Payrolls/ Job Orders on a First-In, First-Out basis.)	Proserphine G. Godinez <i>Municipal Accountant</i> Office of the Municipal Accountant
	1.3 Forward signed DVs and Payrolls to MTO for funds availability certification, Mayor's approval for payment and check issuance For Job Orders, forward to HRMO for payroll preparation.	None	10 minutes	Renella P. Ocupe <i>Admin. Aide IV</i> Office of the Municipal Accountant
2. Forward check issued along with the duly signed DVs and supporting documents	2.1 Receive and record approved checks	None	10 minutes	Renella P. Ocupe <i>Admin. Aide IV</i> Office of the Municipal Accountant



	2.2 JEV Preparation and Issuance of Accountant's Advice	None	30 minutes	<p>Monica E. Jakosalem Proserphine G. Godinez <i>Municipal Accountant</i> Office of the Municipal Accountant</p>
	2.3 Deliver Accountant's Advice to the Bank	None	3 hours	<p>Christian Lyris C. Tagsip <i>Admin. Assistant III</i> Hernibeth C. Otud <i>Admin. Officer II</i> Renella P. Ocupe <i>Admin. Aide IV</i></p>
	2.4 Forward DVs to MTO for release of checks to claimants	None	20 minutes	<p>Christian Lyris C. Tagsip <i>Admin. Assistant III</i> Office of the Municipal Accountant</p>
	TOTAL	None	3 – 20 days 4 hours and 20 minutes	

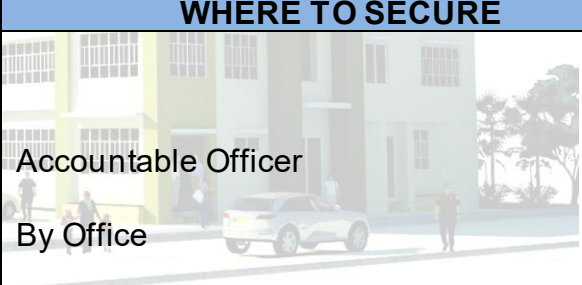


2. Processing of Liquidation Reports of Cash Advances


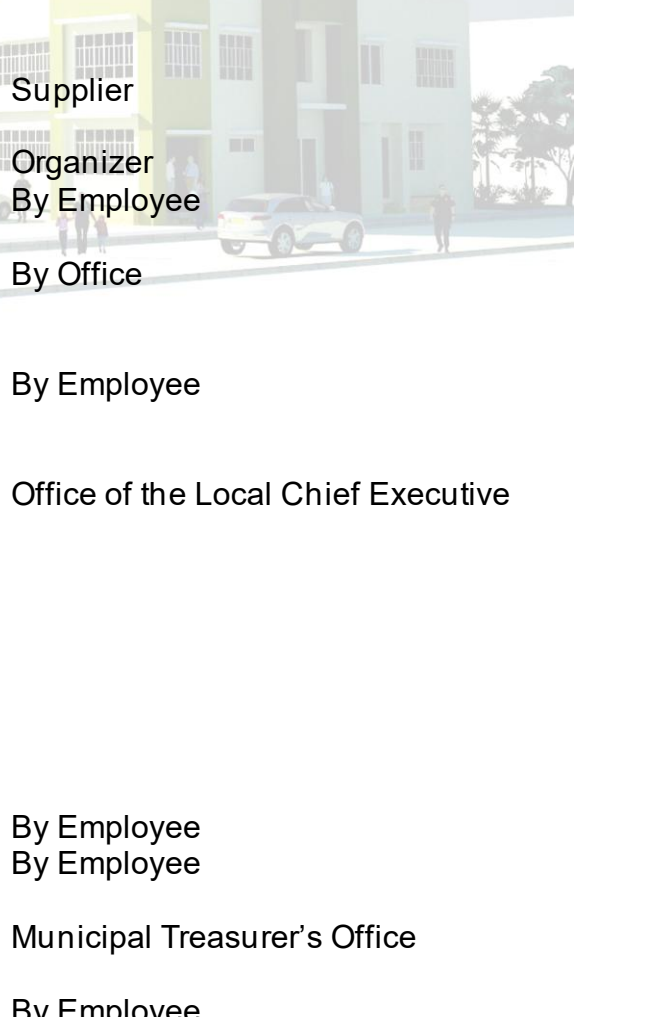
Under existing regulations, cash advances must, as a rule, be liquidated within the prescribed periods depending upon the nature and purpose of the cash advance, to wit:

1. Salaries, Wages, Allowances, Honoraria and Other Similar Payments- within five (5) calendar days after the end of the pay period
2. Field Operating Expenses- within twenty (20) calendar days after the end of the year subject to replenishment as frequently as necessary during the year
3. Petty Cash Fund (PCF)- as soon as the disbursements reaches 75 percent or as needed, the PCF shall be replenished which shall be equal to the total amount of expenditures made therefrom. In case of termination, resignation, retirement or dismissal of the PCF custodian, immediately thereafter.
4. Traveling Expenses- within thirty (30) days after the return of the official/employee concerned to his official station for local travel and within sixty (60) days after the return of the official/employee concerned to the Philippines in the case of foreign travel.
5. Special purpose- as soon as the purpose of the cash advance has been served.

The Accounting Office is tasked to check the completeness of the supporting documents relative to the liquidation of the cash advances made by LGU officials, employees, and Special Disbursing Officers.

Office or Division:	Office of Municipal Accountant
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens
Who may avail:	Employees/SDOs
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
<p>A. Payroll Fund for Salaries, Wages, Allowances, Honoraria and Other Similar Expenses</p> <ul style="list-style-type: none"> ▪Report of Disbursements certified correct by the accountable officer ▪Approved payrolls/vouchers duly acknowledged/signed by the payee/s ▪Approved daily time records (DTRs) or Certificate of Service ▪Approved application for leave ▪In case of payment of personnel under the “job order” status, duly verified/accepted accomplishment report ▪Official Receipt (OR) in case of refund for unclaimed salaries ▪Authority from the claimant and identification documents, if claimed by person other than the payee ▪Such other pertinent supporting documents as are required by the nature of expense 	 <p>Accountable Officer</p> <p>By Office</p> <p>By Employee</p> <p>By Employee</p> <p>By Employee</p> <p>Office of the Municipal Treasurer</p> <p>By Employee</p>
<p>B. PETTY CASH FUND</p> <ul style="list-style-type: none"> ▪Summary of Petty Cash Vouchers ▪Report of Disbursements ▪Petty Cash Replenishment Report ▪Approved purchase request with certificate of Emergency Purchase, if necessary 	<p>By Office</p> <p>By Office</p> <p>By Office</p> <p>By Office</p>



<ul style="list-style-type: none"> ▪Bills, receipts, sales invoices ▪Certificate of inspection and acceptance ▪Report of Waste Materials in case of replacement/repair ▪Approved trip ticket, for gasoline expenses ▪Canvass from at least three suppliers for purchase involving P1,000 and above, except for purchases made while on official travel ▪Summary/Abstract of Canvass ▪Petty Cash Vouchers duly accomplished and signed ▪OR in case of refund ▪For reimbursement of toll receipts- Toll receipts/trip tickets ▪ Such other supporting documents that may be required and/or required under the company policy depending on the nature of expenses 	<p>Supplier By Office By Office</p> <p>By Office By Office</p> <p>By Office By Office</p> <p>Municipal Treasurer's Office</p>
<p>C. FIELD/ACTIVITY CURRENT OPERATING EXPENSES</p> <ul style="list-style-type: none"> ▪Same requirements as those for salaries, petty operating expenses, other personal services, and maintenance and other operating expenses depending on the nature of expenses incurred 	
<p>D. TRAVELING EXPENSES</p> <p>a. Local Travel</p> <ul style="list-style-type: none"> ▪Paper/electronic plane, boat or bus tickets, boarding pass, terminal fee ▪Certificate of appearance/attendance ▪Copy of previously approved itinerary of travel ▪Revised or supplemental Office Order or any proof supporting the change of schedule ▪Revised Itinerary of Travel, if the previous approved itinerary was not followed ▪Certification by the Head of Agency as to the absolute necessity of the expenses together with the corresponding bills or receipts, if the expenses incurred for official travel exceeded the prescribed rate per day (certification of affidavit of loss shall not be considered as an appropriate replacement for the required hotel/lodging bills and receipts) ▪Liquidation Report ▪Reimbursement Expense Receipt (RER) ▪Official Receipt(OR) in case of refund of excess cash advance ▪Certificate of Travel Completed 	 <p>Supplier Organizer By Employee By Office</p> <p>By Employee</p> <p>Office of the Local Chief Executive</p> <p>By Employee By Employee</p> <p>Municipal Treasurer's Office</p> <p>By Employee</p>



<ul style="list-style-type: none"> ▪Hotel room/lodging bills with official receipts in the case of official travel to places within 50-kilometer radius from the last city or municipality covered by the Metro Manila Area, or the city or municipality where their permanent official station is located in the case of those outside the Metro Manila Area, if the travel allowances being claimed include the hotel room/lodging rate <p>b. Foreign Travel</p> <ul style="list-style-type: none"> ▪Paper electronic plane tickets, boarding pass, boat or bus ticket ▪Certificate of Appearance/Attendance for training/seminar/participation ▪Bills/receipts for non-commutable representation expenses approved by the President under Section 13 of EO No.248 ▪For reimbursement of actual travel expenses in excess of the prescribed rate (EO no. 298): <ul style="list-style-type: none"> ▪Approval by the President ▪Certification from the Head of Agency that it is absolutely necessary ▪Hotel room bills with official receipts (certification or affidavit of loss shall not be considered as an appropriate replacement for the required hotel/lodging bills and receipts) ▪Revised Itinerary of Travel, if applicable ▪Narrative report on trip undertaken/Report on Participation ▪OR in case of refund of excess cash advance ▪Certificate of Travel Completed ▪Liquidation Report 	<p>Supplier</p> <p>Supplier</p> <p>Organizer</p> <p>Supplier</p> <p>Office of the Local Chief Executive</p> <p>Supplier</p> <p>By Employee</p> <p>By Employee</p> <p>Municipal Treasurer's Office</p> <p>By Employee</p> <p>By Employee</p>
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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit Liquidation Report with supporting documents	1.1 Receive the documents submitted.	None	10 minutes	Renella P. Ocupe <i>Admin. Aide IV</i> Office of the Municipal Accountant
	1.2 Check whether the supporting documents are complete and in order.	None	30-45 minutes	Proserphine G. Godinez <i>Municipal Accountant</i> Office of the



	<p>1.3 If attachments are found complete, sign the Liquidation Report. If incomplete, return the docket to the accountable officer.</p> <p>1.4 Record the approved Liquidation of Cash Advance in the books of accounts.</p>	<p>None</p> <p>None</p>	<p>10 minutes</p> <p>20 minutes</p>	<p>Municipal Accountant</p> <p>Proserphine G. Godinez <i>Municipal Accountant</i> Office of the Municipal Accountant</p> <p>Monica E. Jakosalem <i>Admin. Assistant II</i> Office of the Municipal Accountant</p>
	TOTAL	None	1 hour and 5 minutes – 1 hour and 25 minutes	





3. Preparation of Remittance to BIR, GSIS, PHIC, HDMF and Other Financial Institutions

On a monthly basis, the Accounting Office prepares remittance reports to BIR, GSIS, Philhealth, HDMF Pag-ibig and other financial institutions to ensure prompt payment of the LGU's expanded/VAT withholding taxes as well as the employees' withholding tax on salaries, contributions and loan repayments.

Office or Division:	Office of Municipal Accountant			
Classification:	Simple			
Type of Transaction:	G2C – Government to Government			
Who may avail:				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Alphalist of Payees		Office of the Municipal Accountant		
Alphalist of Employees		Office of the Municipal Accountant		
BIR Forms		Office of the Municipal Accountant		
Remittance Reports		Office of the Municipal Accountant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.GSIS Remittance	1.1 Prepare Alphalist of Employees with corresponding amount of contributions and/or loan repayments	None	2 days	Hernibeth C. Otud <i>Admin. Officer II</i> Office of the Municipal Accountant
	1.2 Upload Alphalist to the GSIS website	None	30 minutes	Hernibeth C. Otud <i>Admin. Officer II</i> Office of the Municipal Accountant
	1.3 Prepare Disbursement Voucher and JEV	None	30 minutes	Hernibeth C. Otud <i>Admin. Officer II</i> Office of the Municipal Accountant
	1.4 Approval of DV and JEV for remittance	None	30 minutes	Proserphine G. Godinez <i>Municipal Accountant</i> Office of the Municipal Accountant



	1.5 Forward to MTO for processing of payment	None	15 minutes	Hernibeth C. Otud <i>Admin. Officer II</i> Office of the Municipal Accountant
2. BIR, Philhealth, Pag-ibig and Other Financial Institutions	2.1 Prepare remittance reports/ Forms/Alphalist	None	1 day	Hernibeth C. Otud <i>Admin. Officer II</i> Office of the Municipal Accountant
	2.2 Prepare Disbursement Voucher and JEV	None	30 minutes	Hernibeth C. Otud <i>Admin. Officer II</i> Office of the Municipal Accountant
	2.3 Approval of DV and JEV for remittance	None	30 minutes	Proserphine G. Godinez <i>Municipal Accountant</i> Office of the Municipal Accountant
	2.4 Forward to MTO for processing of payment	None	15 minutes	Christian Lyris C. Tagsip <i>Admin. Assistant III</i> Office of the Municipal Accountant
	TOTAL	None	3 days and 3 hours	



4. Issuance of Accountant's Certification

The Accounting Office issues certification to employees for salary loan repayments and contributions to different government agencies, government-owned and/or - controlled corporations and other financial institutions. Barangays of this Municipality would, from time to time, request for certifications of their account balances to be used for any legal purpose(s) and to support the annual budget for review of the Sangguniang Bayan. Other certifications are requested by clients and are correspondingly issued to them in accordance with their respective needs.

Office or Division:	Office of Municipal Accountant			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Employees/Barangay Official			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request for Certification		Employee/Barangay Official		
Official Receipt		Municipal Treasurer's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly filled-up Requisition Slip for Certification	1. Receive request for certification	None	5 minutes	Hernibeth C. Otud Admin. Officer II Office of the Municipal Accountant
2. Payment of Fees	2. Instruct the client to proceed to the MTO for payment of certification fee	P50.00	15 minutes	Collection Agent Municipal Treasurer's Office
3. Present the Official Receipt from the Municipal Treasurer's Office	3.1 Receive the Official Receipt	None	5 minute	Hernibeth C. Otud Admin. Officer II Office of the Municipal Accountant
	3.2 Verify from the records the amount of outstanding balances subject for certification	None	30 minutes	Hernibeth C. Otud Admin. Officer II Office of the Municipal Accountant
	3.3 Preparation of Certification	None	30 minutes	Hernibeth C. Otud Admin. Officer II



	3.4 Signing of the Certificate	None	10 minutes	Office of the Municipal Accountant Proserphine G. Godinez <i>Municipal Accountant</i> Office of the Municipal Accountant
	3.5 Issuance of the Certification	None	10 minutes	Hernibeth C. Otud <i>Admin. Officer II</i> Office of the Municipal Accountant
	TOTAL	None	1 hour and 45 minutes	





5. Facilitate Submission of Barangay Financial Transaction Documents

Per COA Circular 2019-001 dated January 30, 2019, the Barangay Treasurer (BT) is mandated to submit the barangay financial transaction documents to the City/Municipal Accountant within ten (10) days after the end of the month.

Office or Division:	Office of Municipal Accountant			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Barangay			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Transmittal Letter (Original & 2 Duplicate Copies)		Barangay		
Report of Collections and Deposits (RCDs)		Barangay		
Report of Appropriations and Obligations (RAOs)		Barangay		
a. MOOE b. LDRRMF-Current & Continuing c. 20% Development Fund-Current & Continuing d. Personnel Services e. GAD & BCPC f. Senior Citizen g. Capital Outlay				
Statement of Appropriations, Obligations & Balances		Barangay		
Cashbook		Barangay		
Duplicate Copies of the Official Receipts (ORs)		Barangay		
Bank Deposit Slips(1 Duplicate Copy)		Barangay Depository Bank		
Bank Statements (Original)		Barangay Depository Bank		
Original copies of the DVs with its supporting documents		Barangay		
Duplicate copies of the checks issued		Barangay		
Duplicate Copy of the Punong Barangay Certification (PBC)- (3 Duplicate Copies)		Barangay		
Original Copy of Cancelled Checks		Barangay		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit Transmittal Letter along with the reports and financial transaction documents	1.1 Review if documents submitted are complete and in order	None	30-45 minutes	Imee S. Arellano <i>Admin. Assistant II</i> Office of the Municipal Accountant
	1.2 Acknowledge receipt of the documents by signing on the Transmittal Letter (TL).	None	5 minutes	Imee S. Arellano <i>Admin. Assistant II</i> Office of the Municipal Accountant



	1.3 Return to the BT two (2) copies of the duly received TL with attached PBCs as COA and Barangay file.	None	5 minutes	Imee S. Arellano <i>Admin. Assistant II</i> Office of the Municipal Accountant
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6. Issuance of Certified True Copy of Documents from this Office

From time to time, employees ask for copies of documents from the Accounting Office for personal use or any other purpose.

Office or Division:	Office of Municipal Accountant			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens			
Who may avail:	Employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Requisition Slip			Employee	
Official Receipt			Municipal Treasurer's Office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request for certified true copy of document/s	1. Receive request	None	10 minutes	Christian Lyris C. Tagsip Admin. Assistant III Office of the Municipal Accountant
2. Payment of Fees	2. Instruct the client to proceed to the MTO for payment of fees	Fees subject for approval	15 minutes	Collection Agent Municipal Treasurer's Office
3. Present the Official Receipt from the Municipal Treasurer's Office	3.1 Receive the Official Receipt	None	5 minute	Christian Lyris C. Tagsip Admin. Assistant III Office of the Municipal Accountant
	3.2 Look for the file copy of the document/s subject for certification	None	20-30 minutes	Christian Lyris C. Tagsip Admin. Assistant III Office of the Municipal Accountant
	3.3 Photocopy the document/s and stamp as "Certified True Copy"	None	20 minutes	Christian Lyris C. Tagsip Admin. Assistant III Office of the Municipal Accountant



	<p>3.4 Sign where the stamp "Certified True Copy" is</p>	<p>None</p>	<p>10 minutes</p>	<p>Proserphine G. Godinez <i>Municipal Accountant</i> Office of the Municipal Accountant</p>
	<p>3.5 Issuance of the document/s to the requesting employee</p>	<p>None</p>	<p>5 minutes</p>	<p>Christian Lyris C. Tagsip <i>Admin. Assistant II</i> Office of the Municipal Accountant</p>





OFFICE OF THE SANGGUNIANG BAYAN SECRETARIAT

Internal Services





1. Borrowing/ Loaning of Books

Rendered to any patron who may avail borrowing or loaning library materials in the municipal library.

Office or Division	Library / Archives Services Section			
Classification	Simple			
Type of Transaction	G2C- Government To Citizen			
Who may avail	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Library Card		Municipal Library		
Forms for Borrowing Books		Municipal Library		
Any Valid Identification Card		Client		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Filled up Library Card Form and Borrower's Form	1. Review & Validate the requirements submitted.	None	5 Minutes	<i>Rovi C. Jalalon</i>
2. Submit filled up Forms.	2.1 Assist in the materials needed.	None	10 Minutes	<i>Rovi C. Jalalon</i>
	2.2 Approve the materials to be borrowed.	None	5 Minutes	<i>Rovi C. Jalalon</i>
	2.3 Record the materials to be borrowed.	None	5 Minute	<i>Rovi C. Jalalon</i>
End of Transaction				



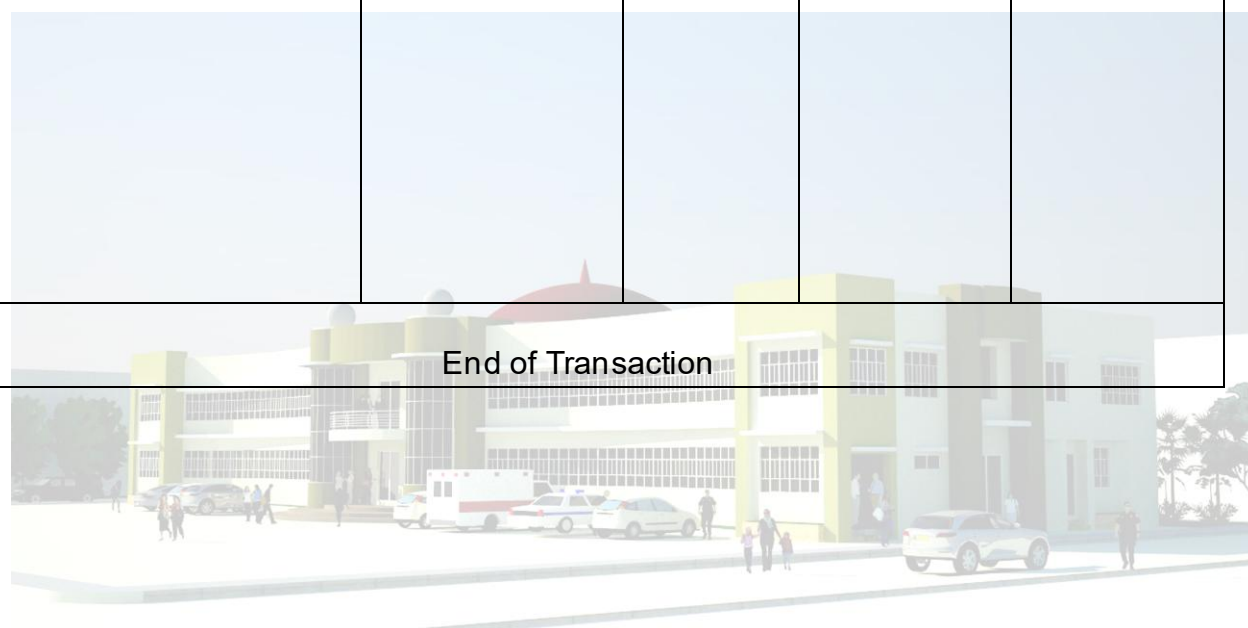
2. Issuance of Copies of Ordinances/Resolutions and Other SB Documents.

The Office of the Secretary to the Sangguniang is the depository of all records of the Sangguniang Bayan, such as resolutions, ordinances, journals and minutes of sessions. Most of the documents in the custody of the Secretary to the Sanggunian are public in character, copies of which are available within a reasonable period of time upon request subject to the approval of the Municipal Vice Mayor and/or SB Secretary

Office or Division	Office of the Secretary to the SB			
Classification	Simple			
Type of Transaction	G2C- Government to Citizen			
Who may avail	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Fill up Request Form/Letter Request Request Form		Secretary to the SB		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Inquires if a certain Ordinance has been enacted or a Resolution has been approved.	1.1 Verify records	none	5 Minutes	<i>Lorimer J. Olario Vilma A. Cabrera</i>
2. Submit letter request or fill up request form. (Must Include: Name, Department / Organization, Contact No. & Purpose of Request)	2.1 Verify the content of the request letter/request form then forward to the SB Secretary or Vice Mayor	None	5 Minutes	<i>Vilma A. Cabrera</i>
3. Answer further inquiries (if any)	3.1 Approval of the Vice Mayor or SB Secretary	None	5 minutes	<i>Municipal Vice Mayor/SB Secretary</i>
4. Pay the required fees at the Municipal Treasurer's Office.	4.1 Wait for the presentation of the Official Receipt	P50.00	10 minutes	Revenue Collection Clerk, Office of the Municipal Treasurer



5. Submit the Office Receipt	5.1 Retrieval & reproduction of the requested document/s.		5 minutes	Vilma A. Cabrera
	5.2 Authorized person will sign the document.			Lorimer J. Olario, SB Secretary
	5.3 Release the requested document to the client.		1 minute	Vilma A. Cabrera
End of Transaction				





3. Reference Services

It is rendered to any persons from all walks of life for any inquiry of information in the Library.

Office or Division	Library / Archives Services Section			
Classification	Simple			
Type of Transaction	G2C- Government to Citizen			
Who may avail	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Library User's Inquiry Form			Municipal Library	
Library User's Logbook			Municipal Library	
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Register name and address in the form provided.	1. Validation of information search.	None	1 Minutes	<i>Administrative Aide II</i> Office of the Secretary to the Sangguniang Bayan
2. Submit filled up forms.	2. Assist in search of information.	None	5 Minutes	<i>Administrative Aide II</i> <i>Librarian I</i> Office of the Secretary to the Sangguniang Bayan
	TOTAL		6 Minutes	





CLIENT FEEDBACK AND COMPLAINTS MECHANISM





CLIENT FEEDBACK

As a tool to improve our services, we encourage our clients to use the hereunder Client Feedback Form and honestly answer all the questions in it so we may know how we fare in the delivery of our services.

CLIENT FEEDBACK FORM

Thank you for visiting us and availing of our services. Because we want serve you better, please answer the questions relevant to your visit:

1. Name:		
2. Address		
3. Department/Office Visited		
4. Service Aailed:		
OUR OFFICE		
	YES	NO
5. Is the office easy to locate?		
6. Is the office clean and orderly?		
7. Did you feel comfortable?		
8. Was there a long waiting line of customers?		
9. Was there an appropriate signage of direction?		
OUR FRONTLINERS		
	YES	NO
10. Is the employee-in-charge available?		
11. Is the employee-in-charge knowledgeable?		
12. Is the employee-in-charge accomodating?		
13. Were you received properly?		
14. Were your needs attended to promptly?		
15. Were you made to wait long?		
REQUIREMENTS		
	YES	NO
16. Were you made aware of the requirements?		
17. Was there so many additional requirements?		
18. Were you given proper information on how to get requirements?		
19. Were you made aware of the fees you will pay?		
OUR OFFICERS		
	YES	NO
20. Were the authorized official/s available?		
21. Did it take him/them long to sign the documents?		



OUR INFORMATION	YES	NO
22. Is the document needed available?		
23. Is the document well-organized?		
24. Is the data complete?		
25. Is the data relevant to your request?		
26. Are instruction clear, brief and concise?		

Other Comments/Suggestion:

Thank you very much.

Please send this to: Mayor Evan Hope D. Olvis. Municipal Hall, Poblacion North, Polanco, Zamboanga Del Norte.

COMPLAINT PROCEDURE

As could be gleaned from the respective pledges of our various offices, it is the desire of this administration to provide the best service to our people and those from other places who wish to avail of our services. In case of failure of our service providers to satisfy our clients, we advise them to confer with the head of the office where transaction is made, but if they wish to file a complaint we advise them to do the following:

1. Approach the personnel assigned at the Complaint Desk as provided in Chapter II (h) herein and ask for a Complaint Form;
2. Fill up all items in the form
3. State nature of complaint, name of defendant, and office concerned.
4. Submit to personnel-in-charge at the Complaint Desk



Republic of the Philippines
PROVINCE OF ZAMBOANGA DEL NORTE
Municipality of Polanco

COMPLAINT FORM

Name of Defendant: _____ Office: _____

Name and Signature of Complainant

Address and Contact Number:

Date: