

LOCAL GOVERNMENT UNIT OF MILAOR, CAMARINES SUR

CITIZEN'S CHARTER 2019 (1st Edition)



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I. Mandate

This Local Government Unit truly advocates the mandate provided in R.A. 7160 and R.A. 9485 otherwise known as the "Anti-Red Tape Act (ARTA)"

II. Vision

"A socially and economically developed Milaor, Camarines Sur, with adequate infrastructures sustained by resilient community in a peaceful and ecologically balanced environment, governed by competent and gender-responsive leaders."

III. Mission

"Shall vigorously assume the lead role of planning and implementing development programs, projects, services and activities by harnessing socio eco-tourism development, and environmental management with the support of an empowered and gender-responsive political leaders institutionalizing a culture of climate change resiliency by the communities."

IV. Service Pledge

The entire Officialdom and Employees of the Local Government Unit of Milaor, Camarines Sur COMMIT themselves in rendering frontline services to be professional, just and sincere, politically neutral, and responsive to public service. Hence, we shall extend prompt, courteous and adequate service time just to provide the public with the highest possible service performance.



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OFFICE OF THE MUNICIPAL MAYOR

Internal Services

1. Approving disbursement voucher payroll & other mandatory obligation and attend request to all form of assistance, request for gasoline. Allocation of Gasoline for government vehicle.

Office or Division:		OFFICE OF THE MAYOR			
Classification:		Complex			
Type of Transactio	n:	G2G			
Who may avail:		Any transacting	public		
CHECKLIST OF	REQ	JIRÉMENTS		WHERE TO	SECURE
None			N/A		
CLIENT STEPS	AGI	ENCY ACTION	FEES TO BE PAID	PROCESS- ING TIME	PERSON RESPONSIBLE
	1. Check the document & forward to LCE for approval		None	5 minutes	Nerissa B. Olitoquit <i>Private Secretary</i>
	2. Brief interview with the receiving clerk		None		
1. Fill up the Trip ticket & Gas Slip	3. Release the approved gas slip		None	3 minutes	Andre Louie Cado <i>Clerk</i>
TOTAL:				8 minutes	



OFFICE OF THE MUNICIPAL MAYOR

External Services

1. Application for Educational Assistance Students who wish to avail educational assistance.

	WISH			stance.	
Office or Division:		OFFICE OF THE MAYOR			
Classification:		Complex			
Type of Transactio	n:	G2C			
Who may avail:		Any transacting	public		
CHECKLIST OF	REQ	UIREMENTS		WHERE TO	SECURE
None			N/A		
CLIENT STEPS	AGI	ENCY ACTION	FEES TO BE PAID	PROCESS- ING TIME	PERSON RESPONSIBLE
1. Submit assessment and Matriculation for college Student	1. Get the necessary information and requirements.		None	3 minutes	Cynthia A. Agapito <i>Clerk</i>
2. Submit list of enrollees for Elementary pupils	2. Verify the document for LCE approval		None		
3. Submit PTA resolution requesting for educational Assistance for Day Care			None		
	•	TOTAL:		3 minutes	

2. Availing of Public Customer Assistance

Residents and other clients may request the LCE for referrals, recommendations, endorsement or communications (Free Medical Assistance, Job Recommendation)

	adon				
Office or Division:		OFFICE OF THE MAYOR			
Classification:		Complex			
Type of Transactio	n:	G2B			
Who may avail:		Business Entity			
CHECKLIST OF	REQ	JIREMENTS		WHERE TO	SECURE
None			N/A		
CLIENT STEPS	AGENCY ACTION		FEES TO BE PAID	PROCESS- ING TIME	PERSON RESPONSIBLE
		ief interview the client	None	2 minutes	Nerissa B. Olitoquit Private Secretary
1. Availing of Public Assistancerequ doc1.3. requ		Prepare the ested ments	None	2 minutes	Kathleen Felizmenio
		Release the ested ments	None	1 minute	Kathleen Felizmenio
		TOTAL:		5 minutes	

3. Request for Municipal Vehicle Ambulance

The municipality offers the use of government vehicle / ambulance for emergency.

cificigency.		-			
Office or Division:		OFFICE OF THE MAYOR			
Classification:		Complex			
Type of Transactio	n:	G2C or G2G			
Who may avail:		Any transacting	public		
CHECKLIST OF	REQ	UIREMENTS		WHERE TO	SECURE
None			N/A		
CLIENT STEPS	AGI	ENCY ACTION	FEES TO BE PAID	PROCESS- ING TIME	PERSON RESPONSIBLE
1. Present the letter request addressed to the Municipal Mayor	1. Brief interview with the client for necessary information		None	5 minutes	Nerissa B. Olitoquit Private Secretary
2. Present the requirement such as Physician Clearance to travel	2. Verify the availability of the requested vehicle		None	10 minutes	Nerissa B. Olitoquit Private Secretary
	•	TOTAL:		15 minutes	

4. Request for Official and Business meeting with the LCE

Official or personal						
Office or Division:		OFFICE OF TH	OFFICE OF THE MAYOR			
Classification:		Complex				
Type of Transactio	n:	G2C or G2G				
Who may avail:		Any transacting	public			
CHECKLIST OF	REQ	JIREMENTS		WHERE TO	SECURE	
None	one N/A					
CLIENT STEPS AGENCY ACTION			FEES TO BE PAID	PROCESS- ING TIME	PERSON RESPONSIBLE	
1. Register in the Logbook1. Brief interview with the Client		None	3 minutes	Nerissa B. Olitoquit Private Secretary		
	TOTAL:		3 minutes			

5. Request for Solemnization of Marriage

Clients who wish to Solemnize their wedding (Civil Wedding)

Office or Division:		OFFICE OF THE MAYOR			
Classification:		Complex			
Type of Transactio	n:	G2C			
Who may avail:		Any transacting	public		
CHECKLIST OF	REQ	JIRÉMENTS		WHERE TO	SECURE
None			N/A		
CLIENT STEPS	AGI	ENCY ACTION	ON FEES TO PROCESS- PERSON BE PAID ING TIME RESPONSIBL		
1. Present the approved application and complete documents from LCR			None	10 minutes	Nerissa B. Olitoquit <i>Private Secretary</i>
		neck and verify ocuments	None	2 minutes	Nerissa B. Olitoquit Private Secretary
		hedule the date arriage	None	3 minutes	Nerissa B. Olitoquit Private Secretary
TOTAL:				15 minutes	

6. Securing Mayor's Clearance, Endorsement & Certificate of Good Moral Character.

Individuals need to secure Mayor's Clearance before they can apply for a firearms license, seeking employment

,						
Office or Division:		OFFICE OF THE MAYOR				
Classification:		Complex				
Type of Transactio	n:	G2C				
Who may avail:		Any transacting	public			
CHECKLIST OF	REQ	JIREMENTS		WHERE TO	SECURE	
None			N/A			
CLIENT STEPS	AGI	ENCY ACTION	FEES TO BE PAID	PROCESS- ING TIME	PERSON RESPONSIBLE	
1. Present the	brief	erview and the client about ervice	None		Nerissa B. Olitoquit Private Secretary	
written request and the OR	1.1. Prepare requested documents and submit to LCE for approval		None	2 minutes	Kathleen Felizmenio Data Controller	
2. Receive the approved documents	Release the requested documents		None	3 minutes	Kathleen Felizmenio Data Controller	
		TOTAL:		5 minutes		

7. Securing for Business Permit

Group/Corporations & other entities who operate business in the municipality needs to secure Business Permit.

Office or Division:		OFFICE OF TH	E MAYOR			
Classification:		Complex				
Type of Transactio	n:	G2B				
Who may avail:		Any transacting	business er	ntity		
CHECKLIST OF	REQ	JIRÉMENTS		WHERE TO	SECURE	
None			N/A			
CLIENT STEPS	AGENCY ACTION		FEES TO BE PAID	PROCESS- ING TIME	PERSON RESPONSIBLE	
1. Submit the duly filled up Application for		epare the ested business iits.	None	5 minutes	Kathleen Felizmenio Data Controller	
Business Permit along with all the requirements OR of the prescribed fees		pproval of the ness Permit	None	2 minutes	Anthony R. Reyes <i>Municipal Mayor</i> Nerissa B. Olitoquit <i>Private Secretary</i>	
2. Receive a copy of the permit.	3. Re	elease of Permit	None	1 minute	Kathleen Felizmenio Data Controller	
		TOTAL:		8 minutes		

8. Securing Mayors permit to use the EDF Sports and Social Plaza & other Government facilities

The Municipal Government offers the use of EDF Social & Sport Plaza for gatherings, sport and other activities.

Office or Division:		OFFICE OF TH	E MAYOR				
Classification:		Complex					
Type of Transactio	n:	G2C or G2G					
Who may avail:		Any transacting	public				
CHECKLIST OF	REQ	JIREMENTS	IRÉMENTS WHERE TO SECURE				
None	None			N/A			
CLIENT STEPS	AGENCY ACTION		FEES TO BE PAID	PROCESS- ING TIME	PERSON RESPONSIBLE		
1. Present the	1. Int	erview the ts	None	3 minutes	Kathleen Felizmenio Data Controller		
letter request addressed to the Municipal Mayor	perm	epares the iits and submit E for approval.	None	3 minutes	Kathleen Felizmenio Data Controller		
		TOTAL:		6 minutes			

9. Securing permit on all Advertising and promotional activities

All group and entities that wish to stage advertising/promotional activities are required to get a permit to ensure coordination and orderly traffic management during the activity.

	danng the detrify.					
Office or Division: OFFICE OF THE		E MAYOR				
Classification:		Complex				
Type of Transactio	n:	G2B				
Who may avail:		Any transacting	business er	ntity		
CHECKLIST OF	REQ	JIREMENTS		WHERE TO	SECURE	
None			N/A			
CLIENT STEPS	AGI	ENCY ACTION	FEES TO BE PAID	PROCESS- ING TIME	PERSON RESPONSIBLE	
1. Letter request addressed to the LCE copy furnished the Municipal Treasurer		ief interview the client	None		Nerissa B. Olitoquit <i>Private Secretary</i>	
2. Present the Official Receipt issued by Municipal Treasurer			None			
3. Receive the copy of the permits		eleased the oved permits	None		Kathleen Felizmenio Data Controller	
		TOTAL:		8 minutes		



OFFICE OF THE HUMAN RESOURCE MANAGEMENT OFFICER

Internal Services

1. Application for Leave of Absence

Application for vacation or sick leave for one full days or more shall be made on the application form and be accomplished at least in duplicate. Vacation leave shall be applied in advance or whenever possible five (5) days before going on such leave. For sick leave it shall be filed in advance of exceeding five (5) days shall be accompanied by medical certificate. In case medical consultation was not availed of an affidavit should be executed by the applicant. Employee who is absent without approved leave shall not entitled to receive his/her salary corresponding to the period of his/her unauthorized leave of absence. Application for leave of absence for thirty (30) calendar days or more shall be accompanied by a clearance from money and property accountabilities.

Office or Division:					Management Office (MGDH L (HRMO))			
Classification:		Human Resource Management Office (MGDH I (HRMO)) Simple						
Type of Transaction	· ·	G2G (Government to Government Official / Employee)						
Who may avail:	1.	Officials and Empl						
CHECKLIST OF				WHERE TO	SECUDE			
Sick Leave beyond fi					JEGUIL			
clearance.	vc (0	j days, medical						
Vacation Leave beyo Clearance from mone accountabilities.			HRM Offi	ice ; Ground Fl	r; Main Mun. Bldg.			
CLIENT STEPS	AGENCY ACTION		FEES TO BE PAID	PROCESS- ING TIME	PERSON RESPONSIBLE			
1. Visits the Office and requests for application	1. Issues the form for application for leave		None	1 minute	Rey Johann T. Cano Sr. Admin. Asst. II			
2. Fills-up the form; let his Department Head affix his signature as recommending authority and submits the same to the HRM Office for computation of his application	2. Receives the filled- up application form for leave; computes the same and forwards to the HRMO for signature.		None	2 minutes	Rey Johann T. Cano Sr. Admin. Asst. II			
	up fo her conf appl forw May appl	eviews the filled- orm, and affixes signature for firming the lication and vards to the ror's Office for roval.	None	2 minutes	Imelda S.R. Bisco <i>MGDH I (HRMO</i>			
NOTE: Applica	ant to	his end, shall follow	v up his ap		e Mayor's Office			
		TOTAL:		5 minutes				

2. Attend to Queries and other Personnel Matters

Services that provide information, advices and / or assist the client on their personnel concerns, as in consultancy services.

personner concerns, as in consultancy services.					
Office or Division:		Human Resource	Management Office (MGDH I (HRMO))		
Classification:		Simple / Complex			
Type of Transaction	า:	G2G and G2C			
Who may avail:		Official, Employee	, Retiree a	nd the Public	
CHECKLIST OF		UIREMENTS		WHERE TO	SECURE
None			HRM Off	ice ; Ground Fl	r; Main Mun. Bldg.
CLIENT STEPS	A	GENCY ACTION	FEES TO BE PAID	PROCESS- ING TIME	PERSON RESPONSIBLE
1. Visits and confers with the MGDH I (HRMO) any personnel matters concerning the LGU.	asks inter offic 2. D	terviews and / or s the client his nt for visiting the e iscusses with him concerns	None	15 minutes	lmelda S.R. Bisco <i>MGDH I (HRMO)</i>
		TOTAL:		15 minutes	

3. Issuance of Service Record

To provide the Client (Official / Employee) updated record of their job circumstances.

circumstances.						
Office or Division:	Office or Division: Human Resource M		Management Office (MGDH I (HRMO))			
Classification:		Simple				
Type of Transaction	า:	G2G (Governmen	t to Goverr	nment Official /	/ Employee)	
Who may avail:		Any official / emplo	oyee / retir	ee of this ager	су	
CHECKLIST OF	REC	QUIREMENTS		WHERE TO) SECURE	
None			HRM Off	ice ; Ground F	lr; Main Mun. Bldg.	
CLIENT STEPS	AGENCY ACTION		FEES TO BE PAID	PROCESS- ING TIME	PERSON RESPONSIBLE	
1. Requests for a copy of service record	1. Checks record on file, prepares / encodes the requested document, affixes his initial and forwards the document to the MGDH I (HRMO) for signature.		None	2 minutes	Rey Johann T. Cano <i>Sr. Admin. Asst. II</i>	
		eviews and es her signature	None	1 minute	Imelda S.R. Bisco MGDH I (HRMO)	
2. Receives the approved requested document		eleases the roved document	None	1 minute	Imelda S.R. Bisco <i>MGDH I (HRMO)</i> and / or Rey Johann T. Cano <i>Sr. Admin. Asst. II</i>	
		TOTAL:		4 minutes		

4. Securing Certificate of Earned Leave Credits To provide and update the Client his used and unused leave credits.

To provide and update the Client his used and unused leave credits.							
Office or Division:		Human Resource	Management Office (MGDH I (HRMO))				
Classification:	Classification: Simpl		Simple				
Type of Transaction	า:	G2G (Government	to Govern	hment Official /	′Employee)		
Who may avail:		Any official / emplo	oyee / retir	ee of this ager	су		
CHECKLIST OF	REC	UIREMENTS		WHERE TO	SECURE		
None			HRM Off	ice ; Ground Fl	r; Main Mun. Bldg.		
CLIENT STEPS	AGENCY ACTION		FEES TO BE PAID	PROCESS- ING TIME	PERSON RESPONSIBLE		
1. Applies and / or requests for certification of earned leave credits	 Asks the client his intent for requesting Checks the record on file, computes and encodes the requested document, affixes his initial and forwards the document to the 		None	3 minutes	Rey Johann T. Cano <i>Sr. Admin. Asst. II</i>		
		eviews and es her signature.	None	1 minute	Imelda S.R. Bisco MGDH I (HRMO)		
2. Receives the approved requested document.	app	eleases the roved requested ument.	None	1 minute	Imelda S.R. Bisco <i>MGDH I (HRMO)</i> and / or Rey Johann T. Cano <i>Sr. Admin. Asst. II</i>		
		TOTAL:		5 minutes			

5. Securing Certificate of Employment To update the client the status of his employment to this agency.

To update the client the status of his employment to this agency.							
Office or Division:		Human Resource Management Office (MGDH I (HRMO))					
Classification:		Simple					
Type of Transaction	า:	G2G (Government					
Who may avail:		Any official / emplo	oyee / retir				
CHECKLIST OF	REC	UIREMENTS		WHERE TO			
None				ce ; Ground F	r; Main Mun. Bldg.		
CLIENT STEPS	AGENCY ACTION		FEES TO BE PAID	PROCESS- ING TIME	PERSON RESPONSIBLE		
1. Applies and / or requests for Certificate of Employment	 Asks the Client of his intent for securing such certification; checks the record on file; prepares and encodes the requested document; affixes his initial and forwards to the MGDH I (HRMO) for signature / approval. Reviews then affixes her signature to the requested document 		None	3 minutes	Rey Johann T. Cano <i>Sr. Admin. Asst. II</i>		
			None	1 minute	Imelda S.R. Bisco MGDH I (HRMO)		
2. Receives the approved document	3. Releases the document.		None	1 minute	Imelda S.R. Bisco <i>MGDH I (HRMO)</i> or Rey Johann T. Cano <i>Sr. Admin. Asst. II</i>		
	•	TOTAL:		5 minutes			

6. Securing Pay Slip Provide the client the exact amount of his basic salary and other monetary concerns due to him.

		-				
Office or Division:		Human Resource Management Office (MGDH I (HRMO))				
Classification:		Simple				
Type of Transaction	า:	G2G (Government	t to Goverr	nment Official /	'Employee)	
Who may avail:		Officials and Empl	oyees of tl	nis agency.		
CHECKLIST OF	REC	UIREMENTS		WHERE TO	SECURE	
None			HRM Off	ice ; Ground Fl	r; Main Mun. Bldg.	
CLIENT STEPS	AGENCY ACTION		FEES TO BE PAID	PROCESS- ING TIME	PERSON RESPONSIBLE	
1. Visits the HRM Office and asks for pay slip.	requ requ affix forw docu MGI	alidates the lest and prints the lested document, es his initial and ards the ument to the DH I (HRMO) for ature.	None	2 minutes	Glenn A. Orillosa Sr. Admin. Asst. II	
	docı	eviews the ument and affixes signature	None	1 minute	Imelda S.R. Bisco MGDH I (HRMO)	
2. Receives the approved document.	3. Releases the document.		None	1 minute	Imelda S.R. Bisco <i>MGDH I (HRMO)</i> and / or Glenn A. Orillosa <i>Sr. Admin. Asst. II</i>	
		TOTAL:		4 minutes		



OFFICE OF THE HUMAN RESOURCE MANAGEMENT OFFICER

Internal or External Services

1. Recruitment, Selection and Job Placement Recruitment and Job Placement in this agency is open to all qualified applicants.

applicants.						
			Management Office (MGDH I (HRMO))			
Classification: Complex						
Type of Transaction:G2G and G2C						
Who may avail:		Employees of this	LGU and			
CHECKLIST OF				WHERE TO	SECURE	
1. Application Letter						
2. Personal Data She		Resume				
3. School Credential			Concerne	ed agencies an	nd / or schools	
4. Medical Clearance	9		Concern	a ageneree an		
5. NBI Clearance						
6. Certificate of Eligit	oility					
CLIENT STEPS	A	GENCY ACTION	FEES TO BE PAID	PROCESS- ING TIME	PERSON RESPONSIBLE	
	1. Accepts / receives the submitted documentary requirements and briefly interview the applicant.		None	10 minutes	Rey Johann T. Cano <i>Sr. Admin. Asst. II</i> or Imelda S.R. Bisco <i>MGDH I (HRMO)</i>	
	2. Submits to the HRMPSB all the validated applications together with such other regular requirements.		None	5 minutes	Rey Johann T. Cano <i>Sr. Admin. Asst. II</i> or Imelda S.R. Bisco <i>MGDH I (HRMO)</i>	
1. Visits the HRM Office, submits all the documentary	3. Notifies the chosen / validated applicants to report to the MGDH I (HRMO) for further advise and directives.		None	5 minutes	Rey Johann T. Cano <i>Sr. Admin. Asst. II</i> or Imelda S.R. Bisco <i>MGDH I (HRMO)</i>	
requirements	HRN reco LCE qual	onvenes the MPSB and ommend to the the chosen and ified applicants for ointment	None	Maximum of 3 hours	HRMPSB and Applicants	
	5. P appo	reparation of ointments cuments)	None	20 minutes per appt. document	Rey Johann T. Cano Sr. Admin. Asst. II	
	appo docu	igning of related ointment uments of	None	5 minutes	Emma C. Monzales <i>Municipal</i> Accountant	
		cerned artments / offices			Anthony R. Reyes Municipal Mayor	

	7. Finally notifies the applicant of his appointment.	None	10 minutes	Rey Johann T. Cano <i>Sr. Admin. Asst. II</i> or Imelda S.R. Bisco <i>MGDH I (HRMO)</i>
2. Reports to the MGDH I (HRMO) for further instructions.		None	5 minutes	Applicant
3. Takes his assumption and oath of office	8. The LCE administers the oath.	None	5 minutes	The Appointee and Mayor Anthony R. Reyes
	TOTAL:		4 hours, 5 minutes	



OFFICE OF THE MUNICIPAL DISASTER RISK REDUCTION & MANAGEMENT OFFICER (MDRRMO)

External Services

1. Ambulance Services for Medical Emergencies

This pertains to transport response during calls for medical emergencies to transport the clients to a higher level of case.

Office or Division:		MDRRMO			
Classification:					
Type of Transaction: G2C					
<i>J</i>					
Who may avail:				WHERE TO	SECUDE
CHECKLIST OF	REQU	JIREIMIENIS		WHERE IU	SECURE
CLIENT STEPS	AGI	ENCY ACTION	FEES TO BE PAID	PROCESS- ING TIME	PERSON RESPONSIBLE
1. Register in the logbook	1. Get necessary information			Upon request	MDRRMO Radio Operator Personnel on Duty RADIO OPERATOR: Paul Eric Canuel (4pm-12am) Ariel Vidal (12am-8am) Alvie Imperial (8am-4pm) William Atole (Saturday and Sunday)
	2. Prepare for immediate response and prepare the first aid kit to be needed			10 seconds	Ambulance Driver and First Aider/ Responder on Duty <i>DRIVER:</i> William Miranda (8am-5pm) Sherlock Dialino (8am-5pm) Rolando Serrana (8am-5pm) Nestor Belazon (8am-5pm) Edgar Tosoc (Saturday and Sunday) <i>FIRST</i> <i>AIDER/RESPONDER:</i> Tomas Villanueva III (8am-5pm) Armando Agravante (12am-8am) Joan Miraña (8am-5pm) Eddie Cado (4pm-12am) Eddie Delos Santos (8am-5pm) Alexandrei Hidalgo (12am-8am) Marisol Presentacion (4pm-12am) Dojie Abdon (Saturday and Sunday)
	imme	onduct ediate care n to a victim			First Aider/ Responder on Duty <i>FIRST</i> AIDER/RESPONDER:

			— > <i>a</i> u
	patient injured, first		Tomas Villanueva III
	aid must be given if		(8am-5pm)
	needed		Armando Agravante
	needed		(12am-8am)
			Joan Miraña
			(8am-5pm)
			Eddie Cado
			(4pm-12am)
			Eddie Delos Santos
			(8am-5pm)
			Alexandrei Hidalgo
			(12am-8am)
			Marisol Presentacion
			(4pm-12am)
			Dojie Abdon
			(Saturday and Sunday)
			First Aider/ Responder
			on Duty
			FIRST
			AIDER/RESPONDER:
			Tomas Villanueva III
			(8am-5pm)
			Armando Agravante
			(12am-8am)
			Joan Miraña
	4. Ensure the safety		(8am-5pm)
	of the victim/patient		Eddie Cado
			(4pm-12am)
			Eddie Delos Santos
			(8am-5pm)
			Alexandrei Hidalgo
			(12am-8am)
			Marisol Presentacion
			(4pm-12am)
			Dojie Abdon
			(Saturday and Sunday)
			Ambulance Driver and
			First Aider/ Responder
			on Duty
			DRIVER:
			William Miranda
			(8am-5pm)
			Sherlock Dialino
			(8am-5pm) Rolando Serrana
			(8am-5pm)
			Nestor Belazon
	5. Immediate		(8am-5pm)
	Transport to the	15 minutes	Edgar Tosoc
	hospital		(Saturday and Sunday)
			FIRST
			AIDER/RESPONDER:
			Tomas Villanueva III
			(8am-5pm)
			Armando Agravante
			(12am-8am)
			Joan Miraña
			(8am-5pm)
			Eddie Cado
			(4pm-12am)
			Eddie Delos Santos
			(8am-5pm)
L	1	í l	· · · · · · · · · /

			Alexandrei Hidalgo (12am-8am) Marisol Presentacion (4pm-12am) Dojie Abdon (Saturday and Sunday)
TOTAL	:	15 minutes,	
		10 seconds	

2. Request for Municipal Vehicle Ambulance (External Clients)

This pertains to the provision of ambulance as a transport which is transporting client from a pick-up point to specified destination within the municipality or vice versa.

Office or Division:		MDRRMO				
Classification: Simple						
Type of Transactio	n:	G2C				
Who may avail:		Clients				
CHECKLIST OF	REQ	JIREMENTS		WHERE TO	SECURE	
CLIENT STEPS	AGENCY ACTION		FEES TO BE PAID	PROCESS- ING TIME	PERSON RESPONSIBLE	
1. Register in the logbook	Get necessary information		None	1 minute	Edwin A. Olitoquit MDRRMO	
2. Prepare the requirements				5 minutes	Andre Louie Cado <i>Clerk</i>	
3. Verify the availability of the requested vehicle				5 minutes	Edwin A. Olitoquit <i>MDRRMO</i>	
	Preparation of Travel Order			5 minutes	Kathleen A. Felizmenio Data Controller	
Release of Travel Order				Nerissa B. Olitoquit Private Secretary		
TOTAL:				16 minutes		

3. Rescue Operation and Extraction The service is a quick response services to cater during emergency situation/accidents within the area of responsibility.

Office of Driving MDRAMO Type of Transaction: G2C Who may avail: Clients CHECKLIST OF REQUIREMENTS WHERE TO SECURE CLIENT STEPS AGENCY ACTION FEES TO BE PAID PROCESS: ING TIME PERSON RESPONSIBLE 1. Register in the logbook 1. Get necessary information None 20 seconds MDRMO Radio Operator Personnel on Duty Arabio OPERATOR: Paul Enc Canuel (4pm-12am) Ariel Vidai (12am-8am) 2. Prepare for immediate response None 20 seconds Staticary and Sunday) First Aider/ Responder on Duty DRVER: 2. Prepare for immediate response None None Staturday and Sunday) Arabiance Driver First Aider/ Responder on Duty DRVER: 3. Prepare the rescue equipment None 30 seconds First Aider Responder on Duty Data Standay	Office or Division: MDRRMO						
Type of Transaction: G2C Who may avail: Clients CHECKLIST OF REQUIREMENTS WHERE TO SECURE CLIENT STEPS AGENCY ACTION FEES TO BE PAID PROCESS- ING TIME PERSON RESPONSIBLE 1. Register in the logbook 1. Get necessary information None 20 seconds MDRMO Radio Operator Paul Eric Canuel (4pm +12am) Ariel Vidal (12am-8am) 2. Prepare for immediate response None 20 seconds Ambuane Drive First Aider Responder on Duty DRIVER: 2. Prepare for immediate response None None Shertock Dialino (8am-5pm) Claum-8am) Ambuane Drive First Aider Responder on Duty DRIVER: 3. Prepare the rescue equipment None 30 seconds First Aider Responder on Duty DRIVER:							
Who may avail: Clients CHECKLIST OF REQUIREMENTS WHERE TO SECURE CLIENT STEPS AGENCY ACTION FEES TO BE PAID PROCESS- ING TIME PERSON RESPONSIBLE 1. Register in the logbook 1. Get necessary information None 20 seconds MDRRMO Radio Operator Personnel on Duty RADIO OPERATOR: Paul Eric Canuel (4pm-12am) 2. Prepare for immediate response None 20 seconds Ambulance Driver First Alder Responder on Duty DRIVER: William Miranda (8am-5pm) 2. Prepare for immediate response None None Ambulance Driver First Alder Responder on Duty DRIVER: William Miranda (8am-5pm) 2. Prepare for immediate response None Ambulance Driver First Alder Responder OR Duty DRIVER: William Miranda (8am-5pm) 3. Prepare the rescue equipment None 30 seconds On Duty First Alder Responder OR Duty First Alder Responder							
CHECKLIST OF REQUIREMENTS WHERE TO SECURE CLIENT STEPS AGENCY ACTION FEES TO BE PAID PROCESS- ING TIME PERSON RESPONSIBLE 1. Register in the logbook 1. Get necessary information None 20 seconds MDRMO Radio Operator Personel on Duly RADIO OPERATOR: Paul Eric Canuel (4pm: 12am-8am) 20 seconds Ambulance Driver First Alder Responder on Duly URIMAN Atole (Saturday and Sunday) Ambulance Driver First Alder Responder on Duly URIVER: 2. Prepare for immediate response None None Sam-5pm) Saturday and Sunday) 2. Prepare for immediate response None None Sam-5pm) Saturday and Sunday) 3. Prepare the rescue equipment None 30 seconds Saturday and Sunday) First Alder Responder on Duly First Alder Responder None 30 seconds On Buty First Alder Responder		n:					
CLIENT STEPS AGENCY ACTION FEES TO BE PAID PROCESS- ING TIME PRESON RESPONSIBLE 1. Register in the logbook 1. Get necessary information None 20 seconds MDRMO Radio Operator Personel on Duty RADIO OPERATOR: Paul Enc Canuel (4pm-12am) Ariel Vidal (12am-8am) 20 seconds (8am-4pm) William Atole (8am-4pm) William Mianda (8am-5pm) Response Saturday and Sam-5pm) Response Ambulance Driver First Aider Responder on Duty DRIVER: 2. Prepare for immediate response None None Saturday and Sunday) First Aider Responder on Duty DRIVER: 2. Prepare for immediate response None None Saturday and Sunday) First Aider Responder on Duty DRIVER: 3. Prepare the rescue equipment None 30 seconds Saturday and Sunday) First Aider Responder on Duty Data Miranta							
CLIENT STEPSAGENCY ACTIONBE PAIDING TIMERESPONSIBLE1. Register in the logbook1. Get necessary informationNone20 secondsRadio Operator Personnel on Duty (4pm-12am) Artiel Vidal (12am-3am) Avie Imperial (8am-4pm) William Matole (8aturday and Sunday) <i>Aniel Vidal</i> (8am-4pm) William Matole (8am-4pm) William Matole (8am-4pm) William Miranda (8am-5pm) Relacok Serrana (8am-5pm) Relacok Serrana (8am-5pm) Edgar Toasoc (8am-5pm) Edgar Toasoc (8am-5pm) Armando Agravante (12am-3am) Jaan Mirana (8am-5pm) Edgar Gado Serrana (8am-5pm) Edgar Gado Serrana (8am-5pm) Eddie Delos Santos (8am-5pm) Armando Agravante (12am-3am) Jaan Mirafa (8am-5pm) Eddie Cado (4pm-12am) Doje Abdon (12am-3am) Marisol Presentacion (4pm-12am) Doje Abdon (5aturday and Sunday) FIRST3. Prepare the rescue equipmentNone30 secondsSueconds	CHECKLIST OF	CHECKLIST OF REQUIREMENTS			WHERE TO	SECURE	
CLIENT STEPSAGENCY ACTIONBE PAIDING TIMERESPONSIBLE1. Register in the logbook1. Get necessary informationNone20 secondsRadio Operator Personnel on Duty (4pm-12am) Artiel Vidal (12am-3am) Avie Imperial (8am-4pm) William Matole (8aturday and Sunday) <i>Aniel Vidal</i> (8am-4pm) William Matole (8am-4pm) William Matole (8am-4pm) William Miranda (8am-5pm) Relacok Serrana (8am-5pm) Relacok Serrana (8am-5pm) Edgar Toasoc (8am-5pm) Edgar Toasoc (8am-5pm) Armando Agravante (12am-3am) Jaan Mirana (8am-5pm) Edgar Gado Serrana (8am-5pm) Edgar Gado Serrana (8am-5pm) Eddie Delos Santos (8am-5pm) Armando Agravante (12am-3am) Jaan Mirafa (8am-5pm) Eddie Cado (4pm-12am) Doje Abdon (12am-3am) Marisol Presentacion (4pm-12am) Doje Abdon (5aturday and Sunday) FIRST3. Prepare the rescue equipmentNone30 secondsSueconds							
1. Register in the logbook1. Get necessary informationNone20 secondsMRS TIME RADIO OPERATOR: Parsonnel on Duty RADIO OPERATOR: Paul Eric Canuel (dgm-12m) Atvie Vidal (l2m-8am) Atvie Imperial (gam-4pm) William Matole (Saturday and Sunday) FRST2. Prepare for immediate responseNone20 secondsResponse Paul Eric Canuel (gam-4pm) William Miranda (gam-5pm) Ediazon (gam-5pm) Ediazon (gam-5pm) Ediazon (gam-5pm) Ediazon (gam-5pm) Ediazon (gam-5pm) Ediazon 				FEES TO	PROCESS-	PERSON	
1. Register in the logbook1. Get necessary informationNone20 secondsRadio Operator Personnel on Duty RADIO OPERATOR: Paul Eric Canuel (4pm-12am) Atviel Vidal (12am-6am) Atviel imperial (6am-4pm) William Atole (Saturday and Sunday) DRVER: William Miranda (8am-5pm) Rolando Serrana (8am-5pm) Rolando Serrana (8am-5pm) Rediazon Rolanday) FIRST3. Prepare the rescue equipmentNone30 secondsFirst Aider/ Responder ODUty FIRST	OLIENT STEPS			BE PAID	ING TIME	RESPONSIBLE	
2. Prepare for immediate responseNoneFirst Aider/ Responder on Duty DRIVER: William Miranda (8am-5pm) Rolando Serana (8am-5pm) Nestor Belazon (8am-5pm) Nestor Belazon (8am-5pm) Edgar Tosoc (Saturday and Sunday) FIRST Tomas Villanueva III (8am-5pm) AlDERRESPONDER: Tomas Villanueva III (8am-5pm) Ledgar Tosoc (Saturday and Sunday) FIRST difected at the second of the	-			None	20 seconds	Radio Operator Personnel on Duty RADIO OPERATOR: Paul Eric Canuel (4pm-12am) Ariel Vidal (12am-8am) Alvie Imperial (8am-4pm) William Atole (Saturday and Sunday)	
3. Prepare the rescue equipmentNone30 secondson Duty FIRST				None		Ambulance DriverFirst Aider/ Responderon DutyDRIVER:William Miranda(8am-5pm)Sherlock Dialino(8am-5pm)Rolando Serrana(8am-5pm)Rolando Serrana(8am-5pm)Belazon(8am-5pm)Edgar Tosoc(Saturday and Sunday)FIRSTAIDER/RESPONDER:Tomas Villanueva III(8am-5pm)Armando Agravante(12am-8am)Joan Miraña(8am-5pm)Eddie Cado(4pm-12am)Eddie Delos Santos(8am-5pm)Alexandrei Hidalgo(12am-8am)Marisol Presentacion(4pm-12am)Dojie Abdon(Saturday and Sunday)	
			•	None	30 seconds	on Duty FIRST	

for extraction and			Tomas Villanueva III
first aid kit			(8am-5pm)
			Armando Agravante
			(12am-8am)
			Joan Miraña
			(8am-5pm)
			Eddie Cado
			(4pm-12am)
			Eddie Delos Santos
			(8am-5pm)
			Alexandrei Hidalgo
			(12am-8am)
			Marisol Presentacion
			(4pm-12am)
			Dojie Abdon
			(Saturday and Sunday)
			First Aider/ Responder
			on Duty
			FIRST
			AIDER/RESPONDER:
			Tomas Villanueva III
			(8am-5pm)
			Armando Agravante
			(12am-8am)
			Joan Miraña
4. Survey the scene			
to ensure the safety	None	10 seconds	(8am-5pm)
of the victim/patient			Eddie Cado
			(4pm-12am)
			Eddie Delos Santos
			(8am-5pm)
			Alexandrie Hidalgo
			(12am-8am)
			Marisol Presentacion
			(4pm-12am)
			Dojie Abdon
			(Saturday and Sunday
			First Aider/ Responder
			on Duty
			FIRST
			AIDER/RESPONDER:
			Tomas Villanueva III
			(8am-5pm)
			Armando Agravante
			(12am-8am)
5. Conduct first aid			Joan Miraña
	Nana		(8am-5pm)
and BLS if	None		Eddie Cado
necessary			(4pm-12am)
			Eddie Delos Santos
			(8am-5pm)
			Alexandrie Hidalgo
			(12am-8am)
			Marisol Presentacion
			(4pm-12am)
			Dojie Abdon
			(Saturday and Sunday
			Ambulance Driver
			First Aider/ Responder
6. Immediate			on Duty
transport to the	None	15 minutes	DRIVER:
nearest hospital			William Miranda
			(8am-5pm)

		Sherlock Dialino
		(8am-5pm)
		Rolando Serrána
		(8am-5pm)
		Nestor Belazon
		(8am-5pm)
		Edgar Tosoc
		(Saturday and Sunday)
		FIRST
		AIDER/RESPONDER:
		Tomas Villanueva III
		(8am-5pm)
		Armando Agravante
		(12am-8am)
		Joan Miraña
		(8am-5pm)
		Eddie Cado
		(4pm-12am)
		Eddie Delos Santos
		(8am-5pm)
		Alexandrei Hidalgo
		(12am-8am) Mariaal Drasantasian
		Marisol Presentacion
		(4pm-12am)
		Dojie Abdon
TOTAL	 16 minutes	(Saturday and Sunday)
TOTAL:	16 minutes	



OFFICE OF THE WATERWORKS SYSTEM (MILAWUD)

External Services

1. Application For New Connection For the connection of New Member

	11000					
Office or Division:		MILAWUD Wate	MILAWUD Water System			
Classification:		Simple				
Type of Transactio	n:	G2C				
Who may avail:		Constituents Of	Milaor			
CHECKLIST OF	REQ	UIREMENTS		WHERE TO	SECURE	
1.) Application form			1.) MILAW	UD Office		
2.) Site Inspection			2.) Site of A	Applicant		
3.) Applicant Orienta	ation		3.) MILAW	UD Office		
4.) Official receipt of	al receipt of the fees			4.) Treasurer Office		
CLIENT STEPS	۵GI	ENCY ACTION	FEES TO	PROCESS-	PERSON	
			BE PAID	ING TIME	RESPONSIBLE	
1. Submit application form		ect the site	BE PAID Water meter	ING TIME	RESPONSIBLE 1. Michelle Castor 2. Noel Amarod	
	Inspe		Water meter P1,500.00 Connection	20 minutes or depending upon the	1. Michelle Castor	
application form 2. Wait for the approval of application form 3. Orientation	Inspe	ect the site nt the applicant nect the new	Water meter P1,500.00	20 minutes or depending	 Michelle Castor Noel Amarod Elvis Abad Richard Parada Noel Castillano Ian Pornelosa Senen Bermas Jr. 	
application form 2. Wait for the approval of application form	Inspe Orier Conr	ect the site nt the applicant nect the new	Water meter P1,500.00 Connection fee	20 minutes or depending upon the	 Michelle Castor Noel Amarod Elvis Abad Richard Parada Noel Castillano Ian Pornelosa 	

2. Complaints, Repair And Maintenance

Repair of damage that caused water leakage

Office or Division:		MILAWUD Water System			
Classification:		Simple			
Type of Transactio	n:	G2C			
Who may avail:		Member of MILAWUD			
CHECKLIST OF	REQ	JIREMENTS		WHERE TO	SECURE
1.) Ask the client the	e caus	e of damaged	1.) MILAW	UD Office	
2.) Ask the client about complaints	.) Ask the client about the detailed of omplaints			UD Office	
3.) Availability of ma	terials		3.) Site of client		
CLIENT STEPS	AGI	ENCY ACTION	FEES TO BE PAID		PERSON RESPONSIBLE
		sit the site of plainant	None	2 hours por	1. Michelle Castor 2. Noel Amarod
Report the complaint at the MILAWUD office damage		None	2 hours per consumer and depends on the site situation	 Elvis Abad Noel Castillano Ian Pornelosa Richard Parada Senen Bermas Jr Lauro Rentoria 	
		TOTAL:			

3. For Disconnection

J. I OI DISCOIIIIE							
Consumers	s with	arrears 3 mon	iths and at	oove			
Office or Division:	MILAWUD Wate	er System					
Classification:		Highly Technica	l				
Type of Transactio	n:	G2C					
Who may avail:		Delinquent Sub	scriber Of M	ILAWUD			
CHECKLIST OF	REQ	JIREMENTS		WHERE TO	SECURE		
1.) Non payment of a water bills	1.) Non payment of 3 months arrears of water bills			UD Office			
2.) Non Compliance	of pro	missory note	2.) MILAWUD Office				
CLIENT STEPS	AGI	ENCY ACTION	FEES TO BE PAID		PERSON RESPONSIBLE		
	wate delin	onnect the r connection of quent criber	Water bills w/ arrears	10 minutes	 Michelle Castor Elvis Abad Richard Parada Noel Castillano Ian Pornelosa Treasurer collector Lauro Rentoria 		
		TOTAL:					

4. For Reconnection

Reconnection of water connection of subscribers who paid the arrears

Office or Division:		MILAWUD Wate	er System		•	
Classification:		Simple				
Type of Transactio	n:	G2Ċ				
Who may avail:		Member of MILAWUD				
CHECKLIST OF	REQ	JIREMENTS		WHERE TO	SECURE	
1.) Water bill			1.) MILAW	UD Office		
2.) Full/partial paym	ent of	water bills.	2.) Treasur	ry Office		
CLIENT STEPS			FEES TO	PROCESS-	PERSON	
CLIENT STEPS	AGENCY ACTION		BE PAID	ING TIME	RESPONSIBLE	
Pay the water bills arrears.	 Request the client to pay the water bills Reconnect the 		Full / partial the water bills arrears P 400.00	20 minutes per consumer and depends on the site	 Michelle Castor Noel Amarod Senen Bermas Jr. Treasurer collector 	
wate clien		r connection	reconnec tion fee	situation	5. Lauro Rentoria	
	TOTAL:		P 400.00			
			and arrears			



OFFICE OF THE MUNICIPAL PLANNING AND DEVELOPMENT COORDINATOR

Internal Services

1. Provide Staff Assistance to the Mayor and Sangguniang Bayan in the planning and implementation of the government programs

planning and im	piem				
Office or Division: Municipal Plann					
Classification: Simple/Comple			k/Highly Tec	hnical Transact	ions
Type of Transactio	n:	G2G			
Who may avail:		Any transacting	Governmen		
CHECKLIST OF	REQ	JIREMENTS		WHERE TO	SECURE
CLIENT STEPS	AG	ENCY ACTION	FEES TO BE PAID	PROCESS- ING TIME	PERSON RESPONSIBLE
1. Request the MPDC for the preparation and implementation of PPAs; Action Plans and Feasibility Studies	Preparation of Action Plans				
	Feas Conc studi deve progr Proje Conc meet of the Subr d the Exec	aration of <u>ibility Studies</u> Juct analytical es and lopment rams aration of ect Proposals Juct MDC ing for approval e Action Plans nission/Endorse Plans to the Jutive/Legislativ ice for			Engr. William P. Menes <i>MPDC</i> and Staff
	-	oval/Finalizatio			
L		TOTAL:			



OFFICE OF THE MUNICIPAL PLANNING AND DEVELOPMENT COORDINATOR

External Services

1. Issuance Of Zoning Certificate For Electrical Connection

1. Issuance Of Z					
Office or Division:	Municipal Plann	ing and Dev	elopment Coor	dinator	
Classification: Simple					
Type of Transactio	n:	G2C			
Who may avail:		Any transacting	Public and		
CHECKLIST OF				WHERE TO	SECURE
Electrical Connectio			CASUREC	O 2 Office	
Official Receipt for F Clearance	Payme	nt of Zoning	Municipal	Freasury Office	
Tax Declaration			Municipal A	Assessor's Offic	æ
Cedula			Municipal 7	Freasury Office	Barangay Office
CLIENT STEPS	AG	ENCY ACTION	FEES TO BE PAID	PROCESS- ING TIME	PERSON RESPONSIBLE
1. Secure the Electrical Connection Application Form	for th	lest the client le complete up application			
2. Payment for Zoning Certificate at MTO	Requ for th Rece		P 150.00	10 minutes	Leiylani S. Anacin Revenue Collection Clerk II
3. Secure Tax Declaration	for th	uest the client le copy of tax aration		10 minutes	Allan M. Sta. Ana <i>Tax Mapping Aide</i>
4. Submission of Complete requirement with Cedula		ance of Zoning ficate		5 minutes	Sherwin J. Tena Engineering Assistant or Abraham Bernabe Community Empowerment Facilitator
	•	TOTAL:	P 150.00	25 minutes	
					1

2. Issuance Of Zoning Certification For Business Permit

2. Issuance Of Z	.onin	g Certification	I FOR DUSI	ness Permit	
Office or Division:		Municipal Plann	ing and Dev	elopment Coor	dinator
Classification:		Simple			
Type of Transactio	n:	G2C			
Who may avail:		Any transacting	Public and		
CHECKLIST OF	-			WHERE TO	SECURE
Business Application			Municipal	Freasury Office	
Official Receipt for F Clearance	Payme	nt of Zoning	Municipal	Freasury Office	
Tax Declaration			Municipal A	Assessor's Offic	се — — — — — — — — — — — — — — — — — — —
Cedula			Municipal 7	Freasury Office	/Barangay Office
CLIENT STEPS	AGI	ENCY ACTION	FEES TO BE PAID	PROCESS- ING TIME	PERSON RESPONSIBLE
1. Secure Business Application Form at MTO	for th filled	uest the client le complete up Business ication Form			Leylani S. Anacin <i>Revenue Collection</i> <i>Clerk II</i>
2. Payment for Zoning Certificate at MTO	Requ	uest the Client le Official	P 150.00	10 minutes	Leylani S. Anacin Revenue Collection Clerk II
3. Secure Tax Declaration	for th	uest the client ne copy of tax aration		10 minutes	Allan M. Sta. Ana <i>Tax Mapping Aide</i>
4. Submission of Complete Requirements with Cedula		ance of Zoning fication		5 minutes	Sherwin J. Tena Engineering Assistant or Abraham Bernabe Community Empowerment Facilitator
		TOTAL:	P 150.00	25 minutes	
			ı		

3. Issuance Of Locational/Decision Clearance For Building Permit

3. Issuance Of L	.ocat	onal/Decision	Clearanc	e For Bulla	ng Permit
Office or Division:		Municipal Plann	ing and Dev	elopment Coor	dinator
Classification:		Simple/Complex	K		
Type of Transactio	n:	G2C/G2B			
Who may avail:		Any transacting	Public and		
CHECKLIST OF	REQ	JIREMENTS		WHERE TO	SECURE
Locational Clearance	e App	lication Form	MPDC Offi	се	
1 Set Building Plan					
Official Receipt for F Clearance	Payme	nt of Zoning	Municipal	Treasury Office	
Tax Declaration			Municipal A	Assessor's Offic	æ
Cedula			Municipal	Treasury Office	/Barangay Office
CLIENT STEPS	AGI	ENCY ACTION	FEES TO BE PAID	PROCESS- ING TIME	PERSON RESPONSIBLE
1. Secure One (1) set Building Plan	for th	lest the client le complete set lilding Plan			
2. Payment for Zoning Clearance at MTO	Requ	lest the Client e Official		10 minutes	Leylani S. Anacin Revenue Collection Clerk II
3. Secure Tax Declaration	for th	lest the client le copy of tax aration		10 minutes	Allan M. Sta. Ana <i>Tax Mapping Aide</i>
4. Submission of Complete Requirements	omplete Loca			5 minutes	Sherwin J. Tena Engineering Assistant or Abraham Bernabe Community Empowerment Facilitator
		TOTAL:		25 minutes	



OFFICE OF THE MUNICIPAL CIVIL REGISTRAR

External Services

1. Application F	or Ma	arriage Licens	е			
Office or Division:		Office of The M		l Registrar		
Classification:		Complex	Complex			
Type of Transactio	n:	G2C				
Who may avail:		Single , Widow/	er, Annuled	(Resident of M	ilaor, Camarines Sur)	
CHECKLIST OF	REQ	UIREMENTS		WHERE TO	SECURE	
1. Personal Appeara	ance o	f Applicants				
2. Certificate of Live	Birth		Philippine S Registry O		ity and Local Civil	
3. Valid IDs						
4. Recent CENOMA	R		Philippine S Registry O		ity and Local Civil	
5. Certificate of Res	idency	/	Barangay (Captain		
(for applicants 18-20						
*Parental Consent	-	-				
(for applicants 21-24	4 years	s old)				
*Parental Advice						
*Valid ID of Parents						
Special Cases:						
*Widow/er – Death Certificate of Spouse			Philippine Statistic Authority and Local Civil Registry Office			
*Living together for at least 5 years without legal impediment to contract marriage – Affidavit of Cohabitation *Foreigner-Legal Capacity to contract marriage			PAO/Notary Public Embassy			
CLIENT STEPS	AGI	ENCY ACTION	FEES TO BE PAID	PROCESS- ING TIME	PERSON RESPONSIBLE	
					Elizabeth P. Espiritu	
1. Query /Purpose			P 400.00		Municipal Civil	
(Logbook for			(Applicati		Registrar	
Clients)			on Fee)			
			011100)		Myra Suzette B.	
2. Interview			P 150.00		Sarate	
			(License		Registrar II	
3. Review of	APP	ROVED	(License Fee)	10 minutes		
Requirements			,,		Pia May L. Reyes	
			P 400.00		Administrative Aide	
4. Pays			(Solemni		IV	
corresponding			zation			
fees			Fee)		Mary Grace S.	
-			,		Reyes	
				40	Clerk	
		TOTAL:		10 minutes		

2. Issuance Of C	ertifi	cate Of Death	(Form 10	3)		
Office or Division:						
Classification:		Simple				
Type of Transactio	n:	G2C				
Who may avail:		MHO, Direct De	scendants			
CHECKLIST OF	REQU	JIREMENTS		WHERE TO	SECURE	
ON TIME		400/				
1. 4 copies of Munic	•		Rural Heal	th Unit		
Certificate of Death		č				
DELAYED REGIST						
1. Recent Copy of N from PSA and LCR.	egativ	e Certification	Philippine \$	Statistics Autho	ority/PSA & LCR	
2. Barangay Certifica	ation		Barangay (Cantain		
3. Affidavit for Delay		nistration which	Darangay	Saptain		
shall be executed by		0				
attendant at death if						
elsewhere. In defaul						
death, the affidavit s						
any of the nearest re	elative	of the				
deceased, or by any	•	0 0				
charge of the decease	sed wł	nen the latter	PAO/Notar	y Public		
was still alive;						
(the affidavit referred		•				
other things, the name						
the facts of his death		•				
of burial, and the circ death was not report		•				
within thirty (30) day		•				
4. Authenticated cop						
burial, or of other me			Device Church/Constant			
disposal. (picture of			Parish Chu	Irch/Cemetery		
inscription)	•					
CLIENT STEPS	AGE	NCY ACTION	FEES TO	PROCESS-	PERSON	
			BE PAID	ING TIME	RESPONSIBLE	
1. Query /Purpose			P 100.00		Elizabeth P. Espiritu	
(Logbook for			(Burial)		Municipal Civil	
Clients)			P 100.00		Registrar	
			(Cemeter			
2. Interview			y Fee)		Myra Suzette B.	
			,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,		Sarate	
3. Review of	A D D -		P 200.00	10	Registrar II	
Requirements	APPF	ROVED	(Transfer	10 minutes		
			` of		Pia May L. Reyes	
4. Pays corresponding			Cadaver)		Administrative Aide	
fees					I V	
1000			P 200.00		Mary Grace S.	
			(Entranc		Reyes	
			e of		Clerk	
		TOTAL	Cadaver)	10 mains to a		
		TOTAL:		10 minutes		

3. Issuance Of Certificate Of Live Birth (Form 102)

Office or Division:			Municipal Civil Registrar				
Classification:		Simple					
Type of Transaction		G2C					
Who may avail:		Attendant at Bir	th Direct De	escendants			
CHECKLIST OF				WHERE TO	SECURE		
ON TIME							
1. Barangay Certifica	ation		Barangay (Captain			
2. Certificate of Marr			PSA or LC				
3. Attendant of Birth	lage			Коору			
4. Valid ID of the Info	ormant						
DELAYED REGISTI							
1. Recent Negative (
Documents supportin							
of birth	ing the		Philippine \$	Statistics Autho	rity/ PSA		
(at least three)							
2. Certificate of Bapt	tism		Parish Chu	ırch			
3. Barangay Certifica							
4. Immunization Rec			Clinic/Rura	I Health Unit			
5. School Record			School				
6. Voter's Certificatio	าท		COMELEC				
7.Certificate of Marri			PSA or LC				
8. COLB of Children		ne	PSA or LC				
9. Valid ID's		J S					
10. Joint Affidavit of Two Disinterested							
Persons			PAO/ Nota	ry Public			
(WITH 10 DAYS POSTING)							
AUSF							
	1. Personal Appearance of the Mother						
	2. Valid ID of the Mother						
COLB of Child (6 copies)			PSA/LCR (Office			
Marriage Contract of Parents (3 copies)			PSA/LCR				
Latest CENOMAR of Parents				Statistics Autho	rity (PSA)		
Joint Affidavit of Legitimation			PAO/Notar				
PMO Php155.00 c/o Post Office			Postal Office				
Prepaid Envelope			JRS/LBC or any courier				
SUPPLEMENTAL							
1. COLB of Child			PSA/LCR Office				
2. Affidavit of Supple	monta	l Report	PAO/Notary Public				
3. PMO Php155.00 0		-	Postal Office				
4. Prepaid Envelope			JRS/LBC or any courier				
			FEES TO PROCESS- PERSON				
CLIENT STEPS	AGE	NCY ACTION	BE PAID	ING TIME	RESPONSIBLE		
1. Query /Purpose			P 75.00				
(Logbook for			(on time	10 minutes	Elizabeth P. Espiritu		
Clients)	APPR	ROVED	Legitimat		Municipal Civil		
			e)		Registrar		
2. Interview			P 250.00	10 minutes	č		
			(Delayed				

 3. Review of Requirements 4. Pays 		registrati on beyond 1 year old) P 350.00 (Delayed Registrati on of Birth P 300.00	10 minutes	Elizabeth P. Espiritu <i>Municipal Civil</i> <i>Registrar</i> Myra Suzette B. Sarate
corresponding fees		(Registra tion of AUSF)	10 minutes	Registrar II
		P 300.00 (Legitima tion)	10 minutes	Pia May L. Reyes Administrative Aide IV
		P 300.00 (Supplem ental Report)	10 minutes	Mary Grace S. Reyes <i>Clerk</i>
	TOTAL:		1 hour	

4. Issuance Of Certifications & Certified Machine Copy Of Civil Registry Records

Records					
Office or Division:		Office of The M	unicipal Civi	l Registrar	
Classification:		Simple			
Type of Transactio	on:	G2C			
Who may avail:					horized by him/her
				person authoriz	ed by the direct
		descendants	5		
CHECKLIST OF		IREMENTS		WHERE TO	SECURE
BIRTH AND MARRI					
1. Valid ID of the		ment Owner			
2. Authorization					
3. Valid ID of the	e Autho	brized Person			
DEATH	-				
1. Valid ID of the			LCRO		
	Spouse/Children/Parent or any				
Descendants	person authorized by the Direct				
	 Authorization Letter Valid ID of the Authorized Person 				
				PROCESS-	PERSON
CLIENT STEPS	CLIENT STEPS AGENCY ACTION		FEES TO BE PAID	ING TIME	RESPONSIBLE
1. Query /Purpose			BIRTH /		Elizabeth P. Espiritu
(Logbook for			MARRIAG		Municipal Civil
Clients)			E		Registrar
2. Interview	4				Myra Suzette B.
3. Review of			P 65.00		Sarate
Requirements	Approv	ved	(Local)	10 minutes	Registrar II
			P 300.00 (Abroad)		
4. Pays			(Abroad)		Pia May L. Reyes
corresponding fees			DEATH		Administrative Aide IV
					Mary Grace & Royce
			Php 65.00		Mary Grace S. Reyes <i>Clerk</i>
	1	TOTAL:		10 minutes	
			1		1

5. Registration Of Certificate Of Marriage (Form 97)

(Logbook for Clients)(Delayed registrati on beyond 1 year old)Municipal Civ Registrat on Sarate Registrar II3. Review ofAPPROVEDP 350.0010 minutesPia May L. Rey	5. Registration Of Certificate Of Marriage (Form 97)							
Type of Transaction:G2CWho may avail:Solemizing Officer, Parish Clerk/Secretary, The Document Owner Or Any Person Authorized By Him/HerCHECKLIST OF REQUIREMENTSWHERE TO SECUREON TIMEIt a copies of Municipal Form 97/ Certificate of Marriage with SignaturesDELAYED REGISTRATION OF MARRIAGEPhilippine Statistics Authority/PSA and LCR Office1. Recent Copy of Certificate of NO RECORD from PSA and LCRPhilippine Statistics Authority/PSA and LCR Office2. Recent Copy of CENOMAR Certificate of No MarriagePhilippine Statistics Authority/PSA and LCR Office3. Original or Duplicate Copy of Certificate of Marriage with SignaturesParish Church/Chapel4. Affidavit of Two Disinterested Persons reporting or presenting the marriage certificate for registration shall be required to execute and file an affidavit in support thereof, stating the exact place and date of marriage, the facts and circumstances surrounding the marriage, and the reason or cause of the delay.)FEES TO BE PAIDPROCESS- ING TIME RESPONSIBE1. Query /Purpose (Logbook for Clients)AGENCY ACTIONFEES TO BE PAIDPROCESS- NG TIME RESPONSIBE BE PAIDPERSON RESPONSIBE RESPONSIBE Clagbook for Clients)Myra Suzette I Sarate Registrar II3. Review ofAPPROVEDP 350.0010 minutesFia May L. Rey	Office or Division: Office of The Municipal Civil Registrar							
Who may avail: Solemizing Officer, Parish Clerk/Secretary, The Document Owner Or Any Person Authorized By Him/Her CHECKLIST OF REQUIREMENTS WHERE TO SECURE ON TIME I. 4 copies of Municipal Form 97/ Certificate of Marriage with Signatures WHERE TO SECURE DELAYED REGISTRATION OF MARRIAGE Philippine Statistics Authority/PSA and LCR Office Philippine Statistics Authority/PSA and LCR Office 1. Recent Copy of Certificate of NO RECORD from PSA and LCR Philippine Statistics Authority/PSA and LCR Office Philippine Statistics Authority/PSA and LCR 3. Original or Duplicate Copy of Certificate of Marriage with Signatures Parish Church/Chapel Parish Church/Chapel 4. Affidavit of Two Disinterested Persons reporting or presenting the marriage certificate for registration shall be required to execute and file an affidavit in support thereof, stating the exact place and date of marriage, the facts and circumstances surrounding the marriage, and the reason or cause of the delay.) LCR Office/PAO/Notary Public 6. Valid ID FEES TO (Delayed Clients) PROCESS- (Delayed registrati on beyond 1 year old) PERSON RESPONSIBL Elizabeth P. Esp Municipal Civ Registrar II 3. Review of APPROVED P 350.00 10 minutes Elizabeth P. Esp Municipal Civ Registrar II	Classification:							
Owner Or Any Person Authorized By Him/HerCHECKLIST OF REQUIREMENTSWHERE TO SECUREON TIME	Type of Transaction	I: G2C						
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1. Query /Purpose (Logbook for Clients)P 250.00 (Delayed registrati10 minutes (Delayed registratiElizabeth P. Esp Municipal Civ Registrar2. Interviewbeyond 1 year old)Myra Suzette B Sarate Registrar II3. Review ofAPPROVEDP 350.0010 minutes	CLIENT STEPS	AGENCY ACTION						
(Logbook for Clients)(Delayed registrati on beyond 1 year old)Municipal Civ Registrat Nyra Suzette I Sarate Registrar II3. Review ofAPPROVEDP 350.0010 minutesPia May L. Rey				_				
Clients)registratiRegistrati2. Interviewbeyond 1Myra Suzette I3. Review ofAPPROVEDP 350.0010 minutesP 350.0010 minutesPia May L. Rey				10 minutes	Elizabeth P. Espiritu			
2. Interviewon beyond 1 year old)Myra Suzette I Sarate Registrar II3. Review ofAPPROVEDP 350.0010 minutesPia May L. Rey			• •		Municipal Civil			
2. Interview beyond 1 year old) Myra Suzette I Sarate Registrar II 3. Review of APPROVED P 350.00 10 minutes Pia May L. Rey	Clients)		registrati		Registrar			
3. Review of APPROVED year old) Sarate Registrar II P 350.00 10 minutes Pia May L. Rey			-					
3. Review ofAPPROVEDRegistrar II9. Review ofP 350.0010 minutesPia May L. Rey	2. Interview		beyond 1		Myra Suzette B.			
3. Review of P 350.00 10 minutes Pia May L. Rey			year old)		Sarate			
3. Review of P 350.00 10 minutes Pia May L. Rey			-		Registrar II			
3. Review of P 350.00 10 minutes Pia May L. Rey		APPROVED			-			
	3. Review of		P 350.00	10 minutes	Pia May L. Reyes			
	Requirements		(Delayed		Administrative Aide			
Registrati	1		· •					
on of			-					
	4. Pavs				Mary Grace S.			
corresponding Reyes	•		2					
fees					5			
TOTAL: 10 minutes	· · · · ·	TOTAL		10 minutos				

6. Republic Act 10172 *Correction for entry in the day/month in the date of birth and entry of sex (with 10 days posting period and 2 weeks publication)

Classification: Highly Technical Type of Transaction: G2C Who may avail: Documents Owner & Direct Descendants For Entry In The Day & Month CHECKLIST OF REQUIREMENTS WHERE TO SECURE 1. Authenticated Birth Certificate from PSA Copy Philippine Statistic Authority and LCR (LCRO & NSO Copy) Philippine Statistic Authority and LCR 2. Earliest School Records or Earliest School Documents School 3. Medical Records Clinic/Hospital 4. Medical Certificate MHO 5. Baptismal Certificate Police Municipal Station and NBI 7. Employer Clearance (has no pending Administrative, Civil or Criminal Case) Company/Agency 8. Affidavit of Non-Employment PAO/Notary Public 9. Voter Certification COMELEC 10. Marriage Contract (if married) Philippine Statistic Authority and LCR 11. Valid ID's Itorization Letter 12. Authorization Letter FEES TO BE PAID 7. Guery /Purpose (Logbook for Clients) AGENCY ACTION 9. Review of Requirements APPROVED 4. Pays APPROVED 9. Publicati on Fee P Myra Suzette B. Sarate Registrar II	Office or Division:		Office of The M			,	
Who may avail: Documents Owner & Direct Descendants For Entry In The Day & Month CHECKLIST OF REQUIREMENTS WHERE TO SECURE 1. Authenticated Birth Certificate from PSA Copy (LCRO & NSO Copy) Philippine Statistic Authority and LCR 2. Earliest School Records or Earliest School Documents School 3. Medical Records Clinic/Hospital 4. Medical Certificate MHO 5. Baptismal Certificate Police Municipal Station and NBI 6. Police & NBI Clearance Police Municipal Station and NBI 7. Employer Clearance (has no pending Administrative, Civil or Criminal Case) Company/Agency 8. Affidavit of Non-Employment PAO/Notary Public 9. Voter Certification COMELEC 10. Marriage Contract (if married) Philippine Statistic Authority and LCR 11. Valid ID's Philippine Statistic Authority and LCR 12. Authorization Letter Philippine Statistic Authority and LCR 1. Query /Purpose (Logbook for Clients) AEVEN ACTION FEES TO BE PAID PROCESS- ING TIME PERSON RESPONSIBLE 1. National Case APPROVED Fee for R.A. 10172) 20 minutes Elizabeth P. Espiritu Municipal Civil Registrar 3. Review of Requirements	Classification:						
Who may avail: Documents Owner & Direct Descendants For Entry In The Day & Month CHECKLIST OF REQUIREMENTS WHERE TO SECURE 1. Authenticated Birth Certificate from PSA Copy (LCRO & NSO Copy) Philippine Statistic Authority and LCR 2. Earliest School Records or Earliest School Documents School 3. Medical Records Clinic/Hospital 4. Medical Certificate MHO 5. Baptismal Certificate Police Municipal Station and NBI 6. Police & NBI Clearance Police Municipal Station and NBI 7. Employer Clearance (has no pending Administrative, Civil or Criminal Case) Company/Agency 8. Affidavit of Non-Employment PAO/Notary Public 9. Voter Certification COMELEC 10. Marriage Contract (if married) Philippine Statistic Authority and LCR 11. Valid ID's Philippine Statistic Authority and LCR 12. Authorization Letter Philippine Statistic Authority and LCR 1. Query /Purpose (Logbook for Clients) AEVEN ACTION FEES TO BE PAID PROCESS- ING TIME PERSON RESPONSIBLE 1. National Case APPROVED Fee for R.A. 10172) 20 minutes Elizabeth P. Espiritu Municipal Civil Registrar 3. Review of Requirements	Type of Transaction	า:	G2C				
1. Authenticated Birth Certificate from PSA Copy (LCRO & NSO Copy) Philippine Statistic Authority and LCR 2. Earliest School Records or Earliest School Documents School 3. Medical Records Clinic/Hospital 4. Medical Certificate MHO 5. Baptismal Certificate Parish Church/Chapel 6. Police & NBI Clearance Police Municipal Station and NBI 7. Employer Clearance (has no pending Administrative, Civil or Criminal Case) Company/Agency 8. Affidavit of Non-Employment PAO/Notary Public 9. Voter Certification COMELEC 10. Marriage Contract (if married) Philippine Statistic Authority and LCR 11. Valid ID's I 12. Authorization Letter P CLIENT STEPS AGENCY ACTION FEES TO BE PAID PROCESS- ING TIME PERSON RESPONSIBLE 1. Query /Purpose (Logbook for Clients) APPROVED P 20 minutes Elizabeth P. Espiritu Municipal Civil Registrar 3. Review of Requirements APPROVED P 20 minutes Sarate Registrar II 4. Pays corresponding fees APPROVED Publicati on Fee P Sarate Registrar II				ner & Direct	Descendants F	For Entry In The Day	
PSA Copy (LCRO & NSO Copy) Philippine Statistic Authority and LCR 2. Earliest School Records or Earliest School Documents School 3. Medical Records Clinic/Hospital 4. Medical Certificate MHO 5. Baptismal Certificate Parish Church/Chapel 6. Police & NBI Clearance Police Municipal Station and NBI 7. Employer Clearance (has no pending Administrative, Civil or Criminal Case) Company/Agency 8. Affidavit of Non-Employment PAO/Notary Public 9. Voter Certification COMELEC 10. Marriage Contract (if married) Philippine Statistic Authority and LCR 11. Valid ID's Parish Church/Chapel 12. Authorization Letter FEES TO BE PAID PROCESS- ING TIME 11. Valid ID's Parish Church Action Fee for R.A. 100.00 (<i>Filing</i> <i>Fee for</i> R.A. 10172) 20 minutes 12. Interview APPROVED P 3,000.00 (<i>Filing</i> <i>Fee for</i> R.A. 10172) 20 minutes Elizabeth P. Espiritu Municipal Civil Registrar 14. Pays corresponding fees APPROVED Publicati on Fee P Myra Suzette B. Sarate Registrar II	CHECKLIST OF	REQL	JIREMENTS		WHERE TO	SECURE	
School Documents School 3. Medical Records Clinic/Hospital 4. Medical Certificate MHO 5. Baptismal Certificate Parish Church/Chapel 6. Police & NBI Clearance Police Municipal Station and NBI 7. Employer Clearance (has no pending Administrative, Civil or Criminal Case) Company/Agency 8. Affidavit of Non-Employment PAO/Notary Public 9. Voter Certification COMELEC 10. Marriage Contract (if married) Philippine Statistic Authority and LCR 11. Valid ID's Parish 12. Authorization Letter FEES TO BE PAID 1. Query /Purpose (Logbook for Clients) AGENCY ACTION 2. Interview AGENCY ACTION 3. Review of Requirements APPROVED 4. Pays corresponding fees Publicati on Fee	PSA Copy (LCRO & NSO Copy))		Philippine	Statistic Author	ity and LCR	
4. Medical Certificate MHO 5. Baptismal Certificate Parish Church/Chapel 6. Police & NBI Clearance Police Municipal Station and NBI 7. Employer Clearance (has no pending Administrative, Civil or Criminal Case) Company/Agency 8. Affidavit of Non-Employment PAO/Notary Public 9. Voter Certification COMELEC 10. Marriage Contract (if married) Philippine Statistic Authority and LCR 11. Valid ID's Parish Church/Chapel 12. Authorization Letter PERSON RESPONSIBLE 1. Query /Purpose (Logbook for Clients) AGENCY ACTION P 3,000.00 (Filing Fee for R.A 10172) Parcess- ING TIME PERSON RESPONSIBLE 2. Interview APPROVED P 3,002.00 (Filing Fee for R.A 10172) 20 minutes Elizabeth P. Espiritu Municipal Civil Registrar 3. Review of Requirements APPROVED P Ublicati on Fee P 20 minutes Elizabeth P. Espiritu Myra Suzette B. Sarate Registrar II		ecords	s or Earliest	School			
5. Baptismal Certificate Parish Church/Chapel 6. Police & NBI Clearance Police Municipal Station and NBI 7. Employer Clearance (has no pending Administrative, Civil or Criminal Case) Company/Agency 8. Affidavit of Non-Employment PAO/Notary Public 9. Voter Certification COMELEC 10. Marriage Contract (if married) Philippine Statistic Authority and LCR 11. Valid ID's Parish Church/Chapel 12. Authorization Letter AGENCY ACTION 1. Query /Purpose (Logbook for Clients) AGENCY ACTION 2. Interview APPROVED 3. Review of Requirements APPROVED 4. Pays corresponding fees APPROVED	3. Medical Records			Clinic/Hosp	oital		
6. Police & NBI Clearance Police Municipal Station and NBI 7. Employer Clearance (has no pending Administrative, Civil or Criminal Case) Company/Agency 8. Affidavit of Non-Employment PAO/Notary Public 9. Voter Certification COMELEC 10. Marriage Contract (if married) Philippine Statistic Authority and LCR 11. Valid ID's Philippine Statistic Authority and LCR 12. Authorization Letter FEES TO BE PAID PERSON RESPONSIBLE 1. Query /Purpose (Logbook for Clients) AGENCY ACTION FEE for R.A 10172) 20 minutes 2. Interview APPROVED Panneuter 20 minutes Elizabeth P. Espiritu Municipal Civil Registrar 3. Review of Requirements APPROVED Publicati on Fee P 20 minutes Elizabeth P. Espiritu Registrar 4. Pays corresponding fees Publicati on Fee P Publicati on Fee P Myra Suzette B.	4. Medical Certificate	;		-			
7. Employer Clearance (has no pending Administrative, Civil or Criminal Case) Company/Agency 8. Affidavit of Non-Employment PAO/Notary Public 9. Voter Certification COMELEC 10. Marriage Contract (if married) Philippine Statistic Authority and LCR 11. Valid ID's Paol Notary 12. Authorization Letter FEES TO BE PAID PROCESS- ING TIME PERSON RESPONSIBLE 1. Query /Purpose (Logbook for Clients) AGENCY ACTION FEES for BE PAID PROCESS- ING TIME PERSON RESPONSIBLE 2. Interview APPROVED P 3,000.00 (Filing Fee for R.A 10172) 20 minutes Elizabeth P. Espiritu Municipal Civil Registrar 4. Pays corresponding fees APPROVED Publicati on Fee P Myra Suzette B. Sarate Registrar II							
Administrative, Civil or Criminal Case) Company/Agency 8. Affidavit of Non-Employment PAO/Notary Public 9. Voter Certification COMELEC 10. Marriage Contract (if married) Philippine Statistic Authority and LCR 11. Valid ID's Philippine Statistic Authority and LCR 12. Authorization Letter FEES TO BE PAID PROCESS-ING TIME 1. Query /Purpose (Logbook for Clients) P 3,000.00 (Filing Fee for R.A.A. 10172) 20 minutes 2. Interview APPROVED Fee for R.A.A. 10172) 20 minutes Elizabeth P. Espiritu Municipal Civil Registrar 3. Review of Requirements APPROVED Publicati on Fee P Myra Suzette B. Sarate Registrar II 4. Pays corresponding fees Publicati on Fee P Myra Suzette B. Sarate Registrar II	6. Police & NBI Clear	rance		Police Mur	nicipal Station a	nd NBI	
9. Voter Certification COMELEC 10. Marriage Contract (if married) Philippine Statistic Authority and LCR 11. Valid ID's 11. Valid ID's 12. Authorization Letter FEES TO BE PAID PROCESS- ING TIME CLIENT STEPS AGENCY ACTION FEES TO BE PAID PROCESS- ING TIME 1. Query /Purpose (Logbook for Clients) P 3,000.00 Fee for R.A 20 minutes 2. Interview APPROVED Fee for R.A 10172) 20 minutes Elizabeth P. Espiritu 4. Pays corresponding fees APPROVED Publicati on Fee P Myra Suzette B. Sarate							
10. Marriage Contract (if married) Philippine Statistic Authority and LCR 11. Valid ID's 12. Authorization Letter 12. Authorization Letter AGENCY ACTION FEES TO BE PAID PROCESS-ING TIME PERSON RESPONSIBLE 1. Query /Purpose (Logbook for Clients) AGENCY ACTION FEE for R.A. 10172) 20 minutes Elizabeth P. Espiritu 3. Review of Requirements APPROVED Publicati on Fee P 20 minutes Registrar 4. Pays corresponding fees APPROVED Publicati on Fee P Myra Suzette B. Sarate Registrar II	8. Affidavit of Non-Employment						
11. Valid ID's12. Authorization LetterFEES TO BE PAIDPROCESS- ING TIMEPERSON RESPONSIBLE1. Query /Purpose (Logbook for Clients)AGENCY ACTIONFEES TO BE PAIDPROCESS- ING TIMEPERSON RESPONSIBLE2. InterviewAPPROVEDP 3,000.00 (Filing Fee for R.A 10172)20 minutesElizabeth P. Espiritu Municipal Civil Registrar3. Review of RequirementsAPPROVEDPublicati on Fee P20 minutesElizabeth P. Espiritu Municipal Civil Registrar	9. Voter Certification		COMELEC)			
12. Authorization LetterFEES TO BE PAIDPROCESS- ING TIMEPERSON RESPONSIBLE1. Query /Purpose (Logbook for Clients)AGENCY ACTIONFEES TO BE PAIDPROCESS- ING TIMEPERSON RESPONSIBLE2. Interview<	10. Marriage Contract (if married)			Philippine	Statistic Author	ity and LCR	
CLIENT STEPSAGENCY ACTIONFEES TO BE PAIDPROCESS- ING TIMEPERSON RESPONSIBLE1. Query /Purpose (Logbook for Clients)P 3,000.00 (Filing Fee for R.A 10172)20 minutesElizabeth P. Espiritu Municipal Civil Registrar2. InterviewAPPROVED7 P 10172)20 minutesElizabeth P. Espiritu Municipal Civil Registrar4. Pays corresponding feesAPPROVEDP P P P P10172)Myra Suzette B. Sarate Registrar II	11. Valid ID's						
CLIENT STEPSAGENCY ACTIONBE PAIDING TIMERESPONSIBLE1. Query /Purpose (Logbook for Clients)P 3,000.00 (Filing Fee for R.A 10172)P 20 minutesElizabeth P. Espiritu Municipal Civil Registrar2. InterviewAPPROVED10172)20 minutesElizabeth P. Espiritu Municipal Civil Registrar4. Pays corresponding feesAPPROVEDPublicati on Fee PMyra Suzette B. Sarate Registrar II	12. Authorization Let	ter					
(Logbook for Clients)Image: Clients of the systemImage: Clients of the systemImage: Clients of the systemImage: Clients of the systemImage: Clients of the systemElizabeth P. Espiritu2. InterviewAPPROVEDRef for R.A 10172)20 minutesElizabeth P. Espiritu Municipal Civil Registrar3. Review of RequirementsAPPROVED10172)20 minutesElizabeth P. Espiritu Municipal Civil Registrar4. Pays corresponding feesPublicati PMyra Suzette B. Sarate Registrar II	CLIENT STEPS	AGE	ENCY ACTION				
	 (Logbook for Clients) 2. Interview 3. Review of Requirements 4. Pays corresponding 	APPF	ROVED	3,000.00 (Filing Fee for R.A 10172) Publicati on Fee	20 minutes	<i>Municipal Civil Registrar</i> Myra Suzette B. Sarate	
			TOTAL:		20 minutes		

7. Republic Act 9048 *Petition for correction of clerical error in the certificate of live birth, certificate of marriage

*Petition for cha (with 10 days po	-		weeks pu	ublication)			
Office or Division:		Office of The Municipal Civil Registrar					
Classification:		ghly Technica					
Type of Transaction	n: G2	2C					
Who may avail:	Do	cuments Owr	ner & Direct	Descendants c	or Any Person		
-	Au	thorized by H	lim/Her		-		
CHECKLIST OF REQUIREMENTS				WHERE TO	SECURE		
1. Authenticated Birt PSA Copy	h Certifica	ate from	Philippine	Statistic Author	ity and LCR		
2. Baptismal Certific	ate		Parish Chu	ırch			
3. Voter's Certificatio			COMELEC				
4. Employment Reco			Company/	Aaencv			
5. GSIS/SSS Record			GSIS/SSS	<u> </u>			
6. Medical Record			Clinic/Hosp	oital			
7. Driver's License			LTO				
8. Bank Passbook			Bank				
9. Certificate of Land	d Title		Registry of	Deeds			
	10. Marriage Certificate (If married)			Philippine Statistic Authority and LCR			
11. Birth Certificate of at least 2 children			Philippine Statistic Authority and LCR				
12. Valid Identification Card (s)							
13. Barangay, Police & NBI Clearances			Barangay.	Police & NBI			
	14. Certification of no pending						
	administrative case from employer			Agency			
15. Affidavit of Non-e			PAO/Notary Public				
16. Authorization Let							
CLIENT STEPS		Y ACTION	FEES TO	PROCESS-	PERSON		
CLIENT STEPS	AGENC	TACTION	BE PAID	ING TIME	RESPONSIBLE		
 Query /Purpose (Logbook for Clients) Interview Review of Requirements Pays corresponding fees 	APPRO	/ED	P 1,000.00 (Filing Fee for CCE) P 3,000.00 (Filing Fee for CFN) Publicati on Fee P	20 minutes	Elizabeth P. Espiritu <i>Municipal Civil Registrar</i> Myra Suzette B. Sarate <i>Registrar II</i>		
		TOTAL:		20 minutes			



OFFICE OF THE MUNICIPAL BUDGET OFFICER

Internal Services

1. Barangay Annual/Supplemental Budget Review

The Budget Office reviews all proposed barangay annual / supplemental budgets as to compliance to the usual budgeting, accounting and auditing rules and regulations

Office or Division: Classification:		Municipal Budget Office				
		Complex				
Type of Transactio	n:	G2G				
Who may avail:		LGU-Milaor				
CHECKLIST OF				WHERE TO	SECURE	
Barangay Annual / S	Supple	mental Budgets		Barangays		
CLIENT STEPS	AGE	ENCY ACTION	FEES TO BE PAID	PROCESS- ING TIME	PERSON RESPONSIBLE	
1. Sign in to logbook	Receive barangay annual and supplemental budgets endorsed to the Sangguniang Bayan thru the Municipal Budget Office		None	1 minute	Fe A. Virayo Administrative Assistant V (Data Controller III)	
	Review the submitted annual/supplemental budgets		None	Conditional	Rey Angelo T. Cano <i>Municipal Budget</i> <i>Officer</i>	
N/A	Encoding of the review		None	15 minutes	Fe A. Virayo Administrative Assistant V (Data Controller III)	
	Signing the review		None	30 seconds	Rey Angelo T. Cano Municipal Budget Officer	
	Forward the reviewed annual / supplemental budgets to the Sangguniang Bayan		None	2 minutes	Fe A. Virayo Administrative Assistant V (Data Controller III)	
		TOTAL:				

2. Budget Process

	Municipal Budget preparation						
Office or Division:		Municipal Budge					
Classification:		Highly Technica	al				
Type of Transactio	n:	G2G					
Who may avail:	LGU-Milaor						
				WHERE TO	SECURE		
 CHECKLIST OF REQUIREMENTS 1. Personal Services Form 2. Maintenance and Other Operating Expenses Form 3. Property, Plant and Equipment Form 4. Annual Procurement Plan 5. Other Budgetary Documents 6. Budget of Expenditures and Sources of Financing (LBP No. 1) 7. Programed Appropriation and Obligations by Object of Expenditure (LBP No. 2) 8. Personnel Schedule (LBP No. 3) 9. Mandate, Vision, Major Final Output, Performance Indicators and Targets (LBP No. 4) 10. Statement of Indebtedness (LBP No. 5) 11. Statement of Statutory and Contractual Obligations and Budgetary Requirements (LBP No. 6) 12. Statement of Fund Allocation by 		WHERE TO SECURE Budget Office and Other Offices					
Sector (LBP No. CLIENT STEPS	Í		FEES TO	PROCESS-	PERSON		
		Budget Call	BE PAID None	Budget Calendar as per	RESPONSIBLE Local Chief Executive thru the Municipal Budget Officer Rey Angelo T. Cano		
		mplish various et for different s	None	schedule	Rey Angelo T. Cano Municipal Budget Officer		
N/A	Exec Heari	utive Budget ng	None	As per schedule set by Local Chief Executive	Rey Angelo T. Cano <i>Municipal Budget</i> <i>Officer</i>		
	Finali	olidation and zation of utive Budget	None	Upon submission of the budget proposals by all Department Heads	Rey Angelo T. Cano <i>Municipal Budget</i> <i>Officer</i>		

E	Endorsement of the Executive Budget to he Sangguniang Bayan	None	On or before October 16 of the Calendar Year	Local Chief Executive thru the Municipal Budget Officer Rey Angelo T. Cano
h	egislative budget nearings and deliberation	None	As scheduled by the SB - Committee on Finance and Appropriatio ns	Committee on Appropriations of the Sangguniang Bayan with the Municipal Budget Officer Rey Angelo T. Cano
A C E	ssuance of Appropriation Ordinance on the effectivity of the Annual Budget	None	On or before the Budget Year	Sangguniang Bayan
/ t E S F	Endorsement of the Annual Budget from he Sangguniang Bayan to the Sangguniang Panlalawigan for review	None	On or before the Budget Year after its enactment	Sangguniang Bayan
	TOTAL:			

3. Daily Transactions which includes but not limited to Assistance for Individuals in Critical Situation (AICS) and Educational Assistance

These are day to day government transactions of the municipality. All expenditures shall strictly adhere the validity, propriety, legality and to fully attain the VALUE FOR MONEY

	MONEY			
Office or Division:	Municipal Budg	et Office		
Classification:	Simple			
Type of Transaction				
Who may avail:	LGU-Milaor			
CHECKLIST OF	REQUIREMENTS		WHERE TO	SECURE
* Reimbursement				
(Meal, snacks, trave others)	el expenses and			
* To payment (Meal, snacks, travel expenses and others) OR - Obligation Request DV - Disbursement Voucher OR - Official Receipt PO - Purchase Order PR - Purchase Request Quotation Request Attendance Sheet BAC Resolution PHIL-GEPS TO - Travel Order, Itinerary, Trip Ticket, Certificate of Appearance		Budget Office Other Requesting Offices		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESS- ING TIME	PERSON RESPONSIBLE
1. Sign in to logbook	Receive incoming vouchers forwarded by various offices of the municipality Check whether the supplies and equipment to be purchased are included in the APP and AIP in the AB	None	1 minute / voucher	Fe A. Virayo Administrative Assistant V (Data Controller III)

Affix initials under the Budget Office's name as basis that the said request is complete and within the allowed appropriation		
TOTAL:	2 minutes	



OFFICE OF THE MUNICIPAL ACCOUNTANT

Internal Services

1. Preparation & Submission Of Other Accountability Reports

The Municipal Accounting Office is mandated to prepare & submit accountability reports to government agencies as one of the government rules & regulations being followed.

& regulations being followed.						
Office or Division:			Municipal Accounting Office			
Classification:		Highly Technical				
Type of Transactio	n:	Accountability Reports				
Who may avail:			DILG, DBM, COA & other NGA's			
CHECKLIST OF	KEQI	JIKEWENIS	WHERE TO SECURE			
None			None			
CLIENT STEPS	AGI	ENCY ACTION	FEES TO BE PAID	PROCESS- ING TIME	PERSON RESPONSIBLE	
	 1. Prepares quarterly reports of the following Posting in the DILG portal: a) Unliquidated Cash Advances b) Manpower Complement c) Cash Flow Statements d) LDRRMF Utilization Report, e) SEF Utilization Report f) Trust Fund Utilization Report 					
			None	3 days	May B. Manalo (Fiscal Examiner II)	
			None	2 days	Marites Falabi <i>(Bookkeeper</i>	
	2. Pr quart annu repoi Adva subm	epares erly & semi- al monitoring rts of Cash inces for nissions to COA attached	None	1 day	May B. Manalo (Fiscal Examiner II	
	Disbi Liqui	epares ursements & dations of fund fers from 's.	None	1 day	Marites Falabi <i>(Bookkeeper)</i>	
	Bank State a) GI b) GI Syste	epares Monthly Reconciliation ements: -Proper -Waterworks em -20% EDF	None	3 days	May B. Manalo (Fiscal Examiner II)	

d) GF-Held in trust e) SEF f) TF (401) g) TL (DRRMF)	None	3 days	Marites Falabi <i>(Bookkeeper)</i>
5. Prepares RPT Shares of LGU Barangays.	None	1 day	Emma L. Prima (Bgy. Bookkeeper)
TOTAL:			

2. Preparation & Submission Of Municipal Financial Reports

The Municipal Accounting Office is mandated to prepare & submit financial reports from time to time as the need arises pursuant to RA 7160.

Office or Division:		nicipal Accounting Office				
Classification:		Highly Technical				
Type of Transactio	n:	G2G-Governme		nment		
		NGGUNIANG BAYAN & other stake holders				
CHECKLIST OF	REQ	JIREMENTS		WHERE TO	SECURE	
1. Report of Collection Summary of Checks		-	Municipal	Freasurer's Offi	се	
2. Request for finance mail, text or phone a			Interested	Party		
CLIENT STEPS	AGI	ENCY ACTION	FEES TO BE PAID	PROCESS- ING TIME	PERSON RESPONSIBLE	
1. MTO transmits Report of	1. Receives and checks RCD with duplicate copies of AF51, AF56, CTC & deposits slips		None	2 minutes	Francia Sales (Admin. Aide III)	
Collections & Deposits with duplicate copies of	Absti	Prepares Fact of Actions	None	Everyday	Francia Sales (Admin. Aide III)	
AF51, AF56, CTC, & deposit slips	1.2 Forwards Abstract of Collections to May & Tess for JEV preparation.		None	1 minute	Francia Sales (Admin. Aide III)	
2. MTO transmits Summary of Checks Issued (together with the DV's, Official	with Rece dumr a) GI Wate 20% b) GI SEF, (DRF	1	None	2 minutes	May B.Manalo (<i>Fiscal Examiner II)</i> Marites Falabi <i>(Bookkeeper)</i>	
Receipts/ Sales Invoice, & dummy checks) which were released to the suppliers or clients.	2.1 Assigns DV number and attaches the supporting documents that were detached during processing of claims		None	everyday	Francia Sales (Admin. Aide III)	
	to Ma JEV	orwards them ay & Tess for aration	None	1 minute	Francia Sales (Admin. Aide III)	

				Г I
	 3. Prepares Journal Entry Vouchers for collections & deposits, cash & check disbursements & other financial transactions: a) GF-Proper, Waterworks System 20% EDF b) GF-Held in Trust, SEF, TF, (401), TL (DRRMF) 	None	everyday	May B.Manalo (<i>Fiscal Examiner II</i>) Roceli V. Faura (Data Controller I) Marites Falabi <i>(Bookkeeper)</i>
	 4. Records the Journal Entries in the books of accounts (CRJ, CDJ, CKDJ, & GJ) & posts them in the Subsidiary & General Ledgers: a) GF-Proper, Waterworks System, 20% EDF b) GF-Held in Trust, SEF,TF,(401), TL(DRRMF) 	None	everyday	May B.Manalo <i>(Fiscal Examiner II)</i> Marites Falabi <i>(Bookkeeper)</i>
3. Interested parties request Financial Reports.	 Prepares Trial Balance; Statements of Financial Position, Financial Performance, Changes in Net Assets/Equity & Cash Flow: a) GF-Proper, Waterworks System, 20% EDF b)GF-Held in Trust, SEF,TF,(401), TL(DRRMF) Output Cash Flow Content of the second se	None	14 days	May B.Manalo <i>(Fiscal Examiner II)</i> Marites Falabi <i>(Bookkeeper)</i>
	2. Prepares Notes to Financial Statements.	None	1 day	Emma C. Monzales <i>(Municipal</i> <i>Accountant)</i>

3. Revie all JEV	ews & signs s.	None	monthly	Emma C. Monzales <i>(Municipal</i> <i>Accountant)</i>
	ews all & reports led above.	None	7 days	Emma C. Monzales <i>(Municipal</i> <i>Accountant)</i>
Stateme related COA for & issuar	hits Financial ents & other reports to r verification nce of s opinion.	None	1 day	Emma C. Monzales <i>(Municipal</i> <i>Accountant)</i>
	TOTAL:			

3. Processing Of Remittances For The Premiums & Loan Amortizations

The Municipality of Milaor remits statutory monthly premiums and/or loan amortizations with the GSIS. PAG-IBIG Fund, PhilHealth, SSS, BIR & other loan amortizations from various lending institutions.

Office or Division:		Municipal Accounting Office				
Classification:		Highly Technical				
		G2G-Governme				
Who may avail:		National Goverr		cies, Governme	ent Financial	
		Institutions & Ba	anks			
CHECKLIST OF	REQ	JIREMENTS		WHERE TO	SECURE	
			Payroll Off	icer, PhilHealth	, SSS, Banks, GFI's,	
1. Duly accomplishe	ed DV's	s with the	GSIS, PAG	G-IBIG Fund and	d for BIR remittances:	
summary of Stateme	ent of <i>i</i>	Accounts &	1. Payroll (Officer-for emplo	oyees	
Remittances for the	month	l.	2. Bookkee	eper-for supplie	rs	
			3. MTO-for	⁻ Doc. Stamps		
CLIENT STEPS		ENCY ACTION	FEES TO	PROCESS-	PERSON	
CLIENT STEPS	AG		BE PAID	ING TIME	RESPONSIBLE	
	1. Re	ceives the				
	DV's	, assigns			Susan A. Alferez	
	trans	action control	None	2 minutes		
	nos. & records it in the logbook.				(Bookbinder II)	
	2. Prepares monthly					
	BIR Statement of Remittances & DV's for the supplier's withholding taxes.		None	4 hours	Marites Falabi <i>(Bookkeeper)</i>	
1. Submits duly	241			1 day (varies		
accomplished		Jploads eFPS		depending		
Disbursement	for the BIR remittances (supplier's withholding taxes)		Nono	on the	Marites Falabi	
Vouchers with the			None	internet's	(Bookkeeper)	
monthly summary				availability/c		
of Statement of	within	loiding taxes)		onnection)		
Accounts &	3. Re	eviews &				
Remittances for	certif	ies Statement			Emma C. Monzales	
the month.	of Re	mittances	None	10 minutos	-	
	prepa	ared by the	None	10 minutes	(Municipal	
	Payro	oll Officer &			Accountant)	
	Book	keeper.				
	4. Re	views & signs			Emma C. Monzales	
	Disbu	ursement	None	2 minutes	(Municipal	
	Vouc	hers.			Accountant)	
	5. Tra	ansmits the				
	signe	ed DV's to the	None	2 minutes	Susan A. Alferez	
	Muni	cipal	NOTE		(Bookbinder II)	
	Treas	surer's Office.				

4. Submission Of Municipal & Barangay Accounts

The Municipal Accounting Office is mandated to submit financial records & documents to resident COA Auditors pursuant to RA 7160 for post audit, verification, & safekeeping purposes.

verification, & safekeeping purposes.						
Office or Division:		Municipal Accounting Office				
Classification:		Highly Technical				
Type of Transaction	n:		ent to Government			
Who may avail:		COA				
CHECKLIST OF	REQ	JIREMENTS		WHERE TO	SECURE	
1. Municipal Accour	nts(JE۱	/;DV;	LGU			
Supporting docs)			200			
2. Barangay Accour	nts (D∖	/; SCD;	Barangay			
Supporting docs)						
CLIENT STEPS		ENCY ACTION	FEES TO BE PAID	PROCESS- ING TIME	PERSON RESPONSIBLE	
	 Sorts the Municipal Accounts chronologically as to JEV number per journal/book. Before submitting them to COA, scans all of them for eCOPY of Accounting Unit or LGU file Files Municipal and Barangay Accounts Files Municipal b. Barangay Prepares transmittal Letter to COA Municipal b. Barangay Reviews, checks, & signs transmittal letter to COA. Submits Accounts to COA. Submits Accounts to COA. Municipal b. Barangay 		None	everyday	Francia Sales (Admin. Aide III)	
			None	everyday	Mark Anthony A.Silvestre (Engineering Assistant)	
			None	monthly	Francia Sales Emma Prima	
			None	5 minutes	Francia Sales Emma Prima	
			None	10 minutes	Emma C. Monzales <i>(Municipal</i> <i>Accountant)</i>	
			None None	monthly monthly	Francia Sales Emma Prima	



OFFICE OF THE MUNICIPAL ACCOUNTANT

External Services

1. Processing Of Claims

The Municipal Accounting Office reviews and checks all disbursement vouchers pertaining to procurements, financial assistance, infrastructure projects payments, cash advances, financial assistance, RPT share remittances (Province & Barangay), payrolls and travelling expenses.

ed Disk olete su AGI 1. Re	Suppliers, Contr JIREMENTS pursement upporting ENCY ACTION	ent to Govern ractors, Emp	nment; G2C-Go bloyees & Clien WHERE TO	SECURE
E REQU ed Disk blete su AGI 1. Re	G2G-Governme Suppliers, Contr JIREMENTS oursement upporting ENCY ACTION	suppliers, FEES TO	Dioyees & Clien WHERE TO S Contractors, En	ts SECURE nployees and Clients
E REQU ed Disk blete su AGI 1. Re	Suppliers, Contr JIREMENTS pursement upporting ENCY ACTION	suppliers, FEES TO	Dioyees & Clien WHERE TO S Contractors, En	ts SECURE nployees and Clients
ed Disk olete su AGI 1. Re	JIREMENTS oursement upporting ENCY ACTION	Suppliers, FEES TO	WHERE TO	SECURE
ed Disk olete su AGI 1. Re	oursement upporting ENCY ACTION	FEES TO	Contractors, En	nployees and Clients
AGE	Ipporting	FEES TO		
1. Re			PROCESS-	
	eceives &		ING TIME	PERSON RESPONSIBLE
1. Receives & initially reviews the Disbursement Voucher for the specific claim together with the supporting documents.		None	10 minutes (more complex transaction, requires a long period of time to review)	Susan A. Alferez (Bookbinder II)
2. Assigns transaction control number & records the same in the logbook.		None	2 minutes	Susan A. Alferez (Bookbinder II)
the D)isbursement	None	3 minutes	Emma C. Monzales <i>(Municipal</i> <i>Accountant)</i>
4. Detaches supporting documents from DV for safekeeping.		None	1 minute	Susan A. Alferez (Bookbinder II)
signe Disbu Vouc Muni	ed ursement cher to the cipal surers Office.	None	2 minutes	Susan A. Alferez (Bookbinder II)
	Vouc spec toget supp docu 2. As trans numb the s logbo 3. Re the D Vouc 4. De supp docu for sa 5. Tra signe Disbo	 Voucher for the specific claim together with the supporting documents. 2. Assigns transaction control number & records the same in the logbook. 3. Reviews & signs the Disbursement Voucher. 4. Detaches supporting documents from DV 	Voucher for the specific claim together with the supporting documents.None2. Assigns transaction control number & records the same in the logbook.None3. Reviews & signs the Disbursement Voucher.None4. Detaches supporting documents from DV for safekeeping.None5. Transmits the signed Disbursement Voucher to the Municipal Treasurers Office.None	Voucher for the specific claim together with the supporting documents.Nonetransaction, requires a long period of time to review)2. Assigns transaction control number & records the same in the logbook.None2 minutes3. Reviews & signs the Disbursement Voucher.None3 minutes4. Detaches supporting documents from DV for safekeeping.None1 minute5. Transmits the signed Disbursement Voucher to the Municipal Treasurers Office.None2 minutes

2. Issuance Of Accountant's Advice

The Municipal Accounting Office prepares Municipal Accountant's advice with checks & endorses it to the depository banks.

			-				
<u></u>		Municipal Accounting Office Simple					
Classification: Type of Transaction:		G2G-Government to Government; G2C-Government to Client					
Who may avail:		All					
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE				
1. List of duly signed checks.		Municipal Treasurer's Office					
AGENCY ACTION		FEES TO BE PAID	PROCESS- ING TIME	PERSON RESPONSIBLE			
1. Receives Disbursement Vouchers with duly signed checks.		None	2 minutes	Roceli V. Faura (Data Controller I)			
1.1. Prepares the Municipal Accountant's advice.		None	5 minutes (preparation may vary depending on the no. of checks)	Roceli V. Faura (Data Controller I)			
1.2. Prepares the BIR Forms 2306 & 2307.		None	5 minutes (preparation may vary depending on the number of suppliers with withholding taxes)	Roceli V. Faura (Data Controller I)			
signs Accc and	s the ountant's advice BIR forms 2306	None	2 minutes	Emma C. Monzales <i>(Municipal</i> <i>Accountant)</i>			
1.4. Transmits the Municipal Accountant's advice with the DV's and the duly signed checks to the Municipal Treasurer's Office.		None	2 minutes	Susan A. Alferez (Bookbinder II)			
	AGI AGI 1. Re Disb Vouc signe 1.1. I Muni Acco 1.2. I BIR 2307 1.3. I signs Acco and I & 23 1.4. T Muni Acco U U U U U U U U U U U U U U U U U U	AGENCY ACTION AGENCY ACTION 1. Receives Disbursement Vouchers with duly signed checks. 1.1. Prepares the Municipal Accountant's advice. 1.2. Prepares the BIR Forms 2306 & 2307. 1.3. Reviews & signs the Accountant's advice and BIR forms 2306 & & 2307 1.4. Transmits the Municipal Accountant's advice with the DV's and the duly signed checks to the Municipal	d checks.MunicipalAGENCY ACTIONFEES TO BE PAID1. Receives Disbursement Vouchers with duly signed checks.None1.1. Prepares the Municipal Accountant's advice.None1.2. Prepares the BIR Forms 2306 & 2307.None1.3. Reviews & signs the Accountant's advice and BIR forms 2306 & 2307None1.4. Transmits the Municipal Accountant's advice with the DV's and the duly signed checks to the Municipal Treasurer's Office.Municipal None	d checks.Municipal Treasurer's OffiAGENCY ACTIONFEES TO BE PAIDPROCESS- ING TIME1. Receives Disbursement Vouchers with duly signed checks.None2 minutes1.1. Prepares the Municipal Accountant's advice.None5 minutes (preparation may vary depending on the no. of checks)1.2. Prepares the BIR Forms 2306 & 2307.None5 minutes (preparation may vary depending on the no. of suppliers with withholding taxes)1.3. Reviews & signs the Accountant's advice and BIR forms 2306 & 2307None2 minutes (preparation may vary depending on the number of suppliers with withholding taxes)1.3. Reviews & signs the Accountant's advice and BIR forms 2306 & 2307None2 minutes1.4. Transmits the Municipal Accountant's advice with the DV's and the duly signed checks to the Municipal Treasurer's Office.None2 minutes			

3. Barangay Affairs

Government Accounting & Auditing Manual provides that the Municipal Accounting Office shall assist in the financial accountabilities in the barangays.

			s in the baranyays.			
Municipal Accounting Office Highly Technical						
G2G-Government to Government						
COA & LGU Barangays						
Who may avail: COA & LGU Ba CHECKLIST OF REQUIREMENTS			WHERE TO SECURE			
1. Barangay Accounts & Financial Records.		Barangay Treasurers				
AGENCY ACTION		PROCESS- ING TIME	PERSON RESPONSIBLE			
gay ancial nal s.	None	everyday	Emma L. Prima (Bgy. Bookkeeper)			
1.1. Records financial transactions in the journals.		everyday	Emma L. Prima (Bgy. Bookkeeper)			
1.2. Posts transactions in the General Ledgers.		everyday	Emma L. Prima (Bgy. Bookkeeper)			
Trial ion, et l	None	22 days	Emma L. Prima (Bgy. Bookkeeper			
2. Reviews Barangay Trial Balance & other related reports.		7 days	Emma C. Monzales <i>(Municipal</i> <i>Accountant)</i>			
3. Transmits to the resident COA Auditor the Bgy. Accounts(COA file) & Financial statements & other related reports & records.		1 day	Emma L. Prima <i>(Bgy. Bookkeeper)</i>			
statements & other related reports &			r			



OFFICE OF THE MUNICIPAL TREASURER

External Services

1. Business Reg	istra	tion (New/Ren	iewal)			
Office or Division:			urer's Office	9		
Classification: Simple						
Type of Transaction: G2C, G2G						
Who may avail:Business Owner			rs			
CHECKLIST OF	REQ	JIREMENTS	WHERE TO SECURE			
New Brgy. Clearance Brgy. Business Clearance Police Clearance Real Property Tax Payment Application Form DTI, SEC REG. Lease Contract (if leasing) Renewal			Office of the Barangay Captain Office of the Barangay Captain PNP Municipal Treasurer's Office Municipal Treasurer's Office DTI, SEC Lessor			
Brgy. Clearance Brgy. Business Clearance Police Clearance Real Property Tax Payment Application Form			Office of the Barangay Captain Office of the Barangay Captain PNP Municipal Treasurer's Office Municipal Treasurer's Office			
CLIENT STEPS	AGE	ENCY ACTION	FEES TO BE PAID	PROCESS- ING TIME	PERSON RESPONSIBLE	
 Verification Assessment 	Approved		None None	New 2 Days Renewal 25 minutes New 5 minutes Renewal 5 minutes	Allan M. Sta. Ana Tax Mapping Aide – Assessor's Office Leiylani S. Anacin Revenue Collection Clerk II	
3. Payment / Releasing			Based on the Revenue Code of Milaor, Cam. Sur	New 10 minutes Renewal 10 minutes	Stephen M. Rivera, Jr. Process Server or Emmarie A. Menes Administrative Assistant II (Budgeting Assistant) or Himeditha Baduya Revenue Collection Clerk II	
		τοται ·				
	TOTAL:				Revenue Collection	

atration (Now/Danowal)

2. Community Tax Certificate / Certificate of Tax Payment and other Certificate / Police Clearance

Police Cleara	ice						
Office or Division:		Municipal Treas	urer's Office	9			
		Simple					
		G2C, G2G	2C, G2G				
			the Philippines, any person who has property or				
			n in the municipality & resident of Milaor				
CHECKLIST OF	JIREMENTS	WHERE TO SECURE					
1. Any valid ID		Any goverr	nment or private	e entity			
2. Proof of ownership or SPA with xerox of ID of owner if other person is transacting			Client				
3. Valid Barangay C	learan	ice		e Barangay Ca	ptain		
CLIENT STEPS	AGI	ENCY ACTION	FEES TO BE PAID	PROCESS- ING TIME	PERSON RESPONSIBLE		
1. Present to the cashier the necessary requirements in (1, 2 and 3)	Approved		For Community Tax Certificate: P 5.00 plus P 1.00 for	5 minutes	Venus B. Casin Administrative Aide IV (Bookbinder II)		
2. Cashier evaluates / computes the corresponding payment			every P 1,000.00 For Certificate of Tax	15 minutes	Himeditha Baduya <i>Revenue Collection</i> <i>Clerk II</i>		
2. Pay corresponding amount			Payment and other Certificate: Local P 80.00 Abroad P 180.00 For Police Clearance: P 90.00	5 minutes	Stephen M. Rivera, Jr. <i>Process Server</i>		
		TOTAL:		25 minutes			

3. Payment of Water Bill / Payment for MILAWUD Reconnection / MILAWUD Membership Application

	IIIDel	snip Applicat				
Office or Division:			urer's Office	9		
Classification:		Simple				
Type of Transaction: G2C, G2G						
Who may avail:		MILAWUD Merr	nbers			
CHECKLIST OF	REQ	JIREMENTS	WHERE TO SECURE			
Water Bill			MILAWUD Office			
Computation of Arrears			Treasury Office – Himeditha B. Baduya and Pedro Olaño, Jr.			
Accomplished MILA	WUD	Application	MILAWUD	Office - Noel A	Amarod and Lauro	
Form			Rentoria			
CLIENT STEPS	AGENCY ACTION		FEES TO BE PAID	PROCESS- ING TIME	PERSON RESPONSIBLE	
1. Present the water bill / computation of arrears / accomplished MILAWUD Application Form to Window 3			Payment of Water Bill P 125.00 min. Payment for MILAWUD	Payment of Water Bill 2 minutes Payment for MILAWUD	Himeditha Baduya	
Appr 2. Pay the corresponding		oved	Reconnecti on P 400.00 plus arrears	Reconnection 10 minutes	Revenue Collection Clerk II	
amount	, 		MILAWUD Membership Application P 2,100.00	MILAWUD Membership Application 10 minutes		
	1	TOTAL:	,			

4. Real Property Tax Payment

4. Real Property	ιαλ	Fayment				
Office or Division:		Municipal Treas	surer's Office	9		
Classification:		Simple				
Type of Transactio	n:	n: G2C				
Who may avail:		Real Property C	wners or his	s / her duly Autl	norized	
		Representative		-		
CHECKLIST OF	REQ	JIREMENTS		WHERE TO	SECURE	
Tax Declaration Nur Previous Official Red		available	Assessor's	Office		
CLIENT STEPS		ENCY ACTION	FEES TO	PROCESS-	PERSON	
CLIENT STEPS	AG		BE PAID	ING TIME	RESPONSIBLE	
1. Secure Tax Declaration No.	None		P 65.00	5 minutes	Allan M. Sta. Ana Tax Mapping Aide – Assessor's Office	
2. Computation	Computation of Taxes		None	10 minutes	Venus B. Casin Administrative Aide IV (Bookbinder II) or Leiylani Anacin Revenue Collection Clerk II	
3. Payment	Issuance of O.R.		1% Basic Tax 1% SEF plus 2% per month	10 minutes	Venus B. Casin Administrative Aide IV (Bookbinder II) or Leiylani S. Anacin Revenue Collection Clerk II	
		TOTAL:		25 minutes		

5. Securing Bicycle, Padyak, Motorized, Banca and Tractor Permit / Large Cattle Registration and Transfer Fee

	kegis	tration and Tr					
Office or Division:		Municipal Treas	surer's Office	9			
Classification:		Simple					
Type of Transactio	n:	: G2C					
Who may avail:			, Motorized	Padyak, Banca	Milaor, Camarines Sur who owns Padyak, Banca & Tractor and Large		
CHECKLIST OF	REQ			WHERE TO	SECURE		
For Securing Pady Banca and Tractor 1. Community Tax C	Perm	it	Municipal ⊺ Division	Freasurer's Offi	ce and Police Traffic		
2. Approved Inspect	ion Re	eport					
For Large Cattle Re Transfer Fee	egistra	ation and	Large Catt	le Owner and F	espective Barangay		
1. Large Cattle moth	er title	9	•		espective barangay		
2. Certification from			Captain				
3. Facsimile		•	1				
			FEES TO	PROCESS-	PERSON		
CLIENT STEPS	AG	ENCY ACTION	BE PAID	ING TIME	RESPONSIBLE		
 Accomplish Application Form and attach the Approved Inspection Cashier evaluates / computes the 			Bicycle: New P 292.00 Renewal P 210.00 Padyak: New P 495.00 Renewal P 260.00		Venus B. Casin Administrative Aide IV (Bookbinder II Himeditha Baduya Revenue Collection		
corresponding payment 2. Pay the corresponding amount	Appr	oved	Motorized: New P 485.00 Renewal P 320.00 Tractor less than 10hp: P 125.00 10hp or more: P 175.00 Banca: less than 1/2 gr ton P 30.00 1/2 to 3 tons P 45.00	10 minutes	Clerk II Stephen M. Rivera, Jr. Process Server		

	2 tono or		
	3 tons or		
	more		
	P 85.00		
	Motorized		
	Banca:		
	less than		
	1/2 gr ton		
	P 100.00		
	1/2 to 3		
	tons		
	P 150.00		
	3 tons or		
	more		
	P 200.00		
TOTAL:		10 minutes	



OFFICE OF THE MUNICIPAL ASSESSOR

External Services

1. Issuance Of Certificate (Aggregate Landholdings, No Properties, With Improvements, No Improvements, Current/Latest And Existing Tax Declaration)

Declaration)						
Office or Division:		Municipal Assessor's Office				
Classification:		Highly Technical				
Type of Transactio	n:	G2C				
Who may avail:		Property Owner				
CHECKLIST OF	REQ	JIREMENTS		WHERE TO		
Official Receipt				Freasurer's Offi		
CLIENT STEPS	AG	ENCY ACTION	FEES TO BE PAID	PROCESS- ING TIME	PERSON RESPONSIBLE	
1. Fill-up Request Slip	1. Research and verify on file (Ownership Record Form/ORF)			2 minutes	Rogel D. Avanceña <i>Draftsman I</i> Municipal Assessor's Office	
2. Pay Corresponding Fees	1. Issue Official Receipt		P 95.00	3 minutes	Venus B. Casin Administrative Aide IV (Bookbinder II) Municipal Treasurer's Office	
requ docu		Prepare ested ments oding & printing)	None	10 minutes	Jayzell Ramboyong Administrative Aide OR Bayani P. Gases <i>Clerk</i> Municipal Assessor's Office	
3. Present the Official Receipt	 3.2. Affix signature / approves the documents 3.3. Record the documents for release 		None	3 minutes	Maria Victoria DG. Tapel <i>Municipal Assessor</i> Municipal Assessor's Office	
			None	3 minutes	Rogel D. Avanceña <i>Draftsman I</i> Municipal Assessor's Office	
4. Receive the approved documents	-		None	-	-	
		TOTAL:	P 95.00	21 minutes		

2. Property Appraisal (New Building) Office or Division: Municipal Assessor's Office **Classification: Highly Technical** Type of Transaction: G2C Who may avail: **Property Owner** CHECKLIST OF REQUIREMENTS WHERE TO SECURE Floor plan • Municipal Engineer's Office Occupancy permit / building permit • and certificate of completion FEES TO **PROCESS-**PERSON **CLIENT STEPS AGENCY ACTION BE PAID ING TIME** RESPONSIBLE Maria Victoria Tapel Municipal Assessor Depends on OR 1. Submit letter of 1. Conduct ocular None the location Allan M. Sta. Ana request (optional) inspection of property Tax Mapping Aide Municipal Assessor's Office 2. Prepare FAAS & None Tax Declaration Allan M. Sta. Ana 2.1. Compute the Tax Mapping Aide market value and None Municipal assessed value Assessor's Office Jayzell Ramboyong Administrative Aide OR 2.2. Encode and Bayani P. Gases None print the documents Clerk Municipal 90 minutes Assessor's Office Jayzell Ramboyong Administrative Aide OR 2.3. Prepare Notice None Bayani P. Gases of Assessment Clerk Municipal Assessor's Office 2.4. Affix signature Maria Victoria Tapel and recommend the Municipal Assessor new tax declaration None Municipal for approval of the Assessor's Office Provincial Assessor TOTAL: None 90 minutes

3. Re-Classification

3. Re-Classificat							
Office or Division: Municipal Asses							
			Highly Technical				
71			G2C				
Who may avail:		Property Owner					
CHECKLIST OF			N 4	WHERE TO			
Certificate of		•	•	Freasurer's Offi			
Payment for c		•	iviunicipai i	Freasurer's Offi	ce		
 Letter request 	t of ov	vner (optional)		DDOOFOO	DEDCON		
CLIENT STEPS	AGE	ENCY ACTION	FEES TO BE PAID	PROCESS- ING TIME	PERSON RESPONSIBLE		
1. Fill-up request slip and submits letter of request	conc map	esearch the ern lot from tax and tax aration	None		Maria Victoria Tapel <i>Municipal Assessor</i> OR Allan M. Sta. Ana <i>Tax Mapping Aide</i> Municipal Assessor's Office		
2. Pay corresponding fee	2.1. I Rece	ssue Official ipts	P 100.00	3 minutes	Venus B. Casin Administrative Aide IV (Bookbinder II) Municipal Treasurer's Office		
	Inspe	Conduct Ocular ection for cation	None		Maria Victoria Tapel <i>Municipal Assessor</i> OR Allan M. Sta. Ana <i>Tax Mapping Aide</i> Municipal Assessor's Office		
	Decla on ac actua	Revised Tax aration based ctual use / al condition of roperty			Maria Victoria Tapel <i>Municipal Assessor</i> OR Allan M. Sta. Ana <i>Tax Mapping Aide</i> Municipal Assessor's Office		
	Decla	Submit Tax aration to the incial Office for oval TOTAL :	P 100.00		Maria Victoria Tapel <i>Municipal Assessor</i> OR Allan M. Sta. Ana <i>Tax Mapping Aide</i> Municipal Assessor's Office		

4. Transfer Of Ownership (Titled / Untitled Properties)

	wnership (Titled /)					
Office or Division:		Iunicipal Assessor's Office				
Classification:	Highly Technica	y Technical				
Type of Transactio						
Who may avail:	Property Owner	•				
CHECKLIST OF	REQUIREMENTS		WHERE TO	SECURE		
 (For Titled Property/ies) Electronic Copy of Title Registered Deed of Conveyance BIR Clearance Transfer Tax (Except for CLOA & EP) Certificate of Tax Payment (RPT) Certification from Municipal Agrarian Reform Officer (MARO) (If title is CLOA or EP) Approved Plan (If subdivided) Processing Fee (For Untitled Property/ies) Certified True Copy of Deed of Conveyance Status Certification of said lot 		 WHERE TO SECURE Register of Deeds Register of Deeds Bureau of Internal Revenue Provincial Treasurer's Office Municipal Treasurer's Office Department of Agrarian Reform (San Fernando) Land Management Bureau or Register of Deeds Municipal Treasurer's Office Department of Environment & Natural Resources (DENR) DENR 				
	 Approved Survey 		 Land Management Bureau or CENRO 			
Cert. of Tax F		Municipal Treasurer's Office				
		FEES TO	PROCESS-	PERSON		
CLIENT STEPS	AGENCY ACTION	BE PAID	ING TIME	RESPONSIBLE		
1. Fill-up Request	Brief the client about the service and	021700	3 minutes	Rogel D. Avanceña Draftsman I Municipal Assessor's Office		
Slip	request client to pay processing fee	P 100.00	2 minutes	Venus B. Casin Administrative Aide IV (Bookbinder II) Municipal Treasurer's Office		
2. Apply for	2.1. Review the documents	None		Maria Victoria Tapel <i>Municipal Assessor</i> Municipal Assessor's Office		
transfer of ownership and submit the necessary	2.2 Prepare FAAS & Tax Dec	None	90 minutes	Allan M. Sta. Ana <i>Tax Mapping Aide</i> Municipal Assessor's Office		
documents based on checklist	2.2.a. Assign PIN & ARP	None		Allan M. Sta. Ana <i>Tax Mapping Aide</i> Municipal Assessor's Office		

				Allan M. Sta. Ana
	2.2.b. Compute the	None		Tax Mapping Aide
	market value and assessed value	None	Municipal	
				Assessor's Office
				Jayzell Ramboyong
	2.2.c. Encode data			Administrative Aide
	in Field Appraisal			OR
	Assessment Sheet	None		Bayani P. Gases
	and Tax Dec.			Clerk
				Municipal
				Assessor's Office
				Jayzell Ramboyong Administrative Aide
	2.2 d Dropara			OR
	2.2.d. Prepare Notice of Assessment	None		Bayani P. Gases
				Clerk
				Municipal
				Assessor's Office
				Allan M. Sta. Ana
				Tax Mapping Aide
				Municipal
	2.2.e. Draw land			Assessor's Office
	sketch on FAAS	None		OR
				Rogel D. Avanceña
				Draftsman I
				Municipal
				Assessor's Office
	2.2.f. Affix signature			Maria Victoria Tapel
	and recommend the	None		Municipal Assessor
	new tax declaration for approval of the	none		Municipal
	Provincial Assessor			Assessor's Office
	TOTAL:		1 hour, 35	
	101/1E	P 100.00	minutes	
			minuco	



OFFICE OF THE MUNICIPAL ENGINEER

External Services

1. Issuance Of Building Permit (Application for Concrete Building)

	n for Concrete Build					
Office or Division:		Municipal Engineering Office				
Classification:	Complex					
Type of Transactio						
Who may avail:	Any transacting	g public & Bu				
CHECKLIST OF	REQUIREMENTS		WHERE TO S	SECURE		
1.) 1 pc. Long size E	Brown Envelope & 1	Applicant				
pc. Logbook		/ ppiloant				
2.) 6 pcs. Lot Plan		_				
3.) 6 sets Building P		Civil Engin	eer			
4.) 6 sets Bill of Mate	erials & Estimate &					
Specification						
5.) 6 pcs. Certification		Municipal ⁻	Treasurer's Office	ce		
6.) 6 pcs. TCT (Pho		Applicant				
7.) 6 pcs. Deed of S						
8.) 6 pcs. Tax Decla		Municipal /	Assessor's Offic	e		
9.) 6 pcs. Structural	Computations (2	Civil Engin	eer			
storey & Up)		-				
10.) Zoning/Location		MPDC Off				
11.) Fire Clearance		BFP Office				
12.) 2 pcs. Plate Loa	ad Analysis Test					
Result (for 3 storey)						
13.) 2 pcs. Soil Borir						
storey Building & up	or 3 storey w/ deck					
roof).	(Clearance		Diaco where the project being constructed			
14.) 3 pcs. Baranga 15.) Application For		Place where the project being constructed				
15.1.) 6 pcs. Build						
15.2.) 6 pcs. Elec						
15.3.) Sanitary Pe		Engineering Office				
15.4.) 6 pcs. Mech						
15.5.) 6 pcs. Elect		-				
15.6.) 6 pcs. Fend		4				
16.) CSHP for DOLE		DOLE Office (Naga City)				
17.) Commercial/Ind						
17.1.) 2 pcs. ECC		DENR Offi	_ DENR Office (Legazpi City)			
17.2.) Permit to O		1		,		
		FEES TO	PROCESS-	PERSON		
CLIENT STEPS	AGENCY ACTION	BE PAID	ING TIME	RESPONSIBLE		
1. Get a				Edwin F. Reyes		
Requirements-			5 working	Municipal Engineer		
Checklist and	Review all forms of		days upon			
application forms	the applicant if		Endorsemen	Engr. Rodrigo		
from the Office of	already fill-up and	N/A	t to the	Camarote		
the Municipal	signed of the		Bureau of			
Building Official.	authorized		Fire	Arturo A. David		
2. Properly filled-	signatories		Protection.			
up application				Richard B. Aligang		
forms duly signed						

and sealed by engineers			Jamaellah Itay
concerned.			
3. Submit all forms			
and documents			
needed for the			
transaction to the			
Office of Building			
Official.			
4. Released Order	Prepare & released		
of Payment	Order of Payment		
5. Payment			
Receipt at the		c/o :	
Municipal		MTO	
Treasurer's Office			
6. 1st Endorsement			
Process to the	Prepare 1st	c/o : BFP	
BFP Office and	Endorsement	0,0.011	
Zoning Clearance			
at MPDC Office			
7. Building Permit	Signed & Approval		
Approval			
8. Issuance of	Released of Building		
Building Permit to	Permit Number		
the Applicant	TOTAL		
	TOTAL:		

2. Issuance Of Certification Of Road Right Of Way

2. ISSuance Of C					
Office or Division:		Municipal Engin	eering Offic	е	
Classification:		Simple			
Type of Transactio	n:	G2C			
Who may avail:		Any transacting	public		
CHECKLIST OF	REQ	JIREMENTS		WHERE TO	SECURE
1. Request Letter wi	th Pur	pose	Applicant		
2. Tax Declaration			Assessor's	Office	
CLIENT STEPS AGENCY ACTION		FEES TO BE PAID	PROCESS- ING TIME	PERSON RESPONSIBLE	
1. Submit a request letter		eived request , and verify the ose	n/a		
2. Payment for Certification Fee			c/o: MTO	3 minutes	Edwin F. Reyes
3. Get a Tax Declaration to the Assessor's Office	Verification for the existing records		n/a	5 minutes	Municipal Engineer
4. Issuance of	•	ed and			
Certification	Rele				
		TOTAL:			

3. Issuance Of Clearance For Electrical Connection

(Application for Indigenous Building)

<u> </u>		Indigenous Bui				
Office or Division:		Municipal Engin	neering Office			
Classification:		Complex				
Type of Transaction:		G2C & G2B				
Who may avail:		Any transacting	public & Bu			
CHECKLIST OF				WHERE TO	SECURE	
1. Complete forms fi Applicant	ll-up 8	& signed by the	Applicant a	and Professiona	I Electrical Engineer.	
2. Picture of Resider	ntial B	uilding	Applicant			
3. TESDA Certificate			Person wit	h NC II Certifica	ate	
4. Payment Receipt			Municipal	Freasurer's Offi	се	
5. Tax Declaration			Assessor's	Office		
6. Zoning Clearance	;		MPDC Offi	се		
7. Electrical Certifica			Municipal E	Engineering Off	ice	
CLIENT STEPS	AGI	ENCY ACTION	FEES TO BE PAID		PERSON RESPONSIBLE	
 1.1. Complete forms signed by the Applicant, any Person with NC II Certificate and Professional Electrical Engineer. 1.2. Picture of Residential Building. 	Review forms of the applicant if already filled-up and signed by the authorized signatories. Check the printed picture if Indigenous or concrete. Then the Inspection Officer will approve if the residential is subject for Inspection or not check the TESDA Certificate if it is Valid or Expired Issued Certification		N/A		Eric P. Claro Jose B. Cataneo Richard B. Aligang Edwin F. Reyes <i>Municipal Engineer</i>	
1.3. TESDA Certificate NC II				3 minutes		
 Payment of Receipt at the Municipal Treasurer's Office. Tax Declaration at the Assessor's Office Zoning Clearance at the MPDC Office. Certification from Municipal Engineering Office 			c/o : MTO		c/o : Municipal Treasurer's Office	
6. Certification from Bureau of						

Fire Protection Office			
7. Notary Public (Mayor's Office or			
any Lawyer) Proceed to the			
Office of CASURECO II	TOTAL		
	TOTAL:		

4. Issuance Of Inspection Report For Business Permit

Office or Division: Municipal Engineering Office							
Classification:	Classification:		Simple				
Type of Transactio	n:	G2C & G2B					
Who may avail:		Any transacting	public & Bu	siness entity			
CHECKLIST OF	REQ	JIRÉMENTS		WHERE TO	SECURE		
1.) Order of Paymer	nt		Municipal 7	Treasurer's Offi	се		
2.) Previous Inspect of Payment.	ion Re	port and Order	Client/Appl	licant			
CLIENT STEPS	AGI	ENCY ACTION	FEES TO BE PAID	PROCESS- ING TIME	PERSON RESPONSIBLE		
1. Payment Receipt coming form Municipal Treasurer's Office		//check the r of Payment			Edwin F. Reyes <i>Municipal Engineer</i> Arturo A. David Richard B. Aligang		
2. Prepare computerize Inspection Report Certificate	signe Repo	repared and gned Inspection eport to the lunicipal Building fficial Deper	Depends	5 minutes upon inspection	Franklin P. Gases Jamaellah Itay		
3. Inspection Process	,	ect or Schedule spection	upon the nature of Business		Eric P. Claro Jose B. Cataneo Engr. Rodrigo Camarote		
4. Approval & Issuance of Inspection Report for Business Permit	Engii Rece Issua	ed of Municipal neer, Client vived and ance of ection Report			Edwin F. Reyes <i>Municipal Engineer</i> Richard B. Aligang Franklin P. Gases		
	I	TOTAL:					

5. Issuance Of Occupancy Permit (After Completion of the Building)

		the Building)				
Office or Division:		Municipal Engin	eering Offic	e		
Classification:		Complex				
Type of Transactio	n:	G2C & G2B				
Who may avail:		Any transacting	public & Bu	siness entity		
CHECKLIST OF	REQ	JIREMENTS		WHERE TO	SECURE	
1. As built Plan			Civil Engin	eer		
2. Logbook			-			
3. Receipt			Municipal ⁻	Freasure's Offic	e	
4. Forms - Certificate		ompletion	Engineerin	a Office		
5. 2nd Endorsement				<u> </u>		
CLIENT STEPS	AG	ENCY ACTION	FEES TO BE PAID	PROCESS- ING TIME	PERSON RESPONSIBLE	
 Get a form and fill-up Certificate of Completion to the office of Engineering, duly signed and sealed by engineers concerned Prepare and submit As Built Plan together with a complete logbook to the Office of Engineering 	Review all forms of the applicant if already fill-up and signed of the authorized signatories		n/a	5 working days upon Endorsemen t to the Bureau of Fire Protection.	Edwin F. Reyes <i>Municipal Engineer</i> Richard B. Aligang	
3. Payment Receipt at the Municipal Treasurer's Office.	Photocopy of Receipt		c/o : MTO			
4. 2nd Endorsement to the BFP Office		are 2nd prsement	c/o : BFP			
5. Release of Occupancy Permit	Signe	ed & Approval				
		TOTAL:				

6. Issuance Of Program Of Works (Pow)

6. Issuance Of P	Togra		. /			
Office or Division:						
		Simple				
Type of Transactio	n:	G2G				
Who may avail:		Any governmen	t agency, go			
CHECKLIST OF				WHERE TO	SECURE	
1. Price Quotation/L	ist & C	anvass of	Supplier			
Materials. 2. Complete checklis	ot of in	formation such				
as:		iornation such				
A.) Name of Project						
B.) Project Location						
C.) Project Descripti	on		Client			
D.) Appropriation						
E.) Source of Fund						
F.) With or Without L	abor	Cost.				
CLIENT STEPS	AGE	ENCY ACTION	FEES TO	PROCESS-	PERSON	
1. Submit Price			BE PAID	ING TIME	RESPONSIBLE	
Quotation/List &						
Canvass of						
Materials with	* Che	eck and Verify				
appropriate fill up	the s	ubmitted Price				
of information.		ation /List &				
		ass of				
Name of Project	Mate	rials.			Edwin F. Reyes	
Project Location	* • • •	duct in an action			Municipal Engineer	
Project Description Appropriation		nduct inspection cessary.			, C	
Source of Fund	II Het	,655al y.			Engr. Rodrigo	
With or Without					Camarote	
Labor Cost.			N/A	10 minutes		
2. Prepare					Richard B. Aligang	
computerize	Enco	ded Information			Franklin P. Gases	
submitted						
quotation.					Jamaellah Itay	
3. Signed with					,	
approval of Municipal	Prepa	ared and				
Engineer and	Reco	mmended				
MPDC Officer.						
4. Ready for	<u> </u>	in a land				
issuance of		ived and				
Program of Work.	Relea	aseu				
		TOTAL:		10 minutes		



OFFICE OF THE RURAL HEALTH UNIT

External Services

1. Availing Oral / Dental Examination And Tooth Extraction Services

Office or Division:		pal Healtl		oth Extractio	JII Selvices
Classification:	Comple				
Type of Transaction: G2C					
Who may avail:		of Milaor	Camarines Sur.		
CHECKLIST OF			Gamanio	WHERE TO S	SECURE
PHILHEALTH-MDR (Record)			PhilHealth		
CLIENT STEPS	AGENCY A	ACTION	FEES TO BE PAID	PROCESSI NG TIME	PERSON RESPONSIBLE
1. Visits the Health Center	1. Get the da needed and signs of the	the vital	None	5 minutes	Fiona Kay Iza R. Sagarino <i>Dental Aid</i> e
2. Proceeds to the Dental Clinic and register at the Dental log book	2. Asks for t Complaint a review the m history of the	nd nedical	None	5 minutes	Rica C. Asis Dentist
3. Submits himself to the Dentist for Oral / Mouth Examination	 3. 1. Conducts Oral/Mouth Examination; 3.2. Further Assessment and Evaluation of the tooth to be extracted; 3.3. Issue Tooth Extraction Fee 		None	10 minutes	Rica C. Asis <i>Dentist</i>
4. Proceed to Milaor- Treasury Office and pay the Tooth Extraction Fee	4. Issue an Official Receipt		Tooth Extraction Fee-Php 100.00 Maximum of two anesthesi a	5 minutes	Milaor-Treasury Office Collecting Officer
 5.1. Go back to the Dental Office and present the Official receipt 5.2. Submits himself to the Dentist for Tooth Extraction 	 5.1. Check the Receipt ; 5.2. Perform 7 necessary To Extraction pro 5.3. Gives fur medical advise Prescribes m 5.4. Dismiss to patient 	the both bocedure; ther se and edicine	None	30 minutes	Rica C. Asis <i>Dentist</i>
	padon	TOTAL:	Php 100.00	55 minutes	

2. Medical Consultation (Barangay Health Station)

2. Medical Con	Suitati	<u>on (</u>	Darangay	nealth Static))
Office or Division	n:	Barangay Health Station			
Classification:	Complex				
Type of Transact	ion:	G20	-		
Who may avail:		Pati	ent / Client		
CHECKLIS REQUIREM	ENTS			WHERE	TO SECURE
Philhealth Numbo member	er – for 4	1Ps	Philhealth I	MDR	
CLIENT STEPS	AGEN ACTIO		FEES TO BE PAID	PROCESSI NG TIME	PERSON RESPONSIBLE
 Present Philhealth No. – for 4Ps member Admit patient Take vital signs Chief complaints Assess patient Dispensed Medicines 				10 minutes	
4. For referral Refer to MHC for further management Physician Request for Laboratory Exam	Barang Health Station	•	None	5 minutes	Nurse / Midwife assigned in BHS
Coordinator					
	тот	AL:		15 minutes	

3. Medical Consultation (Municipal Health Office)

3. Medical Consultation (Municipal Health Office) Office or Division: Municipal Health Office							
Office or Division Classification:			n Office				
		omplex 2C					
Type of Transact		zc atient / Client					
CHECKLIS			WHERE TO SECURE				
	REQUIREMENTS						
Referral form		Barangay I	-lealth Station				
For Laboratory - F Request form and	fee		Health Station/	MTO – for issuance of receipt			
For Medical Certif (Receipt)	1	MIO – for I	ssuance of rece	eipt			
CLIENT STEPS	AGENC) ACTION		PROCESSI NG TIME	PERSON RESPONSIBLE			
1. Present referral form from BHS		None	2 minutes	Fe Marie Sergio			
2. Assessment of patients		None	5 minutes	<i>Nurses:</i> Ma. Glenda T. Luceña Lanel B. Daluro			
3. Consultation Prescription /Lab. Request (if Necessary) / Refer to the		None	10 minutes	Dr. April Romulo <i>MHO</i>			
following Program Coordinators:							
NTP			15 minutes	Mary Shienna P. Buenaobra			
STD/HIV/ AIDS	мнс		15 minutes	Diane Irene Menes			
Mental Health			15 minutes	Glyza Melody Canuel			
Nutrition			15 minutes	Ma. Glenda Luceña / Rosemarie Federizon			
Family Planning			15 minutes				
Medical certificate/Medic o Legal Certificate		P 50.00	8 minutes	Dr. April P. Romulo			
4. Pharmacy – present prescription			3 minutes	Nancy F. Nota			
-Urinalysis		P 50.00	1 hour				
-FBS		P 50.00	10 minutes				
-Fecalysis		P 50.00	1 hour	Ann Frances V. Barrosa			
-CBC		P 50.00	1 hour	Medical Technologist			
- Sputum Exam (as scheduled)		P 50.00	3 days				
	TOTAL	•					
	IUIAL	••					

4. Request for Inspection (Complaint)

	sher	tion (Complain	1			
Office or Division:		Office / Envi	ronmental S	Sanitation Division		
Classification:		Simple, Complex				
Type of Transaction	ו:	G2C				
Who may avail:		Clients with Sanita				
CHECKLIST OF				WHERE TO	SECURE	
Endorsement Letter f Barangay requesting unsettled complaint		9	Barangay C	aptain (Pun	ong Barangay)	
Minutes of barangay by and between the or respondent (xerox co	compl py)	ainant and	Barangay C	aptain (Pun	ong Barangay)	
Official MTO receipt of complainant's reques			Office of the	e Treasurer		
CLIENT STEPS	AC	GENCY ACTION	FEES TO BE PAIDPROCES SING TIMEPERSON RESPONSIBLE			
1. Submit necessary requirements	insp 2. In of fir viola 3. In of ne to co viola 4. Is Orde 5. R stop due com	et date of ocular ection form both parties ndings noted and ations committed form respondent ecessary actions prrect said ations sue Sanitary er if needed ecommend page of operation to failure to ply on Sanitary ers issued	MTO official receipt for Complaint Inspection	15 days	Sanitation Inspectors: Fe I. Jacar / Rosario A. Valeros <i>Municipal Health Officer:</i> April P. Romulo, MD.	
		TOTAL:		15 days		

5. Request for Water Sampling

Office or Division: Municipal Health Office / Environmental Sanitation Division Classification: Simple, Complex Type of Transaction: G2C, G2B Who may avail: Water Peddlers, Water Refilling Stations, Ice Plant & Tube Ice Retailers, Local Waterworks, Bawasa, Schools, Private Household CHECKLIST OF REQUIREMENTS Where To Secure Filled-up Request Form for Water Sampling Municipal Health Office Official Receipt of Payment for Water Sampling from accredited laboratories Metro Naga Waterworks District (MNWD) / Environmental Health Laboratory (EHL) Sterilized bottles for sampling (Monday and Tuesday only) MNWD Laboratory / Environmental Health Laboratory PROCESSING RESPONSIBLE PERSON RESPONSIBLE 1. Submit necessary requirements 1. Set date of water sampling (Monday and Tuesday only) Official Receipt from accredited laboratories 1 week (Bacteriological) Php 350 (EHL HPC) 1 week (Bacteriological Analysis / HPC) Sanitation Inspectors: Fe I. Jacar / Rosario A. Valeros 1. Submit equirements 2. Collect water sample docacredited laboratories within 6 hours Php 300 (MNWD HPC) Php 3,500 (EHL PhyChem 13 parameters) 1 week (Bacteriological Analysis) Sanitation Inspectors: Fe I. Jacar / Rosario A. Valeros	5. Request f						
Type of Transaction: G2C, G2B Who may avail: Water Peddlers, Water Refilling Stations, Ice Plant & Tube Ice Retailers, Local Waterworks, Bawasa, Schools, Private Household CHECKLIST OF REQUIREMENTS WHERE TO SECURE Filled-up Request Form for Water Sampling Municipal Health Office Official Receipt of Payment for Water Sampling from accredited laboratories Metro Naga Waterworks District (MNWD) / Environmental Health Laboratory (EHL) Sterilized bottles for sampling (Monday and Tuesday only) MNWD Laboratory / Environmental Health Laboratory CLIENT STEPS ACTION FEES TO BE PAID PROCESSING TIME Sanitation Inspectors: 1. Submit necessary requirements 1. Set date of water sampling (Monday and Tuesday only) Php 300 (MNWD Bacteriological) Php 350 (EHL HPC) 1 week (Bacteriological) Php 300 (MNWD HPC) Php 250 (EHL HPC) 1 wonth (Physical Analysis) Sanitation Inspectors: Fe I. Jacar / Rosario A. Valeros Php 3,000 (MNWD PhyChem 9 parameters) Php 3,500 (EHL PhyChem 13 Php 3,000 (MNWD 1 month (Physical Analysis) Fe I. Jacar / Rosario A. Valeros							
Who may avail: Water Peddlers, Water Refilling Stations, Ice Plant & Tube Ice Retailers, Local Waterworks, Bawasa, Schools, Private Household CHECKLIST OF REQUIREMENTS WHERE TO SECURE Filled-up Request Form for Water Sampling Municipal Health Office Official Receipt of Payment for Water Sampling from accredited laboratories Municipal Health Office Sterilized bottles for sampling MNWD Laboratorry Environmental Health Laboratory (EHL) Sterilized bottles for sampling MNWD Laboratory / Environmental Health Laboratory (EHL) Sterilized bottles for sampling (Monday and Tuesday only) Official Receipt from accredited laboratories PROCESSING PAID PROCESSING RESPONSIBLE 1. Submit necessary requirements 1. Set date of water sampling (Monday and Tuesday only) Php 300 (MNWD Php 350 (EHL HPC) 1 week (Bacteriological) Php 300 (MNWD Phy 250 (EHL HPC) 1 week (Bacteriological) Analysis / HPC) Sanitation Inspectors: 1. Submit necessary requirements 2. Collect water sample to accredited laboratories within 6 hours Php 300 (MNWD Phy 500 (EHL Phy 3,500 (EHL Phy 0,500 (EHL Phy 0,500 (EHL Phy 0,500 (EHL Phy 0,500 (EHL Phy 0,500 (EHL 1 wonth (Physical Analysis) Fe I. Jacar / Rosario A. Valeros			,				
Retailers, Local Waterworks, Bawasa, Schools, Private Household CHECKLIST OF REQUIREMENTS Filled-up Request Form for Water Sampling Municipal Health Office Official Receipt of Payment for Water Sampling from accredited laboratories Metro Naga Waterworks District (MNWD) / Environmental Health Laboratory (EHL) Sterilized bottles for sampling MNWD Laboratory / Environmental Health Laboratory CLIENT STEPS AGENCY ACTION FEES TO BE PAID PROCESSING TIME PERSON RESPONSIBLE 1. Set date of water sampling (Monday and Tuesday only) 0fficial Receipt from accredited laboratories Php 300 (MNWD Bacteriological) Php 350 (EHL HPC) 1 week (Bacteriological Analysis / HPC) Sanitation Inspectors: Fe I. Jacar / Rosario A. Valeros 1. Submit necessary requirements 2. Collect water sample collected to accredited laboratories within 6 hours Php 3.000 (MNWD PhyChem 9 parameters) Php 3.500 (EHL PhyChem 13 1 week (Bacteriological Analysis) Sanitation Inspectors: Fe I. Jacar / Rosario A. Valeros							
REQUIREMENTSFilled-up Request Form for Water SamplingMunicipal Health OfficeMunicipal Health OfficeOfficial Receipt of Payment for Water Sampling from accredited laboratoriesMetro Naga Waterworks District (MNWD) / Environmental Health Laboratory (EHL)Sterilized bottles for sampling CLIENTAGENCY STEPSFEES TO BE PAIDPROCESSING TIMEPERSON RESPONSIBLE01. Set date of water sampling (Monday and Tuesday only)Official Receipt from accredited laboratoriesOfficial Receipt from accredited laboratoriesPhp 300 (MNWD Bacteriological) Php 350 (EHL Bacteriological)1 week (Bacteriological) Php 300 (MNWD HPC) Php 250 (EHL HPC)1 week (Bacteriological)1. Submit necessary requirements2. Collect water sample collected to accredited laboratories within 6 hoursPhp 3,000 (MNWD Phy 250 (EHL HPC)1 month (Physical Analysis)Sanitation Inspectors: Fe I. Jacar / Rosario A. ValerosPhp 3,000 (MNWD PhyChem 9 parameters) Php 3,500 (EHL PhyChem 13Php 3,000 (EHL PhyChem 131Noth (Physical PhyChem 13	Who may avai	1:	Retailers, Local Waterworks, Bawasa, Schools, Private				
SamplingMulticipal Health UniceOfficial Receipt of Payment for Water Sampling from accredited laboratoriesMetro Naga Waterworks District (MNWD) / Environmental Health Laboratory (EHL)Sterilized bottles for samplingMNWD Laboratory / Environmental Health LaboratoryCLIENT STEPSAGENCY ACTIONFEES TO BE PAIDPROCESSING TIMEPERSON RESPONSIBLE1. Set date of water sampling (Monday and Tuesday only)00fficial Receipt from accredited laboratoriesOfficial Receipt from accredited laboratories1 week (Bacteriological) Php 350 (EHL Bacteriological)1 week (Bacteriological) Analysis / HPC)Sanitation Inspectors:1. Submit necessary requirements2. Collect water sample accredited laboratories within 6 hoursPhp 300 (MNWD HPC) Php 3,000 (MNWD PhyChem 9 parameters)1 month (Physical Analysis)Sanitation Inspectors:Php 3,000 (MNWD PhyChem 13Php 3,000 (MNWDPhp 3,000 (MNWDValeros					WHERE TO SECUR		
Water Sampling from accredited laboratoriesInterformaccedited Environmental Health Laboratory (EHL)Sterilized bottles for samplingMNWD Laboratory / Environmental Health LaboratoryCLIENT STEPSAGENCY ACTIONFES TO BE PAIDPROCESSING TIMEPERSON RESPONSIBLE1. Set date of water sampling (Monday and Tuesday only)Official Receipt from accredited laboratoriesOfficial Receipt from accredited laboratories1 week Bacteriological) Php 300 (MNWD Bacteriological)1 week (Bacteriological) Analysis / HPC)Sanitation Inspectors:1. Submit necessary requirements2. Collect water sample 3. Submit water sample collected to accredited laboratories within 6 hoursPhp 300 (MNWD HPC) Php 3,000 (MNWD Phy 3,000 (MNWD Phy 3,000 (MNWD PhyChem 9 parameters) Phg 3,000 (EHL PhyChem 131 week sample collected to accredited laboratories within	Sampling			Municipal Health	Office		
CLIENT STEPSAGENCY ACTIONFEES TO BE PAIDPROCESSING TIMEPERSON RESPONSIBLE1. Set date of water sampling (Monday and Tuesday only)0Official Receipt from accredited laboratories001. Submit necessary requirements1. Set date of water sampling (Monday and Tuesday only)Php 300 (MNWD Bacteriological) Php 350 (EHL Bacteriological) Php 300 (MNWD HPC) Php 250 (EHL HPC)1 week (Bacteriological Analysis / HPC)Sanitation Inspectors:1. Submit necessary requirements3. Submit water sample collected to accredited laboratories within 6 hoursPhp 3,000 (MNWD Phy 3,000 (MNWD PhyChem 9 parameters) Php 3,500 (EHL Php 3,500 (EHL PhyChem 131 week (Bacteriological Analysis)Sanitation Inspectors:Fe I. Jacar / Rosario A. Valeros	Water Sampling laboratories	g from accr	edited	•	•	,	
STEPSACTIONPAIDTIMERESPONSIBLEI. Set date of water sampling (Monday and Tuesday only)Official Receipt 	Sterilized bottle	es for samp	oling	MNWD Laborato	ry / Environmental H	ealth Laboratory	
1. Submit necessary requirements1. Set date of water sampling (Monday and Tuesday only) 2. Collect water sample 3. Submit water sample collected to accredited laboratories within 6 hoursPhp 300 (MNWD Bacteriological) Php 300 (MNWD HPC) Php 250 (EHL HPC)1 week (Bacteriological Analysis / HPC)Sanitation Inspectors: Fe I. Jacar / Rosario A. Valeros1. Submit necessary requirements1. Set date of water sample 3. Submit water sample collected to accredited laboratories within 6 hoursPhp 300 (MNWD HPC) Php 250 (EHL HPC)1 week (Bacteriological Analysis / HPC)Sanitation Inspectors: Fe I. Jacar / Rosario A. ValerosPhp 3,000 (MNWD PhyChem 9 parameters) Php 3,500 (EHL PhyChem 13Php 3,000 (MNWD1 week (Bacteriological Analysis)Fe I. Jacar / Rosario A. Valeros		-					
	necessary	water sam (Monday a Tuesday o 2. Collect sample 3. Submit sample co to accredit laboratorie 6 hours	ipling and only) water water illected ted es within	from accredited laboratories Php 300 (MNWD Bacteriological) Php 350 (EHL Bacteriological) Php 300 (MNWD HPC) Php 250 (EHL HPC) Php 3,000 (MNWD PhyChem 9 parameters) Php 3,500 (EHL PhyChem 13	(Bacteriological Analysis / HPC) 1 month (Physical / Chemical	<i>Inspectors:</i> Fe I. Jacar / Rosario A.	
			TOTAL:		1		

6. Securing Sanitary Permit

6. Securing Sani							
Office or Division:		Municipal Health Office / Environmental Sanitation Division					
Classification:		Simple, Complex					
Type of Transaction							
Who may avail:		kisting Business /	And Workin	g Within The			
	Municipality						
CHECKLIST OF R		W	HERE TO S	SECURE			
Barangay Business C Copy)	learance (1 Xerox	Barangay Capta	ain (Punong	g Barangay)			
Zoning Clearance (12	Xerox Copy)	Municipal Plani (MPDO)	ning & Deve	elopment Office			
Environmental Compl (Piggery, Poultry, Rice Copy)		Department of E Resources (DE		t and Natural			
Initial / Updated Oper (Water Refilling Station Ice) (1 Xerox Copy)		Department of H	Health (DOł	Н)			
Laboratory Examinat X-Ray Result Fecalysis (foo peddlers) Hepa - A Scre Gram Staining HIV Exam Res	Municipal Heal	Municipal Health Office (MHO)					
Medical Certificate (for peddlers, entertainers	s)(xerox copy)	Any preferred laboratory by the client (Private Lab / MHO Lab)					
NSO Birth Certificate (Original Copy)	e (entertainers)	Philippines Statistics Authority (PSA)					
Mayor's Permit (Enter Xerox Copy)	rtainer's Individual						
peddlers)							
Water Sampling Resu ice plant, tube ice, wa stations) (Original Co	iter refilling	Metro Naga Wa (MNWDA)	Metro Naga Waterworks Development Authority (MNWDA)				
Official MTO Receipt		Office of the Tre	easurer				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCE SSING TIME	PERSON RESPONSIBLE			
1. Submit completed requirements to the processing division / officials	1. Process and issue Sanitary Permit	MTO official receipt for Sanitary Permit and Sanitary Inspection of Establishments	10 minutes	Sanitation Inspectors: Fe I. Jacar / Rosario A. Valeros			

		<i>Medical Technologist:</i> Ann Frances V. Barrosa
		Municipal Health Officer:
		April P. Romulo, MD.
TOTAL:	10 minutes	



OFFICE OF THE MUNICIPAL SOCIAL WELFARE AND DEVELOPMENT OFFICER

External Services

1. Provision of Assistance to Individuals in Crisis Situations (AICS)

1. Provision of A				· · ·	
Office or Division:	Municipal Socia	l Welfare an	d Development	t Office	
Classification:	Complex				
Type of Transactio					
Who may avail:	Individuals/Fam	ilies in Need			
	REQUIREMENTS		WHERE TO	SECURE	
Medical Assistance)				
-Doctor's Prescriptio		Rural Healt	th Unit		
-Brgy. Cert. of Indige	ency and Residency	Baranday	where he/she re	esides	
of the Client				551465	
-Valid ID of the Clier	nt	Client			
Burial Assistance					
-Death Certificate		Local Civil	Registrar's Offi	ce	
-Brgy. Cert. of Indige	ency and Residency	Baranday	where he/she re	asidas	
of the Client		•••		551005	
-Valid ID of the Clier	nt	Client			
Food Assistance					
-Brgy. Cert. of Indige	ency and Residency	Baranday	where he/she re	esides	
of the Client					
-Valid ID of the Clier		Client			
Transportation Ass					
-Brgy. Cert. of Indige	ency and Residency	Baranday	where he/she re	esides	
of the Client		Barangay where he/she resides			
-Valid ID of the Clier		Client			
Educational Assist					
-Brgy. Cert. of Indige	ency and Residency	Barangay where he/she resides			
of the Client					
-Valid ID of the Clier	nt	Client			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESS- ING TIME	PERSON RESPONSIBLE	
	The clerk will			Angie Imperial	
1. Sign in the	conduct an interview			Clerk	
logbook, conduct	and assessment to			or	
of Intake Interview	the client and typed		5 minutes	Amelita Porteria	
& Assessment	it using the Certificate of			Administrative Aide	
	Eligibility '			IV (Clerk II)	
	Eligibility	-			
	The social worker			Dyna Grace T.	
2. Review &	The social worker	No Fees		Alano	
Recommendation	will review the	No Fees	1 minute	Alano Social Welfare	
Recommendation and Signature for	will review the documents and	to be	1 minute	Alano Social Welfare Officer II	
Recommendation	will review the documents and recommend it for		1 minute	Alano Social Welfare Officer II or	
Recommendation and Signature for	will review the documents and	to be	1 minute	Alano Social Welfare Officer II or Maria H. Ondis	
Recommendation and Signature for	will review the documents and recommend it for approval	to be	1 minute	Alano Social Welfare Officer II or Maria H. Ondis MSWDO	
Recommendation and Signature for Approval	will review the documents and recommend it for approval The clerk will	to be	1 minute	Alano Social Welfare Officer II or Maria H. Ondis <u>MSWDO</u> Office of the Mayor	
Recommendation and Signature for Approval 3. Petty Cash	will review the documents and recommend it for approval The clerk will prepare and type it	to be	1 minute	Alano Social Welfare Officer II or Maria H. Ondis MSWDO	
Recommendation and Signature for Approval 3. Petty Cash Voucher	will review the documents and recommend it for approval The clerk will prepare and type it using the petty cash	to be		Alano Social Welfare Officer II or Maria H. Ondis <u>MSWDO</u> Office of the Mayor Staff (Preparation),	
Recommendation and Signature for Approval 3. Petty Cash Voucher Preparation and	will review the documents and recommend it for approval The clerk will prepare and type it	to be	1 minute 2 minutes	Alano Social Welfare Officer II or Maria H. Ondis <u>MSWDO</u> Office of the Mayor Staff (Preparation), Maria H. Ondis,	
Recommendation and Signature for Approval 3. Petty Cash Voucher	will review the documents and recommend it for approval The clerk will prepare and type it using the petty cash voucher and the	to be		Alano Social Welfare Officer II or Maria H. Ondis <u>MSWDO</u> Office of the Mayor Staff (Preparation),	

				Mayor Anthony R. Reyes for Signature and Approval
4. Encashment at the Treasury Office	The client will proceed to window 3 for the encashment	-	1 minute	Himeditha B. Baduya <i>Revenue Collection</i> <i>Clerk II</i> or Naneth F. Tena <i>Local Revenue</i> <i>Collection Officer II</i>
	TOTAL:		9 minutes	

2. Issuance Of Certificate Of Indigency

Office or Division:		Cate Of Indige		d Development	
Classification:		Complex	I Welfare and Development Office		
Type of Transactio					
Who may avail:			eed of the Certification to avail assistance from		
vviio illay avali.		other Agencies			
CHECKLIST OF	REO			WHERE TO	SECURE
Referral to Public					
-Photocopy of Petiti					
Case			PNP / Cou	rt where the ca	se is filed
-Brgy. Cert.of Indige	ency ar	nd Residency of			
the Client	ney a		Barangay v	where he/she re	esides
-Valid ID of the Clier	nt		Client		
Referral to Nationa		stics Office	•		
-Certification from L					
corrected	-		Local Civil	Registrar's Offi	ce
-Brgy.Cert.of Indige	ncy an	d Residencv of	Deres		
the Client	,	J	Barangay	where he/she re	esides
-Valid ID of the Clier	nt		Client		
Referral to School					
-Certificate of Enrolr	nent		School		
-Brgy.Cert.of Indige	ncy an	d Residency of	Barangay where he/she resides		
the Client					
-Valid ID of the Clier	nt		Client		
CLIENT STEPS	AGE	ENCY ACTION	FEES TO BE PAID	PROCESS- ING TIME	PERSON RESPONSIBLE
			DE PAID		
1. Sign in the	The o	clerk will			Angie Imperial
					Clerk
•		uct an interview			Clerk
logbook, conduct	and a	assessment to		5 minutes	or
logbook, conduct of Intake Interview	and a the c	assessment to lient and review		5 minutes	or Amelita Porteria
logbook, conduct	and a the c	assessment to		5 minutes	or Amelita Porteria <i>Administrative Aide</i>
logbook, conduct of Intake Interview & Assessment	and a the c the re	assessment to lient and review equirements		5 minutes	or Amelita Porteria <i>Administrative Aide</i> <i>IV (Clerk II)</i>
logbook, conduct of Intake Interview & Assessment 2. Preparation of	and a the c the re The s	assessment to lient and review equirements social worker			or Amelita Porteria <i>Administrative Aide</i>
logbook, conduct of Intake Interview & Assessment 2. Preparation of Social Case Study	and a the c the re The s will ty	assessment to lient and review equirements		5 minutes 10 minutes	or Amelita Porteria <i>Administrative Aide</i> <i>IV (Clerk II)</i> Dyna Grace T.
logbook, conduct of Intake Interview & Assessment 2. Preparation of	and a the c the re The s will ty the s	assessment to lient and review equirements social worker /pe and prepare			or Amelita Porteria <i>Administrative Aide</i> <i>IV (Clerk II)</i> Dyna Grace T. Alano
logbook, conduct of Intake Interview & Assessment 2. Preparation of Social Case Study	and a the c the re The s will ty the s study	assessment to lient and review equirements social worker /pe and prepare ocial case / report	No Fees		or Amelita Porteria <i>Administrative Aide</i> <i>IV (Clerk II)</i> Dyna Grace T. Alano Social Welfare
logbook, conduct of Intake Interview & Assessment 2. Preparation of Social Case Study Report	and a the c the re The s will ty the s study	assessment to lient and review equirements social worker /pe and prepare ocial case / report	to be		or Amelita Porteria <i>Administrative Aide</i> <i>IV (Clerk II)</i> Dyna Grace T. Alano <i>Social Welfare</i> <i>Officer II</i> Dyna Grace T. Alano
logbook, conduct of Intake Interview & Assessment 2. Preparation of Social Case Study Report 3. Review &	and a the c the re The s will ty the s study The I socia	assessment to lient and review equirements social worker /pe and prepare ocial case / report MSWDO or Il worker will		10 minutes	or Amelita Porteria <i>Administrative Aide</i> <i>IV (Clerk II)</i> Dyna Grace T. Alano <i>Social Welfare</i> <i>Officer II</i> Dyna Grace T. Alano <i>Social Welfare</i>
logbook, conduct of Intake Interview & Assessment 2. Preparation of Social Case Study Report 3. Review & Signature for	and a the c the re The s will ty the s study The I socia revie	assessment to lient and review equirements social worker /pe and prepare ocial case / report MSWDO or I worker will w the social	to be		or Amelita Porteria <i>Administrative Aide</i> <i>IV (Clerk II)</i> Dyna Grace T. Alano <i>Social Welfare</i> <i>Officer II</i> Dyna Grace T. Alano
logbook, conduct of Intake Interview & Assessment 2. Preparation of Social Case Study Report 3. Review &	and a the c the re The s will ty the s study The I socia revie case	assessment to lient and review equirements social worker /pe and prepare ocial case / report MSWDO or I worker will w the social study report	to be	10 minutes	or Amelita Porteria <i>Administrative Aide</i> <i>IV (Clerk II)</i> Dyna Grace T. Alano <i>Social Welfare</i> <i>Officer II</i> Dyna Grace T. Alano <i>Social Welfare</i> <i>Officer II</i> or
logbook, conduct of Intake Interview & Assessment 2. Preparation of Social Case Study Report 3. Review & Signature for	and a the c the re The s will ty the s study The I socia revie case and s	assessment to lient and review equirements social worker /pe and prepare ocial case / report MSWDO or I worker will w the social study report sign it for	to be	10 minutes	or Amelita Porteria <i>Administrative Aide</i> <i>IV (Clerk II)</i> Dyna Grace T. Alano <i>Social Welfare</i> <i>Officer II</i> Dyna Grace T. Alano <i>Social Welfare</i> <i>Officer II</i> or Maria H. Ondis
logbook, conduct of Intake Interview & Assessment 2. Preparation of Social Case Study Report 3. Review & Signature for	and a the c the re The s will ty the s study The I socia revie case	assessment to lient and review equirements social worker /pe and prepare ocial case / report MSWDO or I worker will w the social study report sign it for	to be	10 minutes	or Amelita Porteria <i>Administrative Aide</i> <i>IV (Clerk II)</i> Dyna Grace T. Alano <i>Social Welfare</i> <i>Officer II</i> Dyna Grace T. Alano <i>Social Welfare</i> <i>Officer II</i> or Maria H. Ondis <i>MSWDO</i>
logbook, conduct of Intake Interview & Assessment 2. Preparation of Social Case Study Report 3. Review & Signature for	and a the c the re The s will ty the s study The I socia revie case and s appro	assessment to lient and review equirements social worker /pe and prepare ocial case / report MSWDO or I worker will w the social study report sign it for	to be	10 minutes	or Amelita Porteria <i>Administrative Aide</i> <i>IV (Clerk II)</i> Dyna Grace T. Alano <i>Social Welfare</i> <i>Officer II</i> Dyna Grace T. Alano <i>Social Welfare</i> <i>Officer II</i> or Maria H. Ondis <i>MSWDO</i> Angie Imperial
logbook, conduct of Intake Interview & Assessment 2. Preparation of Social Case Study Report 3. Review & Signature for	and a the c the re The s will ty the s study The I socia revie case and s appro	assessment to lient and review equirements social worker /pe and prepare ocial case / report MSWDO or I worker will w the social study report sign it for oval	to be	10 minutes	or Amelita Porteria <i>Administrative Aide</i> <i>IV (Clerk II)</i> Dyna Grace T. Alano <i>Social Welfare</i> <i>Officer II</i> Dyna Grace T. Alano <i>Social Welfare</i> <i>Officer II</i> or Maria H. Ondis <i>MSWDO</i> Angie Imperial <i>Clerk</i>
logbook, conduct of Intake Interview & Assessment 2. Preparation of Social Case Study Report 3. Review & Signature for Approval	and a the c the re The s will ty the s study The I socia revie case and s appro	assessment to lient and review equirements social worker /pe and prepare ocial case / report MSWDO or il worker will w the social study report sign it for oval	to be	10 minutes	or Amelita Porteria <i>Administrative Aide</i> <i>IV (Clerk II)</i> Dyna Grace T. Alano <i>Social Welfare</i> <i>Officer II</i> Dyna Grace T. Alano <i>Social Welfare</i> <i>Officer II</i> or Maria H. Ondis <u>MSWDO</u> Angie Imperial <i>Clerk</i> or
logbook, conduct of Intake Interview & Assessment 2. Preparation of Social Case Study Report 3. Review & Signature for Approval 4. Release of the	and a the c the re The s will ty the s study The I socia revie case and s appro	assessment to lient and review equirements social worker ype and prepare ocial case y report MSWDO or al worker will w the social study report sign it for oval client will ye the social	to be	10 minutes 2 minutes	or Amelita Porteria <i>Administrative Aide</i> <i>IV (Clerk II)</i> Dyna Grace T. Alano <i>Social Welfare</i> <i>Officer II</i> Dyna Grace T. Alano <i>Social Welfare</i> <i>Officer II</i> or Maria H. Ondis <u>MSWDO</u> Angie Imperial <i>Clerk</i> or Amelita Porteria
logbook, conduct of Intake Interview & Assessment 2. Preparation of Social Case Study Report 3. Review & Signature for Approval 4. Release of the Social Case Study	and a the c the re The s will ty the s study The I socia revie case and s appro	assessment to lient and review equirements social worker /pe and prepare ocial case / report MSWDO or al worker will w the social study report sign it for oval client will ve the social study report sign in the	to be	10 minutes 2 minutes	or Amelita Porteria Administrative Aide IV (Clerk II) Dyna Grace T. Alano Social Welfare Officer II Dyna Grace T. Alano Social Welfare Officer II or Maria H. Ondis <u>MSWDO</u> Angie Imperial Clerk or Amelita Porteria Administrative Aide
logbook, conduct of Intake Interview & Assessment 2. Preparation of Social Case Study Report 3. Review & Signature for Approval 4. Release of the Social Case Study	and a the c the re The s will ty the s study The I socia revie case and s appro The c recei case and s	assessment to lient and review equirements social worker /pe and prepare ocial case / report MSWDO or al worker will w the social study report sign it for oval client will ve the social study report sign in the	to be	10 minutes 2 minutes	or Amelita Porteria <i>Administrative Aide</i> <i>IV (Clerk II)</i> Dyna Grace T. Alano <i>Social Welfare</i> <i>Officer II</i> Dyna Grace T. Alano <i>Social Welfare</i> <i>Officer II</i> or Maria H. Ondis <u>MSWDO</u> Angie Imperial <i>Clerk</i> or Amelita Porteria

3. Issuance Of Social Case Study Report

Office or Division:			Report		
		Municipal Socia	al Welfare and Development Office		
Classification:		Complex			
Type of Transactio	n:	G2C			
Who may avail:					ly Reports to avail
		assistance from	other Agen		
CHECKLIST OF				WHERE TO	SECURE
Referral to Philippine Charity Sweepstakes Office, Bicol Medical Center, Malasakit Center, and any other agencies Medical Abstract (photocopy and original) Brgy.Cert.of Indigency and Residency of the Client			Hospital where the beneficiary is confined Barangay where he/she resides Client		
Valid ID of the Clien			FEES TO	PROCESS-	PERSON
CLIENT STEPS	AGE	ENCY ACTION	BE PAID	ING TIME	RESPONSIBLE
1. Sign in the logbook, conduct of Intake Interview & Assessment	cond and a the c the re	clerk will uct an interview assessment to lient and review equirements		2 minutes	Angie Imperial Clerk or Amelita Porteria Administrative Aide IV (Clerk II)
2. Preparation of Social Case Study Report	will ty the s	social worker /pe and prepare ocial case / report		10 minutes	Dyna Grace T. Alano Social Welfare Officer II
3. Review & Signature for Approval	The MSWDO or social worker will review the social case study report and sign it for approval		No Fees to be collected	2 minutes	Dyna Grace T. Alano Social Welfare Officer II or Maria H. Ondis MSWDO
4. Release of the Social Case Study Report	recei case			1 minute	Angie Imperial <i>Clerk</i> or Amelita Porteria <i>Administrative Aide</i> <i>IV (Clerk II)</i>
		TOTAL:		15 minutes	

4. Enlisting And Issuance Of Identification Cards And Purchase Booklets (Medicines And Groceries)

(Medicines And	2.00				
Office or Division:	Municipal Socia		I Welfare an	d Development	Office
Classification:	assification: Simple				
Type of Transactio	n:	G2C			
Who may avail:		PWD's, Senior (Citizens, Old		
CHECKLIST OF				WHERE TO	SECURE
Brgy.Cert.of Indigent	cy and	d Residency of	Barangay	where he/she re	esides
Filled-Up Application	n Form	1	MSWD Off	ice	
2 Copies of 1x1 Pic Background	ture w	ith White	Client		
Valid ID of the Client	t		Client		
CLIENT STEPS	AGE	ENCY ACTION	FEES TO BE PAID	PROCESS- ING TIME	PERSON RESPONSIBLE
1. Sign in the logbook, conduct of Intake Interview & Assessment	The clerk will conduct an interview and assessment to the client and review the requirements			2 minutes	Angie Imperial <i>Clerk</i> or Amelita Porteria <i>Administrative Aide</i> <i>IV (Clerk II)</i>
2. Typing of ID and Purchase Booklet (Medicines and Groceries)	and p	clerk will type prepare ID and hase of lets	No Fees to be	5 minutes	Angie Imperial <i>Clerk</i> or Amelita Porteria <i>Administrative Aide</i> <i>IV (Clerk II)</i>
3. Review & Signature for Approval	The MSWDO or social worker will review the entry and sign it for approval		collected	2 minutes	Maria H. Ondis <i>MSWDO</i> and Anthony R. Reyes <i>Municipal Mayor</i>
4. Release of the ID and Purchase Booklet	The client will receive the ID and Purchase Booklet and sign in the logbook			1 minute	Angie Imperial <i>Clerk</i> or Amelita Porteria <i>Administrative Aide</i> <i>IV (Clerk II)</i>
		TOTAL:		10 minutes	

5. Conduct of Pre-Marriage Counselling and Marriage Counselling (Schedule Every 2nd and 4th Wednesday of the Month)

Office or Division:	2110	Municipal Social Welfare and Development Office			
Classification:			al Transactions		
		G2C		115	
Type of Transactio Who may avail:	11.		loo and Cou	nlog in Marital (Conflict
CHECKLIST OF				WHERE TO	
				WHERE IU	SECURE
Brgy.Cert.of Indigen the Client	cy and	a Residency of	•••	where he/she re	
CLIENT STEPS		ENCY ACTION	FEES TO BE PAID	PROCESS- ING TIME	PERSON RESPONSIBLE
1. Sign in the logbook, conduct of Intake Interview & Assessment	The clerk will conduct an interview and assessment to the client and review the requirements (Schedule: Every 2nd and 4th Wednesday of the Month			5 minutes	Angie Imperial <i>Clerk</i> or Amelita Porteria <i>Administrative Aide</i> <i>IV (Clerk II)</i>
2. Counseling Session	The social worker will conduct the counseling		No Fees	2 hours	The PMC Team
	The clerk will type and prepare the Certificate		to be collected	2 minutes	Angie Imperial <i>Clerk</i> or Amelita Porteria <i>Administrative Aide</i> <i>IV (Clerk II)</i>
3. Logbook Signing and Receiving of Certificate of Completion	The client will sign in the logbook after the counselling session and will receive the Certificate of Completion			5 minutes	Angie Imperial <i>Clerk</i> or Amelita Porteria <i>Administrative Aide</i> <i>IV (Clerk II)</i>
		TOTAL:		2 hours and 12 minutes	

6. Community-B	Based	Services For	Children	In Conflict W	/ith The Law	
			ocial Welfare and Development Office			
Classification:		Highly Technical Transactions				
Type of Transaction	on:	G2C				
Who may avail:		Child at Risk an	d Child in C			
CHECKLIST OF				WHERE TO S	SECURE	
Referral from PNP of		Act	PNP/Schoo	ol		
Committed/Complai						
Filled-Up Intake She			MSWD Off	ice		
Birth Certificate of the	<u>ne CAl</u>	R or CICL	Client			
CLIENT STEPS	AG	ENCY ACTION	FEES TO BE PAID	PROCESS- ING TIME	PERSON RESPONSIBLE	
1. Sign in the logbook, conduct of Intake Interview & Assessment	will c intak the c	social worker onduct an e interview to lient and review equirements		20 minutes	Dyna Grace T. Alano Social Welfare Officer II or Maria H. Ondis MSWDO	
2. The CAR or CICL will undergo counseling	will c coun and j	social worker onduct seling session provides hosocial ort	No Fees	30 minutes	Dyna Grace T. Alano <i>Social Welfare Officer II</i> or Maria H. Ondis <i>MSWDO</i>	
	will c disce	social worker onduct ernment using liscernment tool	to be collected	30 minutes	Dyna Grace T. Alano Social Welfare Officer II or Maria H. Ondis MSWDO	
3. The client will go to PNP	Preparation of the Result by the social workers and The result of the Discernment will be given to PNP for proper disposition of the case			15 minutes	Dyna Grace T. Alano Social Welfare Officer II or Maria H. Ondis <i>MSWDO</i>	
	•	TOTAL:		1 hour and 35 minutes		

7. Violence Agai	nst V	Vomen and C	hildren (V	AWC Cases))	
Office or Division:			I Welfare and Development Office			
Classification:			cal Transactions			
Type of Transactio	n:	G2C				
Who may avail:		Women and Ch	ildren victim			
CHECKLIST OF				WHERE TO	SECURE	
Referral from PNP/C			PNP/Schoo			
Filled-Up Intake She			MSWD Off	ice		
Birth Certificate of th	e CAF	R or CICL	Client			
CLIENT STEPS	AGI	ENCY ACTION	FEES TO BE PAID	PROCESS- ING TIME	PERSON RESPONSIBLE	
1. Sign in the logbook, conduct of Intake Interview & Assessment	The social worker will conduct an intake interview to the client and review the requirements			30 minutes	Dyna Grace T. Alano <i>Social Welfare Officer II</i> or Maria H. Ondis <i>MSWDO</i>	
2. The victim/s will undergo counseling sessions	will c coun and p	social worker onduct seling session provides hosocial ort	No Fees to be collected	30 minutes	Dyna Grace T. Alano Social Welfare Officer II or Maria H. Ondis MSWDO	
	The social worker will refer the client for brgy. protection order at the brgy. where the client and perpetrator resides or the client will go to the PNP for the proper disposition of the case			1 hour	Dyna Grace T. Alano <i>Social Welfare Officer II</i> or Maria H. Ondis <i>MSWDO</i>	
		TOTAL:		2 hours		



OFFICE OF THE MUNICIPAL AGRICULTURIST

External Services

1. Agricultural Production Support Services

1. Agricultural P	louu					
Office or Division:	Municipal Agricu		ulture Office			
Classification:		Simple				
Type of Transactio	n:	Agricultural Ser				
Who may avail:		Registered Farr	ners			
CHECKLIST OF				WHERE TO S		
Verified Master liste	ed Fari	mers		e Municipal Ag		
CLIENT STEPS	AGE	ENCY ACTION	FEES TO BE PAID	PROCESS- ING TIME	PERSON RESPONSIBLE	
1. Approach the Agricultural technologist assigned in the respective barangay regarding the request farm inputs.	1. Confirm Farmers Profile and make an schedule for area validation		None	15 minutes	Ma. Fatima O. Monte Rachel Caceres Gilbert C. Bayla Luz. S Julia Vito T. Euste <i>Agricultural</i> <i>Technologists</i> Municipal Agriculturist Office	
2. Wait for the validation report and the approval of the Municipal Agriculturist.	2. Provide the requested farm inputs of the farmer		None	1 day	Ma. Fatima O. Monte Rachel Caceres Gilbert C. Bayla Luz. S Julia Vito T. Euste <i>Agricultural</i> <i>Technologists</i> Municipal Agriculturist Office	
		TOTAL:		1 day and 15 minutes	~	

2. Agricultural Extension Services

V	ALCIN	sion Services			
Office or Division:	Municipal Agricu		ulture Office		
Classification:		Simple			
Type of Transactio	n:	Agricultural Ser	vices (G2C)		
Who may avail:		Registered Farr	ners		
CHECKLIST OF	REQ	JIREMENTS		WHERE TO	SECURE
Verified Master liste	ed Far	mers	Office of th	e Municipal Ag	riculturist
CLIENT STEPS	AGI	ENCY ACTION	FEES TO BE PAID	PROCESS- ING TIME	PERSON RESPONSIBLE
1. Consult the Assigned Agricultural Technologist regarding New Package of technologist	brocl mate enrol traini	ovide nures, reading rials or possibly I to the farmers ng being ucted.	None	15 minutes	Dick B. Botin <i>Municipal</i> <i>Agriculturist</i> OR Ma. Fatima O. Monte Rachel Caceres Gilbert C. Bayla Luz. S Julia Vito T. Euste <i>Agricultural</i> <i>Technologists</i> Municipal Agriculturist Office
		TOTAL:		15 minutes	
		IUIAL.			

3. Linkaging Services

		•			
Office or Division:		Municipal Agricu	ulture Office		
Classification:		Simple			
Type of Transactio	n:	Agricultural Service	vices (G2C)		
Who may avail:		Registered Farr	ners		
CHECKLIST OF	REQ	UIREMENTS		WHERE TO	SECURE
Verified Master liste	ed Far	mers	Office of th	e Municipal Ag	riculturist
CLIENT STEPS	AGI	ENCY ACTION	FEES TO BE PAID	PROCESS- ING TIME	PERSON RESPONSIBLE
1. Submit letter of request/application to the attached agencies.	requirequirequirequirequirequirequirequi	alidate the esting party; w checklist of irements make an orsement for essing of the cation.	None	1 day	Dick B. Botin <i>Municipal</i> <i>Agriculturist</i> OR Ma. Fatima O. Monte Rachel Caceres Gilbert C. Bayla Luz. S Julia Vito T. Euste <i>Agricultural</i> <i>Technologists</i> Municipal Agriculturist Office
TOTAL:				1 day	
				ruuy	

4. Organizational Empowerment

4. Organizationa		powerment			
Office or Division:		Municipal Agrice	ulture Office		
Classification:		Simple			
Type of Transactio	n:	Agricultural Ser	vices (G2C)		
Who may avail:		Registered Farr	ners		
CHECKLIST OF	REQ	JIREMENTS		WHERE TO	SECURE
Verified Master liste	ed Far	mers	Office of th	e Municipal Ag	riculturist
CLIENT STEPS	AGI	ENCY ACTION	FEES TO BE PAID	PROCESS- ING TIME	PERSON RESPONSIBLE
1. Request for the assistance in establishing Farmers Organization	-	ient the ters Group	None	1 day	Dick B. Botin <i>Municipal</i> <i>Agriculturist</i> OR Ma. Fatima O. Monte Rachel Caceres Gilbert C. Bayla Luz. S Julia Vito T. Euste <i>Agricultural</i> <i>Technologists</i> Municipal Agriculturist Office
	1	TOTAL:		1 day	

5. Technical Consultation Services

Office or Division: Municipal Agriculture Office Classification: Agricultural Services (G2C) Who may avail: Registered Farmers CHECKLIST OF REQUIREMENTS WHERE TO SECURE Verified Master listed Farmers Office of the Municipal Agriculturist CLIENT STEPS AGENCY ACTION FEES TO BE PAID PROCESS- 1. Inquire to the Assigned Farm AGENCY ACTION FEES TO BE PAID Dick B. Botin 2. Discuss the problems encountered in the Agricultural 1. Interview farmer(s) regarding the problems and make an ocular inspection to the farm or commodity None 1 day Ma. Fatima O. Monte Rachel Caceres Gilbert C. Bayla Luz. S Julia Production Process Municipal Agricultural Technologists Municipal Agricultural Technologists						
Type of Transaction:Agricultural Services (G2C)Who may avail:Registered FarmersMERE TO SECURECHECKLIST OF REQUIREMENTSWHERE TO SECUREVerified Master listed FarmersOffice of the Municipal AgriculturistCLIENT STEPSAGENCY ACTIONFEES TO BE PAIDPROCESS- ING TIME1. Inquire to the Assigned FarmAGENCY ACTIONFEES TO BE PAIDPROCESS- ING TIMEPERSON RESPONSIBLE2. Discuss the problems encountered in the Agricultural Production Process1. Interview farmer(s) regarding the problems and make an ocular inspection to the farm or commodityNone1 dayMa. Fatima O. Monte Rachel Caceres Gilbert C. Bayla Luz. S Julia Vito T. Euste Agricultural Technologists Municipal	Office or Division:			uture Office		
Who may avail:Registered FarmersCHECKLIST OF REQUIREMENTSWHERE TO SECUREVerified Master listed FarmersOffice of the Municipal AgriculturistCLIENT STEPSAGENCY ACTIONFEES TO BE PAIDPROCESS-ING TIME1. Inquire to the Assigned FarmInterview farmer(s) regarding the problems and make an ocular inspection to the farm or commodityNone1 dayDick B. Botin Municipal Agriculturist2. Discuss the problems encountered in the Agricultural Production1. Interview farm or commodityNone1 dayDick B. Colspan="2">Agence Caceres Gilbert C. Bayla Luz. S Julia Vito T. Euste Agricultural Technologists Municipal						
CHECKLIST OF REQUIREMENTSWHERE TO SECUREVerified Master listed FarmersOffice of the Municipal AgriculturistCLIENT STEPSAGENCY ACTIONFEES TO BE PAIDPROCESS- ING TIMEPERSON RESPONSIBLE1. Inquire to the Assigned Farm1. Interview farmer(s) regarding the problems and make an ocular inspection Process1. Interview farmer(s) regarding the problems and make an ocular inspection to the farm or commodityNone1 day1. Interview farmer(s) regarding the problems and make an ocular inspection to the farm or commodityNone1 day	Type of Transactio	n:	Agricultural Service	vices (G2C)		
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TOTAL: 1 day		I	TOTAL:		1 dav	

FEEDBAC	K AND COMPLAINTS MECHANISMS
How to send a feedback	Fill up and / or answer the Client's Feedback Form and drop it at the designated drop box located at the lobby, Ground Floor of the Main Municipal Building.
How feedback is processed	At the close of office hours every Friday, the designated Information Officer opens the Complainant Drop Box and records at the logbook all the complaints and/or suggestions contained in the box, reports it at the HR Office or to the Office of the Mayor. Then, the following Monday during flag raising ceremonies, all valid feedbacks and complaints are being announced / discussed by the HR or by the Mayor, and directs / addresses the concerned departments / offices regarding the matter and lets them answer the concerns in writing.
How to file a complaint	 Answer the Client's Complaint Form and drop it at the designated drop box located at the lobby Ground Floor, Main Municipal Building. Complaints can also be filed via telephone. Make sure to provide the following information: Name of the person being complained Incident Evidence *For inquiries and follow-ups, Clients may contact the telephone numbers 881-9264 or 881-9239
How complaints are processed	 The designated Complaints Officer opens the complaints box on a weekly basis and evaluates / validates the same. The Complaints Officer shall investigate and then after, make a written report to the HR or to the Mayor for their action. Then the Complaint Officer shall give a feedback to the Client regarding the action of the agency to his complaint.



VII. List of Offices

Office	Address	Contact Information
Office of the Municipal Mayor	2nd Floor, Main Municipal Building	881-92-39 / 0917 505 4307
Office of the Human Resource Management Officer	Ground Floor, Main Municipal Building	881-92-64 / 0995 900 0015
Office of the Municipal Disaster Risk Reduction and Management Officer	Barlin St., Del Rosario, Milaor, Camarines Sur	881-93-47 / 0921 962 5784
Office of the Waterworks System (MILAWUD)	Sto. Domingo St., Milaor, Camarines Sur	881-93-42 / 0998 356 4818
Office of the Municipal Planning and Development Coordinator	Ground Floor, Main Municipal Building	881-93-21 / 0918 922 1896
Office of the Municipal Civil Registrar	Ground Floor, Main Municipal Building	881-93-22 / 0999 998 0109
Office of the Municipal Budget Officer	2nd Floor, Main Municipal Building	881-95-58 / 0919 231 2899
Office of the Municipal Accountant	2nd Floor, Main Municipal Building	881-93-23 / 0908 864 8225
Office of the Municipal Treasurer	Ground Floor, Main Municipal Building	881-93-24 / 0920 948 1139
Office of the Municipal Assessor	Ground Floor, Main Municipal Building	881-93-53 / 0917 708 3942
Office of the Municipal Engineer	Ground Floor, Main Municipal Building	881-93-55 / 0918 922 1892
Office of the Rural Health Unit	Sto. Domingo St., Milaor, Camarines Sur	881-93-49 / 0947 443 2191
Office of the Municipal Social Welfare and Development Officer	2nd Floor, Main Municipal Building	881-93-41 / 0920 900 0926
Office of the Municipal Agriculturist	Sto. Domingo St., Milaor, Camarines Sur	881-93-44 / 0998 511 0462