

#### 15TH SANGGUNIANG BAYAN MARAMAG, BUKIDNON

#### ATTY, MARIBETH E. LOPEZ

Municipal Vice Mayor **Presiding Officer** 

#### **NESTOR G. PAULICAN**

Sangguniang Bayan Member

Chairperson:
Com. on Tourism and Beautification Com. on Ways and Means
Com. on Peace and Order, Public Safety and
Traffic

#### JOSELYN L. PUERIN

Sangguniang Bayan Member

Com. on Health, Nutrition, Sanitation and

Hygiene Com. on Housing and Resettlement Com. on Trade, Commerce and Industry

#### PAUL RITCHE P. GALILEA

Sangguniang Bayan Member

Chairperson: Com. on Labor and Good Governance Com. on Local Economic Enterprise

#### LORRAINE L. LAURIE

Sangguniang Bayan Member

Chairperson:

n Education, Culture, Science, Arts and Technology
Com. on Laws, Rules, Ethics and Regulations
Committee on Finance and Appropriation

ROY Y. CABALQUINTO

Sangguniang Bayan Member

Chairperson: Com. on Agriculture, Livelihood and Agrarian

Reform Com. on Engineering and Public Works Com. on Natural Resources and Environmental Protection

#### ATTY. ABUNDIO U. GAITERA

Sangguniang Bayan Member

Chairperson:
Com. on Justice and Human Rights
Com. on Land Management and Titling

#### BERNARD LAWRENCE L. ZUBIRI Sangguniang Bayan Member -

Chairperson:
Com. on Human Resource, Management and
Civil Service
Com. on Cooperative, Organizations or
Associations and Community Development
Com. on Disaster, Calamity and Relief

#### ESTRELLA C. CUADRASAL Sangguniang Bayan Member

Chairperson:

Com. on Persons with Disability

Com. on Senior Citizen

Com. on Women, Family and Social Welfare

#### ALEX D. ACHAS

Liga ng mga Brgy. President

Chairperson:

m, on Barangay Affairs and Local Gov't. Com. on Oversight and Monitoring

#### NESSA ELLA AMANTE-LANTOD

**SK Federation President** 

Chairperson: Com. on Youth and Sports

#### DIOSDADO L. SEBERIA

**IP Mandatory Representative** 

Chairperson: Com. on Indigenous Communities

MS. KRISYNTHIA RAQUEL C. PADER Secretary to the Sanggunian

#### Republic of the Philippines Province of Bukidnon MUNICIPALITY OF MARAMAG

#### SANGGUNIANG BAYAN OFFICE



EXCERPT FROM THE MINUTES OF THE 40th REGULAR SESSION OF THE 15th SANGGUNIANG BAYAN OF MARAMAG HELD AT THE SANGGUNIANG BAYAN SESSION HALL, MARAMAG, BUKIDNON ON **MONDAY, MAY 8, 2023** 

#### PRESENT:

MUNICIPAL VICE MAYOR PRESIDING OFFICER HON, ATTY, MARIBETH E. LOPEZ Hon, Nestor G. Paulican Municipal Councilor Member Municipal Councilor Member Hon. Joselyn L. Puerin Municipal Councilor Member Hon. Paul Ritchie P. Galilea Municipal Councilor Member Hon. Lorraine L. Laurie Hon. Roy Y. Cabalquinto Municipal Councilor Member Hon. Bernard Lawrence L. Zubiri Municipal Councilor Member Hon. Estrella C. Cuadrasal Municipal Councilor Member Municipal Councilor **ABC President** Hon. Alex D. Achas SK Federation Pres. Hon. Nessa Ella Amante-Lantod Municipal Councilor **Municipal Councilor** IP Mandatory Rep. Hon. Diosdado L. Seberia

ON LEAVE:

Hon. Atty. Abundio U. Gaitera

Municipal Councilor

Member

ABSENT: NONE

#### **RESOLUTION NO. 2023-235**

#### RESOLUTION ADOPTING AND APPROVING THE CITIZEN'S OF THE **UPDATED** CHARTER MUNICIPALITY OF MARAMAG, 4th EDITION

WHEREAS, presented by the Committee on Human Resource, Management and Civil Service for discussion during the 40th Regular Session of the 15th Sangguniang Bayan, Municipality of Maramag, Province of Bukidnon is the letter from the Office of the Municipal received on May 5, 2023 requesting the Sangguniang Bayan for passage of Resolution adopting and approving the Updated Citizen's Charter of the Municipality of Maramag, 4th Edition;

WHEREAS, upon thorough discussion and deliberation, the August Body has found the following salient information:

1. Republic Act No. 9485 or the "Anti-Red Tape Act of 2007", as amended through Republic Act No. 11032, otherwise known as the "Ease of Doing Business and Efficient Government Service Delivery Act of 2018" along with its Implementing Rules and Regulations is an important tool for all government offices and agencies including Local Government Units (LGUs), government-owned or controlled corporations and other government instrumentalities in delivering frontline services to the people with the core essence of accuracy, transparency and immediacy through a streamlined system of transactions.

- 2. Memorandum Circular No. 2019-002, Series 2019 of the Anti-Red Tape Authority (ARTA) was issued to provide government agencies with pertinent information and instructions in developing and revising Citizen's Charter in compliance with Republic Act No. 11032 and its IRR.
- 3. To continually provide the clients with simplified government processes, the Human Resource (HR) Core Team reviewed and streamlined the Citizen's Charter of the Municipal Government of Maramag.
- 4. The Citizen's Charter is an official document which serves as a guide for clients while doing official business transactions with the offices involved. Thus, it requires adoption of the Sangguniang Bayan to be legally implemented.

NOW, THEREFORE, upon motion of Hon. Bernard Lawrence L. Zubiri, duly seconded by Hon. Lorraine L. Laurie, it was RESOLVED, as it is hereby resolved -

> To adopt and approve the Updated Citizen's Charter of the Municipality of Maramag, 4th Edition

RESOLVED, FURTHER to send and furnish copies of this Resolution to all the concerned persons and offices for their information and proper guidance.

APPROVED.

\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*

I HEREBY CERTIFY to the correctness of the foregoing Resolution.

CERTIFIED ADOPTED:

ATTY. MARIBETH E. LOPEZ

Municipal Vice Mayor/ Presiding Officer

LORRAINE L. LAURIE

Municipal Councilor

Chairperson, Committee on Laws, Rules, Ethics &

Regulations

ATTESTED:

KRISYNTHIA RAQUEL CABINTA-PADER

Secretary to the Sanggunian

Not Valid without Official Seal

AYES:

Hon. Nestor G. Paulican Hon. Joselyn L. Puerin Hon. Paul Ritche P. Galilea

Hon. Lorraine L. Laurie

Hon. Roy Y. Cabalquinto Hon. Bernard Lawrence L. Zubiri

Hon. Estrella C. Cuadrasal

Hon, Alex D. Achas

Hon. Nessa Ella A. Lantod Hon. Diosdado L. Seberia

NAYS: NONE





## **LOCAL GOVERNMENT UNIT OF MARAMAG**

## **CITIZEN'S CHARTER**

2023 (4th Edition)



#### I. Mandate

The Local Government Unit of Maramag (LGU) shall exercise powers for efficient and effective governance, promote general welfare, ensure and support the preservation and enrichment of culture, promote health and safety, promote balanced ecology, support development of self-reliant scientific and technological capabilities, improve public morals, enhance economic prosperity, social justice, full employment and peace and order. (Paragraph (b), Rule I of IRR of LGC of 1991)

#### II. Vision

A City with optimum sustainable development guided by competent and proactive leaders and inhabited by peace-loving and empowered people.

#### III. Mission

We, the people of Maramag, commit ourselves to increase agricultural productivity, encourage industrial commercial investments, institutionalize a workable system for the delivery of basic services and maintain an ecologically balanced environment by utilizing local resources and opportunities to uplift the lives of our people.

#### IV. Service Pledge

We, the officials and employees of the Local Government Unit of Maramag, pledge to provide the highest possible service performance and commit our **C.A.R.E.S** to our clients as promised in this Citizens' Charter:

Courteous, prompt and rational discharge of duties and functions desired in the government service, treating every client in a friendly and accommodating manner with proper identification from Mondays to Fridays, 8:00 AM. to 5:00 PM, without noon break;

Access and open to information and public consultations regarding the LGU's policies, procedures, programs and projects, and services through our website (<a href="www.maramag.gov.ph">www.maramag.gov.ph</a>), Facebook Page <a href="Municipality of Maramag">Municipality of Maramag</a>, Text MMO (09173216845) and Text HRMO (09056194799);

Reliable and consistent in the delivery of services with utmost accountability, responsibility and integrity, without discrimination regardless of the clients' gender, race, belief and political affiliation or preference, always mindful that a public office is a public trust:

Efficient and strict adherence to service standards taking into prime consideration the essence of time since the faster the service, the more satisfied the clients will be; and requiring us in the local government to issue expeditiously written explanation for any delay in the delivery of frontline services;

**S**incere to the service of the people, sensitive to the clients' comfort with paramount consideration on the citizens' complaints, suggestions and needs giving special attention to the differently-abled, pregnant women, senior citizens and those with special needs.



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## Office of the Municipal Mayor External Services



1. Issuance of Certification for Payment of Ordinance Violation
Certification issued to a client who has paid the penalty of fines for violation of local traffic ordinance.

Office or Division: Municipal Mayor's Office – Legal Services Division						
	Classification Simple					
Ту	Type of G2C – Government to Client					
Tr	ansaction:					
W	ho may avail:		Public			
	CHECK	LIST	OF	W	HERE TO SECU	RE
	REQUIR					
1.	Ordinance Vid (OVT)	olatio	n Ticket	Ordinance ar	nd Traffic Enforce	r or PNP
	CLIENT	Δ	GENCY	FEES TO BE	PROCESSING	PERSON
	STEPS	Α	CTIONS	PAID	TIME	RESPONSIBLE
1.	Proceed to Municipal Treasurer's Office for the payment of fines and penalties.	payr issu	eceive ment and e Official eipt (OR).	Depending on the kind of violation (see attached schedule of fees)	5 minutes	Revenue Collection Clerk (MTO)
2.	Proceed to the MMO and submit the OR.	2. R OR.	eceive the	None	1 minute	Legal Assistant (MMO-Legal Services Division)
3.	Wait while the requested document is being prepared.	requ docu endo Hea	repare the lested ument and orse to the doffice signature.	None	5 minutes	Legal Assistant (MMO-Legal Services Division)
		3.1 the docu the prov Fee Forr	Release requested ument to client and ride dback n.	None	1 minute	Legal Assistant (MMO-Legal Services Division)
4.	Receive the requested document and fill-out the Feedback Form.	OR clier retri	eturn the to the nt and eve the dback n.	None	1 minute	Legal Assistant (MMO-Legal Services Division)



TOTAL:	* Refer to	13 minutes	
	Schedule of		
	Fees		

T۱	SCHEDULE OF FEES FOR FINDS AND PENALTIES  Type of Amount of Fines Ordinance				
_	olation	7 5		No.	
1.	Motor Vehicles with Modified Mufflers	Php 1,000.00	2018-043		
2.	Cigarettes and Other Tobacco Products	1 <sup>st</sup> Offense: Php 500.00 2 <sup>nd</sup> Offense: Php 1,000.0 3 <sup>rd</sup> Offense: Php 2,500.0	2017-034		
3.	Single Motorcycle Sticker	1 <sup>st</sup> Offense: Php 250.00 2 <sup>nd</sup> Offense: Php 500.00 3 <sup>rd</sup> Offense: Php 1,000.0	2012-48		
4.	Violation of Land Transportation	Driving without License Driving with Improper License	Php 750.00 Php 300.00	3, s. 2006	
	Laws	Violations relative to equipment, parts, accessories, devices, and marking of motor vehicles	Php 150.00		
		Colorum Operation (Driver)	1 <sup>st</sup> Offense: Php 500.00 2 <sup>nd</sup> Offense: Php 750.00 3 <sup>rd</sup> Offense: Php 1,000.00		
		Colorum Operation (Owner/Operator)	1st Offense: Php 1,000.00 2 <sup>nd</sup> Offense: Php 2,000.00 3 <sup>rd</sup> Offense: Php 3,000.00		
		Employing Discourteous Drivers Refusal to convey passenger to proper	Php 400.00 Php 1,000.00		
		destination  Refusal to render public service to public	Php 1,000.00		
		Disregarding traffic signs	Php 150.00		



	Failure to use helmet while driving a motorcycle	Php 500.00 (as amended by Ordinance No. 2020-	
	motoroyolo	028)	
	Driving in slippers or sleeveless shirt	Php 100.00	
5. Vehicles	1 <sup>st</sup> Offense: Php 200.00		4, s. 2005
Loaded with	2 <sup>nd</sup> Offense: Php 400.00		
Sugarcane	3 <sup>rd</sup> Offense: Php 600.00		



## 2. Issuance of Mayor's Clearance

A Clearance issued to a client attesting the truthfulness of the personal data of the requesting client based on authentic documents presented by the client, and that the client has no derogatory records from the Municipal Government and of the Maramag Municipal Police Station.

Of	fice or Divisio	Division: Municipal Mayor's Office – Support Services Division					
Cla	assification		Simple	Simple			
Ty	pe of		G2C – Governr	ment to Clien	t		
Tra	ansaction:						
WI	ho may avail:		Public				
С	<b>HECKLIST OF</b>	REC	QUIREMENTS		WHERE TO SEC	URE	
1.	Valid Police C	leara	nce	1. Marama	g Municipal Police	e Station	
2.	Latest Commu	unity <sup>†</sup>	Tax Certificate	2. Baranga	y Hall or Municipa	al Treasurer's	
	(Cedula)			Office			
	Documentary	Stam	ıp	3. BIR Office			
CL	JENT STEPS		AGENCY	FEES TO	PROCESSING	PERSON	
			ACTIONS	BE PAID	TIME	RESPONSIBLE	
1.	Proceed to Municipal Treasurer's Office for the payment of fines and penalties.	pay	Receive ment and issue cial Receipt R).	Php 120.00	5 minutes	Revenue Collection Clerk (MTO)	
2.	Proceed to the MMO and submit the OR and other documentary requirements	2. Receive the OR and documentary requirements.		None	1 minute	Administrative Aide (MMO- Support Services Division)	
3.	Wait while the requested document is being prepared.	3. Prepare the requested document and endorse to the Head of Office for signature.  3.1 Release the requested document to the		None	5 minutes 1 minute	Administrative Aide (MMO- Support Services Division)  Administrative Aide (MMO- Support	
		client and provide Feedback Form.				Services Division)	
4.	Receive the requested document and fill-out	to th	teturn the OR ne client and eve the dback Form.	None	1 minute	Administrative Aide (MMO- Support	



the Feedback Form.				Services Division)
	TOTAL:	Php 120.00	13 minutes	



## 3. Issuance of Mayor's Permit for the Conduct of Motorcade or Other Group Activities

A permit issued to a person or group of persons, organization, institution, and the like for the conduct of an individual or group activity of short duration and for a defined purpose. It is usually issued to clients who requests for the conduct of activities like motorcade, parade, stage presentation, etc.

	Office or Division: Municipal Mayor's Office – Support Services Division					s Division	
	assification		Simple				
		vernment to Clie	ent				
	ansaction:						
Who may avail: Public							
	CHECKL			WHERE TO SECURE			
4	REQUIRE			4 Madalan Da	and a file of Olivert		
1.	Approved Re			FEES TO BE	equesting Client PROCESSING	DEDCON	
	CLIENT STEPS		GENCY	PAID	TIME	PERSON RESPONSIBLE	
1	Proceed to		CTIONS eceive		5 minutes	Revenue	
١.	Municipal			Php 500.00	5 minutes	Collection Clerk	
	Treasurer's		ment and e Official	(per day for Motorcade)		(MTO)	
	Office for		eipt (OR).	iviolorcade)		(IVITO)	
	the	1100	cipt (Oit).	Php 575.00			
	payment of			(per day for			
	fines and			Other Group			
	penalties.			Activities)			
2.	Proceed to	2. R	eceive	None	1 minute	Administrative	
	the MMO	the	OR.			Aide (MMO-	
	and submit					Support	
	the OR.					Services	
						Division)	
3.	Wait while		repare the	None	5 minutes	Administrative	
	the		uested			Aide (MMO-	
	requested		ument			Support	
	document is		endorse			Services	
	being		ne Head of			Division)	
	prepared.		ce for				
		_	ature.	Nana	1 mains sta	A desimilate attractive	
			Release requested	None	1 minute	Administrative	
			•			Aide (MMO-	
			ument to client and			Support Services	
		prov				Division)	
		•	dback			DIVISION)	
		Forr					
4	Receive the		eturn the	None	1 minute	Administrative	
''	requested		to the			Aide (MMO-	
	document		nt and			Support	



and fill-out the Feedback Form.	retrieve the Feedback Form.			Services Division)
	TOTAL:	Php 1,150 (per day)	13 minutes	



## 4. Issuance of Mayor's Permit for Conduct of Product Promotional/ Selling Activity

A permit issued to a person or group of persons, organization, institution, and the like for the conduct of an individual or group product promotional and/or selling activities of short duration and for a defined purpose. It is usually issued to clients who requests for the conduct presentation.

Office or Divisio	n:	Municipal M	cipal Mayor's Office – Support Services Division			
Classification		Simple				
Type of		G2C – Gove	ernment to Clie	ent		
Transaction:						
Who may avail:		Public				
CHECKL				WHERE TO SEC	URE	
REQUIRE						
Approved Requ				equesting Client	_	
CLIENT STEPS		AGENCY	FEES TO	PROCESSING	PERSON	
		ACTIONS	BE PAID	TIME	RESPONSIBLE	
1. Proceed to		Receive	Php	5 minutes	Revenue	
Municipal		ment and	1,150.00		Collection Clerk	
Treasurer's		ue Official	(per day)		(MTO)	
Office for the	Re	ceipt (OR).				
payment of						
fines and						
penalties.	2 1	Dagaire the	None	1 minuto	A desiminate of its	
2. Proceed to the MMO and	OR	Receive the	None	1 minute	Administrative	
submit the OR.	UN	٠.			Aide (MMO- Support	
Submit the Ort.					Services	
					Division)	
3. Wait while	3 1	Prepare the	None	5 minutes	Administrative	
the requested		uested	INOTIC	o minutes	Aide (MMO-	
document is		cument and			Support	
being prepared.		dorse to the			Services	
Journal by Spanish		ad of Office			Division)	
		signature.			,	
		Release	None	1 minute	Administrative	
	the	requested			Aide (MMO-	
		cument to			Support	
	the client and				Services	
	provide				Division)	
	Fee	edback				
	Fo	rm.				
4. Receive the		Return the	None	1 minute	Administrative	
requested		to the			Aide (MMO-	
document and		ent and			Support	
fill-out the	reti	rieve the			Services	
Feedback Form.					Division)	



Feedback Form.			
FUIII.			
TOTAL:	Php	13 minutes	
	1,150.00		
	(per day)		



# Office of the Municipal Mayor- Tourism Office External Services



Response to Inquiry
 Inquiry is an increasingly important area as it was able to offer a positive and strength-based approach to the destination.

	_				
Office or Division:		Municipal Mayor's Office/ Tourism and Industry Service			
Division					
Classification:		Simple Tra	insaction		
Type of		G2G –Gov	ernment to 0	Government	
Transaction:		G2C – Gov	vernment to	Client	
Who may avai	l:	General Pu	ublic		
CHEC	KLIST (	)F		WHERE TO SEC	URE
REQUI	REMEN	TS			
1.Approved Let	tter Req	uest	Municipal N	/layor's Office	
CLIENT	AG	ENCY	FEES TO	PROCESSING	PERSON
STEPS	AC	TIONS	BE PAID	TIME	RESPONSIBLE
1. Submit	1. Rec	eive	None	1Minute	Tourism Aide
approved	approv	ed letter			MMO-Tourism
letter request	reques				
to service	provide	e log book			
provider	•	J			
'					
2. Fill up					
Visitors					
logbook					
2. Fill-up log	2. Prov	ride the	None	3 Minutes	Senior Tourism
book for	necess	sary			Operations
records of		ation as			Officer/Tourism
clients	inquire	d and			Operations
	•	e brochure			Officer I
	and feedback				MMO- Tourism
	form				
3. Receive	3. Retrieve		None	3 Minutes	Tourism Aide
brochure and	feedback form				MMO-Tourism
fill-up					
feedback					
form					
	1	TOTAL:	None	7 Minutes	



### 2. Provision of Tour Guide Services

Provided to persons or groups by giving assistance, access to information on cultural, historical and contemporary heritage and tourist destinations.

Office or Divis	sion:		cipal Mayor's ce Division	Office/ Tourism	and Industry
Classification	\•		le Transactio		
Type of Trans				nt to Government	•
Type of Traile			<ul><li>Government</li></ul>		•
				nt to Business	
Who may ava	il:		ral Public		
	KLIST OF			WHERE TO SE	CURE
REQUI	REMENTS				
1. Approved L	etter Reque	st	Municipal N	layor's Office	
CLIENT	AGEN	_	FEES TO	PROCESSING	PERSON
STEPS	ACTIO		BE PAID	TIME	RESPONSIBLE
1. Submit	1. Receive		None	1Minute	Tourism Aide
approved	approved I				MMO-Tourism
letter request	request an				
to service	provide log	9			
provider(hard	book				
copy or email					
letter)	2. Provide	tour	None	3 hours	Senior Tourism
2.Fill-up log book for	guide serv		None	3 Hours	Operations
records of	provide	1065,			Officer/Tourism
clients	brochure a	nd			Operations Officer I
Cilcrits	feedback f	_			MMO
3. Receive	3. Retrieve		None	5 Minutes	Administrative Aide
brochure and	feedback f				IV
fill-up	100abaok 101111				MMO
feedback					
form					
	TC	TAL:	None	3 Hours, 4	
				Minutes	



## Office of the Municipal Mayor-Local Disaster Risk Reduction Management Office (LDRRMO)

**External Services** 



## 1. Facilitate for the use of Ambulance

This request is granted to all who requested for use of Ambulance for hospital referral or for other emergency purposes.

0.441					
Office or	Municipal Mayor's Office/ Municipal Disaster Risk Reduction and				
Division:	Management Office				
Classification:	Simple				
Type of	G2C- Government to Client				
Transaction:					
Who may avail:	All				
CHECKL	JIST OF		WHERE TO SEC	URE	
REQUIRE	EMENTS				
1. Approved writt	en request from I Administrator	Municipal Ma	ayor's Office		
CLIENT STEPS	AGENCY	FEES TO	PROCESSING	PERSON	
	ACTIONS	BE PAID	TIME	RESPONSIBLE	
1. Proceed to	1. Receive,	None	3 Minutes	LDRRMA -	
Municipal	check and			Operation	
Disaster Risk	validate the			Section/	
Reduction and	request			MDRRMO	
Management	1.1 Fill up	None	3 Minutes	LDRRMA -	
Office and	patient's data			Operation	
present the	at Ambulance			Section/	
approved	Request Form			MDRRMO	
request.	1.2 Endorse	None	5 Minutes	LDRRMA -	
	the Ambulance			Operation	
	Request Form			Section/	
	to LDRRMO			LDRRMO III/	
	for validation			MDRRMO	
	and approval				
	1.3 Prepare	None	3 Minutes	LDRRMA- Admin	
	Travel Order			and Training	
	and Trip Ticket			SECTION/	
	4.40		0.14	MDRRMO	
	1.4 Conduct	None	2 Minutes	LDRRMO III/	
	immediate			MDRRMO	
	briefing of the				
	ambulance				
0. 4"	driver		4.84	1.0000111	
2. Affix	2. Provide	None	1 Minute	LDRRMA -	
signature or	Ambulance			Operation Section/	
thumb mark on	Request Form			MDRRMO	
the Ambulance	to the client for			INDIVIVIO	
Request Form	signature				
			1		



3.Sign the	3. Provide Log	None	1 Minute	LDRRMA -
logbook and fill-	Book to client			Operation
up feedback	and retrieve			Section/
form	feedback form			MDRRMO
	TOTAL	None	18 Minutes	



# 2. Conduct of Training for First Aid, Basic Life Support, Water Search and Rescue, Mountain Search and Rescue, High Angle and Rope Rescue

Training conducted to any institution/ agency/ organization of Maramagwho requested for such.

Office or	Municipal Mayor's Office/ Municipal Disaster Risk Reduction				
Division:	and Management Office				
Classification:	Simple				
Type of	G2C- Governme				
Transaction:	G2G- Governme	nt to Governr	ment		
Who may avail:	All Citizens of Ma				
CHECKI	LIST OF		WHERE TO SEC	URE	
REQUIRE					
Approved Writte	•	Office	layor's Office/ Ad	ministrator's	
CLIENT STEPS	AGENCY	FEES TO	PROCESSING	PERSON	
	ACTIONS	BE PAID	TIME	RESPONSIBLE	
Proceed to     Municipal	1. Receive, check and	None	5 Minutes	LDRRMA- Admin and Training	
Disaster Risk	validate the			SECTION/	
Reduction and	request			MDRRMO	
Management Office and	1.1 check the availability of	None	4 Minutes	LDRRMA- Admin and Training	
present the	date of the			SECTION/	
approved	training			MDRRMO	
request	i annig				
2. Proceed to	2.Conduct short	None	30 Minutes	LDRRMO III/	
LDRRM Office	briefing/discuss			MDRRMO	
Head for	ion on logistics,				
briefing/interview	training venue,				
	and safety of				
	participants and				
	provide				
O A#: a: = 4	feedback form	Nie is s	4 Minaria		
3. Affix signature	3. Provide Log	None	1 Minute	LDRRMA - Operation	
in the log book	Book to the Client and			Section/	
and fill-up feedback form	retrieve			MDRRMO	
IEEUDACK IUIIII	feedback form				
	TOTAL	None	40 Minutes		
	IUIAL	ivone	40 Millutes		



## 3. Provision of Rescue Vehicle Transportation Services

Transportation services is provided to citizens of Maramag who requested for use of Rescue Vehicle for the transport of Cadaver, personnel, relief goods and other related services for official and emergency purposes.

Office or	Municipal Mayor's Office/ Municipal Disaster Risk Reduction				
Division:	and Management Office				
Classification:	Simple				
Type of	G2C- Government to Client				
Transaction:	SES SEVERIMIENT LE SIION				
Who may avail:	All Citizens of Maramag				
CHECKLIS	<u> </u>				
REQUIREM					
Approved Letter Request		Municipal Mayor's Office/Administrator's Office			
CLIENT STEPS	AGENCY	FEES TO	PROCESSING	PERSON	
	ACTIONS	BE PAID	TIME	RESPONSIBLE	
1. Proceed to	1. Receive,	None	3 Minutes	LDRRMA -	
Municipal	check and			Operation	
Disaster Risk	validate the			Section/	
Reduction and	request			MDRRMO	
Management	1.1 Fill up	None	3 Minutes	LDRRMA -	
Office and	necessary			Operation	
present the	data to			Section/	
approved request	Rescue			MDRRMO	
	Request				
	Form				
	1.2 Indorse	None	6 Minutes	LDRRMA -	
	the Rescue			Operation	
	Vehicle			Section/	
	Request			<i>LDRRMO III/</i> MDRRMO	
	Form to			IVIDICICIVIO	
	LDRRMO				
	for				
	validation				
	and				
	approval				
	1.3 Prepare	None	3 Minutes	LDRRMA- Admin	
	Travel			and Training SECTION/	
	Order and			MDRRMO	
	Trip Ticket	N.I.	0.84' (		
	1.4 Conduct	None	3 Minutes	<i>LDRRMO III/</i> MDRRMO	
	immediate			INIDKKINO	
	briefing of				
	the rescue				
	vehicle				
	driver				



2. Affix signature or thumb mark on the Rescue Request Form	2. Provide Rescue Request Form to the client and feedback form	None	1 Minute	LDRRMA - Operation Section/ MDRRMO
3.Affix signature in the log book and fill-up feedback form	3. Provide Log Book to the client and retrieve feedback form	None	1 Minute	LDRRMA - Operation Section/ MDRRMO
TOTAL:		None	20 Minutes	



## 4. Conduct of emergency response on Natural and Human-Induced disaster.

Emergency response services is provided to citizens of Maramag who are affected of Natural and Human-Induced disaster.

Natural and Hum						
Office or	Municipal Mayor's Office/ Municipal Disaster Risk Reduction					
Division:	and Management Office					
Classification:	Simple					
Type of	G2C- Government to Client					
Transaction:						
Who may avail:	All Citizens of Maramag					
CHECKLI				CURE		
REQUIRE	REMENTS					
Non	None		None			
CLIENT STEPS	AGENCY	FEES TO	PROCESSING	PERSON		
	ACTIONS	BE PAID	TIME	RESPONSIBLE		
1. Proceed to	1. Receive,	None	3 Minutes	LDRRMA -		
Municipal	check and			Operation		
Disaster Risk	validate the			Section/		
Reduction and	call			MDRRMO		
Management	1.1 Prepare	None	3 Minutes	LDRRMA -		
Office and	immediately			Operation		
present the	all necessary			Section/		
approved request	equipment			MDRRMO		
	need for					
	response.					
	1.2 Proceed	None	3 Minutes	LDRRMA -		
	immediately to			Operation		
	the incident			Section/		
	scene			LDRRMO III/		
	4.0.0000000	Nana	20 Minto a	MDRRMO		
	1.3 Conduct	None	30 Minutes	LDRRMA- Admin		
	rescue			and Training SECTION/		
	operation and			MDRRMO		
	secure the			MBITTUMO		
	affected					
	family.	Nissa	40 Minutes			
	1.4 if	None	10 Minutes	LDRRMO III/ MDRRMO		
	necessary,			IVIDRRIVIO		
	conduct					
	immediate					
	evacuation to					
	the affected					
	family and					
	indorse it to					
	the camp					
	managers					
	TOTAL	None	49 Minutes			



## Office of the Municipal Mayor-Public Employment Services Office (PESO), Tech4Ed and Negosyo Center

**External Services** 



## 1. Issuance of PESO Certification

Certification issued to Job Seekers from the municipality for Job application purposes in the private sector.

in the private sect		0 110111 (110 11	ramorpanty for 00			
Office or	Municipal Mayor's Office – Public Employment Service Office					
Division:						
Classification:	Simple					
Type of	G2C- Government to Client					
Transaction:						
Who may avail:	Job Seekers					
CHECKL	LIST OF WHERE TO SECURE					
REQUIRE	MENTS					
Personal App	earance	Client				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
1. Client fill up National Skills Registration System (NSRS) Form	1. Provide NSRS Form	None	5 minutes	Administrative Aide IV PESO Office/Tech4Ed		
2. Client pay certification fee at MTO  (1st Time job seekers are free of charge by virtue of R.A. 11261)	2. Receive Official Receipt (OR) from MTO	PHP 120.00	5 minutes	Revenue Collection Clerk MTO		
3. Present OR to PESO Staff	3. Photocopy and Log OR	None	2 minutes	Administrative Aide IV PESO Office/Tech4Ed		
	3.1 Print PESO Certification for approval	None	3 minutes	Administrative Aide IV PESO Office/Tech4Ed		
	3.2 Approves PESO Certification and provide	None	5 minutes	Labor and Employment Officer I PESO Office/Tech4Ed		

feedback form



4. Client	4. Release	None	2 minutes	Administrative Aide
receives PESO	Approved			IV
Certification,	PESO			PESO
signs log book	Certification			Office/Tech4Ed
for release and	and retrieve			
fill-up feedback	feedback			
form	form			
	TOTAL:	PHP	22 Minutes	
		120.00		



2. Issuance of No Objection Certificate (NOC)

Certificate issued to Manpower Recruitment Agencies for the conduct of special recruitment activity in the municipality.

recruitment activity in the municipality.					
	fice or	Municipal Mayor	r's Office – P	ublic Employmen	t Service Office
	vision:				
	assification:	Simple			
	pe of	G2C- Governme	ent to Client		
	ansaction:				
	ho may	Land based Mar		uitment Agency	
av	ail:	(Local/Internatio	naı)	WILEDE TO CE	CUDE
	CHECKLIST OF WHERE TO SECURE REQUIREMENTS				
1		nt addressed to	From the re	equesting agency	
١.	the Municipa			squesting agency	
2.			DOLE Prov	rincial Office	
3.	Deployment		From the re	equesting agency	
٥.		ed Maramag and		squesting agency	
	successfully				
	applicant)	rooranoa arr			
4.	Verified Job	Order	POEA Reg	ional Office	
	CLIENT	AGENCY	FEES TO	PROCESSING	PERSON
	STEPS	ACTIONS	BE PAID	TIME	RESPONSIBLE
	Submit letter ntent,	1. Receive and verify submitted	None	5 minutes	Administrative Aide IV
	ployment	documents			PESO
	port and				Office/Tech4Ed
	rified Job				
Orc	ders to				
	SO Front				
Des	sk	1.1 PESO	None	5 minutes	Labor and
		Verifies online			Employment Officer I
		the submitted			PESO
		job orders from			Office/Tech4Ed
		POEA database			
		1.2 Process	None	2 minutes	Administrative Aide
		Confirmation	None	2 1111111111111111111111111111111111111	IV
		Letter and			PESO Office
		record in the			/Tech4Ed
		Logbook and			
advice client to					
pay at MTO					
2.	Pay	2. Receive	PHP	15 minutes	Revenue
	rtification	payment and	500.00		Collection Clerk
fee	e at MTO	issue Official			MTO
		Receipt (OR)			



	1			
3. Present OR	3. Photocopy	None	2 minutes	Administrative Aide
to PESO Staff	OR and Log in			IV
	the Release			PESO
	Form			Office/Tech4Ed
	3.1 Print No	None	3 minutes	Administrative Aide
	Objection	140110	o minutos	IV
	Certificate			PESO Office/
				Tech4Ed
	(NOC)/			
	Objection			
	Certificate (OC)			
	for approval			
	3.2 Approves	None	3 minutes	Labor and
	and Sign			Employment
	NOC/OC and			Officer I
	inform DOLE			PESO Office/
	Office of			Tech4Ed
	Schedule and			
	provide			
	feedback form			
4. Client	4. Release	None	3 minutes	Administrative Aide
receives NOC/		None	5 minutes	IV
	Approved			PESO
OC, signs log	NOC/OCand			Office/Tech4Ed
book for	retrieve			Offico, Footiated
release, and	feedback form			
fill-up				
feedback form				
	TOTAL:	PHP	38 minutes	
		500.00		



# 3. Assistance to Distressed Overseas Filipino Worker (OFW) Provision of assistance to distressed Overseas Filipino Worker.

Office or Division:	Municipal Mayor's	Municipal Mayor's Office – Public Employment Service Office				
Classification:	Simple					
Type of	G2C- Governmen	t to Client				
Transaction:						
Who may	OFW Family					
avail:	,					
	CLIST OF REMENTS	\	WHERE TO SECURE			
1. Valid ID of Re	equesting Party	Issuing Gov	ernment Agen	ncies		
2. Marriage Cor or Spouse)	tract (For Parents		Civil Registrar's Statistics Autho	Office (MCRO)/ ority (PSA)		
3. Birth Certifica	te of OFW		Civil Registrar's Statistics Autho	Office (MCRO)/ ority (PSA)		
CLIENT	AGENCY	FEES TO	PROCESSI	PERSON		
STEPS	ACTIONS	BE PAID	NG TIME	RESPONSIBLE		
1. Client Meet with PESO	1. PESO Interview the client	None	1 hour	Labor and Employment Officer I PESO Office/Tech4Ed		
2. Fill-up OWWA and POEA Repatriation Forms	2. PESO Receives the forms and scan the requirements	None	10 minutes	Labor and Employment Officer I PESO Office/Tech4Ed		
	2.1 PESO send email to OWWA and call up the attention of welfare officer endorsing the request and OWWA orient the family	None	20 minutes	Labor and Employment Officer I PESO Office/Tech4Ed		
	2.2 Call the attention of Manpower Recruitment Agency	None	5 minutes	Labor and Employment Officer I PESO Office/Tech4Ed		



3. Signs log	3. Follows up	None	Paused	Labor and
book and wait	actions taken		Clock	Employment
for 2 weeks to	from POLO			Officer I
1 month				PESO
regarding of				Office/Tech4Ed
the status	3.1 PESO		5 minutes	Labor and
	Informs the			Employment
from	family on the			Officer I
Philippine	development of			PESO
Overseas	the case			Office/Tech4Ed
Labor Officer	life case			
(POLO)				
,	TOTAL:	None	1 Hour, 40	
			Minutes	



# 4. Issuance of Valid Identification Card (ID)and Anti Red-Tape Act ID Processing of company and other IDs.

Office or Municipal Mayor Division:			's Office – T	ech4ED Center		
Classification	<u> </u>	Simple				
Type of		G2G - Governm	ent to Gover	nment.		
Transaction:		G2C - Governme		,		
Who may avail: All						
		IST OF		WHERE TO SE	CURE	
REQU	IRE	MENTS				
1. Endorsemen	nt fro	m HR (LGU	Human Re	source Managem	ent Office	
Maramag Emp	loye	es)				
2. Endorsemer	nt Le	tter and ID	Human Re	source Managem	ent Office	
Form from HR	(Co	<u> </u>				
CLIENT		AGENCY	FEES TO	PROCESSING	PERSON	
STEPS		ACTIONS	BE PAID	TIME	RESPONSIBLE	
1. Fill-up ID Form	1.	Provide ID Form	None	5 minutes	Administrative Aide IV PESO Office/Tech 1Ed	
	1 1	Taka Diatura	None	15 minutes	Office/Tech4Ed  Administrative	
	En de	Take Picture, code client tails, Edit and nt ID Card	None	15 minutes	Aide IV PESO Office/Tech4Ed	
2. Pay service fee at Municipal Treasurer's Office (MTO)	pa	Receive yment and issue ficial Receipt R)	₱ 35.00 (Valid ID) ₱ 35.00 (Arta ID)	5 minutes	Revenue Collection Clerk MTO	
3. Present OR	Ph Lo	Receive, otocopy and g OR and ovide feedback m	None	2 minutes	Administrative Aide IV PESO Office/Tech4Ed	
4. Receive ID,sign Log Book and fill-up feedback form	pro an	Release ID, ovide logbook d retrieve edback form	None	2 minutes	Administrative Aide IV PESO Office/Tech4Ed	
	•	TOTAL:	PHP 70.00	29 Minutes		



# 5. Production of Photos(1x1, 2x2, Passport Size) Processing of captured image.

Office or Divisio	n·	Municin	al Mayor's Off	ice – Tech4ED	
Classification:	•••	Simple	ar wayor 5 On	ioc reonaed	
Type of Transac	tion:		Sovernment to	Client	
\A/I!I-		A 11			
Who may avail: CHECKL	IST OF	All		WHERE TO SEC	IIDE
REQUIRE		}		WHERE TO SEC	OKE
1. Personal appe					
CLIENT STEPS	AGI	ENCY	FEES TO	PROCESSING	PERSON
	ACT	IONS	BE PAID	TIME	RESPONSIBLE
Receive and fill-up request form	1. Issu	ie st form	None	2 minutes	Administrative Aide IV PESO Office/Tech4Ed
	1.1 Ca portra client	apture it of the	None	3 minutes	Administrative Aide IV PESO Office/Tech4Ed
	1.2 Edit and print Portrait		None	10 minutes	Administrative Aide IV PESO Office/Tech4Ed
2. Pay service fee at MTO	issue	ceive ent and Official ot (OR)	PHP 25.00/set for Ordinary Photopaper PHP 50.00/set for CSC grade Photopaper	15 minutes	Revenue Collection Clerk MTO
3. Present OR to PESO Staff	3. Red Photo and Lo and pi feedba form	copy og OR rovide ack	None	2 minutes	Administrative Aide IV PESO Office/Tech4Ed
4. Receive photo, signs log book and fill-up feedback form	4. Reliphoto retriev feedbarform	and e ack	None	2 minutes	Administrative Aide IV PESO Office/Tech4Ed
	•	TOTAL:	PHP 25.00 or PHP50.00	34 Minutes	



**6. Business Name Registration**Processing of application for business name registration

		T		
Office or Division	on:	Municipal Mayor's Office – PESO		
Olassifications		Division/Negosyo Center		
Classification:		Simple		
Type of Transa			nment to Client	
Who may avail:		Business Ov	wners	
CHECKL			WHERE TO SEC	CURE
REQUIRE				
1. 1 Valid ID of t Owner	he Business			
Thru representa	tive			
(additional):			Personal	
2. 1 Valid ID of t	he			
representative	)			
3. Authorization	Letter of the			
Business Owr				
CLIENT	AGENCY	FEES TO	PROCESSING	PERSON
STEPS	ACTIONS	BE PAID	TIME	RESPONSIBLE
1. Receive and fill-up Business Name Registration System (BNRS) Form	1. Provide BNRS Form	None	5 minutes	Negosyo Center Business Councilor Administrative Aide IV PESO Office/Tech4Ed
	1.1 Input Information in BNRS Website for approval by the system	None	3 minutes	Negosyo Center Business Councilor Administrative Aide IV PESO Office/Tech4Ed
2. Pay registration fee at any Payment Center partnered with GCASH using given Gcash Number	2.Instruct the client to payment and secure Official Receipt (OR) from Payment Centers	Scope: Barangay- ₱ 230.00  City/Munici pality- PHP 530.00	15 minutes	Negosyo Center Business Councilor Administrative Aide IV PESO Office/ Tech4Ed

a property	N NG MA	RAN
BAL		E PG
FR		No.
1	WIGAN NG B	UKID

				GAN NG BUR
		Regional- PHP1,030. 00		
		National- PHP 2,030.00		
3. Present OR to Negosyo Center (NC) Staff or PESO Staff	3. Input Payment details to BNRS	None	2 minutes	Negosyo Center Business Councilor Administrative Aide IV PESO Office/Tech4Ed
	3.1Print BNRS Form, Affidavit of Undertaking, DTI official electronic receipt, and provide feedback form	None	2 minutes	Negosyo Center Business Councilor Administrative Aide IV PESO Office/Tech4Ed
4.Client receive Business Name Certification, sign log book for release, and fill-up feedback form	4.Release Business Name Certification and retrieve feedback form	None	2 minutes	Negosyo Center Business Councilor Administrative Aide IV PESO Office/Tech4Ed
	TOTAL:	Barangay- ₱ 230.00 City/Munici pality- PHP 530.00 Regional- PHP1,030. 00 National- PHP 2,030.00	29 minutes	



## Office of the Municipal Mayor-Maramag Polytechnic School

**External Services** 



### 1. Issuance of Enrollment Form

Issued once a student (scholar/non-scholar) is qualified to avail the courses offered as prescribed in the Training Regulation promulgated by TESDA.

Office or	Municipal Mayor's Office - Maramag Polytechnic School
Division:	(MAPOLS)
Classification:	Simple
Type of	G2C - Government to Client
Transaction:	
Who may	All
avail:	

avan.	
CHECKLIST OF	WHERE TO SECURE
REQUIREMENTS	
Birth Certificate NSO/PSA	
2. High school Card or Diploma	
or Transcript of Records	Personal
3. Marriage certificate if married	
for female only	
4. 2 pieces 2x2 ID picture	

4. 2 pieces 2x2 iD picture				
CLIENT STEPS	AGENCY	FEES TO	PROCESSING	PERSON
Submit all the requirements	1. Receive and verify the documents and issue enrollment form	None	1 minute	RESPONSIBLE School Registrar/ Admin Aide MAPOLS Office
2.Fill out and submit enrollment form	2. Received accomplished enrollment form and stamped enrolled	None	5 minutes	School Registrar/ Admin Aide MAPOLS Office
3.Received copy of the stamped enrollment form	3.Release the document with stamped enrolled to the client and provide further instructions	None	30 seconds	School Registrar MAPOLS Office
4. Sign the logbook and fillout feedback form	Retrieve feedback form	None	1 minute	
	TOTAL:	None	7 Minutes and 30 seconds	



## 2. Issuance of Certificate of Completion

Issued once a student/graduate finish the course and then may take the face-to-face assessment for National Certification at any TESDA accredited assessment center or venue.

Office or	Municipal Mayor's Office - Maramag Polytechnic School				
Division:	(MAPOLS)				
<b>Classification:</b>	Simple				
Type of	G2C- Government	nt to Client			
Transaction:					
Who may	All				
avail:					
	LIST OF		WHERE TO SE	CURE	
	EMENTS				
1. School Identific		Personal	·	<b>.</b>	
CLIENT STEPS		FEES TO	PROCESSING	PERSON	
	ACTIONS	BE PAID	TIME	RESPONSIBLE	
1. Secure	1. Issue	None	1 minute	School Registrar/	
Request Slip	Request Slip			Admin Aide MAPOLS Office	
	and provide			WAPOLS Office	
0.50	instruction			0.1.15	
2.Fill-out and	2. Receive	None	2 minutes	School Registrar/ Admin Aide	
submit request	accomplished			MAPOLS Office	
slip to the	request slip			WIAI OLS OIIICE	
service provider	2 Dramara tha	Nana	10 minutes	Cobool	
3.Wait while the	3.Prepare the	None	10 minutes	School Directress	
requested document is	requested document and			MAPOLS Office	
being processed					
being processed	School				
	Directress for				
	Signature				
	3.1 Release	None	1 minute	School Registrar/	
	the requested	140110	1 minute	Admin Aide	
	document to			MAPOLS Office	
	the client and				
	provide				
	feedback form				
4. Receive the	4. Retrieve	None	1 minute	School Registrar/	
requested	feedback form			Admin Aide	
document, sign				MAPOLS Office	
the logbook and					
fill-up feedback					

None

TOTAL:

15 Minutes

form



### 3. Issuance of Certificate of Good Moral Character

A pertinent document issued to a bonafide student with good moral character.

011		, O.C. 14		. 0		
Office or	Municipal Mayor's Office - Maramag Polytechnic School					
Division:	(MAPOLS)					
Classification:	Simple					
Type of	G2C- Governm	nent to Client				
Transaction:						
Who may	All MAPOLS S	tudents				
avail:						
CHECKL REQUIRE			WHERE TO SEC	URE		
1. Personal Appe	earance	Client				
2. Community Ta (for 18 years of		Barangay Tr Office	easurer or Munic	ipal Treasurer's		
<b>CLIENT STEPS</b>	AGENCY	FEES TO	PROCESSING	PERSON		
	ACTIONS	BE PAID	TIME	RESPONSIBLE		
1. Secure Request Slip and present Community Tax Certificate	1. Issue Request Slip and provide instruction	None	1 minute	School Registrar/ Admin Aide MAPOLS Office		
2. Fill-up and submit request slip to the service provider	2. Receive accomplished request slip	None	2 minutes	School Registrar/ Admin Aide MAPOLS Office		
3. Pay service fee for the certificate of Good Moral Character	3.Receive Payment and issue Official Receipt (OR)	PHP 120.00	5 minutes	School Registrar/School Directress MAPOLS Office		
4. Wait while the requested document is being processed	4. Prepare the requested document and endorse to the School Directress for Signature	None	10 minutes	School Directress MAPOLS Office		
	4.1 Release the requested document to the client and provide feedback form	None	1 minute	School Registrar/ Admin Aide MAPOLS Office		



5. Receive the requested document, sign the logbook and fill-up feedback form	5. Retrieve Feedback form	None	1 minute	School Registrar/ Admin Aide MAPOLS Office
	TOTAL:	PHP 120.00	20 minutes	

# **4. Issuance of Transcript of Records**Issued once a student/graduate finish the course.

Office or	Municipal Mayor's Office - Maramag Polytechnic School				
Division: Classification:	(MAPOLS) Simple				
Type of	G2C - Governr	nont to Client			
Transaction:	G2C - Governi	nent to Chent			
Who may	All MAPOLS Students				
avail:					
CHECKL	IST OF		WHERE TO SEC	URE	
REQUIRE					
1. Personal Appe	arance	Client			
2. School ID	105:101	Personal	<b>DD 0 0 5 0 0 11</b>		
CLIENT STEPS	AGENCY	FEES TO	PROCESSING	PERSON	
4.0	ACTIONS	BE PAID	TIME	RESPONSIBLE	
1. Secure	1. Issue	None	1 minute	School Registrar/ Admin Aide	
Request Slip	Request Slip			MAPOLS Office	
and present school ID	and provide instruction			W. W. 020 011100	
2. Fill-up and	2. Receive	None	2 minutes	School Registrar/	
submit request	accomplished		2	Admin Aide	
slip to the	request slip			MAPOLS Office	
service provider					
3. Pay service	3. Receive	PHP	5 minutes	School Registrar/	
fee for the	Payment and	150.00		School Directress	
Transcript of	issue Official			MAPOLS Office	
Records	Receipt (OR)				
4. Wait while	4. Prepare	None	5 minutes	School Directress	
the requested	the requested			MAPOLS Office	
document is	document				
being	and endorse				
processed	to the School				
	Directress for				
	Signature				



	4.1 Release the requested document to the client and provide feedback form	None	1 minute	School Registrar/ Admin Aide MAPOLS Office
5. Receive the requested document, sign the logbook and fill-up feedback form		None	1 minute	School Registrar/ Admin Aide MAPOLS Office
	TOTAL:	PHP 150.00	15 minutes	



**5. Issuance of Borrower's Slip**Issued to borrowers of Monobloc chairs, tables and cloth.

Office or	Municipal Mayor's Office - Maramag Polytechnic School		
Division:	(MAPOLS)		
Classification:	Simple		
Type of	G2C - Government to Client		
Transaction:	G2G- Government to Government		
Who may	All		
avail:			

CHECKL REQUIRE			WHERE TO SEC	URE
	ne			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure borrower's slip	1. Issue Borrower's slip	None	1 minute	Office Custodian MAPOLS Office
2.Fill out and submit the borrower's slip to the service provider	2. Receive accomplish request slip	None	1 minute	Office Custodian MAPOLS Office
3.Pay rental fee	3.Received payment and issue Official Receipt	Monobloc- chair- 5.00/pc Long Tables- 50.00/pc Cloth- 50.00/pc	1 minute	School Directress MAPOLS Office
4. Wait while the items to be prepared	4. Prepare the requested document and endorse to the School Directress for signature & approval		5 minutes	Admin Aide I /School Directress MAPOLS Office
5. Received the requested Item/s	5. Release and logbook the requested item/s	None	2 minutes	Admin Aide I MAPOLS Office
	TOTAL:	Monobloc- chair- 5.00/pc	10 Minutes	

No. of Concession, Name of Street, or other party of the Concession, Name of Street, or other pa	NG MAR	A
BAL		PG
E		Š
A	VIGAN NG BUY	DE

	- CONTRACTOR OF THE PROPERTY O
Long	
Tables-	
50.00/pc	
Cloth-	
50.00/pc	

# Office of the Municipal Mayor –Persons with Disabilities

**External Services** 



## 1. Registration and Issuance of PWD ID

The Registration and Issuance of PWD ID are intended for persons with disabilities who are certified residents of Maramag, Bukidnon pursuant to Republic Act No. 9442 as an amendment to Republic Act No. 7277, otherwise known as the Magna Carta for Persons with Disability.

Office or Division:		Municipal Mayor's Office – Community Affairs Division (PWD Affairs Section)					
Classification		Simple					
Type of G2C – Go		G2C – Governr	ment to Clien	t			
Who may avail:		PWDs who are	residents of	Maramag, Bukidr	non		
CHECKLIST OF	FRE	QUIREMENTS		WHERE TO SEC	URE		
<ol> <li>Certificate</li> </ol>	of D	isability		octor / Licensed C			
Latest Co     Certificate	(Ce	dula)	Barangay H	all or Municipal T	reasurer's Office		
	ent 1	x1 I.D. picture	Personal Co		_		
CLIENT STEPS		AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
1. Proceed to PWD Affairs Section for evaluation	eva	ssess and luate submitted uments of the nt.	None	5 minutes	Disability Affairs Assistant		
2. Wait while the PWD ID is being processed.	2. Once qualified upon evaluation, encode personal information of the clients.		None	5 minutes	Disability Affairs Assistant		
	prinand Hea	Prepare and to PWD ID card endorse to the dot of Office for ature.	Note	5 minutes			
2.2 Release the PWD ID card to the client and provide Feedbac Form.		Release the D ID card to client and vide Feedback	None	1 minute			
3. Receive the PWD ID card and fill-out the Feedback Form.	3. Retrieve the Feedback Form.		None	1 minute	Disability Affairs Assistant		
		TOTAL:	None	17 minutes			



# Office of the Municipal Mayor –Senior Citizens External Services



### 1. Registration and Issuance of Senior Citizen's ID

The Registration and Issuance of Senior Citizens' ID are intended for Senior Citizens who are at least 60 years old and certified residents of Maramag, Bukidnon pursuant to Republic Act No. 9994, an Act Granting Additional Benefits and Privileges to Senior Citizens, further amending Republic Act No. 7432 otherwise known as an Act to maximize the contribution of Senior Citizens to Nation Building.

Office or Division:		Municipal Mayor's Office – Community Affairs Division (Senior				
CI	assification		Citizens' Affairs Simple	s Section)		
	-			mant to Olion	<u> </u>	
	rpe of ansaction:		G2C – Governi	ment to Clien	τ	
			Sonior Citizona	who are at l	aget 60 years ald:	and
VV	ho may avail:		Residents of M		east 60 years old; idnon	, and
С	HECKLIST OF	RF	QUIREMENTS	aramay, buk	WHERE TO SEC	CURF
	Birth Certifica			MCRO / CC		
2.			Tax Certificate		all or Municipal T	reasurer's Office
	(Cedula)					
3.	2 pcs. recent	1x1 l	.D. picture	Personal Co	ору	
	CLIENT		AGENCY	FEES TO	PROCESSING	PERSON
	STEPS		ACTIONS	BE PAID	TIME	RESPONSIBLE
1.	Proceed to Senior Citizens' Affairs Section for evaluation	eva	ssess and luate submitted uments of the nt.	None	5 minutes	Admin. Aide IV (Senior Citizens' Affairs Section)
2.	Wait while the SC ID is being processed.	upo enc	Once qualified n evaluation, ode personal rmation of the ots.	None	5 minutes	Admin. Aide IV (Senior Citizens' Affairs Section)
		prin and Hea	Prepare and t SC ID card endorse to the of Office for lature.	Note	5 minutes	
		2.2 Release the SC ID card to the client and provide Feedback Form.		None	1 minute	
3.	Receive the SC ID card and fill-out the Feedback Form.		etrieve the dback Form.	None	1 minute	Admin. Aide IV (Senior Citizens' Affairs Section)
TOTAL: Non					17 minutes	



# Office of the Municipal Mayor -Real Estate and Housing Development Division (REHDD)

**External Services** 



## 1. Provision of Socialized Housing Residential Lot (Relocation & Socialized)

This is a Program wherein the Municipal Government of Maramag Initiates the purchase of parcels of land subdivided into 100 sq.m. Residential lots and makes it available for application to its qualified residents through monthly amortization scheme.

Office or Division:	MMO-Real Estate and Housing Development Division (REHDD)				
Classification:	Highly T	echnical Transaction			
Type of Transaction:	G2C – G Governn	Government to Client; G2G – Government to nent			
Who may avail:	Qualified informal settler families, Qualified Displaced Families, Government Employees and other LGU Maramag Residents living in danger areas				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE			
1. Proof of Income (Certificate of Employment and Compensation, Certificate of Engagement, Pay Slip, ITR) (1 original and 1 photocopy)		Employer of Client, BIR			
2. Marriage Contract/ Birth Certificate of borrower & spouse (1 original and 1 photocopy)		PSA/LCR			
3. Valid ID and company I signature		Client (applicant), BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG			
4. Valid ID of Spouse (1 photocopy)		Client (applicant), BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG			
5. 1x1 picture 4 copies ori		Client (applicant),			
6. Proof of Billing (1 origin	aı)	Client to secure from Fibeco, Water District and others			
7. If OFW, Contract of Service and Special Power of Attorney (Executed with the appropriate Consulate Office) (1 original copy)		Consulate Office, Citizen or Client being represented			
Barangay Clearance (1 original)		Barangay Office (residence)			
Certificate of No proper original)	ty (1	Municipal Assessor's Office			
10. Family Picture 3R (2 c Copy)	original	Client (Applicant)			



				GAN NG BUK	
	11. NBI Clearance (if necessary) (1 original 1 photocopy)				
12. BIR TIN copy necessary) (1 pho	of ID (if	BIR			
13. SWORN Appl		Real Estate and Housing Development			
		Division			
14. Housing Regi	stration Form	Real Estate   Division	e and Housing Dev	velopment	
CLIENT STEPS	AGENCY	FEES TO	PROCESSING	PERSON	
	ACTIONS	BE PAID	TIME	RESPONSIBLE	
1. Submit applications together with the attached requirements to REHDD for evaluation.	1. Screen applications and pre evaluate the requirements.	None	5 minutes	Administrative Aide IV Housing and Homesite Regulation Assistant	
2. Attend the pre-orientation at REHDD Office.	2. Conduct the orientation.	None	4 hours	Administrative Aide IV Housing and Homesite Regulation Assistant Housing and Homesite Regulation Officer II	
3. Sign Conditional Contract to Sell and the Occupancy Rules and Regulations.	3. Facilitate the signing of contracts and the occupancy policy.	None	5 minutes	Administrative Aide IV Housing and Homesite Regulation Assistant	
4. Fill-up the SWORN application form and Housing Registration Form.	4. Receive and check details of SWORN application form and registration form.	None	5 minutes	Administrative Aide IV Housing and Homesite Regulation Assistant	
	TOTAL:	None	4 hours 15 minutes		



### 2. Provision of Socialized Housing Unit (Paglaum)

This project was developed and constructed by the Provincial Government of Bukidnon and the Municipal Government of Maramag in partnership with the Barangay Government where the project is located in earnest manifestation of its compassionate concern and commitment to the welfare of its people through the provision of decent housing.

Office or Division:	MMO-Real Estate and Housing Development Division (REHDD)				
Classification:	Highly Tec	hnical Transaction			
Type of Transaction:	G2C – Gov Governmen	vernment to Client; G2G – Government to nt			
Who may avail:	families an income fall	nformal settler families, qualified displaced dother LGU Maramag Residents whose s below poverty threshold			
CHECKLIST O REQUIREMEN	TS	WHERE TO SECURE			
1. Proof of Income (Certificate of Employment and Compensation, Certificate of Engagement, Pay Slip, ITR) (1 original and 1 photocopy)		Employer of Client, BIR			
2. Marriage Contract/ Birth Certificate of borrower & spouse (1 original and 1 photocopy)		PSA/LCR			
3. Valid ID and company signature		Client (applicant), BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG			
4. Valid ID of Spouse (1 photocopy)		Client (applicant), BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG			
5. 1x1 picture 4 copies of	riginal	Client (applicant),			
6. Proof of Billing (1 orig	inal)	Client to secure from Fibeco, Water District and others			
If OFW, Contract of Service and Special Power of Attorney (Executed with the appropriate Consulate Office) (1 original copy)		Consulate Office, Citizen or Client being represented			
7. Barangay Clearance (1 original)		Barangay Office (residence)			
8. Certificate of No proportional)		Municipal Assessor's Office			
9. Family Picture 3R (2 o	original	Client (Applicant)			
10. NBI Clearance(If neo	cessary) (1	NBI			



11. BIR TIN copy of ID (if BIR					
11. BIR TIN copy		DIK			
necessary) (1 pho		PealEstato	and HousingDov	elonmentDivision	
		RealEstate and HousingDevelopmentDivision RealEstate and HousingDevelopmentDivision			
13. Housing RegistrationForm  CLIENT STEPS AGENCY		FEES TO	PROCESSING	PERSON	
CLILINI SILFS	ACTIONS	BE PAID	TIME	RESPONSIBLE	
1. Submit	1. Screen	None	5 minutes	Administrative	
applications with	applications and	140110	o minutes	Aide	
attached	Pre evaluate the			IV	
requirements to	requirements.			Housing and	
REHDD for	'			Homesite	
evaluation.				Regulation	
				Assistant	
2. Attend the	2. Conduct	None	4 hours	Administrative	
orientation at	orientation.			Aide	
REHDD Office.				IV	
				Housing and	
				Homesite	
				Regulation	
				Assistant	
				Housing and Homesite	
				Regulation	
				Officer II	
3. Sign	3. Facilitate the	None	5 minutes	Administrative	
Conditional	signing			Aide	
Contract to	contracts/occup			IV	
Sell/Occupancy	ancy policy.			Housing and	
Rules and				Homesite	
Regulations.				Regulation	
				Assistant	
4 Fill up the	4. Receive and	None	5 minutes	Administrative	
4. Fill-up the SWORN	check details of	INOTIE	ว เกแบนเฮร	Administrative	
application form	SWORN			IV	
and Housing	application form			Housing and	
Registration	and registration			Homesite	
Form.	form.			Regulation	
				Assistant	
	TOTAL	Nia	411		
	TOTAL:	None	4 Hours,		
			15 Minutes		



## 3. Provision of Employees Housing Project (House and Lot)

This is a Program wherein the Municipal Government of Maramag through the Association of Local Government Employees of Maramag (ALGEM) Initiates the purchase of parcels of land subdivided into 150 sq.m. Residential lots and makes it available for application to its LGU Employees through monthly amortization scheme.

	1			
Office or Division:		O-Real Estate and Housing Development		
		sion (REHDD)		
Classification:	High	lly Technical Transaction		
Type of Transaction:	C – Government to Client; G2G – Government to ernment			
Who may avail:		GU-Maramag Employees, Government Employees nd other LGU Maramag Residents		
CHECKLIST OF		WHERE TO SECURE		
REQUIREMENTS				
Marriage Contract/ Birth		PSA/LCR		
Certificate of borrower &				
spouse (1 original and 1				
photocopy)				
р				
2. Valid ID and company IE	)	Client (applicant), BIR, Post Office, DFA, PSA,		
with signature		SSS, GSIS, Pag-IBIG		
With Signature		000, 0010, 1 ag 1210		
3. Valid ID of Spouse (1		Client (applicant), BIR, Post Office, DFA, PSA,		
photocopy)		SSS, GSIS, Pag-IBIG		
μ				
4. 1x1 picture 4 copies orig	ginal	Client (applicant),		
5. Proof of Billing (1 original		Client to secure from Fibeco, Water District		
	,	and others		
6. Barangay Clearance (1		Barangay Hall		
original) `				
7. Family Picture 3R (2 orig	ginal	Client (Applicant)		
Copy)	-			
8. NBI Clearance (ifnecess	ary)	NBI		
(1 original 1 photocopy)				
9. BIR TIN copy of ID (if		BIR		
necessary) (1 photocopy	<b>y</b> )			
	•			
10. Housing Registration Fo	rm	Real Estate and Housing Development		
5 5		Division		



CLIENT STEPS	AGENCY	FEES TO	PROCESSING	PERSON
	ACTIONS	BE PAID	TIME	RESPONSIBLE
1. Submit	1. Screen	None	5 minutes	Administrative
applications/inten	applications			Aide
t with attached	and Pre			IV .
requirements to	evaluate			Housing and
REHDD for	requirements.			Homesite
evaluation.				Regulation Assistant
2. Attend the	2. Conduct	None	4 hours	Administrative
orientation at	orientation.	None	4 110015	Administrative Aide IV
REHDD Office.	onemation.			Housing and
TAZITOD OMOO.				Homesite
				Regulation
				Assistant
				Housing and
				Homesite
				Regulation
				Officer II
3. Sign	3. Facilitate	None	5 minutes	Administrative
Conditional	the signing			AidelV
Contract to	contracts/occu			Housing and
Sell/Occupancy Rules and	pancy policy.			Homesite
Regulations.				Regulation Assistant
Regulations.				Assistant
4. Fill-up the	4. Receive and	None	5 minutes	Administrative
Housing	check the	1,10110	3 1110100	AidelV
Registration	details of			Housing and
Form.	registration			Homesite
	form.			Regulation
				Assistant
	TOTAL	None	4 Hours,	
			15 Minutes	



**4. Collection of Payment for Amortization**The REHDD Office issues order of payment/billing to beneficiaries of Housing Project who will pay their monthly amortizations.

Office or Divisio	n:	М	MO-Real Est	ate and Housing I	Development	
		Di	Division (REHDD)			
Classification:			Simple Transaction			
Type of Transac	tion:			ment to Client		
Who may avail:		LC	3U Maramag	Housing Project	Beneficiaries	
CHECKLIST OF REQUIREMENTS				WHERE TO SE	CURE	
1. Contract to Sel			Real Estate	and Housing Dev	elopment Division	
2. Official Receipt photocopy)			Real Estate	and Housing Dev	elopment Division	
3. Title and/or Tec Description (2 pho			Real Estate	and Housing Dev	velopment Division	
4. Valid ID Gover identification card			BIR, Post of IBIG	ffice, DFA, PSA, S	SSS, GSIS, Pag-	
5. Authorization letter (if necessary) (1 original)			Client			
6. Special power (SPA) (If necessar			Client			
CLIENT STEPS	AGENCY		FEES TO	PROCESSING	PERSON	
4. December 16.	ACTIONS		BE PAID	TIME	RESPONSIBLE	
Request for order of	1. Issue order of		None	2 minutes	Housing and Homesite	
payment/billing	payment/Billin				Regulation	
at REHDD.	рауппепивінні 	y			Assistant	
at NETIDD.	•				Housing and	
					Homesite	
					Regulation Officer	
					II	
2. Present	2. Record/		None	3 minutes	Administrative	
Official receipt	(Entry) to the				Aide	
of payment.	individual				IV	
	ledger on				Housing and	
	payment made				Homesite	
	on a particular	r			Regulation	
	program.				Assistant	
					i .	



5. Issuance of Certificate of Full payment
The REHDD Office issues certificate of full payment to fully paid beneficiaries of the different LGU Housing Projects.

Office or Division		MMO-Real Estate and Housing Development Division (REHDD)			
Classification:		Simple Tran	saction		
Type of Transacti	on:	G2C – Gove	ernment to Client		
Who may avail:		LGU Maram	ag Housing Proje	ct Beneficiaries	
CHECKLIST OF F	REQUIREMENTS		WHERE TO SEC		
Valid ID (Any Government/Company Issued ID) Original Copy		BIR, Company, Post Office, DFA, PSA, SSS, GSIS, PAG-IBIG			
Authorization Le     (1 original)		Beneficiary			
3. Special Power o necessary) (1 original properties of the content of the conten	• `	Beneficiary			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Intent for issuance of certificate of full payment to REHDD.  1. Release Certificate of Full Payment.		None	5 minutes	Housing and Homesite Regulation Officer II	
	Total	None	5 minutes		



### 6. Issuance of Individual Statement of Account

The REHDD Office issues/releases Individual Ledger Account to beneficiaries of the different LGU Housing Projects.

Office or Division		MMO-Real Estate and Housing Development Division (REHDD)				
Classification:		Simple Transaction				
Type of Transa	ction:	G2C – Governr	ment to Client			
Who may avail:		LGU Maramag	Housing Project B	eneficiaries		
CHECKL REQUIRE			WHERE TO SECU	JRE		
1. Valid ID (Any Government/Co ID) Original Cop		BIR, Compan GSIS, PAG-IE	y, Post Office, DFA BIG	A, PSA, SSS,		
	Authorization Letter (if necessary) (1 original)		Beneficiary			
3. Special Powe necessary) (1 or	• `	Beneficiary				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
Request for Individual ledger account at REHDD.	1. Release/Issu e Individual Ledger Account.	None	Administrative Aide IV Housing and Homesite Regulation Assistant			
	TOTAL:	None	5 minutes			



### 7. Conduct of Census

The REHDD Office is mandated to conduct census survey in the community of urban poor in the 20 Barangays of Maramag to determine the exact location and number of informal settler families (ISFs) occupying different areas in every barangay and to gather vital data and information relative to their living condition as well as to prepare and consolidate records of their Socio-economic profile. The office acts on the request for census-survey/ validation of specific area with ISFs.

Office or Division	):	MMO-Real Estate and Housing Development Division (REHDD)			
Classification:		•	for Multi-stage Pr	,	
Type of Transact	ion:	G2C – G0	overnment to Clie	nt	
Who may avail:		Informal S Bukidnon	Settler Families in	Maramag,	
CHECKL REQUIRE			WHERE TO SE	CURE	
1. Letter Request		Client (Ap	plicant)		
2. Land Title (1 ce		Register of	of Deeds		
3. Vicinity map/loc certified true copy)	. `	Client			
4. Tax Declaration copy)	(1 certified true	Municipal	Municipal Assessor's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
Submit letter request for census survey to REHDD.	1. Receive letter request for census and check if required documents are attached.	None	5 minutes	Housing and Homesite Regulation Officer II	
2. Attendmeetingfor pre- investigationguid edbytheCensus Team.	2. Attendmeetingfor pre-investigationguid edbytheCensus 2. Conductinvesti gationandocula rinspection.		30 minutes	Census Team- REHDD	

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3. Attend briefing for the schedule of actual census guided by the census team.	3. Conduct actual census survey.	None	10 minutes	Census Team- REHDD
4. Secure copy of masterlist from Census Team-REHDD.	4. Provide copy of Masterlist.	None	2 hours	HousingandHom esiteRegulation Assistant HousingandHom esiteRegulation Officer II
	TOTAL:	None	2 hours, 45 minutes	



### 8. Conduct of Structural Mapping

The REHDD Office is mandated to conduct census survey in the community of urban poor in the 20 Barangays of Maramag to determine the exact location and number of informal settler families (ISFs) occupying different areas in every barangay and to gather vital data and information relative to their living condition as well as to prepare and consolidate records of their socio-economic profile. REHDD processes requestfor a copy of the structural map.

Office or Division:			D-Real Estate and Housing Development Division		
Classification:		(REHD	,		
Type of Transaction	on:		Governmen	t to Client	
Who may avail:	011.			milies in Maramaç	Rukidnon
CHECKLIST OF		IIIIOIIII		WHERE TO SE	
REQUIREMENTS				WILKE TO SE	CORL
1. Letter Request (			Client (App	licant)	
2. Land Title (1 cer			Register of	Deeds	
3. Vicinity map/loca	ition map	(1	Client		
certified true copy)					
4. Tax Declaration	(1 certifie	d true	Municipal A	Assessor's Office	
copy)					
CLIENT STEPS	AGENCY		FEES TO	PROCESSING	PERSON
	ACTIO		BE PAID	TIME	RESPONSIBLE
Submit letter	1. Rece		None	5 minutes	Housing and
request for	letter re				Homesite
structural	and che				Regulation
mapping with	required				Officer II
attached	docume				
requirements to	are atta	cnea.			
REHDD.					
2. Follow up for	2. Relea	ıse	None	30 minutes	Housing and
validated/verified	copy of				Homesite
copy of structural	structural				Regulation
map of the area	map.				Assistant
concerned at					
Census Survey					
Section.					
	Т	OTAL:	None	35 minutes	



### 9. Issuance of Census Masterlist

The REHDD Office is mandated to conduct census survey in the community of urban poor in the 20 Barangays of Maramag to determine the exact location and number of informal settler families (ISFs) occupying different areas in every barangay and to gather vital data and information relative to their living condition as well as to prepare and consolidate records of their socio-economic profile. REHDD processes request for a copy of masterlist.

Office or Division:		MMO-Real Estate and Housing Development Division (REHDD)				
Classification:			nnical Transaction			
Type of Transactio			G2C – Government to Client; G2G-			
		Governmer	nt to Government			
Who may avail:		Informal Settler Families in Maramag,				
		Bukidnon				
CHECKLIST OF		WHERE TO SECURE				
REQUIREMENTS						
1. Letter Request (1	original	Client (Applicant)				
copy)						
2. Land Title (1 certif	fied true	Register of Deeds				
copy)						
3. Vicinity map/locat	ion map (1	Client				
certified true copy)						
4. Tax Declaration (	1 certified	Municipal Assessor's Office				
true copy)						
CLIENT STEPS	AGENCY	FEES TO	PROCESSING	PERSON		
	ACTIONS	BE PAID	TIME	RESPONSIBLE		
1. Submit letter	1. Receive	None	3 minutes	Housing and		
request from	letter			Homesite		
Association/Institut	request and			Regulation		
ion/Landowner(s)/	validate			Officer II		
Government for	records of					
issuance of a copy	requesting					
of masterlist to	party.					
REHDD.						
2 Follow up	2. Report	None	30 minutes	Housing and		
2. Follow up request and	validation	INOTIE	30 milliutes	Homesite		
receives the result	result as			Regulation		
of verification from	per client			Assistant		
census survey	request.			71001010111		
team.	1.040001.					
1						



### 10. Issuance of Individual Census Certificate

The REHDD Office is mandated to conduct census survey in the community of urban poor in the 20 Barangays of Maramag to determine the exact location and number of informal settler families (ISFs) occupying different areas in every barangay and to gather vital data and information relative to their living condition as well as to prepare and consolidate records of their socio-economic profile. REHDD processes request for individual censuscertificate.

Office or Division:		MMO-Real Estate and Housing Development Division (REHDD)			
Classification:		SimpleTransaction			
Type of Transaction:		G2C – Gov	ernment to Citizer	ı	
Who may avail:		Informal Settler Families in Maramag,			
CHECKLIST OF		Bukidnon			
REQUIREMENTS		WHERE TO SECURE			
Letter Request (1 original copy)		Client			
2. CensusTagCard/Number		Client/ISF (Individual)			
CLIENT STEPS	AGENCY	FEES TO	PROCESSING	PERSON	
	ACTIONS	BE PAID	TIME	RESPONSIBLE	
1. Submit letter requesting for issuance of individual census certificate to REHDD.	1. Receive letter request with attached census tag card/number.	None	5 minutes	CensusSurvey Head Administrative Aide-IV	
2. Get the requested copy of individual census certificate from REHDD.	2. Release copy of individual census certificate after record verification.	None	5 minutes	Housing and Homesite Regulation Assistant	
	TOTAL:	None	10 minutes		



11. Issuance of Certification for Electrification Program
Provides assistance to ISF sand other qualified program beneficiaries
in their applications for electrification program.

Office or Divisio	n:		MO-Real Est	ate and Housing	Development
			nple		
	Type of Transaction:			ment to Client	
Who may avail:				LGU-MaramagH	ousinaProiects
aram aram				ocation, Employee	•
CHECK	LIST OF		WHERE TO SECURE		
REQUIR	EMENTS				
1. Barangay Clea			Barangay Office where the project is located		
Electrication appli					
FIBECO (1 origina		)			
2. Valid ID (Any C			BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-		
	issued ID-1 photocopy)  3. HOA Certification if beneficiaryof		IBIG		
		yor	HOA of Cli	ent	
CMP, direct sale a housing project	and Socialized				
4. Letter request	/if HOΔ/Group-	1	President of	of Community Ass	nciation
original copy, 1 pl		•	i rosident c	7 John Harmy Ass	
5. FIBECO Bill (ha		er)	Client		
If throughrepres		<i>,</i>	Cion		
6. Authorization L		l	Client		
ID) 1 originalcopy					
7. Valid ID of Representative (Any					
Government issued ID (1		Client			
photocopy present original copy)					
CLIENT STEPS	AGENCY		FEES TO	PROCESSING	PERSON
4 leavenee of	ACTIONS		BE PAID	TIME	RESPONSIBLE
1. Issuance of FIBECO and	Validate     submitted		None	5 minutes	Administrative Aide-IV
electrical	document sar	иd			Housing and
certification/	process	iu			Homesite
clearance.	clearance				Regulation
2.04.4.100.	required for				Assistant
	electric				
	connection at				
	FIBECO.				
2.	2. Releaseof		None	3 minutes	Housing and
Gettherequeste	REHDD				Homesite
dCertification.	Certification.				Regulation
					Officer II
	TOT	AL	None	8 minutes	
	1917		1	2	



### 12.Lot Acquisition through Community Mortgage Program

The Municipal Government's as original through the REHDD implements Community Mortgage Program (CMP). A financing Program of the Social Housing Finance Corporation (SHFC) which assists legally organized associations of under privileged and homeless citizens to purchase and develop tractofland under the concept of Community Ownership.

Office or Division:	MMO-Real Estate and Housing Development
	Division (REHDD)
Classification:	Qualified for Multi-Stage Processing
Type of Transaction:	G2C – Government to Client; G2G –
•	Government to Government
Who may avail:	Community Associations (CA) of urban poor
	families; Land owners (LO) of private
	properties; Individual
	ClientforSocializedHousing
CHECKLIST OF	WHERE TO SECURE
REQUIREMENTS	
Landowners	
1. Letter Request (1 original, 1	Client
photocopy)	
2. Titles with Certificate of three (3)	Registry of Deeds
titles back (1 certified true copy, 2	
photocopy)	N
3. Latest Tax Declaration (1	Municipal Assessor's Office
certified true copy, 2 photocopy)	Musicia al Traccourario Office
4. Tax Clearance/Tax Receipts (1	Municipal Treasurer's Office
certified true copy, 2 photocopy)  5. Vicinity map/lot plan signed by	Municipal Assessor's Office
Geodetic Engineer (1 certiffied true	Wullicipal Assessor's Office
copy, 2 photocopy)	
6. Proof of roadright-of-way (1	Municipal Engineering's office
certified truecopy, 2 photocopy)	Wallistpal Eliginosinig s silios
7. Special Power of Attorney if	Clientbeingrepresented
owner has attorney-in-fact (1	graph second
original, 2 photocopy)	
8. DENR Clearance (1 certified	DENR
true copy, 2 photocopy)	
Community Associations	
1. Letter Request (1 original, 2	Community Association
photocopy)	
2. List of Beneficiaries	REHDD Census Survey Team
(CensusSurveyby REHDD-1	
original, 2 photocopy)	
Individual	
ClientforSocializedHousing	



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1. Proof of Incomphotocopy)	e (1 original, 2	Client (Emp	oloyer)	
Marriage Contribution     photocopy)	act (1 original,, 2	PSA/LCR		
3. Birth Certificate	e (1 original, 2	PSA/LCR		
photocopy) 4. Home owner's	Claaranaa (1	HOA ofClie	ant.	
original, 2 photoc	•	HOA OICIIE	;;;t	
5. Barangay Clea		Barangay (	Office	
2 photocopy)  CLIENT STEPS	AGENCY	FEES TO	PROCESSING	PERSON
02:2:1: 0:2: 0	ACTIONS	BE PAID	TIME	RESPONSIBLE
1. Submit letter request with the requirements attached to REHDD.	<ol> <li>Validate submitted documents and attachments.</li> <li>Conduct site inspection and CMP</li> </ol>	None	10 minutes	Housing and Homesite Regulation Assistant Project
	Orientation.  1.2 Meidates negotiations	None	4 hours	Coordinator Community Mortgage Program Section
	between lot owner and community association.	None	1 hour	Housing and Homesite Regulation Officer II Project
	1.3 Submit request to Social Housing Finance Corporation 9SHFC) for purchase commitment line (PCL) project	None	Paused clock	Coordinator Community Mortgage Program Section Administrative Aide-IV
	enroll ment and application.			Project Coordinator Community Mortgage Program Section

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E		NO
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				Housing and
				Housing and Homesite Regulation Officer II Project Coordinator Community Mortgage Program Section Housing and Homesite Regulation Officer II
2. Follow-up action take the request for project enrollment.	2. Give feedback to client with attched report and findings.  2.1 Submit findings to Social Housing Finance Corporation SHFC.	None	Pause clock	Housing and Homesite Regulation Officer II Project Coordinator Community Mortgage Program Section  Project Coordinator Communty Mortgage Program Housing and Homesite Regulation Officer II
3. Review/ Sign documents required under the Mortgage Program Section.	3. Submit Complete loan documents to theSocialHousin g Finance Corporation (SHFC).	None	Pause clock	Section Head Community Mortgage Program
	TOTAL:	None	5 Hours, 10 minutes	



**13. Lot Acquisition through Direct Sale Program**The Municipal Government's program that assists the informal settler families (ISFs) to acquire the Municipality-owned or privately owned lot currently occupied by them through direct sale scheme.

Office or Division:	MMO-Real Estate and Housing Development Division			
	(REHDI	/		
Classification:		echnical		
Type of Transaction:		Government to Client;		
NA//		Government to Government		
Who may avail:		iaries of Socialized Housing Projects under		
CUECKLIST OF BEOLUBER		Sale Scheme-Lot Only WHERE TO SECURE		
CHECKLIST OF REQUIRE	WEN 15	WHERE TO SECURE		
Community Association		Consequeions Deven of Marons s		
1. Ordinances/ Resolution		Sangguniang Bayan of Maramag		
regarding Lot disposal		Constructions Device of Marsons a/DEND		
2. Approved Subdivision Pla	n	Sangguniang Bayan of Maramag/DENR		
2 Mamarandum of Agree and	nn+/	Region X		
3. Memorandum of Agreeme	eril/	I CH Maramag		
Understanding 4. Title		LGU Maramag		
		Registry of Deeds		
5. Tax Declaration		Municipal Assessor's Office		
4. Masterlist of beneficia		HOA		
Requirements of Beneficia	ıry	01: 41 5 1		
1. Proof of Income		Client's Employeer		
2. Marriage Contract		PSA		
3. Birth Certificate		PSA		
4. Home Owner's Association	n	Community Association		
(HOA) Clearance		D 000		
5. Barangay Clearance		Barangay Office		
6. Valid ID (Any government	issued	Client (to secure from BIR, Post Office, DFA,		
ID)	/:•	PSA, SSS, GSIS, Pag-IBIG		
7. Special Power of Attorney	' (I <b>†</b>	Client		
necessary)	- 0 - !"			
For Issuance of Contract t	oseli	T		
1. Residence Certificate		Treasurer's Office or Barangay Office		
2. Home owners' Association	n	Community Association		
Clearance	(1 1	Olivert / To account (cont. DID. D. c. Off)		
3. Valid ID (Any Governmen ID)	tissued	Client (To secure from BIR, Post Office, DFA, PSA,SSS, GSIS, Pag-IBIG)		
For Signing of deed of Abs	solute	. , , , , , , , , , , , , , , , , , , ,		
Sale				
1. Inspection Report		REHDD Project Coordinator		
2. Certificate of Payment		REHDD Collection Section		
3. Certificate of Full Paymen	t	REHDD Head		
4. Certificate of Tax Exempti	on	Municipal Treasurer's Office		



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5. Special Power of necessary)	f Attorney (if	Client		
6. Marriage Contra	ct/ Death	PSA		
Certificate				
Request for origin				
duplicate Transfe	r Certificate of			
Valid ID (Any gove	ernment issued			
ID)				
1. Valid ID (Any go <sup>r</sup> ID)	vernment issued	,	GSIS, Pag-IBIG)	Post Office, DFA,
2. Special Power of	f Attornev (if	Client	0010, r ag-1010)	
necessary)	(			
CLIENT STEPS	AGENCY	FEES TO	PROCESSING	PERSON
1.5: 10.1	ACTIONS	BE PAID	TIME	RESPONSIBLE
1. Direct Sale Program with the requirements.	1. Review documents submitted.	None	30 minutes	Housing and Homesite Regulation
	1.2 Prepare Contract to Sell	None	30 minutes	Assistant
	(CTS).			Housing and Homesite Regulation Officer II
2. Payment for Awards and Processing Fee. (Ref. Ordinance).	2. Order of Payment.	_	5 minutes	Housing and Homesite Regulation Assistant
3. Contract to Sell.	3. Release Contract to Sell to Project Beneficiary.	None	10 minutes	Administrative Aide-IV
4. Signing of Deed of Absolute Sale (DOAs).	4. Prepare Deed of Absolute Sale (DOAs) forsigning.	None	20 minutes	Housing and Homesite Regulation Assistant
5. Release of Owner's Duplicate Transfer Certificate of Title.	5. Release original owner's duplicate copyof Transfer Certificate of Title (upon	None	Pause clock	Housing and Homesite Regulation Officer II Housing and Homesite

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receipt fro	m		Regulation
RD)			Assistant
Note: u	upon		
approv	al of		
the LC	E,		
REHD	D		
Head.			
TO	OTAL: None	1 Hour,	
		35 minutes	

#### 14. Provide Assistance to Community Associations

The Municipality through the REHDD initiates the set-up of community organizations in the depressed/blighted areas to bring greater social awareness and participation. Likewise, the office provides assistance to an individual, community associations, land owners or other sectors of society, act on the irrequests and queries in accordance with R.A. 7279.

Office or Division		MMO-Real Estate and Housing Development Division (REHDD)		
Classification:		Qualified for Multi-Stage Processing		
Type of Transacti		G2C – Government to Client		
Who may avail:		Clientswhoseconcerns are		
21122141		withinthemandate/jurisdictionofthisoffice		
CHECKL REQUIRE			WHERE TO SEC	CURE
Request Letter vipersonal circumstal and contact number documents	nces, address	Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request with attached documents to REHDD.	1.Receive letter request.	None	3 minutes	Community Development Incharge/HOA Focal Person
2. Report to REHDD Officer for further case review.	<ul><li>2. Conduct</li><li>Preliminary</li><li>Investigation.</li></ul> 2.1 Conduct	None	1 hour	Community Development Incharge/HOA Focal Person Housing&Homes iteRegulationOffi
	Ocular Inspection.	None	1 hour	cer II

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E		NON.
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ations to erned es for a ting ect to	None	10 minutes	Community Development Incharge/HOA Focal Person Housing&Homes iteRegulationOffi cer II
tings with erned	None	2 hours	Community Development Incharge/HOA Focal Person Housing&Homes ite Regulation Assistant Housing&Homes ite Regulation Officer II
analyze	None	3 hours	Community Development Incharge/HOA Focal Person Housing&Homes iteRegulationAss istant Housing&Homes iteRegulationOffi cer II
			Community Development Incharge/HOA Focal Person Housing&Homes iteRegulationAss istant Housing&Homes iteRegulationOffi cer II
	Prepare ations to serned es for a ting ect to irmation.  Conduct tings with serned es.  Review analyze situation.	Conduct tings with terned es.  Review analyze	Conduct tings with terned es.  Review analyze



				_
3. Attend	3. Prepare	None	2 hours	Community
consultation and	reports and			Development
arbitration	recommendati			Incharge/HOA
meetings	ons			Focal Person
				Housing&Homes
				iteRegulationOffi
				cer II
4. Attend Final	4. Submit Final	None	2 hours	Community
Meeting for the	Report of			Development
preparationof	ActionTaken.			Incharge/HOA
final report				Focal Person
				AdministrativeAi
				de-IV
				Housing and
				Homesite
				Regulation
				Officer II
				Housing and
				Homesite
				Regulation
				Assistant
	TOTAL:	None	11 hours	
			13 minutes	



#### 15. Receive Complaints

The Municipality through the REHDD acts on the complaints or reports relative to non-compliance to Municipal Ordinance either by personal delivery or through email. Service is covered under Municipal Ordinance and Local Government code of 1991.

Ordinance	and Local Gove	minerit oode	01 1001.		
Office or Division:	MMO-Real Est (REHDD)	tate and Hou	sing Developmer	t Division	
Classification:	Highly Technic	:al			
Type of	G2C – Govern		nt		
Transaction:					
Who may avail:	Any interested	person/s an	d/or duly authoriz	ed	
	-	entative/s of a beneficiary Homeowner's Association			
CHECKL			WHERE TO SE		
REQUIRE	MENTS				
1. Verified Comple	aint (either by	Client			
personal delivery	or through				
email:jeremypeno					
com (1 originalco					
2. Documentary E	Evidence (1	Client			
originalcopy)					
3. Investigation re		HOA of Clie	ent		
signed by authoriz					
concerned HOA C	Officer (1				
original copy)	AOFNOV	FFF0 TO	PROCESSING	DEDOON	
CLIENT STEPS	AGENCY	FEES TO	PROCESSING	PERSON	
	ACTIONS	DEDAID	TIME	DECDONCIDIE	
4 0	ACTIONS	BE PAID	TIME	RESPONSIBLE	
1. Any	1. Accepts the	None	TIME Pause clock	Community	
interested	1. Accepts the complaint,			Community Development	
interested persons and/or	1. Accepts the complaint, verifies it			Community Development Incharge/HOA	
interested persons and/or duly authorized	1. Accepts the complaint, verifies it through			Community Development Incharge/HOA Focal Person	
interested persons and/or duly authorized representative/s	1. Accepts the complaint, verifies it through conduct of			Community Development Incharge/HOA Focal Person Housing&Homes	
interested persons and/or duly authorized representative/s of a beneficiary	1. Accepts the complaint, verifies it through conduct of ocular			Community Development Incharge/HOA Focal Person Housing&Homes iteRegulationAss	
interested persons and/or duly authorized representative/s of a beneficiary Home owner's	1. Accepts the complaint, verifies it through conduct of ocular inspection and			Community Development Incharge/HOA Focal Person Housing&Homes iteRegulationAss istant	
interested persons and/or duly authorized representative/s of a beneficiary Home owner's Association-	1. Accepts the complaint, verifies it through conduct of ocular			Community Development Incharge/HOA Focal Person Housing&Homes iteRegulationAss istant Housing&Homes	
interested persons and/or duly authorized representative/s of a beneficiary Home owner's Association- submits verified	1. Accepts the complaint, verifies it through conduct of ocular inspection and			Community Development Incharge/HOA Focal Person Housing&Homes iteRegulationAss istant	
interested persons and/or duly authorized representative/s of a beneficiary Home owner's Association-	1. Accepts the complaint, verifies it through conduct of ocular inspection and			Community Development Incharge/HOA Focal Person Housing&Homes iteRegulationAss istant Housing&Homes iteRegulationOffi cer II	
interested persons and/or duly authorized representative/s of a beneficiary Home owner's Association- submits verified	1. Accepts the complaint, verifies it through conduct of ocular inspection and investigation.	None	Pause clock	Community Development Incharge/HOA Focal Person Housing&Homes iteRegulationAss istant Housing&Homes iteRegulationOffi	
interested persons and/or duly authorized representative/s of a beneficiary Home owner's Association- submits verified	1. Accepts the complaint, verifies it through conduct of ocular inspection and investigation.	None	Pause clock	Community Development Incharge/HOA Focal Person Housing&Homes iteRegulationAss istant Housing&Homes iteRegulationOffi cer II Community	
interested persons and/or duly authorized representative/s of a beneficiary Home owner's Association- submits verified	1. Accepts the complaint, verifies it through conduct of ocular inspection and investigation.  1.1Notify complainantan	None	Pause clock	Community Development Incharge/HOA Focal Person Housing&Homes iteRegulationAss istant Housing&Homes iteRegulationOffi cer II Community Development	
interested persons and/or duly authorized representative/s of a beneficiary Home owner's Association- submits verified	1. Accepts the complaint, verifies it through conduct of ocular inspection and investigation.  1.1Notify complainantan	None	Pause clock	Community Development Incharge/HOA Focal Person Housing&Homes iteRegulationAss istant Housing&Homes iteRegulationOffi cer II Community Development Incharge/HOA Focal Person Housing&Homes	
interested persons and/or duly authorized representative/s of a beneficiary Home owner's Association- submits verified	1. Accepts the complaint, verifies it through conduct of ocular inspection and investigation.  1.1Notify complainantan	None	Pause clock	Community Development Incharge/HOA Focal Person Housing&Homes iteRegulationAss istant Housing&Homes iteRegulationOffi cer II Community Development Incharge/HOA Focal Person Housing&Homes iteRegulationAss	
interested persons and/or duly authorized representative/s of a beneficiary Home owner's Association- submits verified	1. Accepts the complaint, verifies it through conduct of ocular inspection and investigation.  1.1Notify complainantan	None	Pause clock	Community Development Incharge/HOA Focal Person Housing&Homes iteRegulationAss istant Housing&Homes iteRegulationOffi cer II Community Development Incharge/HOA Focal Person Housing&Homes iteRegulationAss istant	
interested persons and/or duly authorized representative/s of a beneficiary Home owner's Association- submits verified	1. Accepts the complaint, verifies it through conduct of ocular inspection and investigation.  1.1Notify complainantan	None	Pause clock	Community Development Incharge/HOA Focal Person Housing&Homes iteRegulationAss istant Housing&Homes iteRegulationOffi cer II Community Development Incharge/HOA Focal Person Housing&Homes iteRegulationAss istant Housing&Homes	
interested persons and/or duly authorized representative/s of a beneficiary Home owner's Association- submits verified	1. Accepts the complaint, verifies it through conduct of ocular inspection and investigation.  1.1Notify complainantan	None	Pause clock	Community Development Incharge/HOA Focal Person Housing&Homes iteRegulationAss istant Housing&Homes iteRegulationOffi cer II Community Development Incharge/HOA Focal Person Housing&Homes iteRegulationAss istant	



### 16. Relocation and Resettlement Program

Office or Division:

The Program of the Municipal Government of Maramag through the REHDD that relocates and resettles informal setller families and other persons living in danger areas. The REHDD shall, prior to relocation, rensure the availability of a relocation or resettlement site that is compliant with the requirement of existing laws.

MMO-Real Estate and Housing

Office of Division	<b>.</b>		nent Division (REF	•	
Classification:			for Multi-Stage Pr	,	
Type of Transacti	ion:	G2C – Government to Client; G2G- Government to Government			
Who may avail:		Informal S Bukidnon	Settler Families in	Maramag,	
CHECKLIST OF REQUIREMENTS			WHERE TO SE	CURE	
Letter Request (     originalCopy)	(1	Client			
2. Valid ID (Any Go Issued Identification photocopy (to presoriginalCopy)	nCard) 1	BIR, Post Pag-IBIG	Office, DFA, PSA	, SSS, GSIS,	
3. Investigation Re required document originalcopy)	•	er REHDD			
CLIENT STEPS	AGENCY	FEES	PROCESSING	PERSON	
	ACTIONS	TO BE PAID	TIME	RESPONSIBLE	
1. Submit letter request with attached requirements to REHDD.	1. Receive letter request and check attached requirements.	None	5 minutes	Housing and Homesite Regulation Assistant	
2. Attend consultation meetings/social preparation at the site	2. Assigned Personnel to initate series of meetings and dialogues in compliance with Republic Act 7279.	None 1 hour Housing&Home site Regulation Officer II Housing and Homesite Regulation Assistant			
3. Submit the list of relocation requirements to REHDD front desk.	3. Submit report based on the investigation	None Pause clock Administrative Aide-IV			



				- Constant
	report submitted.			
4. Attend pre- relocation seminar	4. Conduct pre-relocation seminar	None	2 hours	Housing and Homesite Regulation Assistant Housing and Homesite Regulation Officer II
	4.1 Indorse the list and requirements for prequalification of data to the LCE.	None	10 minutes	Administrative Aide-IV Housing and Homesite Regulation Assistant Housing and Homesite Regulation Officer II
5. Attend orientation and receives schedule of actual relocation	5. Guide the client and implement the selection of beneficiaries as in accordance to R.A 7279.	None	4 hours	Administrative Aide-IV Housing and Homesite Regulation Assistant Housing and Homesite Regulation Officer II
	TOTAL:	None	7 Hours 15 minutes	



# Office of the Municipal Vice Mayor External Services



### 1. Approval for Use of Legislative Building Facilities

The use of the facilities inside the Legislative Building such as the SB Session Hall, SB Meeting Room and SB Conference Room is subject to the approval of Vice Mayor.

010	•		. M	N.4	
Office:		Office of the Municipal Vice Mayor			
Classification:		Simple			
Type of Transaction	on:	G2G Government to Government			
Who may avail:		Any persor	n/ establishment/a	agency	
CHECKLI REQUIRE			WHERE TO SEC	CURE	
<ol> <li>Request For</li> </ol>	m from OSS	Private Se	cretary II		
2. Pertinent su documents (if there is ar		Private Se	cretary II		
CLIENT STEPS	AGENCY	FEES TO	PROCESSING	PERSON	
	ACTIONS	BE PAID	TIME	RESPONSIBLE	
1. Register in the logbook	1.1 Receive the document/s and check the attachment s (if there are any)	None None	5 minutes 2 minutes	Local Legislative Staff Employee Office of the Municipal Vice Mayor Local Legislative	
	1.2 Forward request form to Private Secretary II and			Staff Employee Office of the Municipal Vice Mayor	
2. Wait for the approval of the request form	2.1 Record the request in the log book and forward to Vice Mayor for approval	None None	5 minutes	Private Secretary II Office of the Municipal Vice Mayor	
	2.2 Sign the Request Form if Approved or Disapproved	ivone	5 minutes	Municipal Vice Mayor Office of the Municipal Vice Mayor	

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3. Receive approved or disapproved form and return to OSS for confirmation of schedule	3. Return the approved or disapproved request form to client and instruct for next step	None	2 minutes	Private Secretary II Office of the Municipal Vice Mayor
4. Fill-up feedback form	4.1 Request the client to fill-up the feedback form	None	2 minutes	Local Legislative Staff Employee  Office of the Municipal Vice Mayor
	4.2Retrieve the feedback form	None	1 minute	Local Legislative Staff Employee  Office of the Municipal Vice Mayor
	TOTAL:	None	22 minutes	,



#### 2. Assistance to Individuals in Crisis Situation (AICS)

Clients who wish to avail Assistance to Individuals in Crisis Situation (AICS) at the Office of the Municipal Vice Mayor must appear at the office for a face-to-face interview. Availment of assistance is only every Monday.

Office:		Office of th	ne Municipal Vice	Mayor
Classification:		Simple	•	•
Type of Transaction	า:	G2C Gove	2C Government to Clients	
Who may avail:		Indigent or	r Individuals in Cr	isis Situation
CHECKLIST OF RE	QUIREMENTS		WHERE TO SEC	CURE
Statement/ Medical F three (3) photocopies	1. Medical Certificate/Billing Statement/ Medical Prescription with three (3) photocopies		e Incharge	
2. Original Barangay Indigency	Certificate of	Front Offic	e Incharge	
3. Government Valid Voter's Certificate) w photocopy		Front Offic	e Incharge	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register to the logbook and submit: -original copy of medical certificate/billing statement/medical prescription together with three (3) photocopies - Original ID with one (1) photocopy -Original Certificate of Indigency	1.1 Receive the document/s	None	4 minutes	Local Legislative Staff Employee/ Front Office Incharge  Office of the Municipal Vice Mayor
	1.2 Record the document/s in the office logbook	None	2 minutes	Local Legislative Staff Employee/ Front Office Incharge  Office of the Municipal Vice Mayor

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2. Wait for the turn to talk to Vice Mayor	2. Forward received documents to staff inside	None	30 minutes	Local Legislative Staff Employee II Office of the Municipal Vice Mayor
3. Talk to Vice Mayor	3. Guide client to Vice Mayor's office	None	2 minutes	Private Secretary I  Office of the Municipal Vice Mayor
	3.1 Talk to Client	None	20 minutes	Municipal Vice Mayor Office of the Municipal Vice Mayor
4. Proceed to office staff for note	4. Prepare documents and attach note	None	5 minutes	Local Legislative Staff Employee II Office of the Municipal Vice Mayor
5. Proceed to Municipal Social Welfare Development Office and process assistance	5. Instruct client the next steps	None	2 minutes	Local Legislative Staff Employee Office of the Municipal Vice Mayor
6. Fill-up feedback form	6. Request the client to fill-up the feedback form	None	2 minutes	Local Legislative Staff Employee Office of the Municipal Vice Mayor
	6.1Retrieve the feedback form	None	1 minute	Local Legislative Staff Employee

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			Office of the Municipal Vice Mayor
Total	None	1 hour 8	
		minutes	

#### 3. Burial Assistance

Clients who wish to avail burial assistance at the Office of the Municipal Vice Mayor must appear at the office for a face-to-face interview. Availment of assistance is only every Monday.

Office:		Office of th	e Municipal Vice	Mayor
Classification:		Simple	•	
Type of Transaction	on:		rnment to Clients	
Who may avail:		Indigent or	individuals in cri	sis situation
CHECKLIS REQUIREM		WHERE TO SUCURE		
Photocopy of De Certificate		Front Office		
<ol><li>Original Baranga of Indigency</li></ol>		Front Office	e Incharge	
3. Government Validation (preferably Voter's with one (1) photoc	Certificate) copy	Front Office Incharge		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register to the logbook and submit: -photocopy of Death Certificate -Original ID -Original Certificate of Indigency	1. Receive the document/s	None 4 minutes Local Legislative Staff Employee/ Front Office Incharge  Office of the Municipal Vid Mayor		
	1.1 Record the document/s in the office logbook	None	2 minutes	Local Legislative Staff Employee/

				Front Office Incharge
				Office of the Municipal Vice Mayor
2. Wait for the turn to talk to Vice Mayor	2. Forward received documents to staff inside	None	30 minutes	Local Legislative Staff Employee II Office of the Municipal Vice Mayor
3. Talk to Vice Mayor	3. Guide client to Vice Mayor's office	None	2 minutes	Private Secretary I Office of the Municipal Vice Mayor
	3.1 Talk to Client	None	20 minutes	Municipal Vice Mayor Office of the Municipal Vice Mayor
4. Wait for the note addressed to cemetery incharge	4. Prepare the note and then forward to Vice Mayor for signature	None	10minutes	Private Secretary II Office of the Municipal Vice Mayor
5. Receive the note and proceed to cemetery incharge	5. Instruct client the next steps	None	2minutes	Local Legislative Staff Employee II Office of the Municipal Vice Mayor
6. Fill-up feedback form	6. Request the client to fill-up the feedback form	None	2 minutes	Local Legislative Staff Employee  Office of the Municipal Vice Mayor

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6.1 Retrieve the feedback form	None	1 minute	Local Legislative Staff Employee
			Office of the Municipal Vice Mayor
TOTAL:	None	1 hour and 3 Minutes	,

#### 4. Financial Assistance for Death

Clients who wish to avail financial assistance for death at the Office of the Municipal Vice Mayor must appear at the office for a face-to-face interview. Availment of assistance is only every Monday.

Office:		Office of th	e Municipal Vid	ce Mayor
Classification:		Simple		
Type of Transactio	e of Transaction: G2C Government to Clients		nts	
Who may avail:		Indigent or	individuals in	crisis situation
CHECKLIST OF R	EQUIREMENTS	,	WHERE TO SI	ECURE
1. Three (3) photoco Certificate	pies of Death	Front Office	e Incharge	
2. Original Barangay Indigency	Certificate of	Front Office	e Incharge	
3. Government Valid Voter's Certificate) w photocopy		Front Office	e Incharge	
CLIENT STEPS	AGENCY		PROCESSIN	PERSON
	ACTIONS	BE PAID	G TIME	RESPONSIBLE
1. Register to the	1.Receive the	None	4 minutes	Local
logbook and	document/s			Legislative Staff
submit:				Employee/ Front
-Three (3)				Office Incharge
photocopies of Death Certificate -Original ID with one (1) photocopy -Original Certificate				Office of the Municipal Vice Mayor
of Indigency				
	1.1 Record the document/s in	None	2 minutes	Local Legislative Staff

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	the office logbook			Employee/ Front Office Incharge
				Office of the Municipal Vice Mayor
2. Wait for the turn to talk to Vice Mayor	2. Forward received documents to staff inside	None	30 minutes	Local Legislative Staff Employee II
				Office of the Municipal Vice Mayor
3. Talk to Vice Mayor	3. Guide client to Vice Mayor's office	None	2 minutes	Private Secretary I
				Office of the Municipal Vice Mayor
	3.1 Talk to Client	None	20 minutes	Municipal Vice Mayor
				Office of the Municipal Vice Mayor
4. Proceed to office staff for Petty Cash Voucher and note	4. Prepare the Petty Cash Voucher and attach note	None	5minutes	Local Legislative Staff Employee II
				Office of the Municipal Vice Mayor
5. Proceed to the Municipal Budget Office and process the Petty Cash	5. Instruct client the next steps	None	2minutes	Local Legislative Staff Employee
Voucher				Office of the Municipal Vice Mayor
	PAU	SE CLOCK		
6. Return to Vice Mayor's Office for signature on	6. Receive documents and record to	None	2 minutes	Private Secretary II
CAFOA	logbook, then forward to Vice Mayor for signature			Office of the Municipal Vice Mayor



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7. Wait for the CAFOA to be signed by Vice	7. Sign CAFOA	None	1 minute	Municipal Vice Mayor
Mayor				Office of the
				Municipal Vice
				Mayor
8. Fill-up feedback form	8. Request the client to fill-up the feedback form	None	2 minutes	Local Legislative Staff Employee
				Office of the Municipal Vice Mayor
	8.1 Retrieve the feedback form	None	1 minute	Local Legislative Staff Employee
				Office of the
				Municipal Vice
				Mayor
9. Receive signed	9. Provide the	None	1 minute	Private
documents and proceed back to	client the signed document/s			Secretary II
Municipal Budget				Office of the
Office				Municipal Vice
				Mayor
	TOTAL	None	1 hour and	
			12 minutes	



**5. Issuance of Certificate of Appearance**The Certificate of Appearance is issued to individuals who have either visited or had transactions in the office of the Municipal Vice Mayor.

Office		Office of	the Municipal View	a Mayor	
Office: Classification:		Office of the Municipal Vice Mayor			
	tion	Simple			
Type of Transaction:		G2G Government to Government G2C Government to Client			
Who may avail:		All			
CHECKLIST OF	REQUIREMENTS		WHERE TO SE	CURE	
Certificate of A     Request Logbook		Private S	ecretary I		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Register name in the Client Logbook in the Front Office Incharge	1. Give the logbook to the client and guide client to Private Secretary I	None	2 minutes	Local Legislative Staff Employee/ Front Office Incharge  Office of the Municipal Vice Mayor	
2. Sign the CA Request Logbook	2. Record client's request in the Logbook and let client sign	None	5 minutes	Private Secretary I  Office of the Municipal Vice Mayor	
	2.1 Prepare printed CA and forward to Vice Mayor for signature	None	2 minutes	Private Secretary I  Office of the Municipal Vice Mayor	
	2.2 Sign the Certificate of Appearance	None	3 minutes	Municipal Vice Mayor  Office of the Municipal Vice Mayor	
3. Receive Certificate of Appearance	2.Release the Certificate of Appearance to Client	None	3 minute	Private Secretary I  Office of the Municipal Vice Mayor	



4. Fill-up	4.Request the	None	2 minutes	Local
feedback form	client to fill-up the			Legislative Staff
	feedback form			Employee
				Office of the
				Municipal Vice
				Mayor
	4.1Retrieve the	None	1 minute	Local
	feedback form			Legislative Staff Employee
				Office of the
				Municipal Vice
				Mayor
	TOTAL:	None	18 minutes	



#### 6. Medical Assistance

Clients who wish to avail medical assistance at the Office of the Municipal Vice Mayor must appear at the office for a face-to-face interview. Availment of assistance is only every Monday.

Office:		Office of the	e Municipal Vice N	Mayor
Classification:		Simple	<u>.</u>	
Type of Transac	tion:	G2C Gover	nment to Clients	
Who may avail:		_	individuals with heeking financial he	
CHECKL REQUIRE			WHERE TO SEC	URE
1. Medical Certific Statement/ Medic with three (3) pho	al Prescription	Front Office	e Incharge	
2. Original Barano		Front Office	Incharge	
3. Government Va (preferably Voter' with one (1) photo	s Certificate) ocopy	Front Office Incharge		
CLIENT STEPS	AGENCY ACTIONS	FEES TO PROCESSING PERSON BE PAID TIME RESPONSIB		
1. Register to the logbook and submit: - original copy of medical certificate/billing statement/medi cal prescription together with three (3) photocopies - Original ID with one (1) photocopy - Original Certificate of Indigency	1.Receive the document/s	None	4 minutes	Local Legislative Staff Employee/ Front Office Incharge  Office of the Municipal Vice Mayor
<b>V</b>	1.1 Record the document/s in the office logbook	None	2 minutes	Local Legislative Staff Employee/ Front Office Incharge



	1	T		AN NG B
				Office of the Municipal Vice Mayor
2. Wait for the turn to talk to Vice Mayor	2. Forward received documents to staff inside	None	30 minutes	Local Legislative Staff Employee II
				Office of the Municipal Vice Mayor
3. Talk to Vice Mayor	3. Guide client to Vice Mayor's office	None	2 minutes	Private Secretary I
	·			Office of the Municipal Vice Mayor
	3.1 Talk to Client	None	20 minutes	Municipal Vice Mayor
				Office of the Municipal Vice Mayor
4. Proceed to office staff for Petty Cash Voucher and note	4. Prepare the Petty Cash Voucher and attach note	None	5minutes	Local Legislative Staff Employee II
				Office of the Municipal Vice Mayor
5. Proceed to the Municipal Budget Office and process the	5. Instruct client the next steps	None	2minutes	Local Legislative Staff Employee
Petty Cash Voucher				Office of the Municipal Vice Mayor
0.0		AUSE CLOC	,	
6. Return to Vice Mayor's Office for	6. Receive documents and record to	None	2 minutes	Private Secretary II
signature on CAFOA	logbook, then forward to Vice Mayor for signature			Office of the Municipal Vice Mayor



7. Wait for the CAFOA to be signed by Vice Mayor	7. Sign CAFOA	None	1 minute	Municipal Vice Mayor Office of the Municipal Vice Mayor
8. Fill-up feedback form	8. Request the client to fill-up the feedback form	None	2 minutes	Local Legislative Staff Employee Office of the Municipal Vice Mayor
	8.1 Retrieve the feedback form	None	1 minute	Local Legislative Staff Employee Office of the Municipal Vice Mayor
9. Receive signed documents and proceed back to Municipal Budget Office	9. Provide the client the signed document/s	None	1 minute	Private Secretary II  Office of the Municipal Vice Mayor
	TOTAL:	None	1 hour and 12 minutes	



## 6. Receipt of Circulars, Letter Request, Invitations, Memorandums and Notices

Provision of support services in receiving of Circulars, Letter Request, Memorandums and Notices from internal and external clients including mails.

Office:		Office of th	e Municipal Vice	Mayor	
Classification:		Simple			
Type of Transaction:		G2G Government to Government G2C Government to Clients			
Who may avail:		Any persor	n/ establishment/a	ngency	
CHECKLIST OF F	REQUIREMENTS		WHERE TO SEC	CURE	
Circular/Letter     Request/Memorandum/Notice		Front Office	e Incharge		
2. Pertinent support (if there is a	ny)	Front Office			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Register to the logbook and submit copy of Letter Request/Invitatio n/ Memorandum/ Circular and supporting documents (if there are any)	1.Receive the document/s and check the attachments (if there are any)	None	4 minutes	Local Legislative Staff Employee  Office of the Municipal Vice Mayor	
2. Receive file copy of document/s	1.2 Record the document/s in the office logbook  2. Provide the client the file copy of received document/s	None	2 minutes  1 minute	Local Legislative Staff Employee  Office of the Municipal Vice Mayor Local Legislative Staff Employee  Office of the Municipal Vice Mayor	
3. Fill-up feedback form	3. Request the client to fill-up	None	2 minutes	Local Legislative	



the feedback form			Staff Employee
			Office of the Municipal Vice Mayor
3.1Retrieve the feedback form	None	1 minute	Local Legislative Staff Employee
			Office of the Municipal Vice Mayor
TOTAL:	None	10 minutes	



8. Request for Manpower Provision of manpower services for minor and medium repairs in schools.

Office:		Office of the Municipal Vice Mayor			
Classification:		Simple			
Type of Transacti	on:	G2G Government to Government			
Who may avail:		Public Sch	ools		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE			
1. Request Letter f			slative Staff Empl		
CLIENT STEPS	AGENCY	FEES TO	PROCESSING	PERSON	
	ACTIONS	BE PAID	TIME	RESPONSIBLE	
Register to the logbook and submit copy of Letter Request for Manpower	1. Give the Logbook to client and receive the document/s	None	3 minutes	Local Legislative Staff Employee/ Front Office Incharge  Office of the Municipal Vice Mayor	
		None	2 minutes		
	1.2 Forward the Letter Request to staff inside	None		Local Legislative Staff Employee Office of the Municipal Vice Mayor	
2. Wait for confirmation of schedule	2. Determine Vacant Schedule of workforce and inform requester	None	10 minutes	Local Legislative Staff Employee Office of the Municipal Vice Mayor	
3. Fill-up feedback form	3.Request the client to fill-up the feedback form	None	2 minutes	Local Legislative Staff Employee Office of the Municipal Vice Mayor	



	3.1Retrieve the feedback form	None	1 minute	Local Legislative Staff Employee  Office of the Municipal Vice Mayor
	PAI	USE CLOCK	<	,
4. Provide lunch for workforce	4. Accomplish requested work	None	2 days	Local Legislative Staff Employees Office of the Municipal Vice Mayor
	TOTAL:	None	2 days and 15 minutes	,



## Office of the Secretary to the Sangguniang Bayan

## **External Services**



#### 1. Facilitation in the Review of Requirements for Accreditation

Provision of secretarial support services to the Sangguniang Bayan in the issuance of Certificate of Accreditation pursuant to Republic Act 7160 and DILG Memorandum Circular No. 2019-71

Office or Division:	Secretary to the Sangguniang Bayan Office- Minutes and Journal Division				
Classification:	Simple				
Type of	G2C - Governn	nent to Clier	nt		
Transaction:			••		
Who may avail:	Civic Society C	rganizations	s/Non-Governmer	nt	
	Organizations/I				
CHECKL			WHERE TO SE	CURE	
REQUIRE	MENTS				
1. Letter of Intent		OSS			
2. Duly Accomplis	shed	OSS			
Application Form					
3. Board Resoluti					
4. Certificate of R		SEC/DOLE	CDA & other acc	crediting agencies	
5. List of current of	officers and				
members					
6. Annual Accomp					
Report in the prev					
7. Financial State	ment in the				
previous year					
8. Copy of the min					
organization mee	ung in the				
previous year  CLIENT STEPS	AGENCY	FEES TO	PROCESSING	PERSON	
CLILINI SILFS	ACTIONS	BE PAID	TIME	RESPONSIBLE	
1. Register to	1. Provide	None	2 minutes	Board Secretary	
logbook and	checklist of	140110	2 111110103	I, Local	
Secure	requirements			Legislative Staff	
accreditation	and			Officer I	
requirements	application				
'	form			Office of the	
				Secretary to the	
				Sanggunian	
2. Submit in	2.1 Check the	None	5 minutes	Board Secretary	
three (3) copies	submitted			I, Local	
all accreditation	accreditation			Legislative Staff	
documents for	documents			Officer I	
assessment					



				Office of the Secretary to the Sanggunian
	2.2 Advise the client to proceed to Administrativ e Division for the submission of accreditation	None	1 Minute	Board Secretary I, Local Legislative Staff Officer I  Office of the Secretary to the Sanggunian
	documents			
3. Fill-up feedback form	3.1 Request the client to fill-up the feedback form	None	2Minutes	Board Secretary I, Local Legislative Staff Officer I  Office of the Secretary to the Sanggunian
	3.2Retrieve the feedback form	None	1Minute	Board Secretary I, Local Legislative Staff Officer I  Office of the Secretary to the
				Sanggunian
	TOTAL:	None	11 Minutes	



2. Facilitate in the release of Approved Ordinance/ Resolution Provision of secretarial support services in the issuance of Municipal Ordinance/Resolution to concerned office, agency or entity.

Office or	Office of the Se	orotory to the	Conggunion		
Division:	Office of the Secretary to the Sanggunian - Record's Division				
Classification:	Simple				
Type of	G2C Governm	ent to Client			
Transaction:	G2B Governme		SS		
Transaction.	G2G Governm				
Who may	20 Barangays	of Maramag			
avail:		J			
CHECKL	IST OF WHERE TO SUBMIT			JBMIT	
REQUIRE	MENTS				
1. Request form		Office of the	e Secretary to the	Sanggunian	
		-Records D	ivision		
2. Letter Reques	st	Requesting	entity		
3. Official Recei			reasurer's Office		
CLIENT	AGENCY	FEES TO	PROCESSING	PERSON	
STEPS	ACTIONS	BE PAID	TIME	RESPONSIBLE	
1. Fill -up the	1.1 Request	None	3 minutes	Records Officer II	
request form.	the client to			Data Controller II	
	fill-up the				
	request form			Office of the	
				Secretary to the	
	4.04.1.1	DI 10.00		Sanggunian	
	1.2Advise	Php10.00	2 minutes	Records Officer II	
	the client to	/ page and		Data Controller II	
	pay the correspondin	Php		Office of the	
	g fee at the	10.00 for		Secretary to the	
	Municipal	archival		Sanggunian	
	Treasurer's	fee (AF)		Cangganian	
	Office	100 (/ 11 /			
		(Increase			
		rees and			
		include			
		other			
		charges)			
	1.3 Retrieve		20 minutes		
	the			Records Officer II	
	document			Data Controller II	
	and provide				
	the client the			Office of the	
	file copy of			Secretary to the	
	the			Sanggunian	
	document				



	upon presentation of official receipt			
2. Fill-up the feedback form	2.1 Request the client to fill-up the feedback form	None	2 minutes	Records Officer II Data Controller II  Office of the Secretary to the Sanggunian
	2.2Retrieve the feedback form	None	1 minute	Records Officer II Data Controller II  Office of the Secretary to the Sanggunian
	TOTAL:	None	28 Minutes	



#### 3. Receipt of Circulars, Letter Request, Memorandums and Notices

Provision of secretarial support services in receiving of Circulars, Letter Request, Memorandums and Notices from internal and external clients including mails.

including mails.	000			A 1 1 1 4 41	
Office or	Office of the Secretary to the Sanggunian- Administrative				
Division:	Division				
Classification:	Simple				
Type of	G2G Government to Government				
Transaction:	G2C Governmen				
Who may avail:		ablishmer			
CHECKL			WHERE TO S	ECURE	
REQUIRE		000 4			
1. Letter request		OSS- Ad	dministrative Divis	sion	
copies (@ least 1		000 4			
2. Pertinent suppo	orting	OSS- Ad	dministrative Divis	sion	
documents					
(if there is any)	AOFNOV	FFFA	DD O CEOON O	DEDCOM	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
Register to the logbook and submit copies of	1.Receive the document/s and check the	None	4 Minutes	Local Legislative Staff Employee	
Letter Request/ Memorandums/ Circularsandsup	attachments (if there are any)			Office of the Secretary to the Sanggunian	
porting documents (if there are any)	1.2 Record the document/s in the office logbook	None	2 Minutes	Local Legislative Staff Employee Office of the	
				Secretary to the Sanggunian	
2. Receive file copy of document/s	2. Provide the client the file copy of	None	1 Minute	Local Legislative Staff Employee	
	received document/s			Office of the Secretary to the Sanggunian	
3. Fill-up feedback form	3. Request the client to fill-up the feedback	None	2 Minutes	Local Legislative Staff Employee Office of the	
	form			Secretary to the Sanggunian	



3.1Retrieve the feedback form	None	1 Minute	Local Legislative Staff Employee Office of the Secretary to the Sanggunian
			Gariggariiari
TOTAL:	None	10 Minutes	

## 4. Facilitation of Visitors during Sanggunian Session

Provision of secretarial support services to any concern agency/office or entity specifically in attendance to Sanggunian Session.

Office or	Office of the Secretary to the Sanggunian- Minutes and Journal				
Division:	Division				
Classification:	Simple				
Type of	G2C Government to Clients				
Transaction:	G2G Governme				
	G2B Governme				
Who may avail:		ablishment/a			
CHECKL			WHERE TO SEC	CURE	
REQUIRE		D	1'1		
1. Letter Request		Requesting	PROCESSING	DEDCON	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	TIME	PERSON BESDONSIBLE	
1 Degister to	1. Receive the			RESPONSIBLE	
Register to logbook and		None	5 Minutes	Board Secretary I, Local	
submit copy of	letter request			Legislative Staff	
Letter request of	and present			Officer I	
Appointment to	available			<b>55</b>	
attend Session	dates for			Office of the	
	attendance to			Secretary to the	
	session			Sanggunian	
2 Follow up	2. Inform the	None	5 Minutes	Poord Coorotony	
2. Follow-up confirmation of	client of the	None	5 Milliules	Board Secretary I, Local	
scheduled	approved			Legislative Staff	
attendance to	appointment			Officer I	
Session	schedule			<b>55</b>	
				Office of the	
				Secretary to the	
				Sanggunian	
3. Attendance to	3. Assist and	None	7 Minutes	Local	
Session	secure visitors'			Legislative Staff	
	attendance			Officer I, Local Legislative Staff	
	during			Employee	
	Sanggunian			Linpioyoo	
	Session				



				Office of the Secretary to the Sanggunian
4. Fill-up feedback form	4.Request the client to fill-up the feedback form	None	2Minutes	Local Legislative Staff Officer I, Local Legislative Staff Employee Office of the Secretary to the Sanggunian
	4.1Retrieve the feedback form		1 Minute	Legislative Staff Officer I, Local Legislative Staff Employee Office of the Secretary to the Sanggunian
	TOTAL:	None	20 Minutes	



# 5. Facilitation in the review of requirements for Quasi-Judicial proceedings / Administrative case

Provision of secretarial support services to any concern entity specifically complaints for administrative case to elected barangay officials.

Office or	Office of the S	ecretary to th	e Sanggunian- M	inutes and
Division:	Journal Division	on		
Classification:	Simple			
Type of	G2C Governm	ent to Clients	3	
Transaction:	G2G Governm	nent to Gover	nment	
Who may avail:	Any person/ a	gency		
CHECKLI			WHERE TO SEC	URE
REQUIRE				
1. Affidavit of Com	plaint	Notary Publi		
2. Verification		Notary Publi		
3. Certificate of No	on- Forum	Notary Publi	C	
Shopping	AOFNOV			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON
1 Pogistor to	1. Provide	None	2 Minutes	RESPONSIBLE Board Secretary
Register to logbook and	checklist of	INOITE	2 Milliules	I, Local
secure Quasi-	requirements			Legislative Staff
Judicial	roquiromonio			Officer I
proceeding				
requirements				Office of the
				Secretary to the
				Sanggunian
2. Submit all the	2.Review the	None	5 minutes	Board Secretary
Quasi-Judicial	submitted			I, Local
proceeding	Quasi-			Legislative Staff
requirements for	Judicial			Officer I
assessment in	proceeding			O#: # #
three (3) copies	requirements			Office of the
				Secretary to the Sanggunian
				Sanggunan
	2.1 Record	None	2 Minutes	Board Secretary
	the Quasi-		2	I, Local
	Judicial			Legislative Staff
	proceeding			Officer I
	document/s			
	in office			Office of the
	logbook			Secretary to the
				Sanggunian



	2.2 Advise the client to proceed to Administrativ e Division for the submission of Quasi-Judicial proceeding requirements	None	1 minute	Board Secretary I, Local Legislative Staff Officer I  Office of the Secretary to the Sanggunian Office of the Secretary to the Sanggunian
3. Fill-up feedback form	3. Request the client to fill-up the feedback form	None	2 minutes	Board Secretary I, Local Legislative Staff Officer I  Office of the Secretary to the Sanggunian
	3.1Retrieve the feedback form	None	1 minute	Board Secretary I, Local Legislative Staff Officer I  Office of the Secretary to the Sanggunian
	TOTAL:	None	13 Minutes	



6. Facilitate in the posting of Circulars and Notices

Provision of technical legislative support services to the any concerned agency/office/entity in posting documents for any legal purpose it may serve.

Office or Division:	Office of the Secretary to the Sanggunian/ Records Division			
Classification:	Simple			
Type of Transaction:	G2C Government to Client G2B Government to Business G2G Government to Government			
Who may avail:	Any person/establishment/agency			
CHECKLIS REQUIREM			WHERE TO SEC	CURE
Letter Request		Requesting		
2. Pertinent support document/s		Requesting		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register to logbook and submit copies of letter request and pertinent documents to be posted.	1.Receive the document/s and check the attachments to be posted	None	3 minutes	Data Controller II & Local Legislative Staff Employee  Office of the Secretary to the Sanggunian
	1.2 Record the received document/s in office logbook	None	2 Minutes	Data Controller II& Local Legislative Staff Employee Office of the Secretary to the Sanggunian
	1.3 Post (15 days) the Notice in three (3) conspicuous places in the municipality	None	1 Hour	Data Controller II Local Legislative Staff Employee Office of the Secretary to the Sanggunian



2.Receive the copy of Certificate of Posting	Verify to the logbook the 15day requirement of posting and Issue Certificate of Posting to the client	None	15 minutes	Records Officer II, Data Controller II Office of the Secretary to the Sanggunian
3. Fill-up feedback form	3. Request the client to fill-up the feedback form	None	2 minutes	Records Officer II, Data Controller II Office of the Secretary to the Sanggunian
	3.1Retrieve the feedback form	None	1 minute	Records Officer II, Data Controller II Office of the Secretary to the Sanggunian
	TOTAL:	None	1 Hour & 23 Minutes	



# Office of the Secretary to the Sangguniang Bayan Internal Services



#### 1. Facilitation in the drafting of Ordinances

Provision of technical legislative support services to the Sanggunian Specifically in legal research and drafting of proposed ordinances.

Office or Division:		Office of the Secretary to the Sanggunian-			
		Legislative Division			
Classification:			Highly Technical		
Type of Transacti	on:		rnment to Govern		
Who may avail:		Municipal N	Mayor, Vice Mayo		
CHECKL REQUIRE			WHERE TO SE	CURE	
None		None		-	
CLIENT STEPS	AGENCY	FEES TO	PROCESSING	PERSON	
	ACTIONS	BE PAID	TIME	RESPONSIBLE	
1. Fill-up request slip form for the title, rationale and salient features of the proposed ordinance	1. Receive filled-up request slip form	None	5 minutes	Local Legislative Staff Officer III, Local Legislative Staff Officer II  Office of the Secretary to the Sanggunian	
	1.2 Conduct research for the explanatory note and legal basis of the proposed ordinance	None	5 days	Local Legislative Staff Officer III, Local Legislative Staff Officer II  Office of the Secretary to the Sanggunian	
	1.3 Draft the proposed ordinance	None	7 days	Local Legislative Staff Officer III, Local Legislative Staff Officer II  Office of the Secretary to the Sanggunian	
	1.4 Submit the draft ordinance	None	2 minutes	Local Legislative Staff	



	to the proponent for review and editing			Officer II, Local Legislative Staff Asst. III Office of the Secretary to the Sanggunian
2. Return the edited draft ordinance to the assigned legislative staff	2. Entry of corrections and suggestions to the draft ordinance and submit the final copy of draft ordinance to the proponent	None	2 days	Local Legislative Staff Officer III, Local Legislative Staff Officer II  Office of the Secretary to the Sanggunian
3. Fill- up the feedback form	3.Request the client to fill-up the feedback form	None	2 minutes	Local Legislative Staff Officer III, Local Legislative Staff Officer II  Office of the Secretary to the Sanggunian
	3.1 Retrieve the feedback form	None	1 minute	Local Legislative Staff Officer III, Local Legislative Staff Officer II  Office of the Secretary to the Sanggunian
	TOTAL:	None	14 days and 10 minutes	



#### 2. Facilitation in the drafting of Resolutions

Provision of technical legislative support services to the sanggunian specifically in legal research and drafting of proposed resolutions.

Office or Division:		Office of the Secretary to the Sanggunian-			
Classification:		Legislative Division Complex			
Type of Transacti	on:	G2G Government to Government			
Who may avail:	011.		Mayor, Vice Mayo		
willo illay avail.		Councilors	viayor, vice iviayo	i & iviuriicipai	
CHECKL	IST OF	Courionors	WHERE TO SEC	CURE	
REQUIRE			WILKE TO SE		
None	<u>-</u>	None			
CLIENT STEPS	AGENCY	FEES TO	PROCESSING	PERSON	
	ACTIONS	BE PAID	TIME	RESPONSIBLE	
1. Fill-up request slip form for the title, rationale and background of the proposed resolution	1. Receive filled-up request slip form  1.2 Conduct research and legal basis of the proposed resolution.	None	5 minutes  1 day	Local Legislative Staff Officer III, Local Legislative Staff Officer II  Office of the Secretary to the Sanggunian Local Legislative Staff Officer III, Local Legislative Staff	
	1.3 Draft the proposed	None	2 days	Officer II Office of the Secretary to the Sanggunian Local Legislative Staff	
	resolution			Officer III, Local Legislative Staff Officer II Officer II Office of the Secretary to the Sanggunian	
	1.4 Submit the draft resolution to the	None	2 minutes	Local Legislative Staff Officer III, Local	



	proponent for review and editing			Legislative Staff Officer II Office of the Secretary to the Sanggunian
2. Return the edited draft resolution to the assigned legislative staff	2. Entry corrections and suggestions to the draft resolution and submit the final copy to the proponent.	None	1 day	Local Legislative Staff Officer III & Local Legislative Staff Officer II  Office of the Secretary to the Sanggunian
3. Fill- up the feedback form	3.1 Request the client to fill- up the feedback form	None	2 minutes	Local Legislative Staff Officer III, Local Legislative Staff Officer II  Office of the Secretary to the Sanggunian
	3.2 Retrieve the feedback form	None	1 minute	Local Legislative Staff Officer III, Local Legislative Staff Officer II  Office of the Secretary to the Sanggunian
	TOTAL:	None	4 days and 10 minutes	



#### 3. Facilitation in the drafting of Committee Reports

Provision of technical legislative support services to the Sanggunian specifically in the preparation of committee reports.

Office or Division:		Office of the Secretary to the Sanggunian-		
211100 01 211101011		Legislative Division		
Classification:		Complex		
Type of Transacti	on:		rnment to Govern	ment
Who may avail:			r & Sangguniang	
CHECKLIST OF			WHERE TO SE	
REQUIRE				
None		None		
CLIENT STEPS	AGENCY	FEES TO	PROCESSING	PERSON
	ACTIONS	BE PAID	TIME	RESPONSIBLE
1. Fill-up request slip form	1. Receive filled-up request slip form	None	5 minutes	Local Legislative Staff Asst. III, & Local Legislative Staff Employee  Office of the Secretary to the Sanggunian
	1.2 Conduct research	None	1 day	Local Legislative Staff Asst. III, & Local Legislative Staff Employee  Office of the Secretary to the Sanggunian
	1.3 Draft the committee report upon consultation, ocular inspection, committee or public hearing and print the draft committee report	None	1 day	Local Legislative Staff Asst. III, & Local Legislative Staff Employee  Office of the Secretary to the Sanggunian
	1.4 Submit the draft	None	2 minutes	Local Legislative Staff



	1			
	committee			Asst. III,& Local
	report to the			Legislative Staff
	chairperson for			Employee
	review and			
	editing			
				Office of the
				Secretary to the
				Sanggunian
2. Return the	2.1 Entry	None	1 hour	Local
edited draft	corrections			Legislative Staff
committee report	and			Asst. III,& Local
to the assigned	suggestions to			Legislative Staff
legislative staff	the draft			Employee
	committee			
	report and			Office of the
	submit in 3			Secretary to the
	copies the final			Sanggunian
	draft			
3. Fill- up the	3.1 Request	None	2 minutes	Local
feedback form	the client to fill-			Legislative Staff
	up the			Asst. III
	feedback form			000
				Office of the
				Secretary to the
	0.0.0.0.4	NIa	4	Sanggunian
	3.2 Retrieve	None	1 minute	Local
	the feedback			Legislative Staff
	form			Asst. III
				Office of the
				Secretary to the
				Sanggunian
	TOTAL:	None	2 days,	Cariggariiari
		110110	1 hour, and	
			10 minutes	
			10 1111114103	



## 4. Receipt of Barangay Ordinances/Resolutions for Sanggunian Review

Provision of secretarial support services in receiving of enacted Barangay Ordinance /Resolution for review of the Sanggunian.

Office or Division	:	Office of the Secretary to the Sanggunian - Administrative Division		
Classification:			tive Division	
		Simple	rnment to Govern	mont
Type of Transacti Who may avail:	OII.			ment
CHECKL	IST OF	20 Baranga	ays of Maramag WHERE TO SE	TIDE
REQUIRE			WIILKE TO SE	JUNE
1. Ordinance in fou	` ' . ` `	OSS - Adm	ninistrative Divisio	n
least 1 original cop				
2. Resolution in fou	` ' ' '	OSS - Adm	ninistrative Divisio	n
least 1 original cop				
3. Pertinent suppor		OSS- Adm	inistrative Divisior	1
	tes/Journal of			
	c Hearing			
	inal Copy)			
<ul><li>b. Attendance</li><li>c. Previous relevant</li></ul>				
	iance/s			
CLIENT STEPS	AGENCY	FEES TO	PROCESSING	PERSON
02:2:::	ACTIONS	BE PAID	TIME	RESPONSIBLE
1. Register to the logbook and submit copies of Ordinances/ Resolutions and supporting documents (if there is any)	1. Receive the Ordinances/ Resolutions and check the attached documents (if there is any) 1.2 Record the received Ordinances/ Resolutions in office logbook	None	4 minutes 2 minutes	Local Legislative Staff Employee  Office of the Secretary to the Sanggunian Local Legislative Staff Employee Office of the Secretary to the Sanggunian
2. Receive the file copy of Ordinances/ Resolutions	2. Provide the client the file copy of received Ordinances/ Resolutions	None	1 minute	Local Legislative Staff Employee  Office of the Secretary to the Sanggunian



3. Fill- up the	3.Request the	None	2 minutes	Local
feedback form	client to fill-up			Legislative Staff
	the feedback			Asst. III
	form			
				Office of the
				Secretary to the
				Sanggunian
	3.2 Retrieve	None	1 minute	Local
	the feedback			Legislative Staff
	form			Asst. III
				Office of the
				Secretary to the
				Sanggunian
	TOTAL:	None	10 Minutes	



### 5. Receipt of Draft Ordinances for Sanggunian's appropriate Action

Provision of secretarial support services in receiving of draft ordinances for Sanggunian's review.

Office or Division	:	Office of the Secretary to the Sanggunian-			
		Administrative Division			
Classification:		Simple			
Type of Transaction: G20			rnment to Govern	ment	
Who may avail:		Municipal N	Mayor, Municipal \	Vice Mayor and	
		Sanggunia	ng Bayan Membe	ers	
CHECKL	IST OF	WHERE TO TRANSACT			
REQUIRE	MENTS				
1. Draft Ordinance	in four (4)	OSS- Adm	inistrative Divisior	١	
copies (@ least 1 d					
2. Pertinent suppor	rting documents	OSS- Adm	inistrative Divisior	1	
(if there is any)					
CLIENT STEPS	AGENCY	FEES TO	PROCESSING	PERSON	
	ACTIONS	BE PAID	TIME	RESPONSIBLE	
1. Register to the	1. Receive the	None	4 minutes	Local	
logbook and	draft			Legislative Staff	
submit copies of	ordinances			Employee	
the draft	and check the				
ordinances and	attachments (if			Office of the	
supporting	there are any)			Secretary to the	
documents (if				Sanggunian	
there are any)	1.2 Record the	None	2 minutes	Local	
	received			Legislative Staff	
	draft			Employee	
	ordinances in			Office of the	
	the office			Secretary to the	
	logbook			Sanggunian	
2. Receive file	2. Provide the	None	1 minute	Local	
copy of draft	client the file	INOTIE	i illillate	Legislative Staff	
ordinance	copy of			Employee	
Ordinarioe	received draft			Litiployee	
	ordinance			Office of the	
	oraniarioo			Secretary to the	
				Sanggunian	
3. Fill- up the	3.Request the	None	2 minutes	Local	
feedback form	client to fill-up			Legislative Staff	
	the feedback			Asst. III	
	form				
				Office of the	
				Secretary to the	
				Sanggunian	



3.2 Retrieve the feedback form	None	1 minute	Local Legislative Staff Asst. III
			Office of the Secretary to the Sanggunian
TOTAL:	None	10 Minutes	



## Office of the Municipal Administrator External Services



#### 1. Issuance of Business Permits

A simplified process for the release of Business Permit which involves Data capturing, validation of documentary requirements, assessment and payment of fees, and release of Business Permit.

Office or Division:	Municipal Administrators Office/ Business Permit and				
Office of Division.	Licensing				
Classification:	Simple				
Type of		vernment to Business			
Transaction:					
Who may avail:	Business (	Owners			
CHECKLIST (		WHERE TO SECURE			
REQUIREMEN	TS				
1. Accomplished Busin	ness	- Business Permit and Licensing Division			
Permit Application F	orm	· ·			
2. Accomplished Occu	pational	- Business Permit and Licensing Division			
Form (per employee	e)				
3. DTI/SEC/CDA Certi	ficate of	- DTI/SEC/BIR			
Registration					
4. Barangay Clearance	e (original,	- Barangay where the business is located			
1 copy)					
5. Occupancy Permit		- Municipal Engineer's Office (MEO)			
(photocopy, 1 copy)					
6. Contract of Lease (i		- Lessor			
rented) (photocopy,					
7. For new application		N ( B )			
-Sworn Stateme		- Notary Public			
capital investme					
the start of the b					
(photocopy, 1 co	,	- Certified Public Accountant			
For renewal of appli -Gross sales an		- Certified Fublic Accountant			
receipts of a fina					
statement duly s					
a Certified Publi	•	- Bureau of Internal Revenue (BIR)			
Accountant, and					
-Income Tax Re					
the previous cal					
(photocopy, 1 co	•				
8. Fire Safety Inspection		- Bureau of Fire and Protection (BFP)			
Certificate (original,					
9. Health Card (original	ıl, 1 copy	- Municipal Health Office			
each for owner and					
employees)					



10. Sanitary Perm	it (original)	- Municipal Health Office			
11. Solid Waste M (SWM) Orienta (original)	anagement ation Certificate	- Municipal Resource	Environment and s Office	Natural	
12. Local Econom Office (LEEO) government st establishment	Certificate (for alls/	- Local Economic Enterprise Office(LEEO)			
13. Copy of latest payment SSS, Pag-ibig	PhilHealth,	- SSS, PhilHealth, Pag-Ibig			
SERVICES					
14. Vehicle O.R. 8	_	- Land Trar	nsportation Office	(LTO)	
(Unexpired) (1 original copy is validation	s presented for				
15. Driver's Licens	se (Professional	- Land Trar	nsportation Office	(LTO)	
– Unexpired) (					
original copy is validation	s presented for				
16. Deed of Sale/[	Deed of	- Notary Public			
Donation	200a 01	Notary i			
(If the Motorela	a/Tricycle is re-				
acquired) (1 pł					
	s presented for				
validation			<u> </u>		
17. Physical Inspe	ction Report	- Municipai	Engineer's Office		
(original) FOR: FOODS/ DRI	IGS/				
COSMETICS/ MED	:				
HAZARDOUS WAS					
18. Copy of Food	•	- Food and	<b>Drug Administrat</b>	ion (FDA)	
	(FDA) License				
to Operate (1 p					
FOR: AGRIVET/ VI					
19. Copy of Burea		- Bureau of	Animal Industry (	BAI)	
Industry (BAI)			,		
Operate (1 pho					
CLIENT STEPS	AGENCY	FEES TO	PROCESSING	PERSON	
101	ACTIONS	BE PAID	TIME	RESPONSIBLE	
1. Submit	1. Review,	None	5 Minutes	Business Permit	
completely filled-out	verify and			and Licensing Officer	
Application	ensure completeness			ADMIN Office	
Form with	of the			/ Diving Onice	
attached	submitted				

and the same of th	N NG MAR	A
BAL	N. W.	ARG
FR		NO.
1	WIGAN NG BUY	D

	T			
documentary and backroom requirements to BPLD and wait for the approval and release of Business Permit.attached doc. requirements	Documentary and backroom requirements and capture the data using the BPLTAS (Business Permit and Licensing Tax Administration System) fully- automated electronic software.			
	1.1 Upload the backroom requirements using the BPLTAS system and wait for the approval from the concerned offices.	Fee will depend on the backroom office as required	15 Minutes	Zoning Officer III Building Official Sanitary Inspector III Medical Technologist II Sr. Environmental Management Specialist Fire Safety Officer MPDO/ OBO/ MHO/ MENRO/ BFP
	1.2 Assess and receive payment and issue Official Receipt (OR)	Fee will depend on the assessme nt result	3 Minutes	Revenue Collection Clerk III, II & I
	1.3. Release Business Permit and record on the logbook and provide feedback form	None	3 Minutes	Business Permit and Licensing Officer ADMIN Office
			26 Minutes	



#### 2. Issuance of Demand Letter

Preparation of demand letter to business establishments who are non-compliant with the regulatory requirements as required for businesses.

Office or Division:  Municipa Licensing		al Administrators Office/ Business Permit and			
		Simple	9		
Type of Transaction: G2B- G		G2B- G	overnment to	Business	
Who may avail: Busines			s Owners		
CHEC	KLIST OF			WHERE TO SE	CURE
	REMENTS				
1. Business Per				ermit and Licensi	
CLIENT	AGE	_	FEES TO	PROCESSING	PERSON
STEPS	ACTI		BE PAID	TIME	RESPONSIBLE
1. Business Inspector from Joint Inspection Team submit the list of Business	1. Receive the Business Establishment list without business Permit after inspection.		None	3 minutes	Admin Personnel ADMIN/BLPD
Establishment s without business Permit to the BPLO.	1.1 Prepa Demand		None	45 minutes	Admin Personnel ADMIN/BLPD
		rd to of Office nature	None	15 minutes	Head of Office ADMIN/BLPD
	1.3 Delive Dema Letter		None	15 minutes	Messenger ADMIN/BLPD
	•	TOTAL:	None	1 Hour & 18 Minutes	



## 3. Issuance of Business Permit Stickers to Small Business Establishments

The process of granting Business Permits to Small Business establishments who meet the eligibility requirements for Small Businesses.

Office or Division:		Municipal Administrators Office/ Business Permit and Licensing Office				
Classificati	on:	Simple				
Type of	<u> </u>	G2B- Governm	ent to Busine	ess		
Transaction	า:					
Who may a	vail:	Business Owne	ers			
		ST OF		WHERE TO SEC	URE	
REG	REQUIREMENTS					
1. Appli	cation f	form for Small	- BPLC	)		
Busin	ess					
2. Brgy.	Cleara	ance	- Barar	ngay where the Bi	E Located	
3. Cedu				ngay where the Bl	E Located	
4. Healt		_	- MHO			
5. Sanit			- MHO			
6. Food handlers Seminar			- MHO			
CLIENT	ACEI	NCY ACTIONS	FEES TO	PROCESSING	PERSON	
STEPS	AGE	NCT ACTIONS	BE PAID	TIME	RESPONSIBLE	
1. Fill-up	1 Ac	cept and verify	None	5 minutes	Admin	
application		cation form with	110110	o minatoo	Personnel	
form	comp				ADMIN/BLPD	
		rements				
	-					
		ndorse				
		cation form to				
		ITO for	P 1,800.00	5 minutes	MTO Personnel	
	paym	ent				
		et the			Admin	
		cation form and			Personnel	
	paym	ent receipt	None	3 minutes	ADMIN/BLPD	
	1 2 D	ologgo of	None	2 Minutes	Admin	
	1.3 Release of BusinessPermit		inone	Z WIITULES	Personnel	
	Sticke				ADMIN/BLPD	
	CHORE	<b>91</b>			, LOIVIII V/DEI D	
		TOTAL:	Php.	15 Minutes		
			1,800.00		l l	



#### 4. Application for Retirement of Business Operation

Any business owner who wants discontinue or retire their business operation shallapply for the retirement of their business operation to the Business Permit and Licensing Division. Further, no business shall be retired or terminated unless all the past/unpaid due taxes are paid.

			1, 2, 2, 2, 2, 2, 2, 2, 2, 2, 2, 2, 2, 2,	. /5 . =	
Office or			nistrators Off	ice/ Business Per	mit and Licensing
Division:		Office			
Classification	<u>:                                    </u>	Simple			
Type of		G2B- Governme	ent to Busine	SS	
Transaction:	_	<b>D</b>			
Who may avai		Business Owner	'S		
CHECKLIST OF				WHERE TO SE	CURE
1. Letter of Request duly			Ollin	. 1	
		•	- Cliei	nt	
		e Business			
		ithorized			
-		ve in the the business			
	OI	ine business	- Clie	n+	
owner 2. Original Copy of Business		- Cilei	II <b>L</b>		
Permit		by of business			
CLIENT		AGENCY	FEES TO	PROCESSING	PERSON
STEPS		ACTIONS	BE PAID	TIME	RESPONSIBLE
1.Submission	1	Accept and	None	3 minutes	Admin
of Request		rify request letter	110110		Personnel
Letter and		h the required			ADMIN/BLPD
Original		cument			7.2
Business		usiness Permit)			
Permit	(- \				
	1.1	Conduct	None	3 minutes	Admin
	pre	eliminary			Personnel
		sessment of the			ADMIN/BLPD
	Bu	siness Owner's			
	aco	count in			
	BP	LTAS			
	1.2	If the account		5 minutes	MTO Personnel
	has	s past/unpaid			
	tax	es, refer the	Depends		MTO
	Bu	siness Owner to	on the		
	МТ	O for payment	unpaid		
	and	d clearance of	taxes		
	the	unpaid dues.			
		O will			
	aut	tomatically			
		ncel the account			
	in t	his case.			



1.3 If the account	None	2 Minutes	Admin
is current and			Personnel
there are no			ADMIN/BLPD
past/unpaid taxes,			
cancel the account			
in BPLTAS.			
TOTAL:	None	13 Minutes	



# Office of the Municipal Planning and Development External Services



#### 1.

Issuance of AIP Certification (Validation)
This certification is issued to barangay government, government offices, CSOs and POs who requested to secure this document.

Office or Division:	Municipal Planning and Development Office (MPDO)						
Classification:	Simple						
Type of	G2G-Government	t to Gover	nment. G2C- Gov	vernment to			
Transaction:	Client		<b>,</b>				
Who may avail:	-Barangay Goveri	nment					
	-Government Offices						
	-CSOs 4) POs						
CHECKLIST OF R	EQUIREMENTS		WHERE TO SE	CURE			
Letter request add							
Municipal Mayor/ MI							
2. Copy of Barangay		Baranga	y LGU/CSO/PO				
Council/Organization							
requesting for finance							
from the Provincial of	or inational						
government 3. One-piece Docum	antary Stamp	DID Stat	tion at the Municip				
Tax	DIN Stat	ion at the Municip	ai Maii				
CLIENTS STEPS	AGENCY	FEES	PROCESSING	PERSON			
OLILITIO OTLI O	ACTIONS	TO BE	TIME	RESPONSIBLE			
	7.01.01.0	PAID					
1. Go to the	1. Assist the						
MPDO and	client in the	None	1 minute	Zoning			
register in the	registering in			Inspector/			
logbook	the logbook			MPDO			
2. Present the	2. Verify if			Planning			
required	information	None	5 minutes	Assistant/Planni			
documents for	required is			ng			
verification	available			Officer/MPDO			
3. Present	3. Prepare,	חום	E mainsuta a	Dlonning			
Documentary	process and record AIP	PHP	5 minutes	Planning			
Stamp then fill- up feedback	Certification	30.00		Assistant/ Planning Officer			
form	and pass on			MPDO			
101111	to the signing			IVII DO			
	official for						
	approval						
	3.1 Review and						
	approve the	None	1 minute				
	AIP			MPDC /MPDO			
	Certification						
4. Sign in the	4. Release			Planning			
logbook for	approved AIP	None	1 minute	Assistant/			

No. of Lot, Lot, Lot, Lot, Lot, Lot, Lot, Lot,	NGM	ARAN
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record	Certification			Planning Officer
purposes	and retrieve			/MPDO
	the feedback			
	form			
	TOTAL:	PHP	13 minutes	
	IOTAL:	30.00		

#### 2. Issuance of Certification for AIP Submission

This certification is issued to Barangay Local Government Unit (BLGU) who requested to secure this document.

Office or Division:	Municipal Planning and Development Office (MPDO)			
Classification:	Simple			
Type of	G2G- Governme	nt to Gover	nment	
Transaction:				
Who may avail:	Barangay Local	Governmen		
CHECKLIST OF R	EQUIREMENTS		WHERE TO SE	
1. Barangay Ann			Monitoring and Ev	valuation
Program (AIP)		Division,		
		•	Planning and Dev	•
			oor of the Municip	al Hall of
		Maramag,		
			Anahawon, Mara	•
2. One-piece D	ocumentary	BIR Statio	n at the Municipa	l Hall
Stamp Tax CLIENTS STEPS	AGENCY	FEES TO	PROCESSING	DEDCON
CLIENTS STEPS	ACTIONS	BE PAID	TIME	PERSON RESPONSIBLE
1. Proceed to	1. Assist the	BL FAID	IIIVIL	Planning
MPDOand	client in the	None	1 minute	Assistant/
register in the	registering	None	Timilate	Planning Officer
logbook	in the			/MPDO
logbook	logbook			71VII 20
2. Present the	Review of			
required	Documents:	None	5 minutes	Planning
documents	2. check and			Assistant/
	verifies the			Planning Officer
	AIP			/MPDO
	submitted			
3. Fill-up	Preparation of			
Feedback form	Certification:			Planning
	3. Prepare,	None	5 minutes	Assistant/
	process and			Planning Officer
	record			/MPDO
	Certification			



		Review and Approval of Certification: 3.1 Review and approve the AIP Certification	None	2 minutes	Planning Officer/ MPDC /MPDO
AIP Cer and sigr the reco	tification affix nature in logbook for	Release and Record: 4. Release approved AIP Certification retrieve feedback form	None	1 minute	Planning Assistant/ Planning Officer /MPDO
		TOTAL:	None	14 minutes	

#### 3. Issuance of Locational Clearance

This clearance is issued to government office (OBO) as part backroom process for the application of Building Permit.

Office or Division:	Municipal Planning and Development Office (MPDO)			
Classification:	Simple			
Type of	G2G –Government to Government	ent		
Transaction:				
Who may avail:	OBO			
CHECKLIST	OF REQUIREMENTS	WHERE TO SECURE		
<ol> <li>Notarized Application</li> </ol>	ation Form for Locational	Office of the Building Official		
Clearance		and Notary Public		
2) Certified True Co	ppy of Proof of Ownership over			
the land to be us	ed (either of the following):			
✓ Certificat	ζ,			
✓ Tax Decl	aration	MAssO		
✓ Deed of S	Sale	Notary Public		
✓ Deed of Donation		Notary Public		
✓ Contract of Lease		Notary Public		
✓ Authorization		Notary Public		
3) Duly signed and	sealed Vicinity Map or Location			
Plan		Geodetic Engineer,		
4) Duly signed and	and sealed Floor Plan  Architect, Civil Engineer,  Architect, Civil Engineer			
5) Duly signed and sealed Site Development Plan		Architect, Olvii Erigineer		
or Lot Plan				
	and Project Cost/ Capitalization	Architect, Civil Engineer		
` `	nery, equipment, if any) signed			
by an Engineer of	or Architect			



	MDDO
7) Certificate of Zoning (Zone Classification of the	MPDO
Project Area)	
Additional requirements:	
1) DAR Clearance, if project site is agricultural land	DAR Regional Office
2) For Industrial Projects:	
✓ Equity participating agreement/ log supply	Project Proponent
contract (for sawmill)	
✓ Description of industry/ feasibility study/	
engineer's information report	
√ Flow of manufacturing process/ diagram/	
chart	
✓ Certified true copy of the of the current real	MTO
estate tax receipt	
✓ Clearance from Environmental Management	DENR-EMB
Bureau (EMB)	
✓ Barangay Resolution Endorsing the Project	Barangay LGU
✓ Affidavit of non-objection from neighbors	Adjacent Property Owners
3) For Special Projects:	Proponent's Architect or
✓ Complete Engineering Plans and Designs	Engineer
✓ Affidavit of Non-objection from neighbors	Adjacent Property Owners
within 1 km radius (for cockpit)	
✓ Height Clearance	CAAP
✓ Radiation Evaluation Certificate	MHO
✓ Clearance from Environmental Management	DENR-EMB
Bureau (EMB)	
4) Waiver from ZA, if ZA refuses to issue	MPDO
Certificate of Zoning Compliance	
5) Site inspection Report or Evaluation Report (if	MENRO/MHO
necessary)	

CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to MPDO and Submit the duly Notarized Application Form	1. Check and verify submitted requirements	None	15 minutes	Zoning Inspector/Zonin g Officer III/ MPDO
and Documentary Requirements and fill-up feedback form	1.1 Assess for payment and prepare Order of Payment	See attached schedule of fees	5 minutes	Zoning Officer III/ MPDO
	1.2 Forward the Order of	None	10 minutes	MTO/ Zoning Officer III / MPDO

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	Payment to MTO			
	1.3 Conduct ocular inspection / online inspection verificatio n of the site	None	1 hour	Zoning Officer III/MPDO
	1.4 Prepare, process and record Locational Clearance	None	15 minutes	Zoning Officer III / MPDO
	1.5 Review and approve the Locational Clearance and retain 1 copy for file	None	6 minutes	Zoning Administrator/ Zoning Officer III MPDO
2. Received the approved Locational Clearance and affix signature in the logbook	2. Release the Approved Locational Clearance and retrieve the feedback form	None	1 minute	Zoning Administrator/ Zoning Officer III MPDO
	TOTAL:	See attached schedule of fees	1 Hour and 40 Minutes	



### **Zoning/ Locational Clearance Fees**

A.	Single Residential Structure attached or de	Single Residential Structure attached or detached		
	a. ₱100,000.00 and below	₱200		
	b. Over ₱100,000.00	₱400		
	c. Over ₱200,000.00	₱500 + 1% in excess of ₱200		
В.	Apartment/ Townhouses			
	a. ₱500,000.00 and below	₱1,000		
	b. Over ₱500,000.00 to ₱2 Million	₱1,500		
	c. Over ₱2 Million	P2,500 + 1/10 of 1% of the cost in excess of $P2$		
		M regardless of the number of doors		
C.	Dormitories			
	a. ₱2 Million and below	₱2,500		
	b. Over ₱2 Million	₱2,500 + 1/10 of 1% of the cost in excess of ₱2		
		M regardless of the number of doors		
D.	D. Institutional			
	Project Cost of which is:			
	a. Below ₱2 Million	₱2,000		
	b. Over ₱2 Million	₱2,000 + 1/10 of 1% of the cost in excess of ₱2		
		Million		
E.	Commercial, Industrial and Agro-Industria	al		
	Project Cost of which is:			
	a. Below ₱100,000.00			
	b. Over ₱100,000.00 – ₱500,000.00			
	c. Over ₱500,000.00 – ₱1 Million			
	d. Over ₱1 Million – ₱2 Million			
	e. Over ₱2 Million			
F.	Special Uses/ Special Project			
	Project Cost of which is: (Gasoline Stations, Cell Sites, Slaughterhouse, Treatment Plant, etc.)			
	1. Below ₱2 Million	₱5,000		
	2. Over ₱2 Million	₱5,000 + 1/10 of 1% of the cost in excess of ₱2		
		Million		
G.	Alteration/ Expansion (Affected area/ cost	Same as original application		
	only)			



**4.** Issuance of Preliminary Subdivision Development Plan (PSDP)
This clearance is issued to subdivision owners, subdivision developers and local government units who requested to secure this document.

Office or	Municipal Planning and Development Office (MPDO)		
Division:			
Classification:	Complex		
Type of	G2G, G2C		
Transaction:			
Who may avail:	- Subdivision Owners	-Subdivision Developers	
	- Local Government Units		
	OF REQUIREMENTS	WHERE TO SECURE	
1. Notarized Applic	ation Letter for PSDP		
2. 4 sets of Site De	velopment Plan (schematic	Geodetic Engineer/	
plan) at a scale ran	ging from 1:200 to 1:2000	Environmental Planner/ Civil	
•	sed layout of streets, lots,	Engineer	
	inds and other features in		
_	conditions duly signed by an		
	ngineer or Geodetic		
	so Environmental Planner		
3. 4 sets of Vicinity		Geodetic Engineer/	
, ,	s, access, as well as existing	Environmental Planner/ Civil	
	s at least within 500 meters	Engineer	
	oundaries of the project,		
drawn to any conve		Occadatia Francisca and	
4. 4 sets of topographic plan to include existing		Geodetic Engineer/	
conditions as follows:  ✓ Boundary lines: bearings and distances		Environmental Planner/ Civil	
_	nic coordinates of the	Engineer	
	r tie point (referred to as the		
BLLM #);	The point (referred to as the		
, .	sements, width and		
	right-of-way within the		
	adjacent subdivision/ areas;		
	nin and adjacent to the		
	ubdivision project, location,		
	nvert elevations of sanitary		
and storm or combined sewers;			
location of gas lines, fire hydrants,			
electric and telephone poles and street			
lights. If water mains the direction and			
	and size of nearest one,		
showing invert elevations of sewers, if			
applicable;			
	vation of the subdivision: for		
ground that	slopes less than 2%,		



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indicate spot elevations at all breaks in grade, along all drainage channels and at selected points not more than 25 meters apart in all directions: for ground that slopes more than 2%, either indicate contours with an interval of not more than 0.50 meter if necessary due to irregular land or need for more detailed preparation of plans and construction drawings;  ✓ Water courses, marshes, rock and wooded areas, presence of all preservable trees in caliper diameter 200 millimeters, houses, barns, shacks, and other significant features.	
5. 4 sets of Survey Plan of the lot(s) as described in TCT(s)	Geodetic Engineer/ Environmental Planner/ Civil Engineer
6. 4 copies of certified true copy of title(s) and current tax receipts	Registry Of Deeds
7. One-piece Documentary Stamp Tax	BIR Station at the Municipal Hall
8. 4 sets of right to use or Deed of Sale of right- of-way for access road and other utilities when applicable, subject to just compensation for private land, if applicable.	Client
<b>Note</b> : Preliminary Subdivision Development	

Plan will be valid only for a period of 180 calendar days from date of approval

calendar days from date of approval				
CLIENTS	AGENCY	FEES TO	PROCESSING	PERSON
STEPS	ACTIONS	BE PAID	TIME	RESPONSIBLE
1. Proceed to MPDO, register in the logbook and submit PSDP Form and other documentary requirements	1.1 Assist the client in the registering in the logbook	None	1 Minute	Zoning Officer III/ MPDO
	1.2. Received and review plans/ documents	None	4 Hours	Zoning Officer III /MPDO
	2.1 Conduct site inspection	None	4 Hours	Zoning Officer III /MPDO
	2.2 Prepare evaluation report for	None	10 Minutes	Zoning Officer III /MPDO

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	review and endorsement by the Zoning Administrator to the Sangguniang Bayan					
		PAUSE CLOCK				
	2.3 Receive SB resolution approving the PSDP	None	3 Minutes	Zoning Officer III /MPDO		
3. Proceed to MTO for payment PSDP and inspection fee	3. Assess payment for PSDP and inspection fees	o PSDP Fee (see schedul e of fees) o Inspecti on Fee- ₱1,000. 00/ hectare o Doc stamp P30.00	10 Minutes	Zoning Officer III /MPDO		
4. Present Copy of Original Receipt and Documentary stampand fill-up feedback form	4. Prepare and process permit and pass on to the signing officials for signatures	None	2 Hours	Zoning Officer III /MPDO		
5. Receive copy of approved clearance/ permit and affix signature in the logbook	5. Release the approved Clearance/ Permit and retain 1 copy for file and retrieve feedback form	None	20 Minutes	Zoning Officer III /MPDO		
	TOTAL:	∘ PSDP Fee (see schedul e fees) ∘ Inspecti on	10 Hours and 46 Minutes			

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P30.00	

5. **Issuance of Site Zoning Classification**This clearance is issued to citizens of Maramag to also include non-residents who requested to secure this document.

Office or	Municipal Planning and Development Office (MPDO)				
Division:					
Classification:	Simple				
Type of	G2G, G2C				
Transaction:					
Who may avail:	-Government C	Offices			
	-Citizens of Ma	ıramag			
	-Non-residents	of Maramag	3		
CHECKLIST (	OF REQUIREME	ENTS	WHERE T	O SECURE	
1. Letter of request a	addressed to the	Zoning			
Administrator					
2. Any of the following	ng documents:				
- Baranga	y Certification		Barangay LGU		
-Vicinity Map			Geodetic Engine	er/Civil Engineer	
- Transfer	Certificate of Tit	le (TCT)	ROD		
- Deed of	Sale	· · · · · ·	Notary Public		
- Real Pro	- Real Property Tax Declaration			MAssO	
- Certificate of Real Property Tax			MTO		
Payment	t				
- Special I	Power of Attorne	y of Land	Notary Public		
Owner's F	s Representative				
3. One-piece Docum	nentary Stamp T	ax	BIR Station at the Municipal Hall		
4. Certification Fee	of ₱ 170.00		MTO		
CLIENTS STEPS	AGENCY	FEES TO	PROCESSING	PERSON	
	ACTIONS	BE PAID	TIME	RESPONSIBLE	
1. Proceed to	1. Assist the	None	1 Minute	Zoning	
MPDO and	client in the			Inspector /	
register in the	registering in			MPDO	
logbook	the logbook				
2. Present the	2. Review	None	5 Minutes	Zoning Officer	
letter of request	and check			III /MPDO	
and all other	vicinity map				
required	and all other				
documents	documents				



	submitted against the land use plan/ zoning plan			
3. Proceed to MTO for payment and present Official Receipt of the Certification Fee including Documentary Stamp and fill-up feedback form	3. Prepare the Order of Payment of filling fee for presentation to MTO	PHP 200.00 PHP 30.00 PHP 50.00 PHP 20.00	10 Minutes	Zoning Officer III /MPDO
	3.1 Conduct ocular inspection / verificatio n of the site	None	2 Hours	Zoning Officer III /MPDO
	3.2 Prepare, process and record certificatio n and sign document for approval	None	15 Minutes	Zoning Officer IIIZoning administrator/M PDO
4. Received the approved certification and affix signature in the logbook	4. Release approved zoning certification and record in the logbook and retrieve feedback form	None	1 Minute	Zoning Administrator/ Zoning Inspector /MPDO
	TOTAL:	PHP 300.00	2 Hours and 32Minutes	



6. **Issuance of Subdivision Development Permit**This certification is issued to subdivision owners and subdivision developers who requested to secure this document.

Office or Division:  Classification: Complex Type of G2G, G2C				
Classification: Complex Type of G2G, G2C				
Type of G2G, G2C				
Transaction:				
Who may avail: - Government Offices				
- Subdivision Owners				
- Subdivision Developers				
CHECKLIST OF REQUIREMENTS WHERE TO SECURE				
1. Letter of Application for DP				
2. All requirements for application for Preliminary Geodetic Engineer/				
Subdivision Development Plan as specified on Environmental Planner/ Civil				
section 10.A of this Rule Engineer				
3. Subdivision Development Plan consisting of the Geodetic Engineer/				
site development plan at any of the following scales: Environmental Planner/ Civil				
1:200; 1:1000; or any scale not exceeding 1:2000 Engineer				
showing all proposals including the following:				
-Roads, easements or right-of-way and				
roadway width, alignment, gradient, and similar data				
for alleys, if any;				
- Lot numbers, lines and areas and block				
numbers;				
-Site data such as number of residential and				
saleable lots, typical lot size, parks and playgrounds and open spaces				
The Subdivision Development Plan shall be duly				
signed and sealed by any of the following licensed				
professional: -An Architect who is also an environmental				
planner or -A Civil Engineer who is also an environmental				
planner or				
-A Geodetic engineer who is also an				
environmental planner or				
-An Architect or a Civil engineer or a Geodetic				
Engineer and an environmental planner as co-				
signatory				
4. Civil and Sanitary Works Design: Engineering Geodetic Engineer/				
plans/ construction drawings based on applicable Environmental Planner/ Civil				
engineering code and design criteria to include the Engineer				
following:				



- a. 4 copies of road (geometric and structural) design/ plan duly signed and sealed by a licensed civil engineer.
  - 1. Profile derived from existing topographic map signed and sealed by a licensed geodetic engineer showing the vertical contour, designed grade, curve elements and all information needed for construction.
  - 2. Typical roadway sections showing relative dimensions of pavement, sub-base and base preparation, curbs, gutters, sidewalks, shoulders, benching and others.
  - 3. Details of roadway and miscellaneous structure such as curb and gutter (barrier, mountable and drop), slope protection wall and retaining wall.
- b. 4 copies of storm drainage and sanitary sewer system duly signed and sealed by a licensed sanitary engineer or civil engineer.
  - 1. Profile showing the hydraulic gradients and properties of sanitary and storm drainage lines including structures in relation with the road grade line.
  - 2. Details of sanitary and storm drainage lines and miscellaneous structures such as various types of manholes, catch basins, inlets (curb, gutter and drop), culverts and channel linings.
- c. 4 copies of site grading plan with finished contour lines superimposed on the existing ground the limits of earthworks embankment slopes, cut slopes, surface drainage, drainage outfalls and others, duly signed and sealed by a licensed engineer.
- 5. 4 copies of water system layout and details duly signed and sealed by a licensed sanitary engineer or civil engineer. Should a pump motor have a horsepower (hp) rating of 50 hp or more, its pump rating and specifications shall be signed and sealed by a professional mechanical engineer

6. Certified true copy of tax declaration covering the property(ies) subject of the application for the year immediately preceding

7. Zoning Certification from LGU/ HLURB Regional Office 8. Certified true copy of DAR Conversion Order

Geodetic Engineer/ Environmental Planner/ Civil Engineer

Registry of Deeds(ROD)

LGU/ HLURB Regional Office

**DAR Regional Office** 



9. Certified true copy of Environmental Compliance	DENR-EMB Regional Office
Certificate (ECC) or Certificate of Non-Coverage	Ç
(CNC), whichever is applicable, duly issued by the	
DENR	
10. 4 copies of project description for projects	
having areas of 1 hectare and above to include the following:	Project Proponent/
a. Project profile indicating the cost of raw	Developer
land and its development (total project	Bevelopel
cost), amortization schedule, sources of	
financing, cash flow, architectural scheme,	
if any, and work program;	
b. Audited financial statement for last three	Project Auditor
(3) preceding year;	
c. Income Tax Return for the last three (3)	BIR
preceding year;	
d. Certificate of registration with Securities	SEC
and Exchange Commission (SEC);	
e. Articles of incorporation or partnership;	Project Proponent/
f. Corporation by-laws and all implementing	Developer  Project Proposent/
<ul> <li>f. Corporation by-laws and all implementing amendments, and</li> </ul>	Project Proponent/ Developer
g. For new corporations (3 years and below)	Project Proponent/
statement of capitalization and sources of	Developer
income and cash flow to support work	20101001
program.	
11. Plans specifications, bill of materials and cost	Geodetic Engineer/
estimates duly signed and sealed by the	Environmental Planner/ Civil
appropriate licensed professionals	Engineer
12. Application for permit to drill from the National	Project Proponent/
Water Resources Board (NWRB)	Developer
13. Traffic impact assessment for projects 30	Project Proponent/
hectares and above	Developer
14. List of names of duly licensed professionals who	
signed the plans and other similar documents in	Droiget Engineers
connection with application filed indicating the following information:	Project Engineers
a. Surname;	
b. First name;	
c. Middle name;	
d. Maiden name, in case of married women	
professional;	
e. Professional license number, date of issue	
and expiration of its validity;	
f. Professional tax receipt and date of issue;	
g. Taxpayer's identification number (TIN)	



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Note: Development Permit will be valid only for a period of 3 years from date of approval	
LIST OF REQUIREMENTS FOR HOUSING CONSTRUCTION	
1) Four (4) sets of the following, duly signed and	Licensed Architect/
sealed by a Licensed Architect/ Engineer:  ✓ Housing plans including architectural drawing, sanitary, electrical, structural plans specifications and cost estimate	Engineer:
<ol> <li>Sworn Statement as to the soundness of designs and specification attested to by the designing engineer.</li> </ol>	Licensed Architect/ Engineer:

CLIENTS STEPS	AGENCY	FEES TO	PROCESSING	PERSON
	ACTIONS	BE PAID	TIME	RESPONSIBLE
1. Proceed to	1. Assist the			
MPDO and	client in the	None	2 Minutes	Zoning Officer
register in the	registering in			III / MPDO
logbook and	the logbook			
secure DP Form	and provide			
and other	DP .			
requirements	application			
	form to be			
	accomplished			
2. Submit	2. Received	None	4 Hours	Zoning Officer
accomplished DP	and review			III /MPDO
Application forms,	plans/			
plans and	documents			
supporting	2.1 Conduct	None	4 Hours	Zoning Officer
documents	site			III /MPDO
	inspection via			
	onsite or			
	google earth			
	2.2 Prepare	None	10 Minutes	Zoning Officer
	evaluation			III Zoning
	report for			

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	review and	<u> </u>		Administrator
	endorsement			/MPDO
	to the			/IVIF DO
	Sangguniang			
	Bayan			
	Dayan	ΡΔΙ	JSE CLOCK	
	2.3 Receive	None	3 Minutes	Zoning Officer
	SB resolution	110110	o minatos	III /MPDO
	approving the			111711111 20
	DP			
3. Proceed to MTO	3. Assess	o DP Fee	10 Minutes	Zoning Officer
for payment DP	payment for	(see		III /MPDO
and inspection fee	DP and	schedul		
	inspection	e of		
	fees	fees)		
		o Inspecti		
		on		
		Fee–		
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		stamp		
4 Procent Conv. of	4 Droporo	P30.00 None	2 Hours	Zaning Officer
4. Present Copy of Original	4. Prepare and process	None	2 HOUIS	Zoning Officer III /MPDO
Receipt and	permit and			III / IVII DO
Documentary	pass on to			
stampand fill-	the signing			
up Feedback	officials for			
form	signatures			
5. Receive copy of	5. Release	None	20 Minutes	Zoning
approved	the approved			Administrator/
clearance/ permit	Clearance/			Zoning Officer
and affix signature	Permit and			III /MPDO
in the logbook	retain 1 copy			
	for file and			
	retrieve			
	feedback			
	form	DD E	40 Harris	
		o DP Fee	10 Hours and	
		(see	10 Hours and 45 Minutes	
	form	(see schedul		
		(see schedul e of		
	form	(see schedul e of fees)		
	form	(see schedul e of fees) ⊙ Inspecti		
	form	(see schedul e of fees)		

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stamp	
P30.00	

7. Issuance of Variance/Exceptions
This certification is issued to citizens of Maramag, non-residents, business owners and investors who requested to secure this document.

Office or Division:	Municipal Planning and Development Office (MPDO)					
Classification:	Complex					
Type of	G2C					
Transaction:						
Who may avail:	-Citizens of Maramag -Non-residents of Maramag					
	-Business owners	-Investors				
	OF REQUIREMENTS	WHERE TO SECURE				
	ariance/ exceptions addressed					
to LZBA Chairperson						
2. Application Form fo	r Locational Clearance	Zoning Administration				
		Division,				
		Municipal Planning and				
		Development				
	over the land to be used					
(either of the following	,					
- Certificate of Title or	,					
- Deed of Sale,	MAssO					
- Deed of Donation,		Notary Public				
- Contract of Lease,		Notary Public				
- Authorization		Notary Public				
4. Duly signed and sealed Vicinity Map or Location						
Plan	aled Vielinity Map of Location					
5. Duly signed and sea	aled Floor Plan	Geodetic Engineer, Architect,				
	aled Site Development Plan or	Civil Engineer				
Lot Plan	, ,					
7. Bill of Materials and	Project Cost/ Capitalization	Architect, Civil Engineer				
	equipment, if any) signed by an					
Engineer or Architect						
8. Barangay Resolutio	n Interposing No-Objection	Barangay LGU				
9. Affidavit of Non-Obj	ection from Neighbors	Adjacent Property Owners				
10. Certificate of Zonir	ng (Zone Classification of the	MPDO				
Project Area)						
11. One-piece Docum	entary Stamp Tax	BIR Station at the Municipal				
		Hall				



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12. Filling Fee (see attached schedule of fees)	MPDO
Additional requirements:	
1. DAR Clearance, if project site is agricultural land	DAR Regional Office
2. For Industrial Projects:	
- Equity participating agreement/ log supply contract	Project Proponent
(for sawmill)	
- Description of industry/ feasibility study/ engineer's	
information report	
- Flow of manufacturing process/ diagram/ chart	
- Certified true copy of the of the current real estate	MTO
tax receipt	
- Clearance from Environmental Management	DENR-EMB
Bureau (EMB)	
- Barangay Resolution Endorsing the Project	Barangay LGU
- Affidavit of non-objection from neighbors	Adjacent Property Owners
3. For Special Projects:	Proponent's Architect or
- Complete Engineering Plans and Designs	Engineer
- Affidavit of Non-objection from neighbors within 1	Adjacent Property Owners
km radius (for cockpit)	
- Height Clearance	CAAP
- Radiation Evaluation Certificate	MHO
- Clearance from Environmental Management	DENR-EMB
Bureau (EMB)	
- Certified True Copy of National	NTC
Telecommunication's Provisional Authority	
- Health Clearance	DOH/ MHO
4. Waiver from ZA, if ZA refuses to issue Certificate	MPDO
of Zoning Compliance	
5. Site inspection Report or Evaluation Report (if	MPDO
necessary)	

CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to the frontline staff and register in the logbook	1. Assist the client in the registering in the logbook	None	1 Minute	Zoning Officer III / MPDO
2. Submit letter request for variance/ exceptions addressed to LZBA Chairperson together with the required documents	2.1 Check and verify submitted requirements and assess the conformity of project to the zoning;	None	4 Minutes	Zoning Officer III /MPDO



	2.2 Schedule the LZBA meeting for project deliberation	None	5 Minutes	LZBA /MPDO
		lock (depend	ding on the schedul	e of LZBA Meeting)
3. Attend to the	3. Attend			<del></del>
LZBA meeting for the deliberation of proposed project	LZBA meeting for the deliberation of proposed project	None	4 Hours	Zoning Administrator / Zoning OfficerIII / MPDO / LZBA/ MPDO
4. Attend to the Public Hearing and Ocular Inspection for the deliberation of proposed project	4. Conduct of Public Hearing and Ocular Inspection	None	4 Hours	LZBA Members and Stakeholders
5. Proceed to MTO for payment and at BIR for securing documentary stamp	5. Prepare Order of Payment for payment to MTO	See attached schedule of fees P30.00	10 minutes	Zoning Officer III /MPDO
6. Accomplish Feedback Form	5.1 Prepare, process and record LZBA Resolution and pass on to the signing official for approval	None	20 Minutes	Zoning Officer III /MPDO
O. Daniel III	5.2 Review and approve the Locational Clearance (Variance/Exc eption)	None	5 Minutes	Zoning Administrator/ Zoning Officer III/ /MPDO Municipal Mayor /MMO
6. Received the approved Clearance and affix signature in the logbook	6. Released the Approved Clearance (variance/ exception) and retain 1 copy for file and retrieve	None	1 Minutes	Zoning Administrator/ Zoning Officer III/ /MPDO



Feedback			
form			
TOTAL:	See attached schedule of fees	8 Hours and 46 Minutes	
	P30.00 (Doc Stamp)		

**Zoning/ Locational Clearance Fees** 

<u> Zoning/ Locational</u>	Clearance Fees	
	ntial Structure attached	or detached
d. ₱100,000.00		₱200
e. Over ₱100,0	00.00	₱400
f. Over ₱200,0		₱500 + 1% in excess of ₱200
B. Apartment/ To		
d. ₱500,000.00		₱1,000
e. Over ₱500,0	00.00 to ₱2 Million	₱1,500
f. Over ₱2 Milli	on	₱2,500 + 1/10 of 1% of the cost in
		excess of ₱2 M regardless of the
		number of doors
C. Dormitories		
c. ₱2 Million ar		₱2,500
d. Over ₱2 Mill	ion	₱2,500 + 1/10 of 1% of the cost in
		excess of ₱2 M regardless of the
		number of doors
D. Institutional		
Project Cost of		
c. Below ₱2 Mi		₱2,000
d. Over ₱2 Milli	ion	₱2,000 + 1/10 of 1% of the cost in
		excess of ₱2 Million
	ndustrial and Agro-Indu	striai
Project Cost of		
f. Below ₱100,		
	00.00 - ₱500,000.00	
	00.00 – ₱1 Million	
	ion – ₱2 Million	
j. Over ₱2 Mill		
F. Special Uses/		one Call Cites Claumhtain and
		ons, Cell Sites, Slaughterhouse,
Treatment Plan 3. Below ₱2 Mi		₽5 000
		₱5,000
4. Over ₱2 Mill	ION	₱5,000 + 1/10 of 1% of the cost in
G Alteration/ Ex	pancian (Affected area)	excess of \$\frac{1}{2}\$ Million
•	pansion (Affected area/	Same as original application
cost only)		



8. Issuance of Zoning Certification for Business Permit
This certification is issued to business owners and investors who requested to secure this document.

Office or Division:	Municipal Planning and Development Office (MPDO)				
Classification:	Simple				
Type of	G2C – Governi	ment to Clier	nt		
Transaction:					
Who may avail:	-Business own	ers			
CHECKI IS	- Investors T OF REQUIRE	MENITO		WHEDE	TO SECURE
1. Application Form			or'e		layor's Office
Permit taken from t		•		(BPLO Sec	_
2. Certification Fee		ayor o omoo			reasurer's Office
3. One-piece Docu		Tax		•	at the Municipal
	, , , , , , , , ,			Hall	
CLIENTS STEPS	AGENCY	FEES TO	PRO	OCESSING	PERSON
	ACTIONS	BE PAID		TIME	RESPONSIBLE
1. Proceed to	1.Assist the				
MPDO and	client in the	None	•	1 Minute	Zoning Officer
register in the	registering in				III / MPDO
logbook	the logbook				
2. Present application form for Business License/ Mayor's Permit and Official Receipt of the Certification Fee including BIR Documentary Stamp to the frontline staff and fill up feedback form	2. Check and verify the location of the business against the Land Use Plan/ Zoning Plan	₱ 300.00 (certificati on fee)	5	Minutes	Zoning Officer III / MPDO
	a. If site inspection is required, conduct inspection (site inspection is usually required for	None		2 Hours	Zoning Officer III / MPDO

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1	WIGAN NG BU	KID

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	new enterprises)			
	2.2 Process and record the transactio n for review and approval	None	5 Minutes	Zoning Officer III / MPDO
	2.3 Approve Clearance and sign the business license applicatio n form. The approval is encoded into the business tracking data base	None	1 Minute	Zoning Administrator/ Zoning Officer III / MPDO
3. Receive the Approved Certification and affix signature on the Logbook	3. Release the documents to the client and retrieve feedback form	None	1 minute	Zoning Inspector/MPD O
	TOTAL:	PHP 300.00	13 Minutes (for renewal), 2 Hours and 13 Minutes (for new)	



### 9. Provision of Data and Information

This provision of data or information is issued to business owners, investors, tourist, students, government workers, non-government workers and researchers who requested to secure this document/s.

Office or	Municipal Planning ar	nd Development Office (MPDO)
Division:	-	
Classification:	Simple	
Type of	G2G, G2C	
Transaction:		
Who may avail:	-Business owners/	-Tourists
	Investors	
	-Students/ Pupils	-Government Workers
	-Non- government Wo	orkers -Researchers
CHECKLIST OF	REQUIREMENTS	WHERE TO SECURE
1. Letter request add	dressed to the	
Municipal Mayor/ MF	PDC	
2. Identification Card	ŀ	

2	Identification	Card
<b>–</b> .	iaciilioalioii	Julia

2. Identification Card				
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to MPDO and register in the logbook	1. Assist the client in the registering in the logbook	None	1 Minute	Project Development Officer/ Planning Assistant /MPDO
	1.1. Verifies if information required is available	None	2 Minutes	Project Development Officer/ Planning Assistant /MPDO
2. Waits while the person-in-charge accesses the information. Otherwise, the client is referred to other probable sources of information and fill up feedback form	2. Reviews and verifies the data/ information to be given to the client	None	10 Minutes	Planning Assistant/ Project Development Officer /MPDO
3. Proceed to the copy center for reproduction of documents	3. If hard copies could not be given, personin-charge	Long – ₱2.00/c opy	5 Minutes	Photocopier operator/ GSO

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	advises client to leave ID Card and allow the client to photocopy the documents	Short – ₱1.50/c opy		
4. Sign in the logbook for record purposes. If documents were photocopied, client returns the borrowed documents and retrieves ID card	4. Release the documents needed and return the ID card and retrieve feedback form	None	1 Minute	Planning Assistant/ Project Development Officer /MPDO
	TOTAL:	Long – ₱2.00/c opy Short – ₱1.50/c opy	19 Minutes	



# Human Resource Management Office Internal Services



### 1. Control and Processing of Leave of Absence Application

Leave of absence is a right granted to officials and employees not to report for work with or without pay as may be provided by law and as the civil service rules prescribe. The filing of application for the different types of leave follows CSC laws and rules embodied in the internal policy of the LGU on the availment of leave.

u	-,			••••		
Office or Divis	ion:	Human Res	ource Manage	ement Office		
Classification:	sification: Simple					
Type of Transa	action:	n: G2G –Government to Government				
Who may avail	<b>:</b>	Plantilla and Casual Employees				
CHEC	KLIST	OF		WHERE TO SEC	URE	
REQU	REMEN	NTS				
1. LOA Slip			Human Reso	urce Managemer	nt Office	
2. Medical Cer		` •	Attending Ph	ysician		
Sick Leave 5						
3. Affidavit (for			Public Attorn	ey's Office		
than 5 days i		al Certificate				
is not availab						
4. Approved C			Human Reso	ource Managemer	nt Office	
Money and F		• \				
Vacation Lea	ive for I	ravel				
Abroad)		OENOV	FFFO TO	PROCESSING	DEDOON	
CLIENT		GENCY	FEES TO	PROCESSING	PERSON	
STEPS		CTIONS	BE PAID	TIME 1 minute	RESPONSIBLE	
1. Proceed to frontline		ue LOA Slip eedback	None	i minute	HRM Aide/I.T Staff	
personnel and	Form	eeuback			HRM Office	
secure Leave	1 01111				TII (W OIII00	
of Absence	1.1 R	eceive and	None	1 minute	HRM Aide/I.T	
(LOA) Slip and	evalu	ate			Staff	
submit	requir	ements			HRM Office	
requirements						
(depending on						
the type of						
leave applied)						
Or						
1.1 Apply for						
leave thru the						
self-service						
HR kiosk, print						
LOA and						
secure	1					
signature of						

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FE	No.	S S	Section 1
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the head of office and proceed to step 5				
Slip	2. Receive accomplished LOA Slip	None	1 minute	HRM Aide/I.T Staff HRM Office
the Leave of	3. Generate/print Leave of AbsenceForm	None	3 minutes	HRM Aide/I.T Staff HRM Office
generated in	3.1 Release generated LOA	None	1 minute	HRM Aide/I.T Staff HRM Office
4. Receive generated LOA Form and facilitate its approval from respective Head of Office		None	Paused-Clock	
Form duly signed by	5. Log and Endorse to the HRMO V for signature	None	5 minutes	HRMO V HRM Office
	6. Forward to LCE for signature	None	2 minutes	HRM Aide HRM Office
-	6.1 Sign Leave of Absence	None	30 minutes	<i>Municipal Mayor</i> MMO
proval by the	6.2 Return approved LOA to HRMO	None	2 minutes	Clerk MMO
	6.3 Release one (1) copy of approved LOA to the employee	None	1 minute	HRM Aide/IT Staff HRMO
7. Receive one	7. Retrieve and file feedback form	None	1 minute	HRM Aide/IT Staff HRMO
2 2 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3	TOTAL:	None	48 minutes	



## 2. Control and Processing of Overtime Request, Passlip and Travel Order

To account for overtime requests, pass slips and travel orders and process for its approval.

арргочаг.	1				
Office or Division:	Human Resource	Manageme	nt Office		
Classification:	Simple	Simple			
Type of	G2C – Governme	nt to Govern	mont		
transaction:	G2C = Governine	iii to Goveii	IIIIeIII		
Who may avail:	LGU Employees				
CHECKLIST OF R			WHERE TO SEC	TIDE	
Letter Request f		Poguestine	Office/ Division	JUNE	
(3 Copies)	or Overtime	Nequesting	J OIIICE/ DIVISION		
2. Pass Slip (2 Cop	nies)	Requesting	Office/ Division		
3. Travel Order (3			Office/ Division		
CLIENT STEPS	AGENCY	FEES TO	PROCESSING	PERSON	
OLILITI OTLI O	ACTIONS	BE PAID	TIME	RESPONSIBLE	
1.Submit	1.Receive	None	2 Minutes	HRM Aide	
document duly	document	140110	2 1/11114103	HRM Office	
approved by the					
Head of the					
requesting office					
and LCE					
Or					
Or					
1.1 Apply for					
leave thru the					
self-service HR					
kiosk, print LOA					
and secure					
signature of the					
head of office					
and proceed to					
step 5					
2.Wait until	2. Log	None	5 Minutes	HRM Aide	
document is	document in log			HRM Office	
being controlled,	book and				
process and	Human				
approved	Resource				
	Information				
	System (HRIS) 2.1Forward the	None	10 Minutes	HRM Aide/HRMO	
	document to	NOHE	10 Milliules	V/LCE	
	approving			HRM Office	
	officer for			Mayor's Office	
	signature for			_	
	Signature ioi				



	approval/ disapproval			
3.Secure copy of approved document and submit feedback form	3. Provide original copy of the document to the requesting office/employee	None	2 Minutes	HRM Aide HRM Office
	TOTAL:	None	19 Minutes	



3. Issuance of Authority to Travel for Travel Abroad
An official document issued to employees for vacation leave for travel abroad reflecting the employee's name, position, country to be visited and date of travel.

Office or Division:	Human Resource Management Office			
Classification:	Simple			
Type of	G2C – Governm	ent to Gove	rnment	
transaction:				
Who may avail:	LGU Employees	<b>,</b>		
CHECKL				CURE
REQUIRE	EMENTS			
Approved Leave			source Managem	
2. Clearance Fro	m Money And	Human Re	source Managem	ent Office
Property Liability				
3. Affidavit of No		Notary Pub	olic	
Administrative Ca		FFFC TO	DDOCECCING	DEDCON
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure and	1. Receive	None	2 Minutes	HRM Aide
fill-up Request	request slip	INOTIC	Z WIII IGGS	HRM Office
Slip and submit	and required			
required	documents			
documents	and provide			
	feedback form			
2. Wait while the	2. Prepare the	None	5 Minutes	HRM Aide
requested	requested			HRM Office
document is	document			
processed	0.4.0:		4 8 4	11D14 A' 1
	2.1 Stamp the	None	1 Minute	HRM Aide HRM Office
	document with			Tilkivi Office
	dry seal 2.2 Forward	None	30 Minutes	Local Chief
	the document	INOTIC	30 Militates	Executive
	to the Local			MMO
	Chief			
	Executive for			
	signature			
	2.3 Release	None	2 Minutes	HRM Aide
	the requested			HRM Office
	document to			
	client and			
	provide			
	logbook for			
	receipt			



3. Receive the requested document. Sign in the logbook and submit feedback form.	3. Receive and file the feedback form	None	1 Minute	HRM Aide HRM Office
reeuback form.				
	TOTAL:	None	41 Minutes	



# 4. Issuance of Certification (Certificate of Employment, Employment and Compensation, Employment and Leave Credits and Service Record)

A pertinent document issued to requesting employees/former employees for any legal purposes reflecting the employee's name, position, office, salary and duration of employment

Office or Division:	Human Resource Management Office			
Classification:	Simple			
Type of	G2C-Government to	Client, G2G	G- Government to	Government
transaction:		,		
Who may	LGU Employees and	Former Em	ployees	
avail:	The property of the property			
CHECKLIST OF	REQUIREMENTS		WHERE TO SE	CURE
1. Request Slip		Human Re	source Managem	ent Office
2. Official Receip	t	Municipal 1	Treasurer's Office	
3. Documentary	Stamp	Bureau of I	nternal Revenue	
CLIENT STEPS	AGENCY	FEES TO		PERSON
	ACTIONS	BE PAID	TIME	RESPONSIBLE
1. Secure	1. Issue Request	None	1 Minute	HRM Aide/ I.T
Request Slip	Slip and provide			Staff
	instruction and			HRM Office
	feedback form			
2. Fill-up and	2. Receive	None	2 Minutes	HRM Aide/ I.T
submit request	accomplished			Staff HRM Office
slip to the	request slip	N.I.	0.14"	
service provider	2.1 Instruct the	None	2 Minutes	HRM Aide/ I.T Staff
	client to secure			HRM Office
	Official Receipt for Certification fee at			
	the Municipal			
	Treasurer's Office			
	and secure 1 pc.			
	documentary			
	stamp from the			
	Bureau of Internal			
	Revenue			
3. Proceed to	3. Receive	PHP	5 Minutes	Revenue
Municipal	payment and issue	120.00 -		Collection Clerk
Treasurer's	Official Receipt	Certification		MTO
Office for the		Fee		
payment of				
Certification Fee				



## 5. Issuance of Certificate of Good Moral Character and Certificate of No Pending Administrative Case

A pertinent document issued to requesting employees/former employees for any legal purposes.

Office or	Human Resource N	Manageme	nt Office	
Division:				
Classification:	Simple			
Type of	G2C-Government t	to Client		
transaction:	G2G- Government	to Governr	ment	
Who may avail:	LGU Employees ar	nd Former		
	REQUIREMENTS		WHERE TO SE	CURE
1. Request Slip			esource Manager	
2. Official Receip			Treasurer's Office	
3. Documentary			Internal Revenue	
CLIENT STEPS	AGENCY	FEES	PROCESSING	PERSON
	ACTIONS	TO BE	TIME	RESPONSIBLE
		PAID	4 2 41	11011111
1. Secure	1. Issue Request	None	1 Minute	HRM Aide
Request Slip	Slip and provide			HRM Office
	instruction and			
0 5:11	feedback form	Mana	O Minutes	HRM Aide
2. Fill-up and	2. Receive	None	2 Minutes	HRM Office
submit request slip to the	accomplished request slip			TIIXIVI OIIICC
service provider	2.1 Instruct the	None	2 Minutes	HRM Aide
Scrvice provider	client to secure	INOITE	2 Militates	HRM Office
	Official Receipt			
	for Certification			
	fee at the			
	Municipal			
	Treasurer's			
	Office and secure			
	1 pc.			
	documentary			
	stamp from the			
	Bureau of			
	Internal Revenue	D1:-		
3. Proceed to	3. Receive	PHP	5 Minutes	Revenue Collection Clerk
Municipal	payment and	120.00 - Certificati		MTO
Treasurer's Office for the	issue Official	on Fee		IVITO
	Receipt			
payment of Certification Fee				
Certification ree				



4. Proceed to the Bureau of Internal Revenue (BIR) to secure documentary stamp	4. Receive payment and issue documentary stamp	PHP 30.00 - Documentar y stamp	3 Minutes	BIR personnel BIR
5. Go back to HRMO and submit the OR and documentary stamp	5. Receive the OR and documentary stamp	None	1 Minute	HRM Aide HRM Office
6. Wait while the requested document is prepared	6. Prepare requested document and endorse to the Head of Office for review	None	5 Minutes	HRM Aide HRM Office
	6.1 Forward to LCE for signature		Paused Clock	AA IV (Clerk II) Municipal Mayor
	6.1 Release the requested document to the client.	None	1 Minute	HRM Aide HRM Office
7. Receive the requested record and sign-in in the provided logbook and fill-up feedback form	7. Record the OR # and retrieve the feedback form.	None	2 Minutes	HRM Aide HRM Office
	TOTAL:	PHP 150.00	22 Minutes	



6. Issuance of Clearance from Money and Property Liability
A pertinent document issued to employees as requirement for retirement, resignation and travel abroad

Office or	Lluman Dagauraa M	As a s a s a s a s a s a s	· Office	
Office or	Human Resource I	vianagemen	Unice	
Division:	Cimala			
Classification:	Simple	ha Cay (a ma ma	4	
Type of	G2G-Government		ent	
transaction:	G2C- Government			
	LGU Employees ar	na Former E		
	REQUIREMENTS		WHERE TO SEC	URE
	For Abroad purposes:  1. Approved Leave of Absence - Human Resource Management Office			
	Travel for Abroad	- Human R	esource Managem	ent Office
For Resignation p			( <b>-</b> )	
1. Resignatio		- Employee	e/Client	
For Retirement pu				
1. Letter of In		- Employee		
2. Acceptance		- Appointin		
CLIENT STEPS	AGENCY	FEES TO		PERSON
	ACTIONS	BE PAID	TIME	RESPONSIBLE
1. Secure and	1. Receive	None	2 Minutes	HRM Aide
fill-up Request	request slip and			HRM Office
Slip and submit	required			
required	documents and			
documents	provide feedback			
	form			
2. Wait while the	2. Prepare the	None	3 Minutes	HRM Aide
requested	Clearance Form			HRM Office
document is	and provide 3			
processed	copies to the			
	client			
3. Receive the	3. Instruct the	None	2 Minutes	HRM Aide
Clearance Form	client to have all			HRM Office
	the signatures of			
	the personalities			
	reflected in the			
	clearance and			
	return the			
	document at the			
	HRMO for the dry			
	seal stamp			
4. Process the		None	Paused-Clock	HRM Aide
Clearance				HRM Office



5. Forward the approved Clearance to the	5. Stamp the Dry Seal to the document	None	1 Minute	HRM Aide HRM Office
HRMO	5.1 Provide copy to the client (for travel abroad)	None	1 Minute	HRM Aide HRM Office
6. Receive a copy of the Clearance and fill-up and submit feedback form	6. Retrieve and file the feedback form	None	1 Minute	HRM Aide HRM Office
	TOTAL:	None	10 Minutes	



## 7. Monitoring of Blood Pressure

Blood Pressure Monitoring is conducted to LGU Officials and Employees especially those identified with special medical needs or pre-existing medical conditions.

Office or Division:	HRMO- Healt	h and Welln	ess Center			
Classification:	Simple					
Type of transaction:	G2G- Govern					
		G2C- Government to Client				
Who may avail:	LGU-Maramag Officials and Employees					
CHECKLIST OF REQU	JIREMENTS		WHERE TO SEC	CURE		
None		None				
CLIENT STEPS	AGENCY	FEES TO BE PAID	PROCESSING TIME	PERSON		
Proceed to Health and wellness center	1. Request the client to sign-up the Log Book	None	2 Minutes	RESPONSIBLE Nursing Attendant HRMO/ Health & Wellness Center		
2. Sign-up on the Log Book	2. Interview the client for health concerns	None	5 Minutes	Nursing Attendant HRMO/ Health & Wellness Center		
3. State the health concern/s	3. Conduct appropriate Blood Pressure Monitoring	None	5 Minutes	Nursing Attendant HRMO/ Health & Wellness Center		
4. Ask for result and accomplish the client's feedback form	4. Inform the client of the result and retrieve and file the client's feedback form	None	5 Minutes	Nursing Attendant HRMO/ Health & Wellness Center		
	TOTAL:	None	17 Minutes			



## 8. Printing and Verification of Daily Time Records (DTR)

Generation and printing of Daily Time Record (DTR) is done every 15th and 30<sup>th</sup> of the month. Verification follows for submission to the Accounting Office for the preparation and attachment to the payroll.

Office or Division:	Human Resour	ce Manager	ment Office	
Classification:	Simple			
Type of	G2G- Governm	ent to Gove	rnment	
transaction:				
Who may avail:	LGU-Maramag	Employees		
CHECKLIST OF REC	EQUIREMENTS WHERE TO SECURE			CURE
1. Logbook		Human Re	source Managem	ent Office
CLIENT STEPS	AGENCY	FEES TO	PROCESSING	PERSON
	ACTIONS	BE PAID	TIME	RESPONSIBLE
1. Submit logbook to HRMO	1. Generate and print Daily Time Record (DTR) and provide copy to employee	None	5 Minutes	HRMO I/HRM Assistant/HRM Aide/I.T Staff HRM Office
2. Affix signature in the DTR and secure signature of the Head of Office			Paused-Clock	
3. Submit approved DTR to HRMO for verification	3. Verify Daily Time Record (DTR)	None	5 Minutes	HRMO I/HRM Assistant/HRM Aide/I.T Staff HRM Office
	3.1 Forward verified DTR to Accounting Office for the preparation and attachment to the payroll	None	3 Minutes	HRMO I/HRM Assistant/HRM Aide/I.T Staff HRM Office
	TOTAL:	None	13 Minutes	



## 9. Processing of Monetization of Leave Credits Application

Monetization of leave credits is the payment of the money value of accumulated vacation and/or sick leave credits without actually going on leave of absence.

Accumulated leave refers to the vacation and/or sick leave credits earned by an official or employee which is usually allowed on case to case basis.

Office or Division:	Human Resource Management Office					
Classification:	Simple					
Type of	G2G- Government to Government					
transaction:						
Who may avail:	Plantilla and Ca	asual Emplo	yees			
CHECKLIS			WHERE TO SE	CURE		
REQUIREM						
Approved Letter F     Monetization	Request for	Human Re	source Managem	ent Office		
2. LOA Slip		Human Re	source Managem	ent Office		
CLIENT STEPS	AGENCY	FEES TO	PROCESSING	PERSON		
	ACTIONS	BE PAID	TIME	RESPONSIBLE		
1. Proceed to HRMO and inquire leave credits balance for computation	1.Check leave credits balance and compute	None	2 Minutes	HRMO II/ I.T Staff HRM Office		
2. Secure the approval of the Mayor re: Letter Request for Monetization			Paused-Clock			
3. Present approved letter request to HRMO	3. Instruct the client to proceed to Municipal Budget Office to ensure budget allocation	None	2 Minutes	HRMO II/ I.T Staff HRM Office		
4. Proceed to Municipal Budget Office to confirm budget allocation	4. Check the budget and affix signature to the letter if allocation is available	None	5 Minutes	Municipal Budget Officer MBO		

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5	NO
ANIGAN NG BUY	DA
	-

5. Go back to HRMO and submit the approved letter	5. Verify budget allocation and issue LOA Slip	None	2 Minutes	HRMO II/I.T Staff HRM Office
6. Fill-up LOA Slip	6. Receive accomplished Leave of Absence (LOA) Slip	None	1 Minute	HRMO II/ I.T Staff HRM Office
7. Wait while the Leave of Absence Form is being processed	7. Generate and print Leave of Absence Form	None	3 Minute	HRMO II/ I.T Staff HRM Office
	7.1 Release generated LOA Form to employee	None	1 Minute	HRMO II/I. T Staff HRM Office
8. Receive LOA Form, affix signature and secure the signature ofthe Head of Office		None	Paused- Clock	HRMO II/I. T Staff HRM Office
9. Submit LOA Form approved by the Head of Office with approved letter for monetization	9. Receive the LOA form	None	1 Minute	HRMO II/I. T Staff HRM Office
	9.1 Log and control LOA form to the Log Book	None	3 Minutes	HRMO II/I.T Staff HRM Office
	9.2 Forward LOA form to HRMO V for signature	None	2 Minutes	HRMO II/I.T Staff HRM Office
	9.3 Forward LOA form to LCE for Approval/ Disapproval	None	2 Minutes	HRMO II/I.T Staff HRM Office

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BAA	W. J. J. BRO
E	No.
AWIGAN	NG BUKIDHO

	9.4 Sign the LOA Form	None	30 Minutes	<i>Municipal Mayor</i> HRMO
	9.5 Return approved LOA to HRMO	None	2 Minutes	Clerk MMO
	9.6 Prepare and process voucher and other supporting documents for approval	None	2 Days	HRM Aide, HRM Assistant/I.T Staff HRM Office
	9.7 Log and release Voucher/ Check to client	None	2 Minutes	HRMO II/ I.T Staff HRM Office
10. Receive Voucher/ Check. Fill-up and submit feedback form	10. Retrieve and file feedback form	None	2 Minutes	HRMO II/ I.T Staff HRM Office
	TOTAL:	None	2 Days and 1 Hour	



## 10. Processing of Terminal Leave Benefit Application

Terminal Leave Benefit (TLB) application is processed after a permanent or casual employee resigns or retires from office or when elected officials complete their term. This is computed by multiplying their highest salary received while in service (usually the recent salary rate), total number of earned leaves and constant factor (.0481927).

the recent salar	y rate), total numb	ei oi ea	ameu	leaves and consi	lant 1actor (.04619
Office or	Human Resource	e Mana	agem	ent Office	
Division:			Ü		
Classification:	Simple				
Type of	G2C – Governme	ent to (	Gove	rnment	
Transaction:					
Who may avail:	Retired/ Separate	ed Pla	ntilla a	and Casual Empl	oyees to include
	Elected Officials				
CHECKLIST O	F REQUIREMENT	ΓS		WHERE TO S	SECURE
1. Clearance from	Money and Prope	rty of	Hum	nan Resource Ma	nagement Office
the LGU (2 copies,	original)				
2. SALN as of the	last day of Service	: (4	Hum	nan Resource Ma	nagement Office
copies, original)					
3. MCTC Clearance	e (1 copy, original	)	Mun	icipal Circuit Trial	l Court
4. Clearance from	GSIS for Payment	of	GSIS	S	
Terminal Leave					
CLIENTS STEPS	AGENCY FEES TO PROCESSING PERSON				
	ACTIONS BE PAID TIME RESPONSIBL				
1. Submit	1. Accept and	No	ne	5 Minutes	HRMO II
requirements for	review				HRM Office
Terminal Leave	requirements				
Benefit (TLB)	for TLB				
	4 4 10000	NIG		2 Minutes	

CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements for Terminal Leave Benefit (TLB)	1. Accept and review requirements for TLB	None	5 Minutes	HRMO II HRM Office
	1.1 Issue Receipt Slip with Feedback Form	None	2 Minutes	HRMO II HRM Office
2. Wait for the approval of the TLB documents, Disbursement Voucher and issuance of check	2. Prepare TLB documents and submit to HRMO V and Local Chief Executive for approval	None	1 Day	HRMO II/HRMO I/HRMA HRM Office
	2.1 Review and Approve TLB Documents	None	15 Minutes	HRMO V HRM Office
	2.2 Review and Approve TLB Documents	None	2 Hours	<i>Municipal</i> <i>Mayor</i> Municipal Mayor's Office

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Prawigan ng Buk	

	2.3 Prepare Disbursement Voucher and Other Supporting Documents (After TLB documents are approved by the LCE) and forward to concerned	None	1 Hour	HRM Asst. HRM Office
	signatories  2.4 Review and Approve Disbursement Voucher and Other Supporting Documents	None	1 Day	Mun. Budget Officer/Mun. Treasurer/Mun. Accountant/Mun. Mayor MBO/MTO/MAC CO/MMO
	2.5 Prepare and process Check for Payment	None	4 Hours	Cash Clerk III MTO
	2.6 Release check to payee	None	5 Minutes	HRM Asst. HRM Office
3. Receive the check and accomplish the feedback form	3. Retrieve, evaluate and file the feedback form	None	3 Minutes	HRM Asst. HRM Office
	3.1 Return signed Disbursement Voucher and Other Supporting Documents to MTO	None	2 Minutes	HRM Asst. HRM Office
	TOTAL:	None	2 Days, 7 Hours and 32 Minutes	



# Municipal Accounting Office External Services



## 1. Issuance of BIR FORM # 2306 & 2307

This certificate is issued to the requesting suppliers for taxes withheld.

Office or Divisi	on:	Municipal Accounting Office				
Classification:		Simple				
Type of G2B – Gove			rnment to B	usiness		
transaction:						
Who may avail:		Suppliers				
CHECK				WHERE TO SEC	CURE	
REQUIR			N 4	F		
Disbursemer			Municipal i	Treasurer's Office		
attached office (Applicable to		•				
Disbursemer		` '				
2. Request Slip		donor Omy)	Municipal A	Accounting Office		
CLIENTS	-	AGENCY	FEES TO	PROCESSING	PERSON	
STEPS		ACTION	BE PAID	TIME	RESPONSIBLE	
1. Present the		eceive the	None	1 Minute		
Disbursement		ursement			Accounting Clerk	
voucher with		cher with			Municipal	
attached official receipt		ched official eipt and			Accounting Office	
and request		est slip and				
slip		d over				
3.4		lback form				
	1.1	Prepare	None	3 Minutes	Accounting Clerk	
		print in 3			/	
		es BIR form			Municipal Accounting Office	
	num	ber 2307			Accounting Office	
	1 2	Certify BIR	None	1 Minute	Municipal	
		n number	None	i wiiitate	Accountant	
	2307				Municipal	
		•			Accounting Office	
	1.3	Furnish 2	None	1 Minute	Accounting Clerk	
copies for the				/ NAai=!:==1		
		nt and take			Municipal Accounting Office	
		(1) copy			Accounting Office	
	eacr	n for file				
	<u> </u>					

No. of Lot, Lot, Lot, Lot, Lot, Lot, Lot, Lot,	N NG MAR	4
BAL	W. W.	ARG
5		3
A	VIGAN NG BUN	DE

2. Receive 2				
copies of BIR				
form number				
2307 and put				
the feedback				
form to the box				
provided				
	TOTAL:	None	6 Minutes	

## 2. Issuance of Certificate of Appearance

This Certificate is issued to the requesting client for personal appearance.

Office or Division:	Municipal Accounting Office					
Classification:	Simple					
Type of	G2B – Government to Business					
transaction:	G2C – Government to Client					
	G2G – Government to Government					
Who may avail:						
CHECKLIST OF		WHERE TO SECURE				
REQUIREMENTS						
1. Personal Appearance						
CLIENTS	AGENCY	FEES TO	PROCESSING	PERSON		
STEPS	ACTION	BE PAID	TIME	RESPONSIBLE		
1. Ask for a	1. Let the	None	1 Minute	Any Accounting Staff		
Certificate of	client sign in			Stari Municipal		
Appearance	the Logbook			Accounting Office		
	as a proof of their personal			<b>3</b>		
	appearance					
	1.1 Prepare	None	3 Minutes	Any Accounting		
	and print the	110110	5 m. a.c.	Staff		
	Certificate of			Municipal		
	Appearance			Accounting Office		
	1.2 Certify,	None	1 Minute	Municipal		
	sign and			Accountant		
	hand over the			Municipal Accounting Office		
	Certificate of			7.000 diffilling Office		
2. Receive the	Appearance	None				
Certificate of		INOHE				
Appearance						
• •	 TOTAL:	None	5 Minutes			
IVIAL. INDIR 3 Milliages						



## 3. Preparation and Issuance of Disbursement Voucher

This is issued to requesting liaison officers and the general public for the preparation of disbursement voucher.

Office or Division:	Municipal Accounting Office					
Classification:	Simple					
Type of	G2G – Government to Government					
transaction:	G2C – Government to Client					
Who may avail:	Liaison Officers of all Offices and the general public					
	CHECKLIST OF		WHERE TO SECURE			
REQUIREMENTS						
1. Approved Obligation Request		Municipal Budget Office				
with complete supporting						
documents (Applic	. •					
Disbursement Vou	cher Only)					
CLIENTS STEPS	AGENCY	FEES TO	PROCESSING	PERSON		
	ACTION	BE PAID	TIME	RESPONSIBLE		
1. Present the	1. Receive the	None	1 Minute	Accounting Clerk		
Obligation	Obligation			/ Municipal		
Request with	Request with			Municipal Accounting Office		
complete	complete			Accounting Office		
supporting	supporting					
documents	documents					
	and hand over					
	feedback form 1.1 Scrutinize	None	5 Minutes	Accounting Clerk		
	the document	None	5 Millutes	I Accounting Clerk		
	received; if			Municipal		
	there are no			Accounting Office		
	discrepancies					
	prepare and					
	print the					
	Disbursement					
	voucher in					
	three (3)					
	copies					
	1.2 Approve	None	1 minute	Municipal		
	the			Accountant		
	Disbursement			Municipal		
	Voucher as to			Accounting Office		
	completeness					
	of supporting					
	papers					



2. Receive the approved disbursement voucher and put the feedback form to the box provided		None		Accounting Clerk  I  Municipal Accounting Office
	TOTAL:	None	7 Minutes	



### 4. Processing, Pre-auditing of Disbursement Vouchers and Verification of Punong Barangay Certification

Verification of Vouchers with complete supporting documents and Punong Barangay Certification for the Issuance of Check.

Office or Division:	Municipal Accounting Office			
Classification:	Simple			
Type of	G2G – Government	to Governr	ment	
Transaction:				
Who may avail:	Barangay Treasurers	s and any a	authorized barang	gay personnel
CHECKLIS	ST OF REQUIREMEN	TS	WHERE T	O SECURE
	ent Voucher with Con	nplete	In their respective	e barangays
	documents	mont		
Voucher O	e for one (1) Disburser	nent		
	rrangay Certification(F	PRC)		
3. Check	irangay Certincation(i	DO)		
	Appropriation & Oblig	nation		
(RAO)	, ippropriation a oblig	J		
CLIENTS	AGENCY	FEES	PROCESSING	PERSON
STEPS	ACTIONS	TO BE	TIME	RESPONSIBLE
		PAID		
1. Present the	1. Receive the	None	8 Minutes	Accounting Clerk
Disbursement	Disbursement			II,Accounting Clerk III.
voucher with	Voucher and hand			Bookkeeper and
complete	over the feedback			Mgt. & Audit
supporting	form; pre-Audit			Assistant
documents,	disbursement voucher as to			Municipal
check, PBC and RAO	completeness of			Accounting Office
INAU	supporting			
	documents; print			
	and certify Journal			
	Entry Voucher;			
	Check the			
	availability of funds			
	against the RAO;			
	Check/compare			
	the data of Check			
	to the PBC to the			
	approved voucher;			
	If there are no			
	discrepancies,			
	stamp and sign the			
	PBC and hand			
	over to the			



	barangay treasurer or any authorized barangay personnel			
2. Receive the PBC, approved voucher and the		None		
Check ready for encashment and put the				
feedback form to the box provided				
	TOTAL:	None	8 Minutes	
	IOIAL.	INOLIG	O Militales	



### Municipal Accounting Office Internal Services



Issuance of Certificate of Net Take Home Pay
 This certification is issued to requesting employee/s that will avail loan and/ or other transactions needing the said certificate.

Office or Division:	Municipal Acco	unting Office		
Classification:	Simple	and and	<b>-</b>	
Type of	G2G – Government to Government/ G2C – Government to			
transaction:	Client			
Who may avail:	All LGU employees			
CHECKLIST OF REC			WHERE TO SEC	CURE
1. Request Slip			Accounting Office	
2. Official Receipt			reasurer's Office	
CLIENTS STEPS	AGENCY	FEES TO	PROCESSING	PERSON
	ACTIONS	BE PAID	TIME	RESPONSIBLE
Present the request slip with attach official receipt	1. Receive request slip with Official Receipt and hand over Feedback Form	None	1 Minute	Senior Bookkeeper Municipal Accounting Office
	1.2 Prepare and print Certificate of net take home pay	None	3 Minutes	Senior Bookkeeper Municipal Accounting Office
	1.3 Sign and hand over net take home pay	None	1 Minute	Municipal Accountant Municipal Accounting Office
2. Receive net take home pay and put the feedback form to the box provided				
	TOTAL:	PHP 20.00	5 Minutes	



### Office of the Municipal Budget External Services



#### 1. Assist and Review of Barangay Annual Budget

This service is given to all Barangays in this Municipality so that barangays will be able to disburse their funds.

Office or Div	ision:	Municipal Budget Office				
Classification		Simple	zaagot Omo	<b>-</b>		
Type of			ernment to G	Government		
transaction:		020 0010				
Who may ava	ail:	Barangay S	Secretary/Tre	easurer/ SB Comi	mittee on Finance	
		0 ,	•	ong Barangay/Ot		
		Officials		3 3,	5 ,	
CHEC	CKLIST	OF		WHERE TO SE	CURE	
REQU	IREME	NTS				
1. Draft Annua	al Budge	et for	Barangay F	Responsible		
Corrections						
2. Draft Annua	al Budge	et for	Barangay F	Responsible		
Finalization						
3. Proposed A		Budgets	Barangay F	Responsible		
submitted for						
4. AIP & GAD				elopment Office		
5. Actual Inco		the next	Municipal Accounting Office			
preceding year						
6. Certified St		of Income	Municipal Accounting Office			
7. APP & PPN			Barangay Responsible			
8. Budget Me	ssage		Barangay Responsible			
9. Resolution		- FNOV		Responsible	DEDOON	
CLIENT		ENCY	FEES TO	PROCESSING	PERSON	
STEPS		STIONS	BE PAID	TIME	RESPONSIBLE	
Present     Actual	make a	eive and	None	10 Minutes	Budget Officer II/Municipal Budget	
Income from		tation of			Office	
the next		nitations			<b>55</b>	
preceding		mmary of				
year and the	Income	•				
Certified	Expend					
Statement	1.1 Pro		None	2 minutes	Budget Officer II	
of Income		gay Budget	110110	2	Municipal Budget	
	Forms	,a, = a.a.g.			Office	
2. Submit	2. Red	eive,	None	20 Minutes	Budget Officer II	
Annual		and make			Municipal Budget	
Barangay	necess	sary			Office	
Budget	correct	ions of the				
Forms	draft A	nnual				
		gay Budget				
	Forms	presented				



	,			***************************************
	for Preliminary Review of the computations for Preliminary Review of the computations 2.1 If there is no corrections, return the form for finalization	None	5 minutes	Budget Officer II/Municipal Budget Office
	2.2 If there are any corrections, return the draft Annual barangay budget forms and explain all the corrections that needs to be corrected	None	20 minutes (paused clock)	Budget Officer II/Municipal Budget Office
3. Present the corrected draft Annual Barangay Budget Form for another review and checking	3.Review and check the corrected barangay budget forms, if there is no correction/s, return the form and comply the necessary correction/s	None	5 minutes (paused clock)	Budget Officer II/Municipal Budget Office
- V	3.1 If there is another corrections from the first review, return the forms for final correction	None	10 minutes (paused clock)	Budget Officer II/Municipal Budget Office
4. Submit finalized eight (8) copies of approved Annual Barangay Budget to Municipal Budget Office	4. Receive and review the final Annual Barangay Budget together with necessary attachments	None	5 minutes	Budget Officer II/Municipal Budget Office

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LEL			No.
	VIGAN NO	BUKID	

	4.1 Prepare the Technical Review Analysis Sheet for signature to the Local Finance Committee (LFC)	None	15 minutes	Budget Officer II/Municipal Budget Office
	4.2 Give a copy of Technical Review Analysis Sheet to the Barangay representative and to the Sangguniang Bayan Office for Reading of Approval	None	4 minutes (paused clock)	Budget Officer II/Municipal Budget Office
5. Follow up approved Sanggunian g Bayan Resolution of their Budget	5. Furnish a copy of Approved Resolution to the Municipal Accounting Office	None	2 minutes	Budget Officer II/Municipal Budget Office
	Total	None	98 minutes (1 hour and 38 minutes)	



### 2. Assist and Review of Sangguniang Kabataan (SK) Annual Budget

This service is given to all SK Barangays in this Municipality so that barangays will be able to disburse their funds.

Office or Division:	Municipal Budget C	Office		
Classification:	Simple			
Type of	G2G – Governmen	t to Govern	nment	
Transaction:				
Who may avail:	SK Chairman			
	ST OF REQUIREM	ENTS	WHEF	RE TO SECURE
<ol> <li>Draft Annu</li> </ol>	al Budget for Correc	tions	Barangay	Responsible
<ol><li>Draft Annu</li></ol>	al Budget for Finaliza	ation	Barangay	Responsible
3. Proposed / review	Annual Budgets subr	mitted for	Barangay	Responsible
4. ABYIP Cer	tification		Barangay	Responsible
5. CBYDP				Responsible
<ol><li>Certificatio</li></ol>	n			Responsible
7. APP & PPI			Barangay	Responsible
8. Resolution				Responsible
CLIENTS	AGENCY	FEES	PROCESSIN	
STEPS	ACTIONS	TO BE	TIME	RESPONSIBLE
4.0.1	4 D	PAID		D 1 1 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0
1. Submit Annual SK Barangay Budget Forms	1. Receive, review and make necessary corrections of the draft Annual SK Barangay Budget Forms presented for Preliminary Review of the computations	None	5 minutes	Budget Officer II/Municipal Budget Office
	1.1 If there is no corrections, return the form for finalization 1.2 If there are	None	2 minutes	Budget Officer II/Municipal Budget Office
	any corrections, return the draft Annual SK Barangay Budget forms and explain all the corrections that needs to be corrected	None	2 minutes (paused clock	Budget Officer  II/Municipal Budget Office

H	NG MAA	P.A.
BAL		ARG
FE		No.
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				GAN NG BU
2. Present the corrected draft Annual SK Barangay Budget Form for another review and checking	2.Review and check the corrected SK Barangay Budget forms, if there is no corrections, return the forms for finalization	None	5 minutes (paused clock)	Budget Officer II/Municipal Budget Office
	2.1 If there is another correction or some corrections from the first review are still not satisfied, return the form for another corrections to make	None	10 minutes (paused clock)	Budget Officer II/Municipal Budget Office
3. Submit the finalized eight (8) copies of approved Annual SK Barangay Budget to the Municipal Budget Office	3.Receive and review the final Annual SK Barangay Budget together with necessary attachments	None	5 minutes	Budget Officer II/Municipal Budget Office
	3.1 Prepare the Technical Review Analysis Sheet for signature to the Local Finance Committee (LFC)	None	15 minutes	Budget Officer II/Municipal Budget Office
	3.2 Give a copy of Technical Review Analysis Sheet to the SK Barangay representative and to the Sangguniang Bayan Office for Reading of Approval	None	4 minutes (paused clock)	Budget Officer II/Municipal Budget Office
4. Follow up the approved Sangguniang	4. Furnish a copy of Approved Resolution to the	None	2 minutes	Budget Officer II/Municipal Budget Office



Bayan	Municipal			
Resolution of	Accounting Office			
their Budget				
	TOTAL:	None	50 Minutes	



#### 3. Preparation and Control of Obligation Request

This document is prepared and given to the client as one of the attachments to the disbursement voucher.

	o the dispulsemen				
Office or	Municipal Budget Office				
Division :					
Classification:	·				
Type of		ent to Government,			
Transaction:	G2B – Governme				
	G2C Government				
Who may avail:	All Offices and Ci	tizens of Maramag			
CHECKLIST OF		WHERE TO SECURE			
REQUIREMENTS					
		ND MATERIALS AND MEALS and SNACKS			
1. Approved Purc		Concerned Offices			
2. Purchase Orde		Concerned Offices			
3. Request for Qu		Concerned Offices			
minimum of 3 qua	ılified				
establishment)					
4. Canvass Certifi	•	Concerned Offices			
signed by the can	,				
5. Abstract of Per		Concerned Offices			
(with complete sig					
6. Inspection and		Concerned Offices			
Report (with comp					
7. Pre & Post Inspection Report		Concerned Offices			
(for repair and ma					
machineries, vehi					
equipment and wi	th complete				
signature)		2 10"			
8. Delivery Receip		Concerned Offices			
statement, Sales					
receipts (for reimb		0			
9. BID Documents		Concerned Offices			
public bidding) or					
(in case of small v	raiue				
procurement)		Concerned Offices			
10. Waste Materials Report (for		Concerned Offices			
repair and maintenance of machineries, vehicles and					
equipment and wi					
signature)	iii compiete				
11. Acknowledger	ment Receipts of	Concerned Offices			
Equipment (for Ca		Outdeffied Offices			
12. Requisition ar		Concerned Offices			
12. Nequisition at	iu issualice slip	Concented Offices			



				YGAN NG BUT	
13. Attendance S and snacks paym reimbursement)	`	Concerne	ed Offices		
FOR REIMBURS	SEMENT OR CASI	H ADVANO	E OF TRAVELL	NG EXPENSES	
1. Travel Order, Itinerary of Travel, radio message or invitation letter, certificate of attendance/appearance and tickets or official receipts (for reimbursement)		Concerned Offices			
	FO	R PAYROL	_L		
1. Daily time reco	rd	HRMO			
2. Proof of travel	(if on official	Concerne	ed Offices		
business)					
3. Appointment		HRMO			
	FOR FINAN				
Letter with May Doctor's prescript notation		From outside client who seeks for assistance			
FOR AICS (MSWDO)					
Letter with May Doctor's prescript notation		From outside client who seeks for assistance			
2. Case Summary	/ Report	MSWDO			
3. Certificate of E	ligibility	MSWDO			
<b>CLIENT STEPS</b>	AGENCY	FEES	PROCESSING	PERSON	
	ACTIONS	TO BE PAID	TIME	RESPONSIBLE	
Submit all the required documents to the front desk	1. Check the completeness of the documents and endorse to the person in charge	of Budgeting Assistant		Budget Aide or Budgeting Assistant/ Municipal Budget Office	
	1.2 Review the submitted documents and prepare the Obligation Request	None	3 minutes	Budget Officer I and Budgeting Assistant/Municip al Budget Office	



	1.3 Record the Obligation Request and endorse to the liaison for signature	None	2 minutes	Budget Officer I and Budgeting Assistant/Municip al Budget Office
2. Secure signature of the Department Head and return to MBO	2. Check the completeness of the documents and record to the logbook	None	3 minutes	Budget Aide, Budgeting Assistant, and Budget Officer I/Municipal Budget Office
	2.1 Refer to the MBO for review and signature	None	1 minute	MBO/Municipal Budget Office
	2.2 Release the documents to the client and or submit to the Accounting Office for the next step	None	1 minute	Budget Aide and Budgeting Assistant/Municip al Budget Office
	TOTAL:	None	16 minutes	



## Office of the Municipal Budget Internal Services



#### 1. Preparation and submission of Manpower Compliment Report

This document is being prepared for attachment of the report of the office asking for it. This contains the salaries and wages of the Permanent, Casual and Job orders as well as their benefits.

Office or Division:	Municipal Budget Office					
Classification:	Simple	Simple				
Type of	G2G – Governm	ent to Gov	ernment			
Transaction:						
Who may avail:	Human Resourc					
	OF REQUIREM	ENTS		TO SECURE		
None			None			
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
Submit     requirement     for client report	1.Acknowledg e the person asking for a report	None	1 minute	Budget Officer //Municipal Budget Office		
	1.1 Prepare the Manpower Compliment Report	None	8 hours	Budget Officer //Municipal Budget Office		
2. Receive the Manpower Compliment Report	2. Release the Manpower Compliment Report and submit it to Human Resource Management Office	None	2 minutes	Budget Aide/ Municipal Budget Office		
TOTAL:		None	8 Hours and 3 Minutes			



### 2. Issuance of Certificate of Availability of Funds

This certification is issued to clients who requested to secure this document.

Office or	Municipal Budge	et Office				
Division:						
Classification:	Simple					
Type of	G2G – Governm	ent to Gov	erni	ment		
Transaction:						
Who may avail:	All Requesting C			-		
	OF REQUIREME	ENTS			TO SECURE	
None				None		
CLIENTS STEPS	AGENCY	FEES	PF	ROCESSING	PERSON	
	ACTIONS	TO BE		TIME	RESPONSIBLE	
		PAID				
Fill-up a     request slip     and submit to     the person in     charge	1. Receive the request slip, prepare the report and endorse to the Municipal Budget Officer for review and signature.	None		20 minutes	Budget Officer II/Municipal Budget Office	
	1.2 Release the requested document to the client	None 30 seconds Budget Officer //Municipal Budget Office				
	TOTAL:			20 minutes and 30 seconds		



### 3. Preparation and submission of Fund Utilization

This certification is issued to clients who requested to secure this document.

Office or Division:	Municipal Budget Office					
Classification:	Simple					
Type of	G2G – Govern	ment to Gov	ernment			
Transaction:						
Who may avail:	All Offices					
CHECKLIST	OF REQUIREMI	ENTS	WHERE 1	O SECURE		
None			None			
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PERSON RESPONSIBL E			
Fill-up a request slip and submit to the person in charge	1. Prepare the Report and endorse to Municipal Budget Officer for review and signature	None	30 minutes	Budget Officer //Municipal Budget Office		
Follow up the report	2. Release None 1 minute Budget Officer					
TOTAL: None 31 minutes						



# 4. Preparation and submission of Utilization of the 20% Component IRA for Development Projects and Local Disaster Risk Reduction and Management Fund Utilization

This report is prepared and given to the DILG, MPDO and COA to post in three (3) Conspicuous places.

Office or Division:	Municipal Budget Office					
Classification:	Simple					
Type of	G2G – Governme	nt to Gove	rnm	ent		
Transaction:						
Who may avail:	Municipal Plannin	g and Dev	elop	ment Office		
CHECKLIS	T OF REQUIREME	ENTS		WHERE	TO SECURE	
None				None		
<b>CLIENTS STEPS</b>	AGENCY	FEES	PF	ROCESSING	PERSON	
	ACTIONS	TO BE		TIME	RESPONSIBLE	
		PAID				
Request report to the person in charge	1. Prepare and endorse the requested report to the Municipal Planning and Development Office and Municipal Engineering Office for checking and evaluation	None	F	8 hours Pause clock	Budget Officer II/Municipal Budget Office	
	1.1 Finalize the report and refer to the Municipal Budget Office for review and signature	None	4	20 minutes	Municipal Budget Officer/Municipal Budget Office	
	1.2 Endorse to the Municipal Mayor's Office for signature of the LCE	Pause clock  Officer  II/Municipal  Budget Office				
2. Follow up the report	2. Give the report	None		1 minute	Budget Officer II/Municipal Budget Office	
	TOTAL:	None		6 hours and 21 minutes		



#### 5. Review and Control of Purchase Requests

This document is being reviewed, controlled and is given to the client as one of the attachments for the processing of financial documents.

Office or Division:	Municipal Budget Office					
Classification:	Simple					
Type of	G2G – Government to Government					
Transaction:						
Who may avail:	All Offices					
	T OF REQUIREM	MENTS			TO SECURE	
Purchase Records				ncern Offi		
	st Inspection for E	quipment	Cor	ncern Offi	ces	
	ete signatures) ty Design/Training	n Design (Fo	r Cor	ncern Offi	COS	
	trainings conduct		1   001	icem om	063	
CLIENTS STEPS	AGENCY	FEES TO	PROC	ESSING	PERSON	
	ACTIONS	BE PAID	TI	ME	RESPONSIBLE	
Submit all the required documents to the front desk	1. Check the completeness of the documents and log to the record book 1.1 Control the Purchase Request	None None		nutes	Budget Aide or Budgeting Assistantl Municipal Budget Office  Budget Aide or Budgeting Assistant/ and Budget Officer	
	1.2 Refer to the MBO for review and	None	3mii	nutes	I/Municipal Budget Office Municipal Budget Officer II/Municipal	
	signature	Nicos	4		Budget Office	
	1.3 Release to the client and or submit to the ADMIN Office or MMO for approval	None	1 m	inute	Budget Aide and Budgeting Assistant/Municip al Budget Office	
TOTAL: None 8 Minutes						



# Office of the Municipal Treasurer External Services



1. Collection of Tax, Other Fees and Charges
Tax, other fees and charges are imposed and collected by the Local Government Unit pursuant to Book II, Title I, of Republic Act 7160 or the Local Government Code of 1991 and Municipal Revenue Code.

Office or Division:		Municipal 1	Freasurer's Office			
Classification:		Simple				
Type of Transactio	n:	G2C- Government to Client				
		G2B- Government to Business				
140			G2G- Government to Government			
Who may avail:			non-local resident			
CHECKLIS	ST OF	property(le	s) located within t WHERE TO SE			
REQUIREN			WHERE IO SEC	JURE		
1. For payment of F						
Tax	. ,					
- Approved Real		Municipal 7	Treasurer's Office			
(RPT) Statemen						
(Original, 1 copy						
2. For payment of B						
- Business Permi	t (Original, 1	Municipal Administrator's Office				
copy)	Other Fees and					
3. For payment of Other Fees and Charges						
_	- Order of Payment (Original, 1		000			
copy)	<b>, ,</b>	Office where you transact with     Municipal Treasurer's Office or Barangay				
- Community Tax	Certificate		Treasurer (within Maramag)			
(Original, 1 copy)						
CLIENT STEPS	AGENCY	FEES TO	PROCESSING	PERSON		
4. Dyonon old to the	ACTIONS	BE PAID	TIME	RESPONSIBLE		
Proceed to the	1. Verify	Please refer to	10 minutes	Revenue Collection Clerk		
Municipal Treasurer's Office	requirements and receive	schedule		II, RCC I		
either from	payment.	of tax/		Municipal		
Windows 1 to 8	paymont.	fees/		Treasurer's		
and present		charges		Office		
requirements and	1.1 Generate	None	5 minutes	Revenue		
pay tax/ fees/	pay tax/ fees/ Official			Collection Clerk		
charges.	receipt.			II, RCC I		
				Municipal —		
				Treasurer's		
				Office		
	1	1	1			



	1.2 Release/	None	2 minutes	Revenue
	issue Official			Collection Clerk
	Receipt and			II, RCC I
	provide			Municipal
	Feedback			Treasurer's
	Form			Office
2. Receive Official	2. Retrieve	None	2 minutes	Revenue
Receipt and	accomplished			Collection Clerk
accomplish	feedback			II, RCC I
feedback form.	form			Municipal
				Treasurer's
				Office
	TOTAL:	Please	19 minutes per	
		refer to	single	
		schedule	transaction	
		of tax/		
		fees/		
		charges		

Schedule of tax for Real Property.

- 1. Rate of basic real property at the rate not exceeding one percent (1%) of the assessed value of real property;
- 2. Additional Levy on Real Property at a rate of one percent (1%) on the assessed value of real property which shall be in addition to the basic real property tax. The proceeds thereof shall exclusively accrue to the Special Education Fund (SEF);
- 3. Discount for basic real property tax and Special Education Fund (SEF) when paid in advance not exceeding twenty percent (20%) for advance payment and payment not exceeding ten percent (10%) for prompt Payment.
- 4. Interests on Unpaid Real Property Tax when due at the rate of two percent (2%) per month on the unpaid amount or a fraction thereof, until the delinquent tax shall have been fully paid: Provided, however, that in no case shall the total interest on the unpaid tax or portion thereof exceed thirty-six (36) months.

Payment of Real Property Taxes in Installments. - The owner of the real property or the person having legal interest therein may pay the basic real property tax and the additional tax for Special Education Fund (SEF) due thereon without interest in four (4) equal installments; the first installment to be due and payable on or before March Thirty-first (31st); the second installment, on or before June Thirty (30); the third installment, on or before September Thirty (30); and the last installment on or before December Thirty-first (31st), Payments of real property taxes shall first be applied to prior years delinquencies, interests, and penalties, if any, and only after said delinquencies are settled may tax payments be credited for the current period.



#### 2. Disbursements for Petty Cash Voucher or Payrolls

The Petty Cash Fund should be sufficient for the non-recurring, emergency and petty expenses of the Local Government Unit for one month. Disbursements from the Petty Cash Fund shall be through the Petty Cash Voucher which shall be signed by the payee to acknowledge the amount received.

Municipal Budget Office				
Payee's authorization  FEES TO PROCESSING PERSON				

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Municipal Treasurer's Office Disbursement Section and present requirements	1. Receive, check and verify completeness of requirements.	None	2 minutes	Cashier I Municipal Treasurer's Office
2. Acknowledge the amount received	2. Disburse for the Petty cash voucher or payroll	None	5 minutes	Cashier I Municipal Treasurer's Office
2. Accomplish and submit the feedback form	2. Request to accomplish and retrieve the feedback form	None	1 minute	Cashier I Municipal Treasurer's Office



TOTAL:	None	8 minutes	
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### 3. Issuance of Community Tax Certificate (Cedula) for Individual and Corporation

There shall be imposed/collected community tax on natural or juridical persons residing in the municipality.

Office or Division:	Municipal Treasurer's Office
Classification:	Simple
Type of Transaction:	G2C- Government to Client
	G2B- Government to Business
Who may avail:	For individual (any of the following):  1. A resident of this municipality, 18 years of age or over who has been regularly employed on a wage or salary basis for at least 30 consecutive working days during any calendar year,  2. Who is engaged in business,  3. Who owns real property with an aggregate assessed value of P1,000.00 or more, or  4. Who is required by law to file income tax return (ITR)  For Corporate:  1. Every corporation no matter how created or organized, whether domestic or resident-foreign, engaged in doing business in the Philippines whose principal office is located in this municipality.
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For individual (any of the following from items 1-3)  1. Previous Cedula if available (Original, 1 copy)  2. Income Tax Return (ITR) (Original, 1 copy)  3. Any government issued identification card (Original, 1 copy)  4. Personal Appearance.	Personal official documents, Bureau of Internal Revenue Personal official documents,
For Corporate:  1. Business Permit if available (Original, 1 copy)	-Municipal Administrator's Office (Business Permit and Licensing Division) -Securities and Exchange Commission



- 2. Securities and Exchange Commission (SEC) certificate of registration (Original, 1 copy)
- Income Tax Return (ITR) (Original, 1 copy)
   Any government issued
- Any government issued Identification Card for representative (Original, 1 copy)
- -Bureau of Internal Revenue
- -Personal document

copy)					
CLIENT STEPS	AGENCY	FEES TO	PROCESSING	PERSON	
	ACTIONS	BE PAID	TIME	RESPONSIBLE	
1. Proceed to the Municipal Treasurer's Office either from Windows 1 to 8 and present requirements	1. Receive fill- up information to Community Tax Certificate Accountable Form and check completeness of requirement	None	5 minutes	Revenue Collection Clerk II, RCC I/ Municipal Treasurer's Office	
2. Payment of tax due	2. Generate Official Receipt and receive payment	Please refer computati on below	5 minutes	Revenue Collection Clerk II, RCC I/ Municipal Treasurer's Office	
	2.1 Request client to affix signature & thumb mark at Community Tax certificate accountable form	None	1 minute	Revenue Collection Clerk II, RCC I/ Municipal Treasurer's Office	
3. Affix signature and thumb mark at Community Tax certificate accountable form	3. Release Community Tax Certificate and provide feedback form	None	1 minute	Revenue Collection Clerk II, RCC I/ Municipal Treasurer's Office	
4. Receive Community Tax Certificate and Accomplish the feedback form.	4. Retrieve accomplished feedback form.	None	1 minute	Revenue Collection Clerk II, RCC I/ Municipal Treasurer's Office	
	TOTAL:	None	13 Minutes		



## 5. **Issuance of Statement of Account for Real Property Tax**Statement of Account for Real Property Tax is issued to owner reflecting fees/charges for basic tax, special education and road maintenance fee.

Office or Division	•	Municipal 7	Freasurer's Office		
Classification:	-	Simple			
Type of Transacti	on:	G2C- Government to Client			
			G2B- Government to Business		
		G2G- Gove	ernment to Goveri	nment	
Who may avail:		Local and r	non-local resident	s who owns real	
		property (ie	es) located within		
CHECKL			WHERE TO SEC	CURE	
REQUIRE					
1. Approved Tax D	Declaration	Municipal A	Assessor's Office		
(original, 1 copy)		•			
2. Real Property Ta			Freasurer's Office		
(AF56) of previous	year (original, 1		Treasurer's Office	(ivialaybalay	
copy)	Cortificato	City)	Francurar's Office		
3. Community Tax	Ceruncate		Γreasurer's Office Γreasurer (within Ι		
(Original, 1 copy)  CLIENT STEPS	AGENCY	FEES TO	PROCESSING	PERSON	
OLILINI OILI O	ACTIONS	BE PAID	TIME	RESPONSIBLE	
1. Proceed to the Municipal Treasurer's Office either from Windows 1 to 8 and present requirements	1. Receive, check and verify completeness of requirements. 1.1 Validate Tax Declaration and the amount, date, tax year reflected in the Official Receipt presented versus record in the system (RPTAR)	None	3 minutes 3 minutes	Revenue Collection Clerk II, Revenue Collection Clerk I/ Municipal Treasurer's Office  Revenue Collection Clerk III, Revenue Collection Clerk II, Revenue Collection Clerk I/ Municipal Treasurer's Office	
	1.2 Generate Statement of Account	None	3 minutes	Revenue Collection Clerk III, Revenue Collection Clerk II, Revenue Collection Clerk I/	



	,			
				Municipal
				Treasurer's Office
	1.3 Review	None	3 minutes	Municipal
	and sign			Treasurer,
	Statement of			Assistant
	Account			Municipal
	7 1000 01111			Treasurer/
				Municipal
				Treasurer's Office
	1.4 Release	None	1 minute	Revenue
	Statement of			Collection Clerk
	Account and			III, Revenue
	provide			Collection Clerk
	feedback form			II, Revenue
	and log-book.			Collection Clerk I/
	and log-book.			Municipal
				Treasurer's Office
2. Received	<ol><li>Retrieve</li></ol>	None	1 minute	Revenue
Statement of	accomplished			Collection Clerk
Account and	feedback form			II, Revenue
accomplish the	and log-book.			Collection Clerk I/
feedback form				Municipal
and log-book.				Treasurer's Office
and log book.	TOTAL:	None	14 minutes	
	IOIAL.	INOLIG	17 111111111111111111111111111111111111	



### 5. Issuance of Certificate of Ownership of Large Cattle and Certificate of Transfer of Ownership of Large Cattle (Out of Office) Certificate of Ownership or Transfer of Ownership is issued to owner of large cattle

as proof of legal ownership.

Office or Division	•	Municipal Treasurer's Office				
Classification:		Simple				
Type of Transacti	on:		ernment to Client			
		G2B- Government to Business				
		G2G- Government to Government				
Who may avail:		Local and r	non-local resident	s who owns large		
		cattle				
CHECKL REQUIRE			WHERE TO SE	CURE		
1. For Certificate						
of Large Cattle:	or Ownership					
a. Mother Crede	ntial (Certificate	Personal fi	le			
of Ownership of La	•	l oroonar m				
53) (Original, 1 cop	•					
, , ,	b. Barangay Certification as		Chairman (of whe	ere the place of		
proof of ownership (Original, 1		origin or wh	nere cattle's barn	is located)		
copy)						
2. For Certificate of Transfer of						
Ownership of Large Cattle:						
a. Owner's Creden		5	•			
Certificate of Owne		Personal file				
Cattle AF 53) (Orig		Personal file				
b.Deed of Sale (Or	igiriai, i copy)	Personarii	r ersonal file			
3. Owner's sworn a	authorization					
letter and any gove	ernment issued	Owner's authorization				
identification card (	ID) (for	Owner's authorization				
representative) (or	ginal, 1 copy)					
4. Barangay reque		Barangay Chairperson (of where the place of				
scheduling of mass	•	origin or wh	nere cattle's barn	is located)		
the barangay (Orig			DD COESCUIO	DEDOOL		
CLIENT STEPS	AGENCY	FEES TO	PROCESSING	PERSON		
1. Proceed to the	ACTIONS  1. Receive	None	TIME 3 minutes	RESPONSIBLE Revenue		
Municipal	barangay	INUTIE	3 minutes	Collection Clerk		
Treasurer's Office	request and			II, RCC I		
and submit	schedule the	Municipal				
Barangay request	ocular			Treasurer's Office		
	inspection					
	1.2 Conduct	None	6 minutes	Revenue		
	ocular			Collection Clerk		



	inspection of cattle  1.3 Notify for corresponding fee and advise to pay.	None	1 minute	II, Revenue Collection Clerk I Municipal Treasurer's Office Revenue Collection Clerk II, Revenue Collection Clerk I Municipal
2. Pay the corresponding fee	2. Receive payment, issue official receipt and prepare Certificate of Ownership of Large Cattle or Certificate of Transfer of Ownership of Large Cattle	Please refer computati on below.	5 minutes	Treasurer's Office Revenue Collection Clerk II, RCC I Municipal Treasurer's Office
	2.1 Release Certificate of Ownership of Large Cattle or Certificate of Transfer of Ownership of Large Cattle and provide feedback form and log-book	None	3 minutes	Revenue Collection Clerk II, RCC I Municipal Treasurer's Office
3. Receive Certificate of Ownership of Large Cattle or Certificate of Transfer of Ownership of Large Cattle and accomplish feedback form	3. Retrieve feedback form and log-book	None	2 minutes	Revenue Collection Clerk II, RCC I Municipal Treasurer's Office
	TOTAL:	Varying	20 minutes	



#### Fees to be paid:

Particular	Fee	Service fee	ESPF	SSF	Livestock Development Fund	Total
Certificate of Ownership	150.00	5.00	50.00	25.00	2.00	232.00 per large cattle
Certificate of transfer	150.00	10.00	50.00	25.00	2.00	237.00 per large cattle
Registration of private band	200.00	0.00	75.00	25.00	0.00	300.00 per Private brand

#### 6. Issuance of Checks

Upon receipt of the approved Disbursement Voucher for payment, the office shall then prepare, sign and release check in payment therefor.

Office or Division	•	Municipal Treasurer's Office			
Classification:		Simple			
Type of Transacti	on:	G2C- Government to Client			
			ernment to Busine		
		G2G- Government to Government			
Who may avail:			non-local resident	s in this	
		municipalit			
CHECKL REQUIRE		WHERE TO SECURE			
1. Approved Disbu Voucher with comp papers (Original, 3	lete supporting	Municipal Budget Office			
2. Government Issu Identification (I.D.) 1 ID Card)		Personal			
3. Notarized author (for representative) copy)		Notary public			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Proceed to the Municipal check and verify Check Window Section and present 1. Receive, check and verify completeness of requirements		None	3 minutes	Cash Clerk II  Municipal  Treasurer's Office	
requirements.	1.1 Issuance of Check and	None	3 minutes	Cash Clerk II  Municipal  Treasurer's Office	



				IN NG C
	prepare for signature			
	1.2 Review and sign of Check	none	2 minutes	Municipal Treasurer Assistant Municipal Treasurer Municipal Treasurer's Office
	1.3 Forward Check to the Municipal Mayor's Office for signature	none	1 minute	Clerk II Municipal Treasurer's Office
	1.4 Sign Check	none	(paused clock)	Municipal Mayor/ Municipal Mayor's Office
2. Receive Certificate of Ownership of Large Cattle or Certificate of Transfer of Ownership of Large Cattle and accomplish feedback form	2. Retrieve feedback form and log-book	None	2 minutes	Municipal Treasurer, Assistant Municipal Treasurer Municipal Treasurer's Office
	TOTAL:	None	12 minutes (per Check)	



#### 7. Issuance of Real Property Tax Clearance Certificate

Real Property Tax is the tax on real property imposed by the Local Government Unit pursuant Book II, Title I, Republic Act 7160 of the Local Government Code. Tax Clearance Certificate is a written confirmation from Revenue that a person's tax affairs are in order at the date of issue of the certificate.

Office or Division:	Municipal Treasurer's Office			
Classification:	Simple			
Type of Transaction:	G2C- Government to Client			
•	G2G- Government to Government			
Who may avail:	Local and non-local residents who owns real			
	property(ies) located within this municipality.			
CHECKLIST OF	WHERE TO SECURE			
REQUIREMENTS				
1. One original copy of approved				
tax declaration for				
a. Land (if land only); or	Municipal Assessor's Office.			
1.2. Land and improvement (for				
land with improvements).				
2. One original and one photocopy	Municipal Treasurer's Office, or			
of Real Property Tax Receipt	Provincial Treasurer's Office (Malaybalay			
(AF56) for current year payment in	City)			
full for land and improvement.	5.597			
3. Original copy of Community Tax	M			
Certificate of declared owner.	Municipal Treasurer's Office,			
(Pursuant to article 33, of the	Barangay Treasurer (within Maramag)			
municipal revenue code 2014).	DID actallity office legated at the Municipal			
4. One documentary stamp per certification.	BIR satellite office located at the Municipal Hall			
5. One original copy and one	Tall			
photocopy of authorization letter				
from declared owner with				
government issued identification				
card (ID) of owner and	Notary public			
representative/Licensed Real				
Estate Broker, in the absence of				
the declared owner.				
6.For ownership transfer				
(additional):				
a. One copy and one photocopy				
of Deed of Conveyance; and				
b. One original copy and one	Notary public			
photocopy of authorization	Trotally public			
letter from declared owner				
with government issued				
identification card (ID) of				
owner and				



representative/Licensed Real Estate Broker, in the absence of the assignee.

of the assignee.					
CLIENT STEPS	AGENCY	FEES TO	PROCESSING	PERSON	
	ACTIONS	BE PAID	TIME	RESPONSIBLE	
1. Proceed to the Municipal Treasurer's Office Windows 1 to 8 and present requirements	1. Receive, check and verify completeness of requirements. Notify for tax clearance certification fee and advise to pay.	None	5 minutes	Revenue Collection Clerk II, Revenue Collection Clerk I Municipal Treasurer's Office	
2. Pay for the tax clearance certification fee.	2. Received payment, generate official receipts	Certificati on Fee of PHP 100.00 and Educatio nal Support Program Fee of PHP 20.00 per real property unit (RPU) per Certificati on.	5 minutes	Revenue Collection Clerk II,Revenue Collection Clerk I Municipal Treasurer's Office	
	2.1 Generate and sign the tax clearance certificate	None	15 minutes per RPU per certification	Revenue Collection Clerk II, Revenue Collection Clerk I Municipal Treasurer, Assistant Municipal Treasurer/ Municipal Municipal Municipal Treasurer's Office	



3. Accomplish the feedback form.	3. Request to accomplish the feedback form and logbook	None	5 minutes	Revenue Collection Clerk II, Revenue Collection Clerk I Municipal Treasurer's Office
4. Submit accomplished feedback form and receive copy of tax clearance certificate.	4. Release the tax clearance certificate and received accomplished feedback form and logbook.	None	2 minutes	Revenue Collection Clerk II, Revenue Collection Clerk I Municipal Treasurer's Office
	TOTAL:	PHP 120.00	32 minutes	



# Office of the Municipal Treasurer Internal Services



### 1. Disbursements for Petty Cash Voucher or Payrolls

The Petty Cash Fund should be sufficient for the non-recurring, emergency and petty expenses of the Local Government Unit for one month. Disbursements from the Petty Cash Fund shall be through the Petty Cash Voucher which shall be signed by the payee to acknowledge the amount received.

Office or Division	:		Treasurer's Office		
Classification:		Simple			
Type of Transacti	on:	G2C- Government to Client			
Who may avail:		Local government employees			
CHECKL			WHERE TO SEC	CURE	
REQUIRE					
approved Petty Ca payroll with suppor attached, released Office.	1. Three original copies of approved Petty Cash Voucher / payroll with supporting papers attached, released by Budget Office		Municipal Budget Office		
2. One governmen Identification Card individual payee.	(ID) for	Personal I.	D.		
3. For representative, one original copy and one photocopy of authorization letter from payee with government issued identification card (ID) of payee and representative.		Payee's authorization letter			
CLIENT STEPS	AGENCY	FEES TO	PROCESSING	PERSON	
1. Proceed to the Municipal Treasurer's Office Disbursement Section and present requirements	1. Receive, check and verify completeness of requirements.	None	TIME 2 minutes	Cashier I Municipal Treasurer's Office	
2. Acknowledge the amount received voucher or payroll		None	5 minutes	Cashier I Municipal Treasurer's Office	
2. Accomplish and submit the feedback form	2. Request to accomplish	None 1 minute Cashier I Municipal Treasurer's Office			
	and retrieve the feedback form TOTAL:	None	8 minutes	.,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,	



## 2. Issuance of Community Tax Certificate (Cedula) for Individual and Corporation

There shall be imposed/collected community tax on natural or juridical persons residing in the municipality.

Office or Divisio	n:	Municipal 7	Treasurer's Office		
Classification:		Simple			
Type of Transac	tion:	G2C- Gove	ernment to Client		
Who may avail:		Local gove	rnment employee		
	LIST OF		WHERE TO SEC	CURE	
REQUIREMENTS					
For individual (any of the following from items 1-3)  1. Previous Cedula if available (Original, 1 copy)  2. Gross Compensation Income			Personal official documents  Municipal Accounting Office		
<ol><li>Any goverr</li></ol>	on card (Original,	Personal o	fficial documents		
CLIENT STEPS	AGENCY	FEES TO	PROCESSING	PERSON	
1. Proceed to	ACTIONS 1.1 Receive fill-	BE PAID None	TIME 5 minutes	RESPONSIBLE Revenue	
the Municipal Treasurer's Office either from Windows 1 to 8 and present requirements	up information to Community Tax Certificate Accountable Form and check completeness of requirement	rtono	o minutos	Collection Clerk II, RCC I/ Municipal Treasurer's Office	
2. Payment of tax due	2. Payment of 2.1 Generate		5 minutes	Revenue Collection Clerk II, RCC I/ Municipal Treasurer's Office	
O. AKI:	2.2 Request client to affix signature & thumb mark at Community Tax certificate accountable form	None	1 minute	Revenue Collection Clerk II, RCC I/ Municipal Treasurer's Office	
3. Affix signature and thumb mark at	3. Release Community Tax Certificate and	None	1 minute	Revenue Collection Clerk II, RCC I/	



Community Tax certificate	provide feedback form			Municipal Treasurer's Office
accountable form				
4. Receive Community Tax Certificate and Accomplish the feedback form.	4. Retrieve accomplished feedback form.	None	1 minute	Revenue Collection Clerk II, RCC I/ Municipal Treasurer's Office
	TOTAL:	None	13 Minutes	



### 3. Issuance of Checks

Upon receipt of the approved Disbursement Voucher for payment, the office shall then prepare, sign and release check in payment therefor.

Office or Division	•	Municipal 1	reasurer's Office			
Classification:		Simple				
Type of Transacti	on:	G2C- Government to Client				
Who may avail:		Local government employee				
CHECKL			WHERE TO SECURE			
REQUIRE						
Approved Disbur						
Voucher with comp		Municipal E	Budget Office			
papers (Original, 3						
2. Government Issu						
Identification (I.D.)	Card. (Original,	Personal				
1 ID Card) 3. Notarized author	ri-atian latter					
		Notory nub	lio			
(for representative) copy)	(Original, 1	Notary pub	ille			
CLIENT STEPS	AGENCY	FEES TO	PROCESSING	PERSON		
02.2.1.	ACTIONS	BE PAID	TIME	RESPONSIBLE		
1. Proceed to the	1. Receive,	None	3 minutes	Cash Clerk II		
Municipal	al check and verify			Municipal		
Treasurer's Office				Treasurer's Office		
Check Window	completeness					
Section and						
present	requirements					
requirements.	1.1 Issuance	none	3 minutes	Cash Clerk II		
	of Check and			Municipal Treasurer's Office		
	prepare for			Treasurer's Office		
	signature 1.2 Review	nono	2 minutes	Municipal		
	and sign of	none	2 minutes	Treasurer		
	Check			Assistant		
	Officer			Municipal		
				Treasurer		
				Municipal		
	4.4.5		4	Treasurer's Office		
	1.4 Forward Check to the	none	1 minute	<i>Clerk II</i> Municipal		
	Municipal			Treasurer's Office		
	Mayor's Office					
	for signature					
	1.5 Sign	none	(paused clock)	Municipal Mayor/		
	Check		(1-2-2-2-2-3-2-1)	Municipal Mayor's		
				Office		
	1.6 Once	none	2 minutes	Cash Clerk II		
	approved by					

	N NG MAR	A
BAL		MAG
FE		Š
A.	VIGAN NG BUY	ID'

	the Municipal Mayor, release the check to the payee/ Authorized representative and provide feedback form and log-book.			Municipal Treasurer's Office
2. Received check and accomplish the feedback form and log-book.	2. Retrieve accomplished feedback form and log-book.	None	1 minute	Cash Clerk II Municipal Treasurer's Office
	TOTAL:	None	12 minutes (per Check)	



#### 4. Issuance of Accountable Forms

The local treasurer shall be the custodian of all accountable forms requisitioned by the LGU. He/she shall maintain a complete record of the receipt, issued and transfer of accountable forms. (Sec. 24, COA Cir. 92-382, 3 July 1992).

An official receipt is an accountable form held in trust by the collecting officer/transfer or other person duly authorized to possess have custody hereof. He/she shall be responsible for its safekeeping, the proper and authorized use or application thereof and reporting of its use and condition; and shall be liable for loss, damage or deterioration occasioned by negligence in the keeping or use thereof (Sec. 91, Chapter 3, Volume I, GAAM).

Office or Division	:	Municipal Treasurer's Office			
Classification:		Simple			
Type of Transacti	on:	G2C- Government to Client			
Who may avail:		All bonded accountable officers such as			
			Collection Clerks, I	0 ,	
			and Barangay Ca		
	_	absence of	BT) within this M		
CHECKL			WHERE TO SEC	CURE	
REQUIRE					
1. Approved Requi Slip form (Original,		Municipal 1	Treasurer's Office		
2. Approved and ur	nexpired Fidelity	Bureau of	Treasury		
Bond (Original, 3 copies)		Duleau oi			
3. Previous Report on Collections					
and Deposits verified and		Personal file			
acknowledged by liquidating					
officers(Original, 2					
4. Official Receipt (		Municipal Traccurer's Office			
Accountable Forms copy)	s) (Original, 1	Municipal Treasurer's Office			
5. Notarized author	rization latter				
(for representative)		Notary public			
copy)	(Original, 1	i votary pub	iii C		
CLIENT STEPS	AGENCY	FEES TO	PROCESSING	PERSON	
	ACTIONS	BE PAID	TIME	RESPONSIBLE	
1. Proceed to the	1.1 Receive,	None	5 minutes	Cash Clerk II	
Municipal	check and			Municipal	
Treasurer's Office	verify			Treasurer's Office	
Accountable completeness					
Forms Officer	of				
and present	requirements				
requirements.					



2 Affiy signatura	1.2 Prepare and record to Permanent Record Book for complete, unused and in good condition Accountable Forms	Municipal Collection (None)  Barangay Collection /Sale of Accounta ble Forms (Please see fees below)	5 minutes 5 minutes	Cash Clerk II  Municipal  Treasurer's Office  Cash Clerk II
2. Affix signature in the Permanent Record Book for Accountable forms that the received accountable forms is complete, unused and in good condition	Accountable Forms to Accountable Officer and Feedback Form	none		Municipal Treasurer's Office
3. Received Accountable forms and accomplish the feedback form and log-book.	3. Retrieve accomplished feedback form and log-book.	None	2 minutes	Cash Clerk II Municipal Treasurer's Office
	TOTAL:	None	17 minutes	

### **Fees: Sale of Accountable Forms**

Type of Form	Nature of collection	Amount
AF 51- Official Receipt	Merchandise Inventory	126.00
	Other Service Income –	124.00
	Freight and handling	
BIR 0016 – Community	Merchandise Inventory	80.00
Tax Certificate		
	Other Service Income –	170.00
	Freight and handling	
AF 55E- Cash Tickets @	Merchandise Inventory	196.00
5.00		
	Other Service Income –	104.00
	Freight and handling	



# Office of the Municipal Engineer External Services



## 1. Certification for Existing Lot abutting access/ barangay/ municipal/ provincial/ national road

This certification is issued for lot owners regarding the accessibility of their lot location to major thoroughfares or access roads.

Office or Division:		Mun	icipal Engine	eer's Office	
Classification:		Simp			
Type of Transaction		G2C	- Governme	nt to Client	
Who may avail:			eople of Ma		
CHECKLIST OF REC		NTS		WHERE TO SEC	
1. Lot Title (OCT or	TCT) (1		Accredited	Geodetic Enginee	er/ Surveyor
photocopy)	=	,	5=5		
2. Approved Subdiv			DENR		
Approved sketchPlan	of the area	a (1			
photocopy)	ation (1		Deepeative	Darangay whore	the Letie
3. Barangay Certific	ation (1		located	Barangay, where	the Lot is
photocopy)			located		
4. Two-pieces docu	mentary st	amp	BIR Station	at the Municipal	Hall
tax	mornary or	amp	Dirk Glation	rat the maniopar	
CLIENT STEPS AGENCY			FEES TO	PROCESSING	PERSON
	ACTIONS		BE PAID	TIME	RESPONSIBLE
1. Proceed to the Municipal Engineer's Office-Planning, Programming and Design Division Right-of Way Section frontline personnel and present requirements.	1. Receive check a verify completed ss of documents	ents	None	5 minutes	Engineer III/ Municipal Engineer's Office
2. Receive Order of Payment and Proceed to Municipal Treasurer's Office for payment	2. Issue Order of Payment Client for prescribe amount of services of indicated the tax revenue of to be paid the Munic Treasure Office	the d f as in code d at cipal	None	5 minutes	Engineer III/ Municipal Engineer's Office



3. Go Back to Municipal Engineer's Office and Present Receipt.	3. Receive Official Receipt and ask for the contact number to be contacted as soon as the lot will be verified, the certification will be made and signed	None	5 minutes	Engineer III/ Municipal Engineer's Office
4. Client wait for the call	4.Verify the submitted lot thru the Inhouse surveyor	None	1 day	Surveyor/ Municipal Engineer's Office
	4.1 Make the certification to be signed by the Municipal Engineer	None	10 minutes	Engineer III/ Municipal Engineer/ Municipal Engineer's Office
	4.2 Contact Client and inform of the availability of the certification	None	10 minutes	Engineer III/ Municipal Engineer's Office
5. Return/Receive copy of the Certification and accomplish feedback form	5. Retrieve the feedback form and archive documents for office file	None	5 minutes	Engineer III/ Municipal Engineer's Office
	TOTAL:	PHP 120.00	1 day and 40 minutes	



**2. Certification for Subdivision Plan Application**This certification is issued for private lot owners who will subdivide their lot for Subdivision plan approval at DENR (Department of Environment and Natural Resources).

Office or Division	):	Munici	pal Enginee	r's Office	
Classification:		Simple	le		
Type of Transact	ion:	G2C- (	Government	to Client	
Who may avail:			ple of Mara		
CHECKLIST OF	REQUIREM	ENTS		WHERE TO SEC	URE
1. Subdivision P	lan (1 photoc	юру)	Accredited	Geodetic Enginee	r/ Surveyor
2. Zoning Cleara	ince (1 photo	copy)	Zoning Offi	ce/ MPDO	
<ol><li>Barangay Cer photocopy)</li></ol>	tification (1		Respective	Barangay, where	the Lot is located
4. Two-pieces do tax	ocumentary s	stamp	BIR Station	at the Municipal H	Hall
CLIENT STEPS	AGENO ACTIO	NS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Municipal Engineer's Office-Planning, Programming and Design Division Right-of Way Section frontline personnel and present requirements.	and verify completeness of documents		None	5 minutes	Engineer III/ Municipal Engineer's Office
2. Receive Order of Payment and Proceed to Municipal Treasurer's Office for payment	2. Issue Order of Payment to Client for the prescribed amount of services as indicated in the tax revenue code to be paid at the Municipal Treasurer's Office		PHP 120.00	10 minutes	Teller/Municipal Treasurer's Office
3. Go Back to Municipal Engineer's Office and Present Receipt.	3. Receive Official Recand ask for contact numbe contacte soon as the be verified,	the nber to d as lot will	None	5 minutes	Engineer III/ Municipal Engineer's Office



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	certification will be made and signed.			
4. Client wait for the call	4. Verify the submitted lot thru the In-house surveyor	None	1 day	Surveyor/ Municipal Engineer's Office
	4.1 After verification, Make the certification to be signed by the Municipal Engineer and Approved by the Mayor	None	pause clock	Municipal Engineer and Municipal Mayor
	4.2 After the approval of certification, call/ txt the client to pick-up document	None	2 minutes	Engineer III/ Municipal Engineer's Office
	4.3 Contact Client and inform of the availability of the certification	None	10 minutes	Engineer III/ Municipal Engineer's Office
5. Receive copy of the Certification and accomplish feedback form	5. Retrieve the feedback form and archive documents for office file	None	3 minutes	Engineer III/ Municipal Engineer's Office
	TOTAL:	PHP 120.00	1 day & 35 minutes	



**3. Certification for Lot Titling Application**This certification is issued for private lot owners with an approved subdivision plan from the DENR (Department of environment and Natural Resources) to apply for Lot Titling at the same office.

Office or Division:		Munio	cipal Engin	eer's Office	
Classification:		Simpl	ple		
Type of Transactio	n:		Governme siness	ent to Client and G	G2B- Government
Who may avail:			erty Owner	or Administrator	
CHECKLIST OF RI				WHERE TO SE	CURE
<ol><li>Approved Subdi photocopy)</li></ol>		(1	Accredite	d Geodetic Engine	eer/ Surveyor
2. Zoning Clearan photocopy)	ce (1		Zoning Of	ffice/ MPDO	
Barangay Certif photocopy)	ication (1		Respectiv	e Barangay, wher	e the Lot is located
4. Two-pieces doo tax	cumentary s	tamp	BIR Statio	on at the Municipa	l Hall
CLIENT STEPS	AGENO ACTIO		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Municipal Engineer's Office-Planning, Programming and Design Division Right-of Way Section frontline personnel and present requirements.	1. Received check and verify completer of docume submitted	ness	None	5 minutes	Engineer III/ Municipal Engineer's Office
Receive Order of     Payment and     proceed to     Municipal     Treasurer's Office     for payment	2. Issue Coof Paymer Client for the prescribed amount of services a indicated if tax revenucode to be at the Municipal Treasurer Office	nt to the d is in the ue e paid	PHP 120.00	10 minutes	Teller/Municipal Treasurer's Office



3. Go Back to Municipal Engineer's Office and present Official Receipt.	3. Receive Official Receipt and ask for the contact number to be contacted as soon as the lot will be verified, the certification will be made and signed.	None	5 minutes	Engineer III/ Municipal Engineer's Office
4. Client wait for call	4. Verify the submitted lot thru the Inhouse surveyor	None	1 day	Surveyor/ Municipal Engineer's Office
	4.1 After verification, Make the certification to be signed by the Municipal Engineer and Approved by the Mayor	None	Pause clock	Municipal Engineer and Municipal Mayor
	4.2 After the approval of certification, call/ txt the client to pick-up document	None	2 minutes	Engineer III/ Municipal Engineer's Office
	4.3 Contact Client and inform of the availability of the certification	None	10 minutes	Engineer III/ Municipal Engineer's Office
5. Receive copy of the Certification and accomplish feedback form	5. Retrieve the feedback form and archive documents for office file	None	3 minutes	Engineer ///Municipal Engineer's Office
	TOTAL:	PHP 120.00	1 day & 35 minutes	



## 4. Program of Works (POW) and Detailed Engineering Design (DED) for Barangay Projects

This document as primary requirement for Barangay Project implementation. This document contains the project name, location, estimate, the needed workers to complete the project, the project duration, the mode of implementation and the funding source.

Office or Division:		Municipa	/lunicipal Engineer's Office				
Classification:		Complex					
Type of Transaction:			G2C- Government to Client and G2B- Government to Business				
Who may avail:		Baranga	y Officials	of the 20 Baranga			
CHECKLIST OF F	REQUIREM	IENTS		WHERE TO SE	CURE		
Approved Barang desired project (1 pho	tocopy)			Government			
CLIENT STEPS	AGEN ACTIO		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
1. Proceed to the Municipal Engineer's Office-Planning, Programming and Design Division Programming Section frontline personnel and present the Barangay Resolution for the proposed project.	1. Receive submitted Barangay Resolution handed to assign Enforthe Barangay Enforthe Barangay Enforthe Barangay Enforthe Conforthe Approved Program Conforthe Conforth	n and the gineer angay. uct and details n. Ask ntact or the no will	None	5 minutes  1 hour	Engineering Asst./ Engineer I/ Engineer III/ Engineer III/ Municipal Engineer's Office  Engineering Asst./ Engineer I/ Engineer III/ Engineer III/ Engineer III/ Engineer's Office		
	1.2 Condu Ocular ins and verify possibility project implemen the proposi barangay	ct spection the of tation of sed	None	1 day	Surveyor/ Engineering Asst./ Engineer I/ Engineer II/ Municipal Engineer's Office		

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2. Barangay LGU wait for the approved Program of Works and Plans thru call or text	2. Make the Detailed Design based on the occular visit/ site verification conducted and submit the Plan for approval	None	1 day	Draftsman/ Architect/ Engineering Asst./ Engineer I/ Engineer II/ Municipal Engineer/ Municipal Engineer's Office
	2.1 Make the program of works (POW) based on the approved Detailed Engineering Design presented, have it approved and contact the requesting Barangay Official.	None	1 day	Engineering Asst./ Engineer I/ Engineer II/ Municipal Engineer/ Municipal Engineer's Office
	2.2 Forward the Program of Works and plans to Municipal Mayor for approval	None	Pause Clock	Municipal Mayor/ Municipal Mayor's Office
	2.3 Contact Barangay LGU and inform of the availability of the certification	None	10 minutes	Engineering Asst./ Engineer I/ Engineer II/E III/ Municipal Engineer's Office
3. Return to Municipal Engineer's Office and receive the approved Program of Works and Detailed Engineering Design and fill-up feedback form	3. Receive feedback form	None	5 minutes	Engineering Asst./ Engineer I/ Engineer II/E III/ Municipal Engineer's Office
	TOTAL:	None	3 days & 1 hour and 20 minutes	



## Office of the Building Official External Services



### 1. Issuance of Building Permit

A Building Permit is required before construction can commence along with its Ancillary Permits such as Electrical Permits, Sanitary/Plumbing Permits, Mechanical Permits and Electronic Permits. The Office of the Building Official regulates the construction, repair, and improvement of various structures in the municipality based on the guidelines provided in P.D 1096 otherwise known as the National Building Code of the Philippines and its Implementing Rules and Regulations. All applications are subject for technical evaluation and site inspection prior to payment of permit fees and release of approved permit.

Office or Division:	Office of the Building Official		
Classification:	Complex		
	G2C- Government to Client		
	G2G-Government to Government		
	G2B- Government to Business		
Who may avail:	People with building/structure to be constructed		
	within the Municipality of Maramag requesting for		
	Building Permit & Ancillary Permits.		
CHECKLIST OF	WHERE TO SECURE		
REQUIREMENTS			
Documentary Requirements:			
5 sets/copies of the following			
documentary documents  1. Certified True Copy of Transfe	r Degister of Deede		
Certificate of Title from Register	r Register of Deeds		
of Deeds (1 original and 3			
photocopies)			
**in case the applicant is not the			
registered owner of the lot, any o	f		
the following duly notarized			
document shall be submitted:			
1.a Notarized Contract of Lease	Lot Owner		
or Award Notice	Notary Public		
1.b Notarized Deed of Absolute	Lot Owner		
Sale/Donation	Notary Public		
1.c Notarized Contract of Sale	Lot Owner/Notary Public		
1.d Notarized Authority to	Notary Public		
Construct/Affidavit of Heirs/ Authorization Letter			
1.e Corporate Secretary's	Corporate Secretary		
Certificate authorizing the	Corporate Secretary		
signatory (if under corporation)			
1.f Consent of co-owners if TCT			
is under multiple ownership	Notary Public		
1.g Special Power of Attorney			
(SPA)			



2.Certified True Copy of Tax Declaration (1 original and 3 photocopies) in the absence of Land Title with Technical Description

Municipal Assessor's Office DENR

3. Notarized Authorization Letter to transact in behalf of the owner or SPA from the owner (1 original and 3 photocopies)

Owner/Applicant Notary Public

#### **Technical Requirements:**

Fully accomplished, originally signed and dry sealed of the following permit forms

- 4. Unified Application Form for Building Permit (5copies)
- 5. Sanitary/Plumbing Permit Form for Sanitary/Plumbing installations/works (5 copies)
- 6. Electrical Permit Forms for electrical wiring installations/works (5 copies)
  7.Mechanical Permit Forms for Mechanical Installations/works (5 copies)
- 8. Electronics Permit Forms for electronics installations/works (5 copies)
- 9. Photocopy of updated PRC License and PTR of signing professionals
- 10. Five (5) sets of the Proposed Plans (A1 size or A3 size). Plans includes the following details/requirements 10.1.a Line and Grade
- Lot Plan/Site Development Plan with technical description (signed by license geodetic engineer/civil engineer) with location plan and vicinity map

Office of the Building Official

Signing Professionals

Professionals who drafted the Proposed Plan (Draftsman/Civil Engineer/Architect)

10.b Architectural Details (signed and dry sealed by Civil Engineer/Architect

Professionals who drafted the Proposed Plan



-design plans for facilities/access for Persons with Disability (PWD) pursuant BP Blg. 344 (Accessibility Law) for buildings and related structures for public use to include multiple dwelling units whether government or privately owned.

-floor plan, elevation and section plans, site development plan, location plan, perspective plan and other plans and details

## 10.c Structural (signed and dry sealed by a licensed Civil Engineer)

-Structural Design Analysis & Summary of Structural Design – NSCP 2015 (for 2 storeys& above)

-Certification of Structural Stability of the Existing Structure for Additional Floors to be signed and sealed by licensed civil engineer/structural engineer

-Soil Test for three (3) storeys& above (including basement) with notarized Certification of Actual Soil Boring Test and actual photographs signed and sealed by Civil/geotechnical engineer.

-Structural Plan signed and dry sealed by a licensed civil engineer/structural engineer.

-Certificate of Structural stability from an engineer on record or civil engineer/structural engineer/structural engineer/structural engineering specialist who is a member of the Association of Structural Engineer of the Philippines (ASEP) or PICE for old/existing building/structure

10.d Electrical (signed and dry sealed by Professional Electrical Engineer)

(Draftsman/Civil Engineer/Architect)

Professionals who drafted the Proposed Plan (Draftsman/Civil Engineer/Architect)

Professionals who drafted the Proposed Plan



10.d.1Plans/Electrical Layout Plan/Load Computations/General Notes/Legends and Symbols (for new Construction)

10.d.2 Riser Diagram and Computation of Load

10.d.3 Electrical Design Analysis {For residential (if 3-phase), and all commercial, institutional and

all commercial, institutional and industrial structures}

Prepare Design Analysis according to the Philippine Electrical Code, Article 1.3.2.1.f (DPWH NBC Memorandum Circular No. 2, Series of 2015)

-Short Circuit Analysis and Voltage Drop Calculations (electrical works)

10.d.4 Certification of Electrical Safety from Professional Electrical Engineer (PEE) for old/existing building/structure

## 10.e Mechanical (signed and dry sealed by a Professional Mechanical Engineer)

10.e.1 Mechanical
Plan/Layout (for
commercial/institutional/industrial)

- Dry Standpipes (for 4 storey high and above)

- wet standpipes for commercial and industrial structures, 3 storey high and above (including basement) and commercial and industrial structures over 1,800 sq.m in area. For institutional structures, 2-storey high and above.

-Hydraulic Calculations of automatic fire sprinkler system (for mechanical works)

-Certification of mechanical safety from Professional Mechanical

(Draftsman/Civil Engineer/Architect)

Professionals who drafted the Proposed Plan (Draftsman/Civil Engineer/Architect)



Engineer (PME) for old/existing building/structure

# 10.f Sanitary/Plumbing (signed and dry sealed by a licensed Sanitary Engineer or Master Plumber)

- General Notes (Sanitary and Plumbing) Legends, Symbols and Specifications
  - -Water Line Layout
  - -Sewer Line Support
  - -Storm Drainage Line Layout
  - -Isometric Diagram of the

Systems

- -Elevated Water Tank/Details of Septic Tank/Cistern Tank Plan/Details
- -Certificate of Sanitary/Plumbing Safety from a sanitary engineer of master plumber for old/existing building

10.g Electronics Plan/layout

(signed and dry sealed b Professional Electronics Communication Engineer)

- Certificate of electronics Safety from a Professional Electronics Communication Engineer for old/existing building
- 11. Notarized Bill of Materials/Cost Estimates originally signed/approved by the owner, signed and dry sealed by civil engineer/architect (4 copies all originals)
- 12. Specifications all originally signed & dry sealed by civil engineer/architect and signed and approved by the owner/applicant. (4 copies)
- 13. Structural Design Analysis and Seismic Analysis for two (2) storey buildings and above. (1 original and 1 photocopy)

Professionals who drafted the Proposed Plan (Draftsman/Civil Engineer/Architect)

Professionals who drafted the Proposed Plan (Draftsman/Civil Engineer/Architect)

Civil Engineer/Architect Notary Public

Civil Engineer/Architect

Civil Engineer/Structural Engineer



### Clearances from other office/agencies:

15. Environmental Compliance Certificate (ECC) or Certificate of Non-Coverage (CNC (1 original and 3 photocopies) for Industrial building/structures

16. DOLE-Approved Construction Safety & Health Program for the project not yet started.

17. Road Right-of way Clearance for building/structures constructed along the highway

18. Height Clearance Permit for Cell Sites/Communication Tower 19. 2 pcs. Expanding envelope, long

- -Red color for commercial
- -Brown for

residential/institutional

- -Green for industrial
- -Yellow for perimeter fence
- -Orange for excavation permit
  - -Dark Blue for sign permit
- 21. 1 pc. Long brown folder
- 22. 2 pcs. Documentary stamp

\*\*\*documents generated from the Local Government Unit (LGU) such as Barangay Clearance, Tax Declaration, Tax Receipt, Locational or Zoning clearance will no longer submitted by theapplicant. It will be part of the backroom processes. **DENR-Regional Office** 

DOLE Provincial Office/Regional Office

DPWH 2<sup>ND</sup> District Office

Civil Aviation Authority of the Philippines (CAAP)

School/Office Supplies Store

School/office supplier store BIR office, Ground Floor, Municipal Hall Building



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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
SILIS	ACTIONS	DE I AID	TIIVIL	KESI ONSIBLE
1. Submit the requirements.	1. Check and verify requirements as to completeness and issue a follow-up stub reflecting the cellphone number of the person responsible	None	20 Minutes	Engineer I/ Admin. Officer IV (AO II)/Engineering Assistant/ MGDH I (BO) Office of the Building Official
	1.1 Conduct technical evaluation of the submitted requirements and prepare schedule to conduct site inspection/validation	None	4 hours	Engineer I/ AO IV (AO II)/ MGDH I (BO) Office of the Building Official
	1.2 Conduct on Site Inspection and prepare inspection report	None	4 hours	Inspectorate Team/ MGDH I (BO) Office of the Building Official
	If findings merit the approval of the application, facilitate/ process the application at the same time notify the applicant to secure order of payment from the OBO thru call/text			
	Otherwise, notify the client thru call /text and issue a written notice of disapproval of the application			
	1.3 Forward 1 set of requirements for Issuance of Zoning & Locational	None	4 hours & 5 minutes	Engineering Assistant/Building Inspector/Engineer I/AO IV (AO II) Office of the Building Official



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	Clearance & secure order of payment			
	1.4 Prepare Letter of Endorsement and forward one set of requirements to BFP for the Issuance of Fire Safety Evaluation Clearance and secure order of payment	None	20 minutes	Engineer I/ AO IV (AO II)/ MGDH I (BO) Office of the Building Official
	1.5 Prepare building permit assessment	None	2 hours	Engineer I/ AO IV (AO II)/ MGDH I (BO) Office of the Building Official
2. Secure Order of Payment	2. Issue One-time Order of Payment	None	3 minutes	Engineering Assistant/Engineer I/ AO IV (AO II) Office of the Building Official
3.Payment of fees and charges and secure claim stub	3.1 Receive payment and issue Official Receipt of building permit fee	Fees Varies, see attached New Schedule of Building Permit Fees and Other charges	5 minutes	Window/Teller/ Municipal Treasurer's Office
	Receive payment and issue official receipt for Zoning and Location Clearance	Fees Varies, see attached	5 minutes	Window/Teller/ Municipal Treasurer's Office
	Receive payment and issue official receipt for Fire	1% of the notarized cost	5 minutes	BFP In-charge/ Bureau of Fire Protection



Safety Evaluation Clearance	estimates declared by the applicant + 200.00 filing Fee + 500.00 (hot works)		
3.2 Receive copy of the official receipts and provide claim stub	None	3 minutes	Engineering Assistant/ Engineer I/ AO IV (AO II) Office of the Building Official
3.3 Forward official receipt for the issuance Zoning and Locational Clearance  ***proceed to concerned office in case of nonconformity	None	6 hours and 21 minutes	MPDO Staff Municipal Planning & Development Office
3.4 Forward official receipt to BFP for the issuance of Fire Safety Evaluation Clearance  ***proceed to concerned office in case of disapproval	None	3 days	BFP In-charge/ Bureau of Fire Protection
3.5 Review and sign the application	None	2 hours	MGDH I (BO) Office of the Building Official
3.6 Record the approved application in the logbook/electronic data base and assign building permit number	None	20 minutes	Admin. Asst./Engineer I/AO IV (AO II) Office of the Building Official

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	3.7Reflect/affix building permit number, official receipt number, FSEC number, date approved in the box provided in the permit forms	None	1 hour	Engineer I/ AO IV (AO II) Office of the Building Official
	3.8Segregate office file and client's file		20 minutes	Engineer I/ AO IV (AO II) Office of the Building Official
	3.6 Notify/inform applicant through call/text that his/her application has been approved and is ready for pick (if it's approved ahead of the schedule), clients should also be informed ahead of time that he/she has to fill up feedback form	None	3 minutes	Engineering Assistant/ Admin. Assistant/ Engineer I/ AO IV (AO II) MGDH I (BO) Office of the Building Official
4. Claim the approved application, fill up the feedback form and sign the logbook	4. Issue the approved building permit and its ancillary permit and retrieve the feedback form and logbook.	None	5 minutes	Engineering Assistant/ Admin. Assistant/ Engineer I/ AO IV (AO II) Office of the Building Official
	TOTAL:	Fees varies, depending on the type of structure	4 Days, 1 hour and 15 minutes	



### 2. Issuance of Certificate of Annual Inspection

Under NBCDO memorandum Circular No. 03 Series of 2011, Office of the Building Official is mandated to conduct annual inspection of existing and operational industrial, commercial, institutional and all other buildings/structures within its jurisdiction. Annual Inspection is conducted to ensure structural stability of the building and that all architectural, electrical, mechanical, plumbing/sanitary, electronics, provisions of BP344 and safety standards are complied with prior to the issuance of certificate of annual inspection.

Office of the Building Official					
Cinamia					
	type or clas				
		WHERE TO SE	CURE		
	A	File /leaved by the	- ODO)		
	Applicants	riie (issued by th	e OBO)		
mit (Photocopy –	Applicants	File (Issued by th	e OBO)		
(Land &	Municipal Assessor's Office				
py - 1					
	Applicants File (Issued by the OBO)				
Annual	Office of th	a Building Official			
	•				
			PERSON		
ACTION	BE PAID	TIME	RESPONSIBLE		
1. Check and	None	5 minutes	Engineering		
			Assistant/		
•			Engineer I/		
the			AO IV (AO II)		
requirements			Office of the		
·			Building Official		
	None	3 minutes	Engineering Assistant/		
			Assistanti Engineer I/		
			AO IV (AO II)		
the inspection			Office of the		
			Building Official		
	Simple G2C- Governmer G2B- Governmer Any individual/es instrumentality of Maramag who is regardless of the IST OF MENTS (Photocopy – 1) mit (Photocopy – (Land & Dy - 1 Dd /As Built) Annual  AGENCY ACTION  1. Check and verify completeness of	Simple G2C- Government to Client G2G-Government to Busines Any individual/establishment instrumentality of the govern Maramag who is actively ope regardless of the type or class IST OF IMENTS (Photocopy – 1) Applicants (Photocopy – 1) Applicants (Land & Municipal Applicants Applicants Applicants Office of the AGENCY ACTION FEES TO BE PAID  1. Check and verify completeness of the requirements 1.1 Issue a stub with the date/schedule of	Simple G2C- Government to Client G2G-Government to Business  Any individual/establishment including any age instrumentality of the government within the ju Maramag who is actively operating or engagin regardless of the type or classification of structure.  IST OF IMENTS (Photocopy – 1)		

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	1.2 Prepare documents for annual inspection	None	3 minutes	Engineer I/AOIV (AO II) MGDH I (BO) Office of the Building Official
	1.3 Conduct on Site Inspection and prepare inspection report	None	4 hours	Inspectorate Team MGDH I (BO) Office of the Building Official
	1.4Prepare annual inspection assessment fee	None	2 hours	Engineer I/ AO IV (AO II) Office of the Building Official
	1.5 Advise/inform the applicant to secure order of payment from the OBO through call/text	None	3 minutes	Inspectorate Team MGDH I (BO) Office of the Building Official
2. Secure Order of Payment	2. Provide the annual inspection fee assessment	None	3 minutes	Engineering Assistant/ Admin. Assistant/ Engineer I/AO IV (AO II) Office of the Building Official
3. Payment of fees and charges	3. Receive payment and issue the Official Receipt	Fees Varies, see attached New Schedule of Building Permit Fees and Other charges	5 minutes	Window/ Teller/ Municipal Treasurer's Office
	3.1 Receive the official receipt and provide claim stub	None	3 minutes	Admin. Assistant/ Engineering Assistant/ Engineer I

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				Office of the Building Official
	3.2 Prepare annual inspection certificate	None	10 minutes	Engineer I/ AO IV (AO II) Office of the Building Official
	3.3 Facilitate the processing/appr oval of the certificate	None	30 minutes	Engineer I/ Engineer II/ AO IV (AO II) MGDH I (BO) Office of the Building Official
	3.4 Record the approved annual inspection certificate in the Log book/ electronic database and assign annual inspection certificate number	None	5 minutes	Engineer I/ AO IV (AO II) Office of the Building Official
	3.5 segregate office file and client's file	None	3 minutes	Engineer I/ AO IV (AO II) Office of the Building Official
	3.6Notify/ inform the applicant through call/txt that annual inspection certificate has already been approved and is ready for pick (if it's approved ahead of time)	None	3 minutes	Engineering Assistant/ Engineer I /AO IV (AO II) Office of the Building Official
4. Claim the approved application, fill up the feedback form and sign the logbook	4. Provide the approved annual inspection certificate and retrieve the	None	5 minutes	Engineering Assistant/ Admin. assistant Office of the Building Official

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feedback form and logbook			
TOTAL:	Fees Varies, see attached New Schedule of Building Permit Fees and Other	7 hours, 27 minutes	
	Permit Fees and		



# 3. Issuance of Certificate for Electrical Connection for Ongoing Construction but with Building Permit This certificate is issued to individuals/establishment with building permit but who's

construction activity is still in progress.

Office or Divis	ion:	Office of the Building Official			
Classification		Simple			
Type of Trans			32C- Government to Client 32G – Government to Government		
				nt to Governmen nt to Business	l
Who may avai	l:			ablishment who v	vish to apply for
		tempo		al connection wh	
CHECKLIST O	F REQUIREME		y our in prog	WHERE TO SEC	CURE
	mit (Photocopy)		Personal Fi	ile (Issued by the	
CLIENT	AGENCY	7	FEES TO	PROCESSING	PERSON
STEPS	ACTIONS	3	BE PAID	TIME	RESPONSIBLE
Submit the documentary requirements	Check and value submitted requirements	verify	None	5 minutes	Admin. Assistant/ Engineering Assistant/ Engineer I/AO IV (AO II) Office of the Building Official
	1.1. Prepare th Order of Paym		None	2 minutes	Admin. Assistant/ Engineering Assistant/ Engineer I Office of the Building Official
2. Receipt Order of Payment	2. Provide order of payment		None	2 minutes	Admin. Assistant/ Engineering Assistant/ Engineer I Office of the Building Official
3.Payment of Fees and Charges	3. Receive payment and provide official receipt		120.00	5 minutes	Window/ Teller/ Municipal Treasurer's Office
			30.00	2 minutes	Office in charge

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	Receive payment and provide documentary stamp			BIR Office
	3.1 Receive official receipt and prepare the certificate for electrification	None	5 minutes	Admin. Assistant/ Engineering Assistant/ Engineer I Office of the
	3.3 Facilitate approval of the certificate	None	3 minutes	Building Official  Engineer I/  AO IV (AO II)  MGDH I  Office of the  Building Official
	3.2 Segregate office file from client's copy, ask client to fill up the feed form and affix signature in the logbook	None	3 minutes	Admin. Assistant/ Engineering Assistant/ Engineer I/ AO IV (AO II)/ Office of the Building Official
4. Receive the certificate, fill up the feedback form and sign the logbook	4. Provide the certificate and retrieve the feedback form	None	5 minutes	Admin. Assistant/ Engineering Assistant/ Engineer I/ AO IV (AO II)/ Office of the Building Official
	TOTAL:	PHP 150.00	32 minutes	, , ,



## 4. Issuance of Certificate of Electrical Connection for Existing/New Structures constructed using light materials/indigenous materials

This certificate is issued to private individuals who wish to apply for electrical connection of their residential dwellings.

Office or Division:	Office of the Building	g Official			
Classification:	Simple				
Type of	G2C – Government to Client				
transaction:					
Who may avail:	Any private individua	als who wish to apply for permanent electrical			
	connection of their re				
CHECKLIST OF R		WHERE TO SECURE			
1. Proof of Owl – 1)	nership (photocopy	Applicants copy/ Register of Deeds			
- Transfer Ce					
	I Certificate of Title				
***In case the OCT	-				
the name of the ap	•				
any of the following above list:	in addition to the				
	solute Sale/Contract	Lot Owner/Notary Public			
of Sale	Solute Gale/Contract	Lot Owner/Notary Fublic			
	ement (with consent	Lot Owner/Notary Public			
of the lessor	•	,			
- Contract of Lease (with consent		Lot Owner/Notary Public			
of the lessor	•				
- Notarized A	· ·	Lot Owner/Notary Public			
	the applicant to				
construct the					
***In case the app provide proof of o					
land where the res	-				
is erected:	Sideritial dwelling				
		FIBECO / Notary Public			
a. Notarized Aff	idavit of Waiver as	,			
actual occupant (pl	notocopy – 1)	Barangay Hall (Barangay where applicants			
<ul><li>b. Certification b</li></ul>	by Punong	belong)			
Barangay on status	s of ownership				
		Barangay Hall (Barangay where applicants			
, ,	gay Certification for belong)				
Electrification (phot	юсору – 1)	Municipal Coolel Wolfers 9 Dayslanmant			
3. Certificate of Ind	igency (if	Municipal Social Welfare & Development Office			
applicable)	igency (ii	Office			
applicable)					



CLIENT STEPS	AGENCY	FEES	PROCESSING	PERSON
CLIENT STEPS				
	ACTIONS	TO BE PAID	TIME	RESPONSIBLE
1. Submit documentary requirements	Check and verify submitted documents	None	3 Minutes	Admin. Assistant/ Engineering Assistant/ Building Inspector/Engine er I AO IV(AO II) Office of the
	1.1 Prepare the Request for Inspection while conducting an interview with the applicant, reflecting the sketch/land mark of the structure to be inspected  ***if the client has a certificate of indigency, proceed	None	10 Minutes	Building Official  Admin. Assistant/ Engineering Assistant/ Building Inspector/ AO IV(AO II) Office of the Building Official
	to step 3  1.2 conduct actual inspection/verificati on of the building/structure *Light materials – certificate will be issued  *Mixed Construction Materials, above 20 sq.m floor area and who's building cost is above 15,000 – advised to comply the Building Permit Requirement	None	4 Hours	Engineering Assistant/ Building Inspector I/Engineer I Office of the Building Official



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	*Inspector takes pictures as evidence of the structures inspected and will be sent at the office's group chat for documentation			
2.Secure order of payment	2. Evaluate the documents based on the inspection report (with pictures) conducted,	None	3 minutes	Admin. Assistant/ Engineering Assistant/ Building Inspector/ AO IV(AO II) Office of the Building Official
	2.1Provide order of payment for light materials structures, otherwise advise to comply of what is required in PD1096	None	1 minute	Admin. Assistant/ Engineering Assistant/ Building Inspector/ AO IV(AO II) Office of the Building Official
3. Payment of Fees and charges	3. Receive payment and provide the Official Receipt	120.00	5 Minutes	Window/ Teller/ Municipal Treasurer's Office
	Receive payment and provide the documentary	30.00	2 minutes	Office in charge BIR Office
	stamp  3.1 Receive official receipt and prepare certificate for electrification and facilitate the approval	None	5 minutes	Admin. Assistant /Engineering Assistant/ Engineer I/ AO IV (AO II) Office of the Building Official
4. Receive the certificate, fill up the feedback form and sign the logbook	4. Provide the certificate, retrieve the feedback form and the logbook	none	3 Minutes	Admin. Assistant/ Engineering Assistant/ Building Inspector/ Office of the Building Official
	TOTAL:	PHP 150.00	4 hours and 32 minutes	



## 5. Issuance of Certificate of Final Electrical Inspection for New Structures with Building Permit

This certificate is issued together with the Certificate of Occupancy to client before the actual use of the building. Issuance of the certificate are subject for evaluation of technical and site inspection to determine that the building was completed in accordance with the approved plans.

Office or Division:	Office of the Building Official			
Classification:	Simple			
Type of	G2C- Government to Client			
Transaction:	G2G- Government to Government			
	G2B- Governmer	ernment to Business		
Who may avail:	Any individual/es	tablishment with building permit who		
	completed the co	onstruction and wishes to occupy the		
	building within the	he jurisdiction of Maramag		
CHECKLIST OF RE	QUIREMENTS	WHERE TO SECURE		
A. New Building				
1. Duly accomplished a		Applicant		
and Notarized Certifica	•	Notary Public		
1.a Building Comple				
1.b Electrical Comp				
1.c Mechanical Con	npletion (if			
applicable)	1 ( //			
1.d Electronics Com	ipletion (if			
applicable)	n a Comentation			
1.e Sanitary/Plumbi	ng Completion	ion		
2. Duly accomplished	Certificate of			
Final Electrical Inspect				
i mai Eleotricai mopeoti	1011 1 01111			
2. Photocopy of valid lie	censes (PTR &			
PRC) of involved professional (1 copy)		Signing Professional who signed the		
,,	· · · · · · · · · · · · · · · · ·	completion form		
3. Photographs of the o	completed			
structure showing front	•	Applicant		
rear areas.		Applicant		
4.Duly accomplished Certificate of Final		Applicant		
Electrical Inspection sign		Approant		
sealed by the Profession	onal Electrical			
Engineer				



#### **B.** Existing Building

- 1. Approved Blue Printed Plan
- 2. Certification
- 2.a Structural Stability from Engineer on Record for more than 2 storeys building
- 2.b Electrical Safety from Professional Electrical Engineer (PEE)
- 2.c Mechanical Safety from Professional Mechanical Engineer (PME) (if applicable)
- 2.d Certification of Sanitary/Plumbing Safety
- 3. Photocopy of Permit Documents (1 copy each)
- 4. Tax Declaration of the Building (1 copy)

\*\*\*documents generated from the Local Government Unit (LGU) such as Barangay Clearance, Tax Declaration, Tax Receipt, Locational or Zoning clearance will no longer submitted by the applicant. It will be part of the backroom process

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit documentary requirements	1. Check and verify submitted documents, provide a follow-up stub containing the number of the responsible person	None	5 minutes	Engineering Assistant/ Engineer I/ AO IV (AO II) Office of the Building Official
	1.1 Prepare schedule to conduct building inspection	None	2 minutes	Engineer I/ AO IV (AO II) MGDH I (BO) Office of the Building Official
	1.2 Conduct on Site Inspection and prepare inspection report		4 hours	Inspectorate Team Office of the Building Official

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	If findings merit the approval of the application, facilitate/process the application at the same time/notify the applicant to secure order of payment thru call/txt  Otherwise, notify the client thru a written notice of disapproval of the application			
2. Secure order of payment	2. Provide client the order of payment	None	3 minutes	Admin. Assistant/ Engineering Assistant/ Building Inspector Office of the Building Official
3. Payment of Fees and charges	3. Receive payment and provide Official Receipt	Fees Varies, see attached New Schedule of Building Permit Fees and Other charges	5 minutes	Window/ Teller/ Municipal Treasurer's Office
	3.2Receive official receipt and facilitate the approval of the application	None	20 minutes	Engineer I MGDH 1 (BO) Office of the Building Official
	3.3Record the approved application in the logbook /electronic data base and detach client's file	None	5 minutes	Engineer I/

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4. Receive the certificate, fill up the feedback form and sign the logbook	4. Provide the approved certificate and retrieve the feedback form	None	5 minutes	Admin. Assistant/ Engineering Assistant/ Engineer I/ Building Inspector Office of the Building Official
	TOTAL:	Fees	4 hours and	
		Varies,	45 minutes	
		see		
		attached		
		New		
		Schedule		
		of		
		Building		
		Permit		
		Fees and		
		Other		
		charges		



#### 6. Issuance of Demolition Permit

Demolition Permit is required before a property owner can legally demolish a structure. This permit is secured prior to the systematic dismantling or destruction of a building or structure in whole or in part.

Office or Division:	Office of the Building Official			
Classification:	Simple			
Type of Transaction:	G2C- Govern	ment to Client		
	G2G- Govern	ment to Government		
	G2B- Govern	ment to Business		
Who may avail:		dividuals including government institution		
		o demolish a structure within the jurisdiction		
	of Maramag			
CHECKLIST OF REQU		WHERE TO SECURE		
1. Duly accomplished ap		Office of the Building Official		
form (signed by the own				
signed and dry sealed b				
Engineer/Architect in-ch demolition)	arge or the			
2. Floor Plan of the Build	dina subject	Owner/Applicant		
for demolition – Minimur		Civil Engineer/Architect		
A3 (3 copies-signed & d	•			
the Civil Engineer/Archit	•			
3. Photocopy of updated	,	Civil Engineer/Architect		
License of the signing C	ivil	Owner/Applicant		
Engineer/Architect – 1 c				
4. Notarized Authorization Letter to		Notary Public		
transact in behalf of the owner or				
SPA from the owner - 3	•	Corporate Secretary		
<ol><li>Certified True Copy of Certificate of Title from I</li></ol>		Register of Deeds		
Deeds (1 original and 3	•			
Deeds (1 original and 5	priotocopies)			
**in case the applicant	is not the			
registered owner of the				
the following duly nota	•			
document shall be sub	mitted:			
5.a Notarized Contract	of Lease or	Lot Owner		
Award Notice		Notary Public		
5.b Notarized Deed of Absolute		Applicant/Lot Owner		
Sale/Donation		Notary Public		
5.c Notarized Contract of		Lot Owner/Notary Public Lot Owner/Notary Public		
5.d Notarized Authority to Construct/Affidavit of He		Lot Owner/Notary Fubile		
Authorization Letter	,ii 3/			
5.e Consent of co-owne	rs if TCT is			
under multiple ownershi				



5.g Special Power of Attorney (SPA)	Notary Public
6. Expanding Envelope, Long, Any color - 2 pcs	

CLIENT	AGENCY	FEES TO	PROCESSING	PERSON
STEPS	ACTIONS	BE PAID	TIME	RESPONSIBLE
1. Submit documentary requirements	1. Check and verify requirements, provide follow-up stub reflecting the cellphone number of the person in charge	None	10 minutes	Engineering Assistant/ Engineer I/ AO IV (AO ii) Office of the Building Official
	1.1 Conduct technical evaluation of the submitted plan and documents	None	2 hours	Engineer I/ AO IV (AO II) Office of the Building Official
	1.2 Prepare schedule of site inspection/validatio n, notify applicant regarding the schedule thru call/txt	None	3 minutes	Engineer I/AO IV (AO II) Office of the Building Official
	1.3 Conduct Site Inspection/validation and prepare Inspection Report  If findings merit the approval of the application, notify the client thru call/txt to secure order of payment  Otherwise, issue a written notice of disapproval	None	4 hours	Inspectorate Team/ Office of the Building Official
	1.4 Prepare assessment for the demolition permit	Fees Varies, see attached	30 minutes	Engineer I/ AO IV (AO II)/

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	New Schedule of Building Permit Fees and Other charges #9 Accessory Fees, (h) of the IRR of PD1096		Office of the Building Official
2. Provide the assessment and order of payment	None	3 minutes	Admin. Assistant/ Engineering Assistant/ Engineer I Office of the Building Official
3. Receive payment and issue Official Receipt	Fees Varies, see attached New Schedule of Building Permit Fees and Other charges #9 Accessory Fees, (h) of the IRR of PD1096	5 minutes	Window/ Teller/ Municipal Treasurer's Office
4. Receive the Official Receipt and provide claim stub reflecting the date of claiming the permit	None	3 minutes	Admin. Assistant/ Engineering Assistant/ Engineer I Office of the Building Official
	assessment and order of payment  3. Receive payment and issue Official Receipt  4. Receive the Official Receipt and provide claim stub reflecting the date of claiming	2. Provide the assessment and order of payment  3. Receive payment and issue Official Receipt  4. Receive the Official Receipt and provide claim stub reflecting the date of claiming  Schedule of Building Permit Fees and Other charges #9  Accessory Fees, (h) of the IRR of PD1096	Schedule of Building Permit Fees and Other charges #9 Accessory Fees, (h) of the IRR of PD1096  2. Provide the assessment and order of payment  Fees Varies, see attached New Schedule of Building Permit Fees and Other charges #9 Accessory Fees, (h) of the IRR of PD1096  4. Receive the Official Receipt and provide claim stub reflecting the date of claiming



	4.1 Facilitate the processing of the permit	None	1 hour	Engineer I/ AO IV (AO II) Office of the Building Official
	4.2 Review and approved the application	None	1 hour	MGDH I (BO) Office of the Building Official
	***For early approval, notify the client through call/text that application has been approved and is ready for pick up			
	4.3 Record the approved permit in the Log book/ electronic database, assign and reflect the permit number in the box/space provided in the permit form.	None	15 minutes	Engineering Assistant/ Engineer I/ AO IV (AO II) Office of the Building Official
	4.4 Segregate office file from applicant's file	None	5 minutes	Engineering Assistant/ Engineer I/ AO IV (AO II) Office of the Building Official
5. Claim the approved permit sign in the logbook and fill up the feedback form	5. Provide the approved permit, and retrieve the logbook and the feedback form	None	5 minutes	Engineering Assistant/ Engineer I Office of the Building Official
	TOTAL:	Fees Varies, see attached New Schedule of Building Permit Fees and	1 day, 1 hour and 19 minutes	

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Other	
charges	
#9	
Accessory	
Fees, (h)	
of the IRR	
of PD1096	

#### 7. Issuance of Excavation and Ground Preparation Permit

This permit is secured prior to actual ground preparation and excavation after the building line is established. It is also a requirement for underground cabling of internet provider.

Office or Division:	Office of the	ne Building Official		
Classification:	Simple			
Type of Transaction:		vernment to Client		
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		ernment to Business		
Who may avail:		e individuals including government institution		
	who wish to apply/secure this permit within the jurisdiction			
	of Maramag			
CHECKLIST OF REQUIF	REMENTS	WHERE TO SECURE		
1. Duly accomplished app	lication	Office of the Building Official		
form (signed by the				
owner/applicant, signed a	•			
sealed by Civil Engineer/A				
in-charge of the demolition	,			
2. Foundation/Excavation		Owner/Applicant		
Minimum size of plan: A3	` .	Civil Engineer/Architect		
signed & dry sealed by the	e Civil			
Engineer/Architect)	OTD 0	Civil Finaine on / Anabito at		
3. Photocopy of updated F		Civil Engineer/Architect		
PRC License of the signin Engineer/Architect – 1 cop	•			
4. Notarized Authorization	•	Owner/Applicant		
transact in behalf of the ov		Notary Public		
SPA from the owner - 3 copies				
5. Secretary's Certificate (if		Corporate Secretary		
corporation) - 3 copies				
6. Certified True Copy of Transfer		Register of Deeds		
Certificate of Title from Register of		3		
Deeds (1 original and 3				
photocopies)				
**in case the applicant is r	not the			
registered owner of the lot	t, any of			



the following duly notarized document shall be submitted: 7.a Notarized Contract of Lease or Lot Owner **Award Notice Notary Public** Applicant/Lot Owner 7.b Notarized Deed of Absolute Sale/Donation **Notary Public** Lot Owner/Notary Public 7.c Notarized Contract of Sale 7.d Notarized Authority to Construct/Affidavit of Heirs/ Lot Owner/Notary Public **Authorization Letter** 7.e Consent of co-owners if TCT is under multiple ownership Lot Owner/Applicant 7.g Special Power of Attorney (SPA) **Notary Public** 8. Expanding Envelope, Long, Any color - 2 pcs

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit documentary requirements	1. Check and verify requirements and provide a follow-up stub reflecting the cellphone number of the person in charge	None	10 minutes	Engineer I/ AO IV (AO II) Office of the Building Official
	1.1 Conduct technical evaluation of the submitted requirements	None	2 Hours	Engineer I/ Office of the Building Official
	1.2 Prepare schedule of site inspection/validation and inform the applicant of the schedule	None	3 minutes	Engineer I/ AO IV (AO II) Office of the Building Official
	1.3 Conduct Site Inspection and prepare Inspection Report	None	4 hours	Inspectorate Team Office of the Building Official
	If findings merit the approval of the			



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	application, notify the client thru call/txt to secure order of payment  Otherwise, notify the client thru a written Notice of Disapproval			
	1.4 Prepare the excavation Permit assessment	None	1 hour	Engineer I/ AO IV (AO II) Office of the Building Official
2. Secure order of payment	2.Provide the Excavation Permit Assessment and order of payment	None	3 minutes	Engineer I/ AO IV (AO II) Office of the Building Official
3. Payment of fees and charges	3. Receive payment and issue Official Receipt	Fees Varies, see attached New Schedule of Building Permit Fees and Other charges #9 Accessory Fees, (h) of the IRR of PD1096	5 minutes	Window/ Teller/ Mun. Treasurer's Office
4. Return to the office and submit the Official Receipt	4. Receive the Official Receipt and facilitate the approval of the application	None	10 minutes	Engineer I/ AO IV (AO II)/ Office of the Building Official

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	4.2 Review and approve the application	None	1 hour	MGDH I (BO) Office of the Building Official
	4.3 Record the approved permit in the logbook/electronic data base and assign and reflect the permit number, in the box/space provided in the permit form.	None	10 minutes	Engineer I/ AO IV (AO II) Office of the Building Official
	4.4 Segregate office file from client's file	None	5 minutes	Engineer I/AO IV (AO II) Office of the Building Official
5. Receive the approved application, affix signature in the logbook and fill up the feedback form	5. Provide the approved permit, affix signature of the applicant in the logbook and retrieve the feedback form	None	5 minutes	Admin. Assistant/ Engineering Assistant/ Office of the Building Official
	TOTAL:	Fees Varies, see attached New Schedule of Building Permit Fees and Other charges #9 Accessory Fees, (h) of the IRR of PD1096	1 day and 51 Minutes	



8. Issuance of Fencing Permit

The Office of the Building Official (OBO) issues fencing permit to any property owner who will construct perimeter fence to secure his/her property from trespassers, encroachers by adjoining properties and the like.

Office or	Office of the Building Official			
Division:				
Classification:	Simple			
Type of	G2C- Government to	Client		
Transaction:	G2G- Government to	Government		
	G2B- Government to	Business		
Who may avail:	Applicant who wish to	secure his/her property from trespassers,		
	encroachments by adjoining properties and the like.			
CHECKLIST OF	REQUIREMENTS	WHERE TO SECURE		
A. if applied toge	ther with the			
Building Permit	Application:			
1. Dully accomplis	shed application form	Professionals who drafted the Proposed		
(5 copies – signed	d and dry sealed by	Plan		
the Architect/Civil	Engineer)			
2. Fencing Plan (5	sets - originally	(Draftsman/Civil Engineer/Architect)		
signed and dry se	aled by			
Architect/Civil Eng	gineer)			
2.1 Location P	lan indicating	Architect/Civil Engineer		
Proposed Fence				
2.2 Site Develo	opment Plan	Architect/Civil Engineer		
reflecting the tech	nical description and			
its orientation	-			
2.3 Structural of	details showing the	Architect/Civil Engineer		
details of the perir	meter fence			
3. Photocopy of updated PRC License		Architect/Civil Engineer		
and PTR of signin	g professionals (4			
copies)				
4. Bill of Materials		Architect/Civil Engineer		
5. Design Analysis	s for concrete and	Civil Engineer/Structural Engineer		
steel structure (if i	more than 2 meters			
in height)				
5. 2 pcs. Expanding envelope, long				
<ul> <li>-Yellow for perimeter fence</li> </ul>				
B. If applied separately				
All requirement				
2. Certified True C		Register of Deeds		
Certificate of Title				
Deeds (1 original	and 3 photocopies)			



\*\*in case the applicant is not the registered owner of the lot, any of the following duly notarized document shall be submitted:

2.a Notarized Contract of Lease or Award Notice

2.b Notarized Deed of Absolute Sale/Donation

2.c Notarized Contract of Sale

2.d Notarized Authority to Construct/Affidavit of Heirs/

**Authorization Letter** 

2.e Corporate Secretary's Certificate authorizing the signatory (if under corporation)

2.f Consent of co-owners if TCT is under multiple ownership

2.g Special Power of Attorney (SPA)

3. Home Owners Association Clearance (if applicable)

4.Certified True Copy of Tax
Declaration (1 original and 3
photocopies) in the absence of Land
Title with Technical Description

5. Notarized Authorization Letter to transact in behalf of the owner or SPA from the owner (1 original and 3 photocopies)

6. Affidavit of undertaking if necessary

7. DOLE-Approved Construction Safety & Health Program (if fencing height is more than 2 meters and if materials used is reinforced concrete or CHB)

8. Road Right-of way Clearance for building/structures constructed along the highway

\*\*\*documents generated from the Local Government Unit (LGU) such as Barangay Clearance, Tax Declaration, Tax Receipt, Locational or Zoning clearance will no longer submitted by the applicant. It will be part of the backroom processes.

Lot Owner
Notary Public
Lot Owner
Notary Public
Lot Owner/Notary Public
Notary Public

Corporate Secretary

Owners listed in the TCT

Notary Public Home Owner's Office

Municipal Assessor's Office

Owner/Applicant Notary Public

Notary Public DOLE Provincial Office/Regional Office

DPWH 3<sup>rd</sup> District



CLIENT STEPS	AGENCY	FEES	PROCESSING	PERSON
	ACTIONS	TO BE PAID	TIME	RESPONSIBLE
1. Submit documentary requirements	1. Check and verify requirements and provide follow-up stub reflecting the cellphone number of the responsible person	None	10 minutes	Engineering assistant/ Engineer I AO IV (AO II) Office of the Building Official
	1.1 Conduct technical evaluation of the application and prepare schedule of onsite inspection/validation	None	2 hours	Engineer I/ Office of the Building Official
	1.2 Conduct on Site Inspection and prepare inspection report	None	4 hours	Inspectorate Team Office of the Building Official
	If findings merit the approval of the application, facilitate/process the application at the same time notify the applicant to secure order of payment thru call/text			
	Otherwise, notify the client thru a written Notice of Disapproval			
	1.3 Prepare Fencing permit assessment	None	1 hour	Engineer I/ AO IV(AO II) Office of the Building Official
2. Secure order of payment	2.Provide Fencing Permit Assessment and Issue Order of Payment	None	3 minutes	Engineering Assistant/ Engineer I/ AO IV (AO II) Office of the Building Official



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3. Payment of Fees and charges	3. Receive payment and issue Official Receipt	Fees Varies, see attached New Schedule of Building Permit Fees and Other charges	5 minutes	Window/ Teller/ Municipal Treasurer's Office
4. Provide a copy of the official receipt	4. Receive the Official Receipt and issue claim stub stating the date of claiming the permit	None	3 minutes	Engineering Assistant/ Engineer I/AO IV (AO II) Office of the Building Official
	4.1 Review and approve the application	None	1 Hour	MGDH I (BO) Office of the Building Official
	4.2 Record the approved permit in the Log book/electronic data base and assign Fencing Permit Number	None	5 minutes	Engineer I/ AO IV (AO II) Office of the Building Official
	4.3 Reflect/affix Permit Number, O.R Number, date issued in the box provided	None	10 minutes	Engineering Assistant/ Engineer I/ AO IV (AO II) Office of the Building Official
	4.4 Segregate office file and client's file	None	5 minutes	Engineering Assistant/ Engineer I/ AO IV (AO II) Office of the Building Official



	***If the application is approved ahead of time: Notify/inform applicant through call/txt			
5. Claim the approve application, sign in the logbook and fill up the feedback form	5. Provide the approved permit and retrieve logbook and the feedback form	None	5 minutes	Engineering Assistant/ Engineer I/ AO IV (AO II) Office of the Building Official
	TOTAL:	Fees	1 day and 46	
		Varies,	minutes	
		see		
		attached		
		New		
		Schedule		
		of		
		Building		
		Permit		
		Fees and		
1				
		Other charges		



#### 9. Issuance of Mechanical Permit

A mechanical permit is required when any mechanical system is installed, altered, repaired, replaced or remodeled. The Proposed mechanical works shall be in accordance with the mechanical plans filed with this office and in conformity with the latest Philippine Mechanical Code. Mechanical Permit is issued to regulate the installation of any and all kinds of mechanical equipment in industrial, commercial, institutional and other kinds of building/structures/facilities. You can get a mechanical permit as part of your construction permit, or you can get it separately.

Office or Division:	Office of the Buil	Office of the Building Official				
Classification:	Simple					
Type of	G2C- Governme	G2C- Government to Client				
Transaction:	G2G- Governme	2G- Government to Government				
	G2B- Governme	nt to Business				
Who may avail:	Any private indiv	riduals/establishments including government				
	•	ng to install mechanical equipment within the				
	jurisdiction of Ma					
CHECKLIST OF RE		WHERE TO SECURE				
Documentary Requi						
4 sets/copies of the fo	•					
documentary docume	•					
applied together with	the building					
permit application)	. of Tuescales	Denistar of Deads				
<ol> <li>Certified True Copy Certificate of Title fror</li> </ol>		Register of Deeds				
Deeds (1 original and	•					
**in case the applican						
registered owner of th						
following duly notarize						
shall be submitted:	oa accamont					
1.a Notarized Contra	ct of Lease or	Lot Owner				
Award Notice		Notary Public				
1.b Notarized Deed of	f Absolute	Lot Owner				
Sale/Donation		Notary Public				
1.c Notarized Contract	t of Sale	Lot Owner/Notary Public				
1.d Notarized Authorit	•	Notary Public				
Construct/Affidavit of	Heirs/					
Authorization Letter						
1.e Corporate Secreta	tary's Certificate Corporate Secretary					
authorizing the signat	ory (if under	under				
corporation)	" TOT :					
1.f Consent of co-own						
under multiple owners	·					
1.g Special Power of a 2.Certified True Copy	• ` '					
Declaration (1 origina		Municipal Assessor's Office				
	i aliu J	Widiliolpai Assessors Office				



photocopies) in the absence of Land Title with Technical Description

3. Notarized Authorization Letter to transact in behalf of the owner or SPA from the owner (1 original and 3 photocopies)

#### **Technical Requirements:**

- 4. Fully accomplished, originally signed and dry sealed application form (5 copies)
- 5. Photocopy of updated PRC License and PTR of the Professional Mechanical Engineer
- 6 Mechanical Plan (A3-milmum size signed and dry sealed by a Professional Mechanical Engineer)
- 6.1 Mechanical Plan/Layout (for commercial/institutional/industrial)
- Dry Standpipes (for 4 storey high and above)
- wet standpipes for commercial and industrial structures, 3 storey high and above (including basement) and commercial and industrial structures over 1,800 sq.m in area. For institutional structures, 2-storey high and above.
- -Hydraulic Calculations of automatic fire sprinkler system (for mechanical works)
- -Certification of mechanical safety from Professional Mechanical Engineer (PME) or old/existing building/structure
- 7. Notarized Bill of Materials/Cost Estimates originally signed/approved by the owner, signed and dry sealed Professional Mechanical Engineer (for mechanical installations, 4 copies all originals)
- 8. Specifications of Machineries to be installed, all originally signed & dry sealed by Professional Mechanical Engineer (4 copies)

Owner/Applicant Notary Public Office of the Building Official

Professional Mechanical Engineer

Professionals who drafted the Proposed Plan (Draftsman/Professional Mechanical Engineer)

Professional Mechanical Engineer

Professional Mechanical Engineer

Professional Mechanical Engineer

Owner's Copy/file



9. Photocopy of Building Permit (if not applied together with the building permit application)

#### Other requirements:

- 10. 2-pcs. Expanding envelope, long -Red color
- 11. 1 pc. Long brown folder
- 12. 2 pcs. Documentary stamp

\*\*\*documents generated from the Local Government Unit (LGU) such as Barangay Clearance, Tax Declaration, Tax Receipt, Locational or Zoning clearance will no longer be submitted by the applicant. It will be part of the backroom processes.

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit documentary requirements.	1. Check and verify submitted requirements and issue a follow-up stub reflecting the cellphone number of the responsible person	None	20 minutes	Engineering Assistant/ Engineer I/ AO IV (AO II Office of the Building Official
	1.1 Conduct technical evaluation of the submitted plans and documents	None	2 hours	Engineer I Office of the Building Official
	1.2 Prepare schedule to conduct site inspection/validation and inform applicant of the schedule	None	3 minutes	Engineer I/ AO IV (AO II) Office of the Building Official
	1.3 Conduct on Site Inspection/validation and prepare inspection report	None	4 hours	Inspectorate Team Office of the Building Official

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	If findings merit the approval of the application, facilitate/process the application at the same time notify the applicant to secure order of payment thru call/text  Otherwise, notify the client thru a written notice of disapproval			
	1.4 Prepare Mechanical Permit Assessment	None	1 hour	Engineer I/ AO IV (AO II) Office of the Building Official
2. Secure Order of Payment	2. Provide Mechanical Permit Assessment and order of payment	None	3 minutes	Engineering Assistant/ Engineer I Office of the Building Official
3. Payment of fees and charges	3. Receive payment and issue official receipt	Fees Varies, see attached New Schedule of Building Permit Fees and Other charges	5 minutes	Window/ Teller/ Municipal Treasurer's Office
4. Return to the office provide copy of the official receipt	4. Receive a copy of the official receipt and issue claim stub stating the date of claiming the permit	None	3 minutes	Engineering Assistant/ Engineer I /AO IV (AO II) Office of the Building Official

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	4.1 Facilitate the processing and approval of the application  ***for approval ahead of time, notify the client through call/txt that the application has been approved and ready for pick up	None	2 hours	Engineer I/ MGDH I (BO) Office of the Building Official
	4.2 record the approved mechanical permit in the logbook/electronic data base ,assign permit number and reflect the number in the box/space provided permit form	None	5 minutes	Engineering Assistant/ Engineer I/AO IV (AO II) Office of the Building Official
	4.3 segregate office file and client's file	None	5 minutes	Engineering Assistant/ Engineer I Office of the Building Official
5. Claim the approved application, affix signature in the logbook and fill up the feedback form	5. Provide the approved permit and retrieve the logbook and the feedback form	None	5 minutes	Admin. Assistant/ Engineering Assistant/ Engineer I Office of the Building Official
	TOTAL:	Fees Varies, see attached New Schedule of Building Permit Fees and Other charges	1 day, 1 hour, 46 minutes	



#### 10. Issuance of Occupancy Permit

No building or structure shall be used or occupied and no change in the existing use or occupancy classification of a building or structure or portion thereof shall be made until the Building Official has issued a Certificate of Occupancy as provided in this code. A Certificate of Occupancy shall be issued after final inspection and submission of a Certificate of Completion to ensure that the building conforms to safety standards prior to occupancy. A Certificate of Occupancy shall be posted or displayed in a conspicuous place on the premises and shall not be removed except upon order of the Building Official.

Office or Division:	Office of the Building Official			
Classification:	Simple			
Type of Transaction:		overnment to Client		
		Sovernment to Government		
Who may avail:		overnment to Business nt with building permit who wish to occupy		
Willo Illay avail.		I building/structure		
CHECKLIST OF	tilo odic	WHERE TO SECURE		
REQUIREMENTS				
A. New Building 1. Duly accomplished application form and Notarized Certificate of Completion 1.a Building Completion 1.b Electrical Completion 1.c Mechanical Completion (if applicable) 1.d Electronics Completion (if applicable) 1.e Sanitary/Plumbing Completion 1.f Affidavit of change of Engineer (if applicable)		Office of the Building Official Notary Public		
2. Photocopy of valid licenses (PTR & PRC) of involved professional (1 copy)		Involved Professionals (Architect/Civil Engineer/Sanitary Engineer or Master Plumber/Professional Electrical Engineer/Professional Mechanical Engineer/Professional Electronics Communication Engineer)		
3. Photographs of the completed structure showing front, sides and the rear areas.		Applicant/Building Owner		



#### 4. Existing Building

1. Approved Blue Printed Plan

2. Certification

2.a Structural Stability from Engineer on Record for more than 2 storeys building

2.b Electrical Safety from Professional Electrical Engineer (PEE)

2.c Mechanical Safety from Professional Mechanical Engineer (PME) (if applicable)

2.d Certification of Sanitary/Plumbing Safety

3. Photocopy of Permit Documents(1 copy each)

Tax Declaration of the Building
 copy)

\*\*\*documents generated from the Local Government Unit (LGU) such as Barangay Clearance, Tax Declaration, Tax Receipt, Locational or Zoning clearance will no longer submitted by the applicant. It will be part of the backroom processes. Applicant's Copy/File

Civil Engineer/Structural Engineer

Professional Electrical Engineer

Professional Mechanical Engineer

Sanitary Engineer/Master Plumber

Applicants Copy/File

Municipal Assessor's Office Civil Engineer/Architect Notary Public

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the documentary requirements.	1.Check and verify requirements and provide a follow-up stub reflecting the cellphone number of the responsible person	None	10 minutes	Engineering Assistant/ Engineer I/ AO IV (AO II) Office of the Building Official
	1.1 Conduct technical evaluation of the submitted documents	None	1 hour	Engineer I/ AO IV(AO II) Office of the Building Official

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	1.2 Prepare schedule to conduct building inspection and inform the applicant of the schedule	None	3 minutes	Engineer I/ AO IV (AO II) Office of the Building Official
	1.3 Conduct building inspection/validation and prepare inspection report	None	4 hours	Inspectorate Team Office of the Building Official
	If findings merit the approval of the application, facilitate/process the application at the same time notify the applicant to secure order of payment thru call/text			
	Otherwise, notify the client thru a written notice of disapproval of the			
	1.4 Prepare Occupancy permit assessment, letter of endorsement to BFP for fire Safety Inspection Certificate for Occupancy Permit	None	10 minutes	Engineer I/ AO IV (AO II)/ Office of the Building Official
2. Secure order of Payment	2. Provide order of payment for occupancy permit and letter of endorsement to BFP for FSIC	None	3 minutes	Engineering Assistant/ Engineer I/ AO IV (AO II) Office of the Building Official
3. Payment of fees and charges	3. Receive payment and issue official receipt	Fees Varies, see attached New Schedule of	5 minutes	Window/Teller/ Municipal Treasurer's Office



approval of the application and prepare the certificate  3.3 Review and approved the application  3.4 Record in the logbook/electronic data base the approved and assign permit number  3.5 affix the permit number, date approved, fsic number and other details  3.6 segregate office file and client's file  3.7 Facilitate the None approved and and client's file approved and approved an				AN NG Bo
3.1 received payment and letter of endorsement and issue official receipt seven of the official receipt and issue claim stub reflecting the date to claim the permit approval of the application approved the application and approved the application asses the approved application, the date approved application, the date approved, fsic number and other details  3.6 segregate office file and client's file of the seven and sister of end of the service of the sundain of the computed occupancy assessment but not less than 500.00  3.1 Receive copy of the occupancy permit assessment but not less than 500.00  3.2 Receive copy of the office of the Building Official assessment but not less than 500.00  3.2 Receive copy of the office of the Building Official assessment but not less than 500.00  3.2 Receive copy of the office of the Building Official assessment but not less than 500.00  3.2 Receive copy of the office of the Building Official assessment but not less than 500.00  3.2 Receive copy of the office of the Building Official assessment but not less than 500.00  3.2 Receive copy of the office of the Building Official assessment but not less than 500.00  3.2 Receive copy of the office of the Building Official assessment but not less than 500.00  3.2 Receive copy of the office of the Building Official assessment but not less than 500.00  3.2 Receive copy of the office of the Building Official assessment but not less than 500.00  3.2 Receive copy of Frode of the Building Official assessment but not less than 500.00  3.2 Receive and and issue of Freceipt assessment but not less than 500.00  3.2 Receive and sessessment but not less than 500.00  3.2 Receive and sessessment but not less than 500.00  3.2 Receive and 500.00  3.3 minutes Engineer I/ AO IV (AO II) Office of the Building Official assessment but not less than 500.00  4. Solve of the Building Official assessment but not less than 500.00  5. Similar the permit assessment but not less than 500.00  6. Similar the permit and sessessment but not less than 500.00  7. A Re		Permit Fees and		
payment and letter of endorsement and issue official receipt  3.2 Receive copy of the official receipt and issue claim stub reflecting the date to claim the permit  3.2 Facilitate the approval of the application and prepare the certificate  3.3 Review and approved the application and assign permit number and other date approved, fsic number and other details  3.5 affix the permit number and other details  3.6 segregate office file and client's file file assessment but not less than 500.00  3 minutes  Engineer I/ Ao IV (Ao II) Office of the Building Official  Bureau of Fire Protection Maramag  Saminutes  Engineer I/ Ao II/ Ao II/ Ao II/ (Ao II) Office of the Building Official  Building Official  Bureau of Fire Protection Maramag  Assistant/ Engineer I  Ao II/ (Ao II) Office of the Building Official  Building Official  Bureau of Fire Protection Maramag  Assistant/ Engineer I  Ao II/ (Ao II) Office of the Building Official  Building Official  Bureau of Fire Protection Maramag  Assistant/ Engineer I  Ao II/ (Ao II) Office of the Building Official  Bureau of Fire Protection Maramag  Assistant/ Engineer I  Ao II/ (Ao II) Office of the Building Official				252.2
the official receipt and issue claim stub reflecting the date to claim the permit  3.2 Facilitate the approval of the application and prepare the certificate  3.3 Review and approved the application  3.4 Record in the logbook/electronic data base the approved application, the date approved and assign permit number  3.5 affix the permit number and other details  3.6 segregate office file and client's file  The None and the state of the suilding official and issue claim the state of the suilding official and issue claim the suilding official and client's file  Assistant/ Engineer I/ AO IV (AO II) Office of the Building official  AS minutes  Engineer I/ AO IV (AO II) Office of the Building official  Engineer I/ AO IV (AO II) Office of the Building official  Engineer I/ AO IV (AO II) Office of the Building official	payment and letter of endorsement and	computed occupancy permit assessment but not less	3 days	Bureau of Fire Protection
approval of the application and prepare the certificate  3.3 Review and approved the application  3.4 Record in the logbook/electronic data base the approved application, the date approved and assign permit number  3.5 affix the permit number, date approved, fsic number and other details  3.6 segregate office file and client's file  AO IV (AO II)  Office of the Building Official  AO IV (AO II)  Office of the Building Official  AO IV (AO II)  Office of the Building Official  S minutes  AO IV (AO II)  Office of the Building Official  AO IV (AO II)  Office of the Building Official	the official receipt and issue claim stub reflecting the date to claim the	None	3 minutes	Assistant/ Engineer I
approved the application  3.4 Record in the logbook/electronic data base the approved application, the date approved and assign permit number  3.5 affix the permit number, date approved, fsic number and other details  3.6 segregate office file and client's file  Office of the Building Official  Engineer I/ AO IV (AO II) Office of the Building Official  Engineer I/ AO IV (AO II) Office of the Building Official	approval of the application and prepare the certificate			AO IV (AO II) Office of the Building Official
logbook/electronic data base the approved application, the date approved and assign permit number  3.5 affix the permit number, date approved, fsic number and other details  3.6 segregate office file and client's file    AO IV (AO II) Office of the Building Official	approved the application	None	30 minutes	Office of the
number, date approved, fsic number and other details  3.6 segregate office file and client's file  AO IV (AO II) Office of the Building Official  5 minutes Engineer I/ AO IV (AO II) Office of the	logbook/electronic data base the approved application, the date approved and assign permit	None	5 minutes	AO IV (AO II) Office of the Building Official
file and client's file  AO IV (AO II)  Office of the	number, date approved, fsic number and other	None	5 minutes	AO ĬV (AO II)
	0 0	None	5 minutes	AO ÎV (AO II)



4. Claim the Occupancy Permit, sign in the logbook and fill up the feedback form	***If the application is approved ahead of time, notify/inform the applicant through call/text  4. Provide the approved occupancy permit and retrieve the logbook and feedback form	None	5 minutes	Admin. Assistant/ Engineering Assistant/ Engineer I Office of the Building Official
	TOTAL:	Fees Varies, see attached New Schedule of Building Permit Fees and Other charges	3 days ,6 hours, 45 minutes	



#### 11. Issuance of Sign Permit

Sign Permit is required before any construction/erection can commence. It is issued by the Office of the Building Official to regulate installation of any and all kinds of signage in industrial, commercial, institutional, residential and other kinds of buildings/structures facilities. All applications are subject for technical evaluation and site inspection prior to payment of permit fees and release of permit.

Office or Division:	Office of the Building Official				
Classification:	Simple				
Type of	G2C- Government to Client				
Transaction:	G2G- Government to Government				
Transastioni	G2B- Government to Business				
Who may avail:		duals including government institution who			
•	wish to apply for sign boards/billboards within the jurisdiction of				
	Maramag.				
CHECKLIST OF R	EQUIREMENTS	WHERE TO SECURE			
1. Duly accomplish	ed application	Office of the Building Official			
form (signed by the	)	Owner/Applicant (Issued by the Office of the			
owner/applicant, si	gned and dry	Building Official)			
sealed by Civil Eng	•				
2. Photocopy of Bu		Civil Engineer/Architect			
Electrical Permit &	' '				
Permit (if the sign i	s attached at the				
building/structure)					
3. Signage Plan - 5		Professional Electrical Engineer			
-singed by the owner/applicant					
-signed & dry se	-				
Engineer/Architect					
plan & location of in	•				
4. Electrical Plan –		Civil Engineer/Architect/Professional			
- for signs that is		Electrical Engineer			
electrical power		Licetical Engineer			
- signed by the	applicant/owner	Civil Engineer/Architect			
-signed and dry		Notary Public			
Professional Electr	-	Civil Éngineer/Architect			
5. Photocopy of up	dated PTR &	Notary Public			
PRC License of the					
Engineer/Architect – 2 copies					
6. Notarized Bill of		Corporate Secretary			
Estimates - 3 se					
7. Specifications	• • • • • • • • • • • • • • • • • • • •				
8. Notarized Autho		Register of Deeds			
transact in behalf o		DENR (Technical Description)			
SPA from the owner	ei - o copies				
[					



9. Secretary's Certificate (if	
corporation) - 3 copies	
10. Proof of Ownership (for New	
Application) - 3 copies	
- Photocopy of Transfer	
Certificate of Title/Original	
Certificate of Title/ Tax Declaration	
with Technical Description	
-Deed of Absolute Sale	
-Lease Contract (if applicable)	
-Notarized Authorization from	
the lot owner (if applicable)	
11. Expanding Envelope, Long,	
Red color - 2 pcs	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the documentary requirements.	1. Check and verify requirements and provide follow-up stub reflecting the cellphone number of the responsible person	None	10 minutes	Engineering assistant/ Engineer I/ AO IV(AOII) Office of the Building Official
	1.1 Conduct technical evaluation of the submitted requirements	None	2 hours	Engineer I/ Engineer II Office of the Building Official
	1.2 Conduct on Site Inspection and prepare inspection report	None	4 hours	Inspectorate Team Office of the Building Official
	If findings merits the approval of the application, facilitate/process the application at the same time notify the			
	applicant to secure order of payment			



	1.4 Prepare sign permit assessment	None	2 hours	Engineer I/ AO IV (AO II) Office of the Building Official
2. secure order of Payment	2. Provide order sign permit assessment and order of payment	None	3 minutes	Engineering Assistant/ Engineer I Office of the Building Official
3. Payment of fees and charges	3. Receive payment and issue Official Receipt	Fees Varies, see attached New Schedule of Building Permit Fees and Other charges #9 Accessory Fees, (h) of the IRR of PD109	5 minutes	Window/ Teller/ Municipal Treasurer's Office
4. Return to the office and submit a copy of the official receipt	4. Receive the copy of the official receipt and issue claim stub reflecting the date of claiming the permit	None	3 minutes	Engineering Assistant/ Engineer I Office of the Building Official
	4.1 Facilitate the processing of the sign permit	None	2 hours	Engineer II Engineering Assistant/ Office of the Building Official

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	4.2 Review and approved the sign permit application  For early approval, notify the client through call/txt	None	1 hour	Building Official/ Office of the Building Official
	4.3 Record the approved permit, assign sign permit number, reflect the sign permit number, date approved in the box provided in the permit form.	None	10 minutes	Engineering Assistant/Engineer I/AO IV (AO II) Office of the Building Official
	4.4 Segregate office file from client's copy.	None	5 minutes	Engineering Assistant/ Engineer I Office of the Building Official
5. claim the approved application, sign in the logbook and fill up the feedback form	5. Issue the approved sign permit, retrieve the logbook and the feedback form	None	5 minutes	Engineering Assistant/ Office of the Building Official
	TOTAL:	Fees Varies, see attached New Schedule of Building Permit Fees and Other charges #9 Accessory Fees, (h) of the IRR of PD109	1 day, 1 hour and 43 minutes	



# Office of the Municipal Assessor External Services



#### 1. Issuance of Certification: No Real Property (For Indigent)

Certification is issued upon client's request as requirement to avail Scholarship Grant, Medical Assistance and etc.

Office or Division: Mu			nicipal Assessor's Office (MASSO)			
Classification:		Simp	Simple			
Type of Transaction: G		G2C	G2C- Government to Client			
Who may avail:		All P	eople of Ma	ramag		
CHECKLIST OF F				WHERE TO SEC	CURE	
Client's Ider			Client's File	Э		
	(GSIS, SSS,					
Company ID	•					
Governmen						
Identification	,					
Certificate of ADDITIONAL R		JTC	Authorizati	on Letter from the	owner or	
FOR	LQUINLIVILI	NIO		wer of Attorney (S		
REPRESENTA	TIVE:		Opcolar i o	wor or / morney (c	<u> </u>	
Barangay Certifica			Respective	Barangay Hall		
CLIENT STEPS	AGENC	Υ	FEES TO	PROCESSING	PERSON	
	ACTIONS		BE PAID	TIME	RESPONSIBLE	
1. Approach the	1. Provide		None	2 minutes	Assessment	
office front liner	Logbook an				Clerk I/Municipal	
and sign in the	Request Slip	0			Assessor's Office	
client logbook	Form to the					
and fill-up	client					
Request Slip 2. Submit the	O Deceire		None	3 minutes	Assessment	
required	2. Receive,		None	3 minutes	Clerk I/	
documents for	check and verify documents				Municipal	
initial	submitted				Assessor's Office	
assessment	Cabillitioa					
and verification						
3. Proceed to	3. Receive		PHP	1 minute	Clerk/Bureau of	
Bureau of	payment an	d	30.00		Internal Revenue	
Internal Revenue	issue two-					
(BIR) secure two-	pieces					
pieces	Documentary					
Documentary	Stamp					
Stamp	4.5				A	
4. Return to the	4. Receive		None	2 minutes	Assessment Clerk I/	
Assessor's Office and submit	documentar	-			Municipal	
documentary	stamp. Prov Feedback F				Assessor's Office	
documentary	I recupacy F	UIIII	]			



Stamp. Fill-up Feedback Form	4.1 Generate Certification	None	3 minutes	Assessment Clerk I/
reedback Form	Certification			
				Municipal
				Assessor's Office
	4.2. Review	None	2 minutes	Municipal
	and sign			Assessor or
	Certification			Local
				Assessment
				Operations
				Officer III /
				Municipal
				Assessor's Office
5. Receive	5 Logbook tho	None	1 minute	Assessment
	5. Logbook the	None	i illillute	
Certification and	documents			Clerk I/ Municipal
return				Assessor's Office
accomplished				
feedback form	5.1. Release the	None	1 minute	Assessment
	Certification			Clerk I/
				Municipal
				Assessor's Office
	5.2. Retrieve the	None	1 minute	Assessment
	Feedback Form			Clerk I/
	1 COUDUON 1 OIIII			Municipal
				Assessor's Office
	TOTAL:	PHP	16 minutes	7.0300001.0.011100
TOTAL.			10 111111111111111111111111111111111111	
		30.00		



### 2. Issuance of Certification: No Real Property (For Non-Indigent)

Certification is issued upon client's request as requirement to avail Scholarship Grant, Medical Assistance and etc.

Office or Division:		Μι	Municipal Assessor's Office (MASSO)			
Classification:			Simple			
Type of Transaction:		G2	G2C- Government to Client			
Who may avail:		All	People of N	/laramag	_	
CHECKL REQUIRE	MENTS			WHERE TO SECURE		
1. Client's Identification Card (1 photo copy) (GSIS, SSS, Company ID or any Government issued Identification Card)			Client's File			
ADDITIONAL REQUIREMENTS FOR REPRESENTATIVE:			Power of A	ttorney (SPA)	owner or Special	
2. Barangay Certif				Barangay Hall	_	
CLIENT STEPS	AGENCY ACTIONS		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Approach the office front liner and sign in the client logbook and fill-up Request Slip with	1. Provide Logbook and Request Slip Form to the client		None	2 minutes	Assessment Clerk I/Municipal Assessor's Office	
2. Submit the required documents for initial assessment and verification	2. Receive, check and verify documents submitted		None	3 minutes	Assessment Clerk I/ Municipal Assessor's Office	
	2.1 Issue Ord of Payment to client		None	2 minutes	Assessment Clerk I/ Municipal Assessor's Office	
3. Proceed to Municipal Treasurer's Office for payment by	3. Issue Offici Receipt	al	PHP 120.00	5 minutes	Revenue Collection Clerk/ Municipal Treasurer's Office	



showing the Order of Payment. Secure two-pieces Documentary Stamp from BIR.	3.1 Receive payment and issue two- pieces Documentary Stamp	PHP 30.00	1 minute	Clerk/ Bureau of Internal Revenue
4. Return to the Assessor's Office and submit Official Receipt and documentary	4. Receive Official Receipt and documentary stamp. Provide Feedback Form	None	3 minutes	Assessment Clerk I/ Municipal Assessor's Office
Stamp. Fill-up Feedback Form	4.1 Generate Certification	None	3 minutes	Assessment Clerk I/ Municipal Assessor's Office
	4.2 Review and sign Certification	None	2 minutes	Municipal Assessor or Local Assessment Operations Officer III / Municipal Assessor's Office
5. Receive Certification and return	5. Logbook the documents	None	1 minute	Assessment Clerk I/ Municipal Assessor's Office
accomplished feedback form	5.1. Release the Certification	None	1 minute	Assessment Clerk I/ Municipal Assessor's Office
	5.2 Retrieve the Feedback Form	None	1 minute	Assessment Clerk I/ Municipal Assessor's Office
	TOTAL:	PHP 150.00	24 minutes	



#### 3. Issuance of Certification: Total Land Holdings

Certification issued to clients as requirement for Bureau of Internal Revenue (BIR), Land Registration Authority (LRA) or Registry of Deeds transactions.

Office or Division	on:	Municipal Assessor's Office (MASSO)				
Classification:		Simple				
Type of Transac	ction:		ernment to C	Client and G2B- G	overnment to	
		Business				
Who may avail:			wner or Adr			
CHECKLIST OF	, -			WHERE TO SEC		
Official Receipt		•	Municipal 1	reasurer's Office	(MTO)	
Realty Tax (1 ori						
ADDITIONAL RE	- • -	ENTS		on Letter from the	owner or Special	
FOR REPRESEI				ttorney (SPA)		
2. Photocopy of	•		Notary Pub	olic		
Attorney/Auth		Letter				
from the own		~~ (CCIC	Client nemeral file			
3. Client's Identif SSS, Company I		ara (GSIS,	Client' personal file			
Government issu		ication				
Card)	ieu iueiiiii	ication				
Jaiu						
CLIENT	AGI	ENCY	FEES TO	PROCESSING		
STEPS					PERSON	
0.2.0	AC1	TONS	BE PAID	TIME	PERSON RESPONSIBLE	
1. Approach the	1. Provid				RESPONSIBLE Assessment	
0 0		le	BE PAID	TIME	RESPONSIBLE  Assessment Clerk I/ Municipal	
1. Approach the office front liner and sign in the	1. Provid Logbook Request	de and Slip Form	BE PAID	TIME	RESPONSIBLE Assessment	
1. Approach the office front liner and sign in the client logbook	1. Provid Logbook	de and Slip Form	BE PAID	TIME	RESPONSIBLE  Assessment Clerk I/ Municipal	
1. Approach the office front liner and sign in the client logbook and fill-up	1. Provid Logbook Request	de and Slip Form	BE PAID	TIME	RESPONSIBLE  Assessment Clerk I/ Municipal	
1. Approach the office front liner and sign in the client logbook and fill-up Request Slip	1. Provide Logbook Request to the cli	de and Slip Form ent	BE PAID None	TIME 2 minutes	Assessment Clerk I/ Municipal Assessor's Office	
1. Approach the office front liner and sign in the client logbook and fill-up Request Slip 2. Submit the	1. Provid Logbook Request to the cli	de and Slip Form ent ve, check	BE PAID	TIME	Assessment Clerk I/ Municipal Assessor's Office  Assessment	
1. Approach the office front liner and sign in the client logbook and fill-up Request Slip	1. Provide Logbook Request to the cli	de and Slip Form ent ve, check	BE PAID None	TIME 2 minutes	Assessment Clerk I/ Municipal Assessor's Office	



payment by showing the Order of Payment Secure two-pieces Documentary Stamp from BIR.	3.1 Receive payment and issue two-pieces documentary stamp	PHP 30.00	1 minute	Clerk/ Bureau of Internal Revenue
4. Return to the Assessor's Office and submit Official Receipt and	4. Receive Official Receipt and Documentary Stamp. Give Feedback Form	None	2 minutes	Assessment Clerk I/ Municipal Assessor's Office
Documentary Stamp. Fill-up Feedback	4.1 Generate Certification	None	3 minutes	Assessment Clerk I/ Municipal Assessor's Office
Form	4.2 Review and sign Certification	None	2 minutes	Municipal Assessor or Local Assessment Operations Officer III / Municipal Assessor's Office
5. Receive the Certification and return	5. Logbook the documents	None	1 minute	Assessment Clerk I/ Municipal Assessor's Office
accomplished feedback form	5.1 Release the Certification	None	1 minute	Assessment Clerk I/ Municipal Assessor's Office
	5.2 Retrieve the Feedback Form	None	1 minute	Assessment Clerk I/ Municipal Assessor's Office
	TOTAL:	PHP 150.00	23 minutes	



## 4. Issuance of Certification: With or Without Improvements

Certification issued to clients as requirement for Bureau of Internal Revenue (BIR), Land Registration Authority (LRA) or Registry of Deeds transactions.

Office or Division		Municipal Assessor's Office (MASSO)				
Classification: Simple			e			
Type of Transacti			Government to Client and G2B- Government			
			siness			
Who may avail:		Prope	rty Owner o	r Administrator		
CHECKL				WHERE TO SEC	CURE	
REQUIRE			N4sisisss		(NATO)	
Official Receipt of Latest/updated Real Real Real Real Real Real Real Real			Municipal i	Treasurer's Office	(MTO)	
original or photo co	•					
ADDITIONAL REQ		S	Authorizati	on I atter from the	owner or Special	
FOR REPRESENT		0		ttorney (SPA)	owner or opecial	
2. Photocopy of Sp		of	Notary Pub			
Attorney/Author						
from the owner						
3. Client's Identifica	ation Card		Client' pers	sonal file		
(GSIS, SSS, Co	ompany ID o	r				
any Governmer						
Identification Ca						
CLIENT STEPS	AGENC		FEES TO	PROCESSING	PERSON	
A A 1 (1	ACTION	15	BE PAID	TIME	RESPONSIBLE	
1. Approach the 1. Provide						
		nd	None	2 minutes	Assessment Clerk I/	
office front liner	Logbook a		None	2 minutes	Clerk I/	
office front liner and sign in the	Logbook at Request SI	lip	None	2 minutes		
office front liner and sign in the client logbook and	Logbook at Request SI Form to the	lip	None	2 minutes	<i>Clerk I/</i> Municipal	
office front liner and sign in the client logbook and fill-up Request	Logbook at Request SI	lip	None	2 minutes	<i>Clerk I/</i> Municipal	
office front liner and sign in the client logbook and	Logbook as Request SI Form to the client	lip e	None None	2 minutes 3 minutes	<i>Clerk I/</i> Municipal	
office front liner and sign in the client logbook and fill-up Request Slip	Logbook at Request SI Form to the	lip e			Clerk I/ Municipal Assessor's Office  Assessment Clerk I/	
office front liner and sign in the client logbook and fill-up Request Slip  2. Submit the	Logbook at Request SI Form to the client	lip e			Clerk I/ Municipal Assessor's Office  Assessment Clerk I/ Municipal	
office front liner and sign in the client logbook and fill-up Request Slip  2. Submit the required	Logbook at Request SI Form to the client  2. Receive check and verify completene	lip e ,			Clerk I/ Municipal Assessor's Office  Assessment Clerk I/	
office front liner and sign in the client logbook and fill-up Request Slip  2. Submit the required documents for initial assessment	Logbook as Request SI Form to the client  2. Receive check and verify completene of document	lip e ,			Clerk I/ Municipal Assessor's Office  Assessment Clerk I/ Municipal	
office front liner and sign in the client logbook and fill-up Request Slip  2. Submit the required documents for initial	Logbook as Request SI Form to the client  2. Receive check and verify completene of documes submitted	lip e ,	None	3 minutes	Clerk I/ Municipal Assessor's Office  Assessment Clerk I/ Municipal Assessor's Office	
office front liner and sign in the client logbook and fill-up Request Slip  2. Submit the required documents for initial assessment	Logbook as Request SI Form to the client  2. Receive check and verify completene of document submitted  2.1 Issue	lip e ,			Clerk I/ Municipal Assessor's Office  Assessment Clerk I/ Municipal Assessor's Office  Assessment	
office front liner and sign in the client logbook and fill-up Request Slip  2. Submit the required documents for initial assessment	Logbook as Request SI Form to the client  2. Receive check and verify completene of document submitted  2.1 Issue Order of	lip e , ess nts	None	3 minutes	Clerk I/ Municipal Assessor's Office  Assessment Clerk I/ Municipal Assessor's Office  Assessment Clerk I/	
office front liner and sign in the client logbook and fill-up Request Slip  2. Submit the required documents for initial assessment	Logbook as Request SI Form to the client  2. Receive check and verify completene of document submitted  2.1 Issue Order of Payment to	lip e , ess nts	None	3 minutes	Clerk I/ Municipal Assessor's Office  Assessment Clerk I/ Municipal Assessor's Office  Assessment	
office front liner and sign in the client logbook and fill-up Request Slip  2. Submit the required documents for initial assessment and verification	Logbook as Request SI Form to the client  2. Receive check and verify completene of document submitted 2.1 Issue Order of Payment to client	lip e , ess nts	None	3 minutes 2 minutes	Clerk I/ Municipal Assessor's Office  Assessment Clerk I/ Municipal Assessor's Office  Assessment Clerk I/ Municipal Assessor's Office	
office front liner and sign in the client logbook and fill-up Request Slip  2. Submit the required documents for initial assessment and verification  3. Proceed to	Logbook as Request SI Form to the client  2. Receive check and verify completene of document submitted  2.1 Issue Order of Payment to client  3. Issue	ess nts	None None PHP	3 minutes	Clerk I/ Municipal Assessor's Office  Assessment Clerk I/ Municipal Assessor's Office  Assessment Clerk I/ Municipal	
office front liner and sign in the client logbook and fill-up Request Slip  2. Submit the required documents for initial assessment and verification	Logbook as Request SI Form to the client  2. Receive check and verify completene of document submitted 2.1 Issue Order of Payment to client	ess nts	None	3 minutes 2 minutes	Clerk I/ Municipal Assessor's Office  Assessment Clerk I/ Municipal Assessor's Office  Assessment Clerk I/ Municipal Assessor's Office  Revenue Collection Clerk/ Municipal	
office front liner and sign in the client logbook and fill-up Request Slip  2. Submit the required documents for initial assessment and verification  3.Proceed to Municipal Treasurer's Office	Logbook as Request SI Form to the client  2. Receive check and verify completene of document submitted  2.1 Issue Order of Payment to client  3. Issue	ess nts	None None PHP	3 minutes 2 minutes	Clerk I/ Municipal Assessor's Office  Assessment Clerk I/ Municipal Assessor's Office  Assessment Clerk I/ Municipal Assessor's Office  Revenue Collection Clerk/ Municipal Treasurer's	
office front liner and sign in the client logbook and fill-up Request Slip  2. Submit the required documents for initial assessment and verification  3. Proceed to Municipal	Logbook as Request SI Form to the client  2. Receive check and verify completene of document submitted  2.1 Issue Order of Payment to client  3. Issue	ess nts	None None PHP	3 minutes 2 minutes	Clerk I/ Municipal Assessor's Office  Assessment Clerk I/ Municipal Assessor's Office  Assessment Clerk I/ Municipal Assessor's Office  Revenue Collection Clerk/ Municipal	



				SAN NG BO
showing the Order of Payment Secure two-pieces Documentary Stamp from BIR.	3.1 Receive payment and issue two- pieces documentary stamp	PHP 30.00	1 minute	Clerk/ Bureau of Internal Revenue
4. Return to the Assessor's Office and submit Official Receipt and Documentary Stamp. Fill-up Feedback Form	4. Receive Official Receipt and Documentary Stamp. Give Feedback Form	None	3 minutes	Assessment Clerk I/ Municipal Assessor's Office
	4.1 Generate Certification	None	3 minutes	Assessment Clerk I/ Municipal Assessor's Office
	4.2 Review and sign Certification	None	2 minutes	Municipal Assessor or Local Assessment Operations Officer III / Municipal Assessor's Office
5. Receive the Certification and return	5. Logbook the documents	None	1 minute	Assessment Clerk I/ Municipal Assessor's Office
accomplished feedback form	5.1 Release the Certification	None	1 minute	Assessment Clerk I/ Municipal Assessor's Office
	5.2. Retrieve the Feedback Form	None	1 minute	Assessment Clerk I/ Municipal Assessor's Office
	TOTAL:	PHP 150.00	24 minutes	



#### 5. Issuance of Certified True Copy of Tax Declaration

A Certified True Copy of Tax Declaration is issued upon client's request as compliance requirement on legal transactions, such as Real Estate Mortgage-Bank Loan, Transfer of Ownership, BIR requirement on issuance of Electronic-Certificate Authorizing Registration (e-CAR) – payment of Capital Gain Tax and other legal requirements.

Office or Division:		Muni	cipal Assess	sor's Office (MASS	SO)		
Classification:			Simple				
Type of Transaction: G2C-			- Government to Client and G2B – Government				
			Business				
Who may avail:		Prop	operty Owner or Administrator				
CHECKLIS				WHERE TO SEC	CURE		
REQUIREN					(1.4=0)		
1. Official Receipt of			Municipal I	reasurer's Office	(MTO)		
Latest/updated Rea							
original or photo cop		-0	A the e mi = e ti	an I attar fram tha	over or Cooriel		
FOR REPRESENT		5			owner or Special		
2. Photocopy of Spe		r of	Notary Pub	ttorney (SPA)			
Attorney/Authoriz			INOLATYTUL	ЛІС			
from the owner		<b>5</b> 1					
3. Client's Identificat	ion Card		Client' pers	onal file			
(GSIS, SSS, Cor	_	or		orial inc			
any Government							
Identification Ca							
CLIENT STEPS	AGEN	CY	FEES TO	PROCESSING	PERSON		
	ACTIO		BE PAID	TIME			
1. Approach the	4 Danidala		ĺ		RESPONSIBLE		
	1. Provide	_	None	2 minutes	Assessment		
office front liner	Logboo	_	None		Assessment Clerk I/		
and sign in the	Logbool and	k	None		Assessment Clerk I/ Municipal		
and sign in the client logbook and	Logbool and Reques	k	None		Assessment Clerk I/		
and sign in the	Logbool and Reques Slip For	k et em to	None		Assessment Clerk I/ Municipal		
and sign in the client logbook and fill-up Request Slip	Logbool and Reques Slip For the clier	k om to ont		2 minutes	Assessment Clerk I/ Municipal Assessor's Office		
and sign in the client logbook and fill-up Request Slip  2. Submit the	Logbool and Reques Slip For the clier 2. Receiv	k m to nt e,	None		Assessment Clerk I/ Municipal		
and sign in the client logbook and fill-up Request Slip  2. Submit the required	Logbool and Reques Slip For the clier 2. Receiv check and	k m to nt e,		2 minutes	Assessment Clerk I/ Municipal Assessor's Office  Assessment Clerk I/ Municipal		
and sign in the client logbook and fill-up Request Slip  2. Submit the	Logbool and Reques Slip For the clier 2. Receiv check and verify	k ent ent e, d		2 minutes	Assessment Clerk I/ Municipal Assessor's Office  Assessment Clerk I/		
and sign in the client logbook and fill-up Request Slip  2. Submit the required documents for	Logbool and Reques Slip For the clier 2. Receiv check and	k trm to nt re, d		2 minutes	Assessment Clerk I/ Municipal Assessor's Office  Assessment Clerk I/ Municipal		
and sign in the client logbook and fill-up Request Slip  2. Submit the required documents for initial	Logbool and Reques Slip For the clier 2. Receiv check and verify complete	k tt tm to nt re, d ness ents	None	2 minutes 3 minutes	Assessment Clerk I/ Municipal Assessor's Office  Assessment Clerk I/ Municipal		
and sign in the client logbook and fill-up Request Slip  2. Submit the required documents for initial assessment and	Logbool and Reques Slip For the clier 2. Receiv check and verify completed of documents submitted 2.1 Issue	k  trm to nt re, d ness ents		2 minutes	Assessment Clerk I/ Municipal Assessor's Office  Assessment Clerk I/ Municipal Assessor's Office  Assessment		
and sign in the client logbook and fill-up Request Slip  2. Submit the required documents for initial assessment and	Logbool and Reques Slip For the clier 2. Receiv check and verify complete of documents submitted 2.1 Issue Order of	k tt m to nt e, d ness ents	None	2 minutes 3 minutes	Assessment Clerk I/ Municipal Assessor's Office  Assessment Clerk I/ Municipal Assessor's Office  Assessment Clerk I/		
and sign in the client logbook and fill-up Request Slip  2. Submit the required documents for initial assessment and	Logbool and Reques Slip For the clier 2. Receiv check and verify completed of documents submitted 2.1 Issue	k tt m to nt e, d ness ents	None	2 minutes 3 minutes	Assessment Clerk I/ Municipal Assessor's Office  Assessment Clerk I/ Municipal Assessor's Office  Assessment		



·				AN NG B
3.Proceed to Municipal Treasurer's Office for payment by showing the Order	3. Issue Official Receipt	PHP 120.00	5 minutes	Revenue Collection Clerk/ Municipal Treasurer's Office
of Payment Secure two-pieces Documentary Stamp from BIR.	3.1 Receive payment and issue two-pieces documentary stamp	PHP 30.00	1 minute	Clerk/ Bureau of Internal Revenue
4. Return to the Assessor's Office and submit Official Receipt and Documentary Stamp. Fill-up Feedback Form	4. Receive Official Receipt and Documentary Stamp and Provide Feedback Form	None	3 minutes	Assessment Clerk I/ Municipal Assessor's Office
	4.1. Generate of Certified True Copy of Tax Declaration	None	3 minutes	Assessment Clerk I/ Municipal Assessor's Office
	4.2. Review and sign Certified True Copy of Tax Declaration	None	2 minutes	Municipal Assessor or Local Assessment Operations Officer III / Municipal Assessor's Office
5. Receive the Certified True Copy of Tax	5. Logbook the documents	None	1 minute	Assessment Clerk I/ Municipal Assessor's Office
Declaration and return accomplished feedback form	5.1 Release the Certified True Copy of Tax Declaration.	None	1 minute	Assessment Clerk I/ Municipal Assessor's Office
	5.2 Retrieve the Feedback Form	None	1 minute	Assessment Clerk I/ Municipal Assessor's Office
	TOTAL:	PHP 150.00	24 minutes	



#### 6. Issuance of Certified True Copy Real Property Tax Declaration

A Certified True Copy of Tax Declaration is issued upon client's request as compliance requirement on legal transactions, such as Real Estate Mortgage-Bank Loan, Transfer of Ownership, BIR requirement on issuance of Electronic-Certificate Authorizing Registration (e-CAR) – payment of Capital Gain Tax, other legal requirements.

Office or Division	ee or Division: Municipal Assessor's Office (MASSO)				
Classification:	Classification: Sim				
Type of Transac	tion:	G2	G- Government to Government		
Who may avail:		Go	vernment Ag	gencies	
CHECK	LIST OF			WHERE TO SE	CURE
	EMENTS				
1. Letter Request			Requesting	g Government Age	encv
government agen			rtoquoding		5110 <b>y</b>
2. Identification C	, -	),			
GSIS, SSS or any			Agency Re	presentative	
issued identification	on card  AGENCY		EEES TO	DDOCESSING	DEDCON
CLIENT STEPS	ACTIONS		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4 A m m m a a a la 4 la a					
Approach the office front liner	1. Provide		None	3 minutes	Assessment Clerk I/ Municipal
	Logbook,				Assessor's Office
and sign in the	Request Slip and Feedbac	l <sub>z</sub>			7 lococooi o omico
client logbook and fill-up	Form to the	ĸ			
Request Slip	client				
with Feedback	Client				
Form					
2. Submit the	2. Receive a	nd	None	3 minutes	Assessment
required	check the	i i u	140110	o minutos	Clerk I/ Municipal
documents	documents				Assessor's Office
	submitted				
	2.1 Generate		None	3 minutes	Assessment
	Certified True	<del>)</del>			Clerk I/ Municipal
	Copy of Tax				Assessor's Office
	Declaration				
3. Asks the clerk	3. Logbook th	ne	None	2 minutes	Assessment
for Certificate of	personal				Clerk I/ Municipal
Appearance	information of	f			Assessor's Office
(CA)	the client				
	3.1 Generate		None	2 minutes	Assessment
	Certificate of				Clerk I/ Municipal
	Appearance				Assessor's Office
	(CA)				
	3.2 Review a	nd	None	2 minutes	Municipal
	sign Certified		INOTIE	Z 111111U162	Assessor or Local
					Assessment



	True Copy of Tax Declaration and Certificate of Appearance (CA)			Operations Officer III / Municipal Assessor's Office
4. Receive the Certified True Copy of Tax	4. Logbook the documents	None	1 minute	Assessment Clerk I/ Municipal Assessor's Office
Declaration and return accomplished feedback form	4.1 Release the Certified True Copy of Tax Declaration and Certificate of Appearance (CA), and receive the accomplished feedback form	None	1 minute	Assessment Clerk I/ Municipal Assessor's Office
	TOTAL:	None	17 minutes	



## 7. Issuance of Records Verification (History)

Records Verification (History) is prepared upon client's request to track down the previous transactions of the Real Property Unit; also requested whenever property to justify legal claims thereof.

Type of Transaction:  Type of Transaction:  G2C- Government to Client  Property Owner / Declarant  CHECKLIST OF REQUIREMENTS  1. Client's Identification Card (1 photo copy)(GSIS, SSS, Company ID or any Government issued Identification Card)  ADDITIONAL REQUIREMENTS FOR REPRESENTATIVE:  2. Photocopy of Special Power of Attorney/Authorization Letter from the owner  CLIENT STEPS ACTIONS ACTIONS BE PAID TIME RESPONSIBLE  1. Approach the office front liner and sign in the Client logbook and fill-up Request Slip 2. Submit the required documents for initial assessment submitted	Office or Division	:	Municipal As	ssessor's Office (I	MASSO)
Who may avail:  CHECKLIST OF REQUIREMENTS  1. Client's Identification Card (1 photo copy)(GSIS, SSS, Company ID or any Government issued Identification Card)  ADDITIONAL REQUIREMENTS FOR REPRESENTATIVE:  2. Photocopy of Special Power of Attorney/Authorization Letter from the owner  CLIENT STEPS AGENCY ACTIONS BE PAID TIME  1. Provide Logbook and and sign in the office front liner and sign in the client logbook and fill-up Request Slip  2. Submit the required documents for initial  Property Owner / Declarant WHERE TO SECURE   WHERE TO SECURE  WHERE TO SECURE  WHERE TO SECURE  WHERE TO SECURE  WHERE TO SECURE  WHERE TO SECURE  WHERE TO SECURE  Client's File  Client's File  Notary Public  Notary Public  RESPONSIBLE  Assessment Clerk I/Municipal Assessor's Office  Clerk I/Municipal Assessor's Office					
CHECKLIST OF REQUIREMENTS  1. Client's Identification Card (1 photo copy)(GSIS, SSS, Company ID or any Government issued Identification Card)  ADDITIONAL REQUIREMENTS FOR REPRESENTATIVE:  2. Photocopy of Special Power of Attorney/Authorization Letter from the owner  CLIENT STEPS AGENCY ACTIONS BE PAID TIME RESPONSIBLE  1. Approach the office front liner and sign in the client logbook and fill-up Request Slip  2. Submit the required documents for initial  CHECKLIST OF REQUIREMENTS  Client's File  WHERE TO SECURE  Alie    Client's File  Notary Public  PESON  RESPONSIBLE  Assessment  Clerk I/Municipal  Assessor's Office  Assessment  Clerk I/ Municipal  Assessor's Office	Type of Transacti	G2C- Government to Client			
1. Client's Identification Card (1 photo copy)(GSIS, SSS, Company ID or any Government issued Identification Card)  ADDITIONAL REQUIREMENTS FOR REPRESENTATIVE:  2. Photocopy of Special Power of Attorney/Authorization Letter from the owner  CLIENT STEPS AGENCY ACTIONS BE PAID TIME RESPONSIBLE  1. Approach the office front liner and sign in the client logbook and fill-up client logbook and fill-up Request Slip  2. Submit the required documents for initial  ACTIONS REPRESENTATIVE:  Notary Public  Assessing PERSON REPRESON REPRESON RESPONSIBLE  Assessor's Office  None 3 minutes Assessment Clerk I/ Municipal Assessor's Office			Property Ow		
1. Client's Identification Card (1 photo copy)(GSIS, SSS, Company ID or any Government issued Identification Card)  ADDITIONAL REQUIREMENTS FOR REPRESENTATIVE:  2. Photocopy of Special Power of Attorney/Authorization Letter from the owner  CLIENT STEPS AGENCY ACTIONS BE PAID TIME RESPONSIBLE  1. Approach the office front liner and sign in the client logbook and fill-up Request Slip  2. Submit the required documents for initial  Client's File  About Abrual Assessing  Assessment Clerk I/Municipal Assessor's Office				WHERE TO SEC	CURE
photo copy)(GSIS, SSS, Company ID or any Government issued Identification Card)  ADDITIONAL REQUIREMENTS FOR REPRESENTATIVE:  2. Photocopy of Special Power of Attorney/Authorization Letter from the owner  CLIENT STEPS AGENCY ACTIONS BE PAID  1. Approach the office front liner and sign in the client logbook and fill-up client logbook and fill-up Request Slip  2. Submit the required documents for initial  None  N			011 (1 511		
Company ID or any Government issued Identification Card)  ADDITIONAL REQUIREMENTS FOR REPRESENTATIVE:  2. Photocopy of Special Power of Attorney/Authorization Letter from the owner  CLIENT STEPS AGENCY ACTIONS BE PAID TIME RESPONSIBLE  1. Approach the office front liner and sign in the client logbook and sign in the client logbook and fill-up Request Slip  2. Submit the required check and documents for initial  ADDITIONAL REQUIREMENTS  Notary Public  PROCESSING PERSON RESPONSIBLE  Assessment Clerk I/Municipal Assessor's Office  None 3 minutes Assessment Clerk I/ Municipal Assessor's Office		,	Client's File	9	
ADDITIONAL REQUIREMENTS FOR REPRESENTATIVE:  2. Photocopy of Special Power of Attorney/Authorization Letter from the owner  CLIENT STEPS AGENCY ACTIONS  1. Approach the office front liner and sign in the client logbook and fill-up Request Slip  2. Submit the required documents for initial  ADDITIONAL REQUIREMENTS  Notary Public  Notary Public  PROCESSING PERSON RESPONSIBLE  Assessment Clerk I/Municipal Assessor's Office  None 3 minutes  Assessment Clerk I/ Municipal Assessor's Office					
ADDITIONAL REQUIREMENTS FOR REPRESENTATIVE:  2. Photocopy of Special Power of Attorney/Authorization Letter from the owner  CLIENT STEPS					
2. Photocopy of Special Power of Attorney/Authorization Letter from the owner    CLIENT STEPS   AGENCY ACTIONS   BE PAID   TIME   RESPONSIBLE					
Attorney/Authorization Letter from the owner  CLIENT STEPS AGENCY ACTIONS BE PAID TIME RESPONSIBLE  1. Approach the office front liner and sign in the client logbook and fill-up Request Slip  2. Submit the required documents for initial  AGENCY ACTIONS BE PAID TIME RESPONSIBLE  None 2 minutes Assessment Clerk I/Municipal Assessor's Office  Assessment Clerk I/Municipal Assessor's Office  Assessment Clerk I/ Municipal Assessor's Office					
Attorney/Authorization Letter from the owner  CLIENT STEPS AGENCY ACTIONS BE PAID TIME RESPONSIBLE  1. Approach the office front liner and sign in the client logbook and fill-up Request Slip  2. Submit the required documents for initial  AGENCY ACTIONS BE PAID TIME RESPONSIBLE  None 2 minutes Assessment Clerk I/Municipal Assessor's Office  Assessment Clerk I/Municipal Assessor's Office  Assessment Clerk I/ Municipal Assessor's Office	2. Photocopy of Sp	ecial Power of	Notary Pub	olic	
CLIENT STEPS AGENCY ACTIONS  1. Approach the office front liner and sign in the client logbook and fill-up Request Slip required documents for initial  AGENCY ACTIONS  FEES TO BE PAID  PROCESSING TIME  PROCESSING TIME  PROCESSING TIME  Assessment Clerk I/Municipal Assessor's Office  Assessment Clerk I/Municipal Assessor's Office  Assessment Clerk I/ Municipal Assessor's Office					
1. Approach the office front liner and sign in the client logbook and fill-up Request Slip  2. Submit the required documents for initial  ACTIONS  BE PAID  TIME RESPONSIBLE  2 minutes  2 minutes  Assessment Clerk I/Municipal Assessor's Office  3 minutes  Assessment Clerk I/ Municipal Assessor's Office  Assessment Clerk I/ Municipal Assessor's Office	the owner				
1. Approach the office front liner and sign in the client logbook and fill-up Request Slip 2. Submit the required documents for initial  1. Provide Logbook and Request Slip Form to the Client  None 2 minutes  Assessment Clerk I/Municipal Assessor's Office  Assessment Clerk I/Municipal Assessor's Office  Assessment Clerk I/Municipal Assessor's Office	CLIENT STEPS				
office front liner and sign in the client logbook and Request Slip Form to the and fill-up Request Slip  2. Submit the required documents for initial  Clerk I/Municipal Assessor's Office  Clerk I/Municipal Assessor's Office  Assessment Clerk I/ Municipal Assessor's Office					
and sign in the client logbook and fill-up Request Slip  2. Submit the required documents for initial  Request Slip  2. Receive, check and verify documents  Request Slip  Assessor's Office  Assessor's Office  Assessor's Office  Assessor's Office  Assessor's Office			None	2 minutes	
client logbook and fill-up Request Slip  2. Submit the required check and documents for initial  Request Slip  2. Receive, check and verify documents					
and fill-up Request Slip  2. Submit the required check and documents for initial  2. Receive, None 3 minutes Assessment Clerk I/ Municipal Assessor's Office					
Request Slip  2. Submit the required check and documents for initial  2. Receive, None of the service of the se	_				
2. Submit the required check and documents for initial  2. Receive, None 3 minutes Clerk I/ Municipal Assessor's Office					
documents for initial verify documents Assessor's Office	2. Submit the	2. Receive,	None	3 minutes	
initial documents	•				
		,			Assessor's Office
855655HeH   500HHeO					
and verification		Submitted			
2.1. Issue None 2 minutes Assessment	and verification	2.1. Issue	None	2 minutes	Assessment
Order of Clerk I/ Municipal			110110	2 1111114166	
Payment to Assessor's Office		Payment to			Assessor's Office
client		-			
3. Proceed to 3. Issue PHP 5 minutes Revenue				5 minutes	
Municipal Official 150.00 Collection Clerk  Treasurer's Receipt of Municipal	•		150.00		
Treasurer's Receipt of Municipal Treasurer's Office		·			
payment of Fee					
Research Fee by					
showing the					
	Ĭ				



				AN NG U
Order of Payment. Secure two- pieces Documentary Stamp from BIR.				
4. Return to the Assessor's Office and submit Official Receipt and Documentary Stamp. Fill-up	4. Receive Official Receipt and give Feedback Form	None	3 minutes	Assessment Clerk I/ Municipal Assessor's Office
Feedback Form	4.1. Search client's records (computer and/or hard files)	None	40 minutes	Assessment Clerk I/ Municipal Assessor's Office
	4.2. Generate Certification	None	3 minutes	Assessment Clerk I/ Municipal Assessor's Office
	4.3. Review and sign Certification	None	2 minutes	Municipal Assessor or Local Assessment Operations Officer III / Municipal Assessor's Office
5. Receive Certification and return	5. Logbook the documents	None	1 minute	Assessment Clerk I/ Municipal Assessor's Office
accomplished feedback form	5.1 Release the Certification	None	1 minute	Assessment Clerk I/ Municipal Assessor's Office
	5.2 Retrieve the Feedback Form	None	1 minute	Assessment Clerk I/ Municipal Assessor's Office
	TOTAL:	PHP 150.00	1 hour, 3 minutes	



#### 7. Issuance of Records Verification (History)

Records Verification (History) is prepared upon client's request to track down the previous transactions of the Real Property Unit; also requested whenever property to justify legal claims thereof.

Office or Division	):	Municip	oal Assess	or's Office (MASS	5O)	
Classification:		Simple				
Type of Transact	ion:	G2G- (	Sovernment to Government			
Who may avail:			Government Agencies			
CHECKLIST OF				WHERE TO SE	CURE	
1. Client's Identification Card photo copy)(GSIS, SSS, Com ID or any Government issued		pany	Client's F	ile		
Identification Card  2. Letter Request concerned		ency				
CLIENT STEPS	PS AGENCY ACTIONS		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Approach the office front liner and sign in the client logbook and fill-up Request Slip	1.Provide Logbook a Request S Form to th client	Slip	None	2 minutes	Assessment Clerk I/Municipal Assessor's Office	
2. Submit the required documents for initial assessment and	2. Receive check and document submitted	verify	None	3 minutes	Assessment Clerk I/ Municipal Assessor's Office	
verification. Fill-up Feedback Form	2.1 Search client's red (computer and/or har	cords rd files)	None	40 minutes	Assessment Clerk I/ Municipal Assessor's Office	
	2.2 Generate of Certification/ History Records/ Records Verification		None	3 minutes	Assessment Clerk I/ Municipal Assessor's Office	
3.Asks the clerk for Certificate of Appearance (CA)	3. Logboo personal informatio the client		None	2 minutes	Assessment Clerk I/ Municipal Assessor's Office	



	3.1 Generate Certificate of Appearance (CA)	None	2 minute	Assessment Clerk I/ Municipal Assessor's Office
	3.2 Review and sign the Documents	None	2 minutes	Municipal Assessor or Local Assessment Operations Officer III / Municipal Assessor's Office
4. Receive Certification and return	4. Logbook the documents	None	1 minute	Assessment Clerk I/ Municipal Assessor's Office
accomplished feedback form	4.1 Release the Certification and CA	None	1 minute	Assessment Clerk I/ Municipal Assessor's Office
	4.2 Retrieve the Feedback Form	None	1 minute	Assessment Clerk I/ Municipal Assessor's Office
	TOTAL:	None	57 minutes	



## 9. Issuance of Vicinity Map

Vicinity Map (digitized copy) is issued upon client's request for reference purposes only to identify property (land) locations and its predominant land use boundary reference in identifying adjacent property owners.

Office or Division	_	Musici	aal Aasaasa	r'a Office (MACCC	<b>1</b> 1
			r's Office (MASSO	J)	
Type of Transacti	on:		Government to Client and G2B – Government to		
Who may avail.		Busine		. ar Adminiatratar/	Compony
Who may avail:				or Administrator/	Company
CHECKLI	CT OF	Repres	sentative	WHERE TO SE	CLIDE
CHECKLI REQUIRE				WHERE IO SE	CURE
Official Receipt of the second of the s			Municipal	Treasurer's Office	(MTO)
Latest/updated Rea		/1	Muriicipai	i reasurer s Office	(IVI I O)
original or photo co	•	(1			
2. Certificate of Titl		ninal or	Client's File		
photo copy)	0 (1 0119	,a. o.		S	
CLIENT STEPS	AGE	NCY	FEES TO	PROCESSING	PERSON
	_	IONS	BE PAID	TIME	RESPONSIBLE
1. Approach the	1. Prov	/ide	None	2 minutes	Assessment Clerk
office front liner	Logboo	ok and			<i>l/</i> Municipal
and sign in the	Reque	st Slip			Assessor's Office
client logbook	Form t	o the			
and fill-up	client				
Request Slip					
2. Submit the	2. Rec		None	3 minute	Assessment Clerk
required	check	and			// Municipal
documents for	verify				Assessor's Office
initial	proper	ty			
assessment	status				
and verification	0.01				A ( Ol l -
3. Proceed to Tax	3. Che		None	3 minute	Assessment Clerk // Municipal
Mapping	verify t				Assessor's Office
Operations/ Information	locatio		None	2 minute	Assessment Clerk
Technology (IT)	3.1 Iss Order		None	2 minute	// Municipal
Section	Payme				Assessor's Office
4. Proceed to	4. Issu		PHP	5 minutes	Revenue Collection
Municipal	Official		150.00	J minutes	Clerk/ Municipal
Treasurer's	Receip		100.00		Treasurer's Office
Office for		. •			
payment by					
showing the					
Order of					
Payment					



5. Return to the Assessor's Office and submit Official Receipt Fill-up Feedback Form	5. Receive Official Receipt and give Feedback Form	None	3 minutes	Assessment Clerk // Municipal Assessor's Office
	5.1 Generate of Sketch Plan or Vicinity Map	None	10 minutes	Assessment Clerk // Municipal Assessor's Office
	5.2 Review and sign Sketch Plan or Vicinity Map	None	2 minutes	Municipal Assessor or Local Assessment Operations Officer III / Municipal Assessor's Office
6. Receive the Vicinity Map and return accomplished feedback form	6. Logbook the documents in the Record book provided	None	1 minute	Assessment Clerk // Municipal Assessor's Office
	6.1 Release the Vicinity Map or Goggle Map	None	1 minute	Assessment Clerk // Municipal Assessor's Office
	6.2 Retrieve the Feedback Form and file	None	1 minute	Assessment Clerk // Municipal Assessor's Office
	TOTAL:	PHP 150.00	33 minutes	



## 10. Issuance of Vicinity Map or Google Map

Vicinity Map or Google Map is issued upon government agencies request for reference purposes only to identify property (land) locations and its predominant land use and Reference in identifying adjacent property owners to verify the status of property.

Office or Division	Office or Division: Municipal Assessor's Office (MASSO)				
			Simple		
Type of Transaction: G2			2G- Government to Government		
Who may avail:		All	Governmen	t Agencies	
CHECKLI	ST OF			WHERE TO SE	CURE
REQUIRE					
1. Certificate of Titl photo copy)	e (1 original	or	Client's File	Э	
2. Approved Plan of	of Subdivision	<u> </u>	DENR Reg	ion X, Macabalan	, Cagayan de Oro
duly signed by I			City	,	, 5,
Χ					
CLIENT STEPS	AGENCY		FEES TO	PROCESSING	PERSON
	ACTIONS	3	BE PAID	TIME	RESPONSIBLE
1. Approach the	1. Provide		None	3 minutes	Assessment
office front liner	Logbook,	: <sub></sub>			Clerk I/Municipal Assessor's Office
and sign in the client logbook	Request SI and	ıþ			7.03033013 011100
and fill-up	Feedback				
Request Slip with	Form to the	,			
Feedback Form	client	,			
2. Proceed to Tax	2. Check a	nd	None	3 minute	Assessment
Mapping	verify the				Clerk I/ Municipal
Operations/	location				Assessor's Office
Information	2.1 Genera		None	10 minutes	Draftsman II,
Technology (IT)	Vicinity Ma	p			Assessment
Section	or Google				Clerk I/ Municipal Assessor's Office
3.Asks the clerk	Map		None	2 minute	Assessment
for Certificate of	3. Logbook the persona		None	2 minute	Clerk I/ Municipal
Appearance (CA)	information				Assessor's Office
, ippourance (e) i)	the client	0.			
	3.1 Genera	te	None	2 minute	Assessment
	Certificate of	of			Clerk I/ Municipal
	Appearance	е			Assessor's Office
	(CA)				
	O O Davida		2 mainrite	O mains stars	Municipal
	3.2 Review and sign	V	3 minute	2 minutes	Municipal Assessor or Local
	Vicinity Ma	n			Assessment
	or Google	۲			Operations
	Map				Officer III /

				AN NG
				Municipal Assessor's Office
4. Receive the Vicinity Map and Sketch Plan and return accomplished feedback form	4. Logbook the documents in the Record book provided	None	1 minute	Assessment Clerk I/ Municipal Assessor's Office
	4.1 Release the Vicinity Map or Google Map, and CA	None	1 minute	Assessment Clerk I/ Municipal Assessor's Office
	4.2 Retrieve the Feedback Form	None	1 minute	Assessment Clerk I/ Municipal Assessor's Office
	TOTAL:	None	25 minutes	

# 11. Processing of Tax Declaration—Newly Discovered or Declared for the First Time - Titled and Untitled Lands

Tax Declaration is processed for taxation purposes.

Office or Division:	Municipal Assessor's Office (MASSO)
Classification:	Highly Technical
Type of Transaction:	G2C- Government to Client
Who may avail:	Property Owner or Administrator
CHECKLIST OF	WHERE TO SECURE
REQUIREMENTS	
Certified True Copy of Land	Land Registration Authority (LRA) (previously
Title (1 original and 1 photo cop	oy) ROD) - Malaybalay City
Free Patent, homestead or miscellaneous sales (1 certified true copy and 1 pho copy)	Provincial Environment and Natural Resources Office (PENRO) – Malaybalay City oto
3. Approved Survey Plan (2 pho	oto Department of Environment and Natural Resources Region 10 Survey Division, Macabalan, Cagayan de Oro City
FOR TITLED LANDS	



	17 NG
(UNDER DEPARTMENT OF AGRARIAN REFORM (DAR)	
PROPERTY	
1. Title (2 photo copy)	Client' personal file
2. Certification from Department of	Municipal Agrarian Reform Office (MARO)
Agrarian Reform (DAR) (1	North Poblacion, Maramag, Bukidnon
original and 1 photocopy)	
CHECKLIST OF REQUIREMENTS	
FOR UNTITLED LANDS	
1. Approved Survey Plan (2 photo	Department of Environment and Natural
copy)	Resources Region 10 Survey Division,
	Macabalan, Cagayan de Oro City
2. Certification from Community	Community Environment and Natural
Environment and Natural	Resources Office (CENRO), Poblacion,
Resources Office (CENRO)	Pangantucan, Bukidnon
3. Affidavit of Ownership or Sworn	Property Owner or Administrator
Statement of the Owner	
4. Barangay Certification (1	Respective Barangay Hall
original copy & 1 photo copy)	
5. Sangguniang Bayan Resolution	Office of the Sangguniang Bayan-Local
(for property / ies originally	Government Unit of Maramag
declared under the name of	
Municipal Government) (2 photo	
copy) (for released Park Lots)	
,	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach the office front liner and sign in the client logbook	1.Entertain client and provide clients log book.	None	2 minutes	Assessment Clerk I/ Municipal Assessor's Office
2. Proceed to Appraisal and Assessment Section	2. Refer to Appraisal and Assessment Section	None	3 minutes	Assessment Clerk I/ Municipal Assessor's Office
3. Secure Checklist of requirements	3. Provide checklist of requirements	None	2 minutes	Assessment Clerk I/ Municipal Assessor's Office
4. Listen to service provider's instruction. Fill-up Feedback Form	4. Provide appropriate actions to client's request. Give Feedback Form.	None	3 minutes	Assessment Clerk I/ Municipal Assessor's Office

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BAA		MAG
FEL		NON NO
	VIGAN NG BUY	IO.

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	4.1 Set schedule for the conduct of actual ocular inspection of the Real Property subject for assessment	None	3 minutes	Assessment Clerk I/ Municipal Assessor's Office
5. Guide/Assist office personnel in the conduct of ocular inspection and appraisal	5. Conduct actual ocular inspection and verification of the subject Real Property and to its actual use or other uses	None	4 Hours	Tax Mapper II, Assessment Clerk I/ Municipal Assessor's Office
	5.1 Prepare the Pre-FAAS and Inspection Report	None	10 minutes	Tax Mapper II, Assessment Clerk I/ Municipal Assessor's Office
	5.2 Forward the accomplished Pre-FAAS to Tax Mapping Section for Property Identification Number (PIN) assignment and return to appraisal and assessment section.	None	10 minutes	Tax Mapper II or Assessment Clerk I / Municipal Assessor's Office
6. Return to office for the submission of required documents	6. Receive, check and verify submitted documents from the checklist	None	1 minute	Assessment Clerk I/ Municipal Assessor's Office
	6.1 Inform or brief the client for the processing and approving time of the Tax Declaration.	None	2 minutes	Assessment Clerk I/ Municipal Assessor's Office
	6.2 Compute Real Property Taxes (Back	None	3 minute	Assessment Clerk I/ Municipal Assessor's Office



				GAN NG BUT
	Tax 10 years plus current year			
7. Proceed to Municipal Treasurer's Office (MTO) for the payment of Back Taxes	7. Provide correct computation of assessed value as basis in the computation of back taxes	Back Taxes =AV x 2% x 10 years plus Current= AV x 2% plus Road Maintenan ce Fee	10 minutes	Assessment Clerk I / Municipal Treasurer Office
8. Return to office and submit the	8. Receive the Official Receipt	None	1 minutes	Assessment Clerk I/ Municipal Assessor's Office
Official Receipt (OR)	8.1 Prepare the Final FAAS thru eTRACS	None	15 minutes	Assessment Clerk I/ Municipal Assessor's Office
	8.2 Review and check Final FAAS thru eTRACS	None	3 minutes	Local Assessment Operations Officer II & III / Municipal Assessor's Office
	8.3 Prepare the Tax Declaration and generate (3 copies Tax Declaration, 3 copies Final FAAS and 2 copies Notice of Assessment)	None	15 minutes	Assessment Clerk I/ Municipal Assessor's Office
	8.4 Review and sign the duly accomplished Tax Declaration	None	3 minutes	Local Assessment Operations Officer III and Municipal Assessor / Municipal Assessor's Office
9. Submission of Tax Declaration and its attachment for Provincial Assessor's approval	9.Transmit/Sub mit the Tax Declaration and its attachment for approval of the Provincial Assessor (Clients are	None	paused- CLOCK	Provincial Assessor / Provincial Assessor's Office



	allowed to hand carry the documents subject for approval at PASSO for urgent cases)			
10. Receive the owner's copy of the Tax Declaration and Notice of Assessment. Return the accomplished Feedback Form	10. Deliver approved Tax Declaration with the Notice of Assessment to the Real Property Owner/Declaran t. Retrieve the Feedback Form and File.	None	4 Hours	Tax Mapper II / Municipal Assessor's Office
	TOTAL:	Back Taxes = AV x 2% x 10 years plus Current= AV x 2% plus Road Maintenan ce Fee (RMF)	9 hours, 26 minutes	



# 12. Processing of Tax Declaration—Newly Discovered or Declared for the First Time — Building and Other Structures

Tax Declaration is processed for taxation purposes.

Office or Division:			Municipal Assessor's Office (MASSO)			
Classification:			Highly Technical			
Type of Transaction:			G2C- Government to Client			
Who may avail:			roperty Own	er or Administrato	or	
CHECKLIST OF RI	EQUIREMENT			WHERE TO SE		
1. Approved Building	g Permit,		Building Of	ficial		
Building Plan or Cer						
Completion or Certif	icate of					
Occupancy Permit			5 . 6	A 1		
2. Affidavit of Owner			Property O	wner or Administi	ator	
Statement of Market	value of					
Property  CLIENT STEPS	AGENCY		FEES TO	PROCESSING	PERSON	
OLILIAI OILI O	ACTIONS		BE PAID	TIME	RESPONSIBLE	
1. Approach the	1.Entertain		None	2 minutes	Assessment	
office front liner	client and				Clerk I/ Municipal	
and sign in the	provide client	S			Assessor's Office	
client logbook	log book.					
2. Proceed to	2. Refer to	_	None	3 minutes	Assessment	
Appraisal and	Appraisal and	t			Clerk I/ Municipal Assessor's Office	
Assessment	Assessment				Assessor s Office	
Section 3. Secure	Section 3. Provide		None	2 minutes	Assessment	
Checklist of	checklist of		None	2 minutes	Clerk I/ Municipal	
requirements	requirements				Assessor's Office	
4. Listen to service	4. Provide		None	3 minutes	Assessment	
provider's	appropriate				Clerk I/ Municipal	
instruction. Fill-up	actions to				Assessor's Office	
Feedback Form	client's					
	request. Give	)				
	Feedback					
	Form.		Nana	O mains stars	Accessment	
	4.1 Set		None	3 minutes	Assessment Clerk I/ Municipal	
	schedule for the conduct of actual ocular				Assessor's Office	
	inspection of					
	the Real					
	Property					
	subject for					
	assessment					



5. Guide/Assist office personnel in the conduct of ocular inspection and appraisal	5. Conduct actual ocular inspection and verification of the subject Real Property and to its actual use or other uses	None	4 Hours	Tax Mapper II, Assessment Clerk I/ Municipal Assessor's Office
	5.1 Prepare the Pre-FAAS and Inspection Report	None	10 minutes	Tax Mapper II, Assessment Clerk I/ Municipal Assessor's Office
	5.2 Forward the accomplished Pre-FAAS to Tax Mapping Section for Property Identification Number (PIN) assignment and return to appraisal and assessment section.	None	10 minutes	Tax Mapper II or Assessment Clerk I / Municipal Assessor's Office
6. Return to office for the submission of required documents	6. Receive, check and verify submitted documents from the checklist	None	1 minute	Assessment Clerk I/ Municipal Assessor's Office
	6.1. Inform or brief the client for the processing and approving time of the Tax Declaration.	None	2 minutes	Assessment Clerk I/ Municipal Assessor's Office
	6.2 Prepare the Final FAAS thru eTRACS	None	15 minutes	Assessment Clerk I/ Municipal Assessor's Office
	6.3 Review and check Final FAAS thru eTRACS	None	3 minutes	Local Assessment Operations Officer II & III /



				Municipal
				Assessor's Office
	6.4 Prepare the Tax Declaration and generate (3 copies Tax Declaration, 3 copies Final FAAS and 2 copies Notice of Assessment)	None	15 minutes	Assessment Clerk I/ Municipal Assessor's Office
	6.5 Review and sign the duly accomplished Tax Declaration	None	5 minutes	Local Assessment Operations Officer III and Municipal Assessor / Municipal Assessor's Office
7. Submission of Tax Declaration and its attachment for the Provincial Assessor's approval	7.Transmit/Su bmit the Tax Declaration and its attachment for approval of the Provincial Assessor ( Clients are allowed to hand carry the documents subject for approval at PASSO for urgent cases)	None	paused- CLOCK	Provincial Assessor / Provincial Assessor's Office
8. Receive the owner's copy of the Tax Declaration and Notice of Assessment. Return the accomplished Feedback Form.	8. Deliver approved Tax Declaration with the Notice of Assessment to the Real Property Owner/Declara nt. Retrieve	None	4 hours	Tax Mapper II / Municipal Assessor's Office



the Feedback Form and file.			
TOTAL:	None	9 hours, 14 minutes	



# 13. Processing of Tax Declaration—Newly Discovered or Declared for the First Time – Machineries and Other Improvements

Tax Declaration is processed for taxation purposes.

Office or Division: Municipal Assessor's Office (MASSO)						
Classification:		Highly Tecl	nnical			
Type of Transactio	n:	G2C- Gove	vernment to Client			
Who may avail:		Property O	wner or Adm	ninistrator		
CHECKLIST OF R	EQUIF			WHERE TO SE	CURE	
1. Sworn Statement			Property O	wner or Administi	rator	
Representative in ca						
CLIENT STEPS	A	GENCY CTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Approach the office front liner and sign in the client logbook	client	de clients	None	2 minutes	Assessment Clerk I/ Municipal Assessor's Office	
2. Proceed to Appraisal and Assessment Section		ssment	None	3 minutes	Assessment Clerk I/ Municipal Assessor's Office	
3. Secure Checklist of requirements	3. Provide checklist of requirements		None	2 minutes	Assessment Clerk I/ Municipal Assessor's Office	
4. Listen to service provider's instruction. Fill-up Feedback Form	4. Provide appropriate actions to client's request. Give Feedback Form.		None	3 minutes	Assessment Clerk I/ Municipal Assessor's Office	
	4.1 Set schedule for the conduct of actual ocular inspection of the Real Property subject for assessment		None	3 minutes	Assessment Clerk I/ Municipal Assessor's Office	
5. Guide/Assist office personnel in the conduct of ocular inspection and appraisal	inspe- verific the su	nduct I ocular ction and cation of ubject Real crty and to	None	4 Hours	Tax Mapper II, Assessment Clerk I/ Municipal Assessor's Office	



	1	1		- COLUMN TO THE PARTY OF THE PA
	its actual use or other uses			
	5.1 Prepare the Pre-FAAS and Inspection Report	None	10 minutes	Tax Mapper II, Assessment Clerk I/ Municipal Assessor's Office
	5.2 Forward the accomplished Pre-FAAS to Tax Mapping Section for Property Identification Number (PIN) assignment and return to appraisal and assessment section	None	10 minutes	Tax Mapper II or Assessment Clerk I / Municipal Assessor's Office
6. Return to office for the submission of required documents	6. Receive, check and verify submitted documents from the checklist	None	1 minute	Assessment Clerk I/ Municipal Assessor's Office
	6.1 Inform or brief the client for the processing and approving time of the Tax Declaration.	None	2 minutes	Assessment Clerk I/ Municipal Assessor's Office
	6.2 Prepare the Final FAAS thru eTRACS	None	15 minutes	Assessment Clerk I/ Municipal Assessor's Office
	6.3 Review and check Final FAAS thru eTRACS	None	3 minutes	Local Assessment Operations Officer II & III / Municipal Assessor's Office
	6.4 Prepare the Tax Declaration and generate (3 copies Tax Declaration, 3 copies Final	None	15 minutes	Assessment Clerk I/ Municipal Assessor's Office



				N NG
	FAAS and 2 copies Notice of Assessment)			
	6.5 Review and sign the duly accomplished Tax Declaration	None	5 minutes	Local Assessment Operations Officer III and Municipal Assessor / Municipal Assessor's Office
7. Submission of Tax Declaration and its attachment for the Provincial Assessor's approval	7. Transmit/Submit the Tax Declaration and its attachment for approval of the Provincial Assessor (Clients are allowed to hand carry the documents subject for approval at PASSO for urgent cases)	None	paused- CLOCK	Provincial Assessor / Provincial Assessor's Office
8. Receive the owner's copy of the Tax Declaration and Notice of Assessment. Return the accomplished Feedback Form.	8. Deliver approved Tax Declaration with the Notice of Assessment to the Real Property Owner/ Declarant. Retrieve the feedback form and file.	None	4 Hours	Tax Mapper II / Municipal Assessor's Office
	TOTAL:	None	9 hours, 14 minutes	



#### 14. Processing of Tax Declaration – Change in Classification

Tax Declaration is processed upon owner's written request to reclassify the subject property that is necessary for tax assessment.

Office or Division:			Municipal Assessor's Office (MASSO)				
Classification:			Highly Technical				
31			G2C- Government to Client				
Who may avail:		Pro	operty Owne	r or Administrate			
CHECKLIS				WHERE TO SEC	URE		
REQUIREM			N4 · · · I T	, O.C. (P	ATO)		
1. Latest/updated F	•		Municipal Tre	easurer's Office (N	110)		
Receipt (Official Re 2. Owner's Letter R			Property Owr	nor .			
3. Zoning Certificat				nning and Develo	nment Office		
3. Zoning Certificat	1011		(MPDO)	ining and Develo	prinerit Office		
CLIENT STEPS	AGENC		FEES TO	PROCESSING	PERSON		
	ACTION		BE PAID	TIME	RESPONSIBLE		
1. Approach the office front liner and sign in the client logbook	1. Entertair client a provide clients I book.	nd	None	2 minutes	Assessment Clerk // Municipal Assessor's Office		
2. Proceed to Appraisal and Assessment Section	2. Refer to Appraisal and Assessment Section		None	3 minutes	Assessment Clerk // Municipal Assessor's Office		
3. Secure Checklist of requirements	<ol><li>3. Provide checklist of requirement</li></ol>		None	2 minutes	Assessment Clerk // Municipal Assessor's Office		
4. Listen to service provider's instruction. Fill-up Feedback Form	4. Provide appropriate		None	3 minutes	Assessment Clerk  I/ Municipal Assessor's Office		
			None	3 minutes	Assessment Clerk // Municipal Assessor's Office		



5. Guide/Assist office personnel in the conduct of ocular inspection and appraisal	5. Conduct actual ocular inspection and verification of the subject Real Property and to its actual use or other uses	None	4 Hours	Tax Mapper II, Assessment Clerk I/ Municipal Assessor's Office
	5.1 Prepare the Pre-FAAS and Inspection Report	None	10 minutes	Tax Mapper II, Assessment Clerk I/ Municipal Assessor's Office
	5.2 Forward the accomplished Pre-FAAS to Tax Mapping Section for Property Identification Number (PIN) assignment and return to appraisal and assessment section	None	10 minutes	Tax Mapper II or Assessment Clerk I / Municipal Assessor's Office
6. Return to office for the submission of required documents	6. Receive, check and verify submitted documents from the checklist	None	1 minute	Assessment Clerk // Municipal Assessor's Office
	6.1 Inform or brief the client for the processing and approving time of the Tax Declaration.	None	2 minutes	Assessment Clerk // Municipal Assessor's Office
	6.2 Prepare the Final FAAS thru eTRACS	None	15 minutes	Assessment Clerk // Municipal Assessor's Office
	6.3 Review and check	None	3 minutes	Local Assessment Operations Officer II & III /



	I <b></b>			TV NG
	Final FAAS thru eTRACS			Municipal Assessor's Office
	6.4 Prepare the Tax Declaration and generate (3 copies Tax Declaration, 3 copies Final FAAS and 2 copies Notice of Assessment	None	15 minutes	Assessment Clerk // Municipal Assessor's Office
	6.5 Review and sign the duly accomplished Tax Declaration	None	5 minutes	Local Assessment Operations Officer III and Municipal Assessor / Municipal Assessor's Office
7. Submission of Tax Declaration and its attachment for the Provincial Assessor's approval	7.Transmit/Su bmit the Tax Declaration and its attachment for approval of the Provincial Assessor (Clients are allowed to hand carry the documents subject for approval at PASSO for urgent cases)	None	paused- CLOCK	Provincial Assessor / Provincial Assessor's Office
8. Receive the owner's copy of the Tax Declaration and Notice of Assessment. Return the accomplished Feedback Form.	8. Deliver approved Tax Declaration with the Notice of Assessment to the Real Property Owner/Declar ant. Retrieve Feedback Form and file.	None	4 Hours	Tax Mapper II / Municipal Assessor's Office
	TOTAL:	None	9 hours, 14 minutes	



# 15. Processing of Tax Declaration – Change of Ownership

Tax Declaration is processed for transfer of ownership of the subject property.

Office or Division:		Municip	oal Assess	or's Office (MASS	iO)
Classification:		Highly Technical			
Type of Transaction		G2C- 0	Sovernmen	t to Client	
Who may avail:		Proper	ty Owner o	r Administrator	
CHECKLIST OF REC	QUIREN	IENTS		WHERE TO SE	CURE
(UNDER DEPAR					
ENVIRONMENT AN	ID NATI	JRAL			
RESOURCES (DENF		PERTY			
1. Latest/updated Rea	•		Municipal	Treasurer's Offic	e (MTO)
Receipt (Official Rece					_
2. Official Receipt of	Γransfer	Tax		Treasurer's Offic	•
				Malaybalay City, E	
3. Certified True Copy				istry Authority (LF	
(1 Original True Copy	and 1 p	hoto	Deeds (R	OD), Malaybalay	City, Bukidnon
copy)			0'' ''	(C)	
4. Deed of Conveyand			Client's co	opy/file	
of Absolute Sale, [					
registered from the		y or			
Deeds (2 photo co	opy) to Autho	rizina	Duroou of	Internal Devenue	\( \DID\
5. Electronic Certifica Registration (eCA			Bureau of Internal Revenue (BIR), Casisang, Malaybalay City, Bukidnon		
copy)	K) (Z þlí	OlO	Casisariy	, ivialaybalay City,	, DUKIUHUH
6. Approved Survey F	Plan (2 n	hoto	Denartme	ent of Environmen	t and Natural
copy)	ιαπ (Ζ ρ	11010	Resources Region 10 Survey Division,		
00py/			Macabalan, Cagayan de Oro City		
				, cagaya ac c	
CHECKLIST OF REC	QUIREM	IENTS			
(UNDER DEPAR	TMENT	OF			
AGRARIAN REFO	DRM (D.	AR)			
PROPER					
1. Title (2 photo copie			Clients File		
2. Department of Agra			Municipal Agrarian Reform Office (MARO),		
Office (DAR) Certifica	tion (1 C	Original	North Pol	olacion, Maramag	, Bukidnon
and 1 photo copy)					
ADDITIONAL REQ					
FOR REPRESE			N	1.11	
1. Photocopy of Spec	iai Powe	er of	Notary Pu	JIDIIC	
Attorney (1 copy)	Attorney (1 copy)				
CLIENT STEPS	AGEI	NCY	FEES	PROCESSING	PERSON
J	ACTIO		TO BE	TIME	RESPONSIBLE
			PAID		



	I			
Approach the office front liner and sign in the client logbook	Entertain client and provide clients log book.	None	2 minutes	Assessment Clerk I/ Municipal Assessor's Office
2. Proceed to Appraisal and Assessment Section	2. Refer to Appraisal and Assessment Section	None	3 minutes	Assessment Clerk I/ Municipal Assessor's Office
3. Secure Checklist of requirements	3. Provide checklist of requirements	None	2 minutes	Assessment Clerk I/ Municipal Assessor's Office
4. Listen to service provider's instruction. Fill-up Feedback Form	4. Provide appropriate actions to client's request. Give Feedback Form.	None	3 minutes	Assessment Clerk I/ Municipal Assessor's Office
	4.1 Set schedule for the conduct of actual ocular inspection of the Real Property subject for assessment	None	3 minutes	Assessment Clerk I/ Municipal Assessor's Office
5. Guide/Assist office personnel in the conduct of ocular inspection and appraisal	5. Conduct actual ocular inspection and verification of the subject Real Property and to its actual use or other uses	None	4 Hours	Tax Mapper II, Assessment Clerk I/ Municipal Assessor's Office
	5.1 Prepare the Pre-FAAS and Inspection Report	None	10 minutes	Tax Mapper II, Assessment Clerk I/ Municipal Assessor's Office
	5.2 Forward the accomplished Pre-FAAS to Tax Mapping Section for Property Identification	None	10 minutes	Tax Mapper II or Assessment Clerk I / Municipal Assessor's Office



				AN NG D
	Number (PIN) assignment and return to appraisal and assessment section			
6. Return to office for the submission of required documents	6. Receive, check and verify submitted documents from the checklist	None	1 minute	Assessment Clerk I/ Municipal Assessor's Office
	6.1 Inform or brief the client for the processing and approving time of the Tax Declaration.	None	2 minutes	Assessment Clerk I/ Municipal Assessor's Office
	6.2 Prepare the Final FAAS thru eTRACS	None	15 minutes	Assessment Clerk I/ Municipal Assessor's Office
	6.3 Review and check Final FAAS thru eTRACS	None	3 minutes	Local Assessment Operations Officer II & III / Municipal Assessor's Office
	6.4 Prepare the Tax Declaration and generate (3 copies Tax Declaration, 3 copies Final FAAS and 2 copies Notice of Assessment	None	15 minutes	Assessment Clerk I/ Municipal Assessor's Office
	6.5 Review and sign the duly accomplished Tax Declaration	None	5 minutes	Local Assessment Operations Officer III and Municipal Assessor / Municipal Assessor's Office



		•		NN NG U
7. Submission of Tax Declaration and its attachment for the Provincial Assessor's approval	7.Transmit/Sub mit the Tax Declaration and its attachment for approval of the Provincial Assessor (Clients are allowed to hand carry the documents subject for approval at PASSO for urgent cases)	None	paused- CLOCK	Provincial Assessor / Provincial Assessor's Office
8. Receive the owner's copy of the Tax Declaration and Notice of Assessment. Return accomplished Feedback Form.	8. Deliver approved Tax Declaration with the Notice of Assessment to the Real Property Owner/Declara nt. Retrieve Feedback Form and file.	None	4 Hours	Tax Mapper II / Municipal Assessor's Office
	None	9 hours, 14 minutes		



# 16. Processing of Tax Declaration – Physical Changes in Property (e.g. Structure / Building-Renovation and Additions, Partial or Total Destruction)

Tax Declaration is processed upon owner's written request to reclassify the subject property that is necessary for tax assessment.

Office or Division:		Municipal Assessor's Office (MASSO)				
Classification:		Highly Technical				
Type of Transaction:		G2C- Government to Client				
Who may avail:		Property Owner or Administrator				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE			
Latest/updated F     (Official Receipt)	Receipt	Municipal Treasurer's Office (MTO)				
2. Owner's Letter Request			Property Owner			
CLIENT STEPS	AGENCY ACTIONS		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Approach the office front liner and sign in the client logbook	Entertain client and provide clients log book.		None	2 minutes	Assessment Clerk I/ Municipal Assessor's Office	
2. Proceed to Appraisal and Assessment Section	2. Refer to Appraisal and Assessment Section		None	3 minutes	Assessment Clerk I/ Municipal Assessor's Office	
3. Secure Checklist of requirements	3. Provide checklist of requirements		None	2 minutes	Assessment Clerk I/ Municipal Assessor's Office	
4. Listen to service provider's instruction. Fill-up Feedback Form	4. Provide appropriate actions to client's request. Give Feedback Form.		None	3 minutes	Assessment Clerk I/ Municipal Assessor's Office	
	4.1 Set s for the co actual oc inspectio Real Pro subject for assessm	onduct of ular n of the perty or ent	None	3 minutes	Assessment Clerk I/ Municipal Assessor's Office	
5. Guide/Assist office personnel in the conduct of ocular inspection and appraisal	5. Conduct actual ocular inspection and verification of the subject Real Property and to its actual use or other uses		None	4 Hours	Tax Mapper II, Assessment Clerk I/ Municipal Assessor's Office	



	5.1 Prepare the Pre-FAAS and Inspection Report	None	10 minutes	Tax Mapper II, Assessment Clerk I/ Municipal Assessor's Office
	5.2 Forward the accomplished Pre-FAAS to Tax Mapping Section for Property Identification Number (PIN) assignment and return to appraisal and assessment section	None	10 minutes	Tax Mapper II or Assessment Clerk I / Municipal Assessor's Office
6. Return to office for the submission of required documents	6. Receive, check and verify submitted documents from the checklist	None	1 minute	Assessment Clerk I/ Municipal Assessor's Office
	6.1 Inform or brief the client for the processing and approving time of the Tax Declaration.	None	2 minutes	Assessment Clerk I/ Municipal Assessor's Office
	6.2 Prepare the Final FAAS thru eTRACS	None	15 minutes	Assessment Clerk I/ Municipal Assessor's Office
	6.3 Review and check Final FAAS thru eTRACS	None	3 minutes	Local Assessment Operations Officer II & III / Municipal Assessor's Office
	6.4 Prepare the Tax Declaration and generate (3 copies Tax Declaration, 3 copies Final FAAS and 2 copies Notice of Assessment	None	15 minutes	Assessment Clerk I/ Municipal Assessor's Office
	6.5 Review and sign the duly	None	5 minutes	Local Assessment Operations



				AN NG D
	accomplished Tax Declaration			Officer III and Municipal Assessor / Municipal Assessor's Office
7. Submission of Tax Declaration and its attachment for the Provincial Assessor's approval	7.Transmit/Subm it the Tax Declaration and its attachment for approval of the Provincial Assessor (Clients are allowed to hand carry the documents subject for approval at PASSO for urgent cases)	None	paused- CLOCK	Provincial Assessor / Provincial Assessor's Office
8. Receive the owner's copy of the Tax Declaration and Notice of Assessment. Return accomplished Feedback Form.	8. Deliver approved Tax Declaration with the Notice of Assessment to the Real Property Owner/Declarant. Retrieve Feedback Form and file.	None	4 Hours	Tax Mapper II / Municipal Assessor's Office
	TOTAL:	None	9 hours, 14 minutes	



# Office of the Municipal Agriculture External Services



### 1. Provision of Animal Health Care Protection Services and Production Activity

These services are provided to livestock farmers of Maramag who requested to avail such services (e.g., rabies vaccination, vitamins supplementation, deworming, artificial insemination, castration and pregnancy diagnosis)

Office or Division		griculture Of	ffice	
Classification:	Simple	_		
Type of Transaction:	G2C- Gover	nment to Cli	ent	
Who may avail:	All Livestock	Farmers/Ra	aisers and House	holds of Maramag
CHECKL			WHERE TO SE	
REQUIRE				
1. Proof of Owners				
copy) any of the	•			
Animal Insp	ection	- Mun	icipal Agriculture	Office
Certificate		Б.		(11.20
	ertification as	- Bara	angay Local Gove	rnment Unit's
proof of Ow Livestock C	-	- Mun	icipal Treasurer's	Office
	(Certificate of	- ividii	iloipai Treasurei s	Office
Ownership/				
CLIENT STEPS	AGENCY	FEES TO	PROCESSING	PERSON
	ACTIONS	BE PAID	TIME	RESPONSIBLE
1.Proceed to the	1. Entertain			Agricultural
Municipal	farmers	None	3 minutes	Technologist/
Agriculture	request and			Agricultural
Office frontline	provide			Technician
personnel and request for	logbook			Municipal Agriculture Office
specific service/s				Agriculture Office
2.Sign logbook	2. Diagnose	None	20 minutes	Agricultural
and place the	animal health	110110	20 1111114100	Technologist
animal to the	situation and			/Municipal
designated	execute			Agriculturist
area	services as			Municipal
	requested			Agriculture Office
	2.1 Advice	None	5 Minutes	Agricultural
	client on			Technologist/ Municipal
	proper animal			Agriculturist
	health care and provide			Municipal
feedback form				Agriculture Office
3. Accomplish	3. Retrieve			Agricultural
feedback form	accomplished	None	2 Minutes	Technologist
	feedback form			/Municipal
				Agriculturist



			Municipal Agriculture Office
TOTAL:	None	30 minutes	

**2. Distribution of Farm Inputs**Farm Inputs is distributed to farmers and fisherfolks of Maramag who are willing to avail the program.

Office or Division:	Municipal Agrid	culture Office		
Classification:	Simple			
Type of	G2C- Governm	nent to Client		
Transaction:				
Who may	All Farmers of	Maramag		
avail:	IOT OF		WILLERS TO SECU	IDE
CHECKL REQUIRE			WHERE TO SECU	JKE
1. Registry Syste Sectors in Agricu copy/stub (1 pho 2. Barangay Cer (1 photocopy) 3. Irrigator's and Cooperative Ass (IA/FCA) Certific 4. Identification (	em of Basic ulture (RSBSA) otocopy) tification Farmer's sociation eation	- Municipal Agriculture's Office - Barangay Local Government Unit's - IA/FCA Certification - Personal copy		
photocopy)	1071101/			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Proceed to the Municipal Agriculture Office-frontline personnel and present required document	1. Receive, validate and verify document submitted and provide logbook	None	5 Minutes	Agricultural Technologist/ AgriculturalTechni cian Municipal Agriculture Office
2.Sign logbook	2. Issue client's claim slip and advice the client to proceed to the Municipal Warehouse for the	None	3 minutes	Agricultural Technologist/ AgriculturalTechni cian Municipal Agriculture Office



3. Proceed to the Municipal Warehouse and present claim slip to the service provider	release of farm inputs  3. Release the farm inputs and secure the client's signature on the acknowledge receipt and provide feedback form	None	20 minutes	Agricultural Technologist/Agri culturalTechnicia n Municipal Agriculture Office
4.Receive the farm inputs and accomplish feedback form	4. Retrieve the feedback form	None	2 minutes	Agricultural Technologist/ AgriculturalTechni cian Municipal Agriculture Office
	TOTAL:	None	30 Minutes	



#### 3. Issuance of Certification

This certification is issued to clients to all farmers and fisherfolks of Maramag who requested to secure this document such as (e.g., animal inspection certificate, farmers/fisherfolks certification and shipping Permit)

Office or Division	n:	Municipal Agriculture Office				
Classification:			mple			
Type of Transac	tion:		2C- Governm	ent to Client		
\A/l				l Etala aufallia af NA		
Who may avail: A CHECKLIST OF			Farmers and	Fisherfolks of M WHERE TO SE		
				WHERE IO SE	CURE	
REQUIREMENTS  1. Proof of Ownership (1 photo copy) any of the following:  • Farmer's Certification/ Registry System of Basic Sectors in Agriculture (RSBSA) Reference No. (1 copy)  • Barangay Certification (1 original)  • Livestock Credential Registration (Certificate of Ownership/ Transfer)  • Animal Inspection Certificate		/ n	<ul> <li>Municipal Agriculture Office</li> <li>Barangay Local Government Unit's</li> <li>Municipal Treasurer's Office</li> <li>Municipal Agriculture Office</li> </ul>			
2. Documentary copy)	stamp (1		BIR Station at the Municipal Hall			
CLIENT STEPS	AGENCY ACTIONS		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Proceed to the Municipal Agriculture Office frontline personnel, present required documents and sign logbook	1. Receive validate an verify documents submitted and advice client to pa Certification Fee at the Municipal Treasurer's Office (MTC)	d y n	None	5 Minutes	Agricultural Technologist/ AgriculturalTechnician Municipal Agriculture Office	



				AN NG D
2. Proceed to Municipal Treasurer's Office for the payment of Certification Fee	2. Receive payment and issue Official Receipt (OR)	PHP 120.00 - Certification Fee	3 Minutes	Revenue Collection Clerk III, II, I Municipal Treasurer's Office
3. Proceed to the Bureau of Internal Revenue (BIR) to secure documentary stamp	3. Receive payment and issue documentary stamp	PHP 30.00 - Documentary stamp	2 Minutes	BIR personnel Bureau of Internal Revenue
4. Return to the Municipal Agriculture's Office and present OR and documentary stamp	4. Receive OR and documentary stamp and prepare the Certification and forward to the Municipal Agriculturist for signature	None	5 Minutes	Agricultural Technologist/ Agricultural Technician Municipal Agriculture Office
	4.1 Verify and sign the Certification	None	1 Minute	Municipal Agriculturist Municipal Agriculture Office
	4.2 Release the Certification and provide feedback form	None	1 Minute	Agricultural Technologist/ Agricultural Technician Municipal Agriculture Office
5. Receive the Certification, sign logbook as proof of receiptand accomplish feedback form	5. Retrieve the feedback form	None	3 Minutes	Agricultural Technologist/ Agricultural Technician Municipal Agriculture Office
	TOTAL:	PHP 150.00	20 Minutes	



### 4. Provision of Farm Tractor Services

Farm Tractor Services is provided to farmers of Maramagwho requested to avail such services.

Office or Divisio	n·	Municipal Agriculture Office				
Classification:		Simpl		2.0 011100		
Type of Transac	tion:		Government	to Client		
Who may avail:		All Fa	rmers of Mar			
CHECKI REQUIRI			WHERE TO SECURE			
<ol> <li>Request S</li> <li>Identification</li> </ol>	lip (1 copy) on Card (1 d	сору)		cipal Agriculture ( onal Copy	Office	
CLIENT STEPS	AGENO ACTIO		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Proceed to the Municipal Agriculture Office frontline personnel and express intent to avail farm tractor equipment services and fill-up request slip and sign logbook	1. Received validate are verify requisite and acceleration to part the rental the Munici Treasurer' Office (MT	nd lest dvice ay for fee at pal s O)	None	5 minutes	Agricultural Technologist/ Agricultural Technician/Clerk Municipal Agriculture Office	
2. Proceed to Municipal Treasurer's Office (MTO) to pay farm tractor service fee	2. Receive payment and issue Official Receipt (OR)		*Refer to schedule of fees	5 minutes	Revenue Collection Clerk III, II, I Municipal Treasurer's Office	
3. Return to the Municipal Agriculture's Office and present Official Receipt (OR)	3. Received then set scheduled the serve and logication and logication along with farmer's name,	e of ices book sial (OR) th its	None	3 minutes	Agricultural Technologist/ Agricultural Technician/Clerk Municipal Agriculture Office	



	feedback form, fill-out and retrieve	None	1 Day, 15 Minutes	
	4.1 Proceed to the farm site as scheduled and execute the tractor services and provide	None	1 Day	Heavy Equipment Operator and Heavy Equipment Operator Assistant Municipal Agriculture Office
4. Wait for the schedule of the actual tractor service and accomplish feedback form	address and contact no.  4. Get the availability of the tractor operator to visit the farm site of the client	None	2 minutes	Agricultural Technologist/ Agricultural Technician/Clerk Municipal Agriculture Office

SCHEDULE OF FEES	(TRACTOR SERVICES)
1. HARROWING (RASTILYO)	PHP 2,600.00 /Ha.
2. MOULD BOARD	PHP 6,500.00 /Ha.
3. FURROWING	PHP 3,500.00 /Ha.
4. DISC PLOWING	PHP 4,500.00 /Ha.
5. MECHANICAL PLANTING	PHP 6,500.00 /Ha.
6. SUB SOILING	PHP 3,500.00 /Ha.
7. RIDGE TILLING	PHP 3,500.00 /Ha.



# Office of the Municipal Agriculture Internal Services



#### 1. Provision of Data and Information

This data and information are provided to all individuals and other relevant government offices/agencies who requested to secure such services.

Office or Division		Municin	ol Agricult	turo Offico	
Classification:	Simple	Municipal Agriculture Office			
Type of Transaction: G2C- Government G2G- Government					
Who may avail:		All indiv	riduals and	d other offices/ago	encies
CHECKLIST OF	REQUIREN	IENTS		WHERE TO SE	CURE
Letter of Integration     (1 copy)	ent/Request		- Pe	ersonal Copy	
CLIENT STEPS	AGEN ACTIO		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Municipal Agriculture Office frontline personnel, submit letter request and	1. Receiveletter of intent/request and provide logbook.  1.1 Review and validate letter of intent/request and endorse to the Head of Office to be forwarded to the Municipal Mayor or Municipal Administrator for		None	3 Minutes	Agricultural Technologist/ Agricultural Technician/Clerk Municipal Agriculture Office
sign logbook.			None	5 Minutes	Agricultural Technologist/ Agricultural Technician/Clerk/ Municipal Agriculturist Municipal Agriculture Office
	approval.  1.2 If the letter is approved, prepare the data and information needed.		None	25 Minutes	Agricultural Technologist/ Agricultural Technician/Clerk Municipal Agriculture Office
2. Wait while the requested document is prepared	2. Prepare requested document send via e theoffices/s concerne	and -mail to agencie	None	5 Minutes	Agricultural Technologist/ Agricultural Technician/Clerk Municipal Agriculture Office



3. Receive the	3. Retrieve the	None	2 Minutes	Agricultural
Document and	feedback form			Technologist/
accomplish				Agricultural
feedback form				Technician/Clerk
via e-mail				Municipal
via C man				Agriculture
				Office
	TOTAL:	None	40 minutes	



# Office of the Municipal General Services External Services



# 1. Provision on the usage of Municipal Gymnasium, Sound System Heavy Duty Tents, Wooden Tables, Table Cloth and Monobloc Chairs

To ensure proper scheduling and usage of Government properties and Fixtures with corresponding fee based on Municipal Revenue Code.

			unicipal General Se Ipport	rvices Office – Ad	dministrative		
Classification:				mple			
Type of Transac	ction:		2C- Government to Client				
			2G – Government to				
Who may avail:			ernal & External Cl				
CHECKLI	ST OF		W	HERE TO SECU	RE		
REQUIRE	MENTS						
1. Approved Lett (1 original copy)	er Reques	t	Municipal Mayor's	Office			
2. Photocopy of Receipt from the Treasurer's Office	Municipal		Municipal Treasur	er's Office			
CLIENT STEPS	AGENC ACTION		FEES TO BE PROCESSING PERSO RESPONS				
1. Submit letter request approved by the Local Chief Executive (LCE)	1.Receive the approved letter request		Municipal Gymnasium Php 2,500.00/ day or night Monobloc Chairs Php 8.00/pc.	1 minutes	Admin Aide II Municipal General Services Office		
	1.1Check for the availabilit of schedule	:y	Heavy Duty Tents Php 300.00/ unit per day	3 minutes	Admin Aide II Municipal General Services Office		
2.Fill-up Borrower Slip	2. Approved by MGSC		Wooden Tables Php 50.00 Table Cloth Php 50.00/pc	5 minutes	Municipal General Services Officer Municipal General Services Office		
3.Present Official Receipt	3. Receive O.R & book the	⁄e	Sound System Php3,500.00/day or night	5 minutes	Admin. Aide II  Municipal  General  Services Office		



	1		
	requested schedule.		
	3.1 Release the requested item and provide feedback form.	30 minutes	Admin Aide II Municipal General Services Office
5. Fill-up feedback form and present to GSO clerk	5.Receive feedback form	30 seconds	Admin Aide II  Municipal  General  Services Office
	TOTAL:	44 minutes and 30 seconds	

### 2. Repair and Maintenance of Office Equipment and Municipal Building

Services offered by the Municipal General Services Office to include repairs of office equipment, fixtures and administrative section building maintenance.

Office or Division:	Municipal General Services Office – Property Management Division					
Classification:	Simple					
Type of	G2G – Govern	nment to Go	vernment			
Transaction:						
Who may avail:	Internal Client	S				
CHECKLIST OF REC	UIREMENTS		WHERE TO SE	CURE		
Job Order Slip	Form	Municipal (	General Services	Office		
CLIENT STEPS	AGENCY	FEES TO	PROCESSING	PERSON		
	ACTIONS	BE PAID	TIME	RESPONSIBLE		
	. =					
1.Secure Job Order	1. Provide	None	1 minute	Admin Aide II		
Slip Form at General	Job Order Municipal					
Services Office	Form to the General					
	client Services Office					
2.Fill-up Job Order	2. Facilitate None 3 minutes Admin Aide II,					
with signature then	the job order			Municipal		
submit to GSO for	request by			General		
approval	GSO Clerk			Services Officer		

OF STREET	N NG MAR	
BAL	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	MAG
-E		NO.
A	VIGAN NG BUK	O TOTAL STREET

	for approval of MGSO.			Municipal General Services Officer
	2.1 Booked and informed Maintenance Section for the requested Job Order.	None	5 minutes	Admin Aide II, Plumber Municipal General Services Office
	None	9 minutes		

## 3. Reproduction of Documents (Photocopying and Risograph Printing)

In order to fast track the processing of documents in the LGU, the Municipal General Services Office provide the services for photocopying and risograph printing for internal and external clients.

Office or Divisi	ion:	Municipal	General Serv	vices Office		
<b>Classification:</b>		Simple				
Type of Transa	action:	G2C- Gov	vernment to C	Client		
		G2G – G	overnment to	Government		
Who may avail	:	Internal & External Clients				
CHECK	(LIST O	F		WHERE TO SEC	URE	
REQUIR	REMENT	S				
<ol> <li>Documer</li> </ol>	nts to be	!	Clients			
photocop	oied/ riso	graph	Cilerits			
2. Official R						
Municipa	ıl Treasu	rer's	Municipal Treasurer's Office/ GSO Counter			
Office/ C	ash Tick	et				
CLIENT	AGI	ENCY	FEES TO	PROCESSING	PERSON	
STEPS	AC1	TIONS	BE PAID	TIME	RESPONSIBLE	
1. Client	1. Rece	eived the	Php	1 minute/ page	Admin Aide I	
present	•		2.00/page		Municipal	
copy/ies to be				10 minutes/	General	
reproduce at	operato	or.)	Php	ream	Services Office	
GSO ICT			400.00/			
Section			ream			

JAN NG MAR	
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E PER S	Š
PLANIGAN NG BUY	D

	,			- Continue
	1.1 Reproduce photocopy/ risograph printing by the GSO ICT operator.	Php 600.00/ ream (back to back		Admin Aide I Municipal General Services Office
2.Client pays the amount billed at GSO- ICT Section	2. Issue of cash ticket or end user proceed to MTO for payment			Admin Aide I Municipal General Services Office
3. Client receive the copy/ies (photocopy and risograph) after payment				Admin Aide I Municipal General Services Office
	TOTAL:	Php 2.00/page Php 400.00/ ream	1 minute or 10 minutes	
		Php 600.00/ ream (back to back		



### 4. Scheduling of Vehicle Usage

Services offered by Municipal General Services Office to all local residents within Municipality of Maramag.

			Municipal General Services Office – Administrative Support			
		Simple				
Type of Transa	ction:		- Governmei			
				ent to Governmen	t	
Who may avail		Inter	nal & Extern		OUDE	
REQUIR	LIST OF EMENTS			WHERE TO SE	CURE	
1.Letter request Local Chief Exe Municipal Admir	cutive/	by	Municipal N Administrat	Mayor's Office/ Mu or Office	nicipal	
2.Vehicle Trip T				General Services C		
CLIENT STEPS	AGENO ACTIO		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Submit letter request approved by the Local Chief Executive (LCE)	Receive approved letter required.		None	1 minute	Admin Aide IV Municipal General Services Office	
	1.1 Inform the Head Office regarding letter.	of	None	1 minute	Admin Aide IV Municipal General Services Officer Municipal General Services Office	
	1.2 Forwathe letter request to GSO clerk verification and check of schedu for the availability vehicle	c for n king le	None	1 hour	Municipal General Services Officer, Admin Aide IV Municipal General Services Office	

AND REAL PROPERTY.	NG MA	RAN
BAL		E BRG
5		) i
A	VIGAN NG B	UKIDA

1.3 Booked the requested date of vehicle usage and prepared Vehicle trip ticket.	None	30 minutes	Admin Aide IV Municipal General Services Officer
licket.			
TOTAL:	None	1 hour &	
		32miuntes	

5. Inspection of Delivered Items Based on Specification
Inspects and verifies items as to quantity and conformity to
specifications based on the Delivery Receipt and approved Purchase
Order and to ensure items delivered is not damaged or malfunction.



Office or Divisio	n:	Municipal General Services Office			
Classification:	5	Simple			
Type of Transac	tion:	G2B – Gover	nment to Busines	SS	
Who may avail:		External Clie	nts		
CHECKI	LIST OF	WHERE TO SECURE			
REQUIRI	EMENTS				
Present the follow	ving to the				
inspectorate:					
1. Item Delive	ered	N 4	-:	da 0#:	
2. P.O./Contr	ract	iviunio	cipal General Ser	vices Office	
3. Delivery R	eceipt				
4. Charge Inv					
CLIENT	AGENCY	FEES TO	PROCESSING	PERSON	

4. Charge Invoice				
CLIENT	AGENCY	FEES TO	PROCESSING	PERSON
STEPS	ACTIONS	BE PAID	TIME	RESPONSIBLE
1. Inspect the item/s delivered based on specification indicated on the Purchase Order/ Contract.	1. Inspect the item/s delivered based on specification indicated on the Purchase Order/Contract.	None	10 minutes	Administrative Aide IV Administrative Officer V (Supply Officer III)
	1.1 Accept the item inspected.	None	5 minutes	Administrative Officer I (Record Officer I)
	1.2 Turn-over of the item/s together with the documents to the GSO Property Account Officer.	None	15 minutes	Administrative Officer I (Record Officer I)
	1.3 Preparation of Property Acknowledgement Receipt (PAR) or Inventory Custodian Slip (ICS) and Requisition and Issuance Slip (RIS) for consumable items. After the preparation of PAR and ICS, the Account Officer will tag the items for inventory purposes.	None	5 hours	Administrative Aide IV Administrative Officer V (Supply Officer III)



1.4 Signir documen	•	None	1 minute	Administrative Aide IV Administrative Officer V (Supply Officer III)
1.5 Coord with the e for the de items.	nd-user	None	5 minutes	Administrative Aide IV Administrative Officer V (Supply Officer III)
1.6 Prepa Obligation and Disbu Voucher a Inspection Acceptan (IAR)	n Receipt ursement and	None	3 minutes	End User
	TOTAL:	None	5 hours and 39 minutes	



### 6. Repair and Maintenance of Heavy/Light Vehicle.

Services offered by the Municipal General Services Office repair or maintenance of any type of motor vehicle to maintain and ensure its safety and dependability.

Office or Division:	Municipal General Services Office					
Classification:	Simple					
Type of	G2G – Government to Government					
Transaction:	C2C Covernment to Covernment					
Who may avail:	Internal Clients	Internal Clients				
CHECKLIST OF	REQUIREMENTS		WHERE TO SE	CURE		
1. Job Order Requ	est Form					
2. Requisition and	Issue Slip (RIS)					
3. Pre-repair form		Municipal (	General Services	Office		
4. Job Order Requ						
Maintenance Char						
CLIENT STEPS	AGENCY	FEES TO	PROCESSING	PERSON		
	ACTIONS	BE PAID	TIME	RESPONSIBLE		
1. Park the vehicle	1. Inspection of pre-	None	5 Minutes	Admin. Aide IV		
at Service Reception Area	repair will be conducted by the			Mechanic		
then proceed to	motorpool division			Medianic		
Motorpool Division	motorpoor division					
Office and secure						
a Job Order						
request form.						
2. Park the vehicle	2. Assigned	None	3 Hours	Mechanic		
at the designated	mechanic will					
service bay indicated in Job	conduct Preventive/Predictive					
Order request	/Corrective and					
form.	Emergency					
	maintenance of the					
	vehicle.					
3. For replacement	3. Preparation of the	None	5 minutes	Admin Aide IV		
of parts:	Requisition and Issue					
A. Proceed to stock room.	Slip (RIS) by the Spare Parts section					
B. Secure a	and will collect the					
requisition	surrendered waste					
and	material spare parts					
issuance	for safekeeping.					
slip for the						
requested						



spare parts. C. Surrender the waste material (spare parts).				
4. If parts are not available: A. Proceed to Motorpool Division. B. Request a pre-repair form for procurement ofthe requested parts.	4. List down the spare parts needed for the repair indicated in job order request form	None	5 minutes	Mechanic
	4.1 Sign the vehicle chart and return the job order form with signature of the mechanic assigned and the request for final copy of the job order at motor-pool division office.	None	5 minutes	Engineer II
	TOTAL:	None	3 Hours and 20 minutes	



### 7. Issuance of Permit to use Government Facilities, Parks and Plaza

Services offered by the Municipal General Services Office where all residents of the Municipality of Maramag have the right to access and use government facilities.

Office or Division:	Municipal General Services Office				
Classification:	Simple				
Type of	G2G - Governmen	t to Governm	ent		
Transaction:	G2C - Government				
Who may	All Citizens, individ	ual groups, p	orivate offices,/ind	lustries, LGU	
avail:	Barangays/ Nation	al Offices, Ci			
	LIST OF		WHERE TO SEC	URE	
	REMENTS				
Approved Lette	<u> </u>		ng party/Municipa		
CLIENT STEPS		FEES TO	PROCESSING	PERSON	
	ACTIONS	BE PAID	TIME	RESPONSIBLE	
1.Submit the	1. Receive	None	1 minute	Admin. Aide IV	
approved letter to GSO	• •			General Services Office	
GSO	request			Services Office	
	1.1 Check for	None	3 minutes	Admin Aide IV,	
	the availability			Municipal	
	of schedule			General	
				Services Officer	
				General	
				Services Office	
	1.2 Schedule	None	1 minutes	Admin Aide IV	
	the said	NOHE	i illillutes	General	
	request.	Services Office			
	1.3			22777000 011100	
	TOTAL:	None	5 minutes		



# Office of the Municipal Civil Registrar External Services



### 1. Annotation in the Civil Register through Court Decree/Order

This service caters to registration of court orders/ judicial decrees and updating of civil registry records that includes adoption, annulment of Marriage, legal separation, declaration of absolute nullity of marriage and divorces (under PD 1083 and RA 8371), correction of entry, presumptive death and other court orders/ judicial decrees on status of person.

Office or Division:	Municipal Civil Registrar's Office
Classification:	Highly Technical
Type of Transaction:	Government to Client
Who may avail:	Couple/s, registrant, concerned person and authorized representative.
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
General Requirements	
1.1 Petition - 1 original, 2 certified photocopies	Court
1.2 Court Decision - 1 original, 2 certified photocopies	Court
<ul><li>1.3 Certificate of Finality - 1 original, 2 certified photocopies</li></ul>	Court
1.4 PSA Copy of Document to be annotated/ updated	Philippine Statistics Authority
<ol><li>Additional requirements for petitions filed and decided by court outside Maramag:</li></ol>	
2.1 Certificate of Registration issued by the CCR/MCR where the court, that decided the case, is functioning. All documents must be certified as true copies by the CCR/MCR	CCR/MCR where the court is functioning.
2.2 All documents must be certified as true copies by the Clerk of Court where the petition was filed/decided.	Clerk of Court where the petition was filed/decided.



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3. Additional repetitions file by Shari'a Co	d and decided			
3.1 For divorces of civil and religious marriages registered or ratified under PD 1083, certificate of authenticity, certificate of civil registration and documents prior and after the decision shall be attached such as Joint Affidavit of Muslim Spouses, Certificate of Conversion to Islam of both spouses and Certificate of Divorce.				
3.2 All documents must be certified as true copies by the Clerk of Court where the petition was		Clerk of filed/decided		the petition was
filed/de				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits requirements	Receives     requireme     nts for     evaluation	None	5 minutes	Assistant Registration Officer, Municipal Civil Registrar's Office
	1.1 Processes and routes the annotated document and attachmen ts for signature	None	1 hour	Assistant Registration Officer, Registration Officer III and Municipal Civil Registrar, Municipal Civil Registrar's Office
2. Receives Order of Payment.	2. Provides Order of Payment and advises client	None	1 minute	Assistant Registration Officer, Municipal Civil Registrar's Office



to pay at the Municipal Treasurer's Office (MTO)			
3. Issues OR.	Service Fee – ₽1,450.00	10 minutes	Revenue Collection Clerk, Municipal Treasurer's Office
4. Receives the OR and segregates copies of documents.  1 <sup>st</sup> copy – PSA  2 <sup>nd</sup> copy – personal file of client 3 <sup>rd</sup> copy - MCRO	None	3 minutes	Clerk II and Clerk III, Municipal Civil Registrar's Office
5. Releases personal copy of documents to client.	None	1 minute	Clerk II and Clerk III, Municipal Civil Registrar's Office
6. Advises client to mail/transmit PSA copy/ envelope thru post office or courier	Mailing fee - ₽150.00	1 minute	Assistant Registration Officer, Municipal Civil Registrar's Office
7. PSA Annotates document.		PSA Processing – 6 months	
TOTAL	₽1,600.00	Local Processing - 1 hour and 21 minutes  PSA Processing - 6	
	Municipal Treasurer's Office (MTO) 3. Issues OR.  4. Receives the OR and segregates copies of documents.  1st copy – PSA 2nd copy – personal file of client 3rd copy - MCRO 5. Releases personal copy of documents to client. 6. Advises client to mail/transmit PSA copy/ envelope thru post office or courier 7. PSA Annotates document.	Municipal Treasurer's Office (MTO)  3. Issues OR. Fee - ₽1,450.00  4. Receives the OR and segregates copies of documents.  1st copy - PSA 2nd copy - PERA 2nd copy - MCRO  5. Releases personal copy of documents to client. 6. Advises client to mail/transmit PSA copy/ envelope thru post office or courier  7. PSA Annotates document.	Municipal Treasurer's Office (MTO)  3. Issues OR.  Service Fee - ₱1,450.00  4. Receives the OR and segregates copies of documents.  1st copy - PSA 2nd copy - PSA 2nd copy - MCRO  5. Releases personal copy of documents to client.  6. Advises client to mail/transmit PSA copy/ envelope thru post office or courrier  7. PSA Annotates document.  Mailing fee - ₱150.00  PSA Processing - 6 months  TOTAL  P1,600.00  Local Processing - 1 hour and 21 minutes  PSA



## 2. Assistance in Obtaining Security Paper of Civil Registry Documents to the Philippine Statistics Authority

This service caters to requests for the issuance of Security Paper of civil registry records in the Philippine Statistics Authority Regional Office - Cagayan de Oro City such as Certificate of Live Birth (COLB), Certificate of Death (COD), Certificate of Marriage (COM) and Certificate of No Marriage (CENOMAR)/Advisory on Marriages.

Office or Divis	ion:	Municipal (	Civil Registrar's O	ffice
Classification:		Highly Tecl	chnical	
Type of Transa	action:	Governme	ment to Client	
Who may avai	l:		nis/ her parents, c	r his/her
	_	authorized	representative.	NIDE.
CHECKLIST O REQUIREMEN			WHERE TO SEC	CURE
	person who owns	Personal co	nv	
the document an		1 Groomar oo	Ρ)	
authorized repre				
	Letter or Special	Personal co	pyor Notary Public.	
Power of Attorne representative.	y for authorized			
CLIENT	AGENCY	FEES TO	PROCESSING	PERSON
STEPS	ACTIONS	BE PAID	TIME	RESPONSIBLE
1. Fill up request form and submit it with the requiremen ts to employee in-charge	Receives     request form     and required     documents	None	5 minutes	Clerk II, Clerk III, and Registration Officer III, Municipal Civil Registrar's Office
	1.1 Inputs data to the Batch Request Entry Query System	None		Clerk II, Clerk III, and Registration Officer III, Municipal Civil Registrar's Office
2. Receives Order of Payment.	2. Provides Order of Payment and advises client to pay at the Municipal Treasurer's Office (MTO).	None	1 minute	Clerk II, Clerk III, and Registration Officer III, Municipal Civil Registrar's Office

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3. Pays at MTO.	3. Issues OR.	Processin g − ₽ 100.00	10 minutes	Revenue Collection Clerk, Municipal Treasurer's Office
4. Returns to MCRO and presents OR.	4. Receives OR	None	1 minute	
5. Provides payment for Security paper	5. Receives Security Paper fee. PSA shall issue OR upon issuance of SECPA.	Security Paper Fee COLB/C OM/COD - 155.00 CENOMA R - ₽ 210.00	3 minutes	Clerk II, Clerk III, and Registration Officer III, Municipal Civil Registrar's Office
	5.1 Prepares claim slip.	None		
6. Receives claim slip.	6 Issues claim slip to client	None	1 minute	Clerk II, Clerk III, and Registration Officer III, Municipal Civil Registrar's Office
7. Waits for arrival of requested Security Paper	7 PSA processes in maximum of two weeks	None	2 weeks	Employee, Philippine Statistics Office – Cagayan de Oro City
8. Returns to office on the stated claim date. Presents claim slip.	8 Receives claim slip and retrieves Security Paper.	None	2 minute	Clerk II, Clerk III, and Registration Officer III, Municipal Civil Registrar's Office
9. Receives document with PSA OR.	9 Releases document.	None	1 minute	Clerk II, Clerk III, and Registration Officer III, Municipal Civil Registrar's Office
	TOTAL	COLB - ₽255.00 COD -	Local Processing – 24 minutes	



₽255.00	PSA	
CENOMA	Processing –	
R -	2 weeks	
₽310.00		



### 3. Certified Photocopy of Civil Registry Documents

This service caters to requests for issuance of certified true copy of registered documents.

Office or Division	on:	Municipal (	Civil Registrar's O	ffice	
Classification:		Simple			
Type of Transaction:		Government to Client			
Who may avail:		The child, his/ her parents, or his/her			
·		authorized representative.			
CHECKLIST OF			WHERE TO SECURE		
REQUIREMENT	S				
General Requi					
_	1.1 Original and photocopy of registered document.		Personal copy or PSA copy		
Additional requirement/s for					
request of certified true copy of					
documents filed in the MCRO.					
2.1 Valid ID/s of person who		Personal co	ру		
owns the document and					
his/her aut					
representa 2.2 Authorizati		Personal co	py or Notary Public	<b>,</b>	
	wer of Attorney	r ersonal co	py of Notary Fublic	<b>,.</b>	
for authoriz					
representa					
CLIENT	AGENCY	FEES TO	PROCESSING	PERSON	
STEPS	ACTIONS	BE PAID	TIME	RESPONSIBLE	
1. Submits	1. Receives	None	2 minutes	Clerk II and Clerk	
required	Receives     documents	None	2 minutes	III,	
	documents for	None	2 minutes	<i>III,</i> Municipal Civil	
required	documents for evaluation			<i>III,</i> Municipal Civil Registrar's Office	
required	documents for evaluation 1.1 For	None None	2 minutes 1 minute	III, Municipal Civil Registrar's Office Clerk II and Clerk	
required	documents for evaluation 1.1 For personal or			III, Municipal Civil Registrar's Office Clerk II and Clerk III,	
required	documents for evaluation 1.1 For personal or PSA File,			III, Municipal Civil Registrar's Office Clerk II and Clerk III, Municipal Civil	
required	documents for evaluation 1.1 For personal or PSA File, proceed to			III, Municipal Civil Registrar's Office Clerk II and Clerk III,	
required	documents for evaluation  1.1 For personal or PSA File, proceed to step 2	None	1 minute	III, Municipal Civil Registrar's Office Clerk II and Clerk III, Municipal Civil Registrar's Office	
required	documents for evaluation  1.1 For personal or PSA File, proceed to step 2  1.2 For record			III, Municipal Civil Registrar's Office Clerk II and Clerk III, Municipal Civil Registrar's Office Clerk II and Clerk	
required	documents for evaluation 1.1 For personal or PSA File, proceed to step 2 1.2 For record on file, search	None	1 minute	III, Municipal Civil Registrar's Office Clerk II and Clerk III, Municipal Civil Registrar's Office  Clerk II and Clerk III,	
required	documents for evaluation  1.1 For personal or PSA File, proceed to step 2  1.2 For record on file, search office file or	None	1 minute	III, Municipal Civil Registrar's Office Clerk II and Clerk III, Municipal Civil Registrar's Office  Clerk II and Clerk III, Municipal Civil	
required	documents for evaluation  1.1 For personal or PSA File, proceed to step 2  1.2 For record on file, search office file or entry in the	None	1 minute	III, Municipal Civil Registrar's Office Clerk II and Clerk III, Municipal Civil Registrar's Office  Clerk II and Clerk III,	
required documents	documents for evaluation  1.1 For personal or PSA File, proceed to step 2  1.2 For record on file, search office file or entry in the registry book	None None	1 minute 5 minutes	III, Municipal Civil Registrar's Office  Clerk II and Clerk III, Municipal Civil Registrar's Office  Clerk II and Clerk III, Municipal Civil Registrar's Office	
required documents  2. Receives	documents for evaluation  1.1 For personal or PSA File, proceed to step 2  1.2 For record on file, search office file or entry in the registry book  2. If search	None	1 minute	III, Municipal Civil Registrar's Office  Clerk II and Clerk III, Municipal Civil Registrar's Office  Clerk II and Clerk III, Municipal Civil Registrar's Office	
required documents  2. Receives Order of	documents for evaluation  1.1 For personal or PSA File, proceed to step 2  1.2 For record on file, search office file or entry in the registry book  2. If search results	None None	1 minute 5 minutes	III, Municipal Civil Registrar's Office  Clerk II and Clerk III, Municipal Civil Registrar's Office  Clerk II and Clerk III, Municipal Civil Registrar's Office	
required documents  2. Receives	documents for evaluation  1.1 For personal or PSA File, proceed to step 2  1.2 For record on file, search office file or entry in the registry book  2. If search results positive	None None	1 minute 5 minutes	III, Municipal Civil Registrar's Office  Clerk II and Clerk III, Municipal Civil Registrar's Office  Clerk II and Clerk III, Municipal Civil Registrar's Office  Clerk II and Clerk III, Municipal Civil Registrar's Office	
required documents  2. Receives Order of	documents for evaluation  1.1 For personal or PSA File, proceed to step 2  1.2 For record on file, search office file or entry in the registry book  2. If search results	None None	1 minute 5 minutes	III, Municipal Civil Registrar's Office  Clerk II and Clerk III, Municipal Civil Registrar's Office  Clerk II and Clerk III, Municipal Civil Registrar's Office  Clerk II and Clerk III, Municipal Civil Registrar's Office	



	Payment and advises the client to pay prescribed fee at the Municipal Treasurer's Office			
3. Pays at MTO	3. Issues OR	Certificati on fee - #30.00 per copy	10 minutes	Revenue Collection Clerk, Municipal Treasurer's Office
4. Returns to MCRO and presents OR	4. Receives OR	None	1 minute	Clerk II and Clerk III, Municipal Civil Registrar's Office
	4.1 Photoc opies record on file and certifie s photoc opied docum ents	None	3 minutes	Clerk II and Clerk III, Municipal Civil Registrar's Office
	4.2 Review s and signs docum ents			
5. Receives certified documents	5. Releases certified documents	None	1 minute	Clerk II, Clerk III, and Registration Officer III, Municipal Civil Registrar's Office
	TOTAL	₽30.00 - per copy	24 minutes	



### 4. Correction of Entry for Certificate of Live Birth/ Marriage/Death (RA 9048/ RA 10172)

This service caters any petition from concerned client for correction of entry/ entries in the registered civil registry document through RA 9048 and RA 10172.

Republic Act (RA) 9048 authorizes the city or municipal civil registrar or the consul general to correct a clerical or typographical error in an entry and/or change the first name or nickname in the civil register without need of a judicial order. This law amends Articles 376 and 412 of the Civil Code of the Philippines, which prohibit the change of name or surname of a person, or any correction or change of entry in a civil register without a judicial order. Further, RA 10172 amends RA 9048 by including Typographical Errors in the Day and Month in the Date of Birth or Sex of a Person Appearing in the Civil Register.

Office or Division:	Municipal Civil Registrar's Office
Classification:	Highly Technical
Type of Transaction:	Government to Client
Who may avail:	The child, his/ her parents and sibling/s. RA 10172 requires personal appearance before the Local Civil Registrar of concerned person stated in the registered Certificate of Live Birth.
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
General Requirements	
1.1 PSA Copy of Document with erroneous entry	Philippine Statistics Authority
1.2 Valid ID's of person/s who shall file the petition.	Personal copy
1.3 If petitioner is not the document owner or parents, then attach Special Power-of-Attorney and ID	PAO/ Notary Public
1.4 Civil Registry Records and other documents of parents, siblings, children and relatives that will support the correction of entry/ entries (as required by the Civil Registrar).	Personal copy/ copies
1.5 Affidavit of Discrepancy, if the supporting documents have discrepancies.	PAO/ Notary Public

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1.6 If indigent, barangay and DSWD Certifications stating that the petitioner is indigent.	Barangay LGU and DSWD
Additional requirements of	
_	
registrant for RA 9048's CORRECTION OF	
CLERICAL ERROR. At least	
two (2) of the following:	
2.1 Baptismal Certificate	Respective Church
2.2 Comelec Voter's record	COMELEC
2.3GSIS or SSS record	
2.4 Driver's License	GSIS or SSS/ Personal copy
2.5 Land Title/Cert. Transfer	Personal copy
of Title	Personal copy
	School
2.6 Elementary School Record/Form 137	School
(mandatory). If not available, a certification	
stating that the registrant	
attended/completed his/	
her elementary	
education in the said	
institution.	
2.7 Bank/ Insurance Records	Personal copy/ Bank/ Insurance
2.8 Medical Record	Hospital
2.9 Business Record/	Personal copy
Business Permit	Personal copy
2.10 Passport	Personal copy
2.11 NBI Clearance	NBI
	PNP Station
2.12 Police Clearance	FINE SIGNOT
3. Mandatory requirements for RA 9048's CHANGE OF	
FIRST NAME and RA	
10172.	
3.1 Baptismal Certificate	Respective Church
(mandatory)	Livesherming Olimini
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, ,,,	Employer
3.2 Employment	Employer
3.2 Employment record/certification	Employer
3.2 Employment record/certification stating that the registrant	Employer
3.2 Employment record/certification stating that the registrant has no administrative or	Employer
3.2 Employment record/certification stating that the registrant has no administrative or criminal case filed	Employer
3.2 Employment record/certification stating that the registrant has no administrative or criminal case filed against him/her.	Employer
3.2 Employment record/certification stating that the registrant has no administrative or criminal case filed against him/her. (mandatory)	
3.2 Employment record/certification stating that the registrant has no administrative or criminal case filed against him/her. (mandatory) 3.3 If unemployed, affidavit	Employer  PAO/ Notary Public
3.2 Employment record/certification stating that the registrant has no administrative or criminal case filed against him/her. (mandatory)	



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is unempl	oyed and has			
no admini	strative or			
criminal ca	ase filed			
against hi	m/her.			
_	(mandatory)			
	Permit for Self	Personal of	CODV	
Employed				
3.5 Medical R		Physician	of Public Hospital	
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	petition/ entry			
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3.9 For change	• •	Physician	of Public Hospital	
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	cord	OOWILLE	•	
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	river's License	LTO/Personal copy		
	and Title/Cert.	Personal copy		
	ransfer of Title	i Gradial (	ору	
	ank/ Insurance	Bank/ nor	sonal copy	
			sorial copy	
Record 3.10.6 Cedula		Rarangay	LGU/ Personal co	nnv
		Personal (		PPY
3.10.7 Passport  CLIENT STEPS AGENCY		FEES	PROCESSING	PERSON
CLILINI STEPS	ACTIONS	TO BE	TIME	RESPONSIBLE
	ACTIONS	PAID	TIVIE	KLOPONSIBLE
1. Submit the	1. Examines	None	10 minutes	Assistant
requirements	and verifies	INOHE	าง กากเนเธอ	Registration
requirements				
	documents			Officer,

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	and issues Form 2.1(Petition Form) to be filled-up by applicant/ client			Municipal Civil Registrar's Office
2. Fill-up necessary data and sign Form no. 2.1 (Petition Form)	2. Fill-in necessary data in the Petition Form and prepares Notice of Posting.	None	15 minutes	Assistant Registration Officer, Municipal Civil Registrar's Office
3. Receives Order of Payment.	3. Provides Order of Payment and advises client to pay at the Municipal Treasurer's Office (MTO)	None	1 minute	Assistant Registration Officer, Municipal Civil Registrar's Office
4. Pay at MTO.	4. Issues OR	CCE #1,000. 00 Archival / Educ'l Fee- #400.0 0	10 minutes	Revenue Collection Clerk, Municipal Treasurer's Office
		RA 10172 and Change of First Name-  #3,000. 00 Archival / Educ'l Fee- #600.00		
		Mailing Fee- ₽ 150.00		



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		Migrant Petition Fee <del>P</del> 50 0.00		
5. Return to MCRO and presents OR	5. Receives OR and re- examines accomplished form and certifies all supporting true copied/photo copied documents	None	15 minutes	Assistant Registration Officer, Municipal Civil Registrar's Office
	5.1 Segregates respective copies of documents, namely:     1st copy –     PSA     2nd copy –     MCRO     3rd copy –     Petitioner			Assistant Registration Officer, Municipal Civil Registrar's Office
	5.2 Attaches photocopy of Official Receipt to the PSA File			Assistant Registration Officer, Municipal Civil Registrar's Office
6. Receives original and 3 <sup>rd</sup> copies	6. Return original file and 3 <sup>rd</sup> copies of documents to petitioner		1 minute	Assistant Registration Officer, Municipal Civil Registrar's Office
7. If publication is required, transacts with publishing/newspaper offices on	7. Publishes petition for two (2) consecutive weeks	<del>P</del> 2,000.	2 weeks	Employee, Publishing/News paper offices



publication of petition				
	7.1 Issues notice of publication and notarized affidavit.	None	1 day	Employee, Publishing/News paper offices
	7.2 Sends notice of publication and notarized affidavit to the Local Civil Registrar	None	3 days	Employee, Publishing/News paper offices
8. Waits for the Posting Period and affirmation from PSA.	8. Posts application and notice of posting on the Bulletin Board for at least 10 days.	None	10 days	Assistant Registration Officer, Municipal Civil Registrar's Office
	8.1 After the posting period, evaluates/ reviews and approves the petition.	None	10 minutes	Municipal Civil Registrar, Municipal Civil Registrar's Office
	8.2 Sends approved petition and supporting documents to PSA-OCRG- Manila via courier/ post office	None	30 minutes	Assistant Registration Officer, Municipal Civil Registrar's Office
	8.3 For petitions with publication, cut clipping of publishing from the newspaper and, with notice of	None	40 minutes	Assistant Registration Officer, Municipal Civil Registrar's Office

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9. For migrant petition, waits for the arrival of affirmed petition from Civil Registrar where the petition was filed.	publication and affidavit, attaches these to the petition and sends to PSA-OCRG Manila  9. For migrant petition, the civil registrar of the place where the document was registered shall act or decide on the petition and send the same to the PSA-OCRG- Manila	CCE - ₽1,000. 00 CFN - ₽3,000. 00 Publicati on ₽2,500. 00 Migrant Petition Fee - ₽500.0 0 Mailing Fee - ₽150.0 0	6 months including PSA processing	Local Civil Registrar, Place of Event Processor, Philippine Statistics Authority
	9.1 Approved petition forwarded to PSA-OCRG - Manila for affirmation.  9.2 Petition evaluated by PSA-OCRG and approval/disa pproval will be returned via mail/courier to	None	5 Months	PSA-OCRG



	1			AN NG B
	Civil			
	Registrar in			
	Maramag.			
	9.3 Upon	None	5 minutes	Assistant
	arrival of the			Registration
	affirmation			Öfficer,
				Municipal Civil
	from PSA,			Registrar's Office
	logs			
	affirmation in			
	the logbook.			
	9.4	None	5 minutes	Assistant
	Photocopies			Registration
	at least three			Officer,
	copies of all			Municipal Civil
	•			Registrar's Office
	petition			
	documents/			
	requirements			
	for			
	annotation/			
	certification.			
	9.5 Annotates	None	30 minutes	Assistant
	the civil			Registration
	registry			Öfficer,
	document			Municipal Civil
				Registrar's Office
	and prepares			
	transmittal,			
	Certificate of			
	Finality and			
	pertinent			
	documents			
	for PSA			
	Cagayan de			
	Oro			
	requesting to			
	reflect the			
	annotation of			
	document.			
	9.6 Sends	None	30 minutes	Assistant
	documents to			Registration
	PSA			Öfficer,
	Cagayan de			Municipal Civil
	Oro for			Registrar's Office
	annotation of			
	petitioned			
	document.			
10. Waits for	10. Waits for	None	1 month	
the completion	the			
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document by	annotation of			
the PSA	document by the PSA			
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	- · · · <del>-</del>	<del>2</del> 1,550.	months, 10	
		00	days, 3 hours	
			and 22	
		CFN -	minutes	
		<del>₽</del> 5,750.	CFN and RA	
		00	10172 – 5	
			months, 2,	
		RA	weeks and 4	
		10172 -	days	
		₽5,750.	publication	
		00	requirement*,	
			10 days, 3	
			hours and 22	
			minutes	
		Migrant		
		CCE -	Migrant – 6	
		<del>₽</del> 2,150.	months, 10	
		00	days, 2 hours	
		Migrant CFN -	and 2 minutes	
		₽7,150.	*Additional 2	
		00	weeks and 4	
			days for	
			petitions with	
			required	
			publication	



## 5. Electronic Endorsement of Civil Registry Documents to Philippine Statistics Authority

This service caters to requests to forward in advance the copy of registered document to the Philippine Statistics Authority. It is the duty of the local civil registrar to furnish and send to the Civil Registrar-General, during the first ten days of each month, a copy of entries made during the preceding month, for filing.

However, if there is necessity of the customer to utilize the security paper, as prompt as possible, particularly when claim is involved, the office can send thru piecemeal PSA's copy of the document prior to LCR's reporting period.

This service also applies to documents lately registered, those documents registered in the Local Civil Registrar but were not available in the PSA and to problem documents identified by PSA.

Office or Divis	sion:	Municipal (	Civil Registrar's O	ffice
Classification	:	Simple	<del>-</del>	
Type of Trans	action:	Governme	nt to Client	
Who may ava	il:	The child, h	nis/ her parents, o	r his/her
		authorized	representative.	
CHECKLIST OR REQUIREMENT		WHERE TO SECURE		
owns the his/her a represer		Personal co	. ,	
Special	ation Letter or Power of for authorized tative.	Personal copyor Notary Public.		
3. PSA Col docume	by of registered nt.	Municipal Civil Registrar's Office		
registere and/or c	ptions and copy/copies of ed document ertified copy of stry book.	Municipal C	ivil Registrar's Offic	e
CLIENT STEPS	AGENCY ACTIONS	FEES TO PROCESSING PERSON BE PAID TIME RESPONSIBLE		
1. Submits required documents to the employee incharge	Receives documents for evaluation	None	5 minutes	Clerk II and Clerk III, Municipal Civil Registrar's Office

	1.2 For old record, search office file or entry in the registry book	None		Clerk II and Clerk III, Municipal Civil Registrar's Office
2. Receives Order of Payment.	2. If search results positive entry, issues Order of Payment and advises the client to pay prescribed fee at the Municipal Treasurer's Office	None	1 minute	Clerk II and Clerk III, Municipal Civil Registrar's Office
3. Pays at MTO.	3. Issues OR	Processin g - ₽360	10 minutes	Revenue Collection Clerk, Municipal Treasurer's Office
4. Returns to MCRO and presents OR.	4. Receives OR	None	1 minute	Clerk II and Clerk III, Municipal Civil Registrar's Office
	4.1 Prepares transcription, certified true copy/ certification and transmittal	None	15 minutes	Clerk II and Clerk III, Municipal Civil Registrar's Office
	4.2 Signs processed documents	None	3 minutes	Assistant Registration Officer, Registration Officer III and Municipal Civil Registrar, Municipal Civil Registrar's Office
	4.3 Segregates copies 1st copy – client	None	1 minute	Assistant Registration Officer, Registration Officer III and



	2 <sup>nd</sup> copy – MCRO 3 <sup>rd</sup> copy – PSA			Municipal Civil Registrar, Municipal Civil Registrar's Office
5. Client gets personal copy and mails/ transmits OCRG Copy thru post office or courier.	5. Releases document s and advises customer to mail the PSA* Copy by mail or post office.	Mailing fee/ courier – P150.00	1 minute	Clerk II, Clerk III, and Registration Officer III, Municipal Civil Registrar's Office
	TOTAL	<del>2</del> 510.00	37 minutes	

Note (\*): It shall take about three (3) months for the PSA to make the record available in its database.



# 6. Issuance of Certificate of Marriage to be Solemnized by the Municipal Mayor

This service caters to preparation and issuance of Certificate of Marriage for couples whose wedding will be solemnized by the Municipal Mayor.

Office or Division:		Municipal Civil Registrar's Office		
Classification:		Simple		
Type of Transaction:		Government to Client		
Who may avail:		Couple who	o want to get mar	ried
CHECKLIST OF			WHERE TO SEC	CURE
REQUIREMENT		<b>D</b> 1		
1. Marriage Lice		Personal c		
2. Application for License	i Marriage	Personal c	ору	
3. List of Spons	ors	Personal list		
CLIENT	AGENCY	FEES TO	PROCESSING	PERSON
STEPS	ACTIONS	BE PAID	TIME	RESPONSIBLE
1. Arranges schedule of wedding at the Municipal Mayor's Office	1. Inputs name in the schedule	None	5 minutes	Clerk II and Clerk III, Municipal Mayor's Office
2. Proceeds to MCRO and submits the required documents	2. Receives the required documents for evaluation	None	3 minutes	Clerk II and Clerk III, Municipal Civil Registrar's Office
3. Receives Order of Payment.	3. Provides Order of Payment and advises client to pay at the Municipal Treasurer's Office (MTO).	None	1 minute	Clerk II and Clerk III, Municipal Civil Registrar's Office
	3.1 Prepares the Certificate of Marriage	None	10 minutes	

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4. Pay at MTO.	4. Issues OR.	Ordinary Schedule - ₽ 750.00	10 minutes	Revenue Collection Clerk, Municipal
				Treasurer's Office
		Sponsors		Treasurer's Office
		- <del>₽</del> 50.00		
		each		
		Special Schedule		
		Scriedule		
		₽2,000.00		
		Sponsors		
		<del>P</del> 100.00		
		each		
		Foreigner -		
		₽3,500.00		
		Sponsors		
		₽ 100.00		
		each		01 1 11 1 01 1
5. Returns to	5. Receives	None	1 minute	Clerk II and Clerk
MCRO and	the OR.			III, Municipal Civil
presents				Registrar's Office
OR				
6. Reviews	6. Presents	None	2 minutes	Clerk II and Clerk
COM.	the			III, Municipal Civil
	prepared			Registrar's Office
	COM for			
	review by			
	the client.			
7. Receives	7. Releases	None	1 minute.	Clerk II and Clerk
COM.	four (4)			III, Municipal Civil
	copies of			Registrar's Office
	COM and			
	advises the			
	client to			
	submit it to			
	theemploye			
	ein-charge			
	at the			
	Municipal			
	Mayor's			
	Office			
	TOTAL	Ordinary	33 minutes	
	<u> </u>	Schedule		
		- D 750 00		
		₽ 750.00		

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Sponsors	
- ₽ 50.00	
each	
Special	
Schedule	
-	
₽2,000.00	
Sponsors	
-	
<del>P</del> 100.00	
each	
Foreigner	
-	
₽3,500.00	
Sponsors	
-	
<del>P</del> 100.00	
each	



# 7. Issuance of Civil Registry Records and Non-availability of Record (Form 1A for Birth, Form 1B for Birth Not in Book of Record, Form 2A for Death, Form 2B for Death Not in Book of Record, Form 3A for Marriage, Form 3B for Marriage Not in Book of Record and others)

This service caters to requests for the issuance of civil registry records registered in the Civil Registry Office that include certified transcriptions and certified copies of records on file.

Office or Divis	ion:	Municipal (	Civil Registrar's O	ffice
Classification:		Simple		
Type of Transa	action:	Governme	nt to Client	
Who may avai	l:	· ·	nis/ her parents, o	r his/her
			representative.	
CHECKLIST O		WHERE TO	O SECURE	
REQUIREMEN				
	of person who document and	Personal co	ру	
his/her au				
represent				
2. Authoriza	tion Letter or	Personal co	py and Notary Pub	іс сору.
	ower of Attorney			
for author represent				
CLIENT	AGENCY	FEES TO	PROCESSING	PERSON
STEPS	ACTIONS	BE PAID	TIME	RESPONSIBLE
1. Fills up	Receives     request form	None	5 minutes	Clerk II and Clerk III, Municipal Civil
request form with	and search			Registrar's Office
necessary	the			J
data	registered			
	record via			
	computer			
	system			
	and/or civil			
0. D	registry book.	NI	4	Clerk II and Clerk
2. Receives Order of	2. If positive, provides	None	1 minute	III, Municipal Civil
Payment	Order of			Registrar's Office
1 ayıncın	Payment and			3
	advises client			
	to pay at the			
	Municipal			
	Treasurer's			



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	Office (MTO).			
	2.1 If negative, advises client to obtain copy from PSA or issues Negative Certificati on	None	1 minute	Clerk II and Clerk III, Municipal Civil Registrar's Office
3. Pays at MTO	3. Issues OR	₽ 150.00	10 minutes	Revenue Collection Clerk, Municipal Treasurer's Office
4. Returns to MCRO and presents OR	4. Receives the OR and prepare the transcriptions / certification and have it signed.	None	7 minutes	Clerk II and Clerk III, Municipal Civil Registrar's Office
	4.1 Reviews and signs processed document.	None	3 minutes	Assistant Registration Officer, Registration Officer III and Municipal Civil Registrar Municipal Civil Registrar's Office
5. Receives document.	5. Releases document.	None	1 minute	Clerk II and Clerk III, Municipal Civil Registrar's Office
	TOTAL	₽ 150.00	27 minutes	



## 7. Registration of Application for Marriage License and Issuance of Marriage License.

As requisite for marriage, each of the contracting parties must file separate sworn applications for Marriage License with the proper local civil registrar of the place where either or both of the contracting parties reside. Marriage licenses are valid in any part of the Philippines for a period of 120 days from the date of issue. They are deemed automatically cancelled if the contracting parties have not yet gotten married within this period.

Office on Division	Municipal Civil Degistrania Offica
Office or Division:	Municipal Civil Registrar's Office
Classification:	Highly Technical
Type of Transaction:	Government to Client
Who may avail:	Couple who want to get married
CHECKLIST OF	WHERE TO SECURE
REQUIREMENTS	
General Requirements – to	
be submitted on the	
application date:	
1.1 Both or any of the	Personal Appearance before the Municipal Civil Registrar
couple must be a	Registral
resident of Maramag 1.2Birth/Baptismal	Personal copy
Certificate	r ersonal copy
1.3 At least two (2) valid ID	Personal copy
of couple/applicants	T orderial copy
1.4 Parental Consent (for	Parents shall personally appear at the Municipal
applicants 18 to 21	Civil Registrar's Office for subscription or at the
years old)	local civil registrar where the parents reside
1.5 Parental Advice (for	Parents shall personally appear at the Municipal
applicants between 22	Civil Registrar's Office for subscription or at the
to 25 years old)	local civil registrar where the parents reside.
1.6 Death Certificate of	Personal copy
previous spouse (if	
widow/widower).	Occurs
1.7 Divorce/Court Decision,	Court
Judicial Decree and	
Certificate of Finality (if divorced/annulled).	
Additional Requirements	
that can be submitted on or	
prior to release of Marriage	
License:	
2.1 Certificate of No	Philippine Statistics Authority
Marriage/ Advisory on	



Marriages (for both applicants)	
2.2 Pre-Marriage	
Counseling Attendance/	
Certificate	Population Development Office at MHO-Maramag
2.3 Tree Planting Certificate	Barangay LGU
<ol><li>Additional requirement for foreigners:</li></ol>	
3.1 Passport	Personal copy
3.2 Certificate of Legal Capacity to Marry (for foreigners) in English Language.	Own Consulate/Embassy Office of foreigner in the country
3.3 Divorce/Court Decree/Certificate of Finality (if divorced/annulled). For foreigners, divorce documents must be translated to English Language if they're non- English.	Personal copy or from court.

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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit the required documents	1. Receives the documents for evaluation.	None	5 minutes	Clerk II and Clerk III, Municipal Civil Registrar's Office
2. Obtain and Fill up Application Form for Marriage License (Form 90)	2. Gives and guides the couple in filling up the form. Prepares other documents such as advice or consent	None	15 minutes	Clerk II and Clerk III, Municipal Civil Registrar's Office
3. Submits filled out form	3. Receives and evaluates the data	None	3 minutes.	Clerk II and Clerk III, Municipal Civil Registrar's Office

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4. Receives Order of Payment	4. Provides Order of Payment and advises client to pay at the Municipal Treasurer's Office (MTO)	None	1 minute	Clerk II and Clerk III, Municipal Civil Registrar's Office
5. Pay at MTO	5. Issues OR	Applicatio n with Ordinary PMC - ₱1,500.00 Application with Special PMC - ₱2,600.00 With Foreigner partner - ₱3,800.00	10 minutes	Revenue Collection Clerk, Municipal Treasurer's Office
6. Returns to MCRO and presents OR	6. Receives the OR and advises the couple to sign the application before the Municipal Civil Registrar or authorized personnel	None	3 minutes	Clerk II and Clerk III, Municipal Civil Registrar's Office
7. Applicants sign application before the MCR/ authorized personnel.	7. Administers oath	None	3 minutes	Assistant Registration Officer, Registration Officer III and Municipal Civil Registrar, Municipal Civil Registrar's Office

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8. Receives Return Slip/Schedule	8. Provides return slip/schedul e. Advises the couple to comply other lacking requirement s and submit the same on the scheduled date.	None	1 minute	Clerk II and Clerk  III, Municipal Civil Registrar's Office
9. Waits for at least 10 days for the posting of application	9. Processes the application for posting and post the said notice at the Bulletin Board for a period of not less than ten (10) days.	None	10days	Clerk II and Clerk III, Municipal Civil Registrar's Office
10. Return to Office on the scheduled date and presents other requirements	10. Receives other requirement /s and if complete, advises client/s to pay the Marriage License at the MTO.	None	3 minutes	Clerk II and Clerk III, Municipal Civil Registrar's Office
	10.1 Advises clients to submit their license to their preferred solemnizing	None		



officer after its issuance.			
11. Issues OR and Marriage License.	₽ 602.00	10 minutes	Revenue Collection Clerk, Municipal Treasurer's Office
12.Receive s OR and Marriage License.	None	1 minute	Revenue Collection Clerk, Municipal Treasurer's Office
12.1 Signs the Marriage License	None	2 minutes	Municipal Civil Registrar, Municipal Civil Registrar's Office
13.Returns copy of Marriage License	None	1 minute	Municipal Civil Registrar, Municipal Civil Registrar's Office
TOTAL:	With Ordinary PMC - ₽2,102.0 0 With Special PMC - ₽ 3,202.00 With Foreigne -r Partner	Local Processing - 58 minutes Posting period - 10 days	
	its issuance.  11. Issues OR and Marriage License.  12.Receive s OR and Marriage License.  12.1 Signs the Marriage License 13.Returns copy of Marriage License	its issuance.  11. Issues OR and Marriage License.  12.Receive s OR and Marriage License.  12.1 Signs the Marriage License  13.Returns copy of Marriage License  13.Returns copy of Marriage License  14.1 Signs the Marriage License  15.1 Signs the Marriage License  16.1 With Ordinary PMC − ₽2,102.0 0 0 With Special PMC − ₽3,202.00 With Foreigne	its issuance.  11. Issues OR and Marriage License.  12.Receive s OR and Marriage License.  12.1 Signs the Marriage License  13.Returns copy of Marriage License  14.1 Signs the Marriage License  15. Returns copy of Marriage License  16. With Ordinary PMC − ₽2,102.0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0



## 8. Registration of Death

This service caters to preparation and issuance of Certificate of Death for death occurred within the municipality. The death of a person must be registered within the 30-day reglementary period at the office of the Municipal Civil Registrar.

Office or Division:	Municipal Civil Registrar's Office
Classification:	Simple (Delayed Registration – Highly
	Technical)
Type of Transaction:	Government to Client
Who may avail:	Members of the Family of the deceased and
	authorized persons.
CHECKLIST OF	WHERE TO SECURE
REQUIREMENTS	
General requirements for	Records Sections of Hospitals.
Death Registration within	
reglementary period	
Including Fetal Death, Mass Death and Death under	
Medico-Legal Examination)	
1.1 For deaths occurred in	Records Sections of Hospitals.
Hospitals, Certificate	records occitoris of Flospitals.
of Death (COD) must	
be produced in four	
copies, original	
signatures affixed.	
1.2 For deaths occurred in	Barangay Captains/ Barangay LGU's
homes, streets and	
other areas within the	
Municipality, obtain	
Certification of Death	
from the Barangay	
Captains of Barangay	
LGU's	M :: 111 KI O#: 15 1 1
1.3 Prior to registration,	Municipal Health Officer and Embalmer
COD must be	
reviewed by the	
Municipal Health Officer and certified by	
the Embalmer	
Additional requirement for	Public Attorney's Office
Delayed Registration of	1 abile / thorney 5 Office
Death	
2.1 Negative Certification	Philippine Statistics Authority
of Death (for death not	,,
registered for five (5)	



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years froi Death)	n date of			
2.2 Affidavit for Delayed Registration of Death with two dis-interested persons/witnesses attesting to the occurrence of death and the reason for the delayed registration or late submission.		Public Atto	rney's Office or ar	ny Notary Public
2.3 Posting p less than from date application	ten (10) days of	Notice of P Staff	osting to be prepa	ared by MCRO
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits requirements.	1. Receives COD and reviews entries.	None	5 minutes	Clerk II and Clerk III, Municipal Civil Registrar's Office
2. For delayed registration of Death, submit barangay certification for delayed registration	2. Prepares application for delayed registration	None	5 minutes	Clerk II and Clerk III, Municipal Civil Registrar's Office
3. Obtains return slip/ schedule	3. Gives return slip/schedul e	None	1 minute	Clerk II and Clerk III, Municipal Civil Registrar's Office
4. Waits for 10 days posting period	4. Post application for at least 10 days on the bulletin board.	None	10 days	Clerk II and Clerk III, Municipal Civil Registrar's Office
5. Returns to MCRO and presents return slip/ schedule	5. Receives return slip and retrieve application	None	1 minute	Clerk II and Clerk III, Municipal Civil Registrar's Office
6. Receives Order of Payment	6. Provides Order of Payment and advises	None	1 minute	Clerk II and Clerk III, Municipal Civil Registrar's Office



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	client to pay at the Municipal Treasurer's Office (MTO).			
	6.1 Processes and routes the COD for signature.	None	5 minutes	Clerk II and Clerk III,Assistant Registration Officer, Registration Officer III and Municipal Civil Registrar, Municipal Civil Registrar's Office
7. Pay at MTO	7. Issues OR.	Timely - ₽ 150.00 Delayed - ₽ 400.00	10 minutes	Revenue Collection Clerk, Municipal Treasurer's Office
8. Returns to MCRO and presents OR	8. Receives the OR and segregates copies of COD.	None	1 minute	Clerk II and Clerk III, Municipal Civil Registrar's Office
9. Receives COD	9. Releases personal copy of COD to the client.	None	1 minute	Clerk II and Clerk III, Municipal Civil Registrar's Office
	TOTAL:	Timely - ₽ 150.00 Delayed - ₽ 400.00	Timely - 30 minutes Delayed – 10 days and 30 minutes	



#### 9. Registration of Foundling

This service caters to registration of foundling. Foundling is a deserted or abandoned infant or child found with parents, guardians or relatives being unknown or a child committed in an orphanage or similar institution with unknown facts of birth or parentage.

The Civil Registry Law provides that the registration of foundling in the municipality where the child was found shall be made by the finder/charitable institutions within thirty (30) days from the date of finding/commitment of the child.

Office or Division:	Municipal Civil Registrar's Office
Classification:	Simple
Type of Transaction:	Government to Client
Who may avail:	Finder or authorized representative of charitable institutions
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Certificate of Foundling     (OCRG Form No. 101,     revised January 1993     accomplishedcorrectly     and completely.)	Form available at the Local Civil Registrar.
2. Affidavit of the finder stating the facts and circumstances surrounding the finding of thechild, and the fact that the foundling has been reported to the Barangay Captain or tothe police authority, as the case may be.	Public Attorney's Office or Notary Public.
3. Certification of the Barangay or police authority regarding the report made by the finder, stating among other things, that one has claimed the child or no one has reported a missing child whose description may be the same as the foundling as of the date of thecertification.	Barangay LGUs and PNP Station.



CLIENT STEPS	ACENCY	FEES	DDOCECCING	DEDCOM.
CLIENT STEPS	AGENCY ACTIONS		PROCESSING TIME	PERSON RESPONSIBLE
	ACTIONS	TO BE PAID	IIIVIE	RESPONSIBLE
1. Submits requirements	1. Receives requirement s for evaluation	None	5 minutes	Clerk II and Clerk III, Municipal Civil Registrar's Office
2. For delayed registration of Foundling, submit certification for delayed registration	2. Prepares Application for delayed registration	None	5 minutes	Clerk II and Clerk III, Municipal Civil Registrar's Office
3. Obtains return slip/ schedule	3. Gives return slip/schedule	None	1 minute	Clerk II and Clerk III, Municipal Civil Registrar's Office
4. Waits for 10 days posting period	4. Post application for at least 10 days on the bulletin board.	None	10 days	Clerk II and Clerk III, Municipal Civil Registrar's Office
5. Returns to MCRO and presents return slip/ schedule	5. Receives return slip and retrieves application	None	1 minute	Clerk II and Clerk III, Municipal Civil Registrar's Office
6. Provides necessary information	6. Conducts interviews in accomplishin g COF	None	5 minutes	Clerk II and Clerk III, Municipal Civil Registrar's Office
	6.1 Processes and routes the COF for signature.	None	5 minutes	Clerk II and Clerk III,Assistant Registration Officer, Registration Officer III and Municipal Civil Registrar, Municipal Civil Registrar's Office
7. Receives Order of Payment	7. Provides Order of Payment and advises client to pay at the Municipal	None	1 minute	Clerk II and Clerk III, Municipal Civil Registrar's Office



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	Treasurer's Office (MTO).			
8. Pay at MTO	8. Issues OR	Timely -	10 minutes	Revenue Collection Clerk, Municipal Treasurer's Office
9. Returns to MCRO and presents OR	9. Receives the OR and segregates copies of COF.	None	1 minute	Clerk II and Clerk III, Municipal Civil Registrar's Office
10. Receives COF.	10. Releases personal copy of COF to client.	None	1 minute.	Clerk II and Clerk III, Municipal Civil Registrar's Office
	TOTAL	Timely - ₽ 150.00	Timely - 28 minutes Delayed – 10 days and 35	
		Delayed - <del>P</del> 400.00	minutes	



#### 10. Registration of Legal Instruments and Updating of Record

This service caters to the registration of legal instruments and updating of civil registry records that include Affidavit of Reappearance, Affidavit of Acknowledgement/Affidavit of Admission of Paternity, Affidavit to Use the Surname of the Father (RA 9255) Authorization or Ratification of Artificial Insemination, Legitimation by Subsequent Marriage of Parents (Family Code of the Philippines and RA 9858), Option to Elect Philippine Citizenship, Repatriation and others.

Office or Division:	Municipal Civil Registrar's Office
Classification:	Highly Technical
Type of Transaction:	Government to Client
Who may avail:	The child, his/ her parents, or his/her
OUEOKI IOT OF	authorized representative.
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
General Requirements	
1. Contra requirements	
1.1 PSA Copy of Document to be annotated/ updated	Philippine Statistics Authority
1.2 Affidavits and other legal	Public Attorney or Notary Public.
instruments executed by	
the concerned party /parties under oath	
administered by the Public	
Attorney or a Notary	
Public.	_
1.3 Valid ID's of person/s who executed the affidavit.	Personal copy
1.4 As to the case of	Personal copy
legitimation and	r ereerial eepy
recognition/admission of	
paternity, any documents showing clearly the	
relationship/paternity	
between father and child	
2. Additional requirements for	
Legitimation:	
2.1 Certificate of Marriage of Parents	Personal copy or PSA/ LCR issued copy
2.2 Certificate of No Marriage/ Advisory on Marriage	Philippine Statistics Authority
2.3 Certificate of Death of Deceased Parent	Personal Copy, PSA, MCR
2.4 Private Handwritten	Personal copy
Instrument written or executed by the father	
Executed by the lattlet	

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when he was still alive	
stating clearly the paternity	
between him and the child	
(if the deceased parent is	
the father)	
2.5 Supplemental Affidavit of	Public Attorney or Notary Public.
Legitimation (if the	T ubile / tterriey of rvotary r ubile.
provision of minority(as to	
age of parent/s) was not	
included in the previously executed affidavit of	
legitimation.	
Note: If both parents are already	
deceased and they have not	
accomplished a Joint Affidavit of	
Legitimation when they were still	
alive, the child/children or any	
concerned relative shall file	
legitimation in court.	
3. Requirement for RA 9255 -	
Illegitimate child to use	
surname of the father	
3.1 Affidavit to Use the	Public Attorney or Notary Public.
Surname of the Father	
executed by the Child (if	
child is already seven (7)	
years old.	
3.2 Sworn Attestation executed	Public Attorney or Notary Public.
by the mother of the child	Trabile / Monthly of Hotaly Fability
stating that the child is fully	
aware of the consequences	
of the use of the surname of	
his/her father. If mother is	
already dead, the guardian	
of the child shall execute	
this document.	Dublic Attornay on Naton - Dublic
3.3 Affidavit to Use the	Public Attorney or Notary Public.
Surname of the Father	
executed by the Mother (if	
child is below seven (7)	
years old).	
3.4 Private Handwritten	Personal copy.
Instrument written or	
executed by the father	
when he was still alive	
stating clearly the paternity	
between him and the child	
(if the deceased parent is	
the father)	
3.5 Certificate of Death of	Personal copy, PSA, MCR
Deceased Parent	
	I.



CLIENT	AGENCY	FEES	PROCESSING	PERSON
STEPS	ACTIONS	TO BE	TIME	RESPONSIBLE
		PAID		
1. Submits requirements	Receives     requirements     for evaluation	None	5 minutes	Clerk II and Clerk III, Municipal Civil Registrar's Office
	1.1Processes and routes the annotated document and attachments for signature	None	1 hour	Clerk II and Clerk III, Assistant Registration Officer, Registration Officer III and Municipal Civil Registrar Municipal Civil Registrar's Office
2. Receives Order of Payment	2. Provides Order of Payment and advises client to pay at the Municipal Treasurer's Office (MTO)	None	1 minute	Clerk II and Clerk III, Municipal Civil Registrar's Office
3. Pay at MTO	3. Issues OR	Service Fee – ₽ 400.00	10 minutes	Revenue Collection Clerk, Municipal Treasurer's Office
4. Returns to MCRO and presents OR	4. Receives the OR and segregates copies of documents.  1st copy - PSA  2nd copy - personal file of client 3rd copy - MCRO	None	3 minutes	Clerk II and Clerk III, Municipal Civil Registrar's Office
5. Client gets personal copy of updated document with annotation	5. Releases personal copy of documents to client.	None	1 minute	Clerk II and Clerk III, Municipal Civil Registrar's Office
6. Mails/ transmits PSA Copy thru post	6. Advises client to mail/transmit	Mailing fee –	1 minute	Clerk II and Clerk III, Municipal Civil Registrar's Office

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office or	PSA copy/	₽		
courier.	envelope thru	150.00		
	post office or			
	courier			
7. Waits for the	7. Advises		PSA	
annotation of	client to wait		Processing	
document by	for the		– 5 months	
the PSA.	annotation of		(estimated)	
	document		(commuted)	
	and secure			
	the annotated			
	Security			
	Paper at			
	PSA.			
	TOTAL:	₽	Local	
	IOIAL.	550.00	Processing - 1	
		000.00	hour and 21	
			minutes	
			Hilliates	
			PSA	
			Processing – 5	
			months	
			(estimated)	



# 11. Registration of Live Birth Legitimate child registered within reglementary period

Office or Division:

This service caters to filing and registration of Certificates of Live Birth of legitimate children registered within reglementary period or within 30 days from the time of birth. The birth of a child, being a vital event for a person, must be registered within 30 days from the time of birth at the office of the Civil Registrar of the city/municipality where the birth occurred.

Municipal Civil Registrar's Office (MCRO)

Classification: Simple						
Type of Transac	ction:	Governmen	t to Client			
Who may avail: Parent/s or a		authorized representative				
CHECKLIST OF REQUIREMENTS			WHERE TO SECU	JRE		
a. Certificate of Live Birth (COLB) duly prepared and accomplished by the records officer of hospitals, lying-in clinics, birthing homes and barangay secretaries within Maramag, Bukidnon		From Records Sections of Hospitals, Lying-in Clinics, and Birthing Homes and Barangay LGUs within Maramag				
b. If transit/home delivery (with or without attendant), note or draft COLB from hospitals/lying in clinics and barangay certification of birth.		Clinics, and	From Records Sections of Hospitals, Lying-in Clinics, and Birthing Homes and Barangay LGUs within Maramag			
c. If indigent, barangay certification of indigency		cermication	Barangay L	308.		
CLIENT STEPS		SENCY CTIONS	FEES TO PROCESSING PERSON BE PAID TIME RESPONSIBLE			
1. Submits requirements.	entries	iews COLB or es COLB.	None	10 minutes	Clerk II and Clerk III, Municipal Civil Registrar's Office	
2. Receives Order of Payment.  2. Provide Order of Payment and advises client to pay prescribed fees at the Municipal Treasurer's Office (MTO)		None	1 minute	Clerk II and Clerk III, Municipal Civil Registrar's Office		
3. Pays prescribed fees at MTO.	3. Issu Receip	es Official ot (OR)	Forms and processing fee -	10 minutes	Revenue Collection Clerk, Municipal Treasurer's Office	



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4. Returns to the MCRO and presents OR.	4. Receives OR and continue the processing of document.	None	1 minute	Clerk II and Clerk III, Municipal Civil Registrar's Office
	4.1 Assigns registry number, records data in the registry book and the system and routes COLB for signature/s.	None	8 minutes	Clerk II and Clerk III, Municipal Civil Registrar's Office
	4.2 Reviews and signs the COLB.	None	3 minutes	Assistant Registration Officer, Registration Officer III and Municipal Civil Registrar, Municipal Civil Registrar's Office
	4.3 Segregates COLB copies.	None	1 minute	Clerk II and Clerk III, Municipal Civil Registrar's Office
5. Gets copy of registered COLB.	5. Gives COLB copy with attached OR to parent or representative.	None	1 minute	Clerk II and Clerk III, Municipal Civil Registrar's Office
	TOTAL:	₽ 150.00	35 minutes	



## 12.1 Illegitimate child registered within reglementary period

This service caters to filing and registration of Certificates of Live Birth of illegitimate children registered, within reglementary period or within 30 days from the time of birth, under the surname of the mother or the father pursuant to RA 9255.

Office or Divisi	on:	Municipal Civil Registrar's Office				
Classification:		Simple				
Type of Transa	ction:	Government to Client				
Who may avail:		Parent/s or a	Parent/s or authorized representative			
	LIST OF		WHERE TO SECURE			
	EMENTS					
by the record hospitals, lyir birthing home secretaries w Bukidnon. Aft Acknowledge of Paternity d executed by	d accomplished is officer of ing-in clinics, ies and barangay within Maramag, fidavit of iement/ Admission luly signed/ the father and is child at the back		•	spitals, Lying-in nd Barangay LGUs		
b. Affidavit to use the surname of the father to be executed by the mother of the child and be notarized.		Forms are available at the Local Civil Registrar's Office, Records Sections of Hospitals, Lying-in Clinics, and Birthing Homes, Barangay LGUs within Maramag and notary public.				
c. If the father of the child executes the Affidavit of Acknowledgement/ Admission of Paternity in a separate sheet, the said affidavit shall also be notarized.		Office, Reco	vailable at the Loc rds Sections of Ho Birthing Homes, B nag and notary pu	Barangay LGUs		
d. If transit/home delivery (with or without attendant), note or draft COLB from hospitals/lying in clinics and barangay certification of birth.		From Records Sections of Hospitals, Lying-in Clinics, and Birthing Homes and Barangay LGUs within Maramag				
e. If indigent, barangay certification of indigency.		Barangay LGUs.				
CLIENT STEPS	AGENCY ACTIONS	FEES TO PROCESSING PERSON BE PAID TIME RESPONSIBLE				



1. Submits	1. Reviews	None	10 minutes	Clerk II and Clerk III,
requirements.	COLB entries or prepares COLB.	None	10 minutes	Municipal Civil Registrar's Office
2. Receives Order of Payment.	2. Provides Order of Payment and advises client to pay prescribed fees at the Municipal Treasurer's Office (MTO)	None	1 minute	Clerk II and Clerk III, Municipal Civil Registrar's Office
3. Pays prescribed fees at MTO.	3. Issues Official Receipt (OR)	Forms and processing fee –PHP 150.00	10 minutes	Revenue Collection Clerk, Municipal Treasurer's Office
4. Returns to the MCRO and presents OR.	4. Receives OR and continue the processing of document.	None	1 minute	
	4.1 Assigns registry number, records data in the registry book and the system and routes COLB for signature/s.	None	8 minutes	Clerk II and Clerk III, Municipal Civil Registrar's Office
	4.2 Reviews and signs the COLB.	None	3 minutes	Assistant Registration Officer, Registration Officer III and Municipal Civil Registrar, Municipal Civil Registrar's Office
	4.3 Segregates COLB copies.	None	1 minute	Clerk II and Clerk III, Municipal Civil Registrar's Office
5. Gets copy of registered COLB.	5. Gives COLB copy with attached OR to parent or representative.	None	1 minute	Clerk II and Clerk III, Municipal Civil Registrar's Office
	TOTAL:	PHP 120.00	35 minutes	



## 12.2Delayed registration of birth

This service caters to filing and registration of Certificates of Live Birth of legitimate and illegitimate children registered beyond the reglementary period or beyond 30 days from the time of birth.

Office or Division:	Municipal Civil Registrar's Office	
Classification:	Highly Technical	
Type of Transaction:	Government to Client	
Who may avail:	Parent/s or authorized representative	
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	
Legitimate and illegitimate child		
1.1 Certificate of Live Birth duly prepared and accomplished by the records officer of hospitals, lying-in clinics, birthing homes and barangay secretaries within Maramag, Bukidnon, where the child was born.	From Records Sections of Hospitals, Lying-in Clinics, and Birthing Homes and Barangay LGUs within Maramag	
1.2 If indigent, barangay certification of indigency.	Barangay LGUs.	
1.3 Negative Certification of Birth (NSO/PSA) if child is already 5 years old and above.	Philippine Statistics Authority	
1.4 Marriage Certificate of Parents (not applicable for illegitimate child)	Personal copy	
1.5 Affidavit for delayed registration of birth with two dis-interested persons	PAO	
1.6 Two of the following documents that state the facts of birth:		
1.6.1 Baptismal Certificate.	Religious organization.	
1.6.2 Earliest School Record (Form 137)	School	
1.6.3 Income tax return of parents	Personal copy.	
1.6.4 Medical records	Hospital	
1.6.5 Certification from the barangay stipulating the facts of birth of the child	Barangay LGU	
1.6.6 Immunization Card showing the facts of birth of the child.	Barangay LGU	
1.6.7 Police or NBI Clearance.	Police Station	
1.6.8 Voter's Certification.	Commission on Elections	
1.6.9 Marriage Certificate	Owner's copy/PSA	



1.6.10 Employment record, insurance policy and other records with facts of birth.	Owner's copy/employer/personal transaction.
Additional requirements for illegitimate child:	
2.1 Notarized affidavit to use the surname of the father executed by the mother of the child.	Forms are available at the Local Civil Registrar's Office, Records Sections of Hospitals, Lying-in Clinics, and Birthing Homes, Barangay LGUs within Maramag and notary public.
2.2 Notarized Affidavit of Acknowledgement/ Admission of Paternity, if the father of the child executes it in a separate sheet.	Forms are available at the Local Civil Registrar's Office, Records Sections of Hospitals, Lying-in Clinics, and Birthing Homes, Barangay LGUs within Maramag and notary public.
2.3 Private Handwritten Instrument (PHI) of the father of the child if, upon registration, the father is already dead.	Executed by the father of the child prior to his death.

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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits requirements.	Receives the documents for evaluation	None	3 minutes	Clerk II and Clerk III, Municipal Civil Registrar's Office
2. Fills up application for delayed registration	2. Provides application for delayed registration form	None	5 minutes	Clerk II and Clerk III, Municipal Civil Registrar's Office
3. Returns application and gets return slip	3. Advises client to return to office after posting period and provides return slip	None	1 minute	Clerk II and Clerk III, Municipal Civil Registrar's Office
4. Wait for at least 10 days for the posting of application	4. Process the application for posting and post the said notice at the Bulletin Board for a period of not less than ten (10) days.	None	10 days	Clerk II and Clerk III, Municipal Civil Registrar's Office

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5. Returns to Office and hand in Return Slip	5. Receives Return Slip and retrieve application and other attached documents	None	2 minutes	
	5.1 Provides Order of Payment and advises client to pay prescribed fees at the Municipal Treasurer's Office (MTO)	None	1 minute	Clerk II and Clerk III, Municipal Civil Registrar's Office
6. Pays prescribed fees at MTO.	6. Issues Official Receipt (OR)	Beyond 1 month to 1 year from time of birth (Forms and Processing) - ₽ 200.00 After 1 year from time of birth (Forms and Processing) - ₽ 400.00	10 minutes	Revenue Collection Clerk, Municipal Treasurer's Office
7. Returns to the MCRO and presents OR.	7. Receives OR and continue the processing of document.	None	10 minutes	Clerk II and Clerk III, Municipal Civil Registrar's Office
	7.1 Processes COLB and routes COLB for signature/s.	None		Clerk II and Clerk III, Municipal Civil Registrar's Office
	7.2 Reviews and signs the COLB.	None	3 minutes	Assistant Registration Officer, Registration Officer III and Municipal Civil Registrar, Municipal Civil Registrar



	7.3 Segregates COLB copies	None	1 minute	Clerk II and Clerk III, Municipal Civil Registrar's Office
8. Gets copy of registered COLB.	8. Gives COLB copy with attached OR to parent or representative.	None	1 minute	Clerk II and Clerk III, Municipal Civil Registrar's Office
	TOTAL:	1 month + =	Local	
		PHP 180.00	Processing - 37	
		1 year +	minutes	
		PHP 360.00	Posting period -	
			10 days	



#### 12.3 Delayed registration of birth with legitimation

This service caters to filing and registration of Certificate of Live Birth of children who were born illegitimate but whose parents got married thereafter. Registered beyond the reglementary period or beyond 30 days from the time of birth

, , , , ,	,
Office or Division:	Municipal Civil Registrar's Office
Classification:	Highly Technical
Type of Transaction:	Government to Client
Who may avail:	Parent/s or authorized representative
CHECKLIST OF	WHERE TO SECURE
REQUIREMENTS	
Main Requirements	
1.1 Certificate of Live Birth duly	From Records Sections of Hospitals, Lying-in
prepared and accomplished	Clinics, and Birthing Homes and Barangay
by the records officer of	LGUs within Maramag
hospitals, lying-in clinics,	
birthing homes and	
barangay secretaries within	
Maramag, Bukidnon, where the child was born.	
1.2 If indigent, barangay	Barangay LGUs.
certification of indigency.	Barangay 2003.
1.3 Negative Certification of	Philippine Statistics Authority
Birth (NSO/PSA) if child is	
already 5 years old and	
above.	
1.4 Marriage Certificate of	Personal copy
Parents	
1.5 Affidavit for delayed	PAO
registration of birth with two	
dis-interested persons	DAG.
1.6 Joint Affidavit of	PAO
Legitimation 1.7 Affidavit for delayed	PAO
registration of birth with two	
dis-interested persons	
1.8 Advisory of	Philippine Statistics Authority
Marriages/CENOMAR of	, ,
Parents	
2. Additional requirements. Two of	
the following documents that	
state the facts of birth:	
2.1.1 Baptismal Certificate.	Religious organization.
2.1.2 Earliest School Record	School
(Form 137)	



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2.1.3 Income parents	tax return of	Personal c	ору.	
2.1.4 Medical records		Hospital		
2.1.5 Certific	ation from the	Barangay L	_GU	
barang	ay stipulating the			
facts of	birth of the child			
	zation Card	Barangay L	_GU	
·	g the facts of birth			
of the o		Dalias Otat	•	
	or NBI Clearance.	Police Stat		
	Certification.		on on Elections	
	je Certificate	Owner's co		
2.1.10 Employ		Owner's co	py/employer/pers	onal transaction.
	ce policy and			
other re	ecords with facts			
CLIENT STEPS	AGENCY	FEES TO	PROCESSING	PERSON
	ACTIONS	BE PAID	TIME	RESPONSIBLE
1. Submits	1. Receives the	None	3 minutes	Clerk II and Clerk
requirements.	documents for			III, Municipal Civil
	evaluation			Registrar's Office
2. Fills up	2. Provides	None	5 minutes	Clerk II and Clerk
application for	application for			III, Municipal Civil
delayed	delayed			Registrar's Office
registration	registration form			0
3. Returns	3. Advises client	None	1 minute	Clerk II and Clerk III, Municipal Civil
application and	to return to office after			Registrar's Office
gets return slip	posting period			rtogional o omoo
	and provides			
	return slip			
4. Wait for at	4. Process the	None	10 days	Clerk II and Clerk
least 10 days for	application for			III, Municipal Civil
the posting of	posting and post			Registrar's Office
application	the said notice			
	at the Bulletin			
	Board for a period of not			
	less than ten			
	(10) days.			
5. Returns to	5. Receives	None	2 minutes	
Office and hand	Return Slip and			
in return slip.	retrieve			
Receives Order	application and			
of Payment	other attached			
	documents			

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	5.1 Provides	None	1 minute	Clerk II and Clerk
	Order of Payment and advises client to pay prescribe d fees at the Municipal Treasurer 's Office (MTO)			III, Municipal Civil Registrar's Office
6. Pays prescribed fees at MTO.	6. Issues Official Receipt (OR)	Beyond 1 month to 1 year from time of birth (Forms and Processi ng) – PHP 180.00 After 1 year from time of birth (Forms and Processi ng) – PHP 360.00	10 minutes	Revenue Collection Clerk, Municipal Treasurer's Office
7. Returns to the MCRO and presents OR.	7. Receives OR and continue the processing of document.	None	10 minutes	Clerk II and Clerk III, Municipal Civil Registrar's Office
	7.1 Processes COLB and routes COLB for signature/s.	None		Clerk II and Clerk III, Municipal Civil Registrar's Office



	7.1 Reviews and	None	3 minutes	Assistant
	signs the			Registration
	COLB			Officer,
				Registration
				Officer III and
				Municipal Civil
				Registrar,
				Municipal Civil
				Registrar's Office
	7.2 Segregates	None	1 minute	Clerk II and Clerk
	COLB			III, Municipal Civil
	copies			Registrar's Office
8. Gets copy of	8. Gives COLB	None	1 minute	Clerk II and Clerk
registered	copy with			III, Municipal Civil
CŎLB.	attached OR to			Registrar's Office
	parent or			
	representative.			
	TOTAL:	More	Local	
		than 1	Processing -	
		month -	37 minutes	
		PHP	Posting period	
		200.00	- 10 days	
		More		
		than 1		
		year -		
		PHP		
		400.00		



#### 12.4 Out of town reporting of facts of birth

This service caters to filing and registration of Certificate of Live Birth of children who were born outside the municipality. Registered beyond the reglementary period or beyond 30 daysfrom the time of birth

Office or Division:	Municipal Civil Registrar's Office
Classification:	Highly Technical
Type of Transaction:	Government to Client
Who may avail:	Parent/s or authorized representative
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
General Requirements	
1.1 If indigent, barangay certification of indigency.	Barangay LGUs.
1.2 Negative Certification of Birth (NSO/PSA) if child is already 5 years old and above.	Philippine Statistics Authority
1.3 Affidavit for delayed registration of birth with two disinterested persons	PAO
1.4 Postal Money Order or Courier Peso Pack to be sent to the concerned LCRO for processing and miscellaneous fees worth Php500.00	Post Office or Courier Service
2. Additional requirements. Two of the following documents that state the facts of birth:	
2.1 Baptismal Certificate.	Religious organization.
2.2 Earliest School Record (Form 137)	School
2.3 Income tax return of parents	Personal copy.
2.4 Medical records	Hospital
2.5 Certification from the barangay stipulating the facts of birth of the child	Barangay LGU
2.6 Immunization Card showing the facts of birth of the child.	Barangay LGU
2.7 Police or NBI Clearance.	Police Station
2.8 Voter's Certification.	Commission on Elections
2.9 Marriage Certificate	Owner's copy/PSA
2.10 Employment record, insurance policy and other records with facts of birth.	Owner's copy/employer/personal transaction.
Additional Requirement for Legitimate Child (Married Parents)	



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3.1 Marriage Certificate of Parents		Personal co	ору	
3.2 Advisory of Marriages/CENOMAR of		PAO		
Parents				
	vit of Legitimation	PAO		
4. Additional Red				
	ild (Parents are not			
married)				
	affidavit to use the		available at the	
	of the father executed	_	Office, Record	
by the mo	ther of the child.		Lying-in Clinics	
		and notary		within Maramag
4.2 Notarized	Affidavit of		available at the	e Local Civil
	dgement/ Admission		Office, Record	
	y, if the father of the		Lying-in Clinics	
child exec	utes it in a separate			within Maramag
sheet.		and notary	public.	
4000	. 1 - 20 1 0 0	<b>.</b>	d . f.d f	d 1 9 1 2 c .
	ndwritten Instrument	his death.	by the father of	the child prior to
	e father of the child if, stration, the father is	ms deam.		
already de				
CLIENT STEPS	AGENCY ACTIONS	FEES TO	PROCESSI	PERSON
		BE PAID	NG TIME	RESPONSIBLE
1. Submits	1. Receives the	None	3 minutes	Clerk II and Clerk
requirements.	documents for			III, Municipal Civil Registrar's Office
	evaluation.			registral 3 Office
2. Answers	2. Interviews client	None	8 minutes	Clerk II and Clerk
questions.	while preparing	None	o minutes	III, Municipal Civil
1	COLB			Registrar's Office
3. Receives	3. Provides Order of	None	2 minutes	Clerk II and Clerk
Order of	Payment and			III, Municipal Civil Registrar's Office
Payment.	advises client to pay			Registral's Office
	at the Municipal Treasurer's Office			
	(MTO) and			
	purchase postal			
	money order or			
	peso pack.			
	1			
4.0. (1470	4.1	D. ID	40 : :	
4. Pay at MTO	4. Issues OR and	PHP	10 minutes	Revenue Collection Clerk
4. Pay at MTO and Purchase a Postal Money	4. Issues OR and Postal Money Order/ Peso Pack	PHP 400.00	10 minutes	Revenue Collection Clerk, Municipal

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Order or Courier Peso Pack		PMO- PHP 500.00		Teller/ Employee, Philippine Postal Corporation/ Preferred Courier
5. Returns to MCRO and presents OR and PMO/Peso Pack	5. Receives the proof/PMO to be sent to the concerned LCRO for processing and miscellaneous fees.	None	15 minutes	Clerk II and Clerk III, Municipal Civil Registrar's Office
	5.1 Prepares transmittal and certifies documents to be attached	None		
	5.2 Routes COLB and attached documents for signature/s.	None		Clerk II and Clerk III, Municipal Civil Registrar's Office
	5.3 Reviews and signs the documents.	None		Assistant Registration Officer, Registration Officer III and Municipal Civil Registrar, Municipal Civil Registrar's Office
	5.4 Segregates respective copy.  1st copy (placed inside the envelope) — addressed to LCRO of place of birth of client 2nd copy -for personal copy of client 3rd — MCRO Maramag	None		Clerk II and Clerk III, Municipal Civil Registrar's Office
6. Receives the envelope and sends it through	6. Release the documents.  1st copy (placed inside the	Mailing fee – ₽ 150.00	1 minute	Clerk II and Clerk III, Municipal Civil Registrar's Office

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post office or courier.	envelope) – addressed to LCRO of place of birth of client 2 <sup>nd</sup> copy -for personal copy of client			
7. Wait for the arrival of document.	7. Office personnel shall contact thru mobile phone or send thru mail to the client the registered document when it arrives.	None	Out of town LCRO- Processing- 3 months (estimated	
8. Receives document	8. Gives document to client	None	1 minute	
	TOTAL:	PHP 1,005.00	Local Processing - 39 minutes  Posting period - 10 days Out of town LCRO- Processing- 3 months (estimated)	



#### 13. Registration of Marriage

This service caters to preparation and issuance of Certificate of Marriage for couples whose wedding will be solemnized by the Municipal Mayor. For ordinary marriages, the time for submission of the Certificate of Marriage is 15 days following the solemnization of marriage. For marriages exempt from the license requirement, the prescribed period is 30 days.

Office or Division:	Municipal Civil Registrar's Office
Classification:	Simple (Delayed Registration – Highly
	Technical)
Type of Transaction:	Government to Client
Who may avail:	Couple who want to get married
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Marriages Registered within reglementary period (Registered within 15 days from date of marriage)	Personal copy
1.1 Certificate of Marriage (COM) in four copies, original signatures affixed.	Solemnizing Officer or copies obtained by the couple during the marriage ceremony.
Additional Requirements for     Marriage in Transit within     Philippine Territory	
2.1 Affidavit with two-disinterested persons and witnesses stating that the marriage was done while on travel within the country	Public Attorney's Office
Marriages Exempt from License     Requirement	
3.1 IP Attachment for IP Marriages	Form available at the MCRO
3.2 Islam Attachment for Islam Marriages	Form available at the MCRO
3.3 Affidavit of Cohabitation for marriage of couple who have lived together as husband and wife for at least five (5) years and without any legal impediment to marry each other	Public Attorney's Office or any Notary Public
3.4 Affidavit of the Solemnizing Officer (back of the COM) must be administered by a Public Attorney or a Notary Public.	Public Attorney's Office or any Notary Public



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4. Additional requi	rement for Delayed			
Registration of I	Marriage			
4.1 Affidavit for	Delayed	Public Atto	orney's Office or any	y Notary Public
	of Marriage with			•
_	ested persons			
executed by	•			
-	Officer or the			
<u> </u>				
-	ting to the conduct			
	age ceremony and			
	or the delayed			
	or late submission.	5	<u> </u>	
4.2 Negative Ce		Philippine	Statistics Authority	
	r marriage not			
registered for	or five (5) years			
from date of	Marriage)			
4.3 Posting peri	od of not less than	Notice of F	Posting to be prepar	red by MCRO Staff
	s from date of			
application.				
	e with unavailable	Solemnizir	ng Officer, records/f	ile from religious
	CR and PSA	organization, courts and others		
· ·	in transcription of			
•	m records/ file of			
religious ins				
_	officers, courts,			
_				
concerned i	ce and other			
_	e conduct of the			
	remony and the			
	of the couples, the			
_	officer, date and			
	rriage and other			
data. The sa	aid transcription/			
certification	shall be used for			
the reconstr	uction of marriage			
record.	_			
CLIENT STEPS	AGENCY	FEES	PROCESSING	PERSON
	ACTIONS	TO BE	TIME	RESPONSIBLE
		PAID		
1. Submits	1. Receives COM	None	5 minutes	Clerk II and Clerk
accomplished	and reviews			III, Municipal
Certificate of	entries.			Mayor's Office
Marriage (COM)				
2. For delayed	2. Prepares	None	5 minutes	Clerk II and Clerk
registration of	application for	INOLIC	Jillilutes	III, Municipal
. •				Mayor's Office
Marriage, submit	delayed			, 51 5 511100
application for	registration			
delayed				
registration				



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3. Obtain return slip/ schedule	3. Gives return slip/ schedule	None	1 minute	Clerk II and Clerk III, Municipal Mayor's Office
4. Wait for 10 days posting period	4. Post application for at least 10 days on the bulletin board.	None	10 days	Clerk II and Clerk III, Municipal Mayor's Office
5. Returns to MCRO and presents return slip/ schedule	5. Receives return slip and retrieve application	None	1 minute	Clerk II and Clerk III, Municipal Mayor's Office
6. Receives Order of Payment.	6. Provides Order of Payment and advises client to pay at the Municipal Treasurer's Office (MTO).	None	1 minute	Clerk II and Clerk III, Municipal Civil Registrar's Office
	6.1 Processes and routes the COM for signature.	None	10 minutes	Clerk II and Clerk III,Assistant Registration Officer, Registration Officer III and Municipal Civil Registrar, Municipal Civil Registrar's Office
7. Pay at MTO.	7. Issues OR.	Timely – Php. 150.00 Delayed - Php. 400.00	10 minutes	Revenue Collection Clerk, Municipal Treasurer's Office
8. Returns to MCRO and presents OR	8. Receives the OR and segregate copies of COM.	None	1 minute	Clerk II and Clerk III, Municipal Civil Registrar's Office
9. Receives COM.	9. Releases personal copy of COM to client.	None	1 minute.	Clerk II and Clerk III, Municipal Civil Registrar's Office
	TOTAL:	Timely – Php. 150.00 Delayed - Php. 400.00	Timely - 28 minutes Delayed – 10 days and 35 minutes	



#### 14. Supplemental Report of Civil Registry Documents

This service caters to requests to indicate supplemental information/s to the previously registered document which was/ were omitted during the registration

	n:	Municipal (	Civil Registrar's O	ffice
Classification:		Highly Technical		
Type of Transac	tion:	Government to Client		
Who may avail:		The child, h	nis/ her parents, o	r his/her
		authorized	representative.	
	LIST OF		WHERE TO SEC	CURE
	EMENTS	Dhilipping C	totiotics Authority	
PSA Copy of Domitted data or		Philippine 5	tatistics Authority	
2. Three (3) copies		Public Attori	ney or Notary Publi	C.
	eport of Birth with		, , , , , , , , , , , , , , , , , , , ,	
the following fac	cts enunciated			
therein:	e document owner			
2.1 Name of the 2.2 Date of Birt				
Death	,			
	imber of document			
2.4 Entry/entrie the time of	s omitted during			
2.5 Reason for	•			
	ng registration.			
2.6 Purpose in				
omitted dat 3. Valid ID's of per		Personal co	nv.	
executed the af		reisonai co	РУ	
CLIENT STEPS		EEEO TO		
SCILITI OILI O	AGENCY	FEES TO	PROCESSING	PERSON
JEIENT OTEL O	ACTIONS	BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits	ACTIONS  1. Evaluates			RESPONSIBLE Clerk II, Clerk
1. Submits required	ACTIONS  1. Evaluates document for	BE PAID	TIME	RESPONSIBLE  Clerk II, Clerk  III,and Assistant
1. Submits	ACTIONS  1. Evaluates	BE PAID	TIME	RESPONSIBLE  Clerk II, Clerk  III,and Assistant  Registration
1. Submits required	ACTIONS  1. Evaluates document for	BE PAID	TIME	RESPONSIBLE  Clerk II, Clerk  III,and Assistant
1. Submits required documents	1. Evaluates document for sufficiency	None	TIME 5 minutes	Clerk II, Clerk III,and Assistant Registration Officer, Municipal Civil Registrar's Office
Submits     required     documents  2. Receives	ACTIONS  1. Evaluates document for sufficiency  2. Provides	BE PAID	TIME	Clerk II, Clerk III,and Assistant Registration Officer, Municipal Civil Registrar's Office Clerk II, Clerk
Submits     required     documents  2. Receives     Order of	ACTIONS  1. Evaluates document for sufficiency  2. Provides Order of	None	TIME 5 minutes	Clerk II, Clerk III,and Assistant Registration Officer, Municipal Civil Registrar's Office Clerk II, Clerk III,and Assistant
Submits     required     documents  2. Receives	ACTIONS  1. Evaluates document for sufficiency  2. Provides Order of Payment and	None	TIME 5 minutes	Clerk II, Clerk III,and Assistant Registration Officer, Municipal Civil Registrar's Office Clerk II, Clerk
Submits     required     documents  2. Receives     Order of	ACTIONS  1. Evaluates document for sufficiency  2. Provides Order of Payment and advises client to	None	TIME 5 minutes	Clerk II, Clerk III,and Assistant Registration Officer, Municipal Civil Registrar's Office Clerk II, Clerk III,and Assistant Registration Officer, Municipal Civil
Submits     required     documents  2. Receives     Order of	ACTIONS  1. Evaluates document for sufficiency  2. Provides Order of Payment and	None	TIME 5 minutes	Clerk II, Clerk III,and Assistant Registration Officer, Municipal Civil Registrar's Office Clerk II, Clerk III,and Assistant Registration Officer,
Submits     required     documents  2. Receives     Order of	ACTIONS  1. Evaluates document for sufficiency  2. Provides Order of Payment and advises client to pay at the Municipal Treasurer's	None	TIME 5 minutes	Clerk II, Clerk III,and Assistant Registration Officer, Municipal Civil Registrar's Office Clerk II, Clerk III,and Assistant Registration Officer, Municipal Civil
1. Submits required documents  2. Receives Order of Payment.	ACTIONS  1. Evaluates document for sufficiency  2. Provides Order of Payment and advises client to pay at the Municipal Treasurer's Office (MTO)	None  None	5 minutes  1 minute	Clerk II, Clerk III,and Assistant Registration Officer, Municipal Civil Registrar's Office Clerk II, Clerk III,and Assistant Registration Officer, Municipal Civil Registrar's Office
Submits     required     documents  2. Receives     Order of	ACTIONS  1. Evaluates document for sufficiency  2. Provides Order of Payment and advises client to pay at the Municipal Treasurer's	None	TIME 5 minutes	Clerk II, Clerk III,and Assistant Registration Officer, Municipal Civil Registrar's Office Clerk II, Clerk III,and Assistant Registration Officer, Municipal Civil

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				Municipal Treasurer's Office
4. Returns to MCRO and presents OR to employee/ incharge.	4. Receives OR continue the processing of document  4.1 Search from files  4.2 If searching finds positive result, advises client to obtain Postal Money Order or peso pack  4.3 Annotates/ updates civil registry record  4.4 Signs the documents and segregates copies as to:  1st copy – PSA OCRG 2nd copy – personal copy 3rd copy - MCRO	None	1 hour and 3 minutes	Clerk II, Clerk III,and Assistant Registration Officer, Municipal Civil Registrar's Office
5. Gets personal copy.	5. Gives personal copy to client	None	3 minutes	Clerk II, Clerk III,and Assistant Registration Officer, Municipal Civil Registrar's Office
6. Mails PSA OCRG copy thru post office or courier.	6. Advises client to mail PSA OCRG copy	Mailing fee – ₽ 150.00	PSA Processing- 5 months estimated	Clerk II, Clerk III,and Assistant Registration Officer, Municipal Civil Registrar's Office
	TOTAL:	PHP 550.00	Local Processing – 1 hour and 22 minutes PSA Processing – 5 months estimated	



# Municipal Social Welfare and Development Office External Services



#### 1. Provision of assistance for physical restoration (assistive devices)

Assistance for Physical Restoration is given to indigent Persons with Disability to help them purchase assistive devices as a means of support for their walking.

Office or Division: Social Welfare and Development Office (MSW			(MSWDO)		
	Municipal I	Budget Office (MBO)			
	·	Accounting Office (MACCO)			
	•	Municipal Treasurer's Office (MTO			
Classification:	Simple		( ) ( )		
Type of Transaction		ernment to (	Client		
Who may avail:		ersons with [	Disability (PWD)		
CHECKLIST OF REC	QUIREMENTS		WHERE TO SE	CURE	
1. PWD ID		Persons w	ith Disability Affair	rs Office (PDAO)	
2. Medical Certificate		Hospital			
3. Barangay Certificat	е	Barangay I	Hall		
CLIENT STEPS	AGENCY	FEES TO	PROCESSING	PERSON	
	ACTIONS	BE PAID	TIME	RESPONSIBLE	
1. Proceed to	1. Accept,	None	1 minute	Social Welfare	
MSWDO and submit	check and			Assistant/Social	
all the required	verify			Welfare	
documents to the	submitted documents			Aide/Municipal Social Welfare &	
service provider	documents			Development	
				Office	
2. Cooperate with	2. Interview,	None	1 minute	Social Welfare	
the service provider	assess and			Assistant/Social	
and provide	establish			Welfare	
appropriate and	eligibility of			Aide/Municipal	
relevant information	clients			Social Welfare &	
				Development	
				Office	
	2.1 Prepare	None	25 minutes	Social Welfare	
	case report,			Assistant/Social	
	voucher and other			Welfare Aide/Municipal	
	supporting			Social Welfare &	
	documents			Development	
	for			Office	
processing				220	
	and approval				
	2.2 Approve	None	3 minutes	Municipal Social	
	the			Welfare and	
	Certificate of			Development	
	Eligibility and			Officer/Municipal	

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	recommend financial assistance for the local chief executive's approval			Social Welfare & Development Office
3.Receive financial documents and sign in the log book	3. Record financial assistance to the logbook and release documents to client	None	1 minute	Social Welfare Assistant/Social Welfare Aide/Municipal Social Welfare & Development Office
4. Proceed to MBO and submit all the required documents to the front desk	4. Check the completenes s of the documents and prepare obligation request	None	9 minutes	Budget Aide/Budgeting Assistant/Municip al Budget Office
	4.1 Record the documents to the logbook and refer to MBO for signature	None	4 minutes	Municipal Budget Officer/Municipal Budget Office
5. Receive the documents	5. Release the documents to the client	None	1 minute	Budget Aide/Budgeting Assistant/Municip al Budget Office
6. Return to MSWD Office and submit the obligation request for signature	6. Sign obligation request and return to client	None	Paused Clock	Municipal Social Welfare & Development Officer/ Municipal Social Welfare & Development Officer
7. Proceed to MACCO and present the obligation request with complete supporting documents	7. Receive and review the Obligation Request submitted	None	3 minutes	Accounting clerk 1/Municipal Accounting Office
8. Receive the Voucher and	8. Prepare, approve and	None	4 minutes	Accounting clerk 1/Municipal



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supporting document	ts	release the disbursement voucher to client			Accountant/Munic ipal Accounting Office
9. Procee for signate		9. Sign the Voucher	None	Paused Clock	Municipal Treasurer / Municipal Treasurer's Office/
10. Proce MMO for		10. Sign the Voucher	None	Paused Clock	Municipal Mayor/ Municipal Mayor's Office
11. Return and prese approved and suppodocument	ent the voucher orting	11. Receive, check and verify the completenes s of requirements	None	3 minutes	Cash Clerk II/Municipal Treasurer's Office
For Petty Cash Vouche r or Payroll	Acknowle dge the amount received and accomplis h the feedback form	11.1 Retrieve Feedback form and disburse for the petty cash voucher or payroll	None	5 minutes	Cashier I/Municipal Treasurer's Office
For Issuanc e of checks		11.2 Prepare, sign and forward check to Municipal Mayor's Office	None	6 minutes	Cash Clerk II/Municipal Treasurer's Office
		11.3 Sign Check	None	Paused Clock	Municipal Mayor/Municipal Mayor's Office
	12. Receive check and accomplis h the feedback form	12. Retrieve Feedback form and release check to client	None	1 Minute	Cash Clerk II/ Municipal Treasurer's Office
End of transaction					

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	None	59 minutes for	
		Petty Cash	
		Voucher or	
TOTAL		Payroll and 1	
TOTAL:		hour and 1	
		minute for	
		Issuance of	
		checks	



#### 2. Provision of Assistance to Individual in Crisis Situation (AICS)

Serves as a social safety net or a stop gap mechanism to support the recovery of individuals and families from unexpected crisis such as illness or death of a family member, natural and man-made disasters, and other crisis situations

	Tiatarar aria		sasters, and other chois situations		
Office or Divisi	on:	Municipal Ma	ayor's Office (MMO)		
		Municipal Vi	ce Mayor's Office (MVO)		
		Office of the	Sangguniang Bayan (OSB)		
		Municipal Sc	ocial Welfare and Development Office		
		(MSWDO)	·		
		Municipal Bu	udget Office (MBO)		
		Municipal Accounting Office (MACCO)			
		•	easurer's Office (MTO		
Classification:		Simple	(		
Type of Transa	ction:	•	nment to Client		
Who may avail:			ed/displaced individuals and families		
		2. Victims			
			als who are in need of food, clothing, burial,		
			tation, educational and medical assistance		
CHECKLIST		REMENTS	WHERE TO SECURE		
1. Any Governm		0.0			
2. Referral Slip		ayor/Vice-	Municipal Mayor's Office/ Municipal Vice-		
Mayor/SB me		rooprintion	Mayor's Office/Sangguniang Bayan Office		
For those clients	Doctor's pr	escription	Attending Physician		
requesting for	_	· or			
Medical	-	of account	Hospital where the client/patient was admitted		
Assistance	for those c		Treephal miere and enemapatient mae aumitied		
	the hospita	als			
For those	Death Cert	tificate of the	Local Civil Registrar		
clients	deceased;				
requesting for	Statement	of Account;	Funeral Home		
Burial	or		D 111 W 11 %		
Assistance	Permit to	alth namesit	Rural Health Unit		
	(for transfe	ealth permit			
	cadaver)	;i UI			
For those		of Indigency	Barangay Hall where the client resides		
clients	from the P	•			
requesting for	Barangay	-			
_		-			
food, clothing	strandees;	or			
and	Police Blot	ter (for	Municipal Police Station		
and transportation	Police Blot victims of p	ter (for pick pockets,	Municipal Police Station		
and	Police Blot victims of p	ter (for	Municipal Police Station		



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Request Assistance from MMO/VMO/OSB	1. Give out referral slip address to MSWD Office	None	1 minute	Mayor/Vice- mayor/SB Members
2. Proceed to the MSWDO's frontline personnel and present the required documents	2. Accept and review submitted documents	None	1 minute	Social Welfare Assistant/Social Welfare Aide/Municipal Social Welfare & Development Office
3. Cooperate with the service provider and provide appropriate and relevant information	3. Interview, assess and establish eligibility of client	None	5 minutes	Social Welfare Assistant/Social Welfare Aide/Municipal Social Welfare & Development Office
4. Sign the General Intake Sheet and Certificate of eligibility	4. Prepare case report, voucher and other supporting documents for processing and approval	None	20 minutes	Social Welfare Assistant/Social Welfare Aide/Municipal Social Welfare & Development Office
	4.1 Approve the Certificate of Eligibility and recommend financial assistance for the local chief executive's approval	None	2 minutes	Municipal Social Welfare & Development Officer/ Municipal Social Welfare & Development Office
5.Receive financial documents and sign in the log book	5. Record financial assistance to the logbook and release documents to client	None	1 minute	Social Welfare Assistant/Social Welfare Aide/Municipal Social Welfare & Development Office



6. Proceed to MBO and submit all the required documents to the front desk	6. Check the completeness of the documents and prepare obligation request	None	9 minutes	Budget Aide/Budgeting Assistant/Munici pal Budget Office
	6.1 Record the documents to the logbook and refer to MBO for signature	None	4 minutes	Municipal Budget Officer/Municipal Budget Office
7. Receive the documents	7. Release the documents to the client	None	1 minute	Budget Aide/Budgeting Assistant/Munici pal Budget Office
8. Return to MSWD Office and submit the obligation request for signature	8. Sign obligation request and return to client	None	Paused Clock	Municipal Social Welfare & Development Officer/ Municipal Social Welfare & Development Officer
9. Proceed to MACCO and present the obligation request with complete supporting documents	9. Receive and review the Obligation Request submitted	None	3 Minutes	Accounting clerk 1/Municipal Accounting Office
10. Receive the Voucher and supporting documents	10. Prepare, approve and release the disbursement voucher to client	None	4 Minutes	Accounting clerk 1/Municipal Accountant/Muni cipal Accounting Office
11. Proceed to MTO for signature	11. Sign the Voucher	None	Paused Clock	Municipal Treasurer / Municipal Treasurer's Office/
12. Proceed to MMO for signature	12. Sign the Voucher	None	Paused Clock	Municipal Mayor/ Municipal Mayor's Office



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present the approved voucher and supporting documents		13. Receive, check and verify the completeness of requirements	None	3 minutes	Cash Clerk II/Municipal Treasurer's Office
For Petty Cash Voucher or Payroll	Acknowledge the amount received and accomplish the feedback form	Feedback form and disburse for	None	5 minutes	Cash Clerk II/Municipal Treasurer's Office
For Issuance of checks		1.1 Prepare, sign and forward check to Municipal Mayor's Office	None	6 minutes	Cash Clerk II/Municipal Treasurer's Office
		Sign Check	None	Paused Clock	Municipal Mayor/Municipal Mayor's Office
	Receive check and accomplish the feedback form	1.2 Retrieve Feedback form and release check to client	None	1 Minute	Cash Clerk II/ Municipal Treasurer's Office
		End of	transaction		
TOTAL:			None	59 minutes for Petty Cash Voucher or Payroll and 1 hour and 1 minute for Issuance of checks	



#### 3. Issuance of Certificate of Assessment of Discernment

This certificate is issued to the PNP as basic requirement to file the case indicating that the child who committed the offense has acted with discernment or not.

Office or Division	: Municipal Socia	Municipal Social Welfare & Development Office				
Classification:	Simple					
Type of	Government to	Governmer	nt			
Transaction:						
Who may avail:	Philippine Natio	nal Police				
CHECKLIST OF	REQUIREMENTS		WHERE TO SE	CURE		
<ol> <li>Referral from t</li> </ol>			National Police (Pl			
CLIENT STEPS	AGENCY	FEES	PROCESSING	PERSON		
	ACTIONS	TO BE	TIME	RESPONSIBLE		
		PAID				
1. PNP to Submit	1. Receive and	None	1 minute	Social Welfare		
the referral slip to	check the referral			Aide/Municipal		
the service	slip			Social Welfare &		
provider				Development		
0.0101.4-	0.00	Nissa	00	Officer		
2. CICL to	2. Conduct	None	30 minutes	Social Welfare		
provide the	interview and fill			Officer I/Municipal		
information	up intake sheet			Social Welfare &		
needed by the				Development Officer		
service provider 3. CICL to	3. Administer the	None	1 hour	Social Welfare		
	forms used in the	none	i nour	Officer I/Municipal		
cooperate with the services	conduct of			Social Welfare &		
provider in the	assessment of			Development		
conduct of	discernment			Officer		
assessment of	disocitificité			Omoor		
discernment						
3. Wait for the	3. Check the		10 minutes	Social Welfare		
preparation of	result and			Officer I/Municipal		
Certificate of	prepare the	None		Social Welfare &		
Discernment	certification			Development		
				Officer		
4. PNP to	4. Release the		1 minute	Social Welfare		
receive the	Certificate of			Aide/Municipal		
certification&	Discernment and	None		Social Welfare &		
accomplish	retrieve the	140110		Development		
feedback form	accomplished			Officer		
	feedback form					
	TOTAL:	None	43 minutes			



**4. Issuance of Certificate of Indigency**A Certificate of Indigency is a document that is required by the Philippine government or a private institution as proof of an individual's financial situation. The certificate is often required to avail of government services (i.e. educational scholarships, medical assistance.

Office or Division: Municipal Social Welfare & Dev			Welfare & Develop	ment Office		
Classification: Simpl			e			
71			- Government to Client			
			ent families			
CHECKLIST OF	REQUIREME	ENTS		WHERE TO SE	CURE	
Certificate of I		n the	Barangay	Hall where the clie	nt reside	
Punong Baran	gay					
2. Any Valid ID						
CLIENT STEPS	AGENO ACTION		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Submit all the requirements to the service provider	1. Receive, check and vocuments submitted	ess of	None	1 minute	Social Welfare Assistant/ Social Welfare Aide/Social Welfare Officer I	
2. Cooperate with the service provider for the scheduling of home visits/collateral information	2. Conduct visit/collater information (Home visit mandatory clients need legal service from Public Attorney's (	ral is for ding es	None	5 minutes for collateral information and 10 day for home visit	Social Welfare Assistant/ Social Welfare Aide/Social Welfare Officer I	
3. Provide appropriate and relevant information	3. Interview assess clien administer General Interscheet	nt and	None	10 minutes	Social Welfare Assistant/Social Welfare Aide/Social Welfare Officer	
	3.1 Prepare encode Certificate of indigency	of	None	2 minutes	Social Welfare Assistant/ Social Welfare Aide/Social Welfare Officer I	
	3.2 Review sign certific indigency		None	1minute	Municipal Social Welfare & Development Officer	



4. Receive the Certificate of indigency and accomplish feedback form	4.Retrieve accomplished feedback form and release Certificate of Indigency	None	1Minute	Social Welfare Assistant/ Social Welfare Aide/Social Welfare Officer I
ТОТ	AL:	None	20 minutes for collateral information and 25minutes for home visit	



### 5. Conduct of Counseling to Children at Risk, Children in Conflict with the Law, Parents or Guardian and Vulnerable Individual

This is conducted to Children-At-Risk, Children-In-Conflict with the Law, Parents or Guardians and any vulnerable person who committed an offense or being offended to let him/her reveal his/her feelings.

Office or Division:		Municipal Social Welfare & Development Office				
Classification:		Simple				
Type of Transaction:			Governmer			
Who may avail:				Risk (CAR)		
				Conflict with the L	aw (CICL)	
			Parents or C			
		l .	/ulnerable l		OUDE	
CHECKLIST OF REQU	JIKEM	EN15	Mana	WHERE TO SE	CURE	
None CLIENT STEPS	A C	ENCY	None FEES	PROCESSING	DEDCON	
CLIENT STEPS		FIONS	TO BE	TIME	PERSON RESPONSIBLE	
	AC	IIONS	PAID	I IIVIE	RESPONSIBLE	
1. Proceed to service provider and provide information regardingproblem experience/encountered	1. Conduct interview and intake information given by the client		None	5 minutes	Social welfare Aide/Municipal Social Welfare & Development Office	
2. Proceed to counseling room to disclose his/her problem	2. Listen/recor d and allow clients to ventilate ill feelings		None	45 minutes	Social Welfare Officer I/Municipal Social Welfare & Development Office	
3. Listen and weigh out things	3. Provide guidance		None	15 minutes	Social Welfare Officer I/Municipal Social Welfare & Development Office	
4. Cooperate to the service provider for the disclosure of the session or possible referral to other agency and accomplish feedback form	the so or ref client approagence retries	priate cy and	None	5 minutes	Social Welfare Officer I/Municipal Social Welfare & Development Office	



	d feedback form				
End of transaction					
	Total	None	1 hour & 10 minutes		

### 6. Provision of Emergency Shelter Assistance

Emergency Shelter Assistance is given to families/individuals who are victims of natural or man-made calamities for the rehabilitation of their damaged house/s.

Office or	Municipal Social Wel	Municipal Social Welfare and Development Office (MSWDO)					
Division:	Municipal Budget Off	Municipal Budget Office (MBO)					
	Municipal Accounting	Office (I	MACCO)				
	Municipal Treasurer's	s Office (	MTO				
Classification:	Simple						
Type of	Government to Clien	t					
Transaction:							
Who may avail:	Affected Indiv	iduals/Fa					
	F REQUIREMENTS		WHERE TO	SECURE			
1. Barangay Cert		Baranga					
2. Incident Repor		MDRRN	IO/BFP				
3. Picture of the c	AGENCY ACTIONS	FEES	PROCESSING	PERSON			
STEPS	AGENCT ACTIONS	TO BE	TIME	RESPONSIBLE			
SILIS		PAID	I IIVIL	INLOI ONGIBEE			
1. Submit all the required documents (2 copies each) to the service provider	Check and verify submitted documents	None	1 minute	Social Welfare Assistant/Social Welfare Aide/Municipal Social Welfare & Development Office			
2. Cooperate with the service provider and provide appropriate and relevant information	2. Interview, assess and establish eligibility of clients	None	5 minutes	Social Welfare Assistant/Social Welfare Aide/Municipal Social Welfare & Development Office			
3. Sign the General Intake Sheet and	3. Prepare case report, voucher and other supporting	None	20 minutes	Social Welfare Assistant/Social Welfare			



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Certificate of eligibility	documents for processing and approval			Aide/Municipal Social Welfare & Development Office
	3.1 Approve the Certificate of Eligibility and recommend financial assistance for the local chief executive's approval	None	2 minutes	Municipal Social Welfare and Development Officer/Municipal Social Welfare & Development Office
4.Receive financial documents and sign in the log book	4. Record financial assistance to the logbook and release documents to client	None	1 minute	Social Welfare Assistant/Social Welfare Aide/Municipal Social Welfare & Development Office
5. Proceed to MBO and submit all the required documents to the front desk	5. Check the completeness of the documents and prepare obligation request	None	9 minutes	Budget Aide/Budgeting Assistant/Municipal Budget Office
	5.1 Record the documents to the logbook and refer to MBO for signature	None	4 minutes	Municipal Budget Officer/Municipal Budget Office
6. Receive the documents	6. Release the documents to the client	None	1 minute	Budget Aide/Budgeting Assistant/Municipal Budget Office
7. Return to MSWD Office and submit the obligation request for signature	7. Sign obligation request and return to client	None	Paused Clock	Municipal Social Welfare & Development Officer/ Municipal Social Welfare & Development Officer
8. Proceed to MACCO and present the obligation request with complete supporting documents	8. Receive and review the Obligation Request submitted	None	3	Accounting clerk 1/Municipal Accounting Office
9. Receive the Voucher and supporting documents	9. Prepare, approve and release the disbursement voucher to client	None	4	Accounting clerk 1/Municipal Accountant/Municipal Accounting Office



MTC	Proceed to Ofor ature	10. Sign the V	oucher/	None	Pa	aused Clock	Municipal Treasurer / Municipal Treasurer's Office/
11. I	Proceed to O for ature	11. Sign the V	oucher/	None	Pa	aused Clock	Municipal Mayor/ Municipal Mayor's Office
MTC pres appr voud supp	Return to D and Sent the Toved Cher and Dorting Luments	12. Receive, of and verify the completeness requirements		None		3 minutes	Cash Clerk II/Municipal Treasurer's Office
13.	For Petty Cash Voucher or Payroll	Acknowledge the amount received and accomplish the feedback form	1.Retriev Feedbac form and disburse for the petty cas voucher or payrol	k h	one	5 minutes	Cash Clerk II/Municipal Treasurer's Office
	For Issuance of checks		1.1 Prepare, sign and forward check to Municipal Mayor's Office		one	6 minutes	Cash Clerk II/Municipal Treasurer's Office
			Sign Check	N	one	Paused Clock	Municipal Mayor/Municipal Mayor's Office
		Receive check and accomplish the feedback form	1.2 Retrieve Feedback form and release check to client	ζ	one	1 Minute	Cash Clerk II/ Municipal Treasurer's Office
	TOTAL:	None		of transa		s for Petty Ca	sh Voucher or Payroll
		. 13110	-			•	utes for Issuance of



# 7. Issuance of Clearance to minor travelling within the country either alone or traveling with a person other than his/her parents or those exercising parental authority and legal custody of the child

The MSWDO will conduct interview and assessment to the minor and his/her companion to ensure that the travel is valid and with authority of his/her parents.

Office or Division: Munic		al Social Welfare & Development Office				
Classification: Simple			1			
Type of Transaction: G2C - G		Sovernment	t to Client			
Who may avail:	1. Guard	dian of Min	or			
	2. Other	r person ex	cept from his/her p	arents or those		
	exercisi	ng parental	ng parental authority and legal custody of the child			
CHECKLIST OF REC	QUIREMENTS		WHERE TO SECURE			
Birth Certificate of the		Local Civil Registrar (LCR) or Philippines				
(Original & Photocopy			Statistics Authority (PSA)			
Barangay Clearance S		Barangay	Hall			
Punong Barangay has						
about the minor's trave						
Written parental conse	ent attested by	Barangay	Hall			
Punong Barangay						
ID card of minors (Orig	ginal &					
Photocopy)						
ID card of authorized p	person to					
accompany the child	4.0.511.617			7770011		
CLIENT STEPS	AGENCY	FEES	PROCESSING	PERSON		
	ACTIONS	TO BE	TIME	RESPONSIBLE		
1. Submit all 1.	Receive and	PAID None	2 minutes	Social Welfare		
	riew the	None	2 minutes	Officer III/Municipal		
	cuments			Social Welfare &		
	omitted			Development		
service provider sur	Jiiilleu			Office		
2. Cooperate 2.	Interview and	None	5 minutes	Social Welfare		
	sess the client	None	3 minutes	Officer III/Municipal		
provider and	sess the chefit			Social Welfare &		
provide relevant				Development		
information				Office		
	Prepare and	None	5 minutes	Social Welfare		
	n the	110110		Aide/Social		
	arance			Welfare		
				Assistant/Municipal		
				Social Welfare &		
				Development		



				Officer/ Municipal Social Welfare & Development Office	
3. Receive the clearance and fill-up the feedback form.	3. Release the clearance to the client and retrieve accomplished feedback form	None	1 minute	Social Welfare Officer III/Municipal Social Welfare & Development Office	
End of transaction					
	TOTAL	None	13 minutes		

#### 8. Issuance of Solo Parents Identification Card

This identification card is issued to qualified solo parent to avail services intended for them.

Office or Division:		Municipal Social Welfare & Development Office			
Classification	:	Simple			
Type of Transaction: G		Governme	Government to Client		
Who may avai	il:	Solo Pare	nt		
CHECKLIST	<b>OF REQUIRE</b>	MENTS	WHERE TO SECURE		
For solo	Birth Certifica	ate/s of	LCR or PSA		
parent with	the child or c	hildren			
child/children	Complaint af	fidavit	Court		
as a	Medical reco	rd on the	Attending Physician		
consequence	incident of ra	pe			
of rape	Sworn Affidavit		Public Attorney's Office		
	Barangay affidavit		Barangay Hall		
For solo	Birth Certifica	ate/s of	LCR or PSA		
parent on	the child or c	hildren			
account of	Marriage Cei	rtificate	LCR or PSA		
the death of	Death Certific	cate of	LCR		
the spouse	the spouse				
	Sworn Affida	vit	Public Attorney's Office		
	Barangay aff	idavit	Barangay Hall		
For solo	Birth Certifica	ate/s of	LCR or PSA		
parent on	the child or c	hildren			
account of	Marriage Cei	rtificate	LCR or PSA		
the detention	Certificate of	detention	Law enforcement agency		
or criminal	or a certificat	e that the			
	spouse is se	rving			



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conviction of	sentence for at least	
the spouse	three months	D 11: A11
	Sworn Affidavit	Public Attorney's Office
	Barangay affidavit	Barangay Hall
For solo	Birth Certificate/s of	LCR or PSA
parent on	the child or children	
account of	Marriage Certificate	LCR or PSA
physical or	Medical records,	Attending Physician
mental	medical abstract, or a	
incapacity of	certificate of	
the spouse	confinement in the	
	mental health facility	D 11: Au
	Sworn Affidavit	Public Attorney's Office
	Barangay affidavit	Barangay Hall
For solo	Birth Certificate/s of	LCR or PSA
parent on	the child or children	DOA.
account of	Marriage Certificate	PSA
legal or de facto	Judicial decree of	Court
	legal separation of the	
separation of	spouses or, the case	
spouse	of de facto separation, an affidavit of two	
	disinterested persons	
	attesting to the fact of separation of the	
	spouses	
	Sworn Affidavit	Public Attorney's Office
	Barangay affidavit	Barangay Hall
For solo	Birth Certificate/s of	LCR or PSA
parent on	the child or children	
account of	Marriage Certificate	LCR or PSA
declaration of	Judicial decree of	Court
nullity or	nullity or annulment of	
annulment of	marriage or judicial	
marriage or	recognition of foreign	
divorce	divorce.	
	Sworn Affidavit	Public Attorney's Office
	Barangay affidavit	Barangay Hall
For the solo	Birth certificate/s of	LCR or PSA
parent on	the child or children	
account of	Marriage certificates	LCR, PSA or PAO
abandonment	or affidavit of the	
by the	applicant solo parent	
spouse	Affidavit of two (2)	PAO
	disinterested persons	
	attesting to the fact of	



	abandonment of the	
	spouse	
	Police or barangay	PNP
	record of the fact of	
	abandonment	
	Sworn Affidavit	Public Attorney's Office
	Barangay affidavit	Barangay Hall
For the	Birth certificate/s of	LCR or PSA
spouse or	dependents	2011 011 011
any family	Marriage certificate, if	LCR or PSA
member of	the applicant is the	LOK OF FOA
an OFW	spouse of the OFW, or	
an Oi w	birth certificate or the	
	other competent proof	
	of the relationship	
	between the applicant	
	and the OFW, if the	
	applicant is a family	
	member of the OFW	
	Philippine Overseas	POEA-SEC
	Employment	
	Administration	
	Standard Employment	
	Contract (POEA-SEC)	
	or its equivalent	
	document	
	Photocopy of the	
	OFW's passport with	
	stamps showing	
	continuous twelve (12)	
	months of overseas	
	work, or a certification	
	from the Bureau of	
	Immigration	
	Proof of income of the	
	OFW's spouse or	
	family member	
	Sworn Affidavit	Public Attorney's Office
	Barangay affidavit	Barangay Hall
For the	Birth certificate/s of	LCR or PSA
		LON UI FOA
unmarried	the child or children	DCA
father or	Certificate of No	PSA
mother who	Marriage (CENOMAR)	D 11: A11
keeps and	Sworn Affidavit	Public Attorney's Office
rears the		Barangay Hall
child or	Barangay affidavit	
children		



For the solo	Birth certificate/s of	LCR or PSA
parent who is	the child or children	
a legal	Proof of guardianship,	Court
guardian,	proof of adoption,	
adoptive or	order of Adoption or	
foster parent	proof of foster care	
	Sworn Affidavit	Public Attorney's Office
	Barangay affidavit	Barangay Hall
For any	Birth certificate/s of	LCR or PSA
relative within	the child or children	
fourth (4th)	Death certificate,	LCR
civil degree	certificate of	
of	incapacity, or judicial	
consanguinity	declaration of absence	
or affinity of	or presumptive death	
the parent or	of the parents or legal	
legal	guardian; police or	
guardian who	barangay records	
assumes	evidencing the fact of	
parental care	disappearance or	
and support	absence of the parent	
of the child or	or legal guardian for at	
children	least six (6) months.	
	Proof of relationship of	Court
	the relative to the	
	parent or legal	
	guardian	
	Sworn Affidavit	Public Attorney's Office
	Barangay affidavit	Barangay Hall
For the solo	Medical record of her	Attending Physician
parent who is	pregnancy.	
a pregnant	Sworn Affidavit	Public Attorney's Office
woman	Barangay affidavit	Barangay Hall



CLIENT STEPS	AGENCY	FEES TO	PROCESSING	PERSON
02:2::: 0:2: 0	ACTIONS	BE PAID	TIME	RESPONSIBLE
1. Submit all the requirements to the service provider	1. Receive, check and verify completeness of documents submitted	None	1 minute	Social Welfare Assistant/ Social Welfare Aide/Social Welfare Officer I
2. Provide appropriate and relevant information to service provider	2. Interview, assess client and administer General Intake Sheet	None	5 minutes	
3. Cooperate with the service provider during the conduct of home visits	3. Conduct home visit	None	15 minutes	Social Welfare Assistant/ Social Welfare Aide/Social Welfare Officer I
	3.1 Prepare and print the Solo Parent Identification Card (ID)	None	5 minutes	Social Welfare Assistant/ Social Welfare Aide/Social Welfare Officer I
	3.2 Review and sign the ID	None	1 minute	Municipal Social Welfare & Development Officer/Municipa I Mayor
4. Receive the Solo Parent ID and accomplish feedback form	4. Retrieve the feedback form and release the ID to the client	None	1 minute	Social Welfare Assistant/ Social Welfare Aide/Social Welfare Officer I
	TOTAL:	None	28 minutes	



## 9. Issuance of Social Case Study Reports (SCSR)/Case Summary Report (CSR) Except For Court Related Cases

Social Case Study Report/Case Summary Report is required by charitable institutions, government hospitals and non-government organization that provide services to clients and patients.

Office or Division	on:	Municipa	al Social W	elfare & Developm	ent Office	
Classification:	ssification: Simple					
	of Transaction: G2C – Government to Client					
Who may avail:				luals/Families		
				e members have se	erious/debilitating	
		dise	diseases or disability			
REQUIR	CLIST OF REMENTS			WHERE TO SE	CURE	
1. Referrals Sli			From hos			
2. Certificate of		<b>y</b>		angay where the cli	ent reside	
3. Statement o			Hospital			
4. Medical Abs			Hospital			
CLIENT STEPS	AGE ACTI		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Proceed to MSWDO and submit all the requirements for the issuance of SCSR/CSR	1. Receive check an complete document submitted	d verify ness of its	None	1 minute	Social Welfare Assistant/Social Welfare Officer I/Municipal Social Welfare & Development Office	
2. Provide appropriate and relevant information	2. Intervious assess of administer General Sheet	lient and er Intake	None	5 minutes	Social Welfare Assistant/Social Welfare Officer I/Municipal Social Welfare & Development Office	
3. If home visit is necessary for further validation, cooperate with the service provider for the scheduling of	3. Condu home vis the client	it with	None	10 minutes	Social Welfare Assistant/Social Welfare Officer I/Municipal Social Welfare & Development Office	



				The same of the sa
home visits and provide a sketch of the location of your house				
	3.1 Prepare SCSR/CSR	None	5 minutes	Social Welfare Assistant/Social Welfare Officer I/Municipal Social Welfare & Development Office
	3.2 Review and sign SCSR/CSR	None	1 minute	Municipal Social Welfare & Development Officer/Municipal Social Welfare & Development Office
4. Receive the SCSR/CSRand fill-up the feedback form.	4. Retrieve the accomplished feedback form and release SCSR/CSR	None	1 minute	Social Welfare Aide/Social Welfare Assistant/Social Welfare Officer I/Municipal Social Welfare & Development Office
	TOTAL:	None	23 minutes	



# Office of the Municipal Health External Services



## 1. Consultation and Treatment of Patients

Consultation and treatment of ailing patients is conducted by having a thorough history taking and requiring necessary laboratories needed for proper diagnosis

Office or Division:	Municipal Health Office				
Classification:	Simple				
Type of transaction:	G2C – Govern	ment to Cl	ient		
Who may avail:	All Citizens				
CHECKLIST OF REQUIREMENTS	WHERE TO S	ECURE			
Philhealth ID or MDR	Philhealth Office				
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Approach the Frontdesk Personnel and ask for assistance	1. Log client's information and give out priority number. (For non-e-Konsulta clients, proceed to Step 1.2) 1.1. For e- Konsulta clients, Verify the MDR, PKRF and ATC, and Patient's registry for transfer form. Check patient's record in Ekonsulta. (Verify if it's patient's 1st tranche (1st visit for the current year) or 2nd tranche (2nd	None	1 minute	Administrative Aide	

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	visit for the current year)			
	1.2. Encode the data of the patient to iClinicSys and provide Information Tract Record (IPR)	None	3 minutes	Administrative Aide
2. Proceed to Step 2 booth, and have vital signs taken and present the ITR	2. Take vital signs and take note of the chief of complaints on the ITR	None	5 minutes	Midwife / Midwife Aide
3. Wait for the your number to be called in the Doctor's booth	3. Call the next patient and conduct consultation 3.1. Issue laboratory request as the need arises	None	15 minutes	Doctor / Nurse
2. Proceed to payment counter and pay (For e-konsulta clients, 1st tranche has free laboratory services. 2nd tranche will have to pay	2. Receive and process payment 2.1. Instruct the patient to go back to Laboratory	None	10 minutes	Administrative Aide
3. Proceed to Laboratory, present OR, submit for	3. Receive the receipt and check for validation		1 minute	Medical Technologist / Laboratory Aide

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laboratory exam and wait for results	3.1. Conduct of the required laboratory examination	None	1 hour	
	3.2. Issue the Laboratory result		1 Minute	
4. Return to doctor's booth for reading of results, consultation and treatment	4. Provide treatment, prescribe medicine and refer to hospital if needed			Doctor/Nurse
	4.1. Pass on the prescription to the Pharmacy for the release of medicine if available	None	30 Minutes	Doctor / Nurse
5. Go back in the waiting area and wait for the medicine	5. Release medicines and provide additional instructions if there's a need (free for 4Ps, NHTS, DepEd Personnel < Senior citizen and PWDs)	None	2 Minutes	Doctor / Nurse
6. Receive prescription and fill-out feedback form (for e-Konsulta clients, fill-out additional EKAS & EPRESC forms)	6. Issue prescription for unavailable medicines and retrieve accomplishe d feedback form	None	1 Minute	Pharmacy Aide



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	100.00		
	for		
	consulta		
	tion of		
	non-		
	PHIC clients		
	and free	2 hours and 9	
TOTAL:	for 4Ps,	minutes	
	NHTS,		
	DepEd		
	Personn		
	el <		
	Senior		
	Citizen		
	and PWDs		

**2. Ambulance Transport Vehicle Services**A vehicle equipped to provide emergency care to sick or injured people and to get them to a hospital / other health facility.

Office or Division:	Municipal Health Office					
Classification:	Simple					
Turno of	G2C - Govern	ment to Clie	ent			
Type of transaction:	G2G - Govern	ment to Gov	/ernment			
transaction.	G2B - Govern	ment to Bus	iness			
Who may avail:	All Citizens					
CHECKLIST OF REQUIREMENTS	3	WHERE TO SECURE				
1. Referral Slip / Form	Referring Fac	Referring Facility / Unit / Hospital				
CLIENTS STEPS	AGENCY ACTIONS	110 = 110 110 1 1 1 1 1 1 1 1 1 1 1 1 1				
1. Approach Frontdesk and ask for assistance where to coordinate the request	1.1 Interview client and gather information regarding the request	None	2 minutes	Public Health Nurse / OPD Nurse		



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** If requesting to transport patient to a other health facility, present referral slip / form				
** If the requesting party is indigent, they may avail the service free, if not, they will have to provide counterpart for the fuel.	1.2. Log the information gathered for record keeping	None	1 minute	Public Health Nurse / OPD Nurse
	1.3. Coordinate with the driver and check the availability of the vehicle	None	1 minute	Public Health Nurse / OPD Nurse
	1.4. Prepare the Trip Ticket and Travel Order	None	2 minutes	AdministrativeAid e / Driver
	1.5. Pass on to the signing official for signature	None	1 minute	Municipal Health Officer
	1.6. Receive the Trip Ticket. Transport the patient	None	Pause clock	Driver
2. Fill-out the feedback form	2. Retrieve accomplishe d feedback form	None	1 minute	Driver
	TOTAL	None	9 minutes	



### 3. Conduct of Post-Mortem Examination

MHO Acts as the Medico-legal officer of the municipality and as such when a cadaver is seen under investigation, the conduct of a post-mortem exam will be done.

Office or Division:	Municipal Hea	Ith Office				
Classification:	Simple					
Type of transaction:	G2G – Government to Government					
Who may avail:		Philippine National Police / Municipal Disaster Risk Reduction and Management Office				
CHECKLIST OF REQUIREMENTS	WHERE TO S	ECURE				
1. Police Request	Maramag Poli	ce Station				
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
Proceed to     Municipal Health     Office (MHO) and     present Police     Request	1. Receive Police Request and prepare for Post-mortem examination	None	30 minutes	Municipal Health Officer / Medical Officer IV		
2. Proceed to the site of occurrence and retrieve cadaver	2. Proceed to the site of occurrence and conduct history taking		1 hour	Municipal Health Officer / Medical Officer IV		
3. Place cadaver in secured location	3. Execute Post-mortem examination and record all the necessary information		2 hours	Municipal Health Officer / Medical Officer IV		
4. Wait for the result of the Post-mortem Examination	4. Release findings / result of the Post-mortem Examination to the Police and provide feedback form		2 minutes	AdministrativeAid e		



mc Re	Receive Post- ortem Examination esult / findings and out feedback form	5. Retrieve accomplishe d feedback form		1 minute	AdministrativeAid e
		TOTAL:	None	3 hours, 33 minutes	



## 4. Issuance of Death Certificate (Home Deaths)

The information from the death certificate has various uses, it is used for settlement of claims, inheritance, insurance benefits as well as proof of death. The certificate is likewise provided to the family members since it is a requirement for burial arrangement.

Office or Division:	Municipal Health	Municipal Health Office			
Classification:	Simple	Simple			
Type of transaction:	G2C – Government to Client				
Who may avail:	Family members	of the dec	eased		
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE				
Barangay Home     Death Certification	Barangay of resi	dence			
2. Death Certificate Form	Local Civil Regis	Local Civil Registry			
CLIENTS STEPS	AGENCY ACTIONS  FEES TO BE PAID  PROCESSING PERSON RESPONSIBLE				
1. Meet with the Doctor for verbal Autopsy and present the Death Certificate	1.1 Ask additional questions for verification and investigation relating to the death	None	5 Minutes	Medical Doctor	
	1.2Pass on for encoding / printing of result and return for review	None	5 minutes	AdministrativeAid e	
2. Wait for the encoding	2.1 Review and sign the certificate 2.2. Instruct client to proceed to the LCR for the registration of death	None	2 minutes	Medical Doctor	
3 Receive and review the certificate and fillout feedback form	3.1. Retrieve accomplished feedback form	None	1 minute	AdministrativeAid e	
	TOTAL:	None	13 Minutes		



**5. Issuance of Medico-legal Certificate**A medical certificate for medico-legal cases is important for two reasons: first, it serves as a proof of one's physical and mental state following the incident; and second, it has evidentiary value in casesthat are decide to bring to the court

Office or Division:		Municipal Health Office			
Classification:	Simple				
Type of	G2B – Governr	nent to Bus	siness		
Type of transaction:	G2G – Governi	ment to Go	vernment		
transaction.	G2C – Governr	ment to Clie	ent		
Who may avail:	All citizens who are a victim of medico-legal issues				
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE				
1. Police Report	PNP Office				
CLIENTS STEPS	AGENCY TO BE PROCESSING PERSON RESPONSIBLE				
1. Approach the front desk and ask assistance, and present Police Blotter	1.1 Receive Police Blotter Extract and encode the data of the client in the Iclinicsys	None	3 Minutes	Nurse / Midwife Aide	
	1.2. Instruct client to have vital sign taken				
2. Proceed to the consultation area for vital signs taking	2.1Checks the vital signs (BP, HR, RR, Temp, Height, Weight and Waistline)	None	5 Minutes	Nurse / Midwife Aide	
	2.2. Endorse the client to the Doctor				
3. Proceed to Doctor's booth	3.1. Conducts history taking, Physical examination	None	25 minutes	Medical Doctor	
* For Rape Victims, proceed to Step 4					

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* For Non-Rape Victims, proceed to Step 6				
4. Proceed to the Laboratory Section for the tests	4.1 Conduct Laboratory examination (grams' staining, urinalysis, CBC and Pregnancy Test)	None	1 hour	Medical Technologist / Laboratory Aide
	4.2 Release Laboratory Results		1 minute	Medical Technologist / Laboratory Aide
5. Return to the Doctor's booth and present the laboratory result	5.1 Interpret the laboratory result and come up with the diagnosis and advice the client to pay for certification fee	None	5 minutes	Medical Doctor
6. Proceed to payment counter and pay the fees	6.1 Receive and process payment 6.2. Instruct the patient to go back to Birthing Home	Php 120.00 / Free for VAWC clients	10 minutes	Administrative Aide
	6.3. Receive the receipt and check for validation	Cherits		Doctor
	6.4. Prepares the medicolegal certificate and referral to other hospital if needed	None	5 minutes	Administrative Aide
	6.5. Sign the medico-legal certificate/s		1 Minute	Medical Doctor



	6.6. Issue the medico-legal certificate		1 Minute	Administrative Aide
7. Receive and review Medicolegal certificate and fill-out feedback form	7.1 Retrieve the accomplished feedback form	None	1 minute	Administrative Aide
	TOTAL:	Php 120.00 / Free for VAWC clients	1 hour and 57 minutes	



### 6. Enrolment to Phil Health Point of Service

A program to cover all Filipinos under the National Health Insurance Program specifically the unregistered and inactive registered members that are financially incapable.

2.00						
Office or Division:	Municipal Hea	Municipal Health Office				
Classification:	Simple					
Type of Transaction:	G2C-Governr	nent to Client				
Who may avail:	Non-Philhealt STI,TB, HIV/A	•	Pregnant Women,	Out-patient,		
CHECKLIST OF REQUIREMENT S	WHERE TO	SECURE				
1. Photocopy of the Birth Certificate of the Baby	Local Civil Re	gistry				
2. Photocopy of Marriage Certificate (If married)	Local Civil Registry					
3. Photocopy of Birth Certificate of Mother (if single)	Local Civil Registry					
4. Certificate of Indigency (Original)	Barangay of r	esidence				
5. Certificate of Indigency (Original)	Municipal Soc	cial Welfare a	nd Development (	Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
1. Approach and submit requirements to Point of Service in charge	1.1 Received, review and evaluate documents submitted for verification	None	2 minutes	Administrative Aide		
	1.2. Encode the data to the system	None	3 minutes	Administrative Aide		



	of Point of Service			
	1.3. Upload the data to the Point of Service Program and wait for the validation from PhilHealth Office	None	4 hours	Administrative Aide
	1.4. Release of PIN number	None	1 minute	Administrative Aide
2. Receive the PIN and fill-out feedback form	2.1 Retrieve the accomplishe d feedback form	None	1 minute	Administrative Aide
	TOTAL:	None	4 hours and 7 minutes	



## 7. Assistance in Filing Phil Health Benefit Packages

Phil Health reduces your expenses during confinement or availment of selected health services. Phil Health Card entitles the members and its dependents to inpatient and outpatient services in Phil Health accredited facilities

Office or Division:	Municipal Health Office				
Classification:	Simple				
Type of Transaction:	G2C- Government	to Client			
Who may avail:	All members of Phil	Health			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE				
1. MDR or Members Data Record	Philhealth Office				
CLIENT STEPS	AGENCY TO BE PROCESSING PERSON RESPONSIBLE				
1. Approach staff and inform that your will be using your Phil health in availing the services	1.1Instruct client to submit all the documents required by Phil Health	None	1 minute	Administrative Aide IV	
	1.2. Receive and review requirements for verification and record patient's data	None	5 minutes	Administrative Aide IV	
	1.3. Instruct the patient to fill out the claims form	None		Administrative Aide IV	
2. Fill out the form. (Phil Health Claim Form 1, 2, 3, & 4 and Claims Signature Form (CF1, CF2, CF3, CF4, CSF) as applicable, depending on the nature of the claims)	2.1 Receive the accomplished form and prepare all documents for e-claims submission of Phil health package	None	30 minutes	Administrative Aide IV	



3. Fill-out the feedback form	3. Retrieve the accomplished feedback form	None	1 minute	Midwife / Midwife Aide
	TOTAL:	None	37 minutes	



### 8. Facilitation of Tooth Extraction

Dental procedure during which tooth is completely removed from its socket. Sometimes, people refer to this as "pulling" a tooth.

Office or Division	Municipal Health C	Office				
Classification	•	•				
Type of	Simple	Omple				
Transaction	G2C - Governmen	t to Client				
Who may Avail	All Citizens					
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE					
None						
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
Approach     Administrative Aide     for registration and     vital signs taking	1.1 Register patient and take vital signs	None	5 minutes	Administrative Aide / Midwife Aide		
2. Proceed to payment counter and pay the dental fee	2.1 Receive and process payment	Php		Administrative Aide		
	2.2. Instruct the patient to proceed to Dental Section for the conduct of procedure	100.00 per tooth	10 minutes	Administrative Aide		
3. Tooth Extraction	3.1 Tooth Extraction			Dentist		
	3.2 Provide medical / dental counsel and issue prescription		45 minutes	Dentist / Dental Hygienist		
4. Take note of instructions and proceed to Pharmacy for dispensing of drugs / medicines	4.1 Dispense drugs / medicines	None	5 minutes	Pharmacy Aide / Dental Aide		
5. Receive drugs / medicines and fill-out the feedback form	5. Retrieve the accomplished feedback form		1 minute	Administrative Aide		



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TOTAL	Php 100.00 per tooth	1 hour & 6 minutes	



## 9. Facilitation of General Oral Care: Oral Prophylaxis and Flouride application

Dental care is done to protect teeth and prevent gum disease. It involves a full examination of the mouth and teeth, as well as a thorough cleaning using an ultrasonic scaler, pick, or other tools to remove tartar, plaque, and calcifications, application of flouride to improve health and reduce the risk of cavities

Office or Division	Municipal Health Office					
Classification	Simple	,				
Type of Transaction	G2C - Govern	nment to Cli	ent			
Who may Avail	All Citizens					
CHECKLIST OF REQUIREMENTS	WHERE TO	SECURE				
None	None					
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
1. Approach Administrative Aide for registration and vital signs taking	1.1 Register patient and take vitals signs	None	5 minutes	Administrative Aide / Midwife Aide		
2. Proceed to payment counter and pay the dental fee	2.1 Receive and process payment	Oral Prophyla xis Php 150.00 Flouride Applicatio n Php 100.00	10 minutos	Administrative Aide		
	2.2. Instruct the patient to proceed to Dental Section for the conduct of procedure	None	10 minutes	Administrative Aide		
3. Oral Prophylaxis / Flouride Application	3.1 Oral Prophylaxis / Flouride Application	None	40 minutes	Dentist / Dental		
	3.2. Provide medical / dental counsel and	None	40 minutes	Hygienist		



	issue prescription			
4. Take note of instructions and proceed to Pharmacy for dispensing of drugs / medicines	4.1 Dispense drugs / medicines	None	5 minutes	Pharmacy Aide / Dental Aide
5. Receive drugs / medicines and fill- out the feedback form	5.1 Retrieve the accomplish ed feedback form	None	1 minute	Administrative Aide
	TOTAL	Oral Prophyla xis Php 150.00 Flouride Applicatio n Php 100.00	1 hour & 1 minute	



**10. Issuance of Sanitary Permit**To sustain proper sanitation in all business establishment within the jurisdiction of Maramag, Bukidnon

Office or Division	Municipal Health Office – Sanitation Section
Classification	Complex
Type of	G2C - Government to Client
Transaction	G2B - Government to Business
Who may Avail	Business Owners / Employees
CHECKLIST OF	WHERE TO SECURE
REQUIREMENTS	
1. Health Certificate: Negative Laboratory Results (Sputum, Fecalysis& Urinalysis)	Laboratory Section. May opt to have laboratory test taken outside of RHU but must bring test results for the lab staff to release the certificate
2. Barangay Cedula of owner and/or employees	From Barangay of residence
3. Barangay Clearance (For Employment, OJT)	From Barangay of residence
4. Barangay Business Clearance / Permit	From Barangay of business location
5. Food Handler's Certificate (for Food businesses / establishments)	Sanitation Section
6. Additional requirements may be asked to submit depending on the nature of business:	
6.1. Water Refilling Station: Certification Course Training, Water Safety Plan	University of the Philippines / Personal
6.2. Hospitals, Clinics, Pharmacy: Photocopy of License	Philippine Regulatory Commission / Food and Drug Administration



(Doctor/Nurse/Phar macist) and				N NG D	
License to Operate					
6.3. Funeral Parlor, Beauty Salons, Massage Establishment: Certificate of Training of Embalmers/Beautic ians/Therapists	Concerned Agencies				
6.4. Manufacturing (Bakery, Herbal Medicine, & etc.): License to Operate	Food and Drug Administration				
6.5. Industries, Resorts, and the likes: Discharge Permit	Department of Environment and Natural Resources				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Submit all the documents and provide additional information being asked	1. Check the documents for validation and data encoding	None	7 minutes	Administrative Aide	
2. Wait for the permit and the presented documents	2.1. Pass on to the signing official for signature and approval  Sanitation Inspector Municipal He Officer				
	2.2 Issuance of the permit	None		Administrative Aide	
3. Receive and review the permit and the presented documents, and fillout the feedback form	3.1. Retrieve the accomplished feedback form	None	1 minute	Administrative Aide	
	TOTAL		10 minutes		



**11. Issuance of Health Certificate (Health Card)**This certification is issued to some clients on their intended purpose/s.

Office or Division	Municipal Health Office – Sanitation Section					
Classification	Complex					
Type of Transaction	G2C - Governr	nent to Clie	ent			
Who may Avail	Business Owne	ers / Emplo	yers / Employees			
CHECKLIST OF REQUIREMENTS	WHERE TO SI	ECURE				
1. Laboratory Results and/ or specimen (Sputum, Fecalysis& Urinalysis)	outside of RHL	Laboratory Section. May opt to have laboratory test taken outside of RHU but must bring Lab test results for the lab staff to release the certificate				
2. Barangay Cedula	From Barangay	of resider	nce			
3. Barangay Clearance (For Employment, OJT)	From Barangay of residence					
4. 1x1 photo	Chosen Photo	Studio				
CLIENT STEPS	AGENCY ACTION	IN RE				
1. Submit specimen for laboratory examination	1.1 Receive specimen for examination					
	1.2. Release test result after examination and inform client of the result					
** If laboratory tests are taken outside of RHU, present the Laboratory test for reading of results	1.3. Receive Laboratory results for reading  2 minutes  Medical Technologist					
2. Proceed to payment counter	2.1 Receive and process payment	Laborat ory taken in:	10 minutes	Administrative Aide		

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and pay the Health Certificate	2.2. Instruct the patient to go back to Sanitation Section 2.3. Receive the receipt and check for validation	RHU Php 150.00 Outside RHU Php 25.00		Administrative Aide
3. Submit and present Health Certificate along with other documents and provide additional information being asked	3.1 Receive and review presented documents for validation and encode data needed		5 minutes	Administrative Aide
	3.2. Pass on to the signing official for signature and approval	None	2 minutes	Sanitation Inspector / Municipal Health Officer
	3.3. Issuance of Health Certificate			Administrative Aide
4. Receive and review Health Clearance and fillout the feedback form	4.1 Retrieve the accomplished feedback form		1 minute	Administrative Aide
	TOTAL	Laborat ory taken in: RHU Php 150.00 Outside RHU Php 25.00	1 hour and 21 minutes	



11.1 Re-Issuance of Health Certificate (Health Card)
This certification is issued to clients who intended to change the classification of their Health Card.

Г	lealth Card.				
	Office or Division	Municipal Health O	ffice – San	itation Section	
	Type of Transaction	G2C - Government to Client			
	Who may Avail	Business Owners /	Employers	s / Employees	
	CHECKLIST OF REQUIREMENTS	WHERE TO SECU	RE		
	<ol> <li>Previous Health Card</li> </ol>	Personal			
	2. Community Tax Certificate (Cedula)	From Barangay of	residence (	or Municipal Treas	surers Office
	3. Barangay Clearance (For Employment, OJT)	From Barangay of	residence		
	4. 1x1 photo	Chosen Photo Stud			
	CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Approach Laboratory Staff and present previous Health Card for re- issuance	1.1 Receive Health Card, review, and provide new certificate		1 minute	Medical Technologist
	2. Proceed to payment counter and pay the Health Card	2. Receive and process payment 2.1. Instruct the Client to go back to Sanitation Section	Php - 25.00	10 minutes	Administrative Aide
		2.2. Receive the receipt and check for validation			Sanitation Staff
	3. Submit and present Health Certificate along with other documents and provide additional information being asked	3.1 Receive and review presented documents for validation and encode data needed		5 minutes	Sanitation Staff



	3.2. Pass on to the signing official for signature and approval		2 minutes	Sanitation Inspector / Municipal Health Officer
	3.3. Issuance of Health Certificate			Sanitation Staff
4. Receive and review Health Clearance and fillout the feedback form	4. Retrieve the accomplished feedback form		1 minute	Sanitation Staff
	TOTAL	Php 25.00	19 minutes	



### 12. Issuance of Burial, Cadaver Transfer and Exhumation Permits

To ensure that all deceased person's cadaver are buried at the official burial grounds; Exhumed in accordance to the provisions set by the Presidential 856 Section XXI; and That all deceased persons brought outside Maramag for it burial have the proper documents

Office or Division	Municipal Health C	Municipal Health Office – Sanitation Section			
Classification	Simple				
Type of Transaction	G2C - Government	t to Client			
Who may Avail	The family members or kin of the deceased persons or friends if the kin is not around for the purpose. Any government entity who is interested to discover details on the deceased, provided, all needed requirements, like Court Order, is presented.				
CHECKLIST OF REQUIREMENTS	WHERE TO SECU	IRE			
Registered Death Certificate	From the Hospital time he/she died d				
2. Barangay Certification for deaths outside hospital	Barangay Office where the death occurred as requisite to registration at the Municipal Civil Registar				
CLIENT STEPS	AGENCY TO BE PAID PROCESSING PERSON RESPONSIBLE				
Submit 3     photocopies of the death certificate	1.1 Receive and check the documents for validation	None	2 minutes	Administrative Aide	
2. Proceed to payment counter and pay the permit	2.1 Receive and process payment 2.2. Instruct the client to go back to Sanitation Section 2.3. Receive the receipt and check for validation	Php 80.00	10 min.	Administrative Aide Administrative Aide	
3. Wait for the permit and provide additional information being asked	3.1 Encode data		5 minutes	Administrative Aide	



	3.2. Pass on to the signing official for signature and approval		2 minutes	Administrative Aide
	3.3. Issuance of Permit			Sanitation Inspector / Municipal Health Officer
4. Receive and review permit and fill-out the feedback form	4.1 Retrieve the accomplished feedback form		2 minute	Administrative Aide
	TOTAL:	Php 80.00	21 minutes	



## **12. Issuance of Food Handler's Certificate and Industrial Hygiene Seminar Certificate**This certification is issued to some clients on their intended purpose/s.

Office or Division	Municipal Health C	office – Sar	nitation Section		
Classification	Complex				
Type of Transaction	G2C - Governmen	t to Client			
Who may Avail	All Food Establishr Providers / Industri			r Service	
CHECKLIST OF REQUIREMENTS	WHERE TO SECU	IRE			
1. Proof of Attendance of the 8- hour Food Handler's Training / Industrial Hygiene Seminar	May request in the Sanitation Section or in the Barangay Sanitary Inspector (BSI)				
CLIENT STEPS	AGENCY FEES PROCESSING PERSON RESPONSIBLE				
Submit a proof of attendance to the seminar	1.1 Receive and review document for validation	None	2 minutes	Sanitation Staff	
2. Wait for the Certificate and provide additional information being asked	2.1. Encode data and prepare the certificate		10 minutes	Sanitation Staff	
	2.2 Pass on to the signing official for signature and approval		2 minutes	Sanitation Inspector / Municipal Health Officer	
	2.3 Issuance of certificate			Sanitation Staff	
3. Receive and review certificate and fill-out the feedback form	3.1. Retrieve the accomplished feedback form		1 minute	Sanitation Staff	
	TOTAL:	None	15 minutes		



**14. Conduct of Water Sampling**This service is requested by some clients to monitor their water quality to determine whether the water quality is generally good or bad for their intended use and to identify specific areas of concern such as points of suspected contamination.

Office or Division	Municipal Health C	Office – Sar	nitation Section	
Classification	Municipal Health Office – Sanitation Section  Complex			
Type of Transaction	G2C - Government to Client			
Who may Avail	All water service providers			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
Schedule of     Water Sampling	Sanitation Section			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach the office and set a schedule for the water sampling, and site inspection	1.1 Set the schedule for the water sampling and site inspection and inform the client of the schedule	None	10 minutes	Sanitation Staff
	**Schedule may vary on the availability of vacancy of the schedule of the Sanitary Inspection Team		Pause clock	
2. Return to the Sanitation Office and accompany sanitation staff in sampling activity	2.1Conduct Water Sampling Activity on the scheduled date	None	15 minutes	Sanitation Staff
	2.2. Take note of the details of the sampling activity	None		Sanitation Staff
3. Accompany the Sanitation Staff in sending the samples in the Accredited Laboratory	3.1 Send the samples to Laboratory	*Depends on the accredited laboratory	2 - 8 hours (Malaybalay or Cagayan De Oro Water Laboratories)	Sanitation Staff
	3.2. Conduct the turnover of water	None	20 minutes	Sanitation Staff



	sample in the laboratory			
4. Wait for the test results	4.1 Wait for the test results	None	7 days	Sanitation Staff
	4.2. Inform the client once the test results have been emailed and furnish a copy to the client	None	10 minutes	Sanitation Staff
5. Receive and review test results and fill-out the feedback form	5.1. Retrieve the accomplished feedback form	None	1 minute	Sanitation Staff
	TOTAL:	None	7 days, 8 hours & 46 minutes	



**15. Issuance of Water Potability Certificate**This certification is issued to clients whom their water sampling results have passed the laboratory test.

Office or Division	Municipal Health Office – Sanitation Section			
Classification	Complex			
Type of Transaction	G2C - Government to Client			
Who may Avail	All water service p	roviders		
CHECKLIST OF REQUIREMENTS	WHERE TO SECU	IRE		
1. Laboratory Result of recent water examination for 3 successive months with negative result (the same PASSED)	Sanitation Section			
2. Inspection Report of water source (as in the case of Community Water System)	Sanitation Section			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements to the office	Receive and review documents for validation		2 minutes	Sanitation Staff
2. Wait for the Certificate and provide additional information being asked	2.1. Encode data and prepare the certificate		5 minutes	Sanitation Staff
	2.2. Pass on to the signing official for signature and approval	None	2 minutes	Sanitation Inspector / Municipal Health Officer
	2.3. Issue the certificate			Sanitation Staff
3. Receive and review certificate and fill-out the feedback form	3.1. Retrieve the accomplished feedback form		1 minute	Sanitation Staff
		None	10 minutes	·



## 16. Provisions on Laboratory Services

Services related to lab tests, including detailing information and specimen collection supplies for supported lab tests, lab test requisitioning and ordering, lab test specimen collection and accessioning, lab tests performed on specimens, recording of lab test results and delivery of lab test results.

Office or Division	Municipal Health Office – Laboratory Section				
Classification	Simple	Simple			
Type of Transaction	G2C - Gover	G2C - Government to Client			
Who may Avail	All Citizens				
CHECKLIST OF REQUIREMENTS	WHERE TO	SECURE			
1. Present Medical Record / Referreal Slip / Laboratory Request	Physician of	choice / O	PD Section		
2. Member Data Record (MDR)	PhilHealth				
3. Reagents and other relevant laboratory supplies	Laboratory Section				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Present Medical Record / Referral Slip / Laboratory Request	1.1 Review forms/reco rd for validation	None		Medical Technologist / Laboratory Aide	
	1.2. Inform the client what specimen areto be collected or to be submitted		10 minutes	Medical Technologist / Laboratory Aide	
	1.3.				

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	laboratory service fee			
2. Proceed to payment counter and pay the laboratory fee	2.1 Receive and process payment 2.2. Instruct the patient to go back to Laboratory	Please see Table 1 for the list of Laborator y services with	10 minutes	Administrative Aide
	2.3. Receive the receipt and check for validation	correspon ding fee		Medical Technologist / Laboratory Aide
	2.4. Collect specimen / Receive submitted specimen		5 minutes	Medical Technologist / Laboratory Aide
3. Wait for the Laboratory test results	3.1 Conduct laboratory examinatio n		1 hour	Medical Technologist / Laboratory Aide
	3.2. Record the results in the logbook and release the result to the client		5 minutes	Medical Technologist / Laboratory Aide
4. Receive and review test results and fill-out the feedback form	4.1 Retrieve the accomplis hed feedback form		1 minute	Medical Technologist / Laboratory Aide



TOTAL 1 hour and 31 minutes

Laboratory Service		
AFB         50.00           Blood Typing         100.00           Blood Urea Nitrogen         100.00           Cholesterol         100.00           Complete Blood Count         100.00           Creatinine         100.00           CTBT         100.00           Dengue NS-1         150.00           Drug Test         250.00           Fasting Blood Sugar         110.00           Fecalysis         50.00           Grams Staining         100.00           HDL, VLDL, LDL         300.00           Hemoglobin         50.00           HEPA A         600.00           HEPA B         150.00           HIV Testing         300.00           H-Pylori Antigen         400.00           Kato Katz         100.00           KOH Stain         250.00           LIPID Profile         500.00           Occult Blood         250.00           Pregnancy Test         50.00           RBS Test         110.00           SGOT         250.00           SGPT         100.00           Syphilis         300.00           Triglycerides         100.00           Typhoid Test		
Blood Typing         100.00           Blood Urea Nitrogen         100.00           Cholesterol         100.00           Complete Blood Count         100.00           Creatinine         100.00           CTBT         100.00           Dengue NS-1         150.00           Drug Test         250.00           Fasting Blood Sugar         110.00           Fecalysis         50.00           Grams Staining         100.00           HDL, VLDL, LDL         300.00           Hemoglobin         50.00           HEPA A         600.00           HEPA B         150.00           HIV Testing         300.00           H-Pylori Antigen         400.00           Kato Katz         100.00           KOH Stain         250.00           LIPID Profile         500.00           Occult Blood         250.00           Pregnancy Test         50.00           Rapid Antigen Test         660.00           RBS Test         110.00           SGOT         250.00           SGPT         100.00           Syphilis         300.00           Triglycerides         100.00           Uric		
Blood Urea Nitrogen         100.00           Cholesterol         100.00           Complete Blood Count         100.00           Creatinine         100.00           CTBT         100.00           Dengue NS-1         150.00           Drug Test         250.00           Fasting Blood Sugar         110.00           Fecalysis         50.00           Grams Staining         100.00           HDL, VLDL, LDL         300.00           Hemoglobin         50.00           HEPA A         600.00           HIV Testing         300.00           H-Pylori Antigen         400.00           Kato Katz         100.00           KOH Stain         250.00           LIPID Profile         500.00           Occult Blood         250.00           Pregnancy Test         50.00           RBS Test         110.00           SGOT         250.00           SGPT         100.00           Syphilis         300.00           Triglycerides         100.00           Typhoid Test         600.00           Uric Acid         110.00		
Cholesterol         100.00           Complete Blood Count         100.00           Creatinine         100.00           CTBT         100.00           Dengue NS-1         150.00           Drug Test         250.00           Fasting Blood Sugar         110.00           Fecalysis         50.00           Grams Staining         100.00           HDL, VLDL, LDL         300.00           Hemoglobin         50.00           HEPA A         600.00           HEPA B         150.00           H-Pylori Antigen         400.00           Kato Katz         100.00           KOH Stain         250.00           LIPID Profile         500.00           Occult Blood         250.00           Pregnancy Test         50.00           RBS Test         110.00           SGOT         250.00           SGPT         100.00           Syphilis         300.00           Triglycerides         100.00           Typhoid Test         600.00           Uric Acid         110.00		
Complete Blood Count         100.00           Creatinine         100.00           CTBT         100.00           Dengue NS-1         150.00           Drug Test         250.00           Fasting Blood Sugar         110.00           Fecalysis         50.00           Grams Staining         100.00           HDL, VLDL, LDL         300.00           Hemoglobin         50.00           HEPA A         600.00           HEPA B         150.00           HIV Testing         300.00           H-Pylori Antigen         400.00           Kato Katz         100.00           KOH Stain         250.00           LIPID Profile         500.00           Occult Blood         250.00           Pregnancy Test         50.00           Rapid Antigen Test         660.00           RBS Test         110.00           SGOT         250.00           SGPT         100.00           Syphilis         300.00           Triglycerides         100.00           Typhoid Test         600.00           Uric Acid         110.00		
Creatinine         100.00           CTBT         100.00           Dengue NS-1         150.00           Drug Test         250.00           Fasting Blood Sugar         110.00           Fecalysis         50.00           Grams Staining         100.00           HDL, VLDL, LDL         300.00           Hemoglobin         50.00           HEPA A         600.00           HEPA B         150.00           HIV Testing         300.00           H-Pylori Antigen         400.00           Kato Katz         100.00           KOH Stain         250.00           LIPID Profile         500.00           Occult Blood         250.00           Pregnancy Test         50.00           Rapid Antigen Test         660.00           RBS Test         110.00           SGOT         250.00           SGPT         100.00           Syphilis         300.00           Triglycerides         100.00           Typhoid Test         600.00           Uric Acid         110.00		
CTBT         100.00           Dengue NS-1         150.00           Drug Test         250.00           Fasting Blood Sugar         110.00           Fecalysis         50.00           Grams Staining         100.00           HDL, VLDL, LDL         300.00           Hemoglobin         50.00           HEPA A         600.00           HEPA B         150.00           HIV Testing         300.00           Kato Katz         100.00           KOH Stain         250.00           LIPID Profile         500.00           Occult Blood         250.00           Pregnancy Test         50.00           Rapid Antigen Test         660.00           RBS Test         110.00           SGOT         250.00           SGPT         100.00           Syphilis         300.00           Triglycerides         100.00           Typhoid Test         600.00           Uric Acid         110.00		100.00
Dengue NS-1         150.00           Drug Test         250.00           Fasting Blood Sugar         110.00           Fecalysis         50.00           Grams Staining         100.00           HDL, VLDL, LDL         300.00           Hemoglobin         50.00           HEPA A         600.00           HEPA B         150.00           HIV Testing         300.00           H-Pylori Antigen         400.00           Kato Katz         100.00           KOH Stain         250.00           LIPID Profile         500.00           Occult Blood         250.00           Pregnancy Test         50.00           Rapid Antigen Test         660.00           RBS Test         110.00           SGOT         250.00           SGPT         100.00           Syphilis         300.00           Triglycerides         100.00           Typhoid Test         600.00           Uric Acid         110.00	Creatinine	100.00
Drug Test         250.00           Fasting Blood Sugar         110.00           Fecalysis         50.00           Grams Staining         100.00           HDL, VLDL, LDL         300.00           Hemoglobin         50.00           HEPA A         600.00           HEPA B         150.00           HIV Testing         300.00           H-Pylori Antigen         400.00           Kato Katz         100.00           KOH Stain         250.00           LIPID Profile         500.00           Occult Blood         250.00           Pregnancy Test         50.00           Rapid Antigen Test         660.00           RBS Test         110.00           SGOT         250.00           SGPT         100.00           Syphilis         300.00           Triglycerides         100.00           Typhoid Test         600.00           Uric Acid         110.00	СТВТ	100.00
Fasting Blood Sugar         110.00           Fecalysis         50.00           Grams Staining         100.00           HDL, VLDL, LDL         300.00           Hemoglobin         50.00           HEPA A         600.00           HEPA B         150.00           HIV Testing         300.00           H-Pylori Antigen         400.00           Kato Katz         100.00           KOH Stain         250.00           LIPID Profile         500.00           Occult Blood         250.00           Pregnancy Test         50.00           Rapid Antigen Test         660.00           RBS Test         110.00           SGOT         250.00           SGPT         100.00           Syphilis         300.00           Triglycerides         100.00           Typhoid Test         600.00           Uric Acid         110.00	Dengue NS-1	150.00
Fecalysis         50.00           Grams Staining         100.00           HDL, VLDL, LDL         300.00           Hemoglobin         50.00           HEPA A         600.00           HEPA B         150.00           HIV Testing         300.00           H-Pylori Antigen         400.00           Kato Katz         100.00           KOH Stain         250.00           LIPID Profile         500.00           Occult Blood         250.00           Pregnancy Test         50.00           Rapid Antigen Test         660.00           RBS Test         110.00           SGOT         250.00           SGPT         100.00           Syphilis         300.00           Triglycerides         100.00           Typhoid Test         600.00           Uric Acid         110.00	Drug Test	250.00
Grams Staining         100.00           HDL, VLDL, LDL         300.00           Hemoglobin         50.00           HEPA A         600.00           HEPA B         150.00           HIV Testing         300.00           H-Pylori Antigen         400.00           Kato Katz         100.00           KOH Stain         250.00           LIPID Profile         500.00           Occult Blood         250.00           Pregnancy Test         50.00           Rapid Antigen Test         660.00           RBS Test         110.00           SGOT         250.00           SGPT         100.00           Syphilis         300.00           Triglycerides         100.00           Typhoid Test         600.00           Uric Acid         110.00	Fasting Blood Sugar	110.00
HDL, VLDL, LDL       300.00         Hemoglobin       50.00         HEPA A       600.00         HEPA B       150.00         HIV Testing       300.00         H-Pylori Antigen       400.00         Kato Katz       100.00         KOH Stain       250.00         LIPID Profile       500.00         Occult Blood       250.00         Pregnancy Test       50.00         Rapid Antigen Test       660.00         RBS Test       110.00         SGOT       250.00         SGPT       100.00         Syphilis       300.00         Triglycerides       100.00         Typhoid Test       600.00         Uric Acid       110.00	Fecalysis	50.00
Hemoglobin       50.00         HEPA A       600.00         HEPA B       150.00         HIV Testing       300.00         H-Pylori Antigen       400.00         Kato Katz       100.00         KOH Stain       250.00         LIPID Profile       500.00         Occult Blood       250.00         Pregnancy Test       50.00         Rapid Antigen Test       660.00         RBS Test       110.00         SGOT       250.00         SGPT       100.00         Syphilis       300.00         Triglycerides       100.00         Typhoid Test       600.00         Uric Acid       110.00	Grams Staining	100.00
HEPA A       600.00         HEPA B       150.00         HIV Testing       300.00         H-Pylori Antigen       400.00         Kato Katz       100.00         KOH Stain       250.00         LIPID Profile       500.00         Occult Blood       250.00         Pregnancy Test       50.00         Rapid Antigen Test       660.00         RBS Test       110.00         SGOT       250.00         SGPT       100.00         Syphilis       300.00         Triglycerides       100.00         Typhoid Test       600.00         Uric Acid       110.00	HDL, VLDL, LDL	300.00
HEPA B       150.00         HIV Testing       300.00         H-Pylori Antigen       400.00         Kato Katz       100.00         KOH Stain       250.00         LIPID Profile       500.00         Occult Blood       250.00         Pregnancy Test       50.00         Rapid Antigen Test       660.00         RBS Test       110.00         SGOT       250.00         SGPT       100.00         Syphilis       300.00         Triglycerides       100.00         Typhoid Test       600.00         Uric Acid       110.00	Hemoglobin	50.00
HIV Testing       300.00         H-Pylori Antigen       400.00         Kato Katz       100.00         KOH Stain       250.00         LIPID Profile       500.00         Occult Blood       250.00         Pregnancy Test       50.00         Rapid Antigen Test       660.00         RBS Test       110.00         SGOT       250.00         SGPT       100.00         Syphilis       300.00         Triglycerides       100.00         Typhoid Test       600.00         Uric Acid       110.00	НЕРА А	600.00
H-Pylori Antigen       400.00         Kato Katz       100.00         KOH Stain       250.00         LIPID Profile       500.00         Occult Blood       250.00         Pregnancy Test       50.00         Rapid Antigen Test       660.00         RBS Test       110.00         SGOT       250.00         SGPT       100.00         Syphilis       300.00         Triglycerides       100.00         Typhoid Test       600.00         Uric Acid       110.00	НЕРА В	150.00
Kato Katz       100.00         KOH Stain       250.00         LIPID Profile       500.00         Occult Blood       250.00         Pregnancy Test       50.00         Rapid Antigen Test       660.00         RBS Test       110.00         SGOT       250.00         SGPT       100.00         Syphilis       300.00         Triglycerides       100.00         Typhoid Test       600.00         Uric Acid       110.00	HIV Testing	300.00
KOH Stain       250.00         LIPID Profile       500.00         Occult Blood       250.00         Pregnancy Test       50.00         Rapid Antigen Test       660.00         RBS Test       110.00         SGOT       250.00         SGPT       100.00         Syphilis       300.00         Triglycerides       100.00         Typhoid Test       600.00         Uric Acid       110.00	H-Pylori Antigen	400.00
LIPID Profile       500.00         Occult Blood       250.00         Pregnancy Test       50.00         Rapid Antigen Test       660.00         RBS Test       110.00         SGOT       250.00         SGPT       100.00         Syphilis       300.00         Triglycerides       100.00         Typhoid Test       600.00         Uric Acid       110.00	Kato Katz	100.00
Occult Blood         250.00           Pregnancy Test         50.00           Rapid Antigen Test         660.00           RBS Test         110.00           SGOT         250.00           SGPT         100.00           Syphilis         300.00           Triglycerides         100.00           Typhoid Test         600.00           Uric Acid         110.00	KOH Stain	250.00
Pregnancy Test         50.00           Rapid Antigen Test         660.00           RBS Test         110.00           SGOT         250.00           SGPT         100.00           Syphilis         300.00           Triglycerides         100.00           Typhoid Test         600.00           Uric Acid         110.00	LIPID Profile	500.00
Rapid Antigen Test       660.00         RBS Test       110.00         SGOT       250.00         SGPT       100.00         Syphilis       300.00         Triglycerides       100.00         Typhoid Test       600.00         Uric Acid       110.00	Occult Blood	250.00
Rapid Antigen Test       660.00         RBS Test       110.00         SGOT       250.00         SGPT       100.00         Syphilis       300.00         Triglycerides       100.00         Typhoid Test       600.00         Uric Acid       110.00	Pregnancy Test	50.00
RBS Test       110.00         SGOT       250.00         SGPT       100.00         Syphilis       300.00         Triglycerides       100.00         Typhoid Test       600.00         Uric Acid       110.00		660.00
SGPT       100.00         Syphilis       300.00         Triglycerides       100.00         Typhoid Test       600.00         Uric Acid       110.00		110.00
SGPT       100.00         Syphilis       300.00         Triglycerides       100.00         Typhoid Test       600.00         Uric Acid       110.00	SGOT	250.00
Syphilis300.00Triglycerides100.00Typhoid Test600.00Uric Acid110.00		100.00
Triglycerides 100.00 Typhoid Test 600.00 Uric Acid 110.00		
Typhoid Test 600.00 Uric Acid 110.00		
Uric Acid 110.00		
1 01.114.70.0	Urinalysis	50.00



## 17. Facilitation of Pre-Marriage Orientation Counseling (PMOC) / Pre-Marriage Counseling (PMC): Regular, Special, and Foreigner

A form of couples therapy that can help you and your partner prepare for marriage. It is intended to help you and your partner discuss several important issues, ranging from finances to children so that you are both on the same page. It can also help identify potential conflict areas and equip you and your partner with tools to navigate them successfully. Premarital counseling aims to help you build a strong foundation for marriage.

Office or Division	Municipal Heal	Municipal Health Office – POPDEV Section			
Classification	Simple				
Type of Transaction	G2C - Governn	nent to Client			
Who may Avail	All Couple				
CHECKLIST OF REQUIREMENTS	WHERE TO SE	CURE			
2. Application for Marriage License	Municipal Civil	Registrar's Of	fice		
3. Payment / Official reciept	Municipal Treas	surer's Office			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Present requirements for validation	1.1 Check requirements and other documents for validation 1.2 Instruct client to proceed to conference room for the orientation / counseling **For 24 years old and below, both couple are required to attend Pre- Marriage				
2. Proceed to the conference room for the orientation / counseling	Counseling  2.1 Conduct the Orientation Counseling	None	4 hours	Population Development Worker /	

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	**For 24 years old and below: Instruct clients to attend Pre- Marriage Counseling		1 hour	Population Program Officer
	2.3.Special: Conduct the Orientation Counseling		1 hour	
	2.5. Issue Certificate of Compliance		1 minute	
	2.6. Inform client of the next step			Population Development Staff
3. Receive and review certificate and fill-out the feedback form	3. Retrieve the accomplished feedback form		1 minute	Population Development Staff
			Regular: 4 hour & 4 minutes	
	TOTAL:	None	Regular (24 years old & below): 5 hours & 4 minutes Special: 1 hour & 4 minutes Special (24 years old & below): 2 hours & 4 minutes	



## 18. Re-Issuance of Pre-Marriage Counselling Certification (Certificate of Compliance)

A form of couple's therapy that can help the partner prepare for marriage. It is intended to help them discuss several important issues, ranging from finances to children so that they will be both on the same page. It can also help identify potential conflict areas and equip them with tools to navigate them successfully. Premarital counselling aims to help them build a strong foundation for their marriage.

Office or Division	Municipal Health Office – POPDEV Section			
Classification	Simple			
Type of Transaction	G2C - Governn	nent to Client		
Who may Avail	All Couple			
CHECKLIST OF REQUIREMENTS	WHERE TO SE	ECURE		
Application for Marriage License	Municipal Civil	Registrar's O	ffice	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Present requirements for validation	1.1 Check requirements and other documents for validation		2 minutes	Population Development Staff
2. Proceed to payment counter and pay the certificate	2.1 Receive and process payment 2.2. Instruct the patient to go back to Pop Dev Section	Php 100.00	10 minutes	Administrative Aide
	2.3. Receive the receipt and check for validation			Population Development Staff
3. Wait for the Certificate and provide additional information being asked	3.1 Encode data and prepare the certificate		5 minutes	Pop Dev Staff



	3.2. Pass on to the signing official for signature and approval		2 minutes	Administrative Aide / Pop Dev Staff
	3.3. Issue the certificate			
4. Receive and review certificate and fill-out the feedback form	4.1 Retrieve the accomplished feedback form		1 minute	Administrative Aide / Pop Dev Staff
	TOTAL:	Php 100.00	20 minutes	



### 19. Issuance of 10 Kumainments Stickers

The 10 Kumainments is the popular version of the revised Nutritional Guidelines for Filipinos (NGF). The 10 Kumainments consists of shorter and simpler messages for better recall and understanding.

Fhe 10 Kumainments consists of shorter and simpler messages for better recall and understanding						
Office or Division	Municipal Heal	Municipal Health Office – Nutrition Section				
Classification	Simple					
Type of Transaction	G2C - Governn	nent to Clier	nt			
Who may Avail	All Citizens					
CHECKLIST OF REQUIREMENTS	WHERE TO SE	ECURE				
None						
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
1. Proceed to Nutrition Section	1.1 Attend the service need by the client and issue payment order		1 minute	Nutrition Officer		
2. Proceed to payment counter and pay the certificate	2.1 Receive and process payment 2.2. Instruct the patient to go back to Nutrition Section	Php 50.00	10 minutes	Administrative Aide		
	2.3. Receive the receipt and check for validation			Nutrition Officer		
3. Provide additional information being asked	3.1 Encode and record data			Nutrition Officer		
	3.2. Issuance of sticker and provide IEC and other instructions		10 minutes	Nutrition Officer		



4. Receive the sticker and fill-out the feedback form	4.1 Retrieve the accomplished feedback form		1 minute	Administrative Aide
	TOTAL:	Php 50.00	22 minutes	



## 20. Provision of Ready to Use Supplementary Foods (RUSF) and Ready To Use Therapeutic Foods (RUTF)

Ready-to-Use Supplementary Foods (RUSF) are highly fortified, nutrient dense pastes specifically designed for the prevention and treatment of moderate acute malnutrition among children 6 months and older, and adults. RUSF is aimed at the prevention and treatment of moderate acute malnutrition (MAM) and RUTF for the prevention of severe acute malnutrition (SAM). RUSF is a less energy-dense product compared to RUTF, and is used during situations where MAM is likely to increase

Office or Division	Municipal Health Office – Nutrition Section			
Classification	Simple			
Type of Transaction	G2C - Governmen	t to Client		
Who may Avail	All Citizens			
CHECKLIST OF REQUIREMENTS	WHERE TO SECU	JRE		
Consultation     Form	Out-Patient Section	n		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present consultation form / referral form to the Nutritionist Dietician	1.1 Review from for validation		1 minute	Nutritionist Dietician / Municipal Nutrition Action Officer
	1.2. Conduct additional assessment (Mid Upper Arm Circumference, height, weight, and etc) to further evaluate the child nutrition	None	5 minutes	Nutritionist Dietician / Municipal Nutrition Action Officer
	1.3. Check database if the child has previous record. If not, record data for monitoring.		5 minutes	Nutritionist Dietician / Municipal Nutrition Action Officer



	1.4. Release the			
	Supplement to the client along with instructions and IEC on nutrition		10 minutes	Nutritionist Dietician / Municipal Nutrition Action Officer
2. Receive the product and fillout the feedback form	2.1 Retrieve the accomplished feedback form		1 minute	Nutritionist Dietician / Municipal Nutrition Action Officer
	2.2. Endorse the client to the Barangay Nutrition Scholar of the concerned Barangay for monitoring		2 minutes	Nutritionist Dietician / Municipal Nutrition Action Officer
	TOTAL:	None	24 minutes	



### 21. Conduct of Circumcision

Surgical removal of skin covering the tip of the penis. The procedure is fairly common for newborn boys in certain parts of the world, including the United States. Circumcision after the newborn period is possible, but it's a more complex procedure.

Office or Division	Municipal Health Office				
Classification	Simple				
Type of Transaction	G2C - Government	to Client			
Who may Avail	All Male Children				
CHECKLIST OF REQUIREMENTS	WHERE TO SECU	IRE			
None	None				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1.Register and present medical record	1.1 Register client and inform the Doctor or Midwife of the procedure		2 minutes	Administrative Aide / Midwife Aide	
2. Proceed to payment counter and pay the service	2.1 Receive and process payment 2.2. Instruct the client to go to Family Planning Section		10 minutes	Administrative Aide	
	2.3. Receive the receipt and check for validation	Php 350.00		Midwife	
3. Proceed to Family Planning Section for the procedure	3.1 Conduct short assessment if the client is willing		3 minutes		
	3.2. Conduct procedure		20 minutes	Medical Doctor / Midwife	
	3.3. Issue prescription and conduct IEC on personal hygiene		3 minutes		



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	3.4. Instruct client to proceed to the Pharmacy Section and avail the prescribed medicines (if not available, patients may opt to buy to pharmacy of their choice)		5 minutes	Pharmacy Aide
4. Receive and review prescription and fill-out the feedback form	4.1 Retrieve the accomplished feedback form		1 minute	Medical Doctor / Midwife
	TOTAL	Php 350.00	44 minutes	



# 22. Provision of Birth Control Methods: Condoms, Pills, Beads, Intrauterine Device (IUD), Progestin Subdermal Implant (PSI) or "implanon" and etc.

Ensuring access for all people to their preferred contraceptive methods advances several human rights including the right to life and liberty, freedom of opinion and expression and the right to work and education, as well as bringing significant health and other benefits. Methods of contraception include oral contraceptive pills, implants, Intra uterine devices, condoms. These methods have different mechanisms of action and effectiveness in preventing unintended pregnancy.

Office or Division	Municipal Health Office – Family Planning Section			
Classification	Simple			
Type of Transaction	G2C - Government	to Client		
Who may Avail	All Adult Male and A	All Women	and Women of R	eproductive Age
CHECKLIST OF REQUIREMENTS	WHERE TO SECU	RE		
Member Data     Record	PhilHealth			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Register and have vital signs taken, and present MDR (if available)	1.1Register patient and take vital signs, and instruct patient to proceed to Family Planning Section		2 minutes	Administrative Aide / Midwife Aide
2. Provide additional information being asked	2.1 Conduct screening / counseling, and assessment using FP Form 1	None	5 minutes	Midwife
	2.2. Conduct / Provide birth control methods		5 minutes	Medical Doctor
	2.3. Provided IEC and additional instructions		3 minutes	/ Midwife
4. Fill-out the feedback form	4.1 Retrieve the accomplished feedback form		1 minute	Midwife



4.2. Endorse the FP From 1 to the respective Barangay Midwife for follow-up check ups		1 minute	Midwife
TOTAL	None	17 minutes	



### 23. Visual Inspection with Acetic Acid of the Cervix

Naked-eye examination of the uterine cervix, after application of 5% acetic acid and interpreting the result after one minute. This is a simple and inexpensive test for the detection of cervical precancerous lesions and early invasive cancer.

Office or	Marieta III. office Feedill Blacking Confee					
Division	Municipal Healtr	Municipal Health Office - Family Planning Section				
Classification	Simple					
Type of Transaction	G2C - Governme	ent to Clie	ent			
Who may Avail	All Women					
CHECKLIST OF REQUIREMENTS	WHERE TO SE	CURE				
1. Information Tract Record (ITR) / PhilHealth ID or MDR	PhilHealth Office	PhilHealth Office				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
1. Proceed to Front Desk and have vital signs taken	1.1 Register client and take vital signs and issue payment order		5 minutes	Administrative Aide / Midwife		
2. Proceed to payment counter and pay the amount on the payment order	2.1 Receive and process payment 2.2. Instruct the client to go back to Family Planning Section	Php 350.00	10 minutes	Administrative Aide		
	2.3. Receive the receipt and check for validation			Nurse / Midwife		
3. Proceed to Family Planning Section for the procedure	3.1 Perform the procedure		25 minutes	Nurse / Midwife /		
	3.2. Provide medical instructions and medicine as needed		10 minutes	Pharmacist		



4. Receive medicines and fillout the feedback form	4.1 Retrieve the accomplished feedback form		1 minute	Nurse / Midwife
TOTAL		Php 350.00	46 minutes	



**24. Conduct of Prenatal Care Services (Maramag Birthing Home)**Pregnant women are required to have at least four (4) prenatal check-ups (1 for the first and second trimester and 2 or more for the third trimester)

Office or Division:	Municipal Health Office - Birthing Section				
Classification:	Simple				
Type of transaction:	G2C - Governme	nt to Client			
Who may avail:	All Pregnant Won	nen			
CHECKLIST OF REQUIREMENTS	WHERE TO SEC	URE			
Prenatal     Record	Barangay Health	Station / Rural	l Health Unit		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Proceed to Maramag Birthing Home and have vital signs taken and consultation	1.1Conduct vital signs and collect needed information and encode in iClinicSys	None	5 minutes		
	1.2 Also check Fetal Heartbeat, Fundic Height and Leopold's Maneuver after history taking (G1, LMP, EDC) and request for laboratory examination. If necessary, Ultrasound Scanning 1.3. Advise patient to pay		30 Minutes  1 minute	Doctor / Nurse / Midwife / Midwife Aide	
0. December 110	for the laboratory fees				
2. Proceed to payment counter and pay the laboratory fee	2.1 Receive and process payment 2.2. Instruct the patient to go	Please see Table 1 of Laboratory services with corresponding fee	10 minutes	Administrative Aide	



	back to Birthing Home 2.3. Receive the receipt and check for validation			Doctor / Nurse / Midwife / Midwife Aide
4. Proceed to laboratory and submit laboratory request and specimen	4.1 Conduct of laboratory examination		1 minute	Medical Technologist/ Laboratory Aide
5. Receive Laboratory result and return to Maramag Birthing Home and present result to service provider	5.1 Examine, diagnose and prescribe necessary medicine and provide vitamin supplementation and refer to higher facility if found with abnormalities		20 minutes	Doctor / Nurse / Midwife / Midwife Aide
	5.2 Advise client to return for the scheduled follow-up check- up and provide feedback form		1 minute	Doctor / Nurse / Midwife / Midwife Aide
6. Receive the vitamin supplementation and fill-out feedback form	6. Retrieve accomplished feedback form		1 minute	Doctor / Nurse / Midwife / Midwife Aide
	TOTAL:	None	1 hour and 9 minutes	



**25. Conduct of Prenatal Care Services (Barangay Health Station)**Pregnant women are required to have at least four (4) prenatal check-ups (1 for the first and second trimester and 2 or more for the third trimester)

Office or Division:	Barangay Healt	h Station		
Classification:	Simple	ii Clation		
Type of transaction:	G2C – Governn	nent to Cl	ient	
Who may avail:	All Pregnant Wo		10110	
CHECKLIST OF	- J			
REQUIREMENTS	WHERE TO SE	CURE		
1. Prenatal Record	Barangay Healt	h Station		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach the Barangay Health Worker and ask for assistance/instruction	1.1 Retrieve the Information Track Record (ITR)	None	5 Minutes	Barangay Health Worker
2. Have your vital signs taken and proceed to Consultation Room	2.1 Retrieve the Target Client List (TCL) and perform fetal heartbeat monitoring, fundic height and leopold'sman euver after history taking (G1, LMP, EDC) and issue laboratory request		1 Hour	Nurse / Midwife
	**Refer to RHU and/or higher facility for high- risk pregnancy			
	2.2. Record / update Pre-natal Book and TCL and advise for	None	5 Minutes	Nurse / Midwife



	scheduled pre-natal check-up and provide feedback form			
3. Receive and fill-out feedback	3. Retrieve accomplished feedback form	None	1 Minute	Nurse / Midwife
	TOTAL:	None	1 Hour, 11 Minutes	



**26. Conduct of Normal Spontaneous Delivery and Newborn Care**To sustain and increase Facility- Based delivery of 98-99% attended by skilled-birth attendance to ensure good maternal health

Office or Division:	Municipal Health	Office - B	irthing Section	
Classification:	Simple			
Type of Transaction:	G2C- Governme	ent to Clien	t	
Who may avail:	All pregnant wor active labor	men in term	n pregnancy (37- 4	12 weeks) and in
CHECKLIST OF REQUIREMENTS	WHERE TO SE	CURE		
1. Prenatal Card	Personal / Mara	mag Birthir	ng Home	
2. Previous Laboratory results including ultrasound results	Personal / Mara	mag Birthir	ng Home	
3. PhilHealth MDR / Point of Service registration	PhilHealth Office / Municipal Health Office			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Maramag Birthing Home (MBH) and Present your Prenatal card and previous Laboratory results including Ultrasound, history taking and vital signs taking	1.1 Receive the patient the documents, read and take note of the previous laboratory results, and take vital signs	None	20 minutes	Doctor / Nurse / Midwife / Midwife
The signe taking	**For high risk pregnancy and complication, refer to higher facility for further management	None		Aide

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2. Wait for progress of labor	2.1 Monitor the progress of labor and fill in the Partograph 2.2. When in full dilation,	None	8 Hours	Doctor / Nurse / Midwife
	instruct the patient to be ready for the delivery			
3. Proceed to the delivery room for delivery of the baby	3.1 Assist patient to the delivery room and facilitate delivery using Essential Immediate Newborn Care (EINC) Protocol		2 hours	Doctor / Nurse / Midwife
	3.2. Place the baby above the mother's chest (skin to skin contact) after cutting the cord 3.3. Keep the baby warm, airways are clear, noncyanotic and vital signs are within normal  ** if abnormal, refer Crede's Prophylaxis,	None	15 minutes	
	Vitamin K, Hep B, BCG injections  **Optional; if qualified, facilitate Postpartum Intrauterine Device (IUD) insertion (Contraceptive Method)		20 Minutes	Doctor / Nurse / Midwife



	3.4. Conduct Postpartum Monitoring. After, assist patient to the ward		1 hour	
	3.5 Conduct New Born Screening tes	None	24 hours after the child's birth	
4. Breastfeed the baby	4.1 Ensure / Teach the mother the proper positioning for breastfeeding	None	1 minute	Doctor / Nurse / Midwife
4.1. Process Philhealth / Point of Service				
5. Prepare for discharge / Check-out and fillout the feedback form	5. Discharge patient and retrieve the accomplished feedback form	None	1 minute	Midwife / Midwife Aide
	TOTAL:	None	With IUD insertion: 36 hours and 2 minutes Without IUD insertion: 35 hours and 42 minutes	



## 27. Conduct of Expanded Newborn Screening Test (Inborn and Outborn)

This is conducted to newborns which provides screening panels for twenty-eight (28) disorders. This will provide opportunities to significantly improve the quality of life of affected newborns through facilitating early diagnosis and early treatment

Office or Division:	Municipal Health Office - Birthing Section				
Classification:	Simple	Simple			
Type of Transaction:	G2C- Government	to Client			
Who may avail:	All newborns deliverships facility	ered at Maran	nag Birthing Hom	e and outside the	
CHECKLIST OF REQUIREMENTS	WHERE TO SECU	JRE			
None	None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Bring the newborn to the Newborn Screening Room	1.1 Prepare Newborn screening test materials	None	3 minutes	Midwife	
	1.2. Perform the newborn screening test and advice mother to wait for screening result	None	20 minutes	Midwife	
	1.3. Forward specimen to Newborn Screening Center in Davao and wait for the result	None	Pause clock	Midwife	
	**For positive result, inform mother through phone call and refer to a paediatrician for further evaluation and management	None	3 minutes	Midwife	



	** For negative result, inform mother through phone call			
2. Return to Birthing Home and secure newborn screening result	2.1. Release result and provide feedback form	None	1 Minute	Midwife
3. Receive result and fill-out feedback form	3.1. Retrieve feedback form	None	1 Minute	Midwife
	TOTAL:	None		



## 28. Facilitation of Bloodletting / Blood Donation

Regular donors are the basis of a safe and sustainable distribution system of blood products, providing blood to those who need it. The goals of World Blood Donor Day are: To raise awareness that individuals can save lives and improve the health of others by donating blood

Office or Division:	Municipal Health Office				
Classification:	Simple				
Type of Transaction:	G2C- Governme	ent to Client			
Who may avail:	To qualify as a k weigh at least 1			good general health, 18 years old	
CHECKLIST OF REQUIREMENTS	WHERE TO SE	CURE			
None	None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSI NG TIME	PERSON RESPONSIBLE	
**Blood Donation is cor Health Station or you m					
1. Proceed to initial assessment table and fill out the assessment form and have your vital signs taken	1.1 Take vital signs and write down on the form	None	5 minutes	Nurse / Midwife / Barangay Health Worker	
2. Proceed to the Blood Typing and Haemoglobin Determination area and present your form	2.1 Conduct Blood Typing and Haemoglobin Determination. Write down results on the form	None	5 minutes	Medical Technologist	
3. Proceed to the Physician's table for screening	3.1 Perform counselling (IEC), and screening on the patient if physically fit to donate blood.	None	10 minutes	Medical Doctor	



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4. Proceed to the blood extraction area	4.1 Perform blood extraction	None	20 minutes	Nurse / Medical Technologist / Midwife
	4.2. Once blood bag has reached its maximum volume, remove the blood extraction set and advise patient to rest			
5. Rest and verbalize should you feel any discomfort	5.1 Let the client rest and observe adverse effects	None	10 minutes	Nurse / Medical Technologist / Midwife
	5.2. Issue Donor's Card and conduct Post- counselling	None	10 minutes	Nurse / Medical Technologist / Midwife
6. Receive and review Donor's card and fill-out feedback form	6.1 Retrieve accomplished feedback form	None	1 minute	Nurse / Medical Technologist / Midwife
	TOTAL:	None	1 hour, 6 Minutes	



## 29. Conduct of Expanded Program of Immunization Services

The National Immunization Program was established in 1976 to ensure that infants / children have access to routinely recommended infant / childhood vaccines (1BCG=Bacillus Calmette-Guerin; OPV (3 doses) or Oral Polio Vaccine; DPT =Diphtheria, Pertussis and Tetanus and 1 dose of Measles at 12 months

Office or Division:	Municipal Health Office - Barangay Health Station			
Classification:	Simple			
Type of Transaction:	G2C- Government	to Client		
Who may avail:	All Infants and child	dren		
CHECKLIST OF REQUIREMENTS	WHERE TO SECU	IRE		
Enhance Childhood Care and Development (ECCD) Card	Barangay Health S			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach the Frontdesk personnel and ask for assistance	1.1 Retrieve the Target Client List (TCL), ask for data and get the vital signs and history	None	5 minutes	Nurse / Midwife / Barangay Health Worker
2. Proceed to designated Vaccination Area for immunization and/or health education	2.1 Inoculate appropriate vaccine and provide instructions for next vaccination schedule	None	15 minutes	Nurse / Midwife / Barangay Health Worker
	2.2. Register to the TCL the vaccine given and provide feedback form	None	3 minutes	Nurse / Midwife / Barangay Health Worker
3. Fill-out feedback form	3.1 Retrieve accomplished feedback form	None	1 minute	Nurse / Midwife / Barangay Health Worker
	TOTAL:	None	24 minutes	



### 30. Facilitation of School-based Immunization

The National Immunization Program was established in 1976 to ensure that infants / children have access to routinely recommended infant / childhood vaccines (1BCG=Bacillus Calmette-Guerin; OPV (3 doses) or Oral Polio Vaccine; DPT =Diphtheria, Pertussis and Tetanus and 1 dose of Measles at 12 months

Office or Division:	Municipal Health Office			
Classification:	Simple			
Type of Transaction:	G2G- Governme	nt to Govern	ment	
Who may avail:	All enrolled Grad	e 1, Grade 4	(female), and Gr	ade 7 Pupils.
CHECKLIST OF REQUIREMENTS	WHERE TO SEC	CURE		
Master listing of pupils	Schools			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Teachers to check the consent forms and provide the master list of their pupils for immunization	1.1 Conduct IEC on the vaccines to be inoculated	None	2 minutes	Nurse / DepEd Nurse / Teacher / Midwife
2. Instruct pupils to submit themselves for vaccine administration and go to the designated vaccination area when called	2.1 Prepare the vaccination area	None	1 minute	Nurse / DepEd Nurse / Teacher / Midwife
	2.2. Administer tetanus diphtheria and measles containing vaccines; human papilloma virus immunization	None	1 minute	Nurse / DepEd Nurse / Midwife
3. Teachers to advise pupils to stay in the classroom and	3.1 Monitor student for adverse effects	None	1 hour	



observe for any adverse effects and verbalize any	following the immunization			
reactions	3.2 Record patients data and identify missed and follow-up.	None	1 minutes	Nurse / DepEd Nurse / Teacher / Midwife
4. Teachers to fill out the feedback form	4. Retrieve the accomplished feedback form	None	1 minute	Nurse / Midwife
	TOTAL:	None	1 hour and 6 minutes	



**31. Facilitation of Vitamin A Supplementation and Deworming**This is to decrease under 5 mortality rate through the Garantisadong Pambata Program administered to children 6-11months and 12-59 months through house to house visitation

Office or	Municipal Health Of	ffice Dara	ngov Hoolth Stati	on
Division:	Municipal Health Office - Barangay Health Station			
Classification:	Simple			
Type of Transaction:	G2C- Government			
Who may avail:	All children from 6 -	- 11 month	s and 12-59 mon	ths
CHECKLIST OF REQUIREMENTS	WHERE TO SECU	RE		
1. Master list of all eligible children (6-11 months and 12-59 months)	Barangay Health St	ation		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
**This activity is conduct Station.	cted by schedule. Please	coordinate w	rith your respective B	Barangay Health
Attend to the health workers	1.1 Visit houses of the eligible children	None	1 minute	Nurses / Midwife / Barangay Health Worker
	1.2. Verify child's record and update the data	None	1 minute	Nurses / Midwife / Barangay Health Worker
2. Mother / Guardian assist or hold the children for the supplementation and deworming administration.	2.1 Administer vitamin A and deworming medication and observe for adverse reaction / effect	None	20 minutes	Nurses / Midwife / Barangay Health Worker
	2.2 Record patient's data	None	2 minutes	Nurses / Midwife / Barangay Health Worker
	2.3. Provide instructions for next schedule and provide feedback form	None	2 minutes	Nurses / Midwife / Barangay Health Worker
3. Fill-out feedback form	3. Retrieve feedback form	None	1 Minute	Nurses / Midwife / Barangay Health Worker



TOTAL:	None	27 minutes	
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### 32. Conduct of Human Immunodeficiency Virus/Acquired Immuno-Deficiency Syndrome (HIV/AIDS) Counseling and Treatment

Reduce the transmission of HIV and among the Most at risk Population and general Population.

- a. Mitigate its impact at the individual, family and community level.
- b. To help battle the growing number of PLHIV (People Living with HIV).

Office or Division:	Municipal Health Offi	ce		
Classification:	Simple			
Type of	G2C- Government to	Client		
Transaction:	G2G – Government t		ent	
Who may avail:			n HIV) who are ur	ndergoing
wiio may avam.	treatment	i Living wid	inity who are ar	ladigoling
		lient from m	nother treatment h	nubs like HACT
	of NMMC			
CHECKLIST OF	F REQUIREMENTS WHERE TO SECURE			
1. HIV test res		MHO Labo	oratory/ Other Tre	
2. MDR or Me	mbers Data Record	Philhealth	Office	
	hic member, ate of Indigency	Barangay	of Residence and	d MSWDO
2.2. Photoco	ppy of Birth	Personal		
Certifica				
	ed, photocopy of e Certificate	Personal		
<ol><li>Referral from</li></ol>		Referring facility		
treatment h			•	
3.1. Health F	Regimen booklet	Referring facility		
CLIENT STEPS	AGENCY	FEES	PROCESSING	PERSON
	ACTIONS	TO BE	TIME	RESPONSIBLE
		PAID		
1. Proceed to HACT Clinic.	1.1 For walk ins, facilitate pre-test counselling and conduct IEC on the matter. Instruct client to fill-out HTS form and sign consent form.	None	45 minutes	Nurse / Midwife
	1.2 For referrals and transfers, ask referral forms from	None	10 minutes	Nurse / Midwife



	patient/authorized representative of patient for completeness of baseline laboratory and imaging results.(then proceed to Step 5)			
2. Proceed to Laboratory for HIV testing	2.1Conduct laboratory test and release results	None	1 hour	Medical Technologist
	2.2. For non-reactive results, post-test counselling and advise for re-testing after 6 weeks (window period).	None	5 minutes	Nurse / Midwife
**Come back after 6 weeks and repeat step 1 and 2. If still non-reactive, proceed to step 6.	2.3. Provision of condoms and lubricants and IEC.	None	2 minutes	Nurse / Midwife
	2.4. For reactive results, post-counselling and schedule for baseline laboratory and imaging tests.	None	45 minutes	Nurse / Midwife
3. Comply baseline laboratory and imaging tests.	3.1 Receive test and imaging results and start treatment.	None	5 minutes	Nurse / Midwife
	3.2 If with normal result, start Tuberculosis preventive therapy for 2 weeks (link to care) before starting ARV Therapy.	None	10 minutes	Nurse / Midwife
	3.3 If with abnormal results, link to care (TB Services)	None	1 minute	Nurse / Midwife



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4. Proceed back to HACT clinic for ARV Therapy Adherence Counselling	4.1 Instruct client to fill-out ART form, provide further instructions, guide and medicines for the ARV adherence.	None	15 minutes	Nurse / Midwife
5.Start ARV Therapy	5.1 Enrol / add client to list of HIV/AIDS patients with corresponding patient/UIC code. (All client's forms are placed in a secured area where only involved staff are able to access patient's record for data privacy and confidentiality.)	None	10 minutes	Nurse / Midwife
	5.2. Release ARV medicines with regimen booklet and entry patient's data to OHASIS.	None	5 minutes	Nurse / Midwife
6. Fill-out the feedback form	6.1 Advise for next schedule of visit and retrieve the feedback form	None	1 minutes	Nurse / Midwife
	TOTAL:	None	Transfer-in / Referral: 41 minutes For walk-ins, Reactive, Normal: 2 hour and 17 minutes For Walk-ins, Non-reactive: 1 hour 51 minutes For walk-ins, Reactive, Normal: 3 hour and 17 minutes For walk-ins, Reactive, And 17 minutes For walk-ins, Reactive, abnormal: 2	



	hour and 39	
	minutes	

## 33. Conduct of Counseling, examination, testing and treatment of clients with Sexually Transmitted Disease

Reduce the transmission of HIV and STI among the Most at risk Population and general Population. Mitigate its impact at the individual, family and community level

Office or Division:	Municipal Health Office				
Classification:	Simple				
Type of	G2C- Government to Client				
Transaction:					
Who may avail:	<ul> <li>Vulnerable g</li> </ul>	- Vulnerable groups (LGBTQ2, hospitality girls, multiple			
		partners, victims of abuse such as rape)			
	- All symptomatic/presumptive clients (foul,smelly,itchy				
	penile and va	penile and vaginal discharges, genital lesions/sores,			
		rent mouth sores/ulcers, skin rash for weeks or			
	months that	doesn't hea			
CHECKLIST OF F			WHERE TO SE	CURE	
1. Referral from oth	er practitioners	Referring	Practitioners		
2. Referral from Hos	spitals or BHS	From Hos	pital/BHS		
(barangay Health St			•		
3. Client's consultati		ning Nurse Station/OPD section			
from OPD	_				
CLIENT STEPS	AGENCY	FEES	PROCESSING	PERSON	
	ACTIONS	TO BE	TIME	RESPONSIBLE	
		PAID			
1.Proceed to Front	1.1 Accommodate	None	1 minute	Admin Aide	
desk personnel	client and instruct				
and fill-out daily	to fill-out daily				
consultation	consultation				
logbook with	logbook				
patient's					
demographic and signature					
Signature					
	1.2. Interview	None	2 minutes	Admin Aide	
	client for baseline	140110	2 minutes	/ tarriir / tido	
	data and encode				
	the data in i-				
	clinicsys.				
	1.3 Vital signs	None	5 minutes	Admin Aide	
	taking and				
	provide client with				
	consultation				

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	formor Individual treatment record.			
	1.4 Physician on duty examine client and requests for STI laboratory tests based on client's chief complaints.	None		
2. Proceed to specimen extraction area at Family planning office, second floor.	2.1Ask for laboratory request/ referral for verification of the test.	None	5 minutes	Nurse I/Midwife I
	2.2 Provide pre- test counselling	None	5 minutes	Nurse I/Midwife
	2.3 Fill-out HTS form with client signature.	None	3 minutes	Nurse I/Midwife
	2.4 Conduct extraction of the specimen and accompany patient to laboratory for testing and gram staining	None	5 minutes	Nurse I/Medical Technologist I / Midwife I
3. Proceed to laboratory with the specimen and the request.	3.1 Ask for the laboratory request and receive specimen for testing.	None	1 hour	Medical Technologist I
	3.2 Issue laboratory result.	None	1 minute	Medical Technologist I
4. Proceed back to HACT clinic/ Outpatient with laboratory results.	4.1 For negative HIV and gram staining result, instruct patient to proceed to	None	15 minutes	Physician/ Nurse I/Midwife I Municipal Health Office



	Physician on duty for further management and post-test counseling.			
	4.2 For Positive HIV/ STI test result, instruct patient to return to HACT Clinic for the initiation and course of treatment (refer to HIV/AIDS services)	None	10 minutes	Physician/ Nurse I/Midwife I Municipal Health Office
5. Participate in post-test counselling	5.1. Provide post- test counselling and advise for repeat testing if symptoms persist.	None	10 minutes	Nurse I/Midwife I Municipal Health Office
6. Fill-out Feedback form	6.1. Retrieve accomplished Feedback form	None	5 minutes	Nurse I/ Midwife I Municipal Health Office
	TOTAL:	None	2 hours and 3 minutes	



**34. Consultation and Treatment of Leprosy Patients**Is provided to lessen the burden of the disease and to hopefully attain a Leprosy-free Philippines by the following years.

Office or	Municipal Health Office				
Division:	Cimanla				
Classification:	Simple G2C- Governmen	t to Client			
Type of Transaction:	G2C- Governmen	it to Cilent			
Who may avail:	- All sympton	matic/presump	tive clients (patch	es of skin with	
,		•	pearance of skin l		
			or a long period of		
	with: muscle weakness, eye problem, numbness in the				
	hands, feet, legs and arms with "glove and stocking				
	<ul><li>anaesthesia").</li><li>Direct contacts of Leprosy index case</li></ul>				
CULCIVITET OF B				UDE	
1 Poforral from other			WHERE TO SEC	UKE	
1.Referral from othe		Referring Pra			
2.Referral from Hos	·				
(barangay Health St					
3.Client's consultation	ltion form if coming   Nurse Station/OPD section				
from OPD CLIENT STEPS	AGENCY	AGENCY FEES TO PROCESSING PERSON			
CLILINI OILI O	ACTIONS	BE PAID	TIME	RESPONSIBLE	
1. Approach the	1.1 Interview	None	4 minute	Administrative	
Frontline Service	client for			Aide	
Personnel	personal				
	information and				
	encode the data				
2. Verbalize chief	in Iclinicsys. 2.1. Interview	None	2 minutes	Administrative	
complaints or	client for chief	140110	2 1111111111111111111111111111111111111	Aide	
purpose of visit to	complaints (e.g.				
the person-in-					
	skin lesions for				
charge					
charge	skin lesions for a long period of time)	N			
charge	skin lesions for a long period of time)  2.2 Accompany	None	2 minutes	Administrative	
charge	skin lesions for a long period of time)  2.2 Accompany patient to	None	2 minutes	Administrative Aide	
charge	skin lesions for a long period of time)  2.2 Accompany patient to Extraction and	None	2 minutes		
charge	skin lesions for a long period of time)  2.2 Accompany patient to Extraction and Counselling	None	2 minutes		
charge	skin lesions for a long period of time)  2.2 Accompany patient to Extraction and	None	2 minutes		
charge	skin lesions for a long period of time)  2.2 Accompany patient to Extraction and Counselling area and	None	2 minutes		



3. Submit for physical exam and evaluation	3.1. Conduct head to toe physical exam and history taking	None	5 minutes	Nurse I
4. Submit for Skin Slit Smear (SSS) examination	4.1. Conduct Skin Slit Smear (SSS) examination	None	1 hour	Nurse / Medical Technologist II
	4.2 Release result	None	1 minute	Laboratory Aide/Medical Technologist II
5.Receive result	5.1. Advice client depending of the result:	None	20 minutes	Nurse I/ Doctor
	If negative- refer back to OPD section for management			
	If Positive- initiate treatment and proceed step 7			
6.Intake of first dose of medication for leprosy	6.1. Provide first dose medication and counsel the patient for treatment adherence	None	10 minutes	Nurse I/ Midwife II
7. Return for monthly medicine allocation and vital signs monitoring	7.1. Release monthly medicine allocation and record patient's vital signs	None	5 minutes	Nurse I/ Midwife II
8. Fill-out feedback form	8.1. Retrieve feedback form	None	1 Minute	Nurse I/ Midwife II
	TOTAL:	None	1 hour 50 minutes	



#### 35. Inoculation of Influenza, Pneumococcal and COVID-19 vaccination

It is a preparation that is used to stimulate body's immune response against diseases. It is a simple, safe and effective way of protecting people against harmful diseases before they come in contact with them.

Office or	Municipal Health Office				
Division:	0: 1				
Classification:	Simple				
Type of	G2C- Government to Client				
Transaction:					
Who may	All Infants and childre	n			
avail:			WILEDE TO SE	CUDE	
Patient's vaccina	F REQUIREMENTS	Darangay	WHERE TO SE Health Station/ R		
Falletti S vaccitia	tion record	Darangay	nealth Station/ Ki	по	
CLIENT	AGENCY ACTIONS	FEES	PROCESSING	PERSON	
STEPS		TO BE	TIME	RESPONSIBLE	
4. A non una a ala tib a	4.4 Chaple	PAID	4 Minute	Nurse I/ Midwife	
1. Approach the frontline service	1.1 Check vaccination record	None	1 Minute	Nurse I/ Milawile 	
personnel and	for correct interval of			"	
verbalize	doses.				
purpose of visit.	u0363.				
2. Fill-out	2.1 Interview client	None	2 minutes	Nurse I/ Midwife	
vaccination	for the			II	
logbooks/	demographics and			Municipal Health	
assessment	witness the signing			Officer	
forms and sign	of consent.				
consent.					
	2.2 Take and record	None	15 Minute	BHW	
	vital signs in the				
	logbook/assessment				
3. Proceed to	forms. 3.1. Give health	None	15 minutes	Rural Health	
midwife/nurse	teachings about the	None	15 minutes	Midwife/	
for IEC and	vaccine.			Nurse	
Inoculation.	vaccine.			Municipal Health	
inodulation.				Officer	
		<b>A</b> 1		D 111 12	
	3.2 Inject/give the	None	5 minutes	Rural Health Midwife/	
	appropriate vaccines and give			Nurse	
	instruction for next			114100	
	vaccination				
	schedule.				
1	SUITEUUIE.				



4. Proceed to Post-vaccination area.	4.1. Monitor client's vital signs and adverse events following immunization and release patient if there is none.	None	30 minutes	Rural Health Midwife/ Nurse
5. Fill-out feedback form	5.1. Retrieve feedback form	None	1 Minute	Rural Health Midwife
	TOTAL:	None	1 hour and 9 minutes	



### 36. Conduct of Consultation and treatment of tuberculosis suspects

Is given to reduce TB burden, TB incidence and TB mortality, to reduce catastrophic cost of TB affected households and to hopefully achieve a TB-free Philippines

Office or	Municipal Health Office	ce		
Division:	Cimple			
Classification:	Simple G2C- Government to	Client		
Type of Transaction:	G2C- Government to	Client		
Who may	- All presumptive	e TR clients	(cough more that	n 2 weeks fever
avail:	· · · · · · · · · · · · · · · · · · ·		ht loss, chest pai	
	haemoptysis, le	_	•	
	<ul> <li>Vulnerable groups (Senior Citizens, Diabetics, PLHIV,</li> </ul>			
	persons deprive of liberty, contacts of TB index case)			
		from other f	acility (Hospitals	and neighboring
	municipalities)			
	F REQUIREMENTS	. 5	WHERE TO SE	CURE
1. Chest x-ray	00.114 /if from 041	1.Referring		or DDL
·	esult (if from other		PMC - Malaybalay	or RhH-
facility)	Maramag om other practitioners 3.From Referring facility			
	om Barangay Health 4.BHS/Hospitals			
Stations or Hosp	·			
CLIENT	AGENCY ACTIONS	FEES TO	PROCESSING	PERSON
STEPS		BE PAID	TIME	RESPONSIBLE
1. Approach the	1.1 Interview client	None	4 minute	Admin. Aide
Frontline	for personal			
Service	information and			
Personnel.	encode the data in			
2. Verbalize	Iclinicsys.			
i z. verbalize		None	2 minutes	I Municipal Haalth
	2.1. Interview client	None	3 minutes	Municipal Health Officer/Doctor
chief	for chief complaints	None	3 minutes	Municipal Health Officer/Doctor
chief complaints or	for chief complaints (e.g. cough/ fever) if	None	3 minutes	
chief complaints or purpose of visit	for chief complaints	None	3 minutes	
chief complaints or	for chief complaints (e.g. cough/ fever) if presumptive TB	None	3 minutes	
chief complaints or purpose of visit to the person-	for chief complaints (e.g. cough/ fever) if presumptive TB	None None	3 minutes  1 minute	
chief complaints or purpose of visit to the person-	for chief complaints (e.g. cough/ fever) if presumptive TB refer to TB DOTS.			Officer/Doctor
chief complaints or purpose of visit to the person- in-charge	for chief complaints (e.g. cough/ fever) if presumptive TB refer to TB DOTS. 2.2. Accompany patient to TB DOTS	None	1 minute	Officer/Doctor
chief complaints or purpose of visit to the person-	for chief complaints (e.g. cough/ fever) if presumptive TB refer to TB DOTS. 2.2. Accompany			Officer/Doctor  Admin. Aide  Midwife II /Nurse I
chief complaints or purpose of visit to the person- in-charge  3. Approach TB	for chief complaints (e.g. cough/ fever) if presumptive TB refer to TB DOTS.  2.2. Accompany patient to TB DOTS  3.1Interview client	None	1 minute	Officer/Doctor  Admin. Aide  Midwife II /Nurse I  Municipal Health
chief complaints or purpose of visit to the person- in-charge  3. Approach TB DOTS in-	for chief complaints (e.g. cough/ fever) if presumptive TB refer to TB DOTS.  2.2. Accompany patient to TB DOTS  3.1Interview client along with history taking and vital signs taking	None	1 minute	Officer/Doctor  Admin. Aide  Midwife II /Nurse I
chief complaints or purpose of visit to the person- in-charge  3. Approach TB DOTS in-	for chief complaints (e.g. cough/ fever) if presumptive TB refer to TB DOTS.  2.2. Accompany patient to TB DOTS  3.1Interview client along with history taking and vital signs taking **If with History of	None	1 minute	Officer/Doctor  Admin. Aide  Midwife II /Nurse I  Municipal Health
chief complaints or purpose of visit to the person- in-charge  3. Approach TB DOTS in-	for chief complaints (e.g. cough/ fever) if presumptive TB refer to TB DOTS.  2.2. Accompany patient to TB DOTS  3.1Interview client along with history taking and vital signs taking **If with History of Treatment, fill-up form	None	1 minute	Officer/Doctor  Admin. Aide  Midwife II /Nurse I  Municipal Health
chief complaints or purpose of visit to the person- in-charge  3. Approach TB DOTS in-	for chief complaints (e.g. cough/ fever) if presumptive TB refer to TB DOTS.  2.2. Accompany patient to TB DOTS  3.1Interview client along with history taking and vital signs taking **If with History of	None	1 minute	Officer/Doctor  Admin. Aide  Midwife II /Nurse I  Municipal Health



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	copies) for GeneXpert testing			
	-If no history of treatment, fill-up form 2a for Direct Sputum Smear(DSSM)			
4. Expectorate sputum in a cup provided	4.1. Provide sputum cup and instruct client on proper and quality sputum collection for best result	None	10 minutes	Midwife II /Nurse I
5. Submit sputum to laboratory	5.1. Perform Sputum examination	None	1 Hour	Medical Technologist II
	**For GeneXpert Specimens, do the triple packing of samples and submit the sputum at BPH- MaramagGeneXpert Laboratory through DOH Sputum Transport Rider (STRIDER) Facilitate in releasing of result	None	5 minutes	Midwife II /Nurse I/ Strider
6. Wait for result.	6.1.For DSSM (smearing, staining and reading).	None	30 minutes	Medical Technologist II
	6.2 For GeneXpert, client will be informed via call for the result and further instruction based on the result.	None	4 hours	GeneXpert Lab Technician BPH- MARAMAG (Outsourced)
7. Receiving of Results	7.1. For negative results- refer client to physician on duty for further evaluation and management.	None	10 minutes	Doctor Municipal Health Officer
	7.2 For Positive result – conduct PICT (provider's initiated counselling and testing) and Initiation of treatment	None	30 minutes	Midwife II /Nurse I Municipal Health Officer /Doctor



8. Participate in counseling for treatment adherence	8.1.conduct counseling on treatment adherence and disease process and prevention of TB	None	15 minutes	Midwife I /Nurse I Municipal Health Officer/Doctor
9. Intake of initial medication for tuberculosis	9.1. give right dose of medication base on client's weight. Then provide treatment card for client's daily reference and follow-up visits.	None	10 minutes	Midwife I /Nurse I
10. Contract signing regarding treatment	10.1. Provide contract of two parties for treatment monitoring and adherence.	None	3 minutes	Midwife I /Nurse I
11. Fill-out Feedback form	11.1 Retrieve filled- out form from client.	None	1 minute	Midwife I /Nurse I
	TOTAL:	None	For Negative result 1 hour and 42 minutes  For positive result 3 hours and 12 minutes  For GeneXpert Clients 6 hours and 17 minutes	



#### 37. Conduct of CBDRP for Plea Bargainers

The PWUDs who were previously detained were mandated by the court to undergo Community Based Drug Rehabilitation Program as part of their intervention

Community Based Drug Rehabilitation Program as part of their intervention					
Office or Division	Municipal Health Off	Municipal Health Office – Anti-Drug Abuse Section			
Classification	Simple				
Type of Transaction	G2C - Government t	to Client			
Who may Avail	Plea Bargainers with	n R.A 916	5 Violation		
CHECKLIST OF REQUIREMENTS	WHERE TO SECUR	RE			
1. Court Order	Trial Court				
2. Copy of Release Order	Provincial Detention	and Reh	abilitation Cent	ter	
3.Copy of Drug Dependency Evaluation (DDE) if available					
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSI NG TIME	PERSON RESPONSIBLE	
1. Proceed to ADAC Office and present all required documents	1.1Review the documents and prepare the intake form	None	15 minutes	Recovery Coach	
2. Provide information that is being ask	2.1Interview the client and prepare a folder for records safe keeping 2.2. Give the client and overview of the 90 Days CBDR Program 2.3. Prepare writing materials and give the client his first		30 minutes	Recovery Coach	



3. Fill out the feedback form	3.1Retrieve the accomplished feedback form and inform the client for the schedule of their next visit	None	5 minutes	Recovery Coach
	TOTAL	None	50 minutes	



## 38. Conduct of Aftercare Program for PWUDs after their In-patient/Outpatient Treatment

Aftercare is designed to help a recovering drug dependent to adapt to everyday community life, after completing earlier phases of treatment and rehabilitation.

life, after completing earlier phases of treatment and rehabilitation.				
Office or Division	Municipal Health Office – Anti-Drug Abuse Section			
Classification	Simple			
Type of Transaction	G2C - Government to Client			
Who may Avail	PWUDs who completed their In-patient/Out-patient Treatment			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
1. Court Order	Trial Court			
2. Discharge Plan	From the Rehabilitation Facility where the PWUDs completed his/her treatment and rehabilitation			
CLIENT STEPS	AGENCY ACTION FEES TO BE PAID PROCESSI RESPONSIBLE			
1. Proceed to ADAC Office and present all required documents	1.1Review the documents and prepare the intake form	None	15 minutes	Recovery Coach
2. Provide information that is being ask	2.1Interview the client and prepare a folder for records safe keeping 2.2. Give the client and overview of Aftercare Program 2.3. Prepare writing materials and give the client his first assignment		30 minutes	Recovery Coach
3. Fill out the feedback form	3.1Retrieve the accomplished feedback form and inform the client for the schedule of their next visit and	None	5 minutes	Recovery Coach



endorse the PWUD to the BADAC Coordinator where he/she reside for monitoring			
TOTAL:	None	50 minutes	



**39. Conduct of CBDRP to the Identified Drug Personalities in Barangays** The PWUDs who were listed on the PNP-PDEA Certified BADAC Watch list needs to undergo CBDRP in order for them to delist their names from the said watch list

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Office or Division	Municipal Health Office – Anti-Drug Abuse Section						
Classification	Complex						
Type of Transaction	G2G - Government t	o Govern	ment				
Who may Avail	Drug Affected Baran Cleared by the Region Drug Clearing Progra	onal Over	sight Committe				
CHECKLIST OF REQUIREMENTS	WHERE TO SECUR	ΙΕ					
1. Request Letter for the conduct of CBDRP	From the requesting	Baranga	у				
CLIENT STEPS	AGENCY ACTION FEES TO BE PROCESSI NG TIME PERSON RESPONSIBLE						
1. Proceed to ADAC Office and submit the request letter	1.1Set the schedule for the conduct of Orientation and meeting for preparation for the Barangay Anti-Drug Abuse Council	None	15 minutes	Recovery Coach			
	1.2. The staff from ADAC Office will inform the requesting barangay the date of the orientation		2 minutes	Recovery Coach			
2.1 Prepare the venue for the orientation	2.1. Conduct the Orientation and facilitate the meeting preparation	of the orientation  2.1. Conduct the Orientation and facilitate the meeting  None  4 hours  MADAC Coordinator					

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2.1.1 Prepare the letter and send it to Identified Drug Personalities listed on their barangay	**The matters to be discussed on the meeting are the following -Schedule for the conduct Tokhang Activity -Materials needed for the CBDR Activity -The CBDR Program Proper ** After the schedule for Tokhang is set, the barangay will be instructed to send letter to the Identified Drug Personalities informing them that the PNP, together with the BADAC Council will be visiting their respective homes as part of the Drug Clearing Activity.	None		
3. Prepare vehicles and call on the members of the BADAC Council for the Tokhang Activity	3.1 Conduct Tokhang Activity together with the PNP and BADAC Council. 3.2 The MADAC Coordinator and PNP will explain to the drug personality the importance of submitting themselves to the CBDR Program and will inform them to present themselves to the CBDRP Opening	None	1-2 days depending on the number of identified drug personalitie s present in the barangay	MADAC Coordinator



		_	_	NG NG
	on the date agreed by the council during the meeting.			
4. Prepare the venue and snacks for the CBDR Opening	4.1 Conduct Orientation, Drug Testing, and Assessment using the A.S.S.I.S.T Assessment Tool to the PWUDs to categorize them according to the risk level of their addiction and determine what proper intervention is needed for them. **After the assesment, the MADAC Coor. will inform the barangay council of the result and decide what program will be conducted to the PWUDsBrief Intervention for the Low Risk - CBDRP for Moderate Risk - the High Risk will be referred to the MHO for further assessment. They may undergo Drug Dependency Evaluation to determine the proper intervention for them.	None	4 hours	MADAC Coordinator and Recovery Coaches

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5. The Barangay will prepare foods and snack for the Identified Drug personalities who submit themselves to the program for the minimum of 10 days	5.1 MADAC Team, including the PNP and Religious Sector will conduct the CBDRP Proper for the duration of not less than 10 days depending on the progress of the responders. But the program must not exceed into 15 days as the program for accreditation for CBDRP that was submitted and approved by the DOH is 10 days for the Brief Intervention and 12 days for the CBDRP for Moderate Risk.(Excluding Opening and the Graduation Day)	None	1 hour and 30 minutes per session	MADAC Team
6. Prepare the Certificates of Completion and start the Data gathering for the application to the Regional Oversight Committee on Barangay Drug Clearing Program (ROCBDCP)	6.1 facilitate the Graduation Ceremony of the CBDRP Completers and aid the Barangay BADAC Council in gathering of data and application to the ROCBDCP	None	Pause Clock	MADAC Team and the BADAC Council
	TOTAL	None	50 minutes	



## Local Economic Enterprise Office External Services



### 1. Issuance of Certificate of Stall Rights

Certificate of stall rights issued to actual occupant of Maramag Commercial Center stallholders.

Office or Division:	Local Econo	omic Enterprise	e Office		
Classification:	Simple				
Type of	G2C - Gove	G2C - Government to Client			
Transaction:					
Who may avail?			nter-Stallholders/		
CHECKLIS			WHERE TO SEC	URE	
REQUIREM		D 1 11			
1. Letter of inte		Prep by clien			
2. Photocopy of		Prep by clien			
3. Photocopy o	TBusiness	Prep by clien	τ		
CLIENT STEPS	AGENCY	FEES TO	PROCESSING	PERSON	
	ACTIONS	BE PAID	TIME	RESPONSIBLE	
Approach the officer of the day and sign in the client logbook      Approach the Billing In-charge	1.1. Provide Logbook, give feedback form and check on client's requirements 2.1. Interview, verify client's current obligation or liabilities, if any	None	1 minute 5 minutes	Administrative Aide IV Local Economic Enterprise Office  Administrative Aide IV/Billing Incharge Local Economic Enterprise Office	
3.Return to LEEO Submit Clearance	2.2 Provide Clearance Form if all requirements are good, if not, return documents to client to complete it  3.1. Receive client's	None	Paused clock  1 minute	Administrative Aide IV/Billing In- charge Local Economic Enterprise Office  Administrative Aide IV/Billing In-	
Form	paper's			charge Local Economic Enterprise Office	

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	3.2. Check/Verify client's documents	None	1 minute	LEEC Secretary Local Economic Enterprise Office
	3.3 Notify client current status of client's stall	None	1 minute	Market Supervisor Local Economic Enterprise Office
4.Wait for Approval	4.1. Record and file document	None	Paused- clock	LEEC Secretary Local Economic Enterprise Office
	4.2. Inform Billing In- charge the update of application	None	1 minute	LEEC Secretary Local Economic Enterprise Office
	4.3. Inform Clients	None	1 minute	Administrative Aide IV/Billing In- charge Local Economic Enterprise Office
4.Return to LEEO	4.1. Ask for payment of occupancy and Certificate of Stall Right	None	1 minutes	Administrative Aide IV/Billing In- charge Local Economic Enterprise Office
5. Pay	5.1. Receive payment	Occupancy fees:  Ukay- ukay& accessories small stalls: ₱3,000 Small: Fish, Meat, Vegetables & dried fish tables: ₱ 5,000 Stalls (10 Sqm. & below): ₱ 10,000.00 Stalls (10sqm.	5 minutes	Revenue Collection Clerk II Local Economic Enterprise Office

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	TOTAL:	variable	20 minutes	
6. Receivecertificate and return accomplished feedback form	6.Retrieve the feedback form	None	1 minute	Administrative Aide IV Local Economic Enterprise Office
	5.3. Review and Sign	None	1 minute	LEEO Manager Local Economic Enterprise Office
	5.2. Generate	None	1 minute	LEEC Secretary Local Economic Enterprise Office
		above) ₱ 20, 000  Certification of approval of transfer of rights: ₱150.00		



### 2. Slaughtering of Animals

Slaughtering of animals is provided to Maramag Public Wet-Market stallholders and constituents of Maramag.

Office or Division	n:	Local Eco	nomic Enterpris	se Office	
Classification:		Simple			
Type of		G2C - Government to Clients			
Transaction:		N 4	D 1 1	1 . ( 0( . 111 1 1	
Who may avail?				rket Stallholders a	and Constituent of
CHECKLIS	ST C	Maramag		WHERE TO SEC	IIDE
REQUIRE				WIILKE TO SEC	OKL
Proof of Ownershi			Prep by Client		
CLIENT STEPS		GENCY CTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Proceed to Municipal Slaughterhouse and bring livestock for	1. F and pro-	Receive I ask for of of nership ttle),	None	1 minute	Livestock Inspector Slaughterhouse Enterprise Division Local Economic Enterprise Office
slaughtering	insp wei reco inst pay followei fee, owr fee	Review, pect, gh, mark, ord & ruct to the pwing: ghing and asfer fee	None	3 minutes	Livestock Inspector Slaughterhouse Enterprise Division Local Economic Enterprise Office
3. Pay	_	eceive ment	Transfer- 237.00 Ownership- 232.00 Weighing- 99kls below 10.00/head 100klsabove 20.00/head	5 minutes	Revenue Collection Clerk Slaughterhouse Enterprise Division Local Economic Enterprise Office



				SAN NG BU
4.Receive Official Receipt and proceed to holding area	4. Hold cattle and Swine at the holding pen.	Cattle 30.00/head/d ay Swine 20.00/head/d ay	1 minute	Livestock Inspector Slaughterhouse Enterprise Division Local Economic Enterprise Office
5. Wait for delivery of Carcass	5.1. Ante- Mortem	Slaughter Fee CattleStockyard Fee - 30.00/head/day Permit to Slaughter - 50.00/head	2 minutes	Livestock Inspector Slaughterhouse Enterprise Division Local Economic Enterprise Office
	5.2. Stunning	Slaughter Fee - 50.00/head Ante-Mortem - 15.00/head Post-Mortem - 0.50/kilo	1 minute	Butcher Slaughterhouse Enterprise Division Local Economic Enterprise Office
	5.3. Sticking	Slaughter Fee Hog Stockyard Fee - 20.00/head/day Holding Pen - 20.00/head/day Permit to Slaughter	1 minute	Butcher Slaughterhouse Enterprise Division Local Economic Enterprise Office
	5.4. Scalding	25.00/head Slaughter Fee - 25.00/head Ante-Mortem - 10.00/head Post-Mortem - 0.50/kilo	20 seconds	Butcher Slaughterhouse Enterprise Division Local Economic Enterprise Office
	5.4. Dehairing	Delivery of Carcass  Cattle 100kg below - ₱50.00	2 minutes	Butcher Slaughterhouse Enterprise Division Local Economic Enterprise Office
	5.5. Singeing	101-199kg- ₱75.00 200kg above- ₱100.00 Hog 50kg below - ₱25.00 51-100kg - ₱50.00	30 seconds	Butcher Slaughterhouse Enterprise Division Local Economic Enterprise Office
	5.6. Evisceration	100-199kg - ₱75.00 200kg/boars - ₱100.00 <u>Butcher Fee</u>	2 minutes	Butcher Slaughterhouse Enterprise Division Local Economic Enterprise Office
	5.7. Inspection	200kg - ₱200.00 300kg - ₱300.00 400kg - ₱400.00 500kg - ₱500 <u>.00</u>	1 minute	Butcher Slaughterhouse Enterprise Division Local Economic Enterprise Office

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	5.8. Weigh carcass and record	80kgbelow ₱100.00 81kg-149kg - ₱150.00 150-200kg - ₱200.00 201 & above - ₱300.00 OFFAL CLEANING CATTLE 30.00/HEAD HOG 15.00/HEAD	1 minute	Butcher Slaughterhouse Enterprise Division Local Economic Enterprise Office
	5.9 Give Meat Inspection Certificate	None	1 minute	Butcher Slaughterhouse Enterprise Division Local Economic Enterprise Office
5. Receive Meat Inspection Certificateand carcasses then pay corresponding amount to the Revenue Collection Clerk	5.Collect payment	Variable	5 minutes	Revenue Collection Clerk II Local Economic Enterprise Office
	TOTAL	Variable	26 minutes 50 seconds	



#### 3. Issuance of Certification for Business Permit

Issued this certification is issued to Maramag Commercial Center-Stallholders/Vendor/Clients as a requirement to secure for business permit.

Office or	Local Economic I	Entorprise O	offico		
Division:	Local Economic Enterprise Office				
Classification:	Simple				
Type of	G2C - Governme	nt to Client			
Transaction:	OZO - Governine	in to Ollent			
Who may	Maramag Comm	ercial Cente	r-Stallholders/\/er	ndors	
avail:	Maramag Comm	croiai Ocinic	Ctamiolacis/vci	10013	
CHECKI	LIST OF		WHERE TO SEC	CURE	
	EMENTS				
<ol><li>Application</li></ol>					
Business I		Trop by onem			
<b>CLIENT STEPS</b>	AGENCY	FEES TO	PROCESSING	PERSON	
	ACTIONS	BE PAID	TIME	RESPONSIBLE	
1. Approach the Officer of the Day and Sign in the Logbook	1. Provide logbook, Interview and instruct to proceed to Billing Incharge	None	1 minute	Information Desk Personal in- charge in the Local Economic Enterprise Office	
2. Approach the Billing in-charge	2. Check stall holder record/ledger and pay arrears if there is, if none, pay the certification fee.	None	5 minutes	Revenue Colleciton Clerk II Local Economic Enterprise Office	
3. Pay	3.Receive Payment	Php. 120.00	30 seconds	Revenue Colleciton Clerk II Local Economic Enterprise Office	
	3.1 Generate/Print	None	1 minute	Admin. Assistant Local Economic Enterprise Office	
	3.3 Review/Sign	None	1 minute	LEEO Manager Local Economic Enterprise Office	
	3.4 Give Certification	None	1 minute	Admin. Assistant Local Economic Enterprise Office	



4. Receive and	4. Retrieve the	None	1 minute	Admin. Assistant
return	feedback form			Local Economic
accomplished				Enterprise Office
feedback form				
	TOTAL:	Php	12 Minutes	
		120.00		



# Office of the Municipal Environment and Natural Resources External Services

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#### 1. Issuance of Tree Cutting Certification

This Certification is issued to Tree Growers/ planters who requested to utilize and or harvest planted trees for personal use or commercial purposes in support to the Cutting Permit application to be filed at the Department of Environment and Natural Resources.

Office or Division:	Municipal Environment and Natural Resources Office			
Classification:	Simple			
Type of Transaction:	G2C-Government to CI	ient		
Who may avail:	Tree plantation owners	, Tree Gro	owers	
CHECKLIST OF REC			WHERE TO SE	CURE
Original Letter	request	To be pri individua	epared by the red al	questing
Barangay Certification (where the			from the respective	0 ,
trees are located)		where the trees requested for cutting are situated		
3. Photocopy of F	Proof of Ownership	To be pr	epared by the red	questing
(OCT, TCT, De		individua	al	
•	ontract/ Tenurial			
Instrument)	num ontoni otomo tov	DID stat	ion of the Municip	
CLIENTS STEPS	cumentary stamp tax  AGENCY ACTIONS	FEES	ion at the Municip PROCESSING	PERSON
CLIENTS STEPS	AGENCT ACTIONS	TO	TIME	RESPONSIBLE
		PAID	11141	KLOI ONOIDEL
1. Proceed to the Municipal Environment and Natural Resources Office – Forest and Natural Resources Management Division and present the requirements to the frontline service provider	Receive, evaluate     the requirements     presented and     check for the     completeness	None	3minutes	Forest Aide/ Env't. Management Aide- Municipal Environment and Natural Resources Office
	1.1 Conduct on-site inspection, Geotagging and inventory of trees applied for cutting as schedule and agreed by the client	None	1 day	Forest Aide/ Env't. Management Aide -Municipal Environment and Natural Resources Office



	1.2 Prepare inspection, inventory report for review by the MENRO and Cutting Certification for the signing official	None	1 hour and 30 minutes 5 minutes	Forest Aide/ Env't. Management Aide MENRO- Municipal Environment and Natural Resources Office MGDH I
	1.3 Review and sign the cutting certification	None	5 minutes	(MENRO) Municipal Environment and Natural Resources Office
	1.4 Forward the Cutting Certification for Mayor's Approval	None	3 minutes	Forest Aide/ Admin Aide - Municipal Environment and Natural Resources Office
	1.5 Retrieve signed Cutting Certification from the approving officer	None	3 minutes	Forest Aide/ Admin Aide - Municipal Environment and Natural Resources Office
	1.6 Present the signed Cutting Certification to the client, affix the documentary stamp on appropriate portion and prepare and issue Order of Payment	None	3 minutes	Forest Aide/ Admin Aide - Municipal Environment and Natural Resources Office
Proceed to the     Municipal     Treasurer's Office     for the payment	•	Php 120.00	10 minutes	Revenue Collection Clerk Municipal Treasurer's Office
3. Proceed to MENR Office and present the Official Receipt and accomplish feedback mechanism form	3.Affix OR number and date of payment to the Certification, record the Cutting Certification and provide feedback mechanism form to the client to be filled-up	None	3 minutes	Forest Aide/ Admin Aide - Municipal Environment and Natural Resources Office



designated drop box				
	TOTAL:	Php 120.00	1 day 2 hours and1 minute	



#### 2. Issuance of Solid Waste Certification

This Certification is issued to business operators engage in businesses in his/her compliance to the program implementation on proper solid waste management.

Office or Division	ion: Municipal Environment and Natural Resources Office				
Office or Division:		ment and i	vaturai Kesources	S Office	
Classification:	Simple				
Type of	G2B- Governmen	t to Busine	SS		
Transaction:	A II Is a salar a salar	-1			
Who may avail:	All business opera				
CHECKLIST OF RE			TO SECURE		
Solid Waste endo			Solid Waste Man		
respective Barang	<u> </u>		tor of the respective	ve barangay	
2. Barangay Clearai		Barangay			
3. Attendance to So			Environment and	l Natural	
orientation semin		Resource			
CLIENTS STEPS	AGENCY	FEES	PROCESSING	PERSON	
	ACTIONS	ТО	TIME	RESPONSIBLE	
		PAID			
1. Proceed to the	1. Receive,	None	5 minutes	Environmental	
Municipal	evaluate the			Mgt. Assistant/	
Environment	requirements			Env't.	
and Natural	presented,			Management Aide	
Resources	check for			- Municipal	
Office-Pollution	completeness			Environment and	
Control	and verify	Natural			
Management	records if the			Resources	
Division and	business			Office	
present the	operator/s has				
filled-up	violations and				
application form	/or issued with				
for Business	citation tickets				
License and the					
requirements to					
the service					
provider					
	1.1 If citation	None	2 minutes	Environmental	
	tickets are			Mgt. Assistant/	
	unsettled,			Env't.	
	prepare and			Management Aide	
	issue order of			- Municipal	
	payment for the			Environment and	
	corresponding			Natural Resources Office	
	penalty and the			Onice	
	payment for the				
	Solid Waste				

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	Certification to the MTO			
2. Receive and settle Order of Payment at the Municipal Treasurer's Office		Php 120.00 (Certifica tion fee) and fines (if applicable)	10 minutes	Revenue Collection Clerk Municipal Treasurer's Office
3. Present the issued Official Receipt to the service provider for recording	3. Record the payment made by the client and prepare Solid Waste Certification.	None	3 minutes	Environmental Mgt. Assistant/ Env't. Management Aide - Municipal Environment and Natural Resources Office
	3.1. Review and sign the Solid Waste Certifica tion	None	3 minutes	MGDH I (MENRO)  Municipal  Environment and  Natural Resources  Office
4. Accomplish feedback mechanism form	4. Record the Solid Waste Clearance and provides feedback mechanism form to the client to be filled-up	None	1 minute	Environmental Mgt. Assistant/ Env't. Management Aide - Municipal Environment and Natural Resources Office
5. Receive the Solid Waste Clearance and	5. Issue the Solid Waste Clearance	None	1 minute	Environmental Mgt. Assistant/



drop the	and retrieve			Env't.
feedback	the			Management Aide
mechanism	accomplishe			<ul> <li>Municipal</li> </ul>
form in the	d feedback			Environment and
designated drop	mechanism			Natural Resources
box	form			Office
	TOTAL	Php	25 minutes	
		120.00		



#### 3. Issuance of Environmental Clearance

This Clearance is issued to business proponent/ operators engage in businesses or projects that are environmentally critical or has high potential for significant negative environmental impact and to be located in an environmentally critical areas or environmentally-sensitive such that significant environmental impacts are expected

Office or Division:	Municipal Environment and Natural Resources Office				
Classification:	Simple				
Type of	G2C, G2B- Government to Client Government to Business				
Transaction:	C2G, C2B Covernment to Cherk Covernment to Buomisco				
Who may avail:	All person, companies engage in businesses that are covered				
	under the Philippine Environmental Impact Statement System				
		ISS) that governs all environmentally critical projects and			
		lly critical areas.			
CHECKLIST OF REC		WHERE TO			
Barangay Clea		Barangay where the business is located			
barangay Certi		N4sisissal F	Touring a great and N	letural Deservace	
2. Attendance to		Municipal E   Office	Municipal Environment and Natural Resources		
orientation sem		DENR-EM	2 D10		
Photocopy of Environmental     Compliance Certificate		DEINK-EIVII	טואוכ		
(ECC)/ Certification					
` ,	coverage (CNC), if applicable				
	4. Photocopy of Discharge DENR-EMB R10				
Permit, if applic					
5. Photocopy of Water Right, if		NWRB			
applicable					
6. Photocopy of Permit to		DENR-EMB R10			
Operate, if applicable		DEVID			
7. Photocopy of Log Supply		DENR			
Contract, if applicable		DEND			
8. Photocopy of V Processing Pla		DENR			
applicable	int Femili, <i>II</i>				
9. Photocopy of F	DENR				
Waste Transporter Permit, if					
applicable					
CLIENTS STEPS	AGENCY	FEES TO	PROCESSING	PERSON	
	ACTIONS	PAID	TIME	RESPONSIBLE	
Proceed to the	1. Receive,	None	3 minutes	Environmental	
Municipal	evaluate the			Management Assistant/	
Environment and	requirements			Environmental	
Natural	presented and check			Management	
Resources Office-Pollution	for			Specialist I	
Control	completenes			Municipal	
Management	S			Environment	



		•		AN NG B
Division and present the filled-up application form for Business License and the requirements to the service provider				and Natural Resources Office
	1.1 Verify records if the business operator/s has violations and /or issued with citation tickets	None	3 minutes	Environmental Management Assistant/ Environmental Management Specialist I Municipal Environment and Natural Resources Office
	1.2 If citation tickets are unsettled, prepare and issue order of payment for the correspondin g penalty and the payment for the Solid Waste Certification to the MTO	None	2 minutes	Environmental Management Assistant/ Environmental Management Specialist I Municipal Environment and Natural Resources Office
2. Receive and settle Order of Payment to the Municipal Treasurer's Office		Varies according to fines	10 minutes	Revenue Collection Clerk Municipal Treasurer's Office
3. Present the issued Official Receipt to the service provider for recording	3. Record the payment made by the client and arrange schedule of on- site inspection with the	None	3 minutes	Environmental Management Assistant/ Environmental Management Specialist I Municipal Environment and Natural



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	business owner or representativ e			Resources Office
4. Accompany the inspectorate team in the conduct of onsite inspection	4. Conduct actual onsite inspection	None	1 day	Environmental Management Assistant/ Environmental Management Specialist I Municipal Environment and Natural Resources Office
	4.1 Prepare inspection report for review by the MENRO	None	1 hour and 30 minutes	Environmental Management Assistant/ Environmental Management Specialist I Municipal Environment and Natural Resources Office
	4.2 Prepare Environment al Clearance for the signing official	None	3 minutes	Environmental Management Assistant/ Environmental Management Specialist I Municipal Environment and Natural Resources Office
	4.3 Review and sign the Environment al Clearance	None	5 minutes	MGDH I (MENRO) Municipal Environment and Natural Resources Office
	4.4 Forward Environment al Clearance to the approving officer	None	3 minutes	Environmental Management Assistant/ Environmental Management Specialist I



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	4.5 Retrieve signed Environment al Clearance from the approving officer	None	3 minutes	Municipal Environment and Natural Resources Office Environmental Management Assistant/ Environmental Management Specialist I Municipal Environment
				and Natural Resources Office
	4.6 Present the signed Environment al Clearance to the client, affix the documentary stamp on appropriate portion, prepare and issue Order of Payment	None	3 minutes	Environmental Management Assistant/ Environmental Management Specialist I Municipal Environment and Natural Resources Office
5. Proceed to the Municipal Treasurer's Office for the payment		Php 120.00	10 minutes	Revenue Collection Clerk Municipal Treasurer's Office
6. Proceed to MENR Office and present the Official Receipt and accomplish feedback mechanism form	6. Affix OR number and date of payment to the Clearance, record Environment al Clearance and provide feedback mechanism form to the	None	3 minutes	Environmental Management Assistant/ Environmental Management Specialist I Municipal Environment and Natural Resources Office



	client to be filled-up			
7. Receive the Certification and affix signature on the Logbook and drop the feedback mechanism form in the designated drop box	7. Issue Environment al Clearance and retrieve the accomplishe d feedback mechanism form	None	3 minutes	Environmental Management Assistant/ Environmental Management Specialist I Municipal Environment and Natural Resources Office
	TOTAL:	Php	1 day 2 hours	
		120.00	24 minutes	



# 4. Release of Plantable Seedlings

This is issued to the individual farmers requesting for a planting material.

Office or Division:	Municipal Environ	ment and Na	atural Resources	Office
Classification:	Simple (Non-Busi			
Type of	G2G, G2C, G2B-			Government to
Transaction:	Client, Governme			
Who may avail:	Farmers, business			
	to be planted with	forest, fruit-		
CHECKLIST OF REQU	UIREMENTS		WHERE TO SEC	CURE
Letter request			j individuals	
2. Photocopy of Land	proof of	Requesting	j individuals	
ownership				
CLIENTS STEPS	AGENCY	FEES TO	PROCESSING	PERSON
	ACTIONS	PAID	TIME	RESPONSIBLE
1. Call the MENR Office hotline and inquire how to avail Reforestation/ agro-forestation project, seedlings and other related services.	1. Assist and provide vital information about the project and the availability of planting materials/ seedlings.	None	5 minutes	Environmental Mgt. Aide/ Forest Aide Municipal Environment and Natural Resources Office
2. If inputs and services requested is available, prepare letter of request address to the Municipal Mayor thru the MENRO and email the requirements to maramagmenro@gmail.com	2. Receive, review submitted documents and forward letter request to the Office of the Mayor for approval	None	3 minutes	Environmental Mgt. Aide/ Forest Aide Municipal Environment and Natural Resources Office
	2.1 Retrieve letter request to the Municipal Mayor's Office and record approved request	None	3 minutes	Environmental Mgt. Aide/ Forest Aide Municipal Environment and Natural Resources Office

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3. Accompany and	2.2 Arrange schedule for onsite inspection with the requesting individual  3. Conduct On-	None	3 minutes  1 day	Environmental Mgt. Aide/ Forest Aide Municipal Environment and Natural Resources Office Environmental
assist the inspectorate team in the validation of the area for planting.	site inspection of the area for proper geo- tagging and validation of the requested number of plantable seedlings and documentati on	IAOHG	T day	Mgt. Aide/ Forest Aide Municipal Environment and Natural Resources Office
	3.1 Prepare inspection report with possible recommendations	None	1 hour	Environmental Mgt. Aide/ Forest Aide Municipal Environment and Natural Resources Office
	3.2 Prepare seedling Release Form for the signing official	None	3 minutes	Environmental Mgt. Aide/ Forest Aide Municipal Environment and Natural Resources Office
	3.3 Review and sign the Release Form	None	2 minutes	MGDH I (MENRO) Municipal Environment and Natural Resources Office
	3.4 Retrieve the signed Form and record the	None	1 minute	Environmental Mgt. Aide/ Forest Aide



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4. Receive the	approved Release Form  4. Issue the	None	3 minutes	Municipal Environment and Natural Resources Office Environmental
approved Release Form, accomplish and drop the feedback mechanism form in the designated drop box	approved Release Form, provide feedback mechanism form to the client to be filled-up and retrieve the accomplishe d feedback mechanism form			Mgt. Aide Municipal Environment and Natural Resources Office
5. Proceed to the Plant Nursery and present to the Nursery Incharge the approved Release Form.	5. Record and release the requested plantable seedlings	None	15 minutes	Environmental Mgt. Aide/ UW Municipal Environment and Natural Resources Office
	TOTAL	None	1 day 1 hour 38 minutes	



## 5. Release of Organic Fertilizer (Vermicast)

The release of Organic Fertilizers is for individual clients/farmers who procured the organic produce out from the processed biodegradable waste.

Office or Division:	Municipal Environ	ment and N	Vatural Resource	s Office	
Classification:	Simple	Municipal Environment and Natural Resources Office			
Type of	G2C- Government to Client				
Transaction:	O20 Governmen	t to Ollotti			
Who may avail:	All person, compa	nies enga	ning in farming		
CHECKLIST OF REC			TO SECURE		
None	CONCENIENTO	None	O OLOGIKE		
CLIENTS STEPS	AGENCY	FEES	PROCESSING	PERSON	
	ACTIONS	TO	TIME	RESPONSIBLE	
		PAID			
1. Call the MENR Office hotlineor chat on the MENRO Facebook Page and inquire about the availability of the organic fertilizer.	1. Assist and provide vital information about the availability of organic fertilizer in the Municipal Sanitary Landfill – Vermicomposting Facility and input clients name and phone number in the Vermi-	None	3 minutes	Administrative Aide Municipal Environment and Natural Resources Office	
	cast				
	Reservation list 1.1 Call and	None	3 minutes	Administrative	
	inform client			Aide	
	about the			Municipal	
	availability of the			Environment and	
	requested			Natural	
	organic fertilizer			Resources	
				Office	



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2. Proceed to the Municipal Environment and Natural Resources Office for the issuance of Order of Payment.	2. Prepare and issue Order of Payment	None	2 minutes	Administrative Aide Municipal Environment and Natural Resources Office
3. Receive and settle Order of Payment and proceed to the Municipal Treasurer's Office for the payment		Php 200.00 (Sack)	10 minutes	Revenue Collection Clerk Municipal Treasurer's Office
4. Proceed to MENR Office and present the Official Receipt and accomplish feedback mechanism form	4.Record the payment made by the client and provide feedback mechanism form to the client to be filled-up	None	3 minutes	Administrative Aide Municipal Environment and Natural Resources Office
5. Receive the Organic Fertilizerand drop the feedback mechanism form in the designated drop box	5.Release organic fertilizer and retrieve the accomplished feedback mechanism form	None	1 minute	Administrative Aide Municipal Environment and Natural Resources Office
	TOTAL:	200	22 minutes	
		(Sack)		



#### 6. Allocation of Burial Area

The allocation of burial space is for individual clients requesting for a burial area in the Municipal Cemetery.

Office or Division:	Municipal Environment and Natural Resources Office			
Classification:	Simple (Non-Bus	Simple (Non-Business)		
Type of	G2C- Governme	nt to Client		
Transaction:				
Who may avail:	All person			
CHECKLIST OF REC			O SECURE	4
Death Certifica	te		m the hospital orM	lunicipal Civil
O. David David		Registrar's		t - Off:
2. Burial Permit	ACENCY		m the Municipal H	
CLIENTS STEPS	AGENCY ACTIONS	FEES TO PAID	PROCESSING TIME	PERSON RESPONSIBLE
Proceed to the	1. Assist,	None	3 minutes	Administrative
Municipal	check and	None	3 minutes	Administrative
Cemetery	validate all the			Municipal
Office-frontline	requirements			Cemetery Office
	presented by			Comotory Cinico
service provider and present	the client is			
requirements for	complete.			
allocating Burial	complete.			
Area				
Alea				
	1.1 Log clients		10 minutes	Park Attendant/
	schedule for			Collection Officer
	burial and			Municipal
	assist client in			Cemetery Office
	locating and or			
	choosing the			
	area for burial			
	1.2 Present the		5 minutes	Administrative
	corresponding			Aide/ Park
	fees per area			Attendant
	or space to be Municipal			
	acquired and			Cemetery Office
	the renewal fee			
	to the client.			
	A manufura a sat	F 000		
	- Apartment	5,000		
	Type - Memorial	1 020		
	Ground	1,920		
	Glouila	500		

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	- Old Cemetery/ Niche Type			
2. Proceed to the Municipal Cemetery Office for the payment	2. Issue Official Receipt and record the payment made by the client	None	10 minutes	Park Attendant/ Collection Officer Municipal Cemetery Office
2. Accomplished feedback mechanism form and drop the feedback mechanism form in the designated drop box	3. Provide feedback mechanism form to the client to be filled-upand retrieve the accomplished feedback mechanism form	None	2 minutes	Administrative Aide Municipal Cemetery Office
	TOTAL:	5,000 1,920 500	30minutes	



## 7. Dog Impounding

This service helps the community in providing a facility to the stray animals roaming and endangering the people of the community.

Office or Division:	Municipal Environment and Natural Resources Office				
Classification:	Simple (Non-B	Simple (Non-Business)			
Type of	G2G- Governm	ent to Gove	rnment		
Transaction:					
Who may avail:	All Entity, Barangay-LGU				
CHECKLIST OF REC	UIREMENTS	WHERE TO	O SECURE		
<ol> <li>Approved Lette</li> </ol>	er Request	To be prep	ared by the reque	sting individual,	
			o be submitted at		
	Environment and Natural Resources Office			sources Office	
CLIENTS STEPS	AGENCY	FEES TO	PROCESSING	PERSON	
	ACTIONS	PAID	TIME	RESPONSIBLE	
1. Barangay Personnel will proceed to the Municipal Environment and Natural Resources Office – frontline service provider and submit the approved letter request 2. Accomplish feedback mechanism form and return the feedback	1. Receive the approved letter request and schedule the Dog Catching activity  2. Conduct dog catching operation, provide feedback	None	5 minutes  Maximum of 3 days	Administrative Aide Municipal Environment and Natural Resources Office  Utility Worker/Dog Catcher Municipal Environment and Natural	
mechanism form to the Dog Catcher	mechanism form to the client/barang ay to be filled- up and retrieve the accomplished feedback mechanism form	None	Maximum of 7	Resources Office  Utility Worker/Dog	
	Impounding		days	Catcher	



of caught			Municipal
animals			Environment and
			Natural
			Resources Office
TOTAL	NONE	10daysand5mi	
		nutes	



## 8. Release Of Impounded Animals

This service is provided to the owners of the impounded animal that wanted to claim their pets who have been captured and impounded

Office or Division:	Municipal Environment and Natural Resources Office			
Classification:	Simple			
Type of	G2C- Governme	nt to Client		
Transaction:				
Who may avail:	Owners of Impor			
CHECKLIST OF REQ	UIREMENTS		O SECURE	
Request Form			Cemetery's Office	
CLIENTS STEPS	AGENCY	FEES TO	PROCESSING	PERSON
	ACTIONS	PAID	TIME	RESPONSIBLE
Proceed to the Municipal Cemetery's Office-frontline service provider and accomplish Request Slip	1. Provide slip to be accomplished by the client, retrieve the accomplish request slip and confirm the captured animal at the Dog Pound.	None	5 minutes	Admin Aide Municipal Cemetery's Office
	1.1 If the animal is in the dog pound, inform client about the fees to be paid in claiming and releasing the captured animal.	None	3 minutes	Admin Aide Municipal Cemetery's Office
2. Pay the fee for claiming the impounded animal	2. Issue Official Receipt, record the payment and affix OR Number made by the client and filled it up to the Release Order Slip	300	10 minutes	Revenue Collection Clerk Municipal Cemetery Office
3. Proceed to the Municipal Dog	3. Receive and record the	None	2 minutes	Dog Impounding Personnel



Pound, present Release Order Slip to the Dog Impounding In- charge for the release of the captured animal	claimed/releas ed stray animal and sign the portion for Releasing Authority/Perso n			Municipal Environment and Natural Resources Office
4. Claim impounded animal	4. Release impounded animal to the client.	None	3 minutes	Dog Impounding Personnel Municipal Environment and Natural Resources Office
5. Accomplish feedback mechanism form and drop the feedback mechanism form in the designated drop box at the Municipal Cemetery's Office	5. Provide feedback mechanism form to the client to be filled-up and retrieve the accomplished feedback mechanism form	None	2 minutes	Administrative Aide Municipal Cemetery Office
	TOTAL:	PHP 300.00	25minutes	



## 9. Facilitate/Release Adoption for Impounded Animals

This service is provided to animal lovers who are willing to adopt a stray animal from the Dog Impounding Facility.

Office or Division:	Municipal Environment and Natural Resources Office			
Classification:	Simple			
Type of	G2C- Governme	nt to Client		
Transaction:				
Who may avail:	All interested inc	lividual		
CHECKLIST OF RE	QUIREMENTS		WHERE TO SE	CURE
<ol> <li>Adoption Appl</li> </ol>	olication Form Municipal Cemetery's Office			
2. Animal Cage	-	Requesting		
CLIENTS STEPS	AGENCY	FEES TO	PROCESSING	PERSON
	ACTIONS	PAID	TIME	RESPONSIBLE
1. Check the Municipal Environment and Natural Resources Office Facebook Page for the available animals for adoption and call or chat the Facebook Page for adoption of animal	1. Interview and educate client about the terms and agreement for adoption of impounded animals, input clients name, phone number, and address. Schedule onsite inspection	None	5 minutes	Administrative Aide Municipal Cemetery's Office
	1.1 Inspect clients area/house where the adopted dog will be staying	None	1 day	Administrative Aide Municipal Cemetery's Office

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	1.2 Call and inform the client that they are eligible for adopting animal	None	2 minutes	Administrative Aide Municipal Cemetery's Office
2. Proceed to the Municipal Cemetery's Office for filling up the Application for Adoption Form and payment for the adoption	2. Assist client in filling up the form for Application for Adoption and answer clients questions	None	5 minutes	Administrative Aide Municipal Cemetery's Office
	2.1 Issues Official Receipt and record the payment made by the client.	300	10 minutes	Revenue Collection Clerk Municipal Cemetery Office
3. Proceed to the Municipal Dog Impounding office, present Official Receipt and the animal cage to the Dog Impounding Incharge for the release of the adopted animal	3. Record the released impounded animal, affix OR number in the logbook and put the adopted animal in the cage.	None	5 minutes	Dog Impounding Personnel Municipal Environment and Natural Resources Office
4. Accomplished feedback mechanism form, claim the adopted animal and drop the feedback mechanism form in the designated drop box	4. Provide feedback mechanism form to the client to be filled-up, release adopted animal and retrieve the accomplished feedback	None	5 minutes	Dog Impounding Personnel Municipal Environment and Natural Resources Office



	mechanism form			
	TOTAL	PHP	1 day and 32	
		300.00	minutes	



#### **List of Offices**

FEEDBACK AND CO	MPLAINTS MECHANISM
How to send a feedback?	Answer the client feedback form and drop it at the designated Public Assistance and Complaints Desk
	Contact info: (088) 828-5074 or HRMO@maramag.gov.ph
How feedback is processed?	Every day, the Human Resource Management Office (HRMO) opens the drop box and compiles and records all feedback submitted.
	Feedback requiring answers are forwarded to the relevant offices and they are required to answer within three (3) days of the receipt of the feedback.
	The answer of the office is then relayed to the citizen.
	For inquiries and follow-ups, clients may contact the following telephone number: Mobile #: 0905-619-4799 Landline #: (088) 828- 5074 Email add: <a href="mailto:HRMO@maramag.gov.ph">HRMO@maramag.gov.ph</a>
How to file complaints?	Answer the client Complaint Form and drop it at the designated drop box in front of the Public Assistance Complaints Desk.  Complaints can also be filed via telephone. Make sure to provide the following information:  - Name of person being complained - Incident - Evidence
	For inquiries and follow-ups, clients may contact the following mobile number: 0935-198-5003
How complaints are processed?	For Option 1: Thru E-Mail -Type Feedback Message - Send to any of this email address:  gumaramag@gmail.com



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		HRMO@maramag.gov	<u>.ph</u>	
		For Option 2: Thru Text Message/SMS - Type Feedback Message - Send to		
		MMO: +63.917.321 HRMO: +63.935.19		
		For Option 3: Use of Feedback Form - Proceed to the Public Assistance		
		andComplaints Desk		
		- Secure Feedback Form		
		- Accomplish/ Fill out Feedback Form		
			the Officer of the Day	
		- Proceed to the	Public Assistance and	
		Complaints Desk		
		- Approach the Offi		
			er of the day regarding	
		your feedback	www. Writton Foodbook	
		<u> </u>	ru Written Feedback/	
		Complaint State Foodback/ Complaint in a Letter		
		- State Feedback/ Complaint in a Letter - Submit letter to the office of the Municipal		
		Mayor and/or Human Resource		
		Management Offi	ce	
		- Wait for response	/ action within 3 days of	
		submission		
Contact Information of LGU I	Maramag	LGU Maramag:		
MMO, HRMO		MMO: +63.917.321		
		Hotline #: (088) 828		
		lgumaramag@gmail.com HRMO: +63.935.198.5003		
		Hotline #: (088) 828-5074		
		HRMO@maramag.		
Office		Address	Contact Information	
Office of the Municipal	Purok 6, Anahawon, 2 <sup>nd</sup> floor,		(088) 828-1870	
Mayor	Municipal E	Building, Maramag,	,	
	Bukidnon			
Office of the Municipal	Maramag, Bukidnon		(088) 828-2718	
Mayor – Tourism Office			(000) 000 -011	
Office of the Municipal		North Poblacion,	(088) 828-5214	
Mayor – Local Disaster	ıvıaran	nag, Bukidnon		
Reduction Management Office (LDRRMO)				
Office of the Municipal	Purok 6, Anahawon,1st floor,		(088) 828-3739	
Mayor – Public	Municipal Building, Maramag, Bukidnon			
Employment	E			



		The state of the s
Services Office (PESO),		
TECH4Ed and Negosyo		
Center		
Office of the Municipal	Maramag, Bukidnon	(088) 828-2736
Mayor – Maramag	<u> </u>	,
Polytechnic School		
Office of the Municipal	Purok 6, Anahawon,	(088) 828-2849
Mayor – Real Estate and	Maramag, Bukidnon	(000) 020 20 10
Housing Development	Maramag, Banamon	
Division (REHDD)		
Office of the Municipal Vice	Purok 6, Anahawon, 2 <sup>nd</sup> floor	(088) 535-9685
Mayor	OSS Building, Maramag,	(000) 333-3003
Iviayor	Bukidnon	
Office of the Course with		(000) 000 4000
Office of the Secretary to	Purok 6, Anahawon, OSS	(088) 828-1882
the Sanggunian	Building, Maramag, Bukidnon	(000) 000 4044
Office of the Municipal	Purok 6, Anahawon, 2 <sup>nd</sup> floor,	(088) 828-1811
Administrator	Municipal Building, Maramag,	
	Bukidnon	(222)
Office of the Municipal	Purok 6, Anahawon,1st floor,	(088) 828-1820
Planning and Development	Municipal Building, Maramag,	
Coordinator	Bukidnon	
Office of the Human	Purok 6, Anahawon, 2 <sup>nd</sup> floor,	(088) 828-5074
Resource and	Municipal Building, Maramag,	
Management Officer	Bukidnon	
Office of the Municipal	Purok 6, Anahawon, 1 <sup>st</sup> floor,	(088) 828-1642
Accountant	Municipal Building, Maramag,	
	Bukidnon	
Office of the Municipal	Purok 6, Anahawon, 1st floor,	(088) 828-1524
Budget Officer	Municipal Building, Maramag,	,
	Bukidnon	
Office of the Municipal	Purok 6, Anahawon, 1st floor,	(088) 828-1728
Treasurer	Municipal Building, Maramag,	,
	Bukidnon	
Office of the Municipal	Purok 6, Anahawon, 2 <sup>nd</sup> floor,	(088) 828-1903
Engineer	Hall of Justice Building,	(555) 525 1555
g	Maramag, Bukidnon	
Office of the Building	Purok 6, Anahawon, 2 <sup>nd</sup> floor,	(088) 535-9988
Official	Municipal Building, Maramag,	(000) 000 000
	Bukidnon	
Office of the Municipal	Purok 6, Anahawon, 2 <sup>nd</sup> floor,	(088) 828-5198
•		(000) 020-3180
Assessor	Municipal Building, Maramag, Bukidnon	
Office of the Name is in all		(000) 000 5000
Office of the Municipal	Purok 6, Anahawon, 1 <sup>st</sup> floor,	(088) 828-5202
Agriculturist	Municipal Building, Maramag,	
	Bukidnon	



Office of the Municipal General Services Officer	Purok 6, Anahawon, 1st floor, Municipal Building, Maramag, Bukidnon	(088) 828-2835
Office of the Municipal Civil Registrar	Purok 6, Anahawon, 1st floor, Municipal Building, Maramag, Bukidnon	(088) 828-1500
Office of the Municipal Social Welfare and Development Officer	Purok 6, Anahawon, Maramag, Bukidnon	(088) 828-2989
Office of the Municipal Health Officer	Purok 5 North, RHU Building,Maramag, Bukidnon	(088) 828-0722
Office of the Local Economic Enterprise	Purok 1A, South Poblacion, LEEO Building, Maramag, Bukidnon	(088) 828-3876
Office of the Municipal Environment and Natural Resources Officer	Purok 6, Anahawon, Municipal Building, Maramag, Bukidnon	+63917-130-7627