



Republic of the Philippines
Province of Bukidnon
MUNICIPALITY OF MARAMAG



SANGGUNIANG BAYAN OFFICE

**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
Chairperson:
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:
Com. on 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:
Com. 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

**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:

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

ON LEAVE:

Hon. Atty. Abundio U. Gaitera	Municipal Councilor	Member
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ABSENT: NONE

RESOLUTION NO. 2023-235

**RESOLUTION ADOPTING AND APPROVING THE
UPDATED CITIZEN'S CHARTER OF THE
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.

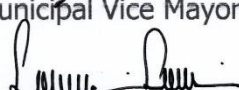
APPROVED.

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 (www.maramag.gov.ph), Facebook Page Municipality of Maramag, 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;

Sincere 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		
Type of Transaction:		G2C – Government to Client		
Who may avail:		Public		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Ordinance Violation Ticket (OVT)		1. Ordinance and Traffic Enforcer or PNP		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Municipal Treasurer's Office for the payment of fines and penalties.	1. Receive payment and issue Official Receipt (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. Receive the OR.	None	1 minute	Legal Assistant (MMO-Legal 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.	None	5 minutes	Legal Assistant (MMO-Legal Services Division)
	3.1 Release the requested document to the client and provide Feedback Form.	None	1 minute	Legal Assistant (MMO-Legal Services Division)
4. Receive the requested document and fill-out the Feedback Form.	4. Return the OR to the client and retrieve the Feedback Form.	None	1 minute	Legal Assistant (MMO-Legal Services Division)



TOTAL:	* Refer to Schedule of Fees	13 minutes	
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SCHEDULE OF FEES FOR FINDS AND PENALTIES			
Type of Violation	Amount of Fines		Ordinance No.
1. Motor Vehicles with Modified Mufflers	Php 1,000.00		2018-043
2. Cigarettes and Other Tobacco Products	1 st Offense: Php 500.00 2 nd Offense: Php 1,000.00 3 rd Offense: Php 2,500.00		2017-034
3. Single Motorcycle Sticker	1 st Offense: Php 250.00 2 nd Offense: Php 500.00 3 rd Offense: Php 1,000.00		2012-48
4. Violation of Land Transportation Laws	Driving without License	Php 750.00	3, s. 2006
	Driving with Improper License	Php 300.00	
	Violations relative to equipment, parts, accessories, devices, and marking of motor vehicles	Php 150.00	
	Colorum Operation (Driver)	1 st Offense: Php 500.00 2 nd Offense: Php 750.00 3 rd Offense: Php 1,000.00	
	Colorum Operation (Owner/Operator)	1 st Offense: Php 1,000.00 2 nd Offense: Php 2,000.00 3 rd Offense: Php 3,000.00	
	Employing Discourteous Drivers	Php 400.00	
	Refusal to convey passenger to proper destination	Php 1,000.00	
	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. 2020-028)	
	Driving in slippers or sleeveless shirt	Php 100.00	
5. Vehicles Loaded with Sugarcane	1 st Offense: Php 200.00 2 nd Offense: Php 400.00 3 rd Offense: Php 600.00		4, s. 2005



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.

Office or Division:	Municipal Mayor's Office – Support Services Division			
Classification	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid Police Clearance		1. Maramag Municipal Police Station		
2. Latest Community Tax Certificate (Cedula)		2. Barangay Hall or Municipal Treasurer's Office		
3. Documentary Stamp		3. BIR Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Municipal Treasurer's Office for the payment of fines and penalties.	1. Receive payment and issue Official Receipt (OR).	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.	None	5 minutes	Administrative Aide (MMO-Support Services Division)
	3.1 Release the requested document to the client and provide Feedback Form.	None	1 minute	Administrative Aide (MMO-Support Services Division)
4. Receive the requested document and fill-out	4. Return the OR to the client and retrieve the Feedback Form.	None	1 minute	Administrative Aide (MMO-Support Services Division)



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		
Classification		Simple		
Type of Transaction:		G2C – Government to Client		
Who may avail:		Public		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Approved Request Letter		1. Made by Requesting Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Municipal Treasurer's Office for the payment of fines and penalties.	1. Receive payment and issue Official Receipt (OR).	Php 500.00 (per day for Motorcade) Php 575.00 (per day for Other Group Activities)	5 minutes	Revenue Collection Clerk (MTO)
2. Proceed to the MMO and submit the OR.	2. Receive the OR.	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.	None	5 minutes	Administrative Aide (MMO-Support Services Division)
	3.1 Release the requested document to the client and provide Feedback Form.	None	1 minute	Administrative Aide (MMO-Support Services Division)
4. Receive the requested document	4. Return the OR to the client and	None	1 minute	Administrative Aide (MMO-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 Division:	Municipal Mayor's Office – Support Services Division			
Classification	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Approved Request Letter		1. Made by Requesting Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Municipal Treasurer's Office for the payment of fines and penalties.	1. Receive payment and issue Official Receipt (OR).	Php 1,150.00 (per day)	5 minutes	Revenue Collection Clerk (MTO)
2. Proceed to the MMO and submit the OR.	2. Receive the OR.	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.	None	5 minutes	Administrative Aide (MMO-Support Services Division)
	3.1 Release the requested document to the client and provide Feedback Form.	None	1 minute	Administrative Aide (MMO-Support Services Division)
4. Receive the requested document and fill-out the Feedback Form.	4. Return the OR to the client and retrieve the	None	1 minute	Administrative Aide (MMO-Support Services Division)



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



Office of the Municipal Mayor- Tourism Office External Services



1. 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 Transaction		
Type of Transaction:		G2G –Government to Government G2C – Government to Client		
Who may avail:		General Public		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Approved Letter Request		Municipal Mayor's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit approved letter request to service provider 2. Fill up Visitors logbook	1. Receive approved letter request and provide log book	None	1Minute	Tourism Aide MMO-Tourism
2. Fill-up log book for records of clients	2. Provide the necessary information as inquired and provide brochure and feedback form	None	3 Minutes	<i>Senior Tourism Operations Officer/Tourism Operations Officer I</i> MMO- Tourism
3. Receive brochure and fill-up feedback form	3. Retrieve feedback form	None	3 Minutes	<i>Tourism Aide</i> MMO-Tourism
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 Division:		Municipal Mayor's Office/ Tourism and Industry Service Division		
Classification:		Simple Transaction		
Type of Transaction:		G2G – Government to Government G2C – Government to Client G2B – Government to Business		
Who may avail:		General Public		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Approved Letter Request		Municipal Mayor's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit approved letter request to service provider (<i>hard copy or email letter</i>)	1. Receive approved letter request and provide log book	None	1 Minute	Tourism Aide MMO-Tourism
2. Fill-up log book for records of clients	2. Provide tour guide services, provide brochure and feedback form	None	3 hours	Senior Tourism Operations Officer/Tourism Operations Officer I MMO
3. Receive brochure and fill-up feedback form	3. Retrieve feedback form	None	5 Minutes	Administrative Aide IV MMO
TOTAL:		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.

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



3. Sign the logbook and fill-up feedback form	3. Provide Log Book to client and retrieve feedback form	None	1 Minute	<i>LDRRMA - Operation Section/ MDRRMO</i>
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 Maramag who requested for such.

Office or Division:	Municipal Mayor's Office/ Municipal Disaster Risk Reduction and Management Office			
Classification:	Simple			
Type of Transaction:	G2C- Government to Client G2G- Government to Government			
Who may avail:	All Citizens of Maramag			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Approved Written request		Municipal Mayor's Office/ Administrator's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Municipal Disaster Risk Reduction and Management Office and present the approved request	1. Receive, check and validate the request	None	5 Minutes	LDRRMA- Admin and Training SECTION/ MDRRMO
	1.1 check the availability of date of the training	None	4 Minutes	LDRRMA- Admin and Training SECTION/ MDRRMO
2. Proceed to LDRRM Office Head for briefing/interview	2. Conduct short briefing/discussion on logistics, training venue, and safety of participants and provide feedback form	None	30 Minutes	LDRRMO III/ 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	40 Minutes	



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



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	<i>LDRRMA - Operation Section/ MDRRMO</i>
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	<i>LDRRMA - Operation Section/ MDRRMO</i>
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.

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

Office or Division:	Municipal Mayor's Office – Public Employment Service Office			
Classification:	Simple			
Type of Transaction:	G2C- Government to Client			
Who may avail:	Job Seekers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Personal Appearance		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	<i>Administrative Aide IV PESO Office/Tech4Ed</i>
2. Client pay certification fee at MTO (1 st 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	<i>Revenue Collection Clerk MTO</i>
3. Present OR to PESO Staff	3. Photocopy and Log OR	None	2 minutes	<i>Administrative Aide IV PESO Office/Tech4Ed</i>
	3.1 Print PESO Certification for approval	None	3 minutes	<i>Administrative Aide IV PESO Office/Tech4Ed</i>
	3.2 Approves PESO Certification and provide feedback form	None	5 minutes	<i>Labor and Employment Officer I PESO Office/Tech4Ed</i>



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



2. Issuance of No Objection Certificate (NOC)

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

Office or Division:	Municipal Mayor's Office – Public Employment Service Office			
Classification:	Simple			
Type of Transaction:	G2C- Government to Client			
Who may avail:	Land based Manpower Recruitment Agency (Local/International)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Intent addressed to the Municipal Mayor		From the requesting agency		
2. NOC From DOLE		DOLE Provincial Office		
3. Deployment Report (if agency visited Maramag and successfully recruited an applicant)		From the requesting agency		
4. Verified Job Order		POEA Regional Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of intent, Deployment Report and Verified Job Orders to PESO Front Desk	1. Receive and verify submitted documents	None	5 minutes	Administrative Aide IV PESO Office/Tech4Ed
	1.1 PESO Verifies online the submitted job orders from POEA database	None	5 minutes	Labor and Employment Officer I PESO Office/Tech4Ed
	1.2 Process Confirmation Letter and record in the Logbook and advice client to pay at MTO	None	2 minutes	Administrative Aide IV PESO Office /Tech4Ed
2. Pay certification fee at MTO	2. Receive payment and issue Official Receipt (OR)	PHP 500.00	15 minutes	Revenue Collection Clerk MTO



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



3. Assistance to Distressed Overseas Filipino Worker (OFW)

Provision of assistance to distressed Overseas Filipino Worker.

Office or Division:	Municipal Mayor's Office – Public Employment Service Office			
Classification:	Simple			
Type of Transaction:	G2C- Government to Client			
Who may avail:	OFW Family			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid ID of Requesting Party		Issuing Government Agencies		
2. Marriage Contract (For Parents or Spouse)		Municipal Civil Registrar's Office (MCRO)/ Philippine Statistics Authority (PSA)		
3. Birth Certificate of OFW		Municipal Civil Registrar's Office (MCRO)/ Philippine Statistics Authority (PSA)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON 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 book and wait for 2 weeks to 1 month regarding of the status from Philippine Overseas Labor Officer (POLO)	3. Follows up actions taken from POLO	None	Paused Clock	Labor and Employment Officer I PESO Office/Tech4Ed
	3.1 PESO Informs the family on the development of the case		5 minutes	Labor and Employment Officer I PESO Office/Tech4Ed
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 Division:	Municipal Mayor's Office – Tech4ED Center			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government, G2C - Government to Client			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Endorsement from HR (LGU Maramag Employees)		Human Resource Management Office		
2. Endorsement Letter and ID Form from HR (Company ID)		Human Resource Management Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up ID Form	1. Provide ID Form	None	5 minutes	<i>Administrative Aide IV</i> PESO Office/Tech4Ed
	1.1 Take Picture, Encode client details, Edit and Print ID Card	None	15 minutes	<i>Administrative Aide IV</i> PESO Office/Tech4Ed
2. Pay service fee at Municipal Treasurer's Office (MTO)	2. Receive payment and issue Official Receipt (OR)	₱ 35.00 (Valid ID) ₱ 35.00 (Arta ID)	5 minutes	<i>Revenue Collection Clerk</i> MTO
3. Present OR	3. Receive, Photocopy and Log OR and provide feedback form	None	2 minutes	<i>Administrative Aide IV</i> PESO Office/Tech4Ed
4. Receive ID, sign Log Book and fill-up feedback form	4. Release ID, provide logbook and retrieve feedback form	None	2 minutes	<i>Administrative Aide IV</i> PESO Office/Tech4Ed
TOTAL:		PHP 70.00	29 Minutes	



5. Production of Photos(1x1, 2x2, Passport Size)

Processing of captured image.

Office or Division:		Municipal Mayor's Office – Tech4ED		
Classification:		Simple		
Type of Transaction:		G2C - Government to Client		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Personal appearance				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receive and fill-up request form	1. Issue request form	None	2 minutes	Administrative Aide IV PESO Office/Tech4Ed
	1.1 Capture portrait of the client	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	2. Receive payment and issue Official Receipt (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. Receive, Photocopy and Log OR and provide feedback form	None	2 minutes	Administrative Aide IV PESO Office/Tech4Ed
4. Receive photo, signs log book and fill-up feedback form	4. Release photo and retrieve feedback form	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

Office or Division:		Municipal Mayor's Office – PESO Division/Negosyo Center		
Classification:		Simple		
Type of Transaction:		G2C- Government to Client		
Who may avail:		Business Owners		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. 1 Valid ID of the Business Owner Thru representative (additional): 2. 1 Valid ID of the representative 3. Authorization Letter of the Business Owner		Personal		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON 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	<i>Scope:</i> Barangay- ₱ 230.00 City/Municipality- PHP 530.00	15 minutes	Negosyo Center Business Councilor Administrative Aide IV PESO Office/ Tech4Ed



		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
	3.1 Print 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/Municipality- 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 Division:	Municipal Mayor's Office - Maramag Polytechnic School (MAPOLS)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Client			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Birth Certificate NSO/PSA 2. High school Card or Diploma or Transcript of Records 3. Marriage certificate if married for female only 4. 2 pieces 2x2 ID picture		Personal		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all the requirements	1. Receive and verify the documents and issue enrollment form	None	1 minute	<i>School Registrar/ Admin Aide</i> MAPOLS Office
2.Fill out and submit enrollment form	2. Received accomplished enrollment form and stamped enrolled	None	5 minutes	<i>School Registrar/ Admin Aide</i> 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	<i>School Registrar</i> MAPOLS Office
4. Sign the logbook and fill-out 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 Division:	Municipal Mayor's Office - Maramag Polytechnic School (MAPOLS)			
Classification:	Simple			
Type of Transaction:	G2C- Government to Client			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. School Identification Card		Personal		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Request Slip	1. Issue Request Slip and provide instruction	None	1 minute	School Registrar/ Admin Aide MAPOLS Office
2.Fill-out and submit request slip to the service provider	2. Receive accomplished request slip	None	2 minutes	School Registrar/ Admin Aide MAPOLS Office
3.Wait while the requested document is being processed	3.Prepare the requested document and endorse to the School Directress for Signature	None	10 minutes	School Directress MAPOLS Office
	3.1 Release the requested document to the client and provide feedback form	None	1 minute	School Registrar/ Admin Aide MAPOLS Office
4. Receive the requested document, sign the logbook and fill-up feedback form	4. Retrieve feedback form	None	1 minute	School Registrar/ Admin Aide MAPOLS Office
TOTAL:		None	15 Minutes	



3. Issuance of Certificate of Good Moral Character

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

Office or Division:	Municipal Mayor's Office - Maramag Polytechnic School (MAPOLS)			
Classification:	Simple			
Type of Transaction:	G2C- Government to Client			
Who may avail:	All MAPOLS Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Personal Appearance		Client		
2. Community Tax Certificate (for 18 years old and above)		Barangay Treasurer or Municipal Treasurer's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Request Slip and present Community Tax Certificate	1. Issue Request Slip and provide instruction	None	1 minute	<i>School Registrar/ Admin Aide MAPOLS Office</i>
2. Fill-up and submit request slip to the service provider	2. Receive accomplished request slip	None	2 minutes	<i>School Registrar/ Admin Aide MAPOLS Office</i>
3. Pay service fee for the certificate of Good Moral Character	3. Receive Payment and issue Official Receipt (OR)	PHP 120.00	5 minutes	<i>School Registrar/School Directress MAPOLS Office</i>
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	<i>School Directress MAPOLS Office</i>
	4.1 Release the requested document to the client and provide feedback form	None	1 minute	<i>School Registrar/ Admin Aide MAPOLS Office</i>



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 Division:	Municipal Mayor's Office - Maramag Polytechnic School (MAPOLS)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Client			
Who may avail:	All MAPOLS Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Personal Appearance		Client		
2. School ID		Personal		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Request Slip and present school ID	1. Issue Request Slip and provide instruction	None	1 minute	<i>School Registrar/ Admin Aide MAPOLS Office</i>
2. Fill-up and submit request slip to the service provider	2. Receive accomplished request slip	None	2 minutes	<i>School Registrar/ Admin Aide MAPOLS Office</i>
3. Pay service fee for the Transcript of Records	3. Receive Payment and issue Official Receipt (OR)	PHP 150.00	5 minutes	<i>School Registrar/ School Directress MAPOLS Office</i>
4. Wait while the requested document is being processed	4. Prepare the requested document and endorse to the School Directress for Signature	None	5 minutes	<i>School Directress MAPOLS Office</i>



	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 Division:	Municipal Mayor's Office - Maramag Polytechnic School (MAPOLS)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Client G2G- Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None				
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	



	Long Tables- 50.00/pc Cloth- 50.00/pc		
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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 Transaction:	G2C – Government to Client			
Who may avail:	PWDs who are residents of Maramag, Bukidnon			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Certificate of Disability		Qualified Doctor / Licensed Clinic or Hospital		
2. Latest Community Tax Certificate (Cedula)		Barangay Hall or Municipal Treasurer's Office		
3. 2 pcs. recent 1x1 I.D. picture		Personal Copy		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to PWD Affairs Section for evaluation	1. Assess and evaluate submitted documents of the client.	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
	2.1 Prepare and print PWD ID card and endorse to the Head of Office for signature.	Note	5 minutes	
	2.2 Release the PWD ID card to the client and provide Feedback Form.	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 Citizens' Affairs Section)			
Classification	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Senior Citizens who are at least 60 years old; and Residents of Maramag, Bukidnon			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Birth Certificate / Voter's ID		MCRO / COMELEC		
2. Latest Community Tax Certificate (Cedula)		Barangay Hall or Municipal Treasurer's Office		
3. 2 pcs. recent 1x1 I.D. picture		Personal Copy		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Senior Citizens' Affairs Section for evaluation	1. Assess and evaluate submitted documents of the client.	None	5 minutes	Admin. Aide IV (Senior Citizens' Affairs Section)
2. Wait while the SC ID is being processed.	2. Once qualified upon evaluation, encode personal information of the clients.	None	5 minutes	
	2.1 Prepare and print SC ID card and endorse to the Head of Office for signature.	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.	3. Retrieve the Feedback Form.	None	1 minute	Admin. Aide IV (Senior Citizens' Affairs Section)
TOTAL:		None	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 Technical Transaction
Type of Transaction:	G2C – Government to Client; G2G – Government to Government
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 ID with 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 original	Client (applicant),
6. Proof of Billing (1 original)	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
8. Barangay Clearance (1 original)	Barangay Office (residence)
9. Certificate of No property (1 original)	Municipal Assessor's Office
10. Family Picture 3R (2 original Copy)	Client (Applicant)



11. NBI Clearance (if necessary) (1 original 1 photocopy)		NBI		
12. BIR TIN copy of ID (if necessary) (1 photocopy)		BIR		
13. SWORN Application Form		Real Estate and Housing Development Division		
14. Housing Registration Form		Real Estate and Housing Development Division		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON 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 Technical Transaction		
Type of Transaction:	G2C – Government to Client; G2G – Government to Government		
Who may avail:	Qualified informal settler families, qualified displaced families and other LGU Maramag Residents whose income falls below poverty threshold		
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 ID with 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 original		Client (applicant),	
6. Proof of Billing (1 original)		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 property (1 original)		Municipal Assessor’s Office	
9. Family Picture 3R (2 original Copy)		Client (Applicant)	
10. NBI Clearance(If necessary) (1 original 1 photocopy)		NBI	



11. BIR TIN copy of ID (if necessary) (1 photocopy)		BIR		
12. SWORN Application Form		RealEstate and HousingDevelopmentDivision		
13. Housing RegistrationForm		RealEstate and HousingDevelopmentDivision		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit applications with 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 orientation at REHDD Office.	2. Conduct orientation.	None	4 hours	Administrative Aide IV Housing and Homesite Regulation Assistant Housing and Homesite Regulation Officer II
3. Sign Conditional Contract to Sell/Occupancy Rules and Regulations.	3. Facilitate the signing contracts/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	



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.

Office or Division:	MMO-Real Estate and Housing Development Division (REHDD)
Classification:	Highly Technical Transaction
Type of Transaction:	G2C – Government to Client; G2G – Government to Government
Who may avail:	LGU-Maramag Employees, Government Employees and other LGU Maramag Residents
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Marriage Contract/ Birth Certificate of borrower & spouse (1 original and 1 photocopy)	PSA/LCR
2. Valid ID and company ID with signature	Client (applicant), BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG
3. Valid ID of Spouse (1 photocopy)	Client (applicant), BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG
4. 1x1 picture 4 copies original	Client (applicant),
5. Proof of Billing (1 original)	Client to secure from Fibeco, Water District and others
6. Barangay Clearance (1 original)	Barangay Hall
7. Family Picture 3R (2 original Copy)	Client (Applicant)
8. NBI Clearance (if necessary) (1 original 1 photocopy)	NBI
9. BIR TIN copy of ID (if necessary) (1 photocopy)	BIR
10. Housing Registration Form	Real Estate and Housing Development Division



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit applications/intent with attached requirements to REHDD for evaluation.	1. Screen applications and Pre evaluate requirements.	None	5 minutes	Administrative Aide IV Housing and Homesite Regulation Assistant
2. Attend the orientation at REHDD Office.	2. Conduct orientation.	None	4 hours	Administrative Aide IV Housing and Homesite Regulation Assistant Housing and Homesite Regulation Officer II
3. Sign Conditional Contract to Sell/Occupancy Rules and Regulations.	3. Facilitate the signing contracts/occupancy policy.	None	5 minutes	Administrative Aide IV Housing and Homesite Regulation Assistant
4. Fill-up the Housing Registration Form.	4. Receive and check the details of registration form.	None	5 minutes	Administrative Aide IV Housing and Homesite 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 Division:		MMO-Real Estate and Housing Development Division (REHDD)		
Classification:		Simple Transaction		
Type of Transaction:		G2C – Government to Client		
Who may avail:		LGU Maramag Housing Project Beneficiaries		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Contract to Sell (2 photocopy)		Real Estate and Housing Development Division		
2. Official Receipt (original and photocopy)		Real Estate and Housing Development Division		
3. Title and/or Technical Description (2 photocopy)		Real Estate and Housing Development Division		
4. Valid ID Government issued identification card		BIR, Post office, DFA, PSA, SSS, GSIS, Pag-IBIG		
5. Authorization letter (if necessary) (1 original)		Client		
6. Special power of attorney (SPA) (If necessary) (1 original)		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for order of payment/billing at REHDD.	1. Issue order of payment/Billing .	None	2 minutes	Housing and Homesite Regulation Assistant Housing and Homesite Regulation Officer II
2. Present Official receipt of payment.	2. Record/ (Entry) to the individual ledger on payment made on a particular program.	None	3 minutes	Administrative Aide IV Housing and Homesite Regulation Assistant
	TOTAL	None	5 minutes	



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 Transaction		
Type of Transaction:		G2C – Government to Client		
Who may avail:		LGU Maramag Housing Project Beneficiaries		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid ID (Any Government/Company Issued ID) Original Copy		BIR, Company, Post Office, DFA, PSA, SSS, GSIS, PAG-IBIG		
2. Authorization Letter (if necessary) (1 original)		Beneficiary		
3. Special Power of Attorney (if necessary) (1 original)		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 Transaction:		G2C – Government to Client		
Who may avail:		LGU Maramag Housing Project Beneficiaries		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid ID (Any Government/Company Issued ID) Original Copy		BIR, Company, Post Office, DFA, PSA, SSS, GSIS, PAG-IBIG		
2. Authorization Letter (if necessary) (1 original)		Beneficiary		
3. Special Power of Attorney (if necessary) (1 original)		Beneficiary		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for Individual ledger account at REHDD.	1. Release/Issue Individual Ledger Account.	None	5 minutes	<i>Administrative Aide IV Housing and Homesite Regulation Assistant</i>
	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:		Qualified for Multi-stage Processing		
Type of Transaction:		G2C – Government to Client		
Who may avail:		Informal Settler Families in Maramag, Bukidnon		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter Request (1 original copy)		Client (Applicant)		
2. Land Title (1 certified true copy)		Register of Deeds		
3. Vicinity map/location map (1 certified true copy)		Client		
4. Tax Declaration (1 certified true copy)		Municipal Assessor's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. 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. Attend meeting for pre-investigation guided by the Census Team.	2. Conduct investigation and ocular inspection.	None	30 minutes	Census Team-REHDD



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	Housing and Home Site Regulation Assistant Housing and Home Site Regulation 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 request for a copy of the structural map.

Office or Division:		MMO-Real Estate and Housing Development Division (REHDD)		
Classification:		Complex		
Type of Transaction:		G2C – Government to Client		
Who may avail:		Informal Settler Families in Maramag, Bukidnon		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter Request (1 original copy)		Client (Applicant)		
2. Land Title (1 certified true copy)		Register of Deeds		
3. Vicinity map/location map (1 certified true copy)		Client		
4. Tax Declaration (1 certified true copy)		Municipal Assessor's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request for structural mapping with attached requirements to REHDD.	1. Receive letter request and check if required documents are attached.	None	5 minutes	Housing and Homesite Regulation Officer II
2. Follow up for validated/verified copy of structural map of the area concerned at Census Survey Section.	2. Release copy of structural map.	None	30 minutes	Housing and Homesite Regulation Assistant
	TOTAL:	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:		Highly Technical Transaction		
Type of Transaction:		G2C – Government to Client; G2G- Government to Government		
Who may avail:		Informal Settler Families in Maramag, Bukidnon		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter Request (1 original copy)		Client (Applicant)		
2. Land Title (1 certified true copy)		Register of Deeds		
3. Vicinity map/location map (1 certified true copy)		Client		
4. Tax Declaration (1 certified true copy)		Municipal Assessor's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request from Association/Institution/Landowner(s)/ Government for issuance of a copy of masterlist to REHDD.	1. Receive letter request and validate records of requesting party.	None	3 minutes	Housing and Homesite Regulation Officer II
2. Follow up request and receives the result of verification from census survey team.	2. Report validation result as per client request.	None	30 minutes	Housing and Homesite Regulation Assistant
TOTAL:		None	33 Minutes	



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 census certificate.

Office or Division:		MMO-Real Estate and Housing Development Division (REHDD)		
Classification:		Simple Transaction		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		Informal Settler Families in Maramag, Bukidnon		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter Request (1 original copy)		Client		
2. Census Tag Card/Number		Client/ISF (Individual)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON 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	Census Survey 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 Division:		MMO-Real Estate and Housing Development Division (REHDD)		
Classification:		Simple		
Type of Transaction:		G2C – Government to Client		
Who may avail:		Beneficiaries of LGU-Maramag Housing Projects (Paglaum, Relocation, Employees, Socialized)		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Barangay Clearance for Electrification application at FIBECO (1 original, 1 photocopy)		Barangay Office where the project is located		
2. Valid ID (Any Government issued ID-1 photocopy)		BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG		
3. HOA Certification if beneficiary of CMP, direct sale and socialized housing project		HOA of Client		
4. Letter request (if HOA/Group-1 original copy, 1 photocopy)		President of Community Association		
5. FIBECO Bill (has existing meter)		Client		
If through representative				
6. Authorization Letter (with valid ID) 1 original copy		Client		
7. Valid ID of Representative (Any Government issued ID (1 photocopy present original copy)		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Issuance of FIBECO and electrical certification/clearance.	1. Validate submitted document and process clearance required for electric connection at FIBECO.	None	5 minutes	Administrative Aide-IV Housing and Homesite Regulation Assistant
2. Get the request and Certification.	2. Release of REHDD Certification.	None	3 minutes	Housing and Homesite Regulation Officer II
	TOTAL	None	8 minutes	



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 REQUIREMENTS	WHERE TO SECURE
Landowners	
1. Letter Request (1 original, 1 photocopy)	Client
2. Titles with Certificate of three (3) titles back (1 certified true copy, 2 photocopy)	Registry of Deeds
3. Latest Tax Declaration (1 certified true copy, 2 photocopy)	Municipal Assessor's Office
4. Tax Clearance/Tax Receipts (1 certified true copy, 2 photocopy)	Municipal Treasurer's Office
5. Vicinity map/lot plan signed by Geodetic Engineer (1 certified true copy, 2 photocopy)	Municipal Assessor's Office
6. Proof of roadright-of-way (1 certified truecopy, 2 photocopy)	Municipal Engineering's office
7. Special Power of Attorney if owner has attorney-in-fact (1 original, 2 photocopy)	Clientbeingrepresented
8. DENR Clearance (1 certified true copy, 2 photocopy)	DENR
Community Associations	
1. Letter Request (1 original, 2 photocopy)	Community Association
2. List of Beneficiaries (CensusSurveyby REHDD-1 original, 2 photocopy)	REHDD Census Survey Team
Individual ClientforSocializedHousing	



1. Proof of Income (1 original, 2 photocopy)	Client (Employer)			
2. Marriage Contract (1 original,, 2 photocopy)	PSA/LCR			
3. Birth Certificate (1 original, 2 photocopy)	PSA/LCR			
4. Home owner's Clearance (1 original, 2 photocopy)	HOA ofClient			
5. Barangay Clearance (1 original, 2 photocopy)	Barangay Office			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request with the requirements attached to REHDD.	1. Validate submitted documents and attachments.	None	10 minutes	Housing and Homesite Regulation Assistant
	1.1 Conduct site inspection and CMP Orientation.	None	4 hours	Project Coordinator Community Mortgage Program Section
	1.2 Meidates negotiations between lot owner and community association.	None	1 hour	Housing and Homesite Regulation Officer II Project Coordinator Community Mortgage Program Section
	1.3 Submit request to Social Housing Finance Corporation 9SHFC) for purchase commitment line (PCL) project enroll ment and application.	None	<i>Paused clock</i>	Administrative Aide-IV Project Coordinator Community Mortgage Program Section



				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 attached 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 Community Mortgage Program Housing and Homesite Regulation Officer II
3. Review/ Sign documents required under the Mortgage Program Section.	3. Submit Complete loan documents to the Social Housing 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 (REHDD)
Classification:	HighlyTechnical
Type of Transaction:	G2C – Government to Client; G2G – Government to Government
Who may avail:	Beneficiaries of Socialized Housing Projects under Direct Sale Scheme-Lot Only
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Community Association	
1. Ordinances/ Resolution regarding Lot disposal	Sangguniang Bayan of Maramag
2. Approved Subdivision Plan	Sangguniang Bayan of Maramag/DENR Region X
3. Memorandum of Agreement/ Understanding	LGU Maramag
4. Title	Registry of Deeds
5. Tax Declaration	Municipal Assessor’s Office
4. Masterlist of beneficiaries	HOA
Requirements of Beneficiary	
1. Proof of Income	Client’s Employeer
2. Marriage Contract	PSA
3. Birth Certificate	PSA
4. Home Owner’s Association (HOA) Clearance	Community Association
5. Barangay Clearance	Barangay Office
6. Valid ID (Any government issued ID)	Client (to secure from BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG
7. Special Power of Attorney (if necessary)	Client
For Issuance of Contract toSell	
1. Residence Certificate	Treasurer’s Office or Barangay Office
2. Home owners’ Association Clearance	Community Association
3. Valid ID (Any GovernmentIssued ID)	Client (To secure from BIR, Post Office, DFA, PSA,SSS, GSIS, Pag-IBIG)
For Signing of deed of Absolute Sale	
1. Inspection Report	REHDD Project Coordinator
2. Certificate of Payment	REHDD Collection Section
3. Certificate of Full Payment	REHDD Head
4. Certificate of Tax Exemption	Municipal Treasurer’s Office



5. Special Power of Attorney (if necessary)		Client		
6. Marriage Contract/ Death Certificate		PSA		
Request for original owner's duplicate Transfer Certificate of Title				
Valid ID (Any government issued ID)				
1. Valid ID (Any government issued ID)		Client (To secure from BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG)		
2. Special Power of Attorney (if necessary)		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Direct Sale Program with the requirements.	1. Review documents submitted.	None	30 minutes	Housing and Homesite Regulation Assistant
	1.2 Prepare Contract to Sell (CTS).	None	30 minutes	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) for signing.	None	20 minutes	Housing and Homesite Regulation Assistant
5. Release of Owner's Duplicate Transfer Certificate of Title.	5. Release original owner's duplicate copy of Transfer Certificate of Title (upon	None	Pause clock	Housing and Homesite Regulation Officer II Housing and Homesite



	receipt from RD) Note: upon approval of the LCE, REHDD Head.			Regulation Assistant
	TOTAL:	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 Transaction:		G2C – Government to Client		
Who may avail:		Clients whose concerns are within the mandate/jurisdiction of this office		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter with complete personal circumstances, address and contact number with attached documents		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.	2. Conduct Preliminary Investigation.	None	1 hour	Community Development Incharge/HOA Focal Person
	2.1 Conduct Ocular Inspection.	None	1 hour	Housing & Home Regulation Officer II



	2.2 Prepare invitations to concerned parties for a meeting subject to confirmation.	None	10 minutes	Community Development Incharge/HOA Focal Person Housing&Homes iteRegulationOfficer II
	2.3 Conduct meetings with concerned parties.	None	2 hours	Community Development Incharge/HOA Focal Person Housing&Homes ite Regulation Assistant Housing&Homes ite Regulation Officer II
	2.4 Review and analyze the situation.	None	3 hours	Community Development Incharge/HOA Focal Person Housing&Homes iteRegulationAssistant Housing&Homes iteRegulationOfficer II
				Community Development Incharge/HOA Focal Person Housing&Homes iteRegulationAssistant Housing&Homes iteRegulationOfficer II



3. Attend consultation and arbitration meetings	3. Prepare reports and recommendations	None	2 hours	Community Development Incharge/HOA Focal Person Housing&Homesite Regulation Officer II
4. Attend Final Meeting for the preparation of final report	4. Submit Final Report of Action Taken.	None	2 hours	Community Development Incharge/HOA Focal Person Administrative Aide-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.

Office or Division:	MMO-Real Estate and Housing Development Division (REHDD)			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Any interested person/s and/or duly authorized representative/s of a beneficiary Homeowner's Association			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Verified Complaint (either by personal delivery or through email:jeremypenoniadael@gmail.com (1 originalcopy)		Client		
2. Documentary Evidence (1 originalcopy)		Client		
3. Investigation report duly signed by authorized and/or concerned HOA Officer (1 original copy)		HOA of Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Any interested persons and/or duly authorized representative/s of a beneficiary Home owner's Association-submits verified complaint.	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
	1.1 Notify complainant and respondents.	None	1 hour	Community Development Incharge/HOA Focal Person Housing&Homes iteRegulationAss istant Housing&Homes iteRegulation
	TOTAL	None	1 hour	



16. Relocation and Resettlement Program

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

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:		Informal Settler Families in Maramag, Bukidnon		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter Request (1 originalCopy)		Client		
2. Valid ID (Any Government Issued IdentificationCard) 1 photocopy (to present originalCopy)		BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG		
3. Investigation Report and other required documents (1 originalcopy)		REHDD		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON 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 initiate 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



	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 pre-qualification 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.

Office:		Office of the Municipal Vice Mayor		
Classification:		Simple		
Type of Transaction:		G2G Government to Government		
Who may avail:		Any person/ establishment/agency		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Form from OSS		Private Secretary II		
2. Pertinent supporting documents (if there is any)		Private Secretary II		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register in the logbook	1.1 Receive the document/s and check the attachments (if there are any)	None	5 minutes	Local Legislative Staff Employee Office of the Municipal Vice Mayor
	1.2 Forward request form to Private Secretary II and	None	2 minutes	Local Legislative 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	5 minute	Private Secretary II Office of the Municipal Vice Mayor
	2.2 Sign the Request Form if Approved or Disapproved	None	5 minutes	Municipal Vice Mayor Office of the Municipal Vice Mayor



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
	4.2 Retrieve 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 the Municipal Vice Mayor		
Classification:		Simple		
Type of Transaction:		G2C Government to Clients		
Who may avail:		Indigent or Individuals in Crisis Situation		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Medical Certificate/Billing Statement/ Medical Prescription with three (3) photocopies		Front Office Incharge		
2. Original Barangay Certificate of Indigency		Front Office Incharge		
3. Government Valid ID (preferably Voter's Certificate) with one (1) photocopy		Front Office 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



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
	6.1 Retrieve the feedback form	None	1 minute	Local Legislative Staff Employee



				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 the Municipal Vice Mayor		
Classification:		Simple		
Type of Transaction:		G2C Government to Clients		
Who may avail:		Indigent or individuals in crisis situation		
CHECKLIST OF REQUIREMENTS		WHERE TO SUCURE		
1. Photocopy of Death Certificate		Front Office Incharge		
2. Original Barangay Certificate of Indigency		Front Office Incharge		
3. Government Valid ID (preferably Voter's Certificate) with one (1) photocopy		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 Vice 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



	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 the Municipal Vice Mayor		
Classification:		Simple		
Type of Transaction:		G2C Government to Clients		
Who may avail:		Indigent or individuals in crisis situation		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Three (3) photocopies of Death Certificate		Front Office Incharge		
2. Original Barangay Certificate of Indigency		Front Office Incharge		
3. Government Valid ID (preferably Voter's Certificate) with one (1) photocopy		Front Office Incharge		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register to the logbook and submit: -Three (3) photocopies of Death Certificate -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
	1.1 Record the document/s in	None	2 minutes	Local Legislative Staff



	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 Voucher	5. Instruct client the next steps	None	2minutes	Local Legislative Staff Employee Office of the Municipal Vice Mayor
PAUSE CLOCK				
6. Return to Vice Mayor's Office for signature on CAFOA	6. Receive documents and record to logbook, then forward to Vice Mayor for signature	None	2 minutes	Private Secretary II 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	



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 Vice Mayor		
Classification:		Simple		
Type of Transaction:		G2G Government to Government G2C Government to Client		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Certificate of Appearance Request Logbook		Private Secretary 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	<i>Local Legislative Staff Employee/ Front Office Incharge</i> 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	<i>Private Secretary I</i> Office of the Municipal Vice Mayor
	2.1 Prepare printed CA and forward to Vice Mayor for signature	None	2 minutes	<i>Private Secretary I</i> Office of the Municipal Vice Mayor
	2.2 Sign the Certificate of Appearance	None	3 minutes	<i>Municipal Vice Mayor</i> Office of the Municipal Vice Mayor
3. Receive Certificate of Appearance	2. Release the Certificate of Appearance to Client	None	3 minute	<i>Private Secretary I</i> Office of the Municipal Vice Mayor



4. Fill-up feedback form	4. Request the client to fill-up the feedback form	None	2 minutes	Local Legislative Staff Employee Office of the Municipal Vice Mayor
	4.1 Retrieve the feedback form	None	1 minute	Local 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 Municipal Vice Mayor		
Classification:		Simple		
Type of Transaction:		G2C Government to Clients		
Who may avail:		Indigent or individuals with health-related problems seeking financial help		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Medical Certificate/Billing Statement/ Medical Prescription with three (3) photocopies		Front Office Incharge		
2. Original Barangay Certificate of Indigency		Front Office Incharge		
3. Government Valid ID (preferably Voter's Certificate) with one (1) photocopy		Front Office 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.Receive the document/s	None	4 minutes	Local Legislative Staff Employee/ Front Office Incharge Office of the Municipal Vice 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. 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 Voucher	5. Instruct client the next steps	None	2minutes	Local Legislative Staff Employee Office of the Municipal Vice Mayor
PAUSE CLOCK				
6. Return to Vice Mayor's Office for signature on CAFOA	6. Receive documents and record to logbook, then forward to Vice Mayor for signature	None	2 minutes	Private Secretary II 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 the Municipal Vice Mayor		
Classification:		Simple		
Type of Transaction:		G2G Government to Government G2C Government to Clients		
Who may avail:		Any person/ establishment/agency		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Circular/Letter Request/Memorandum/Notice		Front Office Incharge		
2. Pertinent supporting documents (if there is any)		Front Office Incharge		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register to the logbook and submit copy of Letter Request/Invitation/ 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
	1.2 Record the document/s in the office logbook	None	2 minutes	Local Legislative Staff Employee Office of the Municipal Vice Mayor
2. Receive file copy of document/s	2. Provide the client the file copy of received document/s	None	1 minute	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
	3.1 Retrieve 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 Transaction:		G2G Government to Government		
Who may avail:		Public Schools		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter for Manpower		Local Legislative Staff Employee		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. 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
	1.2 Forward the Letter Request to staff inside	None	2 minutes	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



	3.1 Retrieve the feedback form	None	1 minute	Local Legislative Staff Employee Office of the Municipal Vice Mayor
PAUSE 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 Transaction:	G2C - Government to Client			
Who may avail:	Civic Society Organizations/Non-Government Organizations/Peoples Organizations			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Intent		OSS		
2. Duly Accomplished Application Form		OSS		
3. Board Resolution				
4. Certificate of Registration		SEC/DOLE/CDA & other accrediting agencies		
5. List of current officers and members				
6. Annual Accomplishment Report in the previous year				
7. Financial Statement in the previous year				
8. Copy of the minutes of organization meeting in the previous year				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register to logbook and Secure accreditation requirements	1. Provide checklist of requirements and application form	None	2 minutes	Board Secretary I, Local Legislative Staff Officer I Office of the Secretary to the Sanggunian
2. Submit in three (3) copies all accreditation documents for assessment	2.1 Check the submitted accreditation documents	None	5 minutes	Board Secretary I, Local Legislative Staff Officer I



				Office of the Secretary to the Sanggunian
	2.2 Advise the client to proceed to Administrative Division for the submission of accreditation documents	None	1 Minute	Board Secretary I, Local Legislative Staff Officer I Office of the Secretary to the Sanggunian
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
	3.2 Retrieve 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 Division:	Office of the Secretary to the Sanggunian - Record's Division			
Classification:	Simple			
Type of Transaction:	G2C Government to Client G2B Government to Business G2G Government to Government			
Who may avail:	20 Barangays of Maramag			
CHECKLIST OF REQUIREMENTS		WHERE TO SUBMIT		
1. Request form		Office of the Secretary to the Sanggunian -Records Division		
2. Letter Request		Requesting entity		
3. Official Receipt		Municipal Treasurer's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill -up the request form.	1.1 Request the client to fill-up the request form	None	3 minutes	Records Officer II Data Controller II Office of the Secretary to the Sanggunian
	1.2 Advise the client to pay the corresponding fee at the Municipal Treasurer's Office	Php10.00 / page and Php 10.00 for archival fee (AF) (Increase fees and include other charges)	2 minutes	Records Officer II Data Controller II Office of the Secretary to the Sanggunian
	1.3 Retrieve the document and provide the client the file copy of the document		20 minutes	Records Officer II Data Controller II Office of the Secretary to the Sanggunian



	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
	2.2 Retrieve 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.

Office or Division:	Office of the Secretary to the Sanggunian- Administrative Division			
Classification:	Simple			
Type of Transaction:	G2G Government to Government G2C Government to Clients			
Who may avail:	Any person/ establishment/agency			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter request in four (4) copies (@ least 1 original copy)		OSS- Administrative Division		
2. Pertinent supporting documents (if there is any)		OSS- Administrative Division		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register to the logbook and submit copies of Letter Request/ Memorandums/ Circulars 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 Secretary to the Sanggunian
	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 received document/s	None	1 Minute	Local Legislative Staff Employee 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	Local Legislative Staff Employee Office of the Secretary to the Sanggunian



	3.1 Retrieve the feedback form	None	1 Minute	Local Legislative Staff Employee Office of the Secretary to the Sanggunian
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 Division:	Office of the Secretary to the Sanggunian- Minutes and Journal Division			
Classification:	Simple			
Type of Transaction:	G2C Government to Clients G2G Government to Government G2B Government to Business			
Who may avail:	Any person/establishment/agency			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter Request of Appointment		Requesting entity		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register to logbook and submit copy of Letter request of Appointment to attend Session	1. Receive the letter request and present available dates for attendance to session	None	5 Minutes	Board Secretary I, Local Legislative Staff Officer I Office of the Secretary to the Sanggunian
2. Follow-up confirmation of scheduled attendance to Session	2. Inform the client of the approved appointment schedule	None	5 Minutes	Board Secretary I, Local Legislative Staff Officer I Office of the Secretary to the Sanggunian
3. Attendance to Session	3. Assist and secure visitors' attendance during Sanggunian Session	None	7 Minutes	Local Legislative Staff Officer I, Local Legislative Staff Employee



				Office of the Secretary to the Sanggunian
4. Fill-up feedback form	4. Request the client to fill-up the feedback form	None	2 Minutes	Local Legislative Staff Officer I, Local Legislative Staff Employee Office of the Secretary to the Sanggunian
	4.1 Retrieve 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 Division:	Office of the Secretary to the Sanggunian- Minutes and Journal Division			
Classification:	Simple			
Type of Transaction:	G2C Government to Clients G2G Government to Government			
Who may avail:	Any person/ agency			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Affidavit of Complaint		Notary Public		
2. Verification		Notary Public		
3. Certificate of Non- Forum Shopping		Notary Public		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register to logbook and secure Quasi-Judicial proceeding requirements	1. Provide checklist of requirements	None	2 Minutes	Board Secretary I, Local Legislative Staff Officer I Office of the Secretary to the Sanggunian
2. Submit all the Quasi-Judicial proceeding requirements for assessment in three (3) copies	2. Review the submitted Quasi-Judicial proceeding requirements	None	5 minutes	Board Secretary I, Local Legislative Staff Officer I Office of the Secretary to the Sanggunian
	2.1 Record the Quasi-Judicial proceeding document/s in office logbook	None	2 Minutes	Board Secretary I, Local Legislative Staff Officer I Office of the Secretary to the Sanggunian



	2.2 Advise the client to proceed to Administrative 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
	3.1 Retrieve 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			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter Request		Requesting entity		
2. Pertinent supporting document/s		Requesting entity		
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 Transaction:		G2G Government to Government		
Who may avail:		Municipal Mayor, Vice Mayor, SB Members		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON 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-Legislative Division		
Classification:		Complex		
Type of Transaction:		G2G Government to Government		
Who may avail:		Municipal Mayor, Vice Mayor & Municipal Councilors		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up request slip form for the title, rationale and background of the proposed resolution	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 and legal basis of the proposed resolution	None	1 day	Local Legislative Staff Officer III, Local Legislative Staff Officer II Office of the Secretary to the Sanggunian
	1.3 Draft the proposed resolution	None	2 days	Local Legislative Staff Officer III, Local Legislative Staff 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-Legislative Division		
Classification:		Complex		
Type of Transaction:		G2G Government to Government		
Who may avail:		Vice Mayor & Sangguniang Bayan Members		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON 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



	committee report to the chairperson for review and editing			Asst. III, & Local Legislative Staff Employee Office of the Secretary to the Sanggunian
2. Return the edited draft committee report to the assigned legislative staff	2.1 Entry corrections and suggestions to the draft committee report and submit in 3 copies the final draft	None	1 hour	Local Legislative Staff Asst. III, & Local Legislative Staff Employee 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 Asst. III 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	2 days, 1 hour, and 10 minutes	



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:		Simple		
Type of Transaction:		G2G Government to Government		
Who may avail:		20 Barangays of Maramag		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Ordinance in four (4) copies (@ least 1 original copy)		OSS - Administrative Division		
2. Resolution in four (4) copies (@ least 1 original copy)		OSS - Administrative Division		
3. Pertinent supporting documents: a. Minutes/Journal of Public Hearing (Original Copy) b. Attendance c. Previous relevant Ordinance/s		OSS- Administrative Division		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON 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)	None	4 minutes	Local Legislative Staff Employee Office of the Secretary to the Sanggunian
	1.2 Record the received Ordinances/ Resolutions in office logbook	None	2 minutes	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 feedback form	3.Request the client to fill-up the feedback form	None	2 minutes	Local Legislative Staff Asst. III 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	



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:		G2G Government to Government		
Who may avail:		Municipal Mayor, Municipal Vice Mayor and Sangguniang Bayan Members		
CHECKLIST OF REQUIREMENTS		WHERE TO TRANSACT		
1. Draft Ordinance in four (4) copies (@ least 1 original copy)		OSS- Administrative Division		
2. Pertinent supporting documents (if there is any)		OSS- Administrative Division		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register to the logbook and submit copies of the draft ordinances and supporting documents (if there are any)	1. Receive the draft ordinances and check the attachments (if there are any)	None	4 minutes	Local Legislative Staff Employee Office of the Secretary to the Sanggunian
	1.2 Record the received draft ordinances in the office logbook	None	2 minutes	Local Legislative Staff Employee Office of the Secretary to the Sanggunian
2. Receive file copy of draft ordinance	2. Provide the client the file copy of received draft ordinance	None	1 minute	Local Legislative Staff Employee 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 Asst. III 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 Licensing Division
Classification:	Simple
Type of Transaction:	G2B - Government to Business
Who may avail:	Business Owners
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Accomplished Business Permit Application Form	- Business Permit and Licensing Division
2. Accomplished Occupational Form (per employee)	- Business Permit and Licensing Division
3. DTI/SEC/CDA Certificate of Registration	- DTI/SEC/BIR
4. Barangay Clearance (original, 1 copy)	- Barangay where the business is located
5. Occupancy Permit (photocopy, 1 copy)	- Municipal Engineer's Office (MEO)
6. Contract of Lease (if space is rented) (photocopy, 1 copy)	- Lessor
7. For new application: -Sworn Statement of the capital investment before the start of the business (photocopy, 1 copy) For renewal of application: -Gross sales and/or receipts of a financial statement duly signed by a Certified Public Accountant, and -Income Tax Return for the previous calendar year (photocopy, 1 copy)	- Notary Public - Certified Public Accountant - Bureau of Internal Revenue (BIR)
8. Fire Safety Inspection Certificate (original, 1 copy)	- Bureau of Fire and Protection (BFP)
9. Health Card (original, 1 copy each for owner and employees)	- Municipal Health Office



10. Sanitary Permit (original)		- Municipal Health Office		
11. Solid Waste Management (SWM) Orientation Certificate (original)		- Municipal Environment and Natural Resources Office		
12. Local Economic Enterprise Office (LEEO) Certificate (for government stalls/ establishment only)		- Local Economic Enterprise Office(LEEO)		
13. Copy of latest proof of payment SSS, PhilHealth, Pag-ibig		- SSS, PhilHealth, Pag-ibig		
FOR: MOTORELA/ TRUCKING SERVICES				
14. Vehicle O.R. & C.R. (Unexpired) (1 photocopy), original copy is presented for validation		- Land Transportation Office (LTO)		
15. Driver's License (Professional – Unexpired) (1 photocopy), original copy is presented for validation		- Land Transportation Office (LTO)		
16. Deed of Sale/Deed of Donation (If the Motorela/Tricycle is re-acquired) (1 photocopy), original copy is presented for validation		- Notary Public		
17. Physical Inspection Report (original)		- Municipal Engineer's Office		
FOR: FOODS/ DRUGS/ COSMETICS/ MEDICAL DEVICES/ HAZARDOUS WASTE				
18. Copy of Food and Drug Administration (FDA) License to Operate (1 photocopy)		- Food and Drug Administration (FDA)		
FOR: AGRIVET/ VET/ PET SHOPS/ LIVESTOCK PRODUCTION				
19. Copy of Bureau of Animal Industry (BAI) License to Operate (1 photocopy)		- Bureau of Animal Industry (BAI)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit completely filled-out Application Form with attached	1. Review, verify and ensure completeness of the submitted	None	5 Minutes	Business Permit and Licensing Officer ADMIN Office



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 assessment 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
TOTAL:		None	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:		Municipal Administrators Office/ Business Permit and Licensing Office		
Classification:		Simple		
Type of Transaction:		G2B- Government to Business		
Who may avail:		Business Owners		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Business Permit		Business Permit and Licensing Division		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Business Inspector from Joint Inspection Team submit the list of Business Establishments without business Permit to the BPLO.	1. Receive the Business Establishment list without business Permit after inspection.	None	3 minutes	Admin Personnel ADMIN/BLPD
	1.1 Prepare the Demand letter	None	45 minutes	Admin Personnel ADMIN/BLPD
	1.2 Forward to Head of Office for signature	None	15 minutes	Head of Office ADMIN/BLPD
	1.3 Delivery of Demand 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			
Classification:	Simple			
Type of Transaction:	G2B- Government to Business			
Who may avail:	Business Owners			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Application form for Small Business 2. Brgy. Clearance 3. Cedula 4. Health card 5. Sanitary permit 6. Food handlers Seminar Cert.		- BPLO - Barangay where the BE Located - Barangay where the BE Located - MHO - MHO - MHO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up application form	1. Accept and verify application form with complete requirements	None	5 minutes	Admin Personnel ADMIN/BLPD
	1.1 Endorse application form to the MTO for payment	P 1,800.00	5 minutes	MTO Personnel
	1.2 Get the application form and payment receipt	None	3 minutes	Admin Personnel ADMIN/BLPD
	1.3 Release of Business Permit Sticker	None	2 Minutes	Admin Personnel ADMIN/BLPD
TOTAL:		Php. 1,800.00	15 Minutes	



4. Application for Retirement of Business Operation

Any business owner who wants discontinue or retire their business operation shall apply 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.

Office or Division:	Municipal Administrators Office/ Business Permit and Licensing Office			
Classification:	Simple			
Type of Transaction:	G2B- Government to Business			
Who may avail:	Business Owners			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Request duly signed by the Business Owner or authorized representative in the absence of the business owner 2. Original Copy of Business Permit		- Client - Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submission of Request Letter and Original Business Permit	1. Accept and verify request letter with the required document (Business Permit)	None	3 minutes	Admin Personnel ADMIN/BLPD
	1.1 Conduct preliminary assessment of the Business Owner's account in BPLTAS	None	3 minutes	Admin Personnel ADMIN/BLPD
	1.2 If the account has past/unpaid taxes, refer the Business Owner to MTO for payment and clearance of the unpaid dues. MTO will automatically cancel the account in this case.	Depends on the unpaid taxes	5 minutes	MTO Personnel MTO



	1.3 If the account is current and there are no past/unpaid taxes, cancel the account in BPLTAS.	None	2 Minutes	Admin Personnel ADMIN/BLPD
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 Transaction:	G2G-Government to Government, G2C- Government to Client			
Who may avail:	-Barangay Government -Government Offices -CSOs 4) POs			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter request addressed to the Municipal Mayor/ MPDC				
2. Copy of Barangay Council/Organization's Resolution requesting for financial assistance from the Provincial or National government		Barangay LGU/CSO/PO		
3. One-piece Documentary Stamp Tax		BIR Station at the Municipal Hall		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to the MPDO and register in the logbook	1. Assist the client in the registering in the logbook	None	1 minute	Zoning Inspector/ MPDO
2. Present the required documents for verification	2. Verify if information required is available	None	5 minutes	Planning Assistant/Planning Officer/MPDO
3. Present Documentary Stamp then fill-up feedback form	3. Prepare, process and record AIP Certification and pass on to the signing official for approval	PHP 30.00	5 minutes	Planning Assistant/ Planning Officer MPDO
	3.1 Review and approve the AIP Certification	None	1 minute	MPDC /MPDO
4. Sign in the logbook for	4. Release approved AIP	None	1 minute	Planning Assistant/



record purposes	Certification and retrieve the feedback form			Planning Officer /MPDO
TOTAL:		PHP 30.00	13 minutes	

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 Transaction:	G2G- Government to Government			
Who may avail:	Barangay Local Government Unit (BLGU)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Barangay Annual Investment Program (AIP)		Planning, Monitoring and Evaluation Division, Municipal Planning and Development Office, Ground Floor of the Municipal Hall of Maramag, Barangay Anahawon, Maramag, Bukidnon		
2. One-piece Documentary Stamp Tax		BIR Station at the Municipal Hall		
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	Planning Assistant/ Planning Officer /MPDO
2. Present the required documents	<i>Review of Documents:</i> 2. check and verifies the AIP submitted	None	5 minutes	Planning Assistant/ Planning Officer /MPDO
3. Fill-up Feedback form	<i>Preparation of Certification:</i> 3. Prepare, process and record Certification	None	5 minutes	Planning Assistant/ Planning Officer /MPDO



	<i>Review and Approval of Certification:</i> 3.1 Review and approve the AIP Certification	None	2 minutes	Planning Officer/ MPDC /MPDO
4. Received the AIP Certification and affix signature in the logbook for record purposes	<i>Release and Record:</i> 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 Transaction:	G2G –Government to Government	
Who may avail:	OBO	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1) Notarized Application Form for Locational Clearance		Office of the Building Official and Notary Public
2) Certified True Copy of Proof of Ownership over the land to be used (either of the following): ✓ Certificate of Title		ROD
✓ Tax Declaration		MAsso
✓ Deed of 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, Architect, Civil Engineer
4) Duly signed and sealed Floor Plan		
5) Duly signed and sealed Site Development Plan or Lot Plan		
6) Bill of Materials and Project Cost/ Capitalization (Including machinery, equipment, if any) signed by an Engineer or Architect		Architect, Civil Engineer



7) Certificate of Zoning (Zone Classification of the Project Area)	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 (for sawmill) ✓ Description of industry/ feasibility study/ engineer's information report ✓ Flow of manufacturing process/ diagram/ chart	Project Proponent			
✓ Certified true copy of the of the current real estate tax receipt	MTO			
✓ Clearance from Environmental Management Bureau (EMB)	DENR-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 Engineer			
✓ Complete Engineering Plans and Designs	Adjacent Property Owners			
✓ Affidavit of Non-objection from neighbors within 1 km radius (for cockpit)	Adjacent Property Owners			
✓ Height Clearance	CAAP			
✓ Radiation Evaluation Certificate	MHO			
✓ Clearance from Environmental Management Bureau (EMB)	DENR-EMB			
4) Waiver from ZA, if ZA refuses to issue Certificate of Zoning Compliance	MPDO			
5) Site inspection Report or Evaluation Report (if necessary)	MENRO/MHO			
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to MPDO and Submit the duly Notarized Application Form and Documentary Requirements and fill-up feedback form	1. Check and verify submitted requirements	None	15 minutes	Zoning Inspector/Zonin g Officer III/ MPDO
	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



	Payment to MTO			
	1.3 Conduct ocular inspection / online inspection verification 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 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
B. Apartment/ Townhouses		
a.	₱500,000.00 and below	₱1,000
b.	Over ₱500,000.00 to ₱2 Million	₱1,500
c.	Over ₱2 Million	₱2,500 + 1/10 of 1% of the cost in excess of ₱2 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. 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-Industrial		
	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: <i>(Gasoline Stations, Cell Sites, Slaughterhouse, Treatment Plant, etc.)</i>	
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 <i>(Affected area/ cost only)</i>		Same as original application



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 Division:	Municipal Planning and Development Office (MPDO)	
Classification:	Complex	
Type of Transaction:	G2G, G2C	
Who may avail:	- Subdivision Owners - Subdivision Developers - Local Government Units	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Notarized Application Letter for PSDP		
2. 4 sets of Site Development Plan (schematic plan) at a scale ranging from 1:200 to 1:2000 showing the proposed layout of streets, lots, parks and playgrounds and other features in relation to existing conditions duly signed by an Architect or Civil Engineer or Geodetic Engineer who is also Environmental Planner		Geodetic Engineer/ Environmental Planner/ Civil Engineer
3. 4 sets of Vicinity Map indicating the adjoining land uses, access, as well as existing facilities and utilities at least within 500 meters from the property boundaries of the project, drawn to any convenient scale		Geodetic Engineer/ Environmental Planner/ Civil Engineer
4. 4 sets of topographic plan to include existing conditions as follows: <ul style="list-style-type: none"> ✓ Boundary lines: bearings and distances or geographic coordinates of the reference or tie point (referred to as the BLLM #); ✓ Streets, easements, width and elevation of right-of-way within the project and adjacent subdivision/ areas; ✓ Utilities within and adjacent to the proposed subdivision project, location, sizes and invert 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 distance to and size of nearest one, showing invert elevations of sewers, if applicable; ✓ Ground elevation of the subdivision: for ground that slopes less than 2%, 		Geodetic Engineer/ Environmental Planner/ Civil Engineer



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. <i>Note: Preliminary Subdivision Development Plan will be valid only for a period of 180 calendar days from date of approval</i>			Client	
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON 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



	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	<ul style="list-style-type: none"> ○ PSDP Fee (see schedule of fees) ○ Inspection Fee— ₱1,000.00/ hectare ○ Doc stamp P30.00 	10 Minutes	Zoning Officer III /MPDO
4. Present Copy of Original Receipt and Documentary stamp and 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:		<ul style="list-style-type: none"> ○ PSDP Fee (see schedule of fees) ○ Inspection 	10 Hours and 46 Minutes	



	Fee– ₱1,000. 00/ hectare ○ Doc stamp P30.00		
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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 Division:	Municipal Planning and Development Office (MPDO)			
Classification:	Simple			
Type of Transaction:	G2G, G2C			
Who may avail:	-Government Offices -Citizens of Maramag -Non-residents of Maramag			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Letter of request addressed to the Zoning Administrator				
2. Any of the following documents: - Barangay Certification			Barangay LGU	
-Vicinity Map			Geodetic Engineer/Civil Engineer	
- Transfer Certificate of Title (TCT)			ROD	
- Deed of Sale			Notary Public	
- Real Property Tax Declaration			MAssO	
- Certificate of Real Property Tax Payment			MTO	
- Special Power of Attorney of Land Owner's Representative			Notary Public	
3. One-piece Documentary Stamp Tax			BIR Station at the Municipal Hall	
4. Certification Fee of ₱ 170.00			MTO	
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	Zoning Inspector / MPDO
2. Present the letter of request and all other required documents	2. Review and check vicinity map and all other documents	None	5 Minutes	Zoning Officer III /MPDO



	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 / verification of the site	None	2 Hours	Zoning Officer III /MPDO
	3.2 Prepare, process and record certification and sign document for approval	None	15 Minutes	Zoning Officer III Zoning 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:	Municipal Planning and Development Office (MPDO)	
Classification:	Complex	
Type of Transaction:	G2G, G2C	
Who may avail:	<ul style="list-style-type: none">- 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 Subdivision Development Plan as specified on section 10.A of this Rule		Geodetic Engineer/ Environmental Planner/ Civil Engineer
3. Subdivision Development Plan consisting of the site development plan at any of the following scales: 1:200; 1:1000; or any scale not exceeding 1:2000 showing all proposals including the following: <ul style="list-style-type: none">-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: <ul style="list-style-type: none">-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		Geodetic Engineer/ Environmental Planner/ Civil Engineer
4. Civil and Sanitary Works Design: Engineering plans/ construction drawings based on applicable engineering code and design criteria to include the following:		Geodetic Engineer/ Environmental Planner/ Civil Engineer



<p>a. 4 copies of road (geometric and structural) design/ plan duly signed and sealed by a licensed civil engineer.</p> <ol style="list-style-type: none"> 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. <p>b. 4 copies of storm drainage and sanitary sewer system duly signed and sealed by a licensed sanitary engineer or civil engineer.</p> <ol style="list-style-type: none"> 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. <p>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.</p>	
<p>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</p>	<p>Geodetic Engineer/ Environmental Planner/ Civil Engineer</p>
<p>6. Certified true copy of tax declaration covering the property(ies) subject of the application for the year immediately preceding</p>	<p>Registry of Deeds(ROD)</p>
<p>7. Zoning Certification from LGU/ HLURB Regional Office</p>	<p>LGU/ HLURB Regional Office</p>
<p>8. Certified true copy of DAR Conversion Order</p>	<p>DAR Regional Office</p>



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



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 sealed by a Licensed Architect/ Engineer: ✓ Housing plans including architectural drawing, sanitary, electrical, structural plans specifications and cost estimate			Licensed Architect/ Engineer:	
2) Sworn Statement as to the soundness of designs and specification attested to by the designing engineer.			Licensed Architect/ Engineer:	
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to MPDO and register in the logbook and secure DP Form and other requirements	1. Assist the client in the registering in the logbook and provide DP application form to be accomplished	None	2 Minutes	Zoning Officer III / MPDO
2. Submit accomplished DP Application forms, plans and supporting documents	2. Received and review plans/ documents	None	4 Hours	Zoning Officer III /MPDO
	2.1 Conduct site inspection via onsite or google earth	None	4 Hours	Zoning Officer III /MPDO
	2.2 Prepare evaluation report for	None	10 Minutes	Zoning Officer III Zoning



	review and endorsement to the Sangguniang Bayan			Administrator /MPDO
	PAUSE CLOCK			
	2.3 Receive SB resolution approving the DP	None	3 Minutes	Zoning Officer III /MPDO
3. Proceed to MTO for payment DP and inspection fee	3. Assess payment for DP and inspection fees	<ul style="list-style-type: none"> ○ DP Fee (see schedule of fees) ○ Inspection Fee— ○ ₱1,000.00/ hectare Doc stamp P30.00 	10 Minutes	Zoning Officer III /MPDO
4. Present Copy of Original Receipt and Documentary stamp and 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 Administrator/ Zoning Officer III /MPDO
TOTAL:		<ul style="list-style-type: none"> ○ DP Fee (see schedule of fees) ○ Inspection Fee— 	10 Hours and 45 Minutes	



	₱1,000. 00/ hectare o Doc stamp P30.00		
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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 Transaction:	G2C	
Who may avail:	-Citizens of Maramag -Business owners	-Non-residents of Maramag -Investors
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Letter request for variance/ exceptions addressed to LZBA Chairperson		
2. Application Form for Locational Clearance		Zoning Administration Division, Municipal Planning and Development
3. Proof of Ownership over the land to be used (either of the following): - Certificate of Title or Tax Declaration, - Deed of Sale, - Deed of Donation, - Contract of Lease, - Authorization		ROD MAssO Notary Public Notary Public Notary Public
4. Duly signed and sealed Vicinity Map or Location Plan		Geodetic Engineer, Architect, Civil Engineer
5. Duly signed and sealed Floor Plan		
6. Duly signed and sealed Site Development Plan or Lot Plan		
7. Bill of Materials and Project Cost/ Capitalization (Including machinery, equipment, if any) signed by an Engineer or Architect		Architect, Civil Engineer
8. Barangay Resolution Interposing No-Objection		Barangay LGU
9. Affidavit of Non-Objection from Neighbors		Adjacent Property Owners
10. Certificate of Zoning (Zone Classification of the Project Area)		MPDO
11. One-piece Documentary Stamp Tax		BIR Station at the Municipal Hall



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 (for sawmill) - Description of industry/ feasibility study/ engineer's information report - Flow of manufacturing process/ diagram/ chart		Project Proponent		
- Certified true copy of the of the current real estate tax receipt		MTO		
- Clearance from Environmental Management Bureau (EMB)		DENR-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 Engineer		
- Complete Engineering Plans and Designs		Adjacent Property Owners		
- Affidavit of Non-objection from neighbors within 1 km radius (for cockpit)		Adjacent Property Owners		
- Height Clearance		CAAP		
- Radiation Evaluation Certificate		MHO		
- Clearance from Environmental Management Bureau (EMB)		DENR-EMB		
- Certified True Copy of National Telecommunication's Provisional Authority		NTC		
- Health Clearance		DOH/ MHO		
4. Waiver from ZA, if ZA refuses to issue Certificate of Zoning Compliance		MPDO		
5. Site inspection Report or Evaluation Report (if necessary)		MPDO		
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
PAUSE Clock (depending on the schedule of LZBA Meeting)				
3. Attend to the LZBA meeting for the deliberation of proposed project	3. Attend 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
	5.2 Review and approve the Locational Clearance (Variance/Exception)	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 P30.00 (Doc Stamp)	8 Hours and 46 Minutes	

Zoning/ Locational Clearance Fees

A. Single Residential Structure attached or detached		
d. ₱100,000.00 and below		₱200
e. Over ₱100,000.00		₱400
f. Over ₱200,000.00		₱500 + 1% in excess of ₱200
B. Apartment/ Townhouses		
d. ₱500,000.00 and below		₱1,000
e. Over ₱500,000.00 to ₱2 Million		₱1,500
f. Over ₱2 Million		₱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 and below		₱2,500
d. Over ₱2 Million		₱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 which is:		
c. Below ₱2 Million		₱2,000
d. Over ₱2 Million		₱2,000 + 1/10 of 1% of the cost in excess of ₱2 Million
E. Commercial, Industrial and Agro-Industrial		
Project Cost of which is:		
f. Below ₱100,000.00		
g. Over ₱100,000.00 – ₱500,000.00		
h. Over ₱500,000.00 – ₱1 Million		
i. Over ₱1 Million – ₱2 Million		
j. Over ₱2 Million		
F. Special Uses/ Special Project		
Project Cost of which is: (Gasoline Stations, Cell Sites, Slaughterhouse, Treatment Plant, etc.)		
3. Below ₱2 Million		₱5,000
4. Over ₱2 Million		₱5,000 + 1/10 of 1% of the cost in excess of ₱2 Million
G. Alteration/ Expansion (Affected area/ cost only)		Same as original application



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 Transaction:	G2C – Government to Client			
Who may avail:	-Business owners - Investors			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Application Form for Business License/ Mayor's Permit taken from the Municipal Mayor's Office			Municipal Mayor's Office (BPLO Section)	
2. Certification Fee of ₱300.00			Municipal Treasurer's Office	
3. One-piece Documentary Stamp Tax			BIR Station at the Municipal Hall	
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	Zoning Officer III / MPDO
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



	new enterprises)			
	2.2 Process and record the transaction for review and approval	None	5 Minutes	Zoning Officer III / MPDO
	2.3 Approve Clearance and sign the business license application 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/MPDO
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 Division:	Municipal Planning and Development Office (MPDO)			
Classification:	Simple			
Type of Transaction:	G2G, G2C			
Who may avail:	-Business owners/ Investors -Students/ Pupils -Non- government Workers -Tourists -Government Workers -Researchers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter request addressed to the Municipal Mayor/ MPDC				
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, person-in-charge	Long – ₱2.00/copy	5 Minutes	Photocopier operator/ GSO



	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.

Office or Division:	Human Resource Management Office			
Classification:	Simple			
Type of Transaction:	G2G –Government to Government			
Who may avail:	Plantilla and Casual Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. LOA Slip		Human Resource Management Office		
2. Medical Certificate (required for Sick Leave 5 days or more)		Attending Physician		
3. Affidavit (for Sick Leave less than 5 days if Medical Certificate is not available)		Public Attorney's Office		
4. Approved Clearance from Money and Property Liability (for Vacation Leave for Travel Abroad)		Human Resource Management Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to frontline personnel and secure Leave of Absence (LOA) Slip and submit requirements (depending on the type of leave applied) Or 1.1 Apply for leave thru the self-service HR kiosk, print LOA and secure signature of	1. Issue LOA Slip and Feedback Form	None	1 minute	HRM Aide/I.T Staff HRM Office
	1.1 Receive and evaluate requirements	None	1 minute	HRM Aide/I.T Staff HRM Office



the head of office and proceed to step 5				
2. Fill-up LOA Slip	2. Receive accomplished LOA Slip	None	1 minute	HRM Aide/I.T Staff HRM Office
3. Wait while the Leave of Absence Form is being generated in the HRIS	3. Generate/print Leave of Absence Form	None	3 minutes	HRM Aide/I.T Staff HRM Office
	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	
5. Submit LOA Form duly signed by Head of Office to the HRMO	5. Log and Endorse to the HRMO V for signature	None	5 minutes	HRMO V HRM Office
6. Wait while the LOA is processed for the approval/disapproval by the Mun. Mayor	6. Forward to LCE for signature	None	2 minutes	HRM Aide HRM Office
	6.1 Sign Leave of Absence	None	30 minutes	Municipal Mayor MMO
	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 (1) copy of approved LOA. Fill-up and submit feedback form	7. Retrieve and file feedback form	None	1 minute	HRM Aide/IT Staff HRMO
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.

Office or Division:	Human Resource Management Office			
Classification:	Simple			
Type of transaction:	G2C – Government to Government			
Who may avail:	LGU Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter Request for Overtime (3 Copies)		Requesting Office/ Division		
2. Pass Slip (2 Copies)		Requesting Office/ Division		
3. Travel Order (3 Copies)		Requesting Office/ Division		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit document duly approved by the Head of the requesting office and LCE 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	1. Receive document	None	2 Minutes	HRM Aide HRM Office
2. Wait until document is being controlled, process and approved	2. Log document in log book and Human Resource Information System (HRIS)	None	5 Minutes	HRM Aide HRM Office
	2.1 Forward the document to approving officer for signature for	None	10 Minutes	HRM Aide/HRMO V/LCE HRM Office Mayor's Office



	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 transaction:	G2C – Government to Government			
Who may avail:	LGU Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Approved Leave of Absence		Human Resource Management Office		
2. Clearance From Money And Property Liability		Human Resource Management Office		
3. Affidavit of No Pending Administrative Case		Notary Public		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure and fill-up Request Slip and submit required documents	1. Receive request slip and required documents and provide feedback form	None	2 Minutes	HRM Aide HRM Office
2. Wait while the requested document is processed	2. Prepare the requested document	None	5 Minutes	HRM Aide HRM Office
	2.1 Stamp the document with dry seal	None	1 Minute	HRM Aide HRM Office
	2.2 Forward the document to the Local Chief Executive for signature	None	30 Minutes	Local Chief Executive MMO
	2.3 Release the requested document to client and provide logbook for receipt	None	2 Minutes	HRM Aide HRM Office



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



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 Division:	Human Resource Management Office			
Classification:	Simple			
Type of transaction:	G2C-Government to Client G2G- Government to Government			
Who may avail:	LGU Employees and Former Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Slip		Human Resource Management Office		
2. Official Receipt		Municipal Treasurer's Office		
3. Documentary Stamp		Bureau of Internal Revenue Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Request Slip	1. Issue Request Slip and provide instruction and feedback form	None	1 Minute	HRM Aide HRM Office
2. Fill-up and submit request slip to the service provider	2. Receive accomplished request slip	None	2 Minutes	HRM Aide HRM Office
	2.1 Instruct the client to secure Official Receipt for Certification fee at the Municipal Treasurer's Office and secure 1 pc. documentary stamp from the Bureau of Internal Revenue	None	2 Minutes	HRM Aide HRM Office
3. Proceed to Municipal Treasurer's Office for the payment of Certification Fee	3. Receive payment and issue Official Receipt	PHP 120.00 - Certification Fee	5 Minutes	Revenue Collection Clerk MTO



4. Proceed to the Bureau of Internal Revenue (BIR) to secure documentary stamp	4. Receive payment and issue documentary stamp	PHP 30.00 - Documentary 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 Division:	Human Resource Management Office			
Classification:	Simple			
Type of transaction:	G2G-Government to Government G2C- Government to Client			
Who may avail:	LGU Employees and Former Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For Abroad purposes: 1. Approved Leave of Absence 2. Authority to Travel for Abroad		- Human Resource Management Office - Human Resource Management Office		
For Resignation purposes: 1. Resignation Letter		- Employee/Client		
For Retirement purposes: 1. Letter of Intent to Retire 2. Acceptance Letter		- Employee/Client - Appointing Authority		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure and fill-up Request Slip and submit required documents	1. Receive request slip and required documents and provide feedback form	None	2 Minutes	HRM Aide HRM Office
2. Wait while the requested document is processed	2. Prepare the Clearance Form and provide 3 copies to the client	None	3 Minutes	HRM Aide HRM Office
3. Receive the Clearance Form	3. Instruct the client to have all the signatures of the personalities reflected in the clearance and return the document at the HRMO for the dry seal stamp	None	2 Minutes	HRM Aide HRM Office
4. Process the Clearance		None	Paused-Clock	HRM Aide HRM Office



5. Forward the approved Clearance to the HRMO	5. Stamp the Dry Seal to the document	None	1 Minute	HRM Aide HRM Office
	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- Health and Wellness Center			
Classification:	Simple			
Type of transaction:	G2G- Government to Government G2C- Government to Client			
Who may avail:	LGU-Maramag Officials and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Health and wellness center	1. Request the client to sign-up the Log Book	None	2 Minutes	<i>Nursing Attendant</i> HRMO/ Health & Wellness Center
2. Sign-up on the Log Book	2. Interview the client for health concerns	None	5 Minutes	<i>Nursing Attendant</i> HRMO/ Health & Wellness Center
3. State the health concern/s	3. Conduct appropriate Blood Pressure Monitoring	None	5 Minutes	<i>Nursing Attendant</i> 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	<i>Nursing Attendant</i> 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 30th of the month. Verification follows for submission to the Accounting Office for the preparation and attachment to the payroll.

Office or Division:		Human Resource Management Office		
Classification:		Simple		
Type of transaction:		G2G- Government to Government		
Who may avail:		LGU-Maramag Employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Logbook		Human Resource Management Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON 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 transaction:	G2G- Government to Government			
Who may avail:	Plantilla and Casual Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Approved Letter Request for Monetization		Human Resource Management Office		
2. LOA Slip		Human Resource Management Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON 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



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 of the 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



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

Office or Division:	Human Resource Management Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Government			
Who may avail:	Retired/ Separated Plantilla and Casual Employees to include Elected Officials			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Clearance from Money and Property of the LGU (2 copies, original)		Human Resource Management Office		
2. SALN as of the last day of Service (4 copies, original)		Human Resource Management Office		
3. MCTC Clearance (1 copy, original)		Municipal Circuit Trial Court		
4. Clearance from GSIS for Payment of Terminal Leave		GSIS		
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	Municipal Mayor Municipal Mayor's Office



	2.3 Prepare Disbursement Voucher and Other Supporting Documents (After TLB documents are approved by the LCE) and forward to concerned signatories	None	1 Hour	HRM Asst. HRM Office
	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 Division:	Municipal Accounting Office			
Classification:	Simple			
Type of transaction:	G2B – Government to Business			
Who may avail:	Suppliers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Disbursement voucher with attached official receipt (Applicable to one (1) Disbursement Voucher Only)		Municipal Treasurer's Office		
2. Request Slip		Municipal Accounting Office		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the Disbursement voucher with attached official receipt and request slip	1. Receive the Disbursement voucher with attached official receipt and request slip and hand over feedback form	None	1 Minute	<i>Accounting Clerk II</i> Municipal Accounting Office
	1.1 Prepare and print in 3 copies BIR form number 2307	None	3 Minutes	<i>Accounting Clerk I</i> Municipal Accounting Office
	1.2 Certify BIR Form number 2307	None	1 Minute	<i>Municipal Accountant</i> Municipal Accounting Office
.	1.3 Furnish 2 copies for the client and take one (1) copy each for file	None	1 Minute	<i>Accounting Clerk I</i> Municipal Accounting Office



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 transaction:	G2B – Government to Business G2C – Government to Client G2G – Government to Government			
Who may avail:	All Citizens			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Personal Appearance				
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Ask for a Certificate of Appearance	1. Let the client sign in the Logbook as a proof of their personal appearance	None	1 Minute	<i>Any Accounting Staff</i> Municipal Accounting Office
	1.1 Prepare and print the Certificate of Appearance	None	3 Minutes	<i>Any Accounting Staff</i> Municipal Accounting Office
	1.2 Certify, sign and hand over the Certificate of Appearance	None	1 Minute	<i>Municipal Accountant</i> Municipal Accounting Office
2. Receive the Certificate of Appearance		None		
TOTAL:		None	5 Minutes	



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



2. Receive the approved disbursement voucher and put the feedback form to the box provided		None		Accounting Clerk / 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 Transaction:	G2G – Government to Government			
Who may avail:	Barangay Treasurers and any authorized barangay personnel			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Disbursement Voucher with Complete supporting documents (Applicable for one (1) Disbursement Voucher Only) 2. Punong Barangay Certification(PBC) 3. Check 4. Registry of Appropriation & Obligation (RAO)			In their respective barangays	
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the Disbursement voucher with complete supporting documents, check, PBC and RAO	1. Receive the Disbursement Voucher and hand over the feedback form; pre-Audit disbursement voucher as to completeness of 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	None	8 Minutes	<i>Accounting Clerk II, Accounting Clerk III, Bookkeeper and Mgt. & Audit Assistant Municipal Accounting Office</i>



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



Municipal Accounting Office Internal Services



1. 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 Accounting Office			
Classification:	Simple			
Type of transaction:	G2G – Government to Government/ G2C – Government to Client			
Who may avail:	All LGU employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Slip		Municipal Accounting Office		
2. Official Receipt		Municipal Treasurer's Office		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. 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 Division:	Municipal Budget Office			
Classification:	Simple			
Type of transaction:	G2G- Government to Government			
Who may avail:	Barangay Secretary/Treasurer/ SB Committee on Finance and Appropriation/ Punong Barangay/Other Barangay Officials			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Draft Annual Budget for Corrections		Barangay Responsible		
2. Draft Annual Budget for Finalization		Barangay Responsible		
3. Proposed Annual Budgets submitted for review		Barangay Responsible		
4. AIP & GAD Certification		Municipal Planning and Development Office		
5. Actual Income from the next preceding year		Municipal Accounting Office		
6. Certified Statement of Income		Municipal Accounting Office		
7. APP & PPMP		Barangay Responsible		
8. Budget Message		Barangay Responsible		
9. Resolution		Barangay Responsible		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Actual Income from the next preceding year and the Certified Statement of Income	1. Receive and make a computation of PS Limitations and summary of Income and Expenditures	None	10 Minutes	<i>Budget Officer III</i> /Municipal Budget Office
	1.1 Provide Barangay Budget Forms	None	2 minutes	<i>Budget Officer II</i> Municipal Budget Office
2. Submit Annual Barangay Budget Forms	2. Receive, review and make necessary corrections of the draft Annual Barangay Budget Forms presented	None	20 Minutes	<i>Budget Officer II</i> Municipal Budget Office



	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	<i>Budget Officer</i> ///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)	<i>Budget Officer</i> ///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)	<i>Budget Officer</i> ///Municipal Budget Office
	3.1 If there is another corrections from the first review, return the forms for final correction	None	10 minutes (paused clock)	<i>Budget Officer</i> ///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	<i>Budget Officer</i> ///Municipal Budget Office



	4.1 Prepare the Technical Review Analysis Sheet for signature to the Local Finance Committee (LFC)	None	15 minutes	<i>Budget Officer</i> ///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)	<i>Budget Officer</i> ///Municipal Budget Office
5. Follow up approved Sangguniang Bayan Resolution of their Budget	5. Furnish a copy of Approved Resolution to the Municipal Accounting Office	None	2 minutes	<i>Budget Officer</i> ///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 Office			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	SK Chairman			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Draft Annual Budget for Corrections			Barangay Responsible	
2. Draft Annual Budget for Finalization			Barangay Responsible	
3. Proposed Annual Budgets submitted for review			Barangay Responsible	
4. ABYIP Certification			Barangay Responsible	
5. CBYDP			Barangay Responsible	
6. Certification			Barangay Responsible	
7. APP & PPMP			Barangay Responsible	
8. Resolution			Barangay Responsible	
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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	<i>Budget Officer</i> ///Municipal Budget Office
	1.1 If there is no corrections, return the form for finalization	None	2 minutes	<i>Budget Officer</i> ///Municipal Budget Office
	1.2 If there are 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)	<i>Budget Officer</i> ///Municipal Budget Office



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)	<i>Budget Officer</i> <i>//Municipal Budget Office</i>
	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)	<i>Budget Officer</i> <i>//Municipal Budget Office</i>
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	<i>Budget Officer</i> <i>//Municipal Budget Office</i>
	3.1 Prepare the Technical Review Analysis Sheet for signature to the Local Finance Committee (LFC)	None	15 minutes	<i>Budget Officer</i> <i>//Municipal Budget Office</i>
	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)	<i>Budget Officer</i> <i>//Municipal Budget Office</i>
4. Follow up the approved Sangguniang	4. Furnish a copy of Approved Resolution to the	None	2 minutes	<i>Budget Officer</i> <i>//Municipal Budget Office</i>



Bayan Resolution of their Budget	Municipal Accounting Office			
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.

Office or Division :	Municipal Budget Office
Classification :	Simple
Type of Transaction:	G2G – Government to Government, G2B – Government to Business G2C Government to Client
Who may avail:	All Offices and Citizens of Maramag
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
FOR EQUIPMENTS, SUPPLIES AND MATERIALS AND MEALS and SNACKS	
1. Approved Purchase Requests	Concerned Offices
2. Purchase Order	Concerned Offices
3. Request for Quotation (with minimum of 3 qualified establishment)	Concerned Offices
4. Canvass Certificate (must be signed by the canvasser)	Concerned Offices
5. Abstract of Personal Canvass (with complete signature)	Concerned Offices
6. Inspection and Acceptance Report (with complete signature)	Concerned Offices
7. Pre & Post Inspection Report (for repair and maintenance of machineries, vehicles and equipment and with complete signature)	Concerned Offices
8. Delivery Receipts or billing statement, Sales Invoice or Official receipts (for reimbursement)	Concerned Offices
9. BID Documents (in case of public bidding) or BAC Resolution (in case of small value procurement)	Concerned Offices
10. Waste Materials Report (for repair and maintenance of machineries, vehicles and equipment and with complete signature)	Concerned Offices
11. Acknowledgement Receipts of Equipment (for Capital Outlay)	Concerned Offices
12. Requisition and Issuance Slip	Concerned Offices



13. Attendance Sheet (for meals and snacks payment or reimbursement)		Concerned Offices		
FOR REIMBURSEMENT OR CASH ADVANCE OF TRAVELLING 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		
FOR PAYROLL				
1. Daily time record		HRMO		
2. Proof of travel (if on official business)		Concerned Offices		
3. Appointment		HRMO		
FOR FINANCIAL ASSISTANCE				
1. Letter with Mayor's Notation or Doctor's prescription with Mayor's notation		From outside client who seeks for assistance		
FOR AICS (MSWDO)				
1. Letter with Mayor's Notation or Doctor's prescription with Mayor's notation		From outside client who seeks for assistance		
2. Case Summary Report		MSWDO		
3. Certificate of Eligibility		MSWDO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all the required documents to the front desk	1. Check the completeness of the documents and endorse to the person in charge	None	5 minutes	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/ Municipal Budget Office



	1.3 Record the Obligation Request and endorse to the liaison for signature	None	2 minutes	<i>Budget Officer I and Budgeting Assistant/Municipal Budget Office</i>
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	<i>Budget Aide, Budgeting Assistant, and Budget Officer I/Municipal Budget Office</i>
	2.1 Refer to the MBO for review and signature	None	1 minute	<i>MBO/Municipal Budget Office</i>
	2.2 Release the documents to the client and or submit to the Accounting Office for the next step	None	1 minute	<i>Budget Aide and Budgeting Assistant/Municipal Budget Office</i>
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			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Human Resource Management Office			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None			None	
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirement for client report	1. Acknowledge the person asking for a report	None	1 minute	<i>Budget Officer</i> //Municipal Budget Office
	1.1 Prepare the Manpower Compliment Report	None	8 hours	<i>Budget Officer</i> //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	<i>Budget Aide/</i> 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 Division:	Municipal Budget Office			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All Requesting Offices			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None			None	
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. 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	<i>Budget Officer III/Municipal Budget Office</i>
	1.2 Release the requested document to the client	None	30 seconds	<i>Budget Officer I/Municipal Budget Office</i>
TOTAL:		None	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 Transaction:	G2G – Government to Government			
Who may avail:	All Offices			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None			None	
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. 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	<i>Budget Officer //Municipal Budget Office</i>
2. Follow up the report	2. Release the requested report	None	1 minute	<i>Budget Officer //Municipal Budget Office</i>
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 Transaction:	G2G – Government to Government			
Who may avail:	Municipal Planning and Development Office			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None			None	
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. 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	8 hours Pause clock	<i>Budget Officer III/Municipal Budget Office</i>
	1.1 Finalize the report and refer to the Municipal Budget Office for review and signature	None	20 minutes	<i>Municipal Budget Officer/Municipal Budget Office</i>
	1.2 Endorse to the Municipal Mayor's Office for signature of the LCE	None	8 hours Pause clock	<i>Municipal Budget Officer II/Municipal Budget Office</i>
2. Follow up the report	2. Give the report	None	1 minute	<i>Budget Officer III/Municipal Budget Office</i>
TOTAL:		None	16 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 Transaction:	G2G – Government to Government			
Who may avail:	All Offices			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Purchase Request			Concern Offices	
2. Pre and Post Inspection for Equipment (with complete signatures)			Concern Offices	
3. Letter/Activity Design/Training Design (For Activities or trainings conducted by LGU)			Concern Offices	
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all the required documents to the front desk	1. Check the completeness of the documents and log to the record book	None	2 minutes	<i>Budget Aide or Budgeting Assistant/ Municipal Budget Office</i>
	1.1 Control the Purchase Request	None	2minutes	<i>Budget Aide or Budgeting Assistant/ and Budget Officer I/Municipal Budget Office</i>
	1.2 Refer to the MBO for review and signature	None	3minutes	<i>Municipal Budget Officer II/Municipal Budget Office</i>
	1.3 Release to the client and or submit to the ADMIN Office or MMO for approval	None	1 minute	<i>Budget Aide and Budgeting Assistant/Municipal Budget Office</i>
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 Treasurer's Office		
Classification:		Simple		
Type of Transaction:		G2C- Government to Client G2B- Government to Business G2G- Government to Government		
Who may avail:		Local and non-local residents who owns real property(ies) located within this municipality		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. For payment of Real Property Tax - Approved Real Property Tax (RPT) Statement of Account (Original, 1 copy)		Municipal Treasurer's Office		
2. For payment of Business Tax - Business Permit (Original, 1 copy)		Municipal Administrator's Office		
3. For payment of Other Fees and Charges - Order of Payment (Original, 1 copy) - Community Tax Certificate (Original, 1 copy)		- Office where you transact with - Municipal Treasurer's Office or Barangay Treasurer (within Maramag)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Municipal Treasurer's Office either from Windows 1 to 8 and present requirements and pay tax/ fees/ charges.	1. Verify requirements and receive payment.	Please refer to schedule of tax/ fees/ charges	10 minutes	Revenue Collection Clerk II, RCC I Municipal Treasurer's Office
	1.1 Generate Official receipt.	None	5 minutes	Revenue Collection Clerk II, RCC I Municipal Treasurer's Office



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

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.

Office or Division:		Municipal Treasurer's Office		
Classification:		Simple		
Type of Transaction:		G2C- Government to Client G2B- Government to Business G2G- Government to Government		
Who may avail:		Local and non-local residents in this municipality.		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Three original copies of approved Petty Cash Voucher / payroll with supporting papers attached, released by Budget Office.		Municipal Budget Office		
2. One government issued Identification Card (ID) for individual payee.		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		
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:	<p>For individual (any of the following):</p> <ol style="list-style-type: none"> 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) <p>For Corporate:</p> <ol style="list-style-type: none"> 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
<p>For individual (any of the following from items 1-3)</p> <ol style="list-style-type: none"> 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. 	<p>Personal official documents, Bureau of Internal Revenue Personal official documents,</p>
<p>For Corporate:</p> <ol style="list-style-type: none"> 1. Business Permit if available (Original, 1 copy) 	<p>-Municipal Administrator's Office (Business Permit and Licensing Division) -Securities and Exchange Commission</p>



2. Securities and Exchange Commission (SEC) certificate of registration (Original, 1 copy) 3. Income Tax Return (ITR) (Original, 1 copy) 4. Any government issued Identification Card for representative (Original, 1 copy)		-Bureau of Internal Revenue -Personal document		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON 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 II/ Municipal Treasurer's Office
2. Payment of tax due	2. Generate Official Receipt and receive payment	Please refer computation below	5 minutes	Revenue Collection Clerk II, RCC II/ 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 II/ 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 II/ 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 II/ 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 Treasurer's Office		
Classification:		Simple		
Type of Transaction:		G2C- Government to Client G2B- Government to Business G2G- Government to Government		
Who may avail:		Local and non-local residents who owns real property (ies) located within this municipality.		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Approved Tax Declaration (original, 1 copy)		Municipal Assessor's Office		
2. Real Property Tax Receipt (AF56) of previous year (original, 1 copy)		Municipal Treasurer's Office, or Provincial Treasurer's Office (Malaybalay City)		
3. Community Tax Certificate (Original, 1 copy)		Municipal Treasurer's Office, Barangay Treasurer (within Maramag)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON 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.	None	3 minutes	Revenue Collection Clerk II, Revenue Collection Clerk I/ Municipal Treasurer's Office
	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	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 and sign Statement of Account	None	3 minutes	<i>Municipal Treasurer, Assistant Municipal Treasurer/ Municipal Treasurer's Office</i>
	1.4 Release Statement of Account and provide feedback form and log-book.	None	1 minute	<i>Revenue Collection Clerk III, Revenue Collection Clerk II, Revenue Collection Clerk I/ Municipal Treasurer's Office</i>
2. Received Statement of Account and accomplish the feedback form and log-book.	2. Retrieve accomplished feedback form and log-book.	None	1 minute	<i>Revenue Collection Clerk II, Revenue Collection Clerk I/ Municipal Treasurer's Office</i>
TOTAL:		None	14 minutes	



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 Transaction:		G2C- Government to Client G2B- Government to Business G2G- Government to Government		
Who may avail:		Local and non-local residents who owns large cattle		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. For Certificate of Ownership of Large Cattle: a. Mother Credential (Certificate of Ownership of Large Cattle AF 53) (Original, 1 copy), or b. Barangay Certification as proof of ownership (Original, 1 copy)		Personal file Barangay Chairman (of where the place of origin or where cattle's barn is located)		
2. For Certificate of Transfer of Ownership of Large Cattle: a. Owner's Credential (Owner's Certificate of Ownership of Large Cattle AF 53) (Original, 1 copy) b. Deed of Sale (Original, 1 copy)		Personal file Personal file		
3. Owner's sworn authorization letter and any government issued identification card (ID) (for representative) (original, 1 copy)		Owner's authorization		
4. Barangay request for the scheduling of mass registration in the barangay (Original, 1 copy)		Barangay Chairperson (of where the place of origin or where cattle's barn is located)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Municipal Treasurer's Office and submit Barangay request	1. Receive barangay request and schedule the ocular inspection	None	3 minutes	Revenue Collection Clerk II, RCC I Municipal Treasurer's Office
	1.2 Conduct ocular	None	6 minutes	Revenue Collection Clerk



	inspection of cattle			<i>II, Revenue Collection Clerk I</i> Municipal Treasurer's Office
	1.3 Notify for corresponding fee and advise to pay.	None	1 minute	<i>Revenue Collection Clerk II, Revenue Collection Clerk I</i> Municipal Treasurer's Office
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 computation below.	5 minutes	<i>Revenue Collection Clerk II, RCC I</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	<i>Revenue Collection Clerk II, RCC I</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	<i>Revenue Collection Clerk II, RCC I</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 Transaction:		G2C- Government to Client G2B- Government to Business G2G- Government to Government		
Who may avail:		Local and non-local residents in this municipality.		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Approved Disbursement Voucher with complete supporting papers (Original, 3 copies)		Municipal Budget Office		
2. Government Issued Identification (I.D.) Card. (Original, 1 ID Card)		Personal		
3. Notarized authorization letter (for representative) (Original, 1 copy)		Notary public		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Municipal Treasurer's Office Check Window Section and present requirements.	1. Receive, check and verify completeness of requirements	None	3 minutes	Cash Clerk II Municipal Treasurer's Office
	1.1 Issuance of Check and	None	3 minutes	Cash Clerk II Municipal Treasurer's Office



	prepare for signature			
	1.2 Review and sign of Check	none	2 minutes	<i>Municipal Treasurer Assistant Municipal Treasurer Municipal Treasurer's Office</i>
	1.3 Forward Check to the Municipal Mayor's Office for signature	none	1 minute	<i>Clerk II Municipal Treasurer's Office</i>
	1.4 Sign Check	none	(paused clock)	<i>Municipal Mayor/ Municipal Mayor's Office</i>
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	<i>Municipal Treasurer, Assistant Municipal Treasurer Municipal Treasurer's Office</i>
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 REQUIREMENTS	WHERE TO SECURE
1. One original copy of approved tax declaration for a. Land (if land only); or 1.2. Land and improvement (for land with improvements).	Municipal Assessor's Office.
2. One original and one photocopy of Real Property Tax Receipt (AF56) for current year payment in full for land and improvement.	Municipal Treasurer's Office, or Provincial Treasurer's Office (Malaybalay City)
3. Original copy of Community Tax Certificate of declared owner. <i>(Pursuant to article 33, of the municipal revenue code 2014).</i>	Municipal Treasurer's Office, Barangay Treasurer (within Maramag)
4. One documentary stamp per certification.	BIR satellite office located at the Municipal Hall
5. One original copy and one photocopy of authorization letter from declared owner with government issued identification card (ID) of owner and representative/Licensed Real Estate Broker, in the absence of the declared owner.	Notary public
6. For ownership transfer (additional): a. One copy and one photocopy of Deed of Conveyance; and b. One original copy and one 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 assignee.				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON 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	Certification Fee of PHP 100.00 and Educational Support Program Fee of PHP 20.00 per real property unit (RPU) per Certification.	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 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:		Municipal Treasurer's Office		
Classification:		Simple		
Type of Transaction:		G2C- Government to Client		
Who may avail:		Local government employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Three original copies of approved Petty Cash Voucher / payroll with supporting papers attached, released by Budget Office.		Municipal Budget Office		
2. One government issued Identification Card (ID) for individual payee.		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 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	



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 Division:		Municipal Treasurer's Office		
Classification:		Simple		
Type of Transaction:		G2C- Government to Client		
Who may avail:		Local government employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For individual (any of the following from items 1-3)				
1. Previous Cedula if available (Original, 1 copy)		Personal official documents		
2. Gross Compensation Income		Municipal Accounting Office		
3. Any government issued identification card (Original, 1 copy)		Personal official documents		
4. Personal Appearance				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Municipal Treasurer's Office either from Windows 1 to 8 and present requirements	1.1 Receive fill-up information to Community Tax Certificate Accountable Form and check completeness of requirement	None	5 minutes	Revenue Collection Clerk II, RCC II/ Municipal Treasurer's Office
2. Payment of tax due	2.1 Generate Official Receipt and receive payment	Please refer computation below	5 minutes	Revenue Collection Clerk II, RCC II/ Municipal Treasurer's Office
	2.2 Request client to affix signature & thumb mark at Community Tax certificate accountable form	None	1 minute	Revenue Collection Clerk II, RCC II/ 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 II/



Community Tax certificate accountable form	provide feedback form			Municipal Treasurer's Office
4. Receive Community Tax Certificate and Accomplish the feedback form.	4. Retrieve accomplished feedback form.	None	1 minute	<i>Revenue Collection Clerk II, RCC II/</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 Treasurer's Office		
Classification:		Simple		
Type of Transaction:		G2C- Government to Client		
Who may avail:		Local government employee		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Approved Disbursement Voucher with complete supporting papers (Original, 3 copies)		Municipal Budget Office		
2. Government Issued Identification (I.D.) Card. (Original, 1 ID Card)		Personal		
3. Notarized authorization letter (for representative) (Original, 1 copy)		Notary public		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Municipal Treasurer's Office Check Window Section and present requirements.	1. Receive, check and verify completeness of requirements	None	3 minutes	Cash Clerk II Municipal Treasurer's Office
	1.1 Issuance of Check and prepare for signature	none	3 minutes	Cash Clerk II Municipal Treasurer's Office
	1.2 Review and sign of Check	none	2 minutes	Municipal Treasurer Assistant Municipal Treasurer Municipal Treasurer's Office
	1.4 Forward Check to the Municipal Mayor's Office for signature	none	1 minute	Clerk II Municipal Treasurer's Office
	1.5 Sign Check	none	(paused clock)	Municipal Mayor/ Municipal Mayor's Office
	1.6 Once approved by	none	2 minutes	Cash Clerk II



	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	<i>Cash Clerk II</i> 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 Transaction:		G2C- Government to Client		
Who may avail:		All bonded accountable officers such as Revenue Collection Clerks, Barangay Treasurers and Barangay Captains (in the absence of BT) within this Municipality		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Approved Requisition and Issue Slip form (Original, 2 copies)		Municipal Treasurer's Office		
2. Approved and unexpired Fidelity Bond (Original, 3 copies)		Bureau of Treasury		
3. Previous Report on Collections and Deposits verified and acknowledged by liquidating officers(Original, 2 copies)		Personal file		
4. Official Receipt (Sale of Accountable Forms) (Original, 1 copy)		Municipal Treasurer's Office		
5. Notarized authorization letter (for representative) (Original, 1 copy)		Notary public		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Municipal Treasurer's Office Accountable Forms Officer and present requirements.	1.1 Receive, check and verify completeness of requirements	None	5 minutes	Cash Clerk II Municipal Treasurer's Office



	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 Accountable Forms (Please see fees below)	5 minutes	Cash Clerk II Municipal Treasurer's Office
2. Affix signature in the Permanent Record Book for Accountable forms that the received accountable forms is complete, unused and in good condition	2.1 Release Accountable Forms to Accountable Officer and Feedback Form	none	5 minutes	Cash Clerk II 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 – Freight and handling	124.00
BIR 0016 – Community Tax Certificate	Merchandise Inventory	80.00
	Other Service Income – Freight and handling	170.00
AF 55E- Cash Tickets @ 5.00	Merchandise Inventory	196.00
	Other Service Income – Freight and handling	104.00



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:		Municipal Engineer's Office		
Classification:		Simple		
Type of Transaction:		G2C- Government to Client		
Who may avail:		All People of Maramag		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Lot Title (OCT or TCT) (1 photocopy)		Accredited Geodetic Engineer/ Surveyor		
2. Approved Subdivision Plan/ Approved sketch Plan of the area (1 photocopy)		DENR		
3. Barangay Certification (1 photocopy)		Respective Barangay, where the Lot is located		
4. Two-pieces documentary stamp tax		BIR Station at the Municipal Hall		
CLIENT STEPS	AGENCY ACTIONS	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. Receive, check and verify completeness of documents submitted	None	5 minutes	<i>Engineer III/ Municipal Engineer's Office</i>
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	None	5 minutes	<i>Engineer III/ Municipal Engineer's Office</i>



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	<i>Engineer III/ Municipal Engineer's Office</i>
4. Client wait for the call	4. Verify the submitted lot thru the In-house surveyor	None	1 day	<i>Surveyor/ Municipal Engineer's Office</i>
	4.1 Make the certification to be signed by the Municipal Engineer	None	10 minutes	<i>Engineer III/ Municipal Engineer/ Municipal Engineer's Office</i>
	4.2 Contact Client and inform of the availability of the certification	None	10 minutes	<i>Engineer III/ Municipal Engineer's Office</i>
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	<i>Engineer III/ Municipal Engineer's Office</i>
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:		Municipal Engineer's Office		
Classification:		Simple		
Type of Transaction:		G2C- Government to Client		
Who may avail:		All People of Maramag		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Subdivision Plan (1 photocopy)		Accredited Geodetic Engineer/ Surveyor		
2. Zoning Clearance (1 photocopy)		Zoning Office/ MPDO		
3. Barangay Certification (1 photocopy)		Respective Barangay, where the Lot is located		
4. Two-pieces documentary stamp tax		BIR Station at the Municipal Hall		
CLIENT STEPS	AGENCY ACTIONS	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. Receive, check and verify completeness of documents submitted	None	5 minutes	<i>Engineer III/</i> 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	<i>Teller/Municipal</i> Treasurer'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	None	5 minutes	<i>Engineer III/</i> Municipal Engineer's Office



	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	<i>Municipal Engineer and Municipal Mayor</i>
	4.2 After the approval of certification, call/ txt the client to pick-up document	None	2 minutes	<i>Engineer III/ Municipal Engineer's Office</i>
	4.3 Contact Client and inform of the availability of the certification	None	10 minutes	<i>Engineer III/ Municipal Engineer's Office</i>
5. Receive copy of the Certification and accomplish feedback form	5. Retrieve the feedback form and archive documents for office file	None	3 minutes	<i>Engineer III/ Municipal Engineer's Office</i>
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:		Municipal Engineer's Office		
Classification:		Simple		
Type of Transaction:		G2C- Government to Client and G2B- Government to Business		
Who may avail:		Property Owner or Administrator		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
5. Approved Subdivision Plan (1 photocopy)		Accredited Geodetic Engineer/ Surveyor		
2. Zoning Clearance (1 photocopy)		Zoning Office/ MPDO		
3. Barangay Certification (1 photocopy)		Respective Barangay, where the Lot is located		
4. Two-pieces documentary stamp tax		BIR Station at the Municipal Hall		
CLIENT STEPS	AGENCY ACTIONS	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. Receive, check and verify completeness of documents submitted	None	5 minutes	<i>Engineer III/</i> 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	<i>Teller/Municipal</i> 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	<i>Engineer III/ Municipal Engineer's Office</i>
4. Client wait for call	4. Verify the submitted lot thru the In-house surveyor	None	1 day	<i>Surveyor/ Municipal Engineer's Office</i>
	4.1 After verification, Make the certification to be signed by the Municipal Engineer and Approved by the Mayor	None	Pause clock	<i>Municipal Engineer and Municipal Mayor</i>
	4.2 After the approval of certification, call/ txt the client to pick-up document	None	2 minutes	<i>Engineer III/ Municipal Engineer's Office</i>
	4.3 Contact Client and inform of the availability of the certification	None	10 minutes	<i>Engineer III/ Municipal Engineer's Office</i>
5. Receive copy of the Certification and accomplish feedback form	5. Retrieve the feedback form and archive documents for office file	None	3 minutes	<i>Engineer III/Municipal Engineer's Office</i>
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:		Municipal Engineer's Office		
Classification:		Complex		
Type of Transaction:		G2C- Government to Client and G2B- Government to Business		
Who may avail:		Barangay Officials of the 20 Barangay of Maramag		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Approved Barangay Resolution for the desired project (1 photocopy)		Barangay Government		
CLIENT STEPS	AGENCY ACTIONS	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 and handed to the assign Engineer of the Barangay.	None	5 minutes	Engineering Asst./ Engineer I/ Engineer III/ Municipal Engineer's Office
	1.1 Conduct interview and take note details for site verification. Ask for the contact number for the person who will claim the approved Program of Works (POW)	None	1 hour	Engineering Asst./ Engineer I/ Engineer III/ Municipal Engineer's Office
	1.2 Conduct Ocular inspection and verify the possibility of project implementation of the proposed barangay project.	None	1 day	Surveyor/ Engineering Asst./ Engineer I/ Engineer III/ Municipal Engineer's Office



2. Barangay LGU wait for the approved Program of Works and Plans thru call or text	2. Make the Detailed Design based on the ocular visit/ site verification conducted and submit the Plan for approval	None	1 day	<i>Draftsman/ Architect/ Engineering Asst./ Engineer I/ Engineer III/ Municipal Engineer/ Municipal Engineer's Office</i>
	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	<i>Engineering Asst./ Engineer I/ Engineer III/ Municipal Engineer/ Municipal Engineer's Office</i>
	2.2 Forward the Program of Works and plans to Municipal Mayor for approval	None	Pause Clock	<i>Municipal Mayor/ Municipal Mayor's Office</i>
	2.3 Contact Barangay LGU and inform of the availability of the certification	None	10 minutes	<i>Engineering Asst./ Engineer I/ Engineer II/E III/ Municipal Engineer's Office</i>
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	<i>Engineering Asst./ Engineer I/ Engineer II/E III/ Municipal Engineer's Office</i>
TOTAL:		None	3 days & 1 hour and 20 minutes	



Office of the Building Official External Services



<p>2. Certified True Copy of Tax Declaration (1 original and 3 photocopies) in the absence of Land Title with Technical Description</p> <p>3. Notarized Authorization Letter to transact in behalf of the owner or SPA from the owner (1 original and 3 photocopies)</p> <p>Technical Requirements: Fully accomplished, originally signed and dry sealed of the following permit forms</p> <p>4. Unified Application Form for Building Permit (5 copies)</p> <p>5. Sanitary/Plumbing Permit Form for Sanitary/Plumbing installations/works (5 copies)</p> <p>6. Electrical Permit Forms for electrical wiring installations/works (5 copies)</p> <p>7. Mechanical Permit Forms for Mechanical Installations/works (5 copies)</p> <p>8. Electronics Permit Forms for electronics installations/works (5 copies)</p> <p>9. Photocopy of updated PRC License and PTR of signing professionals</p> <p>10. Five (5) sets of the Proposed Plans (A1 size or A3 size). Plans includes the following details/requirements</p> <p>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</p> <p>10.b Architectural Details (signed and dry sealed by Civil Engineer/Architect</p>	<p>Municipal Assessor's Office DENR</p> <p>Owner/Applicant Notary Public</p> <p>Office of the Building Official</p> <p>Office of the Building Official</p> <p>Office of the Building Official</p> <p>Office of the Building Official</p> <p>Office of the Building Official</p> <p>Signing Professionals</p> <p>Professionals who drafted the Proposed Plan (Draftsman/Civil Engineer/Architect)</p> <p>Professionals who drafted the Proposed Plan</p>
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<p>-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.</p> <p>-floor plan, elevation and section plans, site development plan, location plan, perspective plan and other plans and details</p>	<p>(Draftsman/Civil Engineer/Architect)</p>
<p>10.c Structural (signed and dry sealed by a licensed Civil Engineer)</p> <p>-Structural Design Analysis & Summary of Structural Design – NSCP 2015 (for 2 storeys& above)</p> <p>-Certification of Structural Stability of the Existing Structure for Additional Floors to be signed and sealed by licensed civil engineer/structural engineer</p> <p>-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.</p> <p>-Structural Plan signed and dry sealed by a licensed civil engineer/structural engineer.</p> <p>-Certificate of Structural stability from an engineer on record or civil 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</p>	<p>Professionals who drafted the Proposed Plan (Draftsman/Civil Engineer/Architect)</p>
<p>10.d Electrical (signed and dry sealed by Professional Electrical Engineer)</p>	<p>Professionals who drafted the Proposed Plan</p>



<p>10.d.1 Plans/Electrical Lay-out Plan/Load Computations/General Notes/Legends and Symbols (for new Construction)</p> <p>10.d.2 Riser Diagram and Computation of Load</p> <p>10.d.3 Electrical Design Analysis {For residential (if 3-phase), and all commercial, institutional and industrial structures}</p> <p>Prepare Design Analysis according to the Philippine Electrical Code, Article 1.3.2.1.f (DPWH NBC Memorandum Circular No. 2, Series of 2015)</p> <p>-Short Circuit Analysis and Voltage Drop Calculations (electrical works)</p> <p>10.d.4 Certification of Electrical Safety from Professional Electrical Engineer (PEE) for old/existing building/structure</p>	<p>(Draftsman/Civil Engineer/Architect)</p>
<p>10.e Mechanical (signed and dry sealed by a Professional Mechanical Engineer)</p> <p>10.e.1 Mechanical Plan/Layout (for commercial/institutional/industrial)</p> <p>- Dry Standpipes (for 4 storey high and above)</p> <p>- 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.</p> <p>-Hydraulic Calculations of automatic fire sprinkler system (for mechanical works)</p> <p>-Certification of mechanical safety from Professional Mechanical</p>	<p>Professionals who drafted the Proposed Plan (Draftsman/Civil Engineer/Architect)</p>



<p>Clearances from other office/agencies:</p> <p>15. Environmental Compliance Certificate (ECC) or Certificate of Non-Coverage (CNC (1 original and 3 photocopies) for Industrial building/structures</p> <p>16. DOLE-Approved Construction Safety & Health Program for the project not yet started.</p> <p>17. Road Right-of way Clearance for building/structures constructed along the highway</p> <p>18. Height Clearance Permit for Cell Sites/Communication Tower</p> <p>19. 2 pcs. Expanding envelope, long</p> <ul style="list-style-type: none"> -Red color for commercial -Brown for residential/institutional -Green for industrial -Yellow for perimeter fence -Orange for excavation permit -Dark Blue for sign permit <p>21. 1 pc. Long brown folder</p> <p>22. 2 pcs. Documentary stamp</p> <p>***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.</p>	<p>DENR-Regional Office</p> <p>DOLE Provincial Office/Regional Office</p> <p>DPWH 2ND District Office</p> <p>Civil Aviation Authority of the Philippines (CAAP) School/Office Supplies Store</p> <p>School/office supplier store BIR office, Ground Floor, Municipal Hall Building</p>
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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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 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	None	4 hours	Inspectorate Team/ MGDH I (BO) Office of the Building Official
	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



	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	<i>Engineer I/ AO IV (AO II)/ MGDH I (BO) Office of the Building Official</i>
	1.5 Prepare building permit assessment	None	2 hours	<i>Engineer I/ AO IV (AO II)/ MGDH I (BO) Office of the Building Official</i>
2. Secure Order of Payment	2. Issue One-time Order of Payment	None	3 minutes	<i>Engineering Assistant/Engineer I/ AO IV (AO II) Office of the Building Official</i>
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	<i>Window/Teller/ Municipal Treasurer's Office</i>
	Receive payment and issue official receipt for Zoning and Location Clearance	Fees Varies, see attached	5 minutes	<i>Window/Teller/ Municipal Treasurer's Office</i>
	Receive payment and issue official receipt for Fire	1/10 of 1% of the notarized cost	5 minutes	<i>BFP In-charge/ Bureau of Fire Protection</i>



	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 non-conformity	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



	3.7 Reflect/affix building permit number, official receipt number, FSEC number, date approved in the box provided in the permit forms	None	1 hour	<i>Engineer I/ AO IV (AO II) Office of the Building Official</i>
	3.8 Segregate office file and client's file		20 minutes	<i>Engineer I/ AO IV (AO II) Office of the Building Official</i>
	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	<i>Engineering Assistant/ Admin. Assistant/ Engineer I/ AO IV (AO II) MGDH I (BO) Office of the Building Official</i>
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	<i>Engineering Assistant/ Admin. Assistant/ Engineer I/ AO IV (AO II) Office of the Building Official</i>
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 or Division:	Office of the Building Official			
Classification:	Simple			
Type of Transaction:	G2C- Government to Client G2G- Government to Government G2B- Government to Business			
Who may avail:	Any individual/establishment including any agency or instrumentality of the government within the jurisdiction of Maramag who is actively operating or engaging in business regardless of the type or classification of structure.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Building Permit (Photocopy – 1)		Applicants File (Issued by the OBO)		
2. Occupancy Permit (Photocopy – 1)		Applicants File (Issued by the OBO)		
3. Tax Declaration (Land & Building) –photocopy - 1		Municipal Assessor's Office		
4. Plans (Approved /As Built)		Applicants File (Issued by the OBO)		
5. Letter Notice of Annual Inspection		Office of the Building Official		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requirements.	1. Check and verify completeness of the requirements	None	5 minutes	Engineering Assistant/ Engineer I/ AO IV (AO II) Office of the Building Official
	1.1 Issue a stub with the date/schedule of the inspection	None	3 minutes	Engineering Assistant/ Engineer I/ AO IV (AO II) Office of the Building Official



	1.2 Prepare documents for annual inspection	None	3 minutes	Engineer I/AO IV (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
	1.4 Prepare 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



				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/approval 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
	3.6 Notify/ 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



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



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 Division:		Office of the Building Official		
Classification:		Simple		
Type of Transaction:		G2C- Government to Client G2G – Government to Government G2B – Government to Business		
Who may avail:		Any individual/establishment who wish to apply for temporary electrical connection while construction activity still in progress		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Building Permit (Photocopy)		Personal File (Issued by the OBO)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the documentary requirements	1. Check and verify submitted requirements	None	5 minutes	Admin. Assistant/ Engineering Assistant/ Engineer I/AO IV (AO II) Office of the Building Official
	1.1. Prepare the Order of Payment	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



	Receive payment and provide documentary stamp			<i>BIR Office</i>
	3.1 Receive official receipt and prepare the certificate for electrification	None	5 minutes	<i>Admin. Assistant/ Engineering Assistant/ Engineer I Office of the Building Official</i>
	3.3 Facilitate approval of the certificate	None	3 minutes	<i>Engineer I/ AO IV (AO II) MGDH I Office of the Building Official</i>
	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	<i>Admin. Assistant/ Engineering Assistant/ Engineer I/ AO IV (AO II)/ Office of the Building Official</i>
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	<i>Admin. Assistant/ Engineering Assistant/ Engineer I/ AO IV (AO II)/ Office of the Building Official</i>
TOTAL:		PHP 150.00	32 minutes	



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit documentary requirements	1. Check and verify submitted documents	None	3 Minutes	<i>Admin. Assistant/ Engineering Assistant/ Building Inspector/Engineer I AO IV(AO II) Office of the Building Official</i>
	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 to step 3	None	10 Minutes	<i>Admin. Assistant/ Engineering Assistant/ Building Inspector/ AO IV(AO II) Office of the Building Official</i>
	1.2 conduct actual inspection/verification 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	<i>Engineering Assistant/ Building Inspector I/Engineer I Office of the Building Official</i>



	*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	<i>Admin. Assistant/ Engineering Assistant/ Building Inspector/ AO IV(AO II) Office of the Building Official</i>
	2.1 Provide order of payment for light materials structures, otherwise advise to comply of what is required in PD1096	None	1 minute	<i>Admin. Assistant/ Engineering Assistant/ Building Inspector/ AO IV(AO II) Office of the Building Official</i>
3. Payment of Fees and charges	3. Receive payment and provide the Official Receipt	120.00	5 Minutes	<i>Window/ Teller/ Municipal Treasurer's Office</i>
	Receive payment and provide the documentary stamp	30.00	2 minutes	<i>Office in charge BIR Office</i>
	3.1 Receive official receipt and prepare certificate for electrification and facilitate the approval	None	5 minutes	<i>Admin. Assistant /Engineering Assistant/ Engineer I/ AO IV (AO II) Office of the Building Official</i>
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	<i>Admin. Assistant/ Engineering Assistant/ Building Inspector/ Office of the Building Official</i>
	TOTAL:	PHP 150.00	4 hours and 32 minutes	



<p>B. Existing Building</p> <ol style="list-style-type: none"> 1. Approved Blue Printed Plan 2. Certification <ol style="list-style-type: none"> 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) <p>***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</p>	
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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



	<p>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</p> <p>Otherwise, notify the client thru a written notice of disapproval of the application</p>			
2. Secure order of payment	2. Provide client the order of payment	None	3 minutes	<i>Admin. Assistant/ Engineering Assistant/ Building Inspector Office of the Building Official</i>
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	<i>Window/ Teller/ Municipal Treasurer's Office</i>
	3.2 Receive official receipt and facilitate the approval of the application	None	20 minutes	<i>Engineer I MGDH 1 (BO) Office of the Building Official</i>
	3.3 Record the approved application in the logbook /electronic data base and detach client's file	None	5 minutes	<i>Engineer I/</i>



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	<i>Admin. Assistant/ Engineering Assistant/ Engineer I/ Building Inspector Office of the Building Official</i>
TOTAL:		Fees Varies, see attached New Schedule of Building Permit Fees and Other charges	4 hours and 45 minutes	



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- Government to Client G2G- Government to Government G2B- Government to Business
Who may avail:	Any private individuals including government institution who intends to demolish a structure within the jurisdiction of Maramag
CHECKLIST OF REQUIREMENTS	
1. Duly accomplished application form (signed by the owner/applicant, signed and dry sealed by Civil Engineer/Architect in-charge of the demolition)	Office of the Building Official
2. Floor Plan of the Building subject for demolition – Minimum size of plan: A3 (3 copies-signed & dry sealed by the Civil Engineer/Architect)	Owner/Applicant Civil Engineer/Architect
3. Photocopy of updated PTR & PRC License of the signing Civil Engineer/Architect – 1 copy	Civil Engineer/Architect Owner/Applicant
4. Notarized Authorization Letter to transact in behalf of the owner or SPA from the owner - 3 copies	Notary Public
5. Certified True Copy of Transfer Certificate of Title from Register of Deeds (1 original and 3 photocopies)	Corporate Secretary Register of Deeds
**in case the applicant is not the registered owner of the lot, any of the following duly notarized document shall be submitted:	
5.a Notarized Contract of Lease or Award Notice	Lot Owner Notary Public
5.b Notarized Deed of Absolute Sale/Donation	Applicant/Lot Owner Notary Public
5.c Notarized Contract of Sale	Lot Owner/Notary Public
5.d Notarized Authority to Construct/Affidavit of Heirs/ Authorization Letter	Lot Owner/Notary Public
5.e Consent of co-owners if TCT is under multiple ownership	



5.g Special Power of Attorney (SPA)	Notary Public
6. 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, 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/validation, 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)/



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



	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 ***For early approval, notify the client through call/text that application has been approved and is ready for pick up	None	1 hour	MGDH I (BO) Office of the Building Official
	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	



	Other charges #9 Accessory Fees, (h) of the IRR of PD1096		
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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 Building Official
Classification:	Simple
Type of Transaction:	G2C- Government to Client G2G- Government to Government G2B- Government to Business
Who may avail:	Any private individuals including government institution who wish to apply/secure this permit within the jurisdiction of Maramag
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Duly accomplished application form (signed by the owner/applicant, signed and dry sealed by Civil Engineer/Architect in-charge of the demolition) 2. Foundation/Excavation Plan – Minimum size of plan: A3 (3 copies- signed & dry sealed by the Civil Engineer/Architect) 3. Photocopy of updated PTR & PRC License of the signing Civil Engineer/Architect – 1 copy 4. Notarized Authorization Letter to transact in behalf of the owner or SPA from the owner - 3 copies 5. Secretary's Certificate (if corporation) - 3 copies 6. Certified True Copy of Transfer Certificate of Title from Register of Deeds (1 original and 3 photocopies) **in case the applicant is not the registered owner of the lot, any of	Office of the Building Official Owner/Applicant Civil Engineer/Architect Civil Engineer/Architect Owner/Applicant Notary Public Corporate Secretary Register of Deeds



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



	<p>application, notify the client thru call/txt to secure order of payment</p> <p>Otherwise, notify the client thru a written Notice of Disapproval</p>			
	1.4 Prepare the excavation Permit assessment	None	1 hour	<i>Engineer I/ AO IV (AO II)</i> Office of the Building Official
2. Secure order of payment	2. Provide the Excavation Permit Assessment and order of payment	None	3 minutes	<i>Engineer I/ AO IV (AO II)</i> Office of the Building Official
3. Payment of fees and charges	3. Receive payment and issue Official Receipt	<p>Fees Varies, see attached New Schedule of Building Permit Fees and Other charges #9</p> <p>Accessory Fees, (h) of the IRR of PD1096</p>	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	<i>Engineer I/ AO IV (AO II)/</i> Office of the Building Official



	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 Division:	Office of the Building Official
Classification:	Simple
Type of Transaction:	G2C- Government to Client 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 together with the Building Permit Application: 1. Dully accomplished application form (5 copies – signed and dry sealed by the Architect/Civil Engineer) 2. Fencing Plan (5 sets - originally signed and dry sealed by Architect/Civil Engineer) 2.1 Location Plan indicating Proposed Fence 2.2 Site Development Plan reflecting the technical description and its orientation 2.3 Structural details showing the details of the perimeter fence 3. Photocopy of updated PRC License and PTR of signing professionals (4 copies) 4. Bill of Materials 5. Design Analysis for concrete and steel structure (if more than 2 meters in height) 5. 2 pcs. Expanding envelope, long -Yellow for perimeter fence B. If applied separately 1. All requirements listed above 2. Certified True Copy of Transfer Certificate of Title from Register of Deeds (1 original and 3 photocopies)	Professionals who drafted the Proposed Plan (Draftsman/Civil Engineer/Architect) Architect/Civil Engineer Architect/Civil Engineer Architect/Civil Engineer Architect/Civil Engineer Architect/Civil Engineer Civil Engineer/Structural Engineer Register of Deeds



<p>**in case the applicant is not the registered owner of the lot, any of the following duly notarized document shall be submitted:</p> <p>2.a Notarized Contract of Lease or Award Notice</p> <p>2.b Notarized Deed of Absolute Sale/Donation</p> <p>2.c Notarized Contract of Sale</p> <p>2.d Notarized Authority to Construct/Affidavit of Heirs/ Authorization Letter</p> <p>2.e Corporate Secretary's Certificate authorizing the signatory (if under corporation)</p> <p>2.f Consent of co-owners if TCT is under multiple ownership</p> <p>2.g Special Power of Attorney (SPA)</p> <p>3. Home Owners Association Clearance (if applicable)</p> <p>4.Certified True Copy of Tax Declaration (1 original and 3 photocopies) in the absence of Land Title with Technical Description</p> <p>5. Notarized Authorization Letter to transact in behalf of the owner or SPA from the owner (1 original and 3 photocopies)</p> <p>6. Affidavit of undertaking if necessary</p> <p>7. DOLE-Approved Construction Safety & Health Program (if fencing height is more than 2 meters and if materials used is reinforced concrete or CHB)</p> <p>8. Road Right-of way Clearance for building/structures constructed along the highway</p> <p>***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.</p>	<p>Lot Owner</p> <p>Notary Public</p> <p>Lot Owner</p> <p>Notary Public</p> <p>Lot Owner/Notary Public</p> <p>Notary Public</p> <p>Corporate Secretary</p> <p>Owners listed in the TCT</p> <p>Notary Public</p> <p>Home Owner's Office</p> <p>Municipal Assessor's Office</p> <p>Owner/Applicant</p> <p>Notary Public</p> <p>Notary Public</p> <p>DOLE Provincial Office/Regional Office</p> <p>DPWH 3rd District</p>
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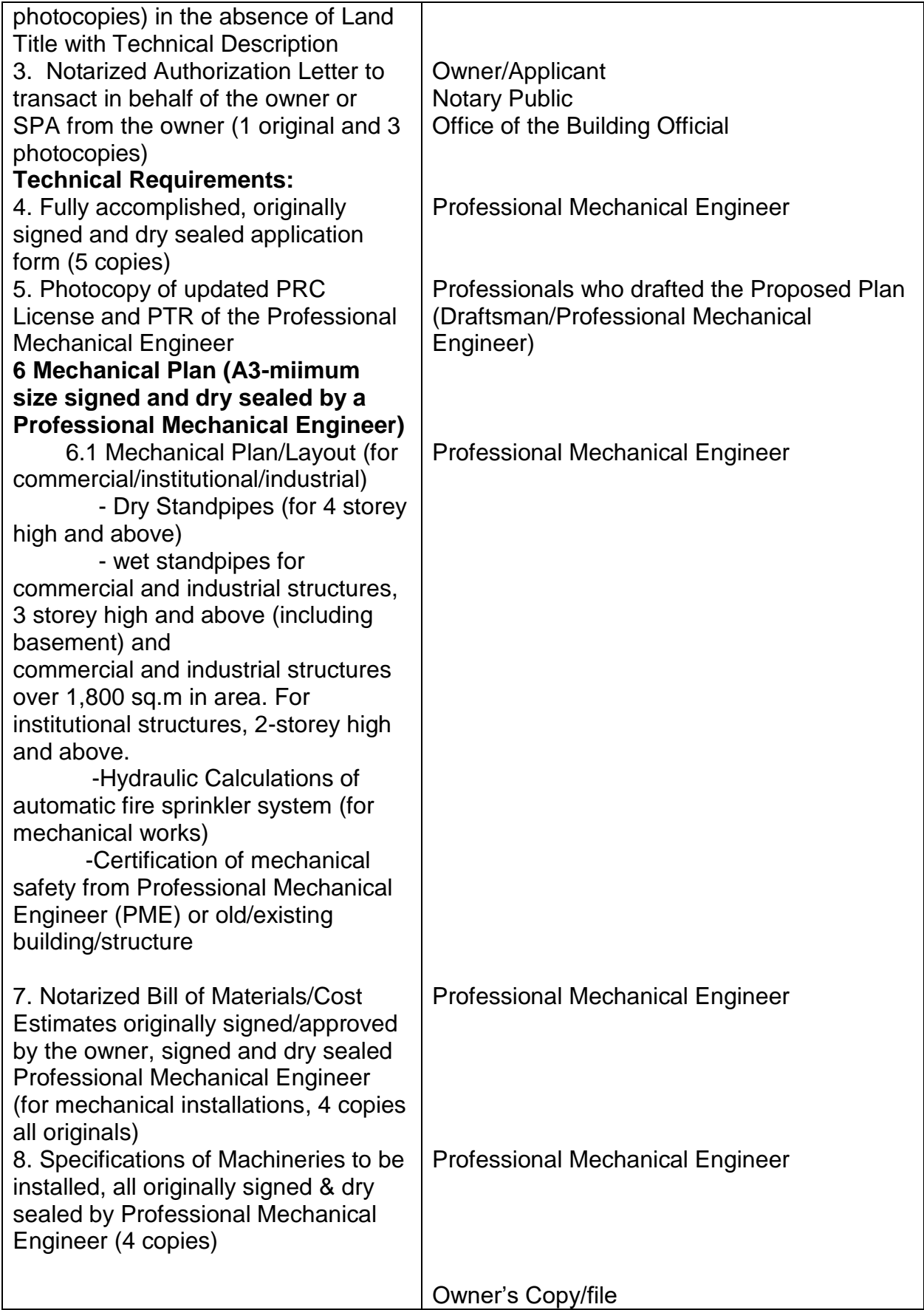
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit documentary requirements	1. Check and verify requirements and provide follow-up stub reflecting the cellphone number of the responsible person	None	10 minutes	Engineering assistant/ Engineer I AO IV (AO II) Office 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 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	None	4 hours	Inspectorate Team Office of the Building Official
	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



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	<i>Engineering Assistant/ Engineer I/ AO IV (AO II) Office of the Building Official</i>
TOTAL:		Fees Varies, see attached New Schedule of Building Permit Fees and Other charges	1 day and 46 minutes	





<p>9. Photocopy of Building Permit (if not applied together with the building permit application)</p> <p>Other requirements:</p> <p>10. 2-pcs. Expanding envelope, long -Red color</p> <p>11. 1 pc. Long brown folder</p> <p>12. 2 pcs. Documentary stamp</p> <p>***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.</p>	
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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



	<p>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</p> <p>Otherwise, notify the client thru a written notice of disapproval</p>			
	1.4 Prepare Mechanical Permit Assessment	None	1 hour	<i>Engineer I/</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	<i>Engineering Assistant/</i> <i>Engineer I</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	<i>Engineering Assistant/</i> <i>Engineer I /AO IV</i> (AO II) Office of the Building Official



	<p>4.1 Facilitate the processing and approval of the application</p> <p><i>***for approval ahead of time, notify the client through call/txt that the application has been approved and ready for pick up</i></p>	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	



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) 4. Tax Declaration of the Building (1 copy) <i>***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.</i>	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
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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



	1.2 Prepare schedule to conduct building inspection and inform the applicant of the schedule	None	3 minutes	<i>Engineer I/ AO IV (AO II)</i> Office of the Building Official
	1.3 Conduct building inspection/validation and prepare inspection report 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	None	4 hours	<i>Inspectorate Team</i> Office of the Building Official
	1.4 Prepare Occupancy permit assessment, letter of endorsement to BFP for fire Safety Inspection Certificate for Occupancy Permit	None	10 minutes	<i>Engineer I/ AO IV (AO II)/</i> 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	<i>Engineering Assistant/ Engineer I/ AO IV (AO II)</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	5 minutes	<i>Window/Teller/ Municipal Treasurer's Office</i>



		Building Permit Fees and Other charges		
	3.1 received payment and letter of endorsement and issue official receipt	15% of the computed occupancy permit assessment but not less than 500.00	3 days	<i>BFP Personnel Bureau of Fire Protection Maramag</i>
	3.2 Receive copy of the official receipt and issue claim stub reflecting the date to claim the permit	None	3 minutes	<i>Engineering Assistant/ Engineer I Office of the Building Official</i>
	3.2 Facilitate the approval of the application and prepare the certificate	None	30 minutes	<i>Engineer I / AO IV (AO II) Office of the Building Official</i>
	3.3 Review and approved the application	None	30 minutes	<i>MGDH I (BO) Office of the Building Official</i>
	3.4 Record in the logbook/electronic data base the approved application, the date approved and assign permit number	None	5 minutes	<i>Engineer I / AO IV (AO II) Office of the Building Official</i>
	3.5 affix the permit number, date approved, fsic number and other details	None	5 minutes	<i>Engineer I / AO IV (AO II) Office of the Building Official</i>
	3.6 segregate office file and client's file	None	5 minutes	<i>Engineer I / AO IV (AO II) Office of the Building Official</i>



	***If the application is approved ahead of time, notify/inform the applicant through call/text			
4. Claim the Occupancy Permit, sign in the logbook and fill up the feedback form	4. Provide the approved occupancy permit and retrieve the logbook and feedback form	None	5 minutes	<i>Admin. Assistant/ Engineering Assistant/ Engineer I Office of the Building Official</i>
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 Transaction:	G2C- Government to Client G2G- Government to Government G2B- Government to Business		
Who may avail:	Any private individuals including government institution who wish to apply for sign boards/billboards within the jurisdiction of Maramag.		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Duly accomplished application form (signed by the owner/applicant, signed and dry sealed by Civil Engineer/Architect)		Office of the Building Official Owner/Applicant (Issued by the Office of the Building Official)	
2. Photocopy of Building Permit, Electrical Permit & Occupancy Permit (if the sign is attached at the building/structure)		Civil Engineer/Architect	
3. Signage Plan - 5 sets -singed by the owner/applicant -signed & dry sealed by Civil Engineer/Architect) -reflect the site development plan & location of installation		Professional Electrical Engineer	
4. Electrical Plan – 5 sets - for signs that is connected to electrical power - signed by the applicant/owner -signed and dry sealed by Professional Electrical Engineer		Civil Engineer/Architect/Professional Electrical Engineer	
5. Photocopy of updated PTR & PRC License of the signing Civil Engineer/Architect – 2 copies		Civil Engineer/Architect Notary Public Civil Engineer/Architect Notary Public	
6. Notarized Bill of Materials/Cost Estimates - 3 sets		Corporate Secretary	
7. Specifications - 3 sets		Owner's Copy/file	
8. Notarized Authorization Letter to transact in behalf of the owner or SPA from the owner - 3 copies		Register of Deeds DENR (Technical Description)	



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	
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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 If findings merits the approval of the application, facilitate/process the application at the same time notify the applicant to secure order of payment	None	4 hours	Inspectorate Team Office of the Building Official



	1.4 Prepare sign permit assessment	None	2 hours	<i>Engineer I/ AO IV (AO II) Office of the Building Official</i>
2. secure order of Payment	2. Provide order sign permit assessment and order of payment	None	3 minutes	<i>Engineering Assistant/ Engineer I Office of the Building Official</i>
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	<i>Window/ Teller/ Municipal Treasurer's Office</i>
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	<i>Engineering Assistant/ Engineer I Office of the Building Official</i>
	4.1 Facilitate the processing of the sign permit	None	2 hours	<i>Engineer II Engineering Assistant/ Office of the Building Official</i>



	4.2 Review and approved the sign permit application For early approval, notify the client through call/txt	None	1 hour	<i>Building Official/ Office of the Building Official</i>
	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	<i>Engineering Assistant/Engineer I/AO IV (AO II) Office of the Building Official</i>
	4.4 Segregate office file from client's copy.	None	5 minutes	<i>Engineering Assistant/ Engineer I Office of the Building Official</i>
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	<i>Engineering Assistant/ Office of the Building Official</i>
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:		Municipal Assessor's Office (MASSO)		
Classification:		Simple		
Type of Transaction:		G2C- Government to Client		
Who may avail:		All People of Maramag		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Client's Identification Card (1 photo copy) (GSIS, SSS, Company ID or any Government issued Identification Card) 2. Certificate of Indigency		Client's File		
ADDITIONAL REQUIREMENTS FOR REPRESENTATIVE:		Authorization Letter from the owner or Special Power of Attorney (SPA)		
Barangay Certification		Respective 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	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
3. Proceed to Bureau of Internal Revenue (BIR) secure two-pieces Documentary Stamp	3. 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 documentary	4. Receive documentary stamp. Provide Feedback Form	None	2 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 accomplished feedback form	5. Logbook the documents	None	1 minute	Assessment Clerk I/ Municipal Assessor's Office
	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 30.00	16 minutes	



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:		Municipal Assessor's Office (MASSO)		
Classification:		Simple		
Type of Transaction:		G2C- Government to Client		
Who may avail:		All People of Maramag		
CHECKLIST OF REQUIREMENTS		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:		Authorization Letter from the owner or Special Power of Attorney (SPA)		
2. Barangay Certification		Respective 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	<i>Assessment Clerk I/Municipal Assessor's Office</i>
2. Submit the required documents for initial assessment and verification	2. Receive, check and verify documents submitted	None	3 minutes	<i>Assessment Clerk I/ Municipal Assessor's Office</i>
	2.1 Issue Order of Payment to client	None	2 minutes	<i>Assessment Clerk I/ Municipal Assessor's Office</i>
3. Proceed to Municipal Treasurer's Office for payment by	3. Issue Official Receipt	PHP 120.00	5 minutes	<i>Revenue Collection Clerk/ Municipal Treasurer's Office</i>



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. Provide 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 Certification and return accomplished feedback form	5. Logbook the documents	None	1 minute	Assessment Clerk I/ Municipal Assessor's Office
	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:	Municipal Assessor's Office (MASSO)			
Classification:	Simple			
Type of Transaction:	G2C- Government to Client and G2B- Government to Business			
Who may avail:	Property Owner or Administrator			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Official Receipt of Latest/updated Realty Tax (1 original or photo copy)		Municipal Treasurer's Office (MTO)		
ADDITIONAL REQUIREMENTS FOR REPRESENTATIVE		Authorization Letter from the owner or Special Power of Attorney (SPA)		
2. Photocopy of Special Power of Attorney/Authorization Letter from the owner		Notary Public		
3. Client's Identification Card (GSIS, SSS, Company ID or any Government issued Identification Card)		Client's personal file		
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	1. Provide Logbook and Request Slip Form to the client	None	2 minutes	<i>Assessment Clerk I/ Municipal Assessor's Office</i>
2. Submit the required documents for initial assessment and verification	2. Receive, check and verify completeness of documents submitted	None	3 minutes	<i>Assessment Clerk I/ Municipal Assessor's Office</i>
	2.1 Issue Order of Payment to client	None	2 minutes	<i>Assessment Clerk I/ Municipal Assessor's Office</i>
3. Proceed to Municipal Treasurer's Office for	3. Issue Official Receipt	PHP 120.00	5 minutes	<i>Revenue Collection Clerk/ Municipal Treasurer's Office</i>



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 Documentary Stamp. Fill-up Feedback Form	4. Receive Official Receipt and Documentary Stamp. Give Feedback Form	None	2 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 accomplished feedback form	5. Logbook the documents	None	1 minute	Assessment Clerk I/ Municipal Assessor's Office
	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		
Type of Transaction:		G2C- Government to Client and G2B- Government to Business		
Who may avail:		Property Owner or Administrator		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Official Receipt of Latest/updated Realty Tax (1 original or photo copy)		Municipal Treasurer's Office (MTO)		
ADDITIONAL REQUIREMENTS FOR REPRESENTATIVE		Authorization Letter from the owner or Special Power of Attorney (SPA)		
2. Photocopy of Special Power of Attorney/Authorization Letter from the owner		Notary Public		
3. Client's Identification Card (GSIS, SSS, Company ID or any Government issued Identification Card)		Client' personal file		
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	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 completeness of documents submitted	None	3 minutes	Assessment Clerk I/ Municipal Assessor's Office
	2.1 Issue Order 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 Official Receipt	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 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 accomplished feedback form	5. Logbook the documents	None	1 minute	Assessment Clerk I/ Municipal Assessor's Office
	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:	Municipal Assessor's Office (MASSO)			
Classification:	Simple			
Type of Transaction:	G2C- Government to Client and G2B – Government to Business			
Who may avail:	Property Owner or Administrator			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Official Receipt of Latest/updated Realty Tax (1 original or photo copy)		Municipal Treasurer's Office (MTO)		
ADDITIONAL REQUIREMENTS FOR REPRESENTATIVE		Authorization Letter from the owner or Special Power of Attorney (SPA)		
2. Photocopy of Special Power of Attorney/Authorization Letter from the owner		Notary Public		
3. Client's Identification Card (GSIS, SSS, Company ID or any Government issued Identification Card)		Client' personal file		
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	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 completeness of documents submitted	None	3 minutes	Assessment Clerk I/ Municipal Assessor's Office
	2.1 Issue Order of Payment to client	None	2 minutes	Assessment Clerk I/ Municipal Assessor's Office



3. Proceed to Municipal Treasurer's Office for payment by showing the Order of Payment Secure two-pieces Documentary Stamp from BIR.	3. Issue Official Receipt	PHP 120.00	5 minutes	Revenue Collection Clerk/ Municipal Treasurer's Office
	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 Declaration and return accomplished feedback form	5. Logbook the documents	None	1 minute	Assessment Clerk I/ Municipal Assessor's Office
	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:		Municipal Assessor's Office (MASSO)		
Classification:		Simple		
Type of Transaction:		G2G- Government to Government		
Who may avail:		Government Agencies		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter Request from the government agencies		Requesting Government Agency		
2. Identification Card (Agency ID, GSIS, SSS or any government issued identification card)		Agency Representative		
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 Feedback Form	1. Provide Logbook, Request Slip and Feedback Form to the client	None	3 minutes	<i>Assessment Clerk I/ Municipal Assessor's Office</i>
2. Submit the required documents	2. Receive and check the documents submitted	None	3 minutes	<i>Assessment Clerk I/ Municipal Assessor's Office</i>
	2.1 Generate Certified True Copy of Tax Declaration	None	3 minutes	<i>Assessment Clerk I/ Municipal Assessor's Office</i>
3. Asks the clerk for Certificate of Appearance (CA)	3. Logbook the personal information of the client	None	2 minutes	<i>Assessment Clerk I/ Municipal Assessor's Office</i>
	3.1 Generate Certificate of Appearance (CA)	None	2 minutes	<i>Assessment Clerk I/ Municipal Assessor's Office</i>
	3.2 Review and sign Certified	None	2 minutes	<i>Municipal Assessor or Local Assessment</i>



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

Office or Division:		Municipal Assessor's Office (MASSO)		
Classification:		Simple		
Type of Transaction:		G2C- Government to Client		
Who may avail:		Property Owner / Declarant		
CHECKLIST OF REQUIREMENTS		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:				
2. Photocopy of Special Power of Attorney/Authorization Letter from the owner		Notary Public		
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	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 Order of Payment to client	None	2 minutes	Assessment Clerk I/ Municipal Assessor's Office
3. Proceed to Municipal Treasurer's Office for payment of Research Fee by showing the	3. Issue Official Receipt of Research Fee	PHP 150.00	5 minutes	Revenue Collection Clerk/ Municipal Treasurer's Office



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 Feedback Form	4. Receive Official Receipt and give Feedback Form	None	3 minutes	<i>Assessment Clerk I/ Municipal Assessor's Office</i>
	4.1. Search client's records (computer and/or hard files)	None	40 minutes	<i>Assessment Clerk I/ Municipal Assessor's Office</i>
	4.2. Generate Certification	None	3 minutes	<i>Assessment Clerk I/ Municipal Assessor's Office</i>
	4.3. Review and sign Certification	None	2 minutes	<i>Municipal Assessor or Local Assessment Operations Officer III / Municipal Assessor's Office</i>
5. Receive Certification and return accomplished feedback form	5. Logbook the documents	None	1 minute	<i>Assessment Clerk I/ Municipal Assessor's Office</i>
	5.1 Release the Certification	None	1 minute	<i>Assessment Clerk I/ Municipal Assessor's Office</i>
	5.2 Retrieve the Feedback Form	None	1 minute	<i>Assessment Clerk I/ Municipal Assessor's Office</i>
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:		Municipal Assessor's Office (MASSO)		
Classification:		Simple		
Type of Transaction:		G2G- Government to Government		
Who may avail:		All Government Agencies		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Client's Identification Card (1 photo copy)(GSIS, SSS, Company ID or any Government issued Identification Card)		Client's File		
2. Letter Request from the agency concerned				
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	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. Fill-up Feedback Form	2. Receive, check and verify documents submitted	None	3 minutes	Assessment Clerk I/ Municipal Assessor's Office
	2.1 Search client's records (computer and/or hard 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. Logbook the personal information of the client	None	2 minutes	Assessment Clerk I/ Municipal Assessor's Office



	3.1 Generate Certificate of Appearance (CA)	None	2 minute	<i>Assessment Clerk I/ Municipal Assessor's Office</i>
	3.2 Review and sign the Documents	None	2 minutes	<i>Municipal Assessor or Local Assessment Operations Officer III / Municipal Assessor's Office</i>
4. Receive Certification and return accomplished feedback form	4. Logbook the documents	None	1 minute	<i>Assessment Clerk I/ Municipal Assessor's Office</i>
	4.1 Release the Certification and CA	None	1 minute	<i>Assessment Clerk I/ Municipal Assessor's Office</i>
	4.2 Retrieve the Feedback Form	None	1 minute	<i>Assessment Clerk I/ Municipal Assessor's Office</i>
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:	Municipal Assessor's Office (MASSO)			
Classification:	Simple			
Type of Transaction:	G2C- Government to Client and G2B – Government to Business			
Who may avail:	All Property Owner or Administrator/ Company Representative			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Official Receipt of Latest/updated Realty Tax (1 original or photo copy)		Municipal Treasurer's Office (MTO)		
2. Certificate of Title (1 original or photo copy)		Client's File		
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	1. Provide Logbook and Request Slip Form to the client	None	2 minutes	Assessment Clerk /Municipal Assessor's Office
2. Submit the required documents for initial assessment and verification	2. Receive, check and verify property status	None	3 minute	Assessment Clerk / Municipal Assessor's Office
3. Proceed to Tax Mapping Operations/ Information Technology (IT) Section	3. Check and verify the location	None	3 minute	Assessment Clerk / Municipal Assessor's Office
	3.1 Issue Order of Payment	None	2 minute	Assessment Clerk / Municipal Assessor's Office
4. Proceed to Municipal Treasurer's Office for payment by showing the Order of Payment	4. Issue Official Receipt	PHP 150.00	5 minutes	Revenue Collection Clerk/ Municipal Treasurer's Office



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 I/ Municipal Assessor's Office
	5.1 Generate of Sketch Plan or Vicinity Map	None	10 minutes	Assessment Clerk I/ 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 I/ Municipal Assessor's Office
	6.1 Release the Vicinity Map or Goggle Map	None	1 minute	Assessment Clerk I/ Municipal Assessor's Office
	6.2 Retrieve the Feedback Form and file	None	1 minute	Assessment Clerk I/ 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:		Municipal Assessor's Office (MASSO)		
Classification:		Simple		
Type of Transaction:		G2G- Government to Government		
Who may avail:		All Government Agencies		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Certificate of Title (1 original or photo copy)		Client's File		
2. Approved Plan of Subdivision duly signed by DENR Region X		DENR Region X, Macabalan, Cagayan de Oro City		
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 Feedback Form	1. Provide Logbook, Request Slip and Feedback Form to the client	None	3 minutes	<i>Assessment Clerk I/Municipal Assessor's Office</i>
2. Proceed to Tax Mapping Operations/ Information Technology (IT) Section	2. Check and verify the location	None	3 minute	<i>Assessment Clerk I/ Municipal Assessor's Office</i>
	2.1 Generate Vicinity Map or Google Map	None	10 minutes	<i>Draftsman II, Assessment Clerk I/ Municipal Assessor's Office</i>
3.Asks the clerk for Certificate of Appearance (CA)	3. Logbook the personal information of the client	None	2 minute	<i>Assessment Clerk I/ Municipal Assessor's Office</i>
	3.1 Generate Certificate of Appearance (CA)	None	2 minute	<i>Assessment Clerk I/ Municipal Assessor's Office</i>
	3.2 Review and sign Vicinity Map or Google Map	3 minute	2 minutes	<i>Municipal Assessor or Local Assessment Operations Officer III /</i>



				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 REQUIREMENTS	WHERE TO SECURE
1. Certified True Copy of Land Title (1 original and 1 photo copy)	Land Registration Authority (LRA) (previously ROD) - Malaybalay City
2. Free Patent, homestead or miscellaneous sales (1 certified true copy and 1 photo copy)	Provincial Environment and Natural Resources Office (PENRO) – Malaybalay City
3. Approved Survey Plan (2 photo copy)	Department of Environment and Natural Resources Region 10 Survey Division, Macabalan, Cagayan de Oro City
FOR TITLED LANDS	



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



	4.1 Set schedule for the conduct of actual ocular inspection of the Real Property subject for assessment	None	3 minutes	<i>Assessment Clerk I/ Municipal Assessor's Office</i>
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	<i>Tax Mapper II, Assessment Clerk I/ Municipal Assessor's Office</i>
	5.1 Prepare the Pre-FAAS and Inspection Report	None	10 minutes	<i>Tax Mapper II, Assessment Clerk I/ Municipal Assessor's Office</i>
	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	<i>Tax Mapper II or Assessment Clerk I / Municipal Assessor's Office</i>
6. Return to office for the submission of required documents	6. Receive, check and verify submitted documents from the checklist	None	1 minute	<i>Assessment Clerk I/ Municipal Assessor's Office</i>
	6.1 Inform or brief the client for the processing and approving time of the Tax Declaration.	None	2 minutes	<i>Assessment Clerk I/ Municipal Assessor's Office</i>
	6.2 Compute Real Property Taxes (Back	None	3 minute	<i>Assessment Clerk I/ Municipal Assessor's Office</i>



	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 Maintenance Fee	10 minutes	Assessment Clerk I / Municipal Treasurer Office
8. Return to office and submit the Official Receipt (OR)	8. Receive the Official Receipt	None	1 minutes	Assessment Clerk I / Municipal Assessor's Office
	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/Submit 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/Declarant. Retrieve the Feedback Form and File.	None	4 Hours	<i>Tax Mapper II / Municipal Assessor's Office</i>
TOTAL:		Back Taxes = $AV \times 2\% \times 10$ years plus Current = $AV \times 2\%$ plus Road Maintenance 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:		Property Owner or Administrator		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Approved Building Permit, Building Plan or Certificate of Completion or Certificate of Occupancy Permit		Building Official		
2. Affidavit of Ownership or Sworn Statement of Market Value of Property		Property Owner or Administrator		
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
	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	<i>Tax Mapper II, Assessment Clerk I/ Municipal Assessor's Office</i>
	5.1 Prepare the Pre-FAAS and Inspection Report	None	10 minutes	<i>Tax Mapper II, Assessment Clerk I/ Municipal Assessor's Office</i>
	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	<i>Tax Mapper II or Assessment Clerk I / Municipal Assessor's Office</i>
6. Return to office for the submission of required documents	6. Receive, check and verify submitted documents from the checklist	None	1 minute	<i>Assessment Clerk I/ Municipal Assessor's Office</i>
	6.1. Inform or brief the client for the processing and approving time of the Tax Declaration.	None	2 minutes	<i>Assessment Clerk I/ Municipal Assessor's Office</i>
	6.2 Prepare the Final FAAS thru eTRACS	None	15 minutes	<i>Assessment Clerk I/ Municipal Assessor's Office</i>
	6.3 Review and check Final FAAS thru eTRACS	None	3 minutes	<i>Local Assessment Operations Officer II & III /</i>



				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/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	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 Technical		
Type of Transaction:		G2C- Government to Client		
Who may avail:		Property Owner or Administrator		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Sworn Statement of Owner or Representative in case of Corporation		Property Owner or Administrator		
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
	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	None	4 Hours	Tax Mapper II, Assessment Clerk I/ Municipal Assessor's Office



	its actual use or other uses			
	5.1 Prepare the Pre-FAAS and Inspection Report	None	10 minutes	<i>Tax Mapper II, Assessment Clerk I/ Municipal Assessor's Office</i>
	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	<i>Tax Mapper II or Assessment Clerk I / Municipal Assessor's Office</i>
6. Return to office for the submission of required documents	6. Receive, check and verify submitted documents from the checklist	None	1 minute	<i>Assessment Clerk I/ Municipal Assessor's Office</i>
	6.1 Inform or brief the client for the processing and approving time of the Tax Declaration.	None	2 minutes	<i>Assessment Clerk I/ Municipal Assessor's Office</i>
	6.2 Prepare the Final FAAS thru eTRACS	None	15 minutes	<i>Assessment Clerk I/ Municipal Assessor's Office</i>
	6.3 Review and check Final FAAS thru eTRACS	None	3 minutes	<i>Local Assessment Operations Officer II & III / Municipal Assessor's Office</i>
	6.4 Prepare the Tax Declaration and generate (3 copies Tax Declaration, 3 copies Final	None	15 minutes	<i>Assessment Clerk I/ Municipal Assessor's Office</i>



	FAAS and 2 copies Notice of Assessment)			
	6.5 Review and sign the duly accomplished Tax Declaration	None	5 minutes	<i>Local Assessment Operations Officer III and Municipal Assessor / Municipal Assessor's Office</i>
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	<i>Provincial Assessor / Provincial Assessor's Office</i>
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	<i>Tax Mapper II / Municipal Assessor's Office</i>
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		
Type of Transaction:		G2C- Government to Client		
Who may avail:		Property Owner or Administrator		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Latest/updated Realty Tax Receipt (Official Receipt)		Municipal Treasurer's Office (MTO)		
2. Owner's Letter Request		Property Owner		
3. Zoning Certification		Municipal Planning and Development Office (MPDO)		
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
	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	<i>Tax Mapper II, Assessment Clerk I/ Municipal Assessor's Office</i>
	5.1 Prepare the Pre-FAAS and Inspection Report	None	10 minutes	<i>Tax Mapper II, Assessment Clerk I/ Municipal Assessor's Office</i>
	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	<i>Tax Mapper II or Assessment Clerk I / Municipal Assessor's Office</i>
6. Return to office for the submission of required documents	6. Receive, check and verify submitted documents from the checklist	None	1 minute	<i>Assessment Clerk I/ Municipal Assessor's Office</i>
	6.1 Inform or brief the client for the processing and approving time of the Tax Declaration.	None	2 minutes	<i>Assessment Clerk I/ Municipal Assessor's Office</i>
	6.2 Prepare the Final FAAS thru eTRACS	None	15 minutes	<i>Assessment Clerk I/ Municipal Assessor's Office</i>
	6.3 Review and check	None	3 minutes	<i>Local Assessment Operations Officer II & III /</i>



	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 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/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 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:	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 (UNDER DEPARTMENT OF ENVIRONMENT AND NATURAL RESOURCES (DENR) PROPERTY	WHERE TO SECURE			
1. Latest/updated Realty Tax Receipt (Official Receipt)	Municipal Treasurer's Office (MTO)			
2. Official Receipt of Transfer Tax	Provincial Treasurer's Office, Capitol Ground, Malaybalay City, Bukidnon			
3. Certified True Copy of Land Title (1 Original True Copy and 1 photo copy)	Land Registry Authority (LRA)/Registry of Deeds (ROD), Malaybalay City, Bukidnon			
4. Deed of Conveyance (e.g. Deed of Absolute Sale, Donation)duly registered from the Registry of Deeds (2 photo copy)	Client's copy/file			
5. Electronic Certificate Authorizing Registration (eCAR) (2 photo copy)	Bureau of Internal Revenue (BIR), Casisang, Malaybalay City, Bukidnon			
6. Approved Survey Plan (2 photo copy)	Department of Environment and Natural Resources Region 10 Survey Division, Macabalan, Cagayan de Oro City			
CHECKLIST OF REQUIREMENTS (UNDER DEPARTMENT OF AGRARIAN REFORM (DAR) PROPERTY				
1. Title (2 photo copies)	Clients File			
2. Department of Agrarian Reform Office (DAR) Certification (1 Original and 1 photo copy)	Municipal Agrarian Reform Office (MARO), North Poblacion, Maramag, Bukidnon			
ADDITIONAL REQUIREMENTS FOR REPRESENTATIVE				
1. Photocopy of Special Power of Attorney (1 copy)	Notary Public			
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	<i>Assessment Clerk I/ Municipal Assessor's Office</i>
2. Proceed to Appraisal and Assessment Section	2. Refer to Appraisal and Assessment Section	None	3 minutes	<i>Assessment Clerk I/ Municipal Assessor's Office</i>
3. Secure Checklist of requirements	3. Provide checklist of requirements	None	2 minutes	<i>Assessment Clerk I/ Municipal Assessor's Office</i>
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	<i>Assessment Clerk I/ Municipal Assessor's Office</i>
	4.1 Set schedule for the conduct of actual ocular inspection of the Real Property subject for assessment	None	3 minutes	<i>Assessment Clerk I/ Municipal Assessor's Office</i>
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	<i>Tax Mapper II, Assessment Clerk I/ Municipal Assessor's Office</i>
	5.1 Prepare the Pre-FAAS and Inspection Report	None	10 minutes	<i>Tax Mapper II, Assessment Clerk I/ Municipal Assessor's Office</i>
	5.2 Forward the accomplished Pre-FAAS to Tax Mapping Section for Property Identification	None	10 minutes	<i>Tax Mapper II or Assessment Clerk I / Municipal Assessor's Office</i>



	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	<i>Assessment Clerk I/ Municipal Assessor's Office</i>
	6.1 Inform or brief the client for the processing and approving time of the Tax Declaration.	None	2 minutes	<i>Assessment Clerk I/ Municipal Assessor's Office</i>
	6.2 Prepare the Final FAAS thru eTRACS	None	15 minutes	<i>Assessment Clerk I/ Municipal Assessor's Office</i>
	6.3 Review and check Final FAAS thru eTRACS	None	3 minutes	<i>Local Assessment Operations Officer II & III / Municipal Assessor's Office</i>
	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	<i>Assessment Clerk I/ Municipal Assessor's Office</i>
	6.5 Review and sign the duly accomplished Tax Declaration	None	5 minutes	<i>Local Assessment Operations Officer III and Municipal Assessor / Municipal Assessor's Office</i>



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/Declarant. Retrieve Feedback Form and file.	None	4 Hours	Tax Mapper II / Municipal Assessor's Office
TOTAL:		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		
1. Latest/updated Realty Tax Receipt (Official 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	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
	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	<i>Tax Mapper II, Assessment Clerk I/ Municipal Assessor's Office</i>
	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	<i>Tax Mapper II or Assessment Clerk I / Municipal Assessor's Office</i>
6. Return to office for the submission of required documents	6. Receive, check and verify submitted documents from the checklist	None	1 minute	<i>Assessment Clerk I/ Municipal Assessor's Office</i>
	6.1 Inform or brief the client for the processing and approving time of the Tax Declaration.	None	2 minutes	<i>Assessment Clerk I/ Municipal Assessor's Office</i>
	6.2 Prepare the Final FAAS thru eTRACS	None	15 minutes	<i>Assessment Clerk I/ Municipal Assessor's Office</i>
	6.3 Review and check Final FAAS thru eTRACS	None	3 minutes	<i>Local Assessment Operations Officer II & III / Municipal Assessor's Office</i>
	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	<i>Assessment Clerk I/ Municipal Assessor's Office</i>
	6.5 Review and sign the duly	None	5 minutes	<i>Local Assessment Operations</i>



	accomplished Tax Declaration			<i>Officer III and Municipal Assessor / Municipal Assessor's Office</i>
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	<i>Provincial Assessor / Provincial Assessor's Office</i>
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	<i>Tax Mapper II / Municipal Assessor's Office</i>
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:	Municipal Agriculture Office			
Classification:	Simple			
Type of Transaction:	G2C- Government to Client			
Who may avail:	All Livestock Farmers/Raisers and Households of Maramag			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Proof of Ownership (1 photo copy) any of the following: <ul style="list-style-type: none"> • Animal Inspection Certificate • Barangay Certification as proof of Ownership • Livestock Credential Registration (Certificate of Ownership/ Transfer) 		<ul style="list-style-type: none"> - Municipal Agriculture Office - Barangay Local Government Unit's - Municipal Treasurer's Office 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Municipal Agriculture Office frontline personnel and request for specific service/s	1. Entertain farmers request and provide logbook	None	3 minutes	<i>Agricultural Technologist/ Agricultural Technician Municipal Agriculture Office</i>
2. Sign logbook and place the animal to the designated area	2. Diagnose animal health situation and execute services as requested	None	20 minutes	<i>Agricultural Technologist /Municipal Agriculturist Municipal Agriculture Office</i>
	2.1 Advice client on proper animal health care and provide feedback form	None	5 Minutes	<i>Agricultural Technologist/ Municipal Agriculturist Municipal Agriculture Office</i>
3. Accomplish feedback form	3. Retrieve accomplished feedback form	None	2 Minutes	<i>Agricultural Technologist /Municipal Agriculturist</i>



				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 Agriculture Office			
Classification:	Simple			
Type of Transaction:	G2C- Government to Client			
Who may avail:	All Farmers of Maramag			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Registry System of Basic Sectors in Agriculture (RSBSA) copy/stub (1 photocopy) 2. Barangay Certification (1 photocopy) 3. Irrigator's and Farmer's Cooperative Association (IA/FCA) Certification 4. Identification Card (1 photocopy)		- Municipal Agriculture's Office - Barangay Local Government Unit's - IA/FCA Certification - Personal copy		
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/ Agricultural Technician 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/ Agricultural Technician Municipal Agriculture Office



	release of farm inputs			
3. Proceed to the Municipal Warehouse and present claim slip to the service provider	3. Release the farm inputs and secure the client's signature on the acknowledge receipt and provide feedback form	None	20 minutes	<i>Agricultural Technologist/ Agricultural Technician</i> Municipal Agriculture Office
4. Receive the farm inputs and accomplish feedback form	4. Retrieve the feedback form	None	2 minutes	<i>Agricultural Technologist/ Agricultural Technician</i> 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:		Municipal Agriculture Office		
Classification:		Simple		
Type of Transaction:		G2C- Government to Client		
Who may avail:		All Farmers and Fisherfolks of Maramag		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Proof of Ownership (1 photo copy) any of the following: <ul style="list-style-type: none"> 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 		<ul style="list-style-type: none"> Municipal Agriculture Office Barangay Local Government Unit's Municipal Treasurer's Office Municipal Agriculture Office 		
2. Documentary stamp (1 copy)		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 and verify documents submitted and advice client to pay Certification Fee at the Municipal Treasurer's Office (MTO)	None	5 Minutes	Agricultural Technologist/ Agricultural Technician Municipal Agriculture Office



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 receipt and 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 Maramag who requested to avail such services.

Office or Division:		Municipal Agriculture Office		
Classification:		Simple		
Type of Transaction:		G2C- Government to Client		
Who may avail:		All Farmers of Maramag		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Slip (1 copy) 2. Identification Card (1 copy)		- Municipal Agriculture Office - Personal Copy		
CLIENT STEPS	AGENCY ACTIONS	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. Receive, validate and verify request slip and advice client to pay for the rental fee at the Municipal Treasurer's Office (MTO)	None	5 minutes	<i>Agricultural Technologist/ Agricultural Technician/Clerk Municipal Agriculture Office</i>
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	<i>Revenue Collection Clerk III, II, I Municipal Treasurer's Office</i>
3. Return to the Municipal Agriculture's Office and present Official Receipt (OR)	3. Receive OR then set schedule of the services and logbook the Official Receipt (OR) along with its farmer's name,	None	3 minutes	<i>Agricultural Technologist/ Agricultural Technician/Clerk Municipal Agriculture Office</i>



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

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:		Municipal Agriculture Office		
Classification:		Simple		
Type of Transaction:		G2C- Government to Client G2G- Government to Government G2B- Government to Business		
Who may avail:		All individuals and other offices/agencies		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Intent/Request (1 copy)		- Personal Copy		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Municipal Agriculture Office frontline personnel, submit letter request and sign logbook.	1. Receive letter of intent/request and provide logbook.	None	3 Minutes	Agricultural Technologist/ Agricultural Technician/Clerk Municipal Agriculture Office
	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 approval.	None	5 Minutes	Agricultural Technologist/ Agricultural Technician/Clerk/ Municipal Agriculturist Municipal Agriculture Office
	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 the requested document and send via e-mail to the offices/agencies concerned.	None	5 Minutes	Agricultural Technologist/ Agricultural Technician/Clerk Municipal Agriculture Office



3. Receive the Document and accomplish feedback form via e-mail	3. Retrieve the feedback form	None	2 Minutes	<i>Agricultural Technologist/ Agricultural Technician/Clerk Municipal Agriculture Office</i>
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.

Office or Division:		Municipal General Services Office – Administrative Support		
Classification:		Simple		
Type of Transaction:		G2C- Government to Client G2G – Government to Government		
Who may avail:		Internal & External Clients		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Approved Letter Request (1 original copy)		Municipal Mayor's Office		
2. Photocopy of Official Receipt from the Municipal Treasurer's Office		Municipal Treasurer's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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	<i>Admin Aide II</i> Municipal General Services Office
	1.1Check for the availability of schedule	Heavy Duty Tents Php 300.00/ unit per day	3 minutes	<i>Admin Aide II</i> Municipal General Services Office
2.Fill-up Borrower Slip	2. Approved by MGSO	Wooden Tables Php 50.00 Table Cloth Php 50.00/pc	5 minutes	<i>Municipal General Services Officer</i> Municipal General Services Office
3.Present Official Receipt	3. Receive O.R & book the	Sound System Php3,500.00/day or night	5 minutes	<i>Admin. Aide II</i> Municipal General Services Office



	requested schedule.			
	3.1 Release the requested item and provide feedback form.		30 minutes	<i>Admin Aide II</i> Municipal General Services Office
5. Fill-up feedback form and present to GSO clerk	5.Receive feedback form		30 seconds	<i>Admin Aide II</i> 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 Transaction:	G2G – Government to Government			
Who may avail:	Internal Clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Job Order Slip Form		Municipal General Services Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Secure Job Order Slip Form at General Services Office	1. Provide Job Order Form to the client	None	1 minute	<i>Admin Aide II</i> Municipal General Services Officer
2.Fill-up Job Order with signature then submit to GSO for approval	2. Facilitate the job order request by GSO Clerk	None	3 minutes	<i>Admin Aide II,</i> <i>Municipal General Services Officer</i>



	for approval of MGSO.			Municipal General Services Officer
	2.1 Booked and informed Maintenance Section for the requested Job Order.	None	5 minutes	<i>Admin Aide II, Plumber</i> Municipal General Services Office
TOTAL:		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 Division:		Municipal General Services Office		
Classification:		Simple		
Type of Transaction:		G2C- Government to Client G2G – Government to Government		
Who may avail:		Internal & External Clients		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Documents to be photocopied/ risograph		Clients		
2. Official Receipt from Municipal Treasurer's Office/ Cash Ticket		Municipal Treasurer's Office/ GSO Counter		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client present copy/ies to be reproduce at GSO ICT Section	1. Received the documents by the GSO ICT operator.)	Php 2.00/page Php 400.00/ ream	1 minute/ page 10 minutes/ ream	<i>Admin Aide I</i> Municipal General Services Office



	1.1 Reproduce photocopy/risograph printing by the GSO ICT operator.	Php 600.00/ ream (back to back		<i>Admin Aide I</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			<i>Admin Aide I</i> Municipal General Services Office
3. Client receive the copy/ies (photocopy and risograph) after payment				<i>Admin Aide I</i> Municipal General Services Office
TOTAL:		Php 2.00/page Php 400.00/ ream Php 600.00/ ream (back to back	1 minute or 10 minutes	



4. Scheduling of Vehicle Usage

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

Office or Division:		Municipal General Services Office – Administrative Support		
Classification:		Simple		
Type of Transaction:		G2C- Government to Client G2G – Government to Government		
Who may avail:		Internal & External Clients		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Letter request approved by Local Chief Executive/ Municipal Administrator		Municipal Mayor's Office/ Municipal Administrator Office		
2.Vehicle Trip Ticket		Municipal General Services Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request approved by the Local Chief Executive (LCE)	1. Receive the approved letter request	None	1 minute	<i>Admin Aide IV</i> Municipal General Services Office
	1.1 Informs the Head of Office regarding the letter.	None	1 minute	<i>Admin Aide IV</i> <i>Municipal General Services Officer</i> Municipal General Services Office
	1.2 Forward the letter request to GSO clerk for verification and checking of schedule for the availability of vehicle	None	1 hour	<i>Municipal General Services Officer, Admin Aide IV</i> Municipal General Services Office



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

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 Division:		Municipal General Services Office		
Classification:		Simple		
Type of Transaction:		G2B – Government to Business		
Who may avail:		External Clients		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Present the following to the inspectorate: 1. Item Delivered 2. P.O./Contract 3. Delivery Receipt 4. Charge Invoice		Municipal General Services Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON 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 Signing of all documents.	None	1 minute	Administrative Aide IV Administrative Officer V (Supply Officer III)
	1.5 Coordinate with the end-user for the delivery of items.	None	5 minutes	Administrative Aide IV Administrative Officer V (Supply Officer III)
	1.6 Prepare the Obligation Receipt and Disbursement Voucher and Inspection and Acceptance Report (IAR)	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 Transaction:	G2G – Government to Government			
Who may avail:	Internal Clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Job Order Request Form 2. Requisition and Issue Slip (RIS) 3. Pre-repair form 4. Job Order Request Form Maintenance Chart		Municipal General Services Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Park the vehicle at Service Reception Area then proceed to Motorpool Division Office and secure a Job Order request form.	1. Inspection of pre-repair will be conducted by the motorpool division	None	5 Minutes	Admin. Aide IV Mechanic
2. Park the vehicle at the designated service bay indicated in Job Order request form.	2. Assigned mechanic will conduct Preventive/Predictive /Corrective and Emergency maintenance of the vehicle.	None	3 Hours	Mechanic
3. For replacement of parts: A. Proceed to stock room. B. Secure a requisition and issuance slip for the requested	3. Preparation of the Requisition and Issue Slip (RIS) by the Spare Parts section and will collect the surrendered waste material spare parts for safekeeping.	None	5 minutes	Admin Aide IV



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 of the requested parts.	4. List down the spare parts needed for the repair indicated in job order request form	None	5 minutes	<i>Mechanic</i>
	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 Transaction:	G2G - Government to Government G2C - Government to Client			
Who may avail:	All Citizens, individual groups, private offices,/industries, LGU Barangays/ National Offices, Civic/Military, Church Organization			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Approved Letter Request		Requesting party/Municipal Mayor's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit the approved letter to GSO	1. Receive approved letter request	None	1 minute	Admin. Aide IV General Services Office
	1.1 Check for the availability of schedule	None	3 minutes	Admin Aide IV, Municipal General Services Officer General Services Office
	1.2 Schedule the said request.	None	1 minutes	Admin Aide IV General Services Office
	1.3			
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
1. General Requirements	
1.1 Petition - 1 original, 2 certified photocopies	Court
1.2 Court Decision - 1 original, 2 certified photocopies	Court
1.3 Certificate of Finality - 1 original, 2 certified photocopies	Court
1.4 PSA Copy of Document to be annotated/ updated	Philippine Statistics Authority
2. Additional requirements for petitions filed and decided by court outside Maramag:	
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.



3. Additional requirements for petitions filed and decided by Shari'a Court:				
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.		Shari'a Court where petition was filed/decided		
3.2 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.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits requirements	1. Receives requirements for evaluation	None	5 minutes	Assistant Registration Officer, Municipal Civil Registrar's Office
	1.1 Processes and routes the annotated document and attachments 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. Pays at MTO.	3. Issues OR.	Service Fee – ₱1,450.00	10 minutes	<i>Revenue Collection Clerk, Municipal Treasurer's Office</i>
4. Returns to MCRO and presents OR.	4. Receives the OR and segregates copies of documents. 1 st copy – PSA 2 nd copy – personal file of client 3 rd copy - MCRO	None	3 minutes	<i>Clerk II and Clerk III, Municipal Civil Registrar's Office</i>
5. Client gets personal copy of updated document with annotation	5. Releases personal copy of documents to client.	None	1 minute	<i>Clerk II and Clerk III, Municipal Civil Registrar's Office</i>
6. Mails/transmits PSA Copy thru post office or courier.	6. Advises client to mail/transmit PSA copy/envelope thru post office or courier	Mailing fee - ₱150.00	1 minute	<i>Assistant Registration Officer, Municipal Civil Registrar's Office</i>
7. Waits for the completion of annotation of document by the PSA	7. PSA Annotates document.		PSA Processing – 6 months	
TOTAL		₱1,600.00	Local Processing - 1 hour and 21 minutes PSA Processing – 6 months	



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 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 authorized representative.		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid ID/s of person who owns the document and his/her authorized representative.		Personal copy		
2. Authorization Letter or Special Power of Attorney for authorized representative.		Personal copy or Notary Public.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up request form and submit it with the requirements to employee in-charge	1. 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



3. Pays at MTO.	3. Issues OR.	Processing – ₱ 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 CENOMAR - ₱ 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 CENOMA R - ₱ 310.00	PSA Processing – 2 weeks	
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3. Certified Photocopy of Civil Registry Documents

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

Office or Division:		Municipal Civil Registrar's Office		
Classification:		Simple		
Type of Transaction:		Government to Client		
Who may avail:		The child, his/ her parents, or his/her authorized representative.		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. General Requirement				
1.1 Original and photocopy of registered document.		Personal copy or PSA copy		
2. Additional requirement/s for request of certified true copy of documents filed in the MCRO.				
2.1 Valid ID/s of person who owns the document and his/her authorized representative.		Personal copy		
2.2 Authorization Letter or Special Power of Attorney for authorized representative.		Personal copy or Notary Public.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits required documents	1. Receives documents for evaluation	None	2 minutes	<i>Clerk II and Clerk III,</i> Municipal Civil Registrar's Office
	1.1 For personal or PSA File, proceed to step 2	None	1 minute	<i>Clerk II and Clerk III,</i> Municipal Civil Registrar's Office
	1.2 For record on file, search office file or entry in the registry book	None	5 minutes	<i>Clerk II and Clerk III,</i> Municipal Civil Registrar's Office
2. Receives Order of Payment	2. If search results positive entry, issues Order of	None	1 minute	<i>Clerk II and Clerk III,</i> 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	Certification 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 Photocopies record on file and certifies photocopied documents	None	3 minutes	Clerk II and Clerk III, Municipal Civil Registrar's Office
	4.2 Reviews and signs documents			
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
1. 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



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



is unemployed and has no administrative or criminal case filed against him/her. (mandatory)				
3.4 Business Permit for Self Employed		Personal copy		
3.5 Medical Record /Certification stating the subject of petition/ entry to be corrected. (mandatory)		Physician of Public Hospital		
3.6 NBI Clearance (mandatory)		NBI/Personal copy		
3.7 Police Clearance (mandatory)		PNP/Personal copy		
3.8 Publication with affidavit (mandatory)		Publishing/Newspaper offices		
3.9 For change of sex/gender, a medical certificate stating that the child does not undergone sex change or sex transplant, together with an Affidavit from attorney stating the fact of medical certificate. (mandatory)		Physician of Public Hospital		
3.10 Optional Requirements				
3.10.1 Comelec Voter's record		COMELEC		
3.10.2 GSIS or SSS record		GSIS or SSS/ Personal copy		
3.10.3 Driver's License		LTO/Personal copy		
3.10.4 Land Title/Cert. Transfer of Title		Personal copy		
3.10.5 Bank/ Insurance Record		Bank/ personal copy		
3.10.6 Cedula		Barangay LGU/ Personal copy		
3.10.7 Passport		Personal copy		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requirements	1. Examines and verifies documents	None	10 minutes	Assistant Registration Officer,



	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	<i>Assistant Registration Officer,</i> 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	<i>Assistant Registration Officer,</i> Municipal Civil Registrar's Office
4. Pay at MTO.	4. Issues OR	CCE ₱1,000.00 Archival / Educ'l Fee- ₱400.00 RA 10172 and Change of First Name- ₱3,000.00 Archival / Educ'l Fee- ₱600.00 Mailing Fee- ₱150.00	10 minutes	<i>Revenue Collection Clerk,</i> Municipal Treasurer's Office



		Migrant Petition Fee P50 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	<i>Assistant Registration Officer, Municipal Civil Registrar's Office</i>
	5.1 Segregates respective copies of documents, namely: 1 st copy – PSA 2 nd copy – MCRO 3 rd copy – Petitioner			<i>Assistant Registration Officer, Municipal Civil Registrar's Office</i>
	5.2 Attaches photocopy of Official Receipt to the PSA File			<i>Assistant Registration Officer, Municipal Civil Registrar's Office</i>
6. Receives original and 3 rd copies	6. Return original file and 3 rd copies of documents to petitioner		1 minute	<i>Assistant Registration Officer, Municipal Civil Registrar's Office</i>
7. If publication is required, transacts with publishing/newspaper offices on	7. Publishes petition for two (2) consecutive weeks	₱2,000. 00	2 weeks	<i>Employee, Publishing/News paper offices</i>



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



	publication and affidavit, attaches these to the petition and sends to PSA-OCRG Manila			
9. For migrant petition, waits for the arrival of affirmed petition from Civil Registrar where the petition was filed.	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 Publication ₱2,500.00 Migrant Petition Fee – ₱500.00 Mailing Fee – ₱150.00	6 months including PSA processing	<i>Local Civil Registrar,</i> Place of Event <i>Processor,</i> Philippine Statistics Authority
	9.1 Approved petition forwarded to PSA-OCRG - Manila for affirmation. 9.2 Petition evaluated by PSA-OCRG and approval/disapproval will be returned via mail/ courier to	None	5 Months	PSA-OCRG



	Civil Registrar in Maramag.			
	9.3 Upon arrival of the affirmation from PSA, logs affirmation in the logbook.	None	5 minutes	<i>Assistant Registration Officer,</i> Municipal Civil Registrar's Office
	9.4 Photocopies at least three copies of all petition documents/ requirements for annotation/ certification.	None	5 minutes	<i>Assistant Registration Officer,</i> Municipal Civil Registrar's Office
	9.5 Annotates the civil registry document and prepares transmittal, Certificate of Finality and pertinent documents for PSA Cagayan de Oro requesting to reflect the annotation of document.	None	30 minutes	<i>Assistant Registration Officer,</i> Municipal Civil Registrar's Office
	9.6 Sends documents to PSA Cagayan de Oro for annotation of petitioned document.	None	30 minutes	<i>Assistant Registration Officer,</i> Municipal Civil Registrar's Office
10. Waits for the completion of annotation of	10. Waits for the completion of	None	1 month	



document by the PSA	annotation of document by the PSA			
TOTAL	CCE - ₱1,550. 00 CFN - ₱5,750. 00 RA 10172 - ₱5,750. 00 Migrant CCE - ₱2,150. 00 Migrant CFN - ₱7,150. 00	CCE – 5 months, 10 days, 3 hours and 22 minutes CFN and RA 10172 – 5 months, 2, weeks and 4 days publication requirement*, 10 days, 3 hours and 22 minutes Migrant – 6 months , 10 days, 2 hours and 2 minutes *Additional 2 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 Division:		Municipal Civil Registrar's Office		
Classification:		Simple		
Type of Transaction:		Government to Client		
Who may avail:		The child, his/ her parents, or his/her authorized representative.		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid ID/s of person who owns the document and his/her authorized representative.		Personal copy		
2. Authorization Letter or Special Power of Attorney for authorized representative.		Personal copy or Notary Public.		
3. PSA Copy of registered document.		Municipal Civil Registrar's Office		
4. Transcriptions and Certified copy/copies of registered document and/or certified copy of the registry book.		Municipal Civil Registrar's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits required documents to the employee in-charge	1. Receives documents for evaluation	None	5 minutes	<i>Clerk II and Clerk III,</i> Municipal Civil Registrar's Office



	1.2 For old record, search office file or entry in the registry book	None		<i>Clerk II and Clerk III, Municipal Civil Registrar's Office</i>
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	<i>Clerk II and Clerk III, Municipal Civil Registrar's Office</i>
3. Pays at MTO.	3. Issues OR	Processing - ₱360	10 minutes	<i>Revenue Collection Clerk, Municipal Treasurer's Office</i>
4. Returns to MCRO and presents OR.	4. Receives OR	None	1 minute	<i>Clerk II and Clerk III, Municipal Civil Registrar's Office</i>
	4.1 Prepares transcription, certified true copy/ certification and transmittal	None	15 minutes	<i>Clerk II and Clerk III, Municipal Civil Registrar's Office</i>
	4.2 Signs processed documents	None	3 minutes	<i>Assistant Registration Officer, Registration Officer III and Municipal Civil Registrar, Municipal Civil Registrar's Office</i>
	4.3 Segregates copies 1 st copy – client	None	1 minute	<i>Assistant Registration Officer, Registration Officer III and</i>



	2 nd copy – MCRO 3 rd copy – PSA			<i>Municipal Civil Registrar, Municipal Civil Registrar's Office</i>
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	<i>Clerk II, Clerk III, and Registration Officer III, Municipal Civil Registrar's Office</i>
TOTAL		₱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 want to get married		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Marriage License		Personal copy		
2. Application for Marriage License		Personal copy		
3. List of Sponsors		Personal list		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Arranges schedule of wedding at the Municipal Mayor's Office	1. Inputs name in the schedule	None	5 minutes	<i>Clerk II and Clerk III, Municipal Mayor's Office</i>
2. Proceeds to MCRO and submits the required documents	2. Receives the required documents for evaluation	None	3 minutes	<i>Clerk II and Clerk III, Municipal Civil Registrar's Office</i>
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	<i>Clerk II and Clerk III, Municipal Civil Registrar's Office</i>
	3.1 Prepares the Certificate of Marriage	None	10 minutes	



4. Pay at MTO.	4. Issues OR.	Ordinary Schedule - ₱ 750.00	10 minutes	Revenue Collection Clerk, Municipal Treasurer's Office
		Sponsors - ₱ 50.00 each		
		Special Schedule - ₱2,000.00		
		Sponsors - ₱100.00 each		
		Foreigner - ₱3,500.00		
		Sponsors - ₱ 100.00 each		
5. Returns to MCRO and presents OR	5. Receives the OR.	None	1 minute	Clerk II and Clerk III, Municipal Civil Registrar's Office
6. Reviews COM.	6. Presents the prepared COM for review by the client.	None	2 minutes	Clerk II and Clerk III, Municipal Civil Registrar's Office
7. Receives COM.	7. Releases four (4) copies of COM and advises the client to submit it to the employee in-charge at the Municipal Mayor's Office	None	1 minute.	Clerk II and Clerk III, Municipal Civil Registrar's Office
TOTAL		Ordinary Schedule - ₱ 750.00	33 minutes	



	Sponsors - ₱ 50.00 each		
	Special Schedule - ₱2,000.00		
	Sponsors - ₱ 100.00 each		
	Foreigner - ₱3,500.00		
	Sponsors - ₱ 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 Division:		Municipal Civil Registrar's Office		
Classification:		Simple		
Type of Transaction:		Government to Client		
Who may avail:		The child, his/ her parents, or his/her authorized representative.		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid ID/s of person who owns the document and his/her authorized representative.		Personal copy		
2. Authorization Letter or Special Power of Attorney for authorized representative.		Personal copy and Notary Public copy.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills up request form with necessary data	1. Receives request form and search the registered record via computer system and/or civil registry book.	None	5 minutes	<i>Clerk II and Clerk III</i> , Municipal Civil Registrar's Office
2. Receives Order of Payment	2. If positive, provides Order of Payment and advises client to pay at the Municipal Treasurer's	None	1 minute	<i>Clerk II and Clerk III</i> , Municipal Civil Registrar's Office



	Office (MTO).			
	2.1 If negative, advises client to obtain copy from PSA or issues Negative Certification	None	1 minute	<i>Clerk II and Clerk III, Municipal Civil Registrar's Office</i>
3. Pays at MTO	3. Issues OR	₱ 150.00	10 minutes	<i>Revenue Collection Clerk, Municipal Treasurer's Office</i>
4. Returns to MCRO and presents OR	4. Receives the OR and prepare the transcriptions / certification and have it signed.	None	7 minutes	<i>Clerk II and Clerk III, Municipal Civil Registrar's Office</i>
	4.1 Reviews and signs processed document.	None	3 minutes	<i>Assistant Registration Officer, Registration Officer III and Municipal Civil Registrar Municipal Civil Registrar's Office</i>
5. Receives document.	5. Releases document.	None	1 minute	<i>Clerk II and Clerk III, Municipal Civil Registrar's Office</i>
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 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 REQUIREMENTS	WHERE TO SECURE
1. General Requirements – to be submitted on the application date:	
1.1 Both or any of the couple must be a resident of Maramag	Personal Appearance before the Municipal Civil Registrar
1.2 Birth/Baptismal Certificate	Personal copy
1.3 At least two (2) valid ID of couple/applicants	Personal copy
1.4 Parental Consent (for applicants 18 to 21 years old)	Parents shall personally appear at the Municipal Civil Registrar's Office for subscription or at the local civil registrar where the parents reside
1.5 Parental Advice (for applicants between 22 to 25 years old)	Parents shall personally appear at the Municipal Civil Registrar's Office for subscription or at the local civil registrar where the parents reside.
1.6 Death Certificate of previous spouse (if widow/widower).	Personal copy
1.7 Divorce/Court Decision, Judicial Decree and Certificate of Finality (if divorced/annulled).	Court
2. Additional Requirements that can be submitted on or prior to release of Marriage License:	
2.1 Certificate of No Marriage/ Advisory on	Philippine Statistics Authority



Marriages (for both applicants)				
2.2 Pre-Marriage Counseling Attendance/ Certificate		Population Development Office at MHO-Maramag		
2.3 Tree Planting Certificate		Barangay LGU		
3. Additional requirement for foreigners:				
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.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents	1. Receives the documents for evaluation.	None	5 minutes	<i>Clerk II and Clerk III, Municipal Civil Registrar's Office</i>
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	<i>Clerk II and Clerk III, Municipal Civil Registrar's Office</i>
3. Submits filled out form	3. Receives and evaluates the data	None	3 minutes.	<i>Clerk II and Clerk III, Municipal Civil Registrar's Office</i>



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	<i>Clerk II and Clerk III, Municipal Civil Registrar's Office</i>
5. Pay at MTO	5. Issues OR	Application with Ordinary PMC - ₱1,500.00 Application with Special PMC - ₱2,600.00 With Foreigner partner - ₱3,800.00	10 minutes	<i>Revenue Collection Clerk, Municipal Treasurer's Office</i>
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	<i>Clerk II and Clerk III, Municipal Civil Registrar's Office</i>
7. Applicants sign application before the MCR/ authorized personnel.	7. Administers oath	None	3 minutes	<i>Assistant Registration Officer, Registration Officer III and Municipal Civil Registrar, Municipal Civil Registrar's Office</i>



8. Receives Return Slip/Schedule	8. Provides return slip/schedule. Advises the couple to comply other lacking requirements 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. Pays Marriage License Fee at MTO	11. Issues OR and Marriage License.	₱ 602.00	10 minutes	Revenue Collection Clerk, Municipal Treasurer's Office
12. Returns to MCRO and presents OR and Marriage License	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. Receives copy of Marriage License as reference for solemnizing officer.	13. Returns copy of Marriage License	None	1 minute	Municipal Civil Registrar, Municipal Civil Registrar's Office
TOTAL:		With Ordinary PMC – ₱2,102.00 With Special PMC – ₱3,202.00 With Foreigner Partner ₱4,402.00	Local Processing - 58 minutes Posting period - 10 days	



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 REQUIREMENTS	WHERE TO SECURE
1. General requirements for Death Registration within reglementary period Including Fetal Death, Mass Death and Death under Medico-Legal Examination)	Records Sections of Hospitals.
1.1 For deaths occurred in Hospitals, Certificate of Death (COD) must be produced in four copies, original signatures affixed.	Records Sections of Hospitals.
1.2 For deaths occurred in homes, streets and other areas within the Municipality, obtain Certification of Death from the Barangay Captains of Barangay LGU's	Barangay Captains/ Barangay LGU's
1.3 Prior to registration, COD must be reviewed by the Municipal Health Officer and certified by the Embalmer	Municipal Health Officer and Embalmer
2. Additional requirement for Delayed Registration of Death	Public Attorney's Office
2.1 Negative Certification of Death (for death not registered for five (5)	Philippine Statistics Authority



years from date of Death)				
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 Attorney's Office or any Notary Public		
2.3 Posting period of not less than ten (10) days from date of application.		Notice of Posting to be prepared by MCRO Staff		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits requirements.	1. Receives COD and reviews entries.	None	5 minutes	<i>Clerk II and Clerk III, Municipal Civil Registrar's Office</i>
2. For delayed registration of Death, submit barangay certification for delayed registration	2. Prepares application for delayed registration	None	5 minutes	<i>Clerk II and Clerk III, Municipal Civil Registrar's Office</i>
3. Obtains return slip/schedule	3. Gives return slip/schedule	None	1 minute	<i>Clerk II and Clerk III, Municipal Civil Registrar's Office</i>
4. Waits for 10 days posting period	4. Post application for at least 10 days on the bulletin board.	None	10 days	<i>Clerk II and Clerk III, Municipal Civil Registrar's Office</i>
5. Returns to MCRO and presents return slip/ schedule	5. Receives return slip and retrieve application	None	1 minute	<i>Clerk II and Clerk III, Municipal Civil Registrar's Office</i>
6. Receives Order of Payment	6. Provides Order of Payment and advises	None	1 minute	<i>Clerk II and Clerk III, Municipal Civil Registrar's Office</i>



	client to pay at the Municipal Treasurer's Office (MTO).			
	6.1 Processes and routes the COD for signature.	None	5 minutes	<i>Clerk II and Clerk III, Assistant Registration Officer, Registration Officer III and Municipal Civil Registrar, Municipal Civil Registrar's Office</i>
7. Pay at MTO	7. Issues OR.	Timely - ₱ 150.00 Delayed - ₱ 400.00	10 minutes	<i>Revenue Collection Clerk, Municipal Treasurer's Office</i>
8. Returns to MCRO and presents OR	8. Receives the OR and segregates copies of COD.	None	1 minute	<i>Clerk II and Clerk III, Municipal Civil Registrar's Office</i>
9. Receives COD	9. Releases personal copy of COD to the client.	None	1 minute	<i>Clerk II and Clerk III, Municipal Civil Registrar's Office</i>
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
1. Certificate of Foundling (OCRG Form No. 101, revised January 1993 accomplished correctly and completely.)	Form available at the Local Civil Registrar.
2. Affidavit of the finder stating the facts and circumstances surrounding the finding of the child, and the fact that the foundling has been reported to the Barangay Captain or to the 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 the certification.	Barangay LGUs and PNP Station.



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



	Treasurer's Office (MTO).			
8. Pay at MTO	8. Issues OR	Timely - ₱ 150.00 Delayed - ₱ 400.00	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 Delayed - ₱ 400.00	Timely - 28 minutes Delayed – 10 days and 35 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 authorized representative.
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. General Requirements	
1.1 PSA Copy of Document to be annotated/ updated	Philippine Statistics Authority
1.2 Affidavits and other legal instruments executed by the concerned party /parties under oath administered by the Public Attorney or a Notary Public.	Public Attorney or Notary Public.
1.3 Valid ID's of person/s who executed the affidavit.	Personal copy
1.4 As to the case of legitimation and recognition/admission of paternity, any documents showing clearly the relationship/paternity between father and child	Personal copy
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 Instrument written or executed by the father	Personal copy



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 Legitimation (if the provision of minority(as to age of parent/s) was not included in the previously executed affidavit of legitimation.	Public Attorney or Notary Public.
<i>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.</i>	
3. Requirement for RA 9255 – Illegitimate child to use surname of the father	
3.1 Affidavit to Use the Surname of the Father executed by the Child (if child is already seven (7) years old).	Public Attorney or Notary Public.
3.2 Sworn Attestation executed by the mother of the child 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.	Public Attorney or Notary Public.
3.3 Affidavit to Use the Surname of the Father executed by the Mother (if child is below seven (7) years old).	Public Attorney or Notary Public.
3.4 Private Handwritten 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)	Personal copy.
3.5 Certificate of Death of Deceased Parent	Personal copy, PSA, MCR



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



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



11. Registration of Live Birth

Legitimate child registered within reglementary period

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.

Office or Division:		Municipal Civil Registrar's Office (MCRO)		
Classification:		Simple		
Type of Transaction:		Government to Client		
Who may avail:		Parent/s or authorized representative		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
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.		From Records Sections of Hospitals, Lying-in Clinics, and Birthing Homes and Barangay LGUs within Maramag		
c. If indigent, barangay certification of indigency		Barangay LGUs.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits requirements.	1. Reviews COLB entries or prepares 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. Issues Official Receipt (OR)	Forms and processing fee - ₱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	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 Division:		Municipal Civil Registrar's Office		
Classification:		Simple		
Type of Transaction:		Government to Client		
Who may avail:		Parent/s or authorized representative		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
a. 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. Affidavit of Acknowledgement/ Admission of Paternity duly signed/ executed by the father and mother of the child at the back of the COLB.		From Records Sections of Hospitals, Lying-in Clinics, and Birthing Homes and Barangay LGUs within Maramag		
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.		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.		
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 BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Submits requirements.	1. Reviews COLB entries or prepares COLB.	None	10 minutes	<i>Clerk II and Clerk III, Municipal Civil Registrar's Office</i>
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	<i>Clerk II and Clerk III, Municipal Civil Registrar's Office</i>
3. Pays prescribed fees at MTO.	3. Issues Official Receipt (OR)	Forms and processing fee –PHP 150.00	10 minutes	<i>Revenue Collection Clerk, Municipal Treasurer's Office</i>
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	<i>Clerk II and Clerk III, Municipal Civil Registrar's Office</i>
	4.2 Reviews and signs the COLB.	None	3 minutes	<i>Assistant Registration Officer, Registration Officer III and Municipal Civil Registrar, Municipal Civil Registrar's Office</i>
	4.3 Segregates COLB copies.	None	1 minute	<i>Clerk II and Clerk III, Municipal Civil Registrar's Office</i>
5. Gets copy of registered COLB.	5. Gives COLB copy with attached OR to parent or representative.	None	1 minute	<i>Clerk II and Clerk III, Municipal Civil Registrar's Office</i>
TOTAL:		PHP 120.00	35 minutes	



12.2 Delayed 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
1. 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.		
2. 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.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits requirements.	1. 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



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	<i>Clerk II and Clerk III, Municipal Civil Registrar's Office</i>
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	<i>Revenue Collection Clerk, Municipal Treasurer's Office</i>
7. Returns to the MCRO and presents OR.	7. Receives OR and continue the processing of document.	None	10 minutes	<i>Clerk II and Clerk III, Municipal Civil Registrar's Office</i>
	7.1 Processes COLB and routes COLB for signature/s.	None		<i>Clerk II and Clerk III, Municipal Civil Registrar's Office</i>
	7.2 Reviews and signs the COLB.	None	3 minutes	<i>Assistant Registration Officer, Registration Officer III and Municipal Civil Registrar, Municipal Civil Registrar's Office</i>



	7.3 Segregates COLB copies	None	1 minute	<i>Clerk II and Clerk III, Municipal Civil Registrar's Office</i>
8. Gets copy of registered COLB.	8. Gives COLB copy with attached OR to parent or representative.	None	1 minute	<i>Clerk II and Clerk III, Municipal Civil Registrar's Office</i>
TOTAL:		1 month + = PHP 180.00 1 year + PHP 360.00	Local Processing - 37 minutes 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 REQUIREMENTS	WHERE TO SECURE
1. Main Requirements	
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	Personal copy
1.5 Affidavit for delayed registration of birth with two dis-interested persons	PAO
1.6 Joint Affidavit of Legitimation	PAO
1.7 Affidavit for delayed registration of birth with two dis-interested persons	PAO
1.8 Advisory of Marriages/CENOMAR of Parents	Philippine Statistics Authority
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 (Form 137)	School



2.1.3	Income tax return of parents	Personal copy.		
2.1.4	Medical records	Hospital		
2.1.5	Certification from the barangay stipulating the facts of birth of the child	Barangay LGU		
2.1.6	Immunization Card showing the facts of birth of the child.	Barangay LGU		
2.1.7	Police or NBI Clearance.	Police Station		
2.1.8	Voter's Certification.	Commission on Elections		
2.1.9	Marriage Certificate	Owner's copy/PSA		
2.1.10	Employment record, insurance policy and other records with facts of birth.	Owner's copy/employer/personal transaction.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits requirements.	1. 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
5. Returns to Office and hand in return slip. Receives Order of Payment	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	<i>Clerk II and Clerk III, Municipal Civil Registrar's Office</i>
6. Pays prescribed fees at MTO.	6. Issues Official Receipt (OR)	Beyond 1 month to 1 year from time of birth (Forms and Processing) – PHP 180.00 After 1 year from time of birth (Forms and Processing) – PHP 360.00	10 minutes	<i>Revenue Collection Clerk, Municipal Treasurer's Office</i>
7. Returns to the MCRO and presents OR.	7. Receives OR and continue the processing of document.	None	10 minutes	<i>Clerk II and Clerk III, Municipal Civil Registrar's Office</i>
	7.1 Processes COLB and routes COLB for signature/s.	None		<i>Clerk II and Clerk III, Municipal Civil Registrar's Office</i>



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



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 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
1. 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 dis-interested 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.
3. Additional Requirement for Legitimate Child (Married Parents)	



3.1 Marriage Certificate of Parents		Personal copy		
3.2 Advisory of Marriages/CENOMAR of Parents		PAO		
3.3 Joint Affidavit of Legitimation		PAO		
4. Additional Requirement for Illegitimate Child (Parents are not married)				
4.1 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.		
4.2 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.		
4.3 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.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits requirements.	1. Receives the documents for evaluation.	None	3 minutes	Clerk II and Clerk III, Municipal Civil Registrar's Office
2. Answers questions.	2. Interviews client while preparing COLB	None	8 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) and purchase postal money order or peso pack.	None	2 minutes	Clerk II and Clerk III, Municipal Civil Registrar's Office
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 Treasurer's Office



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



post office or courier.	envelope) – addressed to LCRO of place of birth of client 2 nd 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
1. 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.
2. 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
3. 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



4. Additional requirement for Delayed Registration of Marriage				
4.1 Affidavit for Delayed Registration of Marriage with two dis-interested persons executed by the the Solemnizing Officer or the couple attesting to the conduct of the marriage ceremony and the reason for the delayed registration or late submission.		Public Attorney's Office or any Notary Public		
4.2 Negative Certification of Marriage (for marriage not registered for five (5) years from date of Marriage)		Philippine Statistics Authority		
4.3 Posting period of not less than ten (10) days from date of application.		Notice of Posting to be prepared by MCRO Staff		
4.4 For marriage with unavailable personal, LCR and PSA copies, obtain transcription of marriage from records/ file of religious institutions, solemnizing officers, courts, mayor's office and other concerned institutions indicating the conduct of the marriage ceremony and the facts/details of the couples, the solemnizing officer, date and place of marriage and other data. The said transcription/ certification shall be used for the reconstruction of marriage record.		Solemnizing Officer, records/file from religious organization, courts and others		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits accomplished Certificate of Marriage (COM)	1. Receives COM and reviews entries.	None	5 minutes	Clerk II and Clerk III, Municipal Mayor's Office
2. For delayed registration of Marriage, submit application for delayed registration	2. Prepares application for delayed registration	None	5 minutes	Clerk II and Clerk III, Municipal Mayor's Office



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

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 authorized representative.		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. PSA Copy of Document with omitted data or entries.		Philippine Statistics Authority		
2. Three (3) copies of Affidavit of Supplemental Report of Birth with the following facts enunciated therein: 2.1 Name of the document owner 2.2 Date of Birth, Marriage or Death 2.3 Registry Number of document 2.4 Entry/entries omitted during the time of registration 2.5 Reason for omission of the entries during registration. 2.6 Purpose in supplying the omitted data.		Public Attorney or Notary Public.		
3. Valid ID's of person/s who executed the affidavit.		Personal copy		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits required documents	1. Evaluates document for sufficiency	None	5 minutes	<i>Clerk II, Clerk III, and Assistant Registration Officer, Municipal Civil Registrar's Office</i>
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	<i>Clerk II, Clerk III, and Assistant Registration Officer, Municipal Civil Registrar's Office</i>
3. Pay at MTO.	3. Issues OR.	₱ 400.00	10 minutes	<i>Revenue Collection Clerk,</i>



				Municipal Treasurer's Office
4. Returns to MCRO and presents OR to employee/ in-charge.	4. Receives OR continue the processing of document	None	1 hour and 3 minutes	<i>Clerk II, Clerk III, and Assistant Registration Officer, Municipal Civil Registrar's Office</i>
	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: 1 st copy – PSA OCRG 2 nd copy – personal copy 3 rd copy - MCRO			
5. Gets personal copy.	5. Gives personal copy to client	None	3 minutes	<i>Clerk II, Clerk III, and Assistant Registration Officer, Municipal Civil Registrar's Office</i>
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	<i>Clerk II, Clerk III, and Assistant Registration Officer, Municipal Civil Registrar's Office</i>
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 (MSWDO) Municipal Budget Office (MBO) Municipal Accounting Office (MACCO) Municipal Treasurer's Office (MTO)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Client			
Who may avail:	Indigent Persons with Disability (PWD)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. PWD ID		Persons with Disability Affairs Office (PDAO)		
2. Medical Certificate		Hospital		
3. Barangay Certificate		Barangay Hall		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to MSWDO and submit all the required documents to the service provider	1. Accept, check and verify submitted documents	None	1 minute	<i>Social Welfare Assistant/Social Welfare Aide/Municipal Social Welfare & Development Office</i>
2. Cooperate with the service provider and provide appropriate and relevant information	2. Interview, assess and establish eligibility of clients	None	1 minute	<i>Social Welfare Assistant/Social Welfare Aide/Municipal Social Welfare & Development Office</i>
	2.1 Prepare case report, voucher and other supporting documents for processing and approval	None	25 minutes	<i>Social Welfare Assistant/Social Welfare Aide/Municipal Social Welfare & Development Office</i>
	2.2 Approve the Certificate of Eligibility and	None	3 minutes	<i>Municipal Social Welfare and Development Officer/Municipal</i>



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



supporting documents		release the disbursement voucher to client			Accountant/Municipal Accounting Office
9. Proceed to MTO for signature		9. Sign the Voucher	None	Paused Clock	Municipal Treasurer / Municipal Treasurer's Office/
10. Proceed to MMO for signature		10. Sign the Voucher	None	Paused Clock	Municipal Mayor/ Municipal Mayor's Office
11. Return to MTO and present the approved voucher and supporting documents		11. 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	11.1 Retrieve Feedback form and disburse for the petty cash voucher or payroll	None	5 minutes	Cashier I/Municipal Treasurer's Office
For Issuance 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 accomplish 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					



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

Office or Division:		Municipal Mayor's Office (MMO) Municipal Vice Mayor's Office (MVO) Office of the Sangguniang Bayan (OSB) Municipal Social Welfare and Development Office (MSWDO) Municipal Budget Office (MBO) Municipal Accounting Office (MACCO) Municipal Treasurer's Office (MTO)
Classification:		Simple
Type of Transaction:		G2C - Government to Client
Who may avail:		1. Distressed/displaced individuals and families 2. Victims of disasters 3. Individuals who are in need of food, clothing, burial, transportation, educational and medical assistance
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Any Government ID		
2. Referral Slip from the Mayor/Vice-Mayor/SB members		Municipal Mayor's Office/ Municipal Vice-Mayor's Office/Sangguniang Bayan Office
For those clients requesting for Medical Assistance	Doctor's prescription for Outpatient; or	Attending Physician
	Statement of account for those confined at the hospitals	Hospital where the client/patient was admitted
For those clients requesting for Burial Assistance	Death Certificate of the deceased; and	Local Civil Registrar
	Statement of Account; or	Funeral Home
	Permit to transfer/Health permit (for transfer of cadaver)	Rural Health Unit
For those clients requesting for food, clothing and transportation allowance	Certificate of Indigency from the Punong Barangay except for strandeers; or	Barangay Hall where the client resides
	Police Blotter (for victims of pick pockets, illegal recruitment, etc.)	Municipal Police Station



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. 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	<i>Budget Aide/Budgeting Assistant/Municipal Budget Office</i>
	6.1 Record the documents to the logbook and refer to MBO for signature	None	4 minutes	<i>Municipal Budget Officer/Municipal Budget Office</i>
7. Receive the documents	7. Release the documents to the client	None	1 minute	<i>Budget Aide/Budgeting Assistant/Municipal Budget Office</i>
8. Return to MSWD Office and submit the obligation request for signature	8. Sign obligation request and return to client	None	Paused Clock	<i>Municipal Social Welfare & Development Officer/ Municipal Social Welfare & Development Officer</i>
9. Proceed to MACCO and present the obligation request with complete supporting documents	9. Receive and review the Obligation Request submitted	None	3 Minutes	<i>Accounting clerk 1/Municipal Accounting Office</i>
10. Receive the Voucher and supporting documents	10. Prepare, approve and release the disbursement voucher to client	None	4 Minutes	<i>Accounting clerk 1/Municipal Accountant/Municipal Accounting Office</i>
11. Proceed to MTO for signature	11. Sign the Voucher	None	Paused Clock	<i>Municipal Treasurer / Municipal Treasurer's Office/</i>
12. Proceed to MMO for signature	12. Sign the Voucher	None	Paused Clock	<i>Municipal Mayor/ Municipal Mayor's Office</i>



13. Return to MTO and 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	1.1 Retrieve Feedback form and disburse for the petty cash voucher or payroll	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 Social Welfare & Development Office		
Classification:		Simple		
Type of Transaction:		Government to Government		
Who may avail:		Philippine National Police		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Referral from the PNP		Philippine National Police (PNP)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. PNP to Submit the referral slip to the service provider	1. Receive and check the referral slip	None	1 minute	<i>Social Welfare Aide/Municipal Social Welfare & Development Officer</i>
2. CICL to provide the information needed by the service provider	2. Conduct interview and fill up intake sheet	None	30 minutes	<i>Social Welfare Officer I/Municipal Social Welfare & Development Officer</i>
3. CICL to cooperate with the services provider in the conduct of assessment of discernment	3. Administer the forms used in the conduct of assessment of discernment	None	1 hour	<i>Social Welfare Officer I/Municipal Social Welfare & Development Officer</i>
3. Wait for the preparation of Certificate of Discernment	3. Check the result and prepare the certification	None	10 minutes	<i>Social Welfare Officer I/Municipal Social Welfare & Development Officer</i>
4. PNP to receive the certification& accomplish feedback form	4. Release the Certificate of Discernment and retrieve the accomplished feedback form	None	1 minute	<i>Social Welfare Aide/Municipal Social Welfare & Development Officer</i>
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 & Development Office		
Classification:		Simple		
Type of Transaction:		G2C - Government to Client		
Who may avail:		Indigent families		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Certificate of Indigency from the Punong Barangay		Barangay Hall where the client reside		
2. Any Valid ID				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all the requirements to the service provider	1. Receive, check and verify completeness of documents submitted	None	1 minute	<i>Social Welfare Assistant/ Social Welfare Aide/Social Welfare Officer I</i>
2. Cooperate with the service provider for the scheduling of home visits/collateral information	2. Conduct home visit/collateral information (Home visit is mandatory for clients needing legal services from Public Attorney's Office)	None	5 minutes for collateral information and 10 day for home visit	<i>Social Welfare Assistant/ Social Welfare Aide/Social Welfare Officer I</i>
3. Provide appropriate and relevant information	3. Interview, assess client and administer General Intake Sheet	None	10 minutes	<i>Social Welfare Assistant/Social Welfare Aide/Social Welfare Officer</i>
	3.1 Prepare and encode Certificate of indigency	None	2 minutes	<i>Social Welfare Assistant/ Social Welfare Aide/Social Welfare Officer I</i>
	3.2 Review and sign certificate of 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
TOTAL:		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:		G2C – Government to Client		
Who may avail:		1. Children at Risk (CAR) 2. Children In Conflict with the Law (CICL) 3. Parents or Guardian 4. Vulnerable Individual		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to service provider and provide information regarding problem experience/encountered	1. Conduct interview and intake information given by the client	None	5 minutes	<i>Social welfare Aide/Municipal Social Welfare & Development Office</i>
2. Proceed to counseling room to disclose his/her problem	2. Listen/record and allow clients to ventilate ill feelings	None	45 minutes	<i>Social Welfare Officer I/Municipal Social Welfare & Development Office</i>
3. Listen and weigh out things	3. Provide guidance	None	15 minutes	<i>Social Welfare Officer I/Municipal Social Welfare & Development Office</i>
4. Cooperate to the service provider for the disclosure of the session or possible referral to other agency and accomplish feedback form	4. Conclude the session or refer the client to appropriate agency and retrieve accomplished	None	5 minutes	<i>Social Welfare Officer I/Municipal Social Welfare & Development Office</i>



	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 Division:	Municipal Social Welfare and Development Office (MSWDO) Municipal Budget Office (MBO) Municipal Accounting Office (MACCO) Municipal Treasurer's Office (MTO)			
Classification:	Simple			
Type of Transaction:	Government to Client			
Who may avail:	1. Affected Individuals/Families			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Barangay Certificate		Barangay Hall		
2. Incident Report		MDRRMO/BFP		
3. Picture of the damaged house				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all the required documents (2 copies each) to the service provider	1. Check and verify submitted documents	None	1 minute	<i>Social Welfare Assistant/Social Welfare Aide/Municipal Social Welfare & Development Office</i>
2. Cooperate with the service provider and provide appropriate and relevant information	2. Interview, assess and establish eligibility of clients	None	5 minutes	<i>Social Welfare Assistant/Social Welfare Aide/Municipal Social Welfare & Development Office</i>
3. Sign the General Intake Sheet and	3. Prepare case report, voucher and other supporting	None	20 minutes	<i>Social Welfare Assistant/Social Welfare</i>



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



10. Proceed to MTO for signature		10. Sign the Voucher		None	Paused Clock	Municipal Treasurer / Municipal Treasurer's Office/
11. Proceed to MMO for signature		11. Sign the Voucher		None	Paused Clock	Municipal Mayor/ Municipal Mayor's Office
12. Return to MTO and present the approved voucher and supporting documents		12. Receive, check and verify the completeness of 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.Retrieve Feedback form and disburse for the petty cash voucher or payroll	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		58 minutes for Petty Cash Voucher or Payroll and 1 hour and 5 minutes for Issuance of checks		



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:	Municipal Social Welfare & Development Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Client			
Who may avail:	1. Guardian of Minor 2. Other person except from his/her parents or those exercising parental authority and legal custody of the child			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Birth Certificate of the minor (Original & Photocopy)		Local Civil Registrar (LCR) or Philippines Statistics Authority (PSA)		
Barangay Clearance Stating that the Punong Barangay has Knowledge about the minor's travel		Barangay Hall		
Written parental consent attested by Punong Barangay		Barangay Hall		
ID card of minors (Original & Photocopy)				
ID card of authorized person to accompany the child				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all required documents to service provider	1. Receive and review the documents submitted	None	2 minutes	<i>Social Welfare Officer III/Municipal Social Welfare & Development Office</i>
2. Cooperate with the service provider and provide relevant information needed	2. Interview and assess the client	None	5 minutes	<i>Social Welfare Officer III/Municipal Social Welfare & Development Office</i>
	2.1 Prepare and sign the clearance	None	5 minutes	<i>Social Welfare Aide/Social Welfare Assistant/Municipal Social Welfare & Development</i>



				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:		Government to Client
Who may avail:		Solo Parent
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
For solo parent with child/children as a consequence of rape	Birth Certificate/s of the child or children	LCR or PSA
	Complaint affidavit	Court
	Medical record on the incident of rape	Attending Physician
	Sworn Affidavit	Public Attorney's Office
	Barangay affidavit	Barangay Hall
For solo parent on account of the death of the spouse	Birth Certificate/s of the child or children	LCR or PSA
	Marriage Certificate	LCR or PSA
	Death Certificate of the spouse	LCR
	Sworn Affidavit	Public Attorney's Office
	Barangay affidavit	Barangay Hall
For solo parent on account of the detention or criminal	Birth Certificate/s of the child or children	LCR or PSA
	Marriage Certificate	LCR or PSA
	Certificate of detention or a certificate that the spouse is serving	Law enforcement agency



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



	abandonment of the spouse	
	Police or barangay record of the fact of abandonment	PNP
	Sworn Affidavit	Public Attorney's Office
	Barangay affidavit	Barangay Hall
For the spouse or any family member of an OFW	Birth certificate/s of dependents	LCR or PSA
	Marriage certificate, if the applicant is the spouse of the OFW, or 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	LCR or PSA
	Philippine Overseas Employment Administration Standard Employment Contract (POEA-SEC) or its equivalent document	POEA-SEC
	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 unmarried father or mother who keeps and rears the child or children	Birth certificate/s of the child or children	LCR or PSA
	Certificate of No Marriage (CENOMAR)	PSA
	Sworn Affidavit	Public Attorney's Office
	Barangay affidavit	Barangay Hall



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



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON 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/Municipal 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:	Municipal Social Welfare & Development Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	1. Indigent Individuals/Families 2. Families whose members have serious/debilitating diseases or disability			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Referrals Slip		From hospital		
2. Certificate of Indigency		From barangay where the client reside		
3. Statement of Account		Hospital		
4. Medical Abstract		Hospital		
CLIENT STEPS	AGENCY ACTIONS	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 and verify completeness of documents submitted	None	1 minute	<i>Social Welfare Assistant/Social Welfare Officer I/Municipal Social Welfare & Development Office</i>
2. Provide appropriate and relevant information	2. Interview, assess client and administer General Intake Sheet	None	5 minutes	<i>Social Welfare Assistant/Social Welfare Officer I/Municipal Social Welfare & Development Office</i>
3. If home visit is necessary for further validation, cooperate with the service provider for the scheduling of	3. Conduct of home visit with the client	None	10 minutes	<i>Social Welfare Assistant/Social Welfare Officer I/Municipal Social Welfare & Development Office</i>



home visits and provide a sketch of the location of your house				
	3.1 Prepare SCSR/CSR	None	5 minutes	<i>Social Welfare Assistant/Social Welfare Officer I/Municipal Social Welfare & Development Office</i>
	3.2 Review and sign SCSR/CSR	None	1 minute	<i>Municipal Social Welfare & Development Officer/Municipal Social Welfare & Development Office</i>
4. Receive the SCSR/CSR and fill-up the feedback form.	4. Retrieve the accomplished feedback form and release SCSR/CSR	None	1 minute	<i>Social Welfare Aide/Social Welfare Assistant/Social Welfare Officer I/Municipal Social Welfare & Development Office</i>
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 – Government to Client			
Who may avail:	All Citizens			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
1. 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)	None	1 minute	Administrative Aide
	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			



	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	None	15 minutes	Doctor / Nurse
	3.1. Issue laboratory request as the need arises			
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	None	10 minutes	Administrative Aide
	2.1. Instruct the patient to go back to Laboratory			
3. Proceed to Laboratory, present OR, submit for	3. Receive the receipt and check for validation		1 minute	Medical Technologist / Laboratory Aide



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	None	30 Minutes	Doctor/Nurse
	4.1. Pass on the prescription to the Pharmacy for the release of medicine if available			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 accomplished feedback form	None	1 Minute	Pharmacy Aide



TOTAL:	Php 100.00 for consultation of non-PHIC clients and free for 4Ps, NHTS, DepEd Personnel < Senior Citizen and PWDs	2 hours and 9 minutes	
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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			
Type of transaction:	G2C - Government to Client			
	G2G - Government to Government			
	G2B - Government to Business			
Who may avail:	All Citizens			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
1. Referral Slip / Form	Referring Facility / Unit / Hospital			
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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



** 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	Administrative Aide / 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 accomplished 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 Health 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 SECURE			
1. Police Request	Maramag Police Station			
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. 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	Administrative Aide



5. Receive Post-mortem Examination Result / findings and fill-out feedback form	5. Retrieve accomplished 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 Office			
Classification:	Simple			
Type of transaction:	G2C – Government to Client			
Who may avail:	Family members of the deceased			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
1. Barangay Home Death Certification	Barangay of residence			
2. Death Certificate Form	Local Civil Registry			
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	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
	1.2 Pass on for encoding / printing of result and return for review	None	5 minutes	Administrative Aide
2. Wait for the encoding	2.1 Review and sign the certificate	None	2 minutes	Medical Doctor
	2.2. Instruct client to proceed to the LCR for the registration of death			
3 Receive and review the certificate and fill-out feedback form	3.1. Retrieve accomplished feedback form	None	1 minute	Administrative Aide
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 cases that are decided to bring to the court

Office or Division:	Municipal Health Office			
Classification:	Simple			
Type of transaction:	G2B – Government to Business			
	G2G – Government to Government			
	G2C – Government to Client			
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 ACTIONS	FEES TO BE PAID	PROCESSING TIME	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	2.1 Checks 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				



* 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	Php 120.00 / Free for VAWC clients	10 minutes	Administrative Aide
	6.2. Instruct the patient to go back to Birthing Home			Doctor
	6.3. Receive the receipt and check for validation			
	6.4. Prepares the medico-legal 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 Medico-legal 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.

Office or Division:	Municipal Health Office			
Classification:	Simple			
Type of Transaction:	G2C-Government to Client			
Who may avail:	Non-Philhealth Members (Pregnant Women, Out-patient, STI,TB, HIV/AIDS patients)			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
1. Photocopy of the Birth Certificate of the Baby	Local Civil Registry			
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 residence			
5. Certificate of Indigency (Original)	Municipal Social Welfare and 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 accomplished 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 ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach staff and inform that your will be using your Phil health in availing the services	1.1 Instruct 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 Office			
Classification	Simple			
Type of Transaction	G2C - Government 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
1. 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 100.00 per tooth	10 minutes	Administrative Aide
	2.2. Instruct the patient to proceed to Dental Section for the conduct of procedure			Administrative Aide
3. Tooth Extraction	3.1 Tooth Extraction	None	45 minutes	Dentist
	3.2 Provide medical / dental counsel and issue prescription			Dentist / Dental Hygienist
4. Take note of instructions and proceed to Pharmacy for dispensing of drugs / medicines	4.1 Dispense drugs / medicines		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



TOTAL	Php 100.00 per tooth	1 hour & 6 minutes	
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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 - Government to Client			
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 Prophylaxis Php 150.00 Flouride Application Php 100.00	10 minutes	Administrative Aide
	2.2. Instruct the patient to proceed to Dental Section for the conduct of procedure	None		Administrative Aide
3. Oral Prophylaxis / Flouride Application	3.1 Oral Prophylaxis / Flouride Application	None	40 minutes	Dentist / Dental Hygienist
	3.2. Provide medical / dental counsel and	None		



	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 accomplished feedback form	None	1 minute	Administrative Aide
TOTAL		Oral Prophylaxis Php 150.00 Flouride Application 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 Transaction	G2C - Government to Client G2B - Government to Business
Who may Avail	Business Owners / Employees
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
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/Pharmacist) and License to Operate				
6.3. Funeral Parlor, Beauty Salons, Massage Establishment: Certificate of Training of Embalmers/Beauticians/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	None	3 minutes	Sanitation Inspector / Municipal Health Officer
	2.2 Issuance of the permit	None		Administrative Aide
3. Receive and review the permit and the presented documents, and fill-out 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 - Government to Client			
Who may Avail	Business Owners / Employers / Employees			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
1. Laboratory Results and/ or specimen (Sputum, Fecalysis& Urinalysis)	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 residence			
3. Barangay Clearance (For Employment, OJT)	From Barangay of residence			
4. 1x1 photo	Chosen Photo Studio			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit specimen for laboratory examination	1.1 Receive specimen for examination	None	1 Hour	Medical Technologist
	1.2. Release test result after examination and inform client of the result		1 minute	Medical Technologist
** 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	Laboratory taken in:	10 minutes	Administrative Aide



and pay the Health Certificate	2.2. Instruct the patient to go back to Sanitation Section	RHU Php 150.00		
	2.3. Receive the receipt and check for validation	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	None	5 minutes	Administrative Aide
	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			Administrative Aide
4. Receive and review Health Clearance and fill-out the feedback form	4.1 Retrieve the accomplished feedback form		1 minute	Administrative Aide
TOTAL		Laboratory 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.

Office or Division	Municipal Health Office – Sanitation Section			
Type of Transaction	G2C - Government to Client			
Who may Avail	Business Owners / Employers / Employees			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
1. Previous Health Card	Personal			
2. Community Tax Certificate (Cedula)	From Barangay of residence or Municipal Treasurers Office			
3. Barangay Clearance (For Employment, OJT)	From Barangay of residence			
4. 1x1 photo	Chosen Photo Studio			
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	Php 25.00	1 minute	Medical Technologist
2. Proceed to payment counter and pay the Health Card	2. Receive and process payment		10 minutes	Administrative Aide
	2.1. Instruct the Client to go back to Sanitation Section			
	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 fill-out 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 Office – Sanitation Section			
Classification	Simple			
Type of Transaction	G2C - Government 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 SECURE			
1. Registered Death Certificate	From the Hospital where the deceased was confined until the time he/she died duly registered at the Municipal Civil Registrar			
2. Barangay Certification for deaths outside hospital	Barangay Office where the death occurred as requisite to registration at the Municipal Civil Registrar			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. 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	Php 80.00	10 min.	Administrative Aide Administrative Aide
	2.2. Instruct the client to go back to Sanitation Section			
	2.3. Receive the receipt and check for validation			
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 Office – Sanitation Section			
Classification	Complex			
Type of Transaction	G2C - Government to Client			
Who may Avail	All Food Establishment / Food Business / Water Service Providers / Industrial Companies			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
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 ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. 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 Office – Sanitation Section			
Classification	Complex			
Type of Transaction	G2C - Government to Client			
Who may Avail	All water service providers			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
1. 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	2.1 Conduct 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 providers			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
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	1. Receive and review documents 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		5 minutes	Sanitation Staff
	2.2. Pass on to the signing official for signature and approval		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
TOTAL:		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			
Type of Transaction	G2C - Government to Client			
Who may Avail	All Citizens			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
1. Present Medical Record / Referral Slip / Laboratory Request	Physician of choice / OPD 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/record for validation	None	10 minutes	Medical Technologist / Laboratory Aide
	1.2. Inform the client what specimen are to be collected or to be submitted			Medical Technologist / Laboratory Aide
	1.3. Instruct client to for the			Medical Technologist / Laboratory Aide



	laboratory service fee		
2. Proceed to payment counter and pay the laboratory fee	2.1 Receive and process payment	Please see Table 1 for the list of Laboratory services with corresponding fee	Administrative Aide
	2.2. Instruct the patient to go back to Laboratory		
	2.3. Receive the receipt and check for validation		Medical Technologist / Laboratory Aide
	2.4. Collect specimen / Receive submitted specimen		Medical Technologist / Laboratory Aide
3. Wait for the Laboratory test results	3.1 Conduct laboratory examination		Medical Technologist / Laboratory Aide
	3.2. Record the results in the logbook and release the result to the client		Medical Technologist / Laboratory Aide
4. Receive and review test results and fill-out the feedback form	4.1 Retrieve the accomplished feedback form		Medical Technologist / Laboratory Aide



TOTAL		1 hour and 31 minutes	
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Table 1	
Laboratory Service	Fee
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
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
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 Health Office – POPDEV Section			
Classification	Simple			
Type of Transaction	G2C - Government to Client			
Who may Avail	All Couple			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
2. Application for Marriage License	Municipal Civil Registrar's Office			
3. Payment / Official receipt	Municipal Treasurer'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	None	2 minutes	Population Development Staff
	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 Counseling			
2. Proceed to the conference room for the orientation / counseling	2.1 Conduct the Orientation Counseling	None	4 hours	Population Development Worker /



	**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
TOTAL:		None	Regular: 4 hour & 4 minutes	
			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 - Government to Client			
Who may Avail	All Couple			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
1. Application for Marriage License	Municipal Civil Registrar'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	Php 100.00	2 minutes	Population Development Staff
2. Proceed to payment counter and pay the certificate	2.1 Receive and process payment		10 minutes	Administrative Aide
	2.2. Instruct the patient to go back to Pop Dev Section			
	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.

Office or Division	Municipal Health Office – Nutrition Section			
Classification	Simple			
Type of Transaction	G2C - Government 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
1. Proceed to Nutrition Section	1.1 Attend the service need by the client and issue payment order	Php 50.00	1 minute	Nutrition Officer
2. Proceed to payment counter and pay the certificate	2.1 Receive and process payment		10 minutes	Administrative Aide
	2.2. Instruct the patient to go back to Nutrition Section			
	2.3. Receive the receipt and check for validation			Nutrition Officer
3. Provide additional information being asked	3.1 Encode and record data		10 minutes	Nutrition Officer
	3.2. Issuance of sticker and provide IEC and other instructions			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 - Government to Client			
Who may Avail	All Citizens			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
1. Consultation Form	Out-Patient Section			
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	None	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		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 fill-out 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 SECURE			
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	Php 350.00	2 minutes	Administrative Aide / Midwife Aide
2. Proceed to payment counter and pay the service	2.1 Receive and process payment		10 minutes	Administrative Aide
	2.2. Instruct the client to go to Family Planning Section			
	2.3. Receive the receipt and check for validation			Midwife
3. Proceed to Family Planning Section for the procedure	3.1 Conduct short assessment if the client is willing		3 minutes	Medical Doctor / Midwife
	3.2. Conduct procedure		20 minutes	
	3.3. Issue prescription and conduct IEC on personal hygiene		3 minutes	



	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 All Women and Women of Reproductive Age			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
1. 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	None	2 minutes	Administrative Aide / Midwife Aide
2. Provide additional information being asked	2.1 Conduct screening / counseling, and assessment using FP Form 1		5 minutes	Midwife
	2.2. Conduct / Provide birth control methods		5 minutes	Medical Doctor / Midwife
	2.3. Provided IEC and additional instructions		3 minutes	
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 Division	Municipal Health Office - Family Planning Section			
Classification	Simple			
Type of Transaction	G2C - Government to Client			
Who may Avail	All Women			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
1. Information Tract Record (ITR) / PhilHealth ID or MDR	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	Php 350.00	5 minutes	Administrative Aide / Midwife
2. Proceed to payment counter and pay the amount on the payment order	2.1 Receive and process payment		10 minutes	Administrative Aide
	2.2. Instruct the client to go back to Family Planning Section			
	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 / Pharmacist
	3.2. Provide medical instructions and medicine as needed		10 minutes	



4. Receive medicines and fill-out 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 - Government to Client			
Who may avail:	All Pregnant Women			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
1. Prenatal Record	Barangay Health Station / Rural 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	1.1 Conduct vital signs and collect needed information and encode in iClinicSys	None	5 minutes	Doctor / Nurse / Midwife / Midwife Aide
	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		30 Minutes	
	1.3. Advise patient to pay for the laboratory fees		1 minute	
2. Proceed to payment counter and pay the laboratory fee	2.1 Receive and process payment	Please see Table 1 of Laboratory services with corresponding fee	10 minutes	Administrative Aide
	2.2. Instruct the patient to go			



	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 Health Station			
Classification:	Simple			
Type of transaction:	G2C – Government to Client			
Who may avail:	All Pregnant Women			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
1. Prenatal Record	Barangay Health 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 - Birthing Section			
Classification:	Simple			
Type of Transaction:	G2C- Government to Client			
Who may avail:	All pregnant women in term pregnancy (37- 42 weeks) and in active labor			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
1. Prenatal Card	Personal / Maramag Birthing Home			
2. Previous Laboratory results including ultrasound results	Personal / Maramag Birthing 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 Aide
	**For high risk pregnancy and complication, refer to higher facility for further management	None		
	1.2. Admit patient to the facility and monitor vital signs		5 minutes	



2. Wait for progress of labor	2.1 Monitor the progress of labor and fill in the Partograph	None	8 Hours	Doctor / Nurse / Midwife
	2.2. When in full dilation, 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	None	2 hours	Doctor / Nurse / Midwife
	3.2. Place the baby above the mother's chest (skin to skin contact) after cutting the cord		15 minutes	
	3.3. Keep the baby warm, airways are clear, non-cyanotic and vital signs are within normal			
	** if abnormal, refer Crede's Prophylaxis, 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 fill-out 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			
Type of Transaction:	G2C- Government to Client			
Who may avail:	All newborns delivered at Maramag Birthing Home and outside the facility			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
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- Government to Client			
Who may avail:	To qualify as a blood donor, one must be in good general health, weigh at least 110 pounds, and be at least 18 years old			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
None	None			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
**Blood Donation is conducted according to schedule. Coordinate with your respective Barangay Health Station or you may directly inquire in the Municipal Health Office for the activity schedule.				
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



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 children			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
Enhance Childhood Care and Development (ECCD) Card	Barangay Health Station			
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- Government to Government			
Who may avail:	All enrolled Grade 1, Grade 4 (female), and Grade 7 Pupils.			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
1. 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 reactions	following the immunization			
	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 6-11 months and 12-59 months through house to house visitation

Office or Division:	Municipal Health Office - Barangay Health Station			
Classification:	Simple			
Type of Transaction:	G2C- Government to Client			
Who may avail:	All children from 6 – 11 months and 12-59 months			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
1. Master list of all eligible children (6-11 months and 12-59 months)	Barangay Health Station			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
**This activity is conducted by schedule. Please coordinate with your respective Barangay Health Station.				
1. 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.

- Mitigate its impact at the individual, family and community level.
- To help battle the growing number of PLHIV (People Living with HIV).

Office or Division:	Municipal Health Office			
Classification:	Simple			
Type of Transaction:	G2C- Government to Client G2G – Government to Government			
Who may avail:	<ul style="list-style-type: none"> PLHIV (Person Living with HIV) who are undergoing treatment Decentralize client from mother treatment hubs like HACT of NMMC 			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. HIV test result		MHO Laboratory/ Other Treatment Hubs		
2. MDR or Members Data Record		Philhealth Office		
2.1. If non-phic member, Certificate of Indigency		Barangay of Residence and MSWDO		
2.2. Photocopy of Birth Certificate		Personal		
2.3. If Married, photocopy of Marriage Certificate		Personal		
3. Referral from previous treatment hub		Referring facility		
3.1. Health Regimen booklet		Referring facility		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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	2.1 Conduct 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



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, abnormal: 2	



		hour and 39 minutes	
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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 Transaction:	G2C- Government to Client			
Who may avail:	<ul style="list-style-type: none"> - Vulnerable groups (LGBTQ2, hospitality girls, multiple partners, victims of abuse such as rape) - All symptomatic/presumptive clients (foul, smelly, itchy penile and vaginal discharges, genital lesions/sores, recurrent mouth sores/ulcers, skin rash for weeks or months that doesn't heal) 			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Referral from other practitioners		Referring Practitioners		
2. Referral from Hospitals or BHS (barangay Health Station)		From Hospital/BHS		
3. Client's consultation form if coming from OPD		Nurse Station/OPD section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Front desk personnel and fill-out daily consultation logbook with patient's demographic and signature	1.1 Accommodate client and instruct to fill-out daily consultation logbook	None	1 minute	Admin Aide
	1.2. Interview client for baseline data and encode the data in i-clinicsys.	None	2 minutes	Admin Aide
	1.3 Vital signs taking and provide client with consultation	None	5 minutes	Admin Aide



	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.	2.1 Ask 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/ Out-patient 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 Division:	Municipal Health Office			
Classification:	Simple			
Type of Transaction:	G2C- Government to Client			
Who may avail:	<ul style="list-style-type: none"> - All symptomatic/presumptive clients (patches of skin with decreased sensation, appearance of skin lesions that are lighter than normal skin for a long period of time associated with: muscle weakness, eye problem, numbness in the hands, feet, legs and arms with "glove and stocking anaesthesia"). - Direct contacts of Leprosy index case 			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Referral from other practitioners		Referring Practitioners		
2. Referral from Hospitals or BHS (barangay Health Station)		From Hospital/BHS		
3. Client's consultation form if coming from OPD		Nurse Station/OPD section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach the Frontline Service Personnel	1.1 Interview client for personal information and encode the data in Iclinicsys.	None	4 minute	<i>Administrative Aide</i>
2. Verbalize chief complaints or purpose of visit to the person-in-charge	2.1. Interview client for chief complaints (e.g. skin lesions for a long period of time)	None	2 minutes	<i>Administrative Aide</i>
	2.2 Accompany patient to Extraction and Counselling area and endorse to the nurse/midwife on duty	None	2 minutes	<i>Administrative Aide</i>



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: If negative- refer back to OPD section for management If Positive- initiate treatment and proceed step 7	None	20 minutes	Nurse I/ Doctor
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 Division:	Municipal Health Office			
Classification:	Simple			
Type of Transaction:	G2C- Government to Client			
Who may avail:	All Infants and children			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Patient's vaccination record		Barangay Health Station/ RHU		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach the frontline service personnel and verbalize purpose of visit.	1.1 Check vaccination record for correct interval of doses.	None	1 Minute	<i>Nurse I/ Midwife II</i>
2. Fill-out vaccination logbooks/ assessment forms and sign consent.	2.1 Interview client for the demographics and witness the signing of consent.	None	2 minutes	<i>Nurse I/ Midwife II</i> Municipal Health Officer
	2.2 Take and record vital signs in the logbook/assessment forms.	None	15 Minute	<i>BHW</i>
3. Proceed to midwife/nurse for IEC and Inoculation.	3.1. Give health teachings about the vaccine.	None	15 minutes	<i>Rural Health Midwife/ Nurse</i> Municipal Health Officer
	3.2 Inject/give the appropriate vaccines and give instruction for next vaccination schedule.	None	5 minutes	<i>Rural Health Midwife/ Nurse</i>



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	<i>Rural Health Midwife/ Nurse</i>
5. Fill-out feedback form	5.1. Retrieve feedback form	None	1 Minute	<i>Rural Health Midwife</i>
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 Division:	Municipal Health Office			
Classification:	Simple			
Type of Transaction:	G2C- Government to Client			
Who may avail:	<ul style="list-style-type: none"> - All presumptive TB clients (cough more than 2 weeks, fever, night sweats, sudden weight loss, chest pain and back pain, haemoptysis, loss of appetite) - Vulnerable groups (Senior Citizens, Diabetics, PLHIV, persons deprive of liberty, contacts of TB index case) - Client referred from other facility (Hospitals and neighboring municipalities) 			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Chest x-ray 2. GeneXpert result (if from other facility) 3. Referral from other practitioners 4. Referral from Barangay Health Stations or Hospitals		1. Referring hospitals 2. From BPMC - Malaybalay or BPH-Maramag 3. From Referring facility 4. BHS/Hospitals		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach the Frontline Service Personnel.	1.1 Interview client for personal information and encode the data in Iclinicsys.	None	4 minute	Admin. Aide
2. Verbalize chief complaints or purpose of visit to the person-in-charge	2.1. Interview client for chief complaints (e.g. cough/ fever) if presumptive TB refer to TB DOTS.	None	3 minutes	Municipal Health Officer/Doctor
	2.2. Accompany patient to TB DOTS	None	1 minute	Admin. Aide
3. Approach TB DOTS in-charge	3.1 Interview client along with history taking and vital signs taking **If with History of Treatment, fill-up form 7(1 copy), form 2a (2 copies) and laboratory receiving form (2	None	10 minutes	Midwife II /Nurse I Municipal Health Officer/Doctor



	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 CDBRP 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

Office or Division	Municipal Health Office – Anti-Drug Abuse Section			
Classification	Simple			
Type of Transaction	G2C - Government to Client			
Who may Avail	Plea Bargainers with R.A 9165 Violation			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
1. Court Order	Trial Court			
2. Copy of Release Order	Provincial Detention and Rehabilitation Center			
3. Copy of Drug Dependency Evaluation (DDE) if available				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to ADAC Office and present all required documents	1.1 Review the documents and prepare the intake form	None	15 minutes	Recovery Coach
2. Provide information that is being ask	2.1 Interview the client and prepare a folder for records safe keeping		30 minutes	Recovery Coach
	2.2. Give the client and overview of the 90 Days CBDR Program			
	2.3. Prepare writing materials and give the client his first assignment			



3. Fill out the feedback form	3.1 Retrieve 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/Out-patient Treatment

Aftercare is designed to help a recovering drug dependent to adapt to everyday community 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	PROCESSING 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		30 minutes	Recovery Coach
	2.2. Give the client and overview of Aftercare Program			
	2.3. Prepare writing materials and give the client his first assignment			
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 CDBRP to the Identified Drug Personalities in Barangays

The PWUDs who were listed on the PNP-PDEA Certified BADAC Watch list needs to undergo CDBRP in order for them to delist their names from the said watch list

Office or Division	Municipal Health Office – Anti-Drug Abuse Section			
Classification	Complex			
Type of Transaction	G2G - Government to Government			
Who may Avail	Drug Affected Barangay who was not yet declared as Drug Cleared by the Regional Oversight Committee on Barangay Drug Clearing Program (ROCBDCP)			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
1. Request Letter for the conduct of CDBRP	From the requesting Barangay			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to ADAC Office and submit the request letter	1.1 Set 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	None	4 hours	MADAC Coordinator



<p>2.1.1 Prepare the letter and send it to Identified Drug Personalities listed on their barangay</p>	<p>**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.</p>	<p>None</p>		
<p>3. Prepare vehicles and call on the members of the BADAC Council for the Tokhang Activity</p>	<p>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</p>	<p>None</p>	<p>1-2 days depending on the number of identified drug personalities present in the barangay</p>	<p>MADAC Coordinator</p>



	on the date agreed by the council during the meeting.			
4. Prepare the venue and snacks for the CBDR Opening	<p>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.</p> <p>**After the assesment, the MADAC Coor. will inform the barangay council of the result and decide what program will be conducted to the PWUDs.</p> <p>-Brief 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.</p>	None	4 hours	MADAC Coordinator and Recovery Coaches



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 CBD RP 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 C BDRP that was submitted and approved by the DOH is 10 days for the Brief Intervention and 12 days for the C BDRP 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 C BDRP 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 Economic Enterprise Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Client			
Who may avail?	Maramag Commercial Center-Stallholders/Vendors/Clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of intent		Prep by client		
2. Photocopy of valid ID		Prep by client		
3. Photocopy of Business Permit		Prep by client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach the officer of the day and sign in the client logbook	1.1. Provide Logbook, give feedback form and check on client's requirements	None	1 minute	<i>Administrative Aide IV</i> Local Economic Enterprise Office
2. Approach the Billing In-charge	2.1. Interview, verify client's current obligation or liabilities, if any	None	5 minutes	<i>Administrative Aide IV/Billing In-charge</i> Local Economic Enterprise Office
	2.2 Provide Clearance Form if all requirements are good, if not, return documents to client to complete it	None	Paused clock	<i>Administrative Aide IV/Billing In-charge</i> Local Economic Enterprise Office
3. Return to LEEO Submit Clearance Form	3.1. Receive client's paper's	None	1 minute	<i>Administrative Aide IV/Billing In-charge</i> Local Economic Enterprise Office



	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: <ul style="list-style-type: none"> ➤ 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



		above) ₱ 20, 000 ➤ Certification of approval of transfer of rights: ₱150.00		
	5.2. Generate	None	1 minute	LEEC Secretary Local Economic Enterprise Office
	5.3. Review and Sign	None	1 minute	LEEO Manager Local Economic Enterprise Office
6. Receive certificate and return accomplished feedback form	6. Retrieve the feedback form	None	1 minute	Administrative Aide IV Local Economic Enterprise Office
TOTAL:		variable	20 minutes	



2. Slaughtering of Animals

Slaughtering of animals is provided to Maramag Public Wet-Market stallholders and constituents of Maramag.

Office or Division:	Local Economic Enterprise Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Clients			
Who may avail?	Maramag Public Wet-Market Stallholders and Constituent of Maramag			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Proof of Ownership (Cattle only)		Prep by Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Proceed to Municipal Slaughterhouse and bring livestock for slaughtering	1. Receive and ask for proof of ownership (cattle),	None	1 minute	<i>Livestock Inspector Slaughterhouse Enterprise Division Local Economic Enterprise Office</i>
	2.1. Review, inspect, weigh, mark, record & instruct to pay the following: weighing fee, ownership fee and transfer fee	None	3 minutes	<i>Livestock Inspector Slaughterhouse Enterprise Division Local Economic Enterprise Office</i>
3. Pay	3.Receive payment	<u>Transfer-</u> 237.00 <u>Ownership-</u> 232.00 <u>Weighing-</u> 99kls below 10.00/head 100klsabove 20.00/head	5 minutes	<i>Revenue Collection Clerk Slaughterhouse Enterprise Division Local Economic Enterprise Office</i>



4. Receive Official Receipt and proceed to holding area	4. Hold cattle and Swine at the holding pen.	<u>Cattle</u> 30.00/head/day <u>Swine</u> 20.00/head/day	1 minute	<i>Livestock Inspector Slaughterhouse Enterprise Division Local Economic Enterprise Office</i>
5. Wait for delivery of Carcass	5.1. Ante-Mortem	<u>Slaughter Fee</u> Cattle Stockyard Fee - 30.00/head/day Permit to Slaughter - 50.00/head	2 minutes	<i>Livestock Inspector Slaughterhouse Enterprise Division Local Economic Enterprise Office</i>
	5.2. Stunning	Slaughter Fee - 50.00/head Ante-Mortem - 15.00/head Post-Mortem - 0.50/kilo	1 minute	<i>Butcher Slaughterhouse Enterprise Division Local Economic Enterprise Office</i>
	5.3. Sticking	<u>Slaughter Fee Hog</u> Stockyard Fee - 20.00/head/day Holding Pen - 20.00/head/day Permit to Slaughter -	1 minute	<i>Butcher Slaughterhouse Enterprise Division Local Economic Enterprise Office</i>
	5.4. Scalding	25.00/head Slaughter Fee - 25.00/head Ante-Mortem - 10.00/head Post-Mortem - 0.50/kilo	20 seconds	<i>Butcher Slaughterhouse Enterprise Division Local Economic Enterprise Office</i>
	5.4. Dehairing	<u>Delivery of Carcass</u> <u>Cattle</u> 100kg below - ₱50.00 101-199kg - ₱75.00 200kg above - ₱100.00	2 minutes	<i>Butcher Slaughterhouse Enterprise Division Local Economic Enterprise Office</i>
	5.5. Singeing	<u>Hog</u> 50kg below - ₱25.00 51-100kg - ₱50.00 100-199kg - ₱75.00 200kg/boars - ₱100.00	30 seconds	<i>Butcher Slaughterhouse Enterprise Division Local Economic Enterprise Office</i>
	5.6. Evisceration	<u>Butcher Fee</u> <u>CATTLE</u> 200kg - ₱200.00 300kg - ₱300.00 400kg - ₱400.00 500kg - ₱500.00	2 minutes	<i>Butcher Slaughterhouse Enterprise Division Local Economic Enterprise Office</i>
	5.7. Inspection	<u>HOG</u>	1 minute	<i>Butcher Slaughterhouse Enterprise Division Local Economic Enterprise Office</i>



	5.8. Weigh carcass and record	80kgbelow ₱100.00 81kg-149kg - ₱150.00 150-200kg - ₱200.00 201 & above - ₱300.00 <u>OFFAL CLEANING</u> CATTLE 30.00/HEAD HOG 15.00/HEAD	1 minute	<i>Butcher Slaughterhouse Enterprise Division Local Economic Enterprise Office</i>
	5.9 Give Meat Inspection Certificate	None	1 minute	<i>Butcher Slaughterhouse Enterprise Division Local Economic Enterprise Office</i>
5. Receive Meat Inspection Certificate and carcasses then pay corresponding amount to the Revenue Collection Clerk	5. Collect payment	Variable	5 minutes	<i>Revenue Collection Clerk II Local Economic Enterprise Office</i>
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 Division:	Local Economic Enterprise Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Client			
Who may avail:	Maramag Commercial Center-Stallholders/Vendors			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
5. Application Form for Business Permit		Prep by Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach the Officer of the Day and Sign in the Logbook	1. Provide logbook, Interview and instruct to proceed to Billing In-charge	None	1 minute	<i>Information Desk Personal in-charge in the Local Economic Enterprise Office</i>
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	<i>Revenue Colleciton Clerk II Local Economic Enterprise Office</i>
3. Pay	3.Receive Payment	Php. 120.00	30 seconds	<i>Revenue Colleciton Clerk II Local Economic Enterprise Office</i>
	3.1 Generate/Print	None	1 minute	<i>Admin. Assistant Local Economic Enterprise Office</i>
	3.3 Review/Sign	None	1 minute	<i>LEEO Manager Local Economic Enterprise Office</i>
	3.4 Give Certification	None	1 minute	<i>Admin. Assistant Local Economic Enterprise Office</i>



4. Receive and return accomplished feedback form	4. Retrieve the feedback form	None	1 minute	<i>Admin. Assistant</i> Local Economic Enterprise Office
TOTAL:		Php 120.00	12 Minutes	



**Office of the Municipal Environment and Natural
Resources
External Services**



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 Client			
Who may avail:	Tree plantation owners, Tree Growers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Original Letter request		To be prepared by the requesting individual		
2. Barangay Certification (where the trees are located)		Secure from the respective barangay where the trees requested for cutting are situated		
3. Photocopy of Proof of Ownership (OCT, TCT, Deed of Sale, Stewardship Contract/ Tenurial Instrument)		To be prepared by the requesting individual		
4. One piece Documentary stamp tax		BIR station at the Municipal Hall		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO PAID	PROCESSING TIME	PERSON RESPONSIBLE
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	1. 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, Geo-tagging 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	<i>Forest Aide/ Env't. Management Aide MENRO- Municipal Environment and Natural Resources Office</i>
	1.3 Review and sign the cutting certification	None	5 minutes	<i>MGDH I (MENRO) Municipal Environment and Natural Resources Office</i>
	1.4 Forward the Cutting Certification for Mayor's Approval	None	3 minutes	<i>Forest Aide/ Admin Aide - Municipal Environment and Natural Resources Office</i>
	1.5 Retrieve signed Cutting Certification from the approving officer	None	3 minutes	<i>Forest Aide/ Admin Aide - Municipal Environment and Natural Resources Office</i>
	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	<i>Forest Aide/ Admin Aide - Municipal Environment and Natural Resources Office</i>
2. Proceed to the Municipal Treasurer's Office for the payment		Php 120.00	10 minutes	<i>Revenue Collection Clerk Municipal Treasurer's Office</i>
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	<i>Forest Aide/ Admin Aide - Municipal Environment and Natural Resources Office</i>



4. Receive the Certification and affix signature on the Logbook and drop the feedback mechanism form in the designated drop box	4. Release the Cutting Certification and retrieve the accomplished feedback mechanism form	None	1 minute	Forest Aide/ Admin Aide - Municipal Environment and Natural Resources Office
	TOTAL:	Php 120.00	1 day 2 hours and 1 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:	Municipal Environment and Natural Resources Office			
Classification:	Simple			
Type of Transaction:	G2B- Government to Business			
Who may avail:	All business operators			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Solid Waste endorsement from respective Barangay		Barangay Solid Waste Management Coordinator of the respective barangay		
2. Barangay Clearance		Barangay		
3. Attendance to Solid waste orientation seminar		Municipal Environment and Natural Resources Office		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Municipal Environment and Natural Resources Office-Pollution Control Management Division and present the filled-up application form for Business License and the requirements to the service provider	1. Receive, evaluate the requirements presented, check for completeness and verify records if the business operator/s has violations and /or issued with citation tickets	None	5 minutes	<i>Environmental Mgt. Assistant/ Env't. Management Aide</i> - Municipal Environment and Natural Resources Office
	1.1 If citation tickets are unsettled, prepare and issue order of payment for the corresponding penalty and the payment for the Solid Waste	None	2 minutes	<i>Environmental Mgt. Assistant/ Env't. Management Aide</i> - Municipal Environment and Natural Resources Office



	Certification to the MTO			
2. Receive and settle Order of Payment at the Municipal Treasurer's Office		Php 120.00 (Certification 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 Certification	None	3 minutes	MGDHI (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 feedback mechanism form in the designated drop box	and retrieve the accomplished feedback mechanism form			<i>Env't. Management Aide</i> - Municipal Environment and Natural Resources Office
	TOTAL	Php 120.00	25 minutes	



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 Transaction:	G2C, G2B- Government to Client Government to Business			
Who may avail:	All person, companies engage in businesses that are covered under the Philippine Environmental Impact Statement System (PEISS) that governs all environmentally critical projects and environmentally critical areas.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Barangay Clearance/ barangay Certification		Barangay where the business is located		
2. Attendance to Solid waste orientation seminar		Municipal Environment and Natural Resources Office		
3. Photocopy of Environmental Compliance Certificate (ECC)/ Certificate of Non-coverage (CNC), <i>if applicable</i>		DENR-EMB R10		
4. Photocopy of Discharge Permit, <i>if applicable</i>		DENR-EMB R10		
5. Photocopy of Water Right, <i>if applicable</i>		NWRB		
6. Photocopy of Permit to Operate, <i>if applicable</i>		DENR-EMB R10		
7. Photocopy of Log Supply Contract, <i>if applicable</i>		DENR		
8. Photocopy of Wood Processing Plant Permit, <i>if applicable</i>		DENR		
9. Photocopy of Hazardous Waste Transporter Permit, <i>if applicable</i>		DENR		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Municipal Environment and Natural Resources Office-Pollution Control Management	1. Receive, evaluate the requirements presented and check for completeness	None	3 minutes	<i>Environmental Management Assistant/ Environmental Management Specialist I</i> Municipal Environment



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	<i>Environmental Management Assistant/ Environmental Management Specialist I</i> Municipal Environment and Natural Resources Office
	1.2 If citation tickets are unsettled, prepare and issue order of payment for the corresponding penalty and the payment for the Solid Waste Certification to the MTO	None	2 minutes	<i>Environmental Management Assistant/ Environmental Management Specialist I</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	<i>Revenue Collection Clerk</i> 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	<i>Environmental Management Assistant/ Environmental Management Specialist I</i> Municipal Environment and Natural



	business owner or representative			Resources Office
4. Accompany the inspectorate team in the conduct of on-site inspection	4. Conduct actual on-site inspection	None	1 day	<i>Environmental Management Assistant/ Environmental Management Specialist I</i> Municipal Environment and Natural Resources Office
	4.1 Prepare inspection report for review by the MENRO	None	1 hour and 30 minutes	<i>Environmental Management Assistant/ Environmental Management Specialist I</i> Municipal Environment and Natural Resources Office
	4.2 Prepare Environmental Clearance for the signing official	None	3 minutes	<i>Environmental Management Assistant/ Environmental Management Specialist I</i> Municipal Environment and Natural Resources Office
	4.3 Review and sign the Environmental Clearance	None	5 minutes	<i>MGDH I (MENRO)</i> Municipal Environment and Natural Resources Office
	4.4 Forward Environmental Clearance to the approving officer	None	3 minutes	<i>Environmental Management Assistant/ Environmental Management Specialist I</i>



				Municipal Environment and Natural Resources Office
	4.5 Retrieve signed Environmental Clearance from the approving officer	None	3 minutes	<i>Environmental Management Assistant/ Environmental Management Specialist I</i> Municipal Environment and Natural Resources Office
	4.6 Present the signed Environmental Clearance to the client, affix the documentary stamp on appropriate portion, prepare and issue Order of Payment	None	3 minutes	<i>Environmental Management Assistant/ Environmental Management Specialist I</i> Municipal Environment and Natural Resources Office
5. Proceed to the Municipal Treasurer's Office for the payment		Php 120.00	10 minutes	<i>Revenue Collection Clerk</i> 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 Environmental Clearance and provide feedback mechanism form to the	None	3 minutes	<i>Environmental Management Assistant/ Environmental Management Specialist I</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 Environmental Clearance and retrieve the accomplished feedback mechanism form	None	3 minutes	<i>Environmental Management Assistant/ Environmental Management Specialist I</i> Municipal Environment and Natural Resources Office
	TOTAL:	Php 120.00	1 day 2 hours 24 minutes	



4. Release of Plantable Seedlings

This is issued to the individual farmers requesting for a planting material.

Office or Division:	Municipal Environment and Natural Resources Office			
Classification:	Simple (Non-Business)			
Type of Transaction:	G2G, G2C, G2B- Government to Government, Government to Client, Government to Business			
Who may avail:	Farmers, businesses and companies with available land area for to be planted with forest, fruit-bearing and ornamental trees.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter request		Requesting individuals		
2. Photocopy of Land proof of ownership		Requesting individuals		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO PAID	PROCESSING TIME	PERSON 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	<i>Environmental Mgt. Aide/ Forest Aide</i> 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	<i>Environmental Mgt. Aide/ Forest Aide</i> Municipal Environment and Natural Resources Office
	2.1 Retrieve letter request to the Municipal Mayor's Office and record approved request	None	3 minutes	<i>Environmental Mgt. Aide/ Forest Aide</i> Municipal Environment and Natural Resources Office



	2.2 Arrange schedule for on-site inspection with the requesting individual	None	3 minutes	<i>Environmental Mgt. Aide/ Forest Aide</i> Municipal Environment and Natural Resources Office
3. Accompany and assist the inspectorate team in the validation of the area for planting.	3. Conduct On-site inspection of the area for proper geo-tagging and validation of the requested number of plantable seedlings and documentation	None	1 day	<i>Environmental Mgt. Aide/ Forest Aide</i> Municipal Environment and Natural Resources Office
	3.1 Prepare inspection report with possible recommendations	None	1 hour	<i>Environmental Mgt. Aide/ Forest Aide</i> Municipal Environment and Natural Resources Office
	3.2 Prepare seedling Release Form for the signing official	None	3 minutes	<i>Environmental Mgt. Aide/ Forest Aide</i> Municipal Environment and Natural Resources Office
	3.3 Review and sign the Release Form	None	2 minutes	<i>MGDH I (MENRO)</i> Municipal Environment and Natural Resources Office
	3.4 Retrieve the signed Form and record the	None	1 minute	<i>Environmental Mgt. Aide/ Forest Aide</i>



	approved Release Form			Municipal Environment and Natural Resources Office
4. Receive the approved Release Form, accomplish and drop the feedback mechanism form in the designated drop box	4. Issue the approved Release Form, provide feedback mechanism form to the client to be filled-up and retrieve the accomplished feedback mechanism form	None	3 minutes	<i>Environmental Mgt. Aide</i> Municipal Environment and Natural Resources Office
5. Proceed to the Plant Nursery and present to the Nursery In-charge the approved Release Form.	5. Record and release the requested plantable seedlings	None	15 minutes	<i>Environmental Mgt. Aide/ UW</i> 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 Environment and Natural Resources Office			
Classification:	Simple			
Type of Transaction:	G2C- Government to Client			
Who may avail:	All person, companies engaging in farming.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Call the MENR Office hotline or 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 Vermicast Reservation list	None	3 minutes	<i>Administrative Aide</i> Municipal Environment and Natural Resources Office
	1.1 Call and inform client about the availability of the requested organic fertilizer	None	3 minutes	<i>Administrative Aide</i> Municipal Environment and Natural Resources Office



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	<i>Administrative Aide</i> 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	<i>Revenue Collection Clerk</i> 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	<i>Administrative Aide</i> Municipal Environment and Natural Resources Office
5. Receive the Organic Fertilizer and drop the feedback mechanism form in the designated drop box	5. Release organic fertilizer and retrieve the accomplished feedback mechanism form	None	1 minute	<i>Administrative Aide</i> Municipal Environment and Natural Resources Office
	TOTAL:	200 (Sack)	22 minutes	



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-Business)			
Type of Transaction:	G2C- Government to Client			
Who may avail:	All person			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Death Certificate		Secure from the hospital orMunicipal Civil Registrar's Office		
2. Burial Permit		Secure from the Municipal Health Office		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Municipal Cemetery Office-frontline service provider and present requirements for allocating Burial Area	1. Assist, check and validate all the requirements presented by the client is complete.	None	3 minutes	<i>Administrative Aide</i> Municipal Cemetery Office
	1.1 Log clients schedule for burial and assist client in locating and or choosing the area for burial		10 minutes	<i>Park Attendant/ Collection Officer</i> Municipal Cemetery Office
	1.2 Present the corresponding fees per area or space to be acquired and the renewal fee to the client.		5 minutes	<i>Administrative Aide/ Park Attendant</i> Municipal Cemetery Office
	- Apartment Type	5,000		
	- Memorial Ground	1,920		
		500		



	- 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	<i>Park Attendant/ Collection Officer</i> 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-up and retrieve the accomplished feedback mechanism form	None	2 minutes	<i>Administrative Aide</i> 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-Business)			
Type of Transaction:	G2G- Government to Government			
Who may avail:	All Entity, Barangay-LGU			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Approved Letter Request		To be prepared by the requesting individual, Barangay to be submitted at the Municipal Environment and Natural Resources Office		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Barangay Personnel will proceed to the Municipal Environment and Natural Resources Office – frontline service provider and submit the approved letter request	1. Receive the approved letter request and schedule the Dog Catching activity	None	5 minutes	<i>Administrative Aide</i> Municipal Environment and Natural Resources Office
2. Accomplish feedback mechanism form and return the feedback mechanism form to the Dog Catcher	2. Conduct dog catching operation, provide feedback mechanism form to the client/barangay to be filled-up and retrieve the accomplished feedback mechanism form	None	Maximum of 3 days	<i>Utility Worker/Dog Catcher</i> Municipal Environment and Natural Resources Office
	2.1 Impounding	None	Maximum of 7 days	<i>Utility Worker/Dog Catcher</i>



	of caught animals			Municipal Environment and Natural Resources Office
	TOTAL	NONE	10daysand5minutes	



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 Transaction:	G2C- Government to Client			
Who may avail:	Owners of Impounded Pet			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Form		Municipal Cemetery's Office		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. 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	<i>Admin Aide</i> 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	<i>Admin Aide</i> 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	<i>Revenue Collection Clerk</i> Municipal Cemetery Office
3. Proceed to the Municipal Dog	3. Receive and record the	None	2 minutes	<i>Dog Impounding Personnel</i>



Pound, present Release Order Slip to the Dog Impounding In-charge for the release of the captured animal	claimed/released stray animal and sign the portion for Releasing Authority/Person			Municipal Environment and Natural Resources Office
4. Claim impounded animal	4. Release impounded animal to the client.	None	3 minutes	<i>Dog Impounding Personnel</i> 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	<i>Administrative Aide</i> 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 Transaction:	G2C- Government to Client			
Who may avail:	All interested individual			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Adoption Application Form 2. Animal Cage		Municipal Cemetery's Office Requesting individual		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO PAID	PROCESSING TIME	PERSON 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 on-site inspection	None	5 minutes	<i>Administrative Aide</i> Municipal Cemetery's Office
	1.1 Inspect clients area/house where the adopted dog will be staying	None	1 day	<i>Administrative Aide</i> Municipal Cemetery's Office



	1.2 Call and inform the client that they are eligible for adopting animal	None	2 minutes	<i>Administrative Aide</i> 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	<i>Administrative Aide</i> Municipal Cemetery's Office
	2.1 Issues Official Receipt and record the payment made by the client.	300	10 minutes	<i>Revenue Collection Clerk</i> Municipal Cemetery Office
3. Proceed to the Municipal Dog Impounding office, present Official Receipt and the animal cage to the Dog Impounding In-charge 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	<i>Dog Impounding Personnel</i> 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	<i>Dog Impounding Personnel</i> Municipal Environment and Natural Resources Office



	mechanism form			
	TOTAL	PHP 300.00	1 day and 32 minutes	



List of Offices

FEEDBACK AND COMPLAINTS MECHANISM	
How to send a feedback?	<p>Answer the client feedback form and drop it at the designated Public Assistance and Complaints Desk</p> <p>Contact info: (088) 828-5074 or HRMO@maramag.gov.ph</p>
How feedback is processed?	<p>Every day, the Human Resource Management Office (HRMO) opens the drop box and compiles and records all feedback submitted.</p> <p>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.</p> <p>The answer of the office is then relayed to the citizen.</p> <p>For inquiries and follow-ups, clients may contact the following telephone number: Mobile #: 0905-619-4799 Landline #: (088) 828- 5074 Email add: HRMO@maramag.gov.ph</p>
How to file complaints?	<p>Answer the client Complaint Form and drop it at the designated drop box in front of the Public Assistance Complaints Desk.</p> <p>Complaints can also be filed via telephone. Make sure to provide the following information:</p> <ul style="list-style-type: none"> - Name of person being complained - Incident - Evidence <p>For inquiries and follow-ups, clients may contact the following mobile number: 0935-198-5003</p>
How complaints are processed?	<p>For Option 1: Thru E-Mail</p> <ul style="list-style-type: none"> -Type Feedback Message - Send to any of this email address: lgumaramag@gmail.com



	HRMO@maramag.gov.ph For Option 2: Thru Text Message/SMS - Type Feedback Message - Send to MMO: +63.917.321.6845 HRMO: +63.935.198.5003	
	For Option 3: Use of Feedback Form - Proceed to the Public Assistance and Complaints Desk - Secure Feedback Form - Accomplish/ Fill out Feedback Form	
	For Option 4: Thru the Officer of the Day - Proceed to the Public Assistance and Complaints Desk - Approach the Officer of the Day - Talk to the Officer of the day regarding your feedback	
	For Option 5: Thru Written Feedback/ Complaint - State Feedback/ Complaint in a Letter - Submit letter to the office of the Municipal Mayor and/or Human Resource Management Office - Wait for response/ action within 3 days of submission	
Contact Information of LGU Maramag MMO, HRMO	LGU Maramag: MMO: +63.917.321.6845 Hotline #: (088) 828-1870 lgumaramag@gmail.com HRMO: +63.935.198.5003 Hotline #: (088) 828-5074 HRMO@maramag.gov.ph	
Office	Address	Contact Information
Office of the Municipal Mayor	Purok 6, Anahawon, 2 nd floor, Municipal Building, Maramag, Bukidnon	(088) 828-1870
<i>Office of the Municipal Mayor – Tourism Office</i>	Maramag, Bukidnon	(088) 828-2718
<i>Office of the Municipal Mayor – Local Disaster Reduction Management Office (LDRMO)</i>	Purok 5, North Poblacion, Maramag, Bukidnon	(088) 828-5214
<i>Office of the Municipal Mayor – Public Employment</i>	Purok 6, Anahawon, 1 st floor, Municipal Building, Maramag, Bukidnon	(088) 828-3739



<i>Services Office (PESO), TECH4Ed and Negosyo Center</i>		
<i>Office of the Municipal Mayor – Maramag Polytechnic School</i>	Maramag, Bukidnon	(088) 828-2736
<i>Office of the Municipal Mayor – Real Estate and Housing Development Division (REHDD)</i>	Purok 6, Anahawon, Maramag, Bukidnon	(088) 828-2849
Office of the Municipal Vice Mayor	Purok 6, Anahawon, 2 nd floor OSS Building, Maramag, Bukidnon	(088) 535-9685
Office of the Secretary to the Sanggunian	Purok 6, Anahawon, OSS Building, Maramag, Bukidnon	(088) 828-1882
Office of the Municipal Administrator	Purok 6, Anahawon, 2 nd floor, Municipal Building, Maramag, Bukidnon	(088) 828-1811
Office of the Municipal Planning and Development Coordinator	Purok 6, Anahawon, 1 st floor, Municipal Building, Maramag, Bukidnon	(088) 828-1820
Office of the Human Resource and Management Officer	Purok 6, Anahawon, 2 nd floor, Municipal Building, Maramag, Bukidnon	(088) 828-5074
Office of the Municipal Accountant	Purok 6, Anahawon, 1 st floor, Municipal Building, Maramag, Bukidnon	(088) 828-1642
Office of the Municipal Budget Officer	Purok 6, Anahawon, 1 st floor, Municipal Building, Maramag, Bukidnon	(088) 828-1524
Office of the Municipal Treasurer	Purok 6, Anahawon, 1 st floor, Municipal Building, Maramag, Bukidnon	(088) 828-1728
Office of the Municipal Engineer	Purok 6, Anahawon, 2 nd floor, Hall of Justice Building, Maramag, Bukidnon	(088) 828-1903
Office of the Building Official	Purok 6, Anahawon, 2 nd floor, Municipal Building, Maramag, Bukidnon	(088) 535-9988
Office of the Municipal Assessor	Purok 6, Anahawon, 2 nd floor, Municipal Building, Maramag, Bukidnon	(088) 828-5198
Office of the Municipal Agriculturist	Purok 6, Anahawon, 1 st floor, Municipal Building, Maramag, Bukidnon	(088) 828-5202



Office of the Municipal General Services Officer	Purok 6, Anahawon, 1 st floor, Municipal Building, Maramag, Bukidnon	(088) 828-2835
Office of the Municipal Civil Registrar	Purok 6, Anahawon, 1 st 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