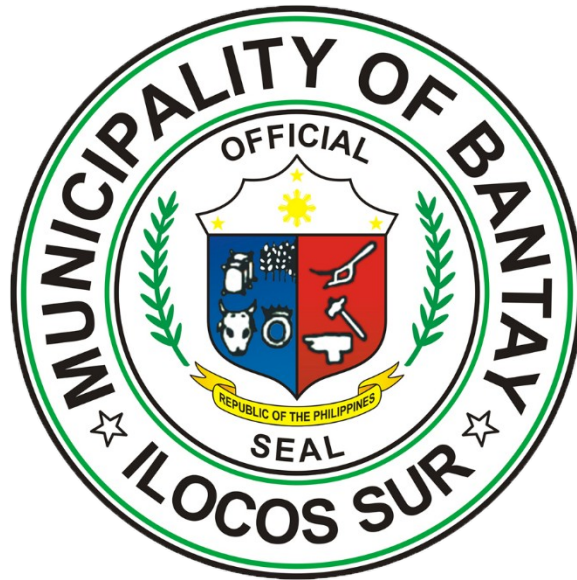


MUNICIPALITY OF BANTAY

CITIZEN'S CHARTER

2020 (2nd Edition)



MUNICIPALITY OF BANTAY

CITIZEN'S CHARTER

2020 (2nd Edition)



BANTAY PROFILE

- I. Mandate: To render fast, efficient, convenient and reliable delivery of services**

- II. Vision: “A business hub with rich historical past inspired by great leaders and God loving people”**

- III. Mission: The Municipal Government assumes the duty to:**
 - 1. Provide a conducive atmosphere of tranquility where the precepts of law, order and equality reigns;**

 - 2. Ensure the effective and efficient coordination and delivery of basic regular and direct services;**

 - 3. Promote measures that will make the town a haven of business opportunities, a sanctuary of progress anchored on a God-fearing environment under restful stable setting of local governance; and**

 - 4. Inspire a progressive and self-motivated community who are globally competitive united by a system of governance that is people oriented.**

- IV. Service Pledge: We hereby pledge our commitment to provide efficient, effective and dedicated service and to ensure quick and easier delivery of services.**



MESSAGE

In behalf of the Local Government Unit of Bantay, I am proud to present our updated Citizens' Charter. The revised charter is a product of our desire to better serve our constituents and the clamor for more people-friendly delivery of services of the different offices of the Municipality. I thank all the stakeholders who took part painstakingly in formulating this updated Citizens Charter.

Republic Act 11032, otherwise known as "Ease of Doing Business and Efficient Delivery of Government Services" amending for the purpose RA 9485 or the Anti-Red Tape Law, which require the enactment of Citizens Charter, calls for a more improved systems and procedures in both national and local government services.

Thus, our updated Citizens Charter, in conformity with these laws, is our response to responsive and transparent government transactions by giving the public a guided step in the different frontline services of the LGU. It is our hope that with this Charter, our constituents are better informed as to the processes of our services. We believe that "an informed citizenry is an empowered citizenry." It is also a reminder to our public servants to be courteous and trustworthy at all times in their dealings.

As we, the public servants of Bantay aim to become more effective, efficient and transparent, we also call on our constituents to actively participate in our development process. To my fellow public servants in the Municipality of Bantay, let us continue being responsive and sensitive to the needs of our constituents. May this updated Citizens Charter serve its purpose as we remain committed in attaining our vision for our beloved Dur-as Bantay!

SAMUEL C. PARILLA
Municipal Mayor



LIST OF SERVICES

Mayor's Office	10
a. Issuance of Special Permit	11-13
b. Issuance of Mayor's Certifications/Clearances and Working Permit	13-14
c. Issuance of Mayor's Clearance (Cutting of Trees)	15
d. Issuance of Endorsement Letter	16
e. Issuance of Resolution-Endorsement	17
f. Issuance of Job Recommendation	17-18
g. Freedom of Information Request	18-19
h. Rental and Lending of Municipal Vehicles	20-21
i. Administration of Application for Leave of Absence	21-22
j. Issuance of Service Record	23
k. Issuance of Employment Certification and Certification of Leave Credits	24
l. Job Search Assistance Program (Jobseeker Referral and Registration)	25-26
m. Job Search Assistance Program (Local Employers Assistance)	26-28
n. Issuance of Certificate of No Objection	28-29
o. Issuance of Referral Under RA 11261	30
p. Clearance for Renewal of Business Permit for Tenant	31
q. Clearance for securing Certificate of Business Closure	31-32
r. Renewal of Contracts for Arcade, Talipapa and Plaza Stall Tenants	32
s. Contract for Bantay Arcade, Talipapa and Plaza Stalls	33-34
Sangguniang Bayan Office	35
a. Municipal Franchise (MTOF) to Operate TFH	36-37
b. Securing/Accessing Copy of Legislative Documents and Other Records on File (Non-Confidential)	37-38
c. Lending of LGU Branding Instrument	38-39



<u>Municipal Planning and Development Coordinator's Office</u>	40
a. Issuance of Zoning Compliance/Locational Clearance	41
b. Issuance of Zoning Certificate	42
c. Securing/Accessing of Municipal Economic Profile (FOI)	42-43
d. Monitoring and Evaluation of Dev't. Projects/Programs/Activities	43
<u>Budget Office</u>	44
a. Preliminary Review of Barangay Annual/Supplemental Budgets	45
b. Preliminary Review of Barangay SK Annual/Supplemental Budgets	46
c. Issuance of ALOBS	47
d. Releasing of Barangay Annual/Supplemental Budgets	47
e. Issue Certification of Availability of Funds	48
<u>Accounting Office</u>	49
a. Issuance of Certification of Net Take Home Pay	50
b. Processing of Cash Advance	50-51
c. Issuance of Tax Withheld Certificate from Suppliers and Contractors	52
<u>Treasury Office</u>	53
a. Issuance of Real Property Taxes (RPT) Receipts	54-55
b. Issuance of Certification of RPT Payment (non-tax delinquency)	55
c. Issuance of Community Tax Certificate (CTC) and Professional Tax Receipt (PTR)	56
d. Issuance of Receipts of Police Clearance and Mayor's Clearance	57-58
e. Registration, Transfer and Branding of Large Cattle	58-59
f. Payment of Financial Assistance	59



g. Collection of Business Taxes and Other Payment Receipts	
g.1. Business Taxes and Fees	60-61
g.2 Payment of Burial Permit, Transfer of Cadaver and Transfer of Remains	61
<u>Engineering Office</u>	62
a. Issuance of Building Permit	63-64
b. Issuance of Certificate of Occupancy	65-66
c. Issuance of Building Annual Inspection Clearance	66-67
d. Issuance of Sign Permit	67
e. Preparation of Requested Barangay Program of Works	68
<u>Local Civil Registrar</u>	69
a. Registration of Birth Certificate	70
b. Registration of Death Certificate	71
c. Registration of Marriage Certificate	72
d. Issuance of Certified Copy of Birth Certificate	72-73
e. Issuance of Certified Copy of Death Certificate	74
f. Issuance of Certified Copy of Marriage Certificate	75
g. Application for Marriage License	76-77
h. Petition for Change of First Name or Nickname	77-79
i. Petition for Correction of Clerical or Typographical Error (RA 9048)	79-81
j. Affidavit to Use the Surname of the Father (RA 9255)	82
k. Petition for Correction of Clerical or Typographical Error-Sex (RA 10172)	83-84
l. Petition for correction of Clerical or Typographical Error-Date of Birth-RA 10172 (month & date)	85-86
m. Registration of Legitimation	87
n. Registration of Court Decree	88



<u>Assessor's Office</u>	89
a. Certified Copy of Tax Declaration	90
b. Certificate of non-Improvement and Latest Tax Revision	90-91
c. Vicinity Map	92
d. Transfer of Ownership in Tax Declaration	92-93
e. Processing of Subdivision Plan	93-94
f. Processing of Newly Declared Real Property	94-95
g. Identification of Cadastral Lot Number	95-96
h. Reclassification of Real Property by the Declarant	96-97
<u>Municipal Agriculture Office</u>	98
a. Issuance of Certification	99
b. Rural Base Organization (RBO) Accreditation	100-101
c. Renewal of Rural Base Organization (RBO) Accreditation	101-102
d. Seed Certification	102-103
e. Agricultural Insurance	104-105
f. Provision of Technical Assistance on Livestock	105-108
g. Provision of Technical Assistance on Crops	109
h. Agricultural Base Data	110
i. Project Proposal, Resolution and Farm Business Plan Preparation	111
<u>M.S.W.D. Office</u>	112
a. Aid in Crisis Situation (AICS)	113-114
b. Referral Letter and Social Case Study Report	114-116
c. Pre-Marriage Counselling (PMC Certificate)	116-117
d. Issuance of Senior Citizens Identification Card (OSCA I.D.)	117-118
e. Issuance of Persons with Disability Identification Card (PWD I.D.)	119
f. Issuance of Solo Parent Identification (Solo Parent I.D.)	120



g. Issuance of Purchase Booklet (Medicine and Grocery) to Senior Citizens & Person w/ Disabilities	121
h. Issuance of Endorsement for Solicitation Permit	122
i. Centenarian Cash Incentive	123
j. Social Pension to Indigent Persons with Disabilities	124-125
k. Issuance of Certification (Court, Drug Rehabilitation, Scholarship, OFW, etc.)	126
<u>Municipal Health Office</u>	127
a. Outpatient Medical Consultation and Treatment	128-129
b. Medico-Legal Services	129-130
c. Laboratory Services	130-132
d. Anti-tuberculosis Drugs	133-134
e. Anti-Leprosy Drugs	134-136
f. Programmatic Management of Drug-Resistant Tuberculosis	136-139
g. Dental Services	139-140
h. Women's Health Services	140-142
i. Issuance of Health Certificate	142-143
j. Issuance of Death Certificate	144-145
k. Issuance of Sanitary Permit	145-146
l. Issuance of Permit to Open Tomb	146-147
m. Well-Baby Services and Child Care (Immunization)	148-149
n. Pre-Marriage Counselling (PMC Certificate)	149-150
o. Free and Safe Blood	151
p. Autopsy of Medico-Legal Cases	152
q. Family Planning Commodities	152-153



<u>Municipal Disaster Risk Reduction Management Office</u>	154
a. Assistance during Emergency Cases	155
b. Conduct of Training Related to DRRM	156
<u>General Services Office</u>	157
a. Procurement of Goods	158
<u>Business Permit & Licensing Office</u>	159
a. Issuance of Mayor's Business Permit for New Business	160
b. Issuance of Mayor's Business Permit for Renewal	161-162
c. Issuance of Mayor's Permit for Tricycle –for-Hire (TFH)	162-163
d. Issuance of Mayor's Permit for Pedaled Tricycles, Carts and Calesas	163-164
e. Issuance of Certifications	164-165



Mayor's Office



1. ISSUANCE OF SPECIAL PERMIT

Particular permits or specific license are issued for a definite purpose or activity such as those for the holding of promos, conduct of parades, motorcades, rallies, public meetings, coronations, shows, trade fairs, contest, film making, use of plaza and LCS hall, public alleys, roads, streets, pavement and similar group activities.

Office or Division:	MAYORS' OFFICE			
Classification:	SIMPLE			
Type of Transaction:	G2C – Government to Client			
Who may avail:	The public, applicants for permit			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Written Request		Provided by the Client		
For parade or motorcades – Route/Itinerary		Provided by the Client		
Contest/shows – Operational Plan		Provided by the Client		
Film making – Crowd and safety control		PNP		
Solicitation – Endorsement Form		MSWDO		
Advertisement/Promos – Action plan		Provided by the Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. File written request to the Municipal Mayor thru the Mayor's Staff	1. Check the details of request/activity and determine amount of fee to be paid and instruct applicant to pay at the Treasury Office	None	5 Minutes	Chariss'h Saraos/ Willie Vanne Pre / Marjun Paa
2. Pay corresponding fee at the Treasury Office	2. Receive payment and issue Official Receipt	Refer Below	5 Minutes	Evangeline P. Recuya/ Royce Punio /Bernardita Formoso/ Ma. Cristina D. Angco/ Darel Corpuz
3. Present proof of payment	3. Advise client to sign the logbook and prepare permit	None	30 Minutes	Chariss'h Saraos/ Willie Vanne Pre



4. Receive and acknowledge permit	4. Issue permit and retain copy file	None	5 Minutes	Chariss'h Saraos/Willie Vanne Pre
		<p>Conferences, symposia, seminars, training program held outdoors in public or private halls- Php 150.00</p> <p>Public Meetings, assemblies, rallies, marching protests, miting-de-avance, pickets, strikes, demonstration and other concerted mass actions in parks, plazas, roads/streets- Php 100.00</p> <p>TOTAL: Coronation night, dancing balls, social dances, pageants, beauty and other search contests- Php 200.00</p> <p>Promotional sales, product demo and advertisement- Php 300.00</p> <p>Holding of operas, recitals, concerts, flower shows, musical shows, literary or oratical shows, zarzuelas and other similar shows- Php 200.00</p>	45 Minutes	



	Baratillo, flea markets, expositions, agricultural or industrial fair for period not more than 10 days- Php 300.00 (in excess of 10 days, at the rate of Php 200.00 per day) Other group activities for commercial and profitable purposes- Php 100.00		
--	---	--	--

2. ISSUANCE OF MAYOR'S CERTIFICATIONS/CLEARANCE AND WORKING PERMIT

Certifications and clearances are secured from the Office in order to confirm, verify, attest, declare or officially state a fact/status, nature or veracity of a record, data or any piece of information.

Office or Division:	MAYORS' OFFICE
Classification:	SIMPLE
Type of Transaction:	G2C – Government to Client
Who may avail:	General Public
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
Barangay Certification/Barangay Clearance (whatever is applicable)	Barangay Hall
Police Clearance	Bantay Municipal Police Station
Health Identification Card/Medical Certificate (Only for working permit)	Municipal Health Office



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the logbook and present the requirements	1.1 Review and check the authenticity of the documents presented; 1.2 Advise the client to pay the fee	None	5 Minutes	Chariss'h Saraos/Willie Vanne Pre
2. Pay at the Treasury Office	2. Receive payment and issue the Official Receipt	Mayor's Certification = No Charge Mayor's Clearance = 80.00 Mayor's Working Permit = Refer to Revenue Code Article N Section 4N.02 pg A-E	5 Minutes	Evangeline P. Recuya/ Royce Punio /Bernardita Formoso/ Ma. Cristina D. Angco/ Darel Corpuz
3. Present proof of payment	3.1 Prepare the document needed; 3.2 Check on Official Receipt and facilitate the document	None	30 Minutes	Chariss'h Saraos/Willie Vanne Pre Samuel C. Parilla/Allen V. Favis
4. Receive the Certification /Clearance or Working Permit	4. Issue and release the document requested and retain copy file	None	5 Minutes	Chariss'h Saraos/Willie Vanne Pre
TOTAL		Mayor's Certification = No Charge Mayor's Clearance = 80.00 Mayor's Working Permit = Refer to Revenue Code Article N Section 4N.02 pg A-E	45 Minutes	



3. ISSUANCE OF MAYOR'S CLEARANCE (CUTTING OF TREES)

Certifications and clearances are secured from the Office in order to confirm, verify, attest, declare or officially state a fact/status, nature or veracity of a record, data or any piece of information.

Office or Division:	MAYORS' OFFICE			
Classification:	SIMPLE			
Type of Transaction:	G2C – Government to Client			
Who may avail:	All residents of the municipality			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Barangay Clearance			Barangay Hall	
Personal Letter addressed to the Mayor			Provided by the client	
Land Title/Tax Declaration			Municipal Assessor's Office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the logbook and present the requirements	1. Review and check the authenticity of the documents presented	None	5 Minutes	Chariss'h Saraos/Willie Vanne Pre
2. Pay at the Treasury Office	2. Receive payment and issue the Official Receipt	80.00	5 Minutes	Evangeline P. Recuya/ Royce Punio /Bernardita Formoso/ Ma. Cristina D. Angco/ Darel Corpuz
3. Present proof of payment	3. Check the Official Receipt and prepare the document	None	5 Minutes	Chariss'h Saraos/Willie Vanne Pre Samuel C. Parilla/Allen Favis
4. Receive the clearance	4. Issue and release the document requested and retain copy file	None	5 Minutes	Chariss'h Saraos/Willie Vanne Pre
TOTAL		80.00	20 Minutes	



4. ISSUANCE OF ENDORSEMENT LETTER

This service is intended to help indigent families to avail of service such as medical/hospital/financial referral.

Office or Division:	MAYORS' OFFICE			
Classification:	SIMPLE			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Residents of the municipality			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Barangay Clearance			Barangay Hall	
Medical Certificate/Death Certificate/Hospital Bill			Hospital/LCR	
Social Case Study and Referral			MSDWO	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the logbook and present the requirements	1.1 Review the documents	None	5 Minutes	Chariss'h Saraos/Willie Vanne Pre/Jonas Villegas/Romulo
	1.2 Prepares the endorsement letter		10 Minutes	Samuel C. Pariila/Allen Favis
2. Receives the signed endorsement letter	2. Issue endorsement letter and retain copy file	None	5 Minute	Chariss'h Saraos/Willie Vanne Pre/Jonas Villegas/Romulo Panela
TOTAL		None	20 Minutes	



5. ISSUANCE OF RESOLUTION ENDORSEMENT

This service is intended to endorse the approval of Barangay Resolutions.

Office or Division:		MAYORS' OFFICE		
Classification:		SIMPLE		
Type of Transaction:		G2G – Government to Government		
Who may avail:		All Barangays of the Municipality		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Barangay Resolution			Barangay/Sangguniang Bayan	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Barangay resolution to the Mayor's Office and receive file copy	1.1 Receive and review resolution if duly signed by officials concerned	None	5 Minutes	Chariss'h Saraos/Willie Vanne Pre/Jonas Villegas/Romulo
	1.2 Prepare the endorsement / cover letter and transmit resolution to office concerned		10 Minutes	Samuel C. Pariila
TOTAL		None	15 Minutes	

6. ISSUANCE OF JOB RECOMMENDATION

This service is intended to endorse jobseekers for his/her application to job vacancies in the different agencies.

Office or Division:		MAYORS' OFFICE		
Classification:		SIMPLE		
Type of Transaction:		G2C – Government to Client		
Who may avail:		All jobseekers of the municipality		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Application Letter			Provided by the Client	
Personal Data Sheet			Provided by the Client	
Official Transcript of Record			Provided by the Client	
Certificate of Trainings, Seminars and other supporting documents			Provided by the Client	
Barangay Clearance			Barangay Hall	



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the logbook and submit the requirements	1. Review and evaluate the requirements and prepare the recommendation letter	None	5 Minutes	Willie Vanne Pre/Chariss'h Saraos/Romulo Panela/Jonas Villegas/Marjun Paa Samuel C. Parilla
2. Receive the job recommendation	2. Release the document and retain copy file	None	2 Minutes	Chariss'h Saraos/Willie Vanne Pre
TOTAL		None	7 Minutes	

7. FREEDOM OF INFORMATION REQUEST

Citizens are enabled to obtain information, official records, public records, and documents and paper pertaining to official acts, transactions, or decisions, as well as to government research data used as basis for policy development, in the custody of the Municipal Government.

Office or Division:	MAYORS' OFFICE			
Classification:	SIMPLE			
Type of Transaction:	G2C – Government to Client			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Barangay Resolution		Barangay/Sangguniang Bayan		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present written request with proof of identification and sign in the logbook	1. Check the details of request and ask the client to fill up the FOI request form. Instruct applicant to proceed to the office-in-charge of the document requested	None	5 Minutes	Allen Favis/William Padre/Chariss'h Saraos/Willie Vanne Pre/Romulko Panela/Ralph Dee Jaramilla/Marjorie Madriaga
2. Proceed to the office-in-charge and present request form	2. Review request form and determine the amount of fee to be paid. If there is, instruct client to pay at the Treasury Office	None	5 Minutes	Office-in-charge



3. Pay at the Treasury Office	3. Receive payment and issue Official Receipt	Certification of Official Records = 50.00/Page for the 1 st copy; 5.00/Page for succeeding copies Printing = 5.00/Page Photocopying = Long - 3.00/Page Short – 2.00/Page	5 Minutes	Evangeline P. Recuya/ Royce Punio /Bernardita Formoso/ Ma. Cristina D. Angco/ Darel Corpuz
4. Present proof of payment	4. Prepare the requested document	None	1 Hour	Office-in-charge
5. Receive the document	5. Finish the FOI form and instruct client to return the form to the FOI Focal Person	None	5 Minutes	Office-in-charge
6. Acknowledge Receipt	6. Check the completeness of the request form and furnish the client a copy of the FOI form and file it to the appropriate folder	None	5 Minutes	Allen Favis/William Padre/Chariss'h Saraos/Willie Vanne Pre/Romulo Panela/ Ralph Dee Jaramilla/Marjorie Mariaga
TOTAL		Certification of Official Records = 50.00/Page for the 1 st copy; 5.00/Page for succeeding copies Printing = 5.00/Page Photocopying = Long - 3.00/Page Short – 2.00/Page	1 Hour & 20 Minutes	



8. RENTAL AND LENDING OF MUNICIPAL VEHICLES, HEAVY EQUIPMENT AND OTHER PROPERTIES OF THE LGU

The Municipality own and has acquired properties that are held in its proprietary capacity, which can be leased or borrowed for. These include motor service vehicles, loader, dump truck, shredding machines, tents, grass cutter, table, chairs, projector, facilities and other furniture and fixtures.

Office or Division:		MAYORS' OFFICE		
Classification:		SIMPLE		
Type of Transaction:		G2C – Government to Client		
Who may avail:		All residents of the municipality		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Written Request			Provided by the Client	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up the request form	1. Check and verify the request and availability of the units or items during the duration it is rented/borrowed/used; 1.1 Endorse action for approval	None	30 Minutes	Romulo Panela/Jonas Villegas Jay Villafranca for Heavy Equipment/Allen Favis/Samuel C. Parilla
2. Fill up the request form	2. Advise the Client to sign in the logbook; In the case of vehicle request (ambulance and other vehicles), the borrower shall shoulder the returning fuel and oxygen refill, as the case may be; 2.1 Release the item/s or unit/s borrowed	None	30 Minutes	Marjun Paa/Jay Villafranca/Allen V. Favis



3. Receive/acknowledge the requested unit/s or item/s	3. Coordinate with the operator or person-in-charge of the unit/s or item/s to be lent	None	10 Minutes	Romulo Panela/Allen Favis
TOTAL		None	1 Hour & 10 Minutes	

9. ADMINISTRATION OF APPLICATION FOR LEAVE OF ABSENCE

Administrative flow for the filing of Application for Leave and the action taken thereon by the immediate supervisor and approving authority

Office or Division:	HRMO, Mayor's Office			
Classification:	SIMPLE			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Municipal Officials and Employees (with Plantilla Positions)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Application for Leave Form		HRMO/Mayor's Staff Office		
Medical Certificate (If applicable)		Attending Physician		
Certification of No Money/Property Accountability (if applicable)		Municipal Treasurer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Employee fills up Application form No. 6 (Application for Leave) in at least two copies obtainable at the HRMO/Mayor's Office Staff	1.1 Gives application form and compute and update leave credit balances	None	5 Minutes	Marjun B. Paa
	1.2 Review, verify leave cards and certifies available leave credits			William V. Padre
2. Procure recommendatory action of employee's Immediate Supervisor, if any	2. Immediate Supervisor acts on the application which may be: APPROVED and is returned to the applicant; or DISAPPROVED, the reason must be stated	None		Applicant/ Concerned Supervisor



<p>3. File Application for Leave with the HRMO/Mayor's Office Staff/Municipal Administrator; In case of permit to Travel Abroad a certification of No Money and Property Accountability issued by the Municipal Treasurer must be submitted. Vacation leaves must be filed in advance possibly 5 days before undergoing such leave. For Sick Leave, if filed in advance or if it exceeds 5 days, must be accompanied with Medical Certificate</p>	<p>3.1 HRMO Receives application</p> <p>3.2 In cases of Personal Travel Abroad, HRMO verifies Certificate of No Money/Property Accountability, verifies record that no pending administrative/ criminal case is files against the applicant and prepare the Permit to Travel Abroad</p> <p>3.3 Forward the Application to the Municipal Mayor or to the Municipal Administrator being the authorized approving signatory</p> <p>3.4 HRMO records, segregates and files the applications</p>	<p>None</p>	<p>5 Days</p>	<p>Marjun B. Paa</p>
<p>TOTAL</p>		<p>None</p>	<p>5 Days 5 Minutes</p>	



10. ISSUANCE OF SERVICE RECORD

Validation of employment (Working) records

Office or Division:		HRMO, Mayor's Office		
Classification:		SIMPLE		
Type of Transaction:		G2G – Government to Government		
Who may avail:		Municipal Officials and Employees and those authorized to request for and in their behalf		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. File written/verbal request with HRMO and sign in the Logbook	1. HRMO verifies/ Updates Service/ Employment Records	None	15 Minutes	William V. Padre/ Marjun B. Paa
2. Wait for the processing	2.1 Prepares and prints the written document	None	5 Minutes	Marjun B. Paa
	2.2 Review/ Signs Service Record		5 Minutes	William V. Padre
	2.3 Service Record is forwarded to the Municipal Mayor for his approval (Certified Correct) or in his absence, the Municipal Accountant		15 Minutes	Mayor's Staff (Signature of Mayor and Accountant)
3. Receive the requested document	3. Release to the requesting employee	None	5 Minutes	Mayor's Staff/ Marjun B. Paa
TOTAL		None	45 Minutes	



11. ISSUANCE OF EMPLOYMENT CERTIFICATION AND CERTIFICATION OF LEAVE CREDITS

Validation of employment (working) records and earned accumulated leave benefits for of employees

Office or Division:	HRMO, Mayor's Office			
Classification:	SIMPLE			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Municipal Officials and Employees and those authorized to request for and in their behalf			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None			None	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. File written/verbal request with HRMO and sign in the Logbook	1.1 HRMO verifies/ Updates Service/ Employment Records 1.2 Verifies the Leave Credit Index	None	15 Minutes	William V. Padre/ Marjun B. Paa
2. Wait for the processing	2.1 Prepares and prints the written document	None	10 Minutes	Marjun B. Paa
	2.2 Review/ Signs Certificate of Employment/ Leave Credits Certification		5 Minutes	William V. Padre
3. Receive the requested document	3. Releases to the requesting employee	None	5 Minutes	Marjun B. Paa
TOTAL		None	35 Minutes	



12. JOB SEARCH ASSISTANCE PROGRAM (JOBSEEKER REFERRAL AND REGISTRATION)

Administrative flow for job application received by the PESO to be registered in the PESO Employment Information System; Referrals refers to the process of directing pre-screened jobseeker to employers with vacancies matching their qualifications

Office or Division:	MAYORS' OFFICE			
Classification:	SIMPLE			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Job Seekers, General Public			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Resume and Credentials (Training Certificates, etc.)			Applicant	
Barangay Clearance and Police/NBI Clearance			Concerned Agencies	
NSRP Form 1 (Updated January 2017, PESO Employment Information System Registration Form) (For Job Seekers)			Mayor's Office (Through PESO Manager-Designate)	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register in the PESO Logbook and submit Resume and Credentials	1. Conducts preliminary interview and require resume and credentials. Advice applicants of any vacancy forwarded and referred to the PESO and advised them same of the requirements seek by the prospect employer	None	10 Minutes	Marjun B. Paa
2. Secure and fill-up PESO Employment Information System Registration Form (NSRP Form 1, January 2017)	2. Provide PESE Employment Information System Registration Form (Form 1, January 2017)	None	1 Minute	Marjun B. Paa



3. Submit fully accomplished NSRP Form 1	3. Receive and review the accomplished form to be encoded later on in the PESO Employment Information System	None	5 Minutes	Marjun B. Paa
4. For job applicants seeking referral, make the request with the PESO	4.1 PESO reviews submitted Resume/ Credentials for screening	None	10 Minutes	Marjun B. Paa Mayor's Office Staff/ Signature of Mayor/ Municipal Administrator
	4.2 Prepared Referral Letter and endorsed the same for signature of the Municipal Mayor or Municipal Administrator		5 Minutes	
	4.3 Approval of the Referral Letter by the Mayor or Municipal Administrator		1 Minute	
5. Receive the Referral Letter	5. Release the Referral Letter	None	1 Minute	Marjun B. Paa
TOTAL		None	36 Minutes	

13. JOB SEARCH ASSISTANCE PROGRAM (LOCAL EMPLOYERS ASSISTANCE)

Provide assistance to employers concerning their vacancies and manpower pooling

Office or Division:	MAYORS' OFFICE
Classification:	SIMPLE
Type of Transaction:	G2C – Government to Client
Who may avail:	Employers, General Public
CHECKLIST OF REQUIREMENTS	
NSRP Form 2 (Updated July 2017, PESO Employment Information System Registration Form) (For new establishment)	Mayor's Office (through PESO Manager-Designate)
Job Orders/List of Vacancies	



3. For new business establishments, fill up NSRP Form 2	3.1 Provide client of the NSRP Form 2	None	2 Minutes	Marjun B. Paa
	3.2 Receive the form to be encoded in the PESO Employment Information System		2 Minutes	
TOTAL		None	26 Minutes	

14. ISSUANCE OF CERTIFICATE OF NO OBJECTION

The Certificate of No Objection is a pre-requisite prior to the conduct of Job Fairs and Provincial/Special Recruitment Activities

Office or Division:	MAYORS' OFFICE			
Classification:	SIMPLE			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Employers, General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter for the conduct Job Fair/PRA/SRA		Applicant		
POEA License (For work abroad)		POEA		
Company Profile and duly authenticated Business Permit		LGU where company is situated		
ID's and company authorization of company/ agency representative		Concerned Company/Agency		
List of Job Orders/Vacancies		Concerned Company/Poea		
Special Recruitment Authority		POEA		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the logbook and submit request letter (Request may be sent through e-mail)	1. Accommodate the request and prepare the requirement slip; for request sent through e-mail, a reply is made informing the company of the requirements which will be submitted upon personal appearance	None	15 Minutes	Marjun B. Paa



2. Submit documentary requirements	2.1 Verify authenticity of submitted documents	None	20 Minutes	Marjun B. Paa Signature of Mayor/ Mayor's Staff
	2.2 Prepare Certificate of No Objection		3 Minutes	
	2.3 Approval of Certificate of No Objection		3 Minutes	
3. Receive Certificate of No Objection	3. Release Certificate of No Objection	None	1 Minute	Marjun B. Paa
4. For approved Special Recruitment Authority, present the SRA to PESO	4. Receive the SRA and assist company representative to secure special permit	None	1 Minutes	Marjun B. Paa
5. Pay Corresponding Fee for special permit	5.1 Prepare Special Permit for the Special Recruitment Activity	300.00/Day	3 Minutes	Mayor's Staff
	5.2 Approval of Certificate of Special Permit		3 Minutes	Signature of Mayor/ Municipal Administrator (Authorized Signatory)/ Mayor's Staff
6. Receive Special Permit	6. Release Special Permit	None	1 Minute	Mayor's Staff
TOTAL		300.00/Day	38 Minutes	



15. ISSUANCE OF REFERRAL UNDER RA 11261

The service is to issue referral of clients to relevant government agencies in securing free documents as provided for in RA 11261, the First Time Jobseekers Assistance Act

Office or Division:	MAYORS' OFFICE			
Classification:	SIMPLE			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Jobseekers, General Public			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Barangay Clearance			Concerned Barangay	
Barangay Certification (First Time Jobseekers Assistance Act)			Concerned Barangay	
Oath of Undertaking			Concerned Barangay	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the logbook and submit documents	1.1 Verify and assess documents	None	3 Minutes	Marjun B. Paa Signature of Mayor/ Municipal Administrator (Authorized Signatory)/ Mayor's Staff
	1.2 Prepare the referral letter		5 Minutes	
	1.3 Signing of the referral letter		5 Minutes	
2. Receive Referral Letter	2. Release Referral Letter and advice client about FTJAA	None	10 Minutes	Marjun B. Paa
TOTAL		None	23 Minutes	



16. CLEARANCE FOR RENEWAL OF BUSINESS PERMIT FOR TENANTS

Providing tenants clearance to renew their business permit

Office or Division:	Mayor's Office - Operation of Market			
Classification:	SIMPLE			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Arcade, Market & Plaza Stalls Tenants			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Application Form for the Renewal of Business Permit			MBPLO	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present duly filled-up application Form	1. Check tenant's ledger for any arrears, if none affix signature	None	10 Minutes	Leonardo Dagdag Jr./ Jethro Romulo Irreverre
2. Pay arrearages	2. Issue official receipts for the corresponding payment and affix signature	None	20 Minutes	Linda Dacalano & Jethro Romulo Irreverre
TOTAL		None	30 Minutes	

17. CLEARANCE FOR SECURING CERTIFICATE OF BUSINESS CLOSURE AT ARCADE, MARKET & PLAZA STALLS

Providing easy steps for tenants securing certificate of business closure

Office or Division:	Mayor's Office - Operation of Market			
Classification:	SIMPLE			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Arcade, Market & Plaza Stalls Tenants			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Written request for Certification of Business Closure			MBPLO	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present written request for business closure	1. Check tenants record & issue clearance	None	15 Minutes	Leonardo Dagdag Jr./ Jethro Romulo Irreverre
2. Pay arrearages	2. Receive payment, issue OR	None	15 Minutes	Linda Dacalano/ Jethro Romulo Irreverre



3. Receive Clearance	3. Issue Clearance	None	10 Minutes	Jethro Romulo Irreverre
TOTAL		None	40 Minutes	

18. RENEWAL OF CONTRACTS FOR ARCADE, TALIPAPA AND PLAZA STALLS TENANTS

Providing stall tenants the benefit to renew their contract

Office or Division:	Mayor's Office - Operation of Market			
Classification:	SIMPLE			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Arcade, Market & Plaza Stalls Tenants			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Ledger and File to verify history of tenant		Market Supervisor's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.	1. Check tenant's file inform him/her for any arrears or violation before renewal	None	10 Minutes	Leonardo Dagdag Jr./ Jethro Romulo Irreverre
2. Pay arrearages	2. Issue official receipts for the corresponding payment and affix signature then give copy of the new contract	None	20 Minutes	Linda Dacalano/ Jethro Romulo Irreverre
3. Affix signature every page of the contract together with CTC number, date and place of issue then return to Market Supervisor's Office	3. Affix signatures, have it notarized then file the copy of the new contract.	None	1 Day	Linda Dacalano/ Jethro Romulo Irreverre
4. Get a copy of the new contract	4. Issue copy of the new contract and have it signed as a proof of receiving	None	10 Minutes	Linda Dacalano
TOTAL		None	1 Day 45 Minutes	



19. CONTRACT FOR BANTAY ARCADE, TALIPAPA, AND PLAZA STALLS

Providing contract for new tenant at Bantay Arcade, Talipapa and Plaza Stalls

Office or Division:	Mayor's Office - Operation of Market			
Classification:	SIMPLE			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Interested individual or company to rent at Bantay Arcade, Talipapa and Plaza Stalls			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Availability of stalls to be rented			Market Supervisor's Office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Market Supervisor's office to ask for any vacant stall	1. If there is vacancy, show the vacant stall and tell the client to pay one month advance and two months deposit before signing the contract	None	30 Minutes	Jethro Romulo Irreverre
2. Pay the one (1) month advance and two (2) months deposit	2. Receive payment and photocopy the receipt before issuing for filing purposes. Give the copy of the contract and instruct the tenant to read before signing them (4 Sets) and return them back after affixing signature	Rental amounts depend on the location of the stall to be rented	30 Minutes	Jethro Romulo Irreverre/ Leo Dagdag/ Linda Dacalano
3. Return to Market Supervisor's office with the duly filled-up business application form together with the receipts of payments and the contract	3. Affix signature in the business permit form and get the contract for processing	None	1 Day	Jethro Romulo Irreverre



4. Tenant ready to occupy the stall	4. Hand-Over the key of the stall and give a copy of the contract		5 Minutes	Leo Dagdag/ Linda Dacalano
TOTAL		Rental amounts depend on the location of the stall to be rented	1 Day 1 Hour & 5 Minutes	



Sangguniang Bayan Office



1. MUNICIPAL FRANCHISE (MTO) TO OPERATE A TRICYCLE FOR HIRE (TFH)

A Motorized Tricycle Operator's Permit (MTO) is a document issued by the Sangguniang Bayan granting franchise or license to operate a TFH serving public convenience and necessity after compliance with safety requirements and proper documentation

Office or Division:	Office of the Sangguniang Bayan			
Classification:	SIMPLE			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Operators and/or drivers of TFH operating within the Municipality			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Official Receipt		Treasurer's Office		
LTO Certificate of Registration w/ Latest OR (Photocopy)		LTO/ Applicant		
Mayor's Permit		Mayor's Staff Office		
Police Clearance		PNP Bantay		
Professional License of Driver		LTO/ Applicant		
Police Inspection Certificate		PNP Bantay		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. After the issuance of Mayor's Permit proceed at the SB Office, obtain and fill-up Application form	1. Verifies records, gives Application form and check information supplied	None	2 Minutes	Jean Anicas/ Evangelista Joven
2. Produce/present documents needed	2. Check on the validity and completeness of documents submitted	None	1 Minute	Jean Anicas/ Evangelista Joven
3. Wait for the preparation of the MTO	3.1 Accomplish the MTO form based on the Application and other supporting documents; 3.2 Effect recording if new; Amendments/ changes/ modifications in case of transfer, change of motor	None	5 Minutes	Jean Anicas/ Evangelista Joven



4. Wait for the approval and signing of MTOP	4. The committee Chairman on Transportation affixes his Signature, in his absence the Sec	None	1 Minute	/ Leonardo Dagdag
5. Client receives the MTOP	5. Segregate documents, release the MTOP and issue LGU Plane or Sticker	None	1 Minute	Jean Anicas/ Evangelista Joven
TOTAL		None	10 Minutes	

2. SECURING/ACCESSING COPY OF LEGISLATIVE DOCUMENTS AND OTHER RECORDS ON FILE WITH THE OFFICE

Copies of the Municipal council's enactments and legislative output, as well as other records that are not of confidential nature kept on-file under the custody of the office may be obtained, certified, accessed, copied, borrowed or verified since there are public documents.

Office or Division:	Office of the Sangguniang Bayan			
Classification:	SIMPLE			
Type of Transaction:	G2C – Government to Client			
Who may avail:	The General Public			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Formal Request			Client	
ID (If record or document will be brought out of the Office)			Client	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire on the existence and availability of the record or document needed	1. Asks specific details in order to determine/locate the document; Note: If already in the archives client may be asked to return after 1 to 3 days	The fee shall depend on the nature and purpose of the record or document requested, otherwise borrower shall pay the corresponding Secretary' Fee of 40.00 or 60.00 per record/document, as the case may be	5 Minutes (Depending how "Old" the documents sought to be obtained/ accessed)	Leonardo Dagdag/ Jean Anicas/ Evangelista Joven



2. Clients waits for its retrieval	2. Looks for the record or document desired and if the search is positive, the same shall be retrieved/ given to client for scrutiny	None	5 Minutes to 15 Minutes otherwise client is advised to return at a specified time/day	Leonardo Dagdag/ Jean Anicas/ Evangelista Joven
3. Client receive the paper and makes what he wanted to do with the record or document requested	3. If there are sufficient or extra copies on file, client will be furnished but if none, he will be asked to reproduce at his own expense	None	2 Minutes	Leonardo Dagdag/ Jean Anicas/ Evangelista Joven
4. Client returns the retrieved/accessed record or document	4. Check on the fullness of the files and return the client ID	None	3 Minutes	Leonardo Dagdag/ Jean Anicas/ Evangelista Joven
TOTAL			15 Minutes	

3. LENDING OF THE LGU BRANDING INSTRUMENT

All large cattle (a horse, mule, ass, carabao, cow or any other domesticated member of the bovine family) reaching two (2) years of evidence ownership that the same is derived from legal source

Office or Division:	Office if the Sangguniang Bayan
Classification:	SIMPLE
Type of Transaction:	G2C – Government to Client
Who may avail:	Resident of Bantay
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
Certification (In returning Branding Instrument)	Client



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish Application Form	1.1 Gives application form and verifies data giver 1.2 Client is advised when to return the LGU branding instrument and the cost to be paid	None	2 Minutes	Leonardo Dagdag/ Jean Anicas/ Evangelista Joven
2. Pay borrower's fee at Treasurer's Office	2. Accepts payment and issues receipt	50.00/Head Note: The branding instrument must be returned on the specified date, otherwise borrower shall be made to pay a penalty of 50.00 per each day of delay; Unauthorized or illegal use of the same shall subject the borrower to an administrative fine of 1000.00	5 Minutes	Evangeline P. Recuya/ Royce Punio /Bernardita Formoso/ Ma. Cristina D. Angco/ Darel Corpuz
3. Return at the SB office, show the O.R. evidencing payment and acknowledge the branding instrument	3.1 Receives and approves the application and hands client the LGU branding instrument 3.2 Checks on the application with certification then keeps the branding instrument for safekeeping	None	1 Minute	Leonardo Dagdag/ Jean Anicas Jean Anicas
TOTAL			8 Minutes	



Municipal Planning and Development Office



1. ISSUANCE OF ZONING COMPLIANCE/LOCATIONAL CLEARANCE

There are specific types of structures that are required to obtain Zoning Compliance/Locational Clearance in accordance with existing laws and the IRR prescribed by the HLURB. This is to ensure compliance with the allowable land use regulations in conformity with the Comprehensive Land Use Plan (Town plan of the Municipality such as subdivisions, condominium, memorial park or cemetery project

Office or Division:	MPDC			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Business and Non-Business Clients			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Duly accomplished application form and affidavit			Zoning Office	
Complete set of Plan and Bill of Materials			Municipal Agriculture Office	
Barangay Clearance (If applicable)				
Neighbors Consent (If applicable)				
Tax Declaration/Title				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure and Fill up Application form and submit duly Notarized Application and Affidavit	1. Review Entries	0.1% of the Total Project Cost	5 Minutes	Jay V. Villafranca
2. Submit Complete set of Plan and Bill of materials	2.1 Check conformity with the CLUP and validate plans and specification		5 Minutes	Jay V. Villafranca
	2.2 Actual Inspection of the Project Site		4 Hours	
	2.3 Assessment of Fees		5 Minutes	
3. Pay the corresponding fees	3. Prepare Locational Clearance		5 Minutes	Jay V. Villafranca
4. Receive the Zoning Compliance/ Locational Clearance	4. Issue Locational Clearance		1 Minute	Jay V. Villafranca
TOTAL			4 Hours & 21 Minutes	



2. ISSUANCE OF ZONING CERTIFICATE

Issuance of certificate with regards to land classification for general purposes

Office or Division:	MPDC			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Real Property Owners			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Title/Tax Declaration			Assessor's Office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Title/Tax Declaration	1. Check conformity with the CLUP	None	5 Minutes	Jay V. Villafranca
2. Pay for the Certification Fee	2. Prepare Zoning Certificate	80.00	10 Minutes	Evangeline P. Recuya/ Royce Punio /Bernardita Formoso/ Ma. Cristina D. Angco/ Darel Corpuz
3. Receive Zoning Certificate	3. Issue Zoning Certificate	None	5 Minutes	Jay V. Villafranca/ McIloyd Cortez/ Nichol Jan Padre
TOTAL		80.00	20 Minutes	

3. SECURING/ACCESSING OF MUNICIPAL AND ECONOMIC PROFILE

Citizens are enabled to obtain information, official records, public records, and documents and papers pertaining to official acts, transactions, or decisions, as well as to government research data used as basis for policy development, in the custody of the Municipal Government

Office or Division:	MPDC			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Business and Non-Business Clients			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Written Request			Client	
Duly Accomplished Form				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up completely F.O.I. form available at the Office of the Mayor	1. Review request in FOI form	Refer to F.O.I.	5 Minutes	Jay V. Villafranca



2. Receive Technical Information	2. Prepare/Extract and Issue Document	None	10 Minutes	Jay V. Villafranca/Nichol Jan Padre
TOTAL		Certification of Official Records = 50.00/Page for the 1 st copy; 5.00/Page for succeeding copies Printing = 5.00/Page Photocopying = Long - 3.00/Page Short – 2.00/Page	15 Minutes	

4. CONDUCT OF MONITORING AND EVALUATION OF DEVELOPMENT PROJECTS/PROGRAMS/ACTIVITIES

Status of implementation and accomplishment of on-going and finished local project to conform with the project proposal structural designs and nation standards

Office or Division:	MPDC			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	The 34 Barangays of Bantay and the General Public			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Program of Work			Engineering Office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Verbal Request	1. Conduct monitoring/ evaluation of implemented projects	None	1 Day	Jay V. Villafranca
2. Follow-up Inspection report from the MPDC	2. Prepare inspection report	None	1 Hour	Jay V. Villafranca
TOTAL		None	1 Day & 1 Hour	



Municipal Budget Office



1. PRELIMINARY REVIEW OF BARANGAY ANNUAL/SUPPLEMENTAL BUDGETS

Within Ten (10) days from its approval, copies of the Barangay Appropriation ordinance authorizing the Annual/Supplemental Budget must be submitted to the Sangguniang Bayan for review through the Municipal Budget Officer to ensure that provision of RA7160, budgetary requirements, existing budgetary rules and regulations as well as budget circulars and accounting parameters are complied with

Office or Division:	Municipal Budget Office			
Classification:	Complex			
Type of Transaction:	G2C – Government to Client			
Who may avail:	The 34 Barangays of Bantay and the General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Transmittal Letter		Punong Barangay		
Budget Message		Punong Barangay		
Appropriation Ordinance		Barangay Council		
Budget Preparation Forms		Barangay Treasurer, Barangay Secretary, Punong Barangay		
Approved Annual Investment Plan		Barangay Council		
GAD Plan with Certification of the MLGOO		DILG Office		
Approved Annual Development Plan		Barangay Council		
DRRM Plan		Barangay Council		
SC and PWD Action Plan		Senior Citizen President		
Program of Works		Engineering Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Annual Budget	1.1 Receive and record in the logbook	None	5 Minutes	Laarni Palapala
	1.2 Check documentary requirements		20 Minutes	
2. Wait for the action of the MBO	2. Review submitted documents	None	4 Days	Flordeliza Reboroso
3. Receive Budget	3. ***If not in order, return for corrections	None	30 Minutes	Laarni Palapala
4. Wait for the action of the SB	4. ***If in order, issue transmittal letter to the SB	None	20 Minutes	Flordeliza Reboroso
TOTAL		None	4 Days 1 Hour & 15 Minutes	



2. PRELIMINARY REVIEW OF BARANGAY SK ANNUAL/SUPPLEMENTAL PLAN AND BUDGETS

Within Ten (10) days from its approval, copies of the resolution approving the SK Annual/Supplemental budget must be submitted to the Sangguniang Bayan for review through the Municipal Budget Officer to ensure compliance with the priority programs, projects and activities identified under Section 20(c) of RA 10742, and other existing laws, rules and regulation

Office or Division:	Municipal Budget Office			
Classification:	Complex			
Type of Transaction:	G2C – Government to Client			
Who may avail:	The 34 Barangays of Bantay and the General Public			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Transmittal Letter			SK Chairman	
Budget Message			SK Chairman	
SK Resolution			SK Council	
Budget Preparation Forms			SK Treasurer, SK Chairman	
Comprehensive Barangay Youth Development Plan (CBYDP)			SK Council	
Program of Works (if applicable)			Engineering Office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Annual Budget	1.1 Receive and record in the logbook	None	5 Minutes	Laarni Palapala
	1.2 Check documentary requirements		20 Minutes	
2. Wait for the action of the MBO	2. Review submitted documents	None	3 Days	Flordeliza Reboroso
3. Receive Budget	3. ***If not in order, return for corrections	None	10 Minutes	Laarni Palapala
4. Wait for the action of the SB	4. ***If in order, issue transmittal letter to the SB	None	20 Minutes	Flordeliza Reboroso
TOTAL		None	3 Days & 45 Minutes	



3. ISSUANCE OF ALOBS

To issue ALOBS as a supporting document to all expenditures of the LGU as supported by Appropriation Ordinance

Office or Division:	Municipal Budget Office			
Classification:	Complex			
Type of Transaction:	G2C/G2B/G2G – Government to Client/Government to Business/ Government to Government			
Who may avail:	The 34 Barangays of Bantay and the General Public			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Purchase Order			Concern Office	
Perfected Contract			Contractor	
Job Order			HRMO Office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit required documents	1.1 Record in the logbook	None	10 Minutes	Laarni Palapala/ Flordeliza Reboroso
	1.2 Prepare ALOBS		15 Minutes	
	1.3 Record and post the ALOBS		15 Minutes	
2. Receive the ALOBS	2.1 Issue ALOBS	None	5 Minutes	Flordeliza Reboroso
TOTAL		None	45 Minutes	

4. RELEASING OF APPROVED ANNUAL AND SUPPLEMENTAL BUDGETS OF BARANGAY

To release all reviewed budgets of the 34 barangays by the Sangguniang Bayan

Office or Division:	Municipal Budget Office			
Classification:	Simple			
Type of Transaction:	G2G –Government to Government			
Who may avail:	The 34 Barangays of Bantay			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None			None	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receive and sign in the logbook	1. Release approved annual/supplemental budgets	None	5 Minutes	Laarni Palapala/ Flordeliza Reboroso
TOTAL		None	5 Minutes	



5. ISSUE CERTIFICATION OF AVAILABILITY OF FUNDS

To issue Certification of Funds to all requests made by clients for general purposes

Office or Division:		Municipal Budget Office		
Classification:		Simple		
Type of Transaction:		G2G/G2B –Government to Government/Government to Business		
Who may avail:		All offices of the LGU, Other gov't office, business establishments		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter		Requesting agency of client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request letter	1.1 Record in the logbook	None	5 Minutes	Laarni Palapala
	1.2 Prepare Certification		30 Minutes	
2. Receive and sign in the logbook	2. Issue Certification	None	2 Minutes	Flordeliza Reboroso
TOTAL		None	37 Minutes	



Municipal Accounting Office



1. ISSUANCE OF CERTIFICATION OF NET TAKE HOME PAY

Employees shall secure from the Office if the Municipal Accountant the certification of Net Take Home Pay for whatever purpose it may serve them

Office or Division:	Accounting Office			
Classification:	SIMPLE			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All employees of the LGU			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Request Letter			Person Requesting	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register in the Log Book and submit Request Letter (for loan purposes)	1. Determine if the requesting Employee is qualified	None	5 Minutes	Edna Aquino/ Marie Sheryl Santos
2. Wait while the requested document is being prepared by the employee in-charge	2.1 Prepares the requested document	None	15 Minutes	Edna Aquino/ Marie Sheryl Santos
	2.2 Signs the prepared document		2 Minutes	Amalia Irreverre
3. Receives the document	3. Releases the document	None	1 Minute	Edna Aquino
TOTAL		None	23 Minutes	

2. PROCESSING OF CASH ADVANCE

Pre-audit in undertaken by the Municipal Accountant to determine that all the necessary supporting documents of the vouchers/claims are submitted

Office or Division:	Accounting Office	
Classification:	SIMPLE	
Type of Transaction:	G2G – Government to Government	
Who may avail:	All employees of the LGU	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Approved Order/Travel Order		Office of the Municipal Accountant
Duly approved itinerary of travel (1 Original)		
Communication of the travel/seminar		



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Disbursement Voucher and the supporting documents to the office of the Municipal Accountant for pre-audit. Wait while documents are being evaluated	1.1 Evaluates the reviews submitted documents	None	5 Minutes	Eileen Azada
	1.2 Signs the voucher as to completeness of supporting documents		2 Minutes	Amalia Irreverre
2. Submit the pre-audited voucher to the Treasurer's Office for signing as to availability of funds	2. Signs the voucher	None	2 Minutes	Hubert Mauricio A. Paz
3. Secure the approval and signature of the Municipal Mayor	3. Approves the voucher/cash advance	None	10 Minutes/ Check	Samuel C. Parilla/ Allen V Favis
4. Return the approved voucher to the Treasurer's Office for preparation of check	4.1 Prepare the check and record in the check issued	None	3 Minutes	Cristeta Parilla
	4.2 Signs the Check		1 Minute	Hubert Mauricio A. Paz
	4.3 Signs the Check		5 Minutes	Samuel C. Parilla/ Allen V. Favis
5. Return the approved/signed check with the voucher to the Accounting Office	5.1 Prepares the Accountant's Advice	None	5 Minutes	Ariel Piano/ Marie Sheryl Santos
	5.2 Signs the Accountant's Advice		1 Minute	Amalia Irreverre
6. Sign the voucher and receive the check and accountant's advice	6. Issue the Accountant's Advice	None	1 Minutes	Ariel Piano/ Marie Sheryl Santos
		None	30 Minutes	



3. ISSUANCE OF TAX WITHHELD CERTIFICATE FROM SUPPLIERS AND CONTRACTORS

The Local Government Unit of Bantay, Ilocos Sur is obliged to withhold a certain percentage of the contract amount of every transaction entered into by the suppliers and contractors and remit the same to the BIR the following month. The supplier/contractor will deduct from their tax due payable to the BIR whatever amount deducted from them by the LGU

Office or Division:	Accounting Office			
Classification:	SIMPLE			
Type of Transaction:	G2B – Government to Business			
Who may avail:	Suppliers/Contractors who has financial transaction with the LGU			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Photocopy of all Disbursement Vouchers				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register in the log book and submit photocopy of the Disbursement Vouchers	1.1 Verify the said transaction from the accounting records	None	20 Minutes per Contract	Marie Sheryl Santos/ Eileen Azada
	1.2 Prepares the Certification of Taxes Withheld		5 Minutes per Contract	
	1.3 Submit certification to the Municipal Accountant for signature		2 Minutes per Contract	
2. Receives the document	2. Issue the Certificate	None	1 Minute per Certificate	Marie Sheryl Santos/ Eileen Azada
TOTAL		None	28 Minutes	



Municipal Treasury Office



1. ISSUANCE OF REAL PROPERTY TAX RECEIPTS

RPTs are paid and collected annually such as land, buildings, machineries and other improvements

Office or Division:	Treasury Office			
Classification:	SIMPLE			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Real property owner/s or their representative of Bantay			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Latest Official Receipt			Client	
Latest Tax Declaration			Client	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present latest Official Receipt and RPTOP	1. Receives and verify the latest Official Receipt and Tax Declaration	None	10 Minutes	Bernardita Formoso, Darel Joy Corpuz, Royce Punio, Evangeline Recuya, Maria Cristina Angco
2. Pay computed Tax Due	2. Receive amount due and issue Official Receipt	See Below schedule of fees	10 Minutes	Bernardita Formoso, Darel Joy Corpuz, Royce Punio, Evangeline Recuya, Maria Cristina Angco
3. Receive Official Receipt and other submitted documents	3. Post the official receipt on the Records of Taxes Due and Payment Book and release the document	None	5 Minutes	Bernardita Formoso, Darel Joy Corpuz, Royce Punio, Evangeline Recuya, Maria Cristina Angco
TOTAL			25 Minutes	
<p>Payment of the basic tax on real properties at the rate of one percent (1%) per annum and an additional one percent (1%) per annum for the Special Educational Fund for calendar year shall accrue on the 1st day of January. Said taxes, however, may be paid on four (4) equal installment without penalty as follows:</p> <p>1st Installment – On or before March 31 2nd Installment – On or before June 30 3rd Installment – On or before September 30 4th Installment – On or before December 31</p> <p>A 20% Tax Discount shall be granted for advanced prompt payment on the annual Real Property Tax due on the succeeding year on or before December 31 Current Year on REAL PROPERTY TAX due for the subsequent year.</p>				



10% Tax Discount shall be granted to any taxpayer who makes a prompt payment in full on the annual **REAL PROPERTY TAX** due before the end of the first quarter of each year (January 1 to March 31)

In case of failure to pay the **REAL PROPERTY TAX** upon the expiration of the periods as provided, or when due, shall subject the taxpayers to the payment of interest the rate of **2% per month** on the unpaid amount or fraction thereof, until the delinquent tax shall have been fully paid. However, that in no case shall the total interest on the unpaid tax or portion. There of

2. ISSUANCE OF CERTIFICATION OF REAL PROPERTY TAX PAYMENT (NON-TAX DELIQUENCY)

Issued to facilitate the transfer of sold properties and for loan purposes

Office or Division:	Treasury Office			
Classification:	SIMPLE			
Type of Transaction:	G2C – Government to Client			
Who may avail:	All resident of Bantay liable to pay and to corporations whose principal office is located within the Municipality			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Latest OR			Client	
Tax Declaration			Client	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit required documents (Latest OR, Tax Dec)	1. Verifies documents submitted	None	5 Minutes	Bernardita Formoso, Darel Joy Corpuz, Royce Punio, Evangeline Recuya, Maria Cristina Angco
2. Wait for the requested document	2. Prepares Certification	None	3 Minutes	Royce Punio, Darel Joy Corpuz, Froilan Pulido Jr.
3. Pay the Certification Fee	3. Issues OR and certification	80.00	1 Minute	Bernardita Formoso, Darel Joy Corpuz, Royce Punio, Evangeline Recuya, Maria Cristina Angco
TOTAL		80.00	9 Minutes	



3. ISSUANCE OF COMMUNITY TAX CERTIFICATE (CTC)

Any person residing in the Philippines and must be at least 18 years of age can avail community tax certificate and corporation no matter how created, whether domestic or resident-foreign, engage in or doing business in the Philippines whose principal office is located in this Municipality

Office or Division:	Treasury Office			
Classification:	SIMPLE			
Type of Transaction:	G2C – Government to Client			
Who may avail:	All resident of Bantay liable to pay and to corporations whose principal office is located within the Municipality			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Personal appearance for Signature				
Valid ID				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Write legibly and submit the accomplished information sheet at the designated person	1. Receive and encode client's information at the CTC	None	5 Minutes	Bernardita Formoso, Darel Joy Corpuz, Royce Punio, Evangeline Recuya, Maria Cristina Angco
2. Pay corresponding amount; sign or affix thumb print at the CTC	2. Receive corresponding amount	Basic Community Tax = 5.00 Voluntary or Exempted = 1.00 Additional Community Tax (Not exceed 5,000.00) 1. Gross Receipts of Earning derived from business during the preceding year (1.00 for every 1,000.00)	1 Minute	Bernardita Formoso, Darel Joy Corpuz, Royce Punio, Evangeline Recuya, Maria Cristina Angco



		2. Salaries or Gross Receipt or pursuit of any occupation (1.00 for every 1000.00) 3. Income from Real Property (1.00 for every 1000.00)		
		For Corporation Basic Community (500.00) Additional Community Tax (Tax not to exceed 10,000.00) 1. Assessed Value of Real Property own in the Philippines during the preceding year (2.00 for every 5,000.00)		
3. Received owner's copy of CTC	3. Release Community Tax Certificate (Cedula)	None	1 Minute	Bernardita Formoso, Darel Joy Corpuz, Royce Punio, Evangeline Recuya, Maria Cristina Angco
TOTAL		None	7 Minutes	

4. ISSUANCE OF RECEIPTS OF POLICE CLEARANCE AND MAYOR'S CLEARANCE

It is a document that certifies the client that he has no record criminal activity in the PNP database of in the Municipality

Office or Division:	Treasury Office
Classification:	SIMPLE
Type of Transaction:	G2C – Government to Client
Who may avail:	Any person residing in the Municipality of Bantay and must be 18 years old and above can avail or apply Police Clearance and Mayor's Clearance
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
Barangay Clearance	Barangay of the client
Community Tax Clearance (Cedula)	Barangay/Treasury Office
Municipal Trial Court Clearance (Local Purposes)	Municipal Trial Court
Regional Trial Court Clearance (International used/LTOPF)	Regional Trial Court



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Barangay Clearance and recent Community Tax Certificate (CEDULA) – Local Purpose and RTC clearance for International Used	1. Receive and check or review updated CTC, MTC and/or RTC clearance and Barangay Clearance	None	5 Minutes	Bernardita Formoso, Darel Joy Corpuz, Royce Punio, Evangeline Recuya, Maria Cristina Angco
2. Pay the required fees and receive the official receipt	2. Receive payment and issue official receipt	For general purposes (employment, scholarship, study, grant, school or office records) = 130.00; For change of name = 230.00; For application of Filipino Citizenship = 530.00; For Passport or Visa = 180.00; For LTOPF = 230.00; For other purposes not specified herein = 180.00	1 Minute	Bernardita Formoso, Darel Joy Corpuz, Royce Punio, Evangeline Recuya, Maria Cristina Angco
TOTAL			6 Minutes	

5. REGISTRATION, TRANSFER AND BRANDING OF LARGE CATTLE

Owners of large cattle reaching the age of Two (2) years are required register the same for which a Certificate of Ownership/Transfer shall be issued where branded and counter-branded cattles are duly registered in a book with a brief description and identification marks of the same, pursuant with PD 533

Office or Division:	Treasury Office
Classification:	SIMPLE
Type of Transaction:	G2C – Government to Client
Who may avail:	Animal (Large Cattle) owners and raisers
CHECKLIST OF REQUIREMENTS	
Personal appearance of the owner or representative authorized by the owner	Client
WHERE TO SECURE	



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. If new – brief description of the animal; In case of transfer, the original Certificate of Ownership or Certificate of Transfer	1. Gets data of the animal to be registered	None	5 Minutes	Bernardita Formoso
2. Wait for the preparation of document	2. Records the data obtained, prepares certificate and ask client to pay the fees	None	4 Minutes	Bernardita Formoso
3. Pay the corresponding fee at the cashier	3. Receives payment and issue Certificate & OR	50.00	1 Minute	Bernardita Formoso
TOTAL		50.00	1 Minutes	

6. PAYMENT OF FINANCIAL ASSISTANCE

The Assistance to Individuals in Crisis Situation (AICS) in part of the DSWD's protective service for the poor, marginalized and vulnerable/disadvantage individuals

Office or Division:	Treasury Office			
Classification:	SIMPLE			
Type of Transaction:	G2C – Government to Client			
Who may avail:	The General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Disbursement voucher complete Papers and Signatures from DSWD office		DSWD		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the approved including requirements	1. Receive and review the requirements as to completeness of duly sign document	None	5 Minutes	Crsiteta Parilla
2. Receive corresponding amount	2. Release and record office copy	Based on the grated amount	5 Minutes	Cristeta Parilla, Hubert Mauricio A. Paz
TOTAL			10 Minutes	



7. COLLECTION OF BUSINESS TAXES & OTHER PAYMENT RECEIPTS

The primary function of the office is to receive payments and keep custody of the money paid by the public clientele. It acts as the cashier, collector and depository of public funds of the LGU

- BUSINESS TAX AND FEES**

Office or Division:	Treasury Office					
Classification:	SIMPLE					
Type of Transaction:	G2C – Government to Client					
Who may avail:	General Public					
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE			
Request for Payment Slip			Requesting Office			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
1. Show Order of Payment	1. Check the veracity of the computation, payment of amount to be collected	None	5 Minutes	Bernardita Formoso, Darel Joy Corpuz, Royce Punio, Evangeline Recuya, Maria Cristina Angco		
2. Pay at the Cashier/Teller	2. Receive payment and issue OR and documents	See Below the List of Fees	1 Minute	Bernardita Formoso, Darel Joy Corpuz, Royce Punio, Evangeline Recuya, Maria Cristina Angco		
TOTAL			6 Minutes			
MHO:		LCR:	Local	Abroad	TA:	
Medical Certificate	130.00	Birth Certificate	80.00	130.00	Driving w/o License	500.00
Health ID	130.00	Marriage Certificate	80.00	130.00	No Helmet	500.00
Sanitary Inspection Fee	100.00	Death Certificate	80.00	130.00	No Plate No.	500.00
Laboratory Fees:					No Side Mirror	500.00
CBC	70.00	MO:			Improper Place of Plate	500.00
Urinalysis	40.00	Business Taxes			Reckless Driving	500.00
Platelet CT	90.00	Business Permit			Obstruction	500.00
Blood Typing	60.00	Certification			Illegal Parking	500.00
Fecalysis	30.00				One Way	500.00
Widal Test	130.00	Engineering:			Discourteous	500.00
Pregnancy Test	100.00	Building Permits			Driving under the influence of liquor	1,000.00
HBsAg	180.00	Inspection Fee				
KOH	40.00					
Gramstain	40.00	MSWD:				
RPR	170.00	AICS				



MHO:		LCR:	Local	Abroad	TA:
Medical Certificate	130.00	Birth Certificate	80.00	130.00	Driving w/o License
Health ID	130.00	Marriage Certificate	80.00	130.00	No Helmet
Sanitary Inspection Fee	100.00	Death Certificate	80.00	130.00	No Plate No.
Laboratory Fees:					No Side Mirror
CBC	70.00	MO:			Improper Place of Plate
Urinalysis	40.00	Business Taxes			
Platelet CT	90.00	Business Permit			
Blood Sugar	80.00	PNP:			
Cholesterol	100.00	Police Report	60.00		
Triglycerides	120.00				
High Density Lipoprotein	120.00	MPDC:			
Low Density Lipoprotein	120.00	Zoning Fee			
Blood Urea Nitrogen	100.00	Occupancy Permit			
Blood Uric Acid	100.00				
WBC	50.00	SB:			
Creatinine	100.00	Tricycle Permit			
New Born Screening	600.00				

- **PAYMENT OF BURIAL PERMIT, TRANSFER OF CADAVER AND TRANSFER OF REMAINS**

Office or Division:	Treasury Office			
Classification:	SIMPLE			
Type of Transaction:	G2C – Government to Client			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
For transfer of cadaver, remains and exhumation: personal appearance of authorized representative together with the identification of the deceased person			Client	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the designated windows and present identification/death certificate of the deceased person	1. Receive Payment and Issue Official Receipt	50.00	5 Minutes	Bernardita Formoso
TOTAL		50.00	5 Minutes	



Municipal Engineering Office



1. ISSUANCE OF BUILDING PERMIT

Every building, tenement or structure to be built, erected, constructed, altered, repaired or demolished must be covered by a corresponding building permit to ensure compliance with the standards, specifications and requirements of the provision of the National Building Code (PD 1096) and its IRR

Office or Division:	Municipal Engineering Office			
Classification:	SIMPLE			
Type of Transaction:	G2C – Government to Client			
Who may avail:	The General Public			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Duly accomplished application forms			Office of the Municipal Engineer	
Five (5) set of design plans and specification, cost estimate, structural analysis (Two-stories and up) and other documents prepared, signed and sealed over printed name of duly registered corresponding professionals			Office of the Municipal Engineer	
Certified true copy of OCT/TCCT			Office of the Municipal Engineer	
Tax Declaration			Office of the Municipal Engineer	
Current real property tax receipt			Office of the Municipal Engineer	
Boring and load test (Three-Story and up)			Office of the Municipal Engineer	
Locational/Zoning Clearance			Office of the Municipal Engineer	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure application form and list of requirements	1. Issue application forms and list of requirements	None	5 Minutes	Lambert M. Calileña/ Raffy S. Rabang/ Marie Anne Julie P. Paa
2. Submit notarized complete application form signed and sealed by corresponding professionals and the listed requirements	2. Review, verification of requirements and assessment of fees and advice the client to transmit (4) set of plans, bill of materials, specifications to the Municipal Fire Marshall, BFP for Fire Safety Evaluation Clearance	None	2 Days	Lambert M. Cadileña/ Raffy S. Rabang



3. Secure Fire Safety Evaluation Clearance (FSEC) from the BFP	3. Issue Fire Safety Evaluation Clearance (FSEC)	None		BFP Personnel
4. Submit Fire Safety Evaluation Clearance issued by the BFP	4. Issue Order of Payment	None	5 Minutes	Lambert M. Cadileña/ Raffy S. Rabang
5. Proceed to the Office of the Municipal Treasurer's for payment	5. Receives payment and issues OR	Note: Amount of assessed fees varies depending on the structure and in accordance with the schedule of rates prescribed in DPWH Order, PD 1096	5 Minutes	Evangeline P. Recuya/ Royce Punio /Bernardita Formoso/ Ma. Cristina D. Angco/ Darel Corpuz
6. Present the OR for the issuance of building permit	6. Issues Building Permit	None	30 Minutes	Leopaet L. Paet
TOTAL		Note: Amount of assessed fees varies depending on the structure and in accordance with the schedule of rates prescribed in DPWH Order, PD 1096	2 Days & 40 Minutes	



2. ISSUANCE OF CERTIFICATE OF OCCUPANCY

Before any building, structure or edifice could be habitable, it should pass the scrutiny of the local building official to ensure that it conforms with the safety designs of engineering designs in accordance with the National Building Code (PD 1096) and its implementing guideline

Office or Division:	Municipal Engineering Office			
Classification:	SIMPLE			
Type of Transaction:	G2C – Government to Client			
Who may avail:	The General Public			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Certificate of Electrical Inspection Form			Office of the Municipal Engineer	
Completion of Construction Form			Office of the Municipal Engineer	
Provide as Built Plans, Bill of Materials and Specifications (if there is any alteration of the approved building plans)			Office of the Municipal Engineer	
Fire Safety Inspection Certificate (FSIC) issued by the Municipal Fire Marshall of the BFP			Office of the Municipal Engineer	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure application form	1. Issue application forms	None	5 Minutes	Lambert M. Calileña/ Raffy S. Rabang/ Marie Anne Julie P. Paa
2. Submit duly accomplished application forms	2. Issues transmittal letter with the assessed fee	None	5 Minutes	Lambert M. Calileña/ Raffy S. Rabang/
3. Secure Fire Safety Inspection Certificate (FSIC) from the BFP	3. Issue Fire Safety Inspection Certificate (FSIC)	None		BFP Personnel
4. Submit Fire Safety Inspection Certificate (FSIC) issued by the BFP	4. Building inspector and issued order of payment	None	2 Hours	Lambert M. Calileña/ Raffy S. Rabang/
5. Proceed to the Office of the Municipal Treasurer for payment	5. Receives payment and issues OR	Note: Amount of assessed fees varies depending on the structure and in accordance with the schedule of rates prescribed in DPWH Order, PD 1096	5 Minutes	Evangeline P. Recuya/ Royce Punio /Bernardita Formoso/ Ma. Cristina D. Angco/ Darel Corpuz



6. Present the OR for the issuance of Certificate of Occupancy	6. Issues Certificate of Occupancy	None	5 Minutes	Leonardo L. Paet
TOTAL		Note: Amount of assessed fees varies depending on the structure and in accordance with the schedule of rates prescribed in DPWH Order, PD 1096	2 Hours & 20 Minutes	

3. ISSUANCE OF BUILDING ANNUAL INSPECTION CLEARANCE

For purpose of renewal of business permit, an annual inspection of covered installation and buildings in undertaken to monitor and check its safety and compliance with existing structural regulations

Office or Division:	Municipal Engineering Office			
Classification:	SIMPLE			
Type of Transaction:	G2C – Government to Client			
Who may avail:	The General Public			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Assessed business application form			Office of the Mayor	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present assessed business application form	1. Inspects building/ establishment, assessment of fees then issues order of payment	None	2 Hours	Lambert M. Calileña/ Raffy S. Rabang/ Marie Anne Julie P. Paa
2. Proceed to the Office of the Municipal Treasurer for payment	2. Receives payment and issues OR	Note: Amount of assessed fees varies depending on the structure and in accordance with the schedule of rates prescribed in DPWH Order, PD 1096	5 Minutes	Evangeline P. Recuya/ Royce Punio /Bernardita Formoso/ Ma. Cristina D. Angco/ Darel Corpuz



3. Present the OR for the issuance of Annual Inspection Clearance	3. Issues Annual Inspection Clearance	None	5 Minutes	Leonardo L. Paet
TOTAL		Note: Amount of assessed fees varies depending on the structure and in accordance with the schedule of rates prescribed in DPWH Order, PD 1096	2 Hours & 10 Minutes	

4. ISSUANCE OF SIGN PERMIT

Before any business advertisements such as streamers, banners, directional signage could be installed, it should pass the scrutiny of the local building official to ensure that it conforms with the National Building Code (PD 1096) and its implementing guidelines

Office or Division:	Municipal Engineering Office			
Classification:	SIMPLE			
Type of Transaction:	G2C – Government to Client			
Who may avail:	The General Public			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Approved request letter			Office of the Mayor	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present approved request letter	1. Evaluates request, assessment of fees and issues order of payment	36.00 per sq.m.	5 Minutes	Lambert M. Calileña/ Raffy S. Rabang/ Marie Anne Julie P. Paa
2. Present the OR for the issuance of Sign Permit	2. Issues Sign Permit	None	5 Minutes	Leonardo L. Paet
TOTAL		36.00 per sq.m.	10 Minutes	



5. PREPARATION/REQUEST FOR PROGRAM OF WORKS

To avail of the technical skill of the Municipal Engineer for the execution of infrastructure projects, a Program of Work (POW) and Bill of Materials (BOM) is prepared as basis to support the program allocation and secure compliance to the requirements of engineering standards and structural design

Office or Division:	Municipal Engineering Office			
Classification:	SIMPLE			
Type of Transaction:	G2C – Government to Client			
Who may avail:	The General Public			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Approved Fund Allocation			Office of the Budget Officer	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Make a written or verbal request based on approved budget allocation for preparing program of works	1. Site validation, survey activities, design plan and specification of the program of works to be done	None	3 Days	Lambert M. Calileña/ Raffy S. Rabang/ Marie Anne Julie P. Paa
2. Receives the POW and acknowledge the same affixing your signature	2. Issues approve program of works	None	5 Minutes	Lambert M. Calileña/ Raffy S. Rabang/ Marie Anne Julie P. Paa
3. Secure Certificate of Inspection/ Completion	3. Project monitoring and inspection	None	4 Hours	Leonardo L. Paet/ Lambert M. Cadeleña
TOTAL		None	3 Days 4 Hours & 5 Minutes	



Local Civil Registry Office



1. REGISTRATION OF BIRTH CERTIFICATE

Incidents of Birth occurring in the Municipality must be recorded with the office of the MCR within thirty (30) days from birth.

Office or Division:	Local Civil Registry Office			
Classification:	SIMPLE			
Type of Transaction:	G2C – Government to Client			
Who may avail:	All Residents/Everyone the occurred in the Municipality			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Accomplished Mun. Form 102 (Certificate of Live Birth) from Hospital Authority and Rural Health Unit			Hospital/RHU/MCRO	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. RHM/Hospital Records officer submits Mun. Form 102	1.1 Reviews and receive the document; 1.2 Assigns a Registry No.; 1.3 Transcribes in the Registry Book; 1.4 Encodes in the PhilChis.	Free Registration (National State Policy)	30 Minutes	Imelda Elpidia Obrero/Anita Pilien/Janry Parilla/ Rachelle Pescador
2. Wait for the recording of the document of your copy and Log in Log Book	2.1 Release Client Copy of the Document after 1 week 2.2 Submit the Fourth copy of all documents at PSA every 10 th of the following month	None	5 Minutes 1 Hour	Anita Pilien/Janry Parilla/ Rachelle Pescador Janry Parilla
TOTAL		None	1 Hour & 35 Minutes	



2. REGISTRATION OF DEATH CERTIFICATE

Incidents of Death occurring in the Municipality must be recorded with the office of the MCR within thirty (30) days from birth.

Office or Division:	Local Civil Registry Office			
Classification:	SIMPLE			
Type of Transaction:	G2C – Government to Client			
Who may avail:	All Residents/Everyone the occurred in the Municipality			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Accomplished Mun. Form 103 (Certificate of Death)			Hospital/RHU/MCRO	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.2 The nearest kin of the deceased submits Mun. Form 103 1.2 Go back to the MCRO	1.1 Advises the registrant to proceed at the MHO for the review of the certificate and that of embalmer 1.2 Assigns a Registry No.; 1.3 Instruct the Client to Pay, Transfer of cadaver if he/she came from other municipality and the Burial Permit 1.4 Transcribes in the Registry Book; Encodes in the PhilCris	Transfer of Cadaver = 100.00 Burial Permit = 50.00	30 Minutes	Imelda Elpidia Obrero/Anita Pilien/Janry Parilla/Rachelle Pescador Evangeline P. Recuya/ Royce Punio /Bernardita Formoso/ Ma. Cristina D. Angco/ Darel Corpuz
2. Wait for the recording of the document of your copy and Log in log book	2.1 Release Client of the Document after 1 week 2.2 Submit the Fourth copy of all documents at PSA every 10 th of the following month	None	5 Mins 1 Hour	Anita Pilien/Janry Parilla/ Rachelle Pescador Janry Parilla



3. REGISTRATION OF MARRIAGE CERTIFICATE

Marriage occurring in the Municipality must be recorded with the office of the MCR within thirty (30) days from birth.

Office or Division:		Local Civil Registry Office		
Classification:		SIMPLE		
Type of Transaction:		G2C – Government to Client		
Who may avail:		All Residents/Everyone the occurred in the Municipality		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished Mun. Form 97 (Certificate of Marriage)		Parish Rectory/PSA/MCRO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Parish secretary or Records representative of the solemnizing officer submit Mun. For 97	1.1 Receives and reviews the document then assigns a Registry No. 1.2 Transcribes in the registry Book; Encodes in the PhilCris	None	30 Minutes	Imelda Elpidia Obrero/Anita Pilien/Janry Parilla/ Rachelle Pescador
2 Wait for the recording of the document of your copy and Log in log book	2.1 Release client copy of the document after 1 week 2.2 Submit the Fourth copy of all documents at PSA every 10 th of the following month	None	5 Minutes 1 Hour	Anita Pilien/Janry Parilla/ Rachelle Pescador Janry Parilla

4. ISSUANCE OF CERTIFIED COPY OF BIRTH CERTIFICATE

Incidents of DBM occurring within Municipality must be duly registered at the MCR Office, Copies of which may be obtained for record and authentication purposes, for personal, local or abroad use.

Office or Division:		Local Civil Registry Office		
Classification:		SIMPLE		
Type of Transaction:		G2C – Government to Client		
Who may avail:		All Residents/Non-Residents with Legal Age		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Personal Appearance/Document Owner		MCRO		



1(One) Valid ID		Government Issued I.D.		
Representative duly authorized by the document owner/Authorization Letter		Owner of the Document		
Request Slip that contains the name of the Child, Date & Place of Birth, and Name of Parents		MCRO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up request slip	1. Receives slip duly filled-up or interview client if unable to sign Verify book (S), Original COLB, PhilCris	None	5 Minutes	Imelda Elpidia Obrero/Anita Pilien/Janry Parilla/Rachelle Pescador
2. Wait or verification of the availability of the document requested in the Register of the Birth	2. Verifies availability if document being requested and advises client to pay the fees	None	5 Minutes	Imelda Elpidia Obrero/Anita Pilien/Janry Parilla/Rachelle Pescador
3. Pay the corresponding fee	3. Issue O.R.	For Abroad Purposes = 100.00 +30.00 DST For Local Purposes = 50.00 + 30.00 DST	5 Minutes	Evangeline P. Recuya/ Royce Punio /Bernardita Formoso/ Ma. Cristina D. Angco/ Darel Corpuz
4. Present proof of payment	4. LCR reviews and affixes her signature or in their absence, the staff-clerk	None	5 Minutes	Imelda Elpidia Obrero/Anita Pilien/Janry Parilla/Rachelle Pescador
5. Receive the requested document & Log in log book	5. Releases the Document	None	1 Minutes	Anita Pilien/Janry Parilla/ Rachelle Pescador
TOTAL		For Abroad Purposes = 100.00 +30.00 DST For Local Purposes = 50.00 + 30.00 DST	21 Minutes	



5. ISSUANCE OF CERTIFIED COPY OF DEATH CERTIFICATE

Incidents of DBM occurring within Municipality must be duly registered at the MCR Office, Copies of which may be obtained for record and authentication purpose, for personal, local or abroad use.

Office or Division:	Local Civil Registry Office			
Classification:	SIMPLE			
Type of Transaction:	G2C/G2G – Government to Client/Government to Government			
Who may avail:	All Residents/Non-Residents with Legal Age			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Nearest kin of the Deceased person			MCRO	
1 Valid ID			Government issued I.D.	
Representative duly authorized by the nearest kin/Authorization Letter			Owner of the Document	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up request slip	1. Receives slip duly filled-up or interview client if unable to sign Verify Book (S), Original COD, PhilCris	None	5 Minutes	Imelda Elpidia Obrero/Anita Pilien/Janry Parilla/Rachelle Pescador
2. Wait for Verification of the availability of the document requested in the Register of the Death	2. Verifies availability if document being requested and advises client to pay the fees	None	5 Minutes	Imelda Elpidia Obrero/Anita Pilien/Janry Parilla/Rachelle Pescador
3. Pay the corresponding fee	3. Issue O.R.	For Abroad Purposes = 100.00 +30.00 DST For Local Purposes = 50.00 + 30.00 DST	5 Minutes	Evangeline P. Recuya/ Royce Punio /Bernardita Formoso/ Ma. Cristina D. Angco/ Darel Corpuz
4. Present proof of payment	4. LCR reviews and affixes her signature or in the absence the Staff-Clerk	None	5 Minutes	Imelda Elpidia Obrero/Anita Pilien/Janry Parilla/Rachelle Pescador
5. Receive the requested document & Log in log book	5. Release the Document	None	1 Minutes	Anita Pilien/Janry Parilla/ Rachelle Pescador
TOTAL		For Abroad Purposes = 100.00 +30.00 DST For Local Purposes = 50.00 + 30.00 DST	21 Minutes	



6. ISSUANCE OF CERTIFIED COPY OF MARRIAGE CERTIFICATE

Incidents of DBM occurring within Municipality must be duly registered at the MCR Office, Copies of which may be obtained for record and authentication purpose, for personal, local or abroad use.

Office or Division:	Local Civil Registry Office			
Classification:	SIMPLE			
Type of Transaction:	G2C/G2G – Government to Client/Government to Government			
Who may avail:	All Residents/Non-Residents with Legal Age			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1 Valid ID			Government issued I.D.	
Representative duly authorized by the nearest kin/Authorization Letter			Owner of the Document	
Name of Couple, Date and Place of Marriage			MCRO	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up request slip	1. Receives slip duly filled-up or interview client if unable to sign Verify Book (S), Original COD, PhilCris	None	5 Minutes	Imelda Elpidia Obrero/Anita Pilien/Janry Parilla/Rachelle Pescador
2. Wait for Verification of the availability of the document requested in the Register of the Death	2. Verifies availability if document being requested and advices client to pay the fees	None	5 Minutes	Imelda Elpidia Obrero/Anita Pilien/Janry Parilla/Rachelle Pescador
3. Pay the corresponding fee	3. Issue O.R.	For Abroad Purposes = 100.00 +30.00 DST For Local Purposes = 50.00 + 30.00 DST	5 Minutes	Evangeline P. Recuya/ Royce Punio /Bernardita Formoso/ Ma. Cristina D. Angco/ Darel Corpuz
4. Present proof of payment	4. LCR reviews and affixes her signature or in the absence the Staff-Clerk	None	5 Minutes	Imelda Elpidia Obrero/Anita Pilien/Janry Parilla/Rachelle Pescador
5. Receive the requested document & Log in log book	5. Release the Document	None	1 Minutes	Anita Pilien/Janry Parilla/ Rachelle Pescador
TOTAL		For Abroad Purposes = 100.00 +30.00 DST For Local Purposes = 50.00 + 30.00 DST	21 Minutes	



7. APPLICATION FOR MARRIAGE LICENSE

Couples intending to enter the marital bliss has to secure first a marriage license before contracting marriage

Office or Division:	Local Civil Registry Office			
Classification:	HIGHLY TECHNICAL			
Type of Transaction:	G2C – Government to Client			
Who may avail:	All male and female ages 18 years old and above			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Birth Certificate		MCRO		
Parental Consent (18-20 Years of Age)		MCRO		
Parental Advice (21-24 Years of Age)		MCRO		
CENOMAR		PSA		
Court Decision/Annotated Marriage from PSA (Annulled)		PSA		
Death Certificate of Deceased Spouse (If applicable)		PSA		
Certificate of Legal Capacity to contract Marriage (if alien)		Embassy or Consulate in the Philippines		
2 Copies of 2x2 I.D. Picture		Provided by the Client		
Community Tax Certificate		Treasury Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up application form and present documents required as prescribed by the office	1.1 Check on the correctness of documents presented, if paper are completed; 1.2 Applicants are advised to secure, Pre-Marriage Counseling (PMC) and family planning seminar	None	30 Minutes	Imelda Elpidia Obrero/Anita Pilien/Janry Parilla/Rachelle Pescador
2. Pay applicable fees	2. Receives proof of payment	Application Fee = 150.00 Counselling Fee = 50.00 Parental Advice = 50.00 Parental Consent = 50.00 License Fee = 2.00	10 Minutes	Evangeline P. Recuya/ Royce Punio /Bernardita Formoso/ Ma. Cristina D. Angco/ Darel Corpuz



3. Sign the Application for Marriage License form	3. Prepares the marriage license, signs thereof; Applicants are advised to return after 10 days posting period	None	10 Minutes	Imelda Elpidia Obrero/Anita Pilien/Janry Parilla/Rachelle Pescador
4. Claim and Acknowledge the Marriage Licence	4. Release the Marriage License	None	5 Minutes	Anita Pilien/Janry Parilla/ Rachelle Pescador
TOTAL		Application Fee = 150.00 Counselling Fee = 50.00 Parental Advice = 50.00 Parental Consent = 50.00 License Fee = 2.00	55 Minutes	

8. PETITION FOR CHANGE OF FIRST NAME OR NICKNAME

RA 9048 authorized the MCR to effect change in the first name or nickname and correct clerical or typographical error without need of a judicial order, except as the nationality, age, and status or sex entries of the applicant as appearing in his birth certificate, which can only be effected by Court Order.

Office or Division:	Local Civil Registry Office
Classification:	SIMPLE
Type of Transaction:	G2C – Government to Client
Who may avail:	All Residents born in Municipality of Bantay
CHECKLIST OF REQUIREMENTS	
Certificate of Live Birth containing the wrong entry from LCRO and PSA Copy	MCRO
Certificate of Baptism	Parish Rectory
Voter's Registration Record	COMELEC
School Record (Form 137, diploma)	School Authority
Marriage Certificate	PSA/MCRO
Birth Certificate of Children	PSA/MCRO
Any order a document that proves the first name such as old ID's, Driver's License, SSS, Insurance, Passbooks, Service Records, Appointments, etc/	Government Agencies



Police Clearance		PNP Station		
NBI Clearance		NBI Office		
Employer's Clearance if Employed		Employer Agency		
Affidavit of Non- employment (Not Employed)		Notary Public		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up Petition Form and submit requirements in two copies each	1.1 Review/ Receives the Document; 1.2 Assess fees base on Rule 18 of A.O 1/01 of the OCRG and Mun. Ord. 213/01 1.3 Post Notice of Posting withing 10 Days	None	30 Minutes	Imelda Elpidia Obrero/Anita Pilien/Janry Parilla/ Rachele Pescador
2. Pay the required fees	2.1 Issue O.R.	Filing Fee for Change of First Name = 3000.00 Publication = 2500.00	5 Minutes	Evangeline P. Recuya/ Royce Punio /Bernardita Formoso/ Ma. Cristina D. Angco/ Darel Corpuz
3. Present proof of payment	3. Advice client to come back after 2 weeks for the 10 day posting period / 2 Consecutive weeks of publication and cause the decision	None	0 Minutes	Anita Pilien/Janry Parilla/ Rachele Pescador
4. Send the documents to the PSA, Manila through LBC for affirmation	4. Advice the client to wait for 6 months on the action of the PSA on the decision of the LCR and prepare the certificate of finality	None	10 Minutes	Anita Pilien/Janry Parilla/ Rachele Pescador



4. Send the documents to the PSA, Manila through LBC for affirmation	4. Advise the client to wait for 6 months on the action of the PSA on the decision of the LCR and prepare the certificate of finality	None	10 Minutes	Anita Pilien/Janry Parilla/ Rachelle Pescador
5. Receive and sign in the logbook	5. Release the Affirmed Decision/ Personal Copy of the Client	None	5 Minutes	Anita Pilien/Janry Parilla/ Rachelle Pescador

9. PETITION FOR CORRECTION OF CLERICAL OR TYPOGRAPHICAL ERROR (RA-9048)

RA 9048 Authorized the MCR to effect change in the first name or nickname and correct clerical or typographical error without need of a judicial order, except as the nationality, age, and status or sex entries of the applicant as appearing in his/ her birth certificate, which can only be effected by Court Order.

Office or Division:	Local Civil Registry Office
Classification:	SIMPLE
Type of Transaction:	G2C – Government to Client
Who may avail:	All residents born in the Municipality of Bantay
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Correction of Clerical Error	
Certificate of Live Birth containing the wrong entry LCRO & PSA Copy	PSA/MCRO
Certificate of Baptism or school record (Form 137, Diploma)	Parish Rectory
Voter's Registration Record	COMELEC
Marriage Certificate	PSA/MCRO
Birth Certificate of Children	PSA/MCRO
Any order documents that proves the first name such as old ID's, Driver's License, SSS, Insurance, Passbooks, Service Records, Appointment, etc.	Government Agencies



Wrong entry in the Name of Parents (First, Middle and Last) Birth Certificate of Father or Mother	
Marriage Contract of Parent of Petitioner	PSA/MCRO
Birth Certificate of at least 2 siblings of petitioner	PSA/MCRO
Birth Certificate of at least 2 siblings of father or mother	PSA/MCRO
Voter's Registration record or valid ID of Petitioner	COMELEC
Death Certificate of father or mother	PSA/MCRO
In the certificate of Marriage-(Wrong entry in the name of Couple/Age, Date & Place of birth/Name of Parents)	
Certificate of Marriage containing the wrong entry in LCRO & PSA copy	PSA/MCRO
Birth Certificate	PSA/MCRO
Baptismal Certificate	PSA/MCRO
School Record	School Authority
Voter's Certification	COMELEC
Birth, Death, or Marriage Of Parents	PSA/MCRO
Birth Certificate of Children/Siblings	PSA/MCRO
In the certificate of Marriage-(Wrong entry in the name of Couple/Age, Date & Place of birth/Name of Parents)	
Certificate of Death containing the wrong entry LCRO & PSA Copy	PSA/MCRO
Certificate of Birth/Baptism	PSA/MCRO
School Record (Form 137, Diploma)	School Authority
Marriage Certificate	PSA/MCRO
Birth Certificate of Children	PSA/MCRO
Any order documents that proves the first name such as old ID's, Driver's License, SSS, Insurance, Passbooks, Services Records, Appointments, etc.	Government Agencies



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up Petition Form and submit requirements in two copies each	1.1 Review/ Receives the Document; 1.2 Assess fees base on Rule 18 of A.O 1/01 of the OCRG and Mun. Ord. 213/01 1.3 Post Notice of Posting withing 10 Days	None	30 Minutes	Imelda Elpidia Obrero/Anita Pilien/Janry Parilla/ Rachele Pescador
2. Pay the required fees	2.1 Issue O.R.	Filing Fee for Correction of Clerical Error = 1000.00	5 Minutes	Evangeline P. Recuya/ Royce Punio /Bernardita Formoso/ Ma. Cristina D. Angco/ Darel Corpuz
3. Present proof of payment	3. Advice client to come back after 2 weeks for the 10 day posting period/ 2 consecutive weeks of publication and cause the decision	None	0 Minutes	Anita Pilien/Janry Parilla/ Rachele Pescador
4. Send the document to the PSA, Manila through LBC for affirmation	4. Advice the client to wait for 6 months on the action of the PSA on the decision of the LCR and prepare the certificate of finality	None	10 Minutes	Anita Pilien/Janry Parilla/ Rachele Pescador
5. Receive and sign in the logbook	5. Release the affirmed decision/ Personal copy of the client	None	5 Minutes	Anita Pilien/Janry Parilla/ Rachele Pescador
TOTAL		Filing Fee for Correction of Clerical Error = 1000.00	50 Minutes	



10. AFFIDAVIT TO USE THE SURNAME OF THE FATHER (RA-9255)

Illegitimate children are allowed to use the surname of their father upon due application and filing of required documents with the LCR

Office or Division:		Local Civil Registry Office		
Classification:		SIMPLE		
Type of Transaction:		G2C – Government to Client		
Who may avail:		All Residents		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly Accomplished COLB		MCRO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present duly Accomplished COLB	1.1 Examine the authenticity of the COLB 1.2 Receive and assigned No. the COLB 1.3 Record in the Registry Book 1.4 Record in the register of Legal instrument 1.5 Prepare AUSF	None	30 Minutes	Imelda Elpidia Obrero/Anita Pilien/Janry Parilla/Rachelle Pescador
2. Pay the documentation fee at the Treasurer's Office then go back at the MCR Office	2. Issue Official Receipt	AUSF Fee = 200.00 Certification Fee = 100.00 DST = 30.00	5 Minutes	Evangeline P. Recuya/ Royce Punio /Bernardita Formoso/ Ma. Cristina D. Angco/ Darel Corpuz
3. Present proof of payment and receive copy of COLB; Sign in the Log Book	3. Release the Document	None	1 Minute	Imelda Elpidia Obrero/Anita Pilien/Janry Parilla/Rachelle Pescador
TOTAL		AUSF Fee = 200.00 Certification Fee = 100.00 DST = 30.00	36 Minutes	



11. PETITION FOR CORRECTION OF CLERICAL OR TYPOGRAPHICAL ERROR-SEX (RA-10172)

RA 10172 Authorized the MCR to effect and correct clerical or typographical error without need of a judicial order, except as the nationality, age and status of the applicant as appearing in his birth certificate, which can only be effected by Court Order.

Office or Division:	Local Civil Registry Office			
Classification:	SIMPLE			
Type of Transaction:	G2C – Government to Client			
Who may avail:	All Residents born in the Municipality of Bantay			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Certificate of Live Birth containing the wrong entry		PSA/MCRO		
Certificate of Baptism		Parish Rectory		
Earliest School Record (Form 137)		School Authority		
Medical Record (Check-up)		Hospital Authority		
Voter's Registration Record		COMELEC		
Marriage Certificate		PSA/MCRO		
Birth Certificate of Children		PSA/MCRO		
NBI Clearance		NBI Office		
PNP Clearance		PNP Station		
Employers Clearance (If Applicable)		Employer		
Affidavit of Non-Employment (If not Employed)		Notary Public		
Medical from RHU		RHU-Bantay		
Certificate of Authenticity		RHU-Bantay		
Any order documents that proves the first name such as old ID's Driver's License, SSS, Insurance, passbooks, Service record, appointments, etc.		Government Agencies		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up Petition Form and submit requirements in two copies each	1.1 Review/ receives the Document; 1.2 Assess fees base on Rule 18 of A.O 1/01 of the OCRG and Mun Ord. 213/01; 1.3 Post Notice of posting within 10 days	None	30 Minutes	Imelda Elpidia Obrero/Anita Pilien/Janry Parilla/Rachelle Pescador



2. Pay the required fees	2. Issue O.R.	Filing Fee for Correction of Clerical Error-Sex = 3000.00 Publication Fee = 2500.00	35 Minutes	Evangeline P. Recuya/ Royce Punio /Bernardita Formoso/ Ma. Cristina D. Angco/ Darel Corpuz
3. Present proof of payment	3. Advice client to come back after 2 weeks for the 10 day posting period/ 2 consecutive weeks of publication and cause the decision	None	0 Minute	Imelda Elpidia Obrero/Anita Pilien/Janry Parilla/ Rachelle Pescador
4. Sent the Documents to the PSA, Manito through LBC for affirmation	4. Advice the client to wait for 6 months on the action of the PSA on the decision of the LCR and prepare the certificate of finality	None	10 Minutes	Imelda Elpidia Obrero/Anita Pilien/Janry Parilla/ Rachelle Pescador
5. Receive and sign in the logbook	5. Release the affirmed Decision/ Personal copy of the client	None	5 Minutes	Imelda Elpidia Obrero/Anita Pilien/Janry Parilla/ Rachelle Pescador
TOTAL		CCE (SEX) = 5500.00	50 Minutes	



**12. PETITION FOR CORRECTION OF CLERICAL OR TYPOGRAPHICAL ERROR-
DATE OF BIRTH, RA 10172 (MONTH & DATE)**

RA 10172 Authorized the MCR to effect and correct clerical or typographical error without need of a judicial order, except as the nationality, age and status of the applicant as appearing in his birth certificate, which can only be effected by Court Order.

Office or Division:	Local Civil Registry Office			
Classification:	SIMPLE			
Type of Transaction:	G2C – Government to Client			
Who may avail:	All Residents born in the Municipality of Bantay			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Certificate of Live Birth containing the wrong entry		PSA/MCRO		
Certificate of Baptism		Parish Rectory		
Earliest School Record (Form 137)		School Authority		
Medical Record (Check-up)		Hospital Authority		
Voter's Registration Record		COMELEC		
Marriage Certificate		PSA/MCRO		
Birth Certificate of Children		PSA/MCRO		
NBI Clearance		NBI Office		
PNP Clearance		PNP Station		
Employers Clearance (If Applicable)		Employer		
Affidavit of Non-Employment (If not Employed)		Notary Public		
Medical from RHU		RHU-Bantay		
Certificate of Authenticity		RHU-Bantay		
Any order documents that proves the first name such as old ID's Driver's License, SSS, Insurance, passbooks, Service record, appointments, etc.		Government Agencies		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up Petition Form and submit requirements in two copies each	1.1 Review/ receives the Document; 1.2 Assess fees base on Rule 18 of A.O 1/01 of the OCRG and Mun Ord. 213/01; 1.3 Post Notice of posting within 10 days	None	30 Minutes	Imelda Elpidia Obrero/Anita Pilien/Janry Parilla/Rachelle Pescador



2. Pay the required fees	2. Issue O.R.	Filing Fee for Correction of Clerical Error-DATE = 3000.00 Publication Fee = 2500.00	35 Minutes	Evangeline P. Recuya/ Royce Punio /Bernardita Formoso/ Ma. Cristina D. Angco/ Darel Corpuz
3. Present proof of payment	3. Advice client to come back after 2 weeks for the 10 day posting period/ 2 consecutive weeks of publication and cause the decision	None	0 Minute	Imelda Elpidia Obrero/Anita Pilien/Janry Parilla/ Rachelle Pescador
4. Sent the Documents to the PSA, Manito through LBC for affirmation	4. Advice the client to wait for 6 months on the action of the PSA on the decision of the LCR and prepare the certificate of finality	None	10 Minutes	Imelda Elpidia Obrero/Anita Pilien/Janry Parilla/ Rachelle Pescador
5. Receive and sign in the logbook	5. Release the affirmed Decision/ Personal copy of the client	None	5 Minutes	Imelda Elpidia Obrero/Anita Pilien/Janry Parilla/ Rachelle Pescador
TOTAL		CCE (DATE) = 5500.00	50 Minutes	



13. REGISTRATION OF LEGITIMATION

Legitimation is the act of providing legitimacy. It is the process whereby an act, process or ideology becomes LEGITIMATE.

Office or Division:	Local Civil Registry Office			
Classification:	SIMPLE			
Type of Transaction:	G2C – Government to Client			
Who may avail:	All Residents			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
COLB from PSA			PSA	
Joint Affidavit of Legitimation signed by both parents			Notary Public	
CENOMAR of Parents			PSA	
Married Certificate			PSA/MCRO	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present COLB from PSA	1.1 Examine the authenticity of the COLB 1.2 Record in the register of Legal Instrument 1.3 Prepare un annotated and annotated COLB	None	30 Minutes	Imelda Elpidia Obrero/Anita Pilien/Janry Parilla/Rachelle Pescador
2. Pay the documentation fee at the Treasurer's Office then go back at the MCR Office	2. Issue Official Receipt	Legitimation Fee = 200.00 Certification Fee = 100.00 DST = 30.00	5 Minutes	Evangeline P. Recuya/ Royce Punio /Bernardita Formoso/ Ma. Cristina D. Angco/ Darel Corpuz
3. Present proof of payment and receive copy of Annotate COLB; Sign in the Logbook	3. Release the Document and advice to send the documents to PSA	None	1 Minutes	Imelda Elpidia Obrero/Anita Pilien/Janry Parilla/Rachelle Pescador



14. REGISTRATION OF COURT DECREE

Registration of Court Orders is necessary before the annotation of certificates be effected.

Office or Division:	Local Civil Registry Office			
Classification:	SIMPLE			
Type of Transaction:	G2C – Government to Client			
Who may avail:	All Residents			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
2 Set of Court Decision			Court	
Certificate of Finality			Court	
Certificate of Authenticity			Court	
Certificate of Registration			MCR where the Court is Located	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present 2 sets of Court Decision and its attachment	1. Examine the Document	None	5 Minutes	Imelda Elpidia Obrero/Anita Pilien/Janry Parilla/Rachelle Pescador
2. Pay at the Treasurer's Office the go back at the MCR Office	2.1 Issue proof of payment 2.2 Record in the Register of Court/ Decree Order 2.3 Prepare un-annotated and annotated certificate	Base on Revenue Code Annulment fee = 500.00 Correction of entry = 200.00 Adoption Fee = 200.00 Presumption of Death = 200.00 Other Court Proc. = 100.00	20 Minutes	Evangeline P. Recuya/ Royce Punio /Bernardita Formoso/ Ma. Cristina D. Angco/ Darel Corpuz
3. Receive copy of Annotated Document; Sign in the Logbook	3. Release the document and advice to send the document to PSA	None	1 Minute	Imelda Elpidia Obrero/Anita Pilien/Janry Parilla/Rachelle Pescador
TOTAL		1200.00	26 Minutes	



Municipal Assessor's Office



1. CERTIFIED COPY OF TAX DECLARATION

The issuance of certified copy of Tax Declaration/s to property owner for general purposes.

Office or Division:	Municipal Assessor's Office			
Classification:	SIMPLE			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Real property owner/s or their representative of Bantay			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Real Property Tax Receipt			Municipal Treasurer's Office	
Community Tax Certificate			Municipal Treasurer's Office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign-in to Logbook and present Real Property Tax Receipt and community Tax Certificate	1. Verify copy on file	None	10 Minutes	Jessie Pablico/ Nancy Peredo/ Rodel Marie Paiste
2. Pay certified true copy fee	2. Give payment slip	70.00	5 Minutes	Evangeline P. Recuya/ Royce Punio /Bernardita Formoso/ Ma. Cristina D. Angco/ Darel Corpuz
3. Receive Copy	3. Issue certified copy of Tax Declaration	None	10 Minutes	Jonathan Gorospe/ Jessie Pablico/ Nancy Peredo/ Rodel Marie Paiste
TOTAL		70.00	25 Minutes	

2. CERTIFICATE OF NON-IMPROVEMENT AND LATEST TAX REVISION

The issuance of certificate OF Non-Improvement and latest tax revision as required by BIR

Office or Division:	Municipal Assessor's Office			
Classification:	SIMPLE			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Real property owner/s or their representative who cause/s to transfer a Tax Declaration			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Real Property Tax Receipt			Municipal Treasurer's Office	
Community Tax Certificate			Municipal Treasurer's Office	



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign-in to Logbook and present Real Property Tax Receipt and community Tax Certificate	1. Ocular Inspection	None	2 Hours	Jonathan Gorospe/ Jessie Pablico/ Nancy Peredo/ Rodel Marie Paiste
2. Pay certification fee	2. Give payment slip	70.00	5 Minutes	Evangeline Recuya/ Darel Corpuz/Cristina Angco/Royce Punio
3. Receive Certification	3. Issue Certification	None	10 Minutes	Jonathan Gorospe/ Jessie Pablico/ Nancy Peredo/ Rodel Marie Paiste
TOTAL		70.00	2 Hours & 15 Minutes	



3. VICINITY MAP

The issuance of vicinity as required by the BIR and for BIR purposes only

Office or Division:	Municipal Assessor's Office			
Classification:	SIMPLE			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Real property owner/s or their representative who cause/s to transfer a Tax Declaration			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Real Property Tax Receipt			Municipal Treasurer's Office	
Community Tax Certificate			Municipal Treasurer's Office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign-in to Logbook and present Real Property Tax Receipt and community Tax Certificate	1. Lot identification base cadastral survey	None	10 Minutes	Jonathan Gorospe/ Jessie Pablico/ Nancy Peredo/ Rodel Marie Paiste
2. Receive Vicinity Map	2. Issue Vicinity Map	None	20 Minutes	Jonathan Gorospe/ Nancy Peredo/ Rodel Marie Paiste
TOTAL		None	20 Minutes	

4. TRANSFER OF OWNERSHIP IN TAX DECLARATION

The transferring of the declared owner based on title and any kind of deed of conveyance

Office or Division:	Municipal Assessor's Office			
Classification:	SIMPLE			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Real property owner/s with a new issued title/s or registered deed of conveyance			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Real Property Tax Receipt			Municipal Treasurer's Office	
Community Tax Certificate			Municipal Treasurer's Office	
Deed of Conveyance			Attorney	



Certificate Authorizing Certificate		Bureau of Internal Revenue		
Copy of Title (if any)		Registry of Deeds		
Certificate of Non-Delinquency		Municipal Treasurer's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign-in to Logbook and present Real Property Tax Receipt and community Tax Certificate	1. Receive and check the submitted documents	None	10 Minutes	Jonathan Gorospe/ Jessie Pablico/ Nancy Peredo/ Rodel Marie Paiste
2. Pay the following: - Inspection Fee - Processing Fee - Verification Fee	2.1 Give payment slip	100.00 150.00 50.00	5 Minutes	Evangeline P. Recuya/ Royce Punio /Bernardita Formoso/ Ma. Cristina D. Angco/ Darel Corpuz
	2.2 Conduct Ocular Inspection and prepare the FAAS		2 Hours	Jonathan Gorospe/ Jessie Pablico/ Nancy Peredo/ Rodel Marie Paiste
3. Receive prepared tax declaration for approval at the Provincial Assessor's Office	3. Issue prepared tax declaration recommending for approval at the Provincial Assessor's Office	None	10 Minutes	Jonathan Gorospe/ Jessie Pablico/ Nancy Peredo/ Rodel Marie Paiste
TOTAL		300.00	2 Hours & 25 Minutes	

5. PROCESSING OF SUBDIVISION PLAN

Segregation of tax declaration based on the subdivision plan submitted

Office or Division:	Municipal Assessor's Office	
Classification:	SIMPLE	
Type of Transaction:	G2C – Government to Client	
Who may avail:	Real property owner/s with sub-division plan/s	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Real Property Tax Receipt		Municipal Treasurer's Office
Community Tax Certificate		Municipal Treasurer's Office
Deed of Conveyance (if any)		Attorney
Subdivision Plan		Geodetic Engineer



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign-in to Logbook and present Real Property Tax Receipt and community Tax Certificate	1. Lot identification base cadastral survey	None	10 Minutes	Jonathan Gorospe/ Jessie Pablico/ Nancy Peredo/ Rodel Marie Paiste
2. Pay the following: - Inspection Fee - Processing Fee - Verification Fee	2.1 Give payment slip	100.00 150.00 50.00	5 Minutes	Evangeline P. Recuya/ Royce Punio /Bernardita Formoso/ Ma. Cristina D. Angco/ Darel Corpuz
	2.2 Conduct Ocular Inspection and prepare the FAAS		2 Hours	Jonathan Gorospe/ Jessie Pablico/ Nancy Peredo/ Rodel Marie Paiste
3. Receive prepared tax declaration for approval at the Provincial Assessor's Office	3. Issue prepared tax declaration recommending for approval at the Provincial Assessor's Office	None	10 Minutes	Jonathan Gorospe/ Jessie Pablico/ Nancy Peredo/ Rodel Marie Paiste
TOTAL		300.00	2 Hours & 25 Minutes	

6. PROCESSING OF NEWLY DECLARED REAL PROPERTY

Declaration of newly discovered real property

Office or Division:	Municipal Assessor's Office
Classification:	SIMPLE
Type of Transaction:	G2C – Government to Client
Who may avail:	Real property owner/s with legal interest over a newly discovered property/ies
CHECKLIST OF REQUIREMENTS	
Real Property Tax Receipt	Municipal Treasurer's Office
Community Tax Certificate	Municipal Treasurer's Office
Building Permit in case of Building and other structure	Municipal Engineering Office
Sworn Statement of Real Property	Municipal Assessor's Office



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign-in to Logbook and present Real Property Tax Receipt and community Tax Certificate	1. Lot identification base cadastral survey	None	10 Minutes	Jonathan Gorospe/ Jessie Pablico/ Nancy Peredo/ Rodel Marie Paiste
2. Pay the following: - Inspection Fee - Processing Fee - Verification Fee	2.1 Give payment slip	100.00 150.00 50.00	5 Minutes	Evangeline Recuya/ Darel Corpuz/Cristina Angco/Royce Punio
	2.2 Conduct Ocular Inspection and prepare the FAAS		2 Hours	Jonathan Gorospe/ Jessie Pablico/ Nancy Peredo/ Rodel Marie Paiste
3. Receive prepared tax declaration for approval at the Provincial Assessor's Office	3. Issue prepared tax declaration recommending for approval at the Provincial Assessor's Office	None	10 Minutes	Jonathan Gorospe/ Jessie Pablico/ Nancy Peredo/ Rodel Marie Paiste
TOTAL		300.00	2 Hours & 25 Minutes	

7. IDENTIFICATION OF CADASTRAL LOT NUMBER

Identify the cadastral lot number based on the cadastral survey

Office or Division:	Municipal Assessor's Office
Classification:	SIMPLE
Type of Transaction:	G2C – Government to Client
Who may avail:	Real property owner/s with legal interest over a certain real property
CHECKLIST OF REQUIREMENTS	
Real Property Tax Receipt	Municipal Treasurer's Office
Community Tax Certificate	Municipal Treasurer's Office
Guide Person	Owner or tenant



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign-in to Logbook and present Real Property Tax Receipt and community Tax Certificate	1. Present the cadastral map of the municipality	None	10 Minutes	Jonathan Gorospe/ Rodel Marie Paiste
2. Receive the cadastral lot number of the tax declaration	2. Identify and issue cadastral lot number	None	5 Minutes	Jonathan Gorospe/ Rodel Marie Paiste
TOTAL		None	15 Minutes	

8. RECLASSIFICATION OF REAL PROPERTY BY THE DECLARANT

Property is reclassified based on the provision of Section 217 of RA 7160

Office or Division:	Municipal Assessor's Office			
Classification:	SIMPLE			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Real property owner/s with legal interest over a certain real property			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Real Property Tax Receipt		Municipal Treasurer's Office		
Community Tax Certificate		Municipal Treasurer's Office		
Letter request for re-classification		Owner or Tenant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign-in to Logbook and present Real Property Tax Receipt and community Tax Certificate	1. Lot identification base cadastral survey	None	10 Minutes	Jonathan Gorospe/ Jessie Pablico/ Nancy Peredo/ Rodel Marie Paiste
2. Pay the following: - Inspection Fee - Processing Fee - Verification Fee	2.1 Give payment slip	100.00 150.00 50.00	5 Minutes	Evangeline P. Recuya/ Royce Punio /Bernardita Formoso/ Ma. Cristina D. Angco/ Darel Corpuz
	2.2 Conduct Ocular Inspection and prepare the FAAS		2 Hours	Jonathan Gorospe/ Jessie Pablico/ Nancy Peredo/ Rodel Marie Paiste



3. Receive prepared tax declaration for approval at the Provincial Assessor's Office	3. Issue prepared tax declaration recommending for approval at the Provincial Assessor's Office	None	10 Minutes	Jonathan Gorospe/ Jessie Pablico/ Nancy Peredo/ Rodel Marie Paiste
TOTAL		300.00	2 Hours & 25 Minutes	



Municipal Agriculture Office



1. ISSUANCE OF CERTIFICATION

The Municipal Government of Bantay through the Municipal Agriculture Office issues certification to farmers. Fisher folks, livestock raisers, poultry raisers, home makers, rural youth and the like for loan application, animal health certification and land conversion/reclassification and the like as to what purpose it may serve

Office or Division:	Municipal Agriculture Office			
Classification:	SIMPLE			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Farmers, Fisher Folks, Livestock Raisers, Poultry Raisers, Home makers, Rural youth			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
At least one of the following: GSIS, SSS, PhilHealth, Voters ID, Senior Citizen's ID, TIN, 4Ps, Brgy. Clearance, Community Tax Certificate			Any Government Offices, Barangay	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present proof of identification & sign in Logbook	1.1 Review client authenticity	None	2 Minutes	Agricultural Technologist assigned in the barangay
	1.2 Prepares the certification and for signature		2 Minutes	Agricultural Technologist assigned in the barangay Conception J. Madriaga
2. Pay fee at Treasury Office	2. Issue Official Receipt	80.00	5 Minutes	Evangeline P. Recuya/ Royce Punio /Bernardita Formoso/ Ma. Cristina D. Angco/ Darel Corpuz
3. Present proof of payment	3. Issue Certification	None	2 Minutes	Agricultural Technologist assigned in the barangay
TOTAL		80.00	11 Minutes	



2. RURAL-BASE ORGANIZATIONS ACCREDITATION

The Municipal Agriculture Office render technical assistance to farmers in securing accreditation of Rural-Base organizations for farmers, fisher folks, livestock raisers, poultry raisers, home makers, rural youth and seed growers in the securities and Exchange Commission (SEC) through online service

Office or Division:	Municipal Agriculture Office			
Classification:	Highly Technical			
Type of Transaction:	G2C/G2G – Government to Client /Government to Government			
Who may avail:	All Rural-Based Organizations in the Municipality			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
TIN (at least 5 Board of Trustees)			BIR	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign-in logbook	1.1 Interview farmers and fill-up forms in the SEC website 1.2 Print forms	None	30 Minutes 5 Minutes	Alvin Lawrence Natividad/ Franz Aslor/ Romeo Yapit Jr.
2.1 Receive form 2.2 Affix signature of BOD	2. Discuss with the client	None	10 Minutes	Alvin Lawrence Natividad/ Franz Aslor/ Romeo Yapit Jr.
3. Documents notarization	3. advice client and release the document to proceed to Notary Public			Notary Public Office
4. Submit complete documents	4.1 Scan and submit documents in the SEC website 4.2 Advice client to wait for the issuance of order of payment 4.3 Review Documents	None	30 Minutes 1 Minute 2 Weeks	Alvin Lawrence Natividad/ Franz Aslor/ Romeo Yapit Jr. SEC Secretariat – Baguio City
5. Pay fee	5. Issue Official Receipt (O.R.)	2,215.00	15 Minutes	SEC Secretariat c/o Landbank



6. Present official receipt	6. Scan and submit to SEC Website	None	15 Minutes	Alvin Lawrence Natividad/ Franz Aslor/ Romeo Yapit Jr.
7. Present complete and original copy of documents	7. Issue certificate of Accreditation	None	15 Minutes	SEC Secretariat – Baguio City
TOTAL		2,215.00	2 Weeks 2 Hours, 1 Minute	

3. RENEWAL OF RBO ACCREDITATION

The Municipal Agriculture Office render technical assistance to farmers in the renewal of accreditation and issuance of certificate of good standing of Rural-Based organization for farmers, fisher folks, livestock raisers, poultry raisers, home makers, rural youth and seed growers in the securities and Exchange Commission (SEC) through online service

Office or Division:	Municipal Agriculture Office			
Classification:	Simple			
Type of Transaction:	G2C/G2G – Government to Client /Government to Government			
Who may avail:	All Rural-Based Organizations in the Municipality			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Financial Statement, General Information Sheet			San Vicente, Ilocos Sur	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign-in logbook	1.1 Interview farmers and fill-up forms in the SEC website 1.2 Print forms	None	30 Minutes 5 Minutes	Alvin Lawrence Natividad/ Franz Aslor/ Romeo Yapit Jr.
2.1 Receive form 2.2 Affix signature of BOD	2. Discuss with the client	None	10 Minutes	Alvin Lawrence Natividad/ Franz Aslor/ Romeo Yapit Jr.
3. Documents notarization	3. advice client and release the document to proceed to Notary Public			Notary Public Office



4. Submit complete documents	4. Scan and submit documents in the SEC Website	None	1 Hour	Alvin Lawrence Natividad/ Franz Aslor/ Romeo Yapit Jr.
5. Present original copy of complete documents	5. Issue certificate of Good Standing	540.00	2 Hours	SEC Secretariat – Baguio City
TOTAL		540.00	3 Hours & 45 Minutes	

4. SEED CERTIFICATION

The Municipal Agriculture Office render technical assistance to farmers in the production of high-quality inbred rice seeds. This seed certification is mandated by the implementing rules and regulation (IRR) of RA No. 7308 otherwise known as the Seed Industry Council Development Act of 1992. “Seed Certification” shall mean a system of seed production geared toward maintaining the genetic identity, varietal purity and standards of quality seeds of superior crop varieties, as stated in Chapter II, Article 5, Sec. 10.

Office or Division:		Municipal Agriculture Office		
Classification:		Highly Technical		
Type of Transaction:		G2C – Government to Client		
Who may avail:		Accredited Seed Growers		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Certificate of Accreditation		Bureau of Plant Industry-National Seed Quality Control Service		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign-in logbook and fill-up application form	1.1 Receive and review application form 1.2 Seed inspector will submit application to BPI-NSQCS Seed Laboratory, Batac City	None	10 Minutes 1 Day	Ronan Tumbaga



2. Request the Municipal Seed Inspector (MSI) for the preliminary field inspection	2. Conform schedule of planting and conduct initial field inspection	135.00/ha	1 Day	BPI-NSQCS Seed Laboratory through Ronan Tumbaga
3. Request the MSI for the final field inspection	3. Conforms schedule of harvesting and conduct final inspection	65.00/ha	1 Day	BPI-NSQCS Seed Laboratory through Ronan Tumbaga
4. Request the MSI to draw seed samples	4.1 Draw and prepare seed samples for laboratory analysis	*130.00/Sample	1 Day	BPI-NSQCS Seed Laboratory through Ronan Tumbaga
	4.2 Prepare supporting documents and submit to seed laboratory	None	1 Day	Ronan Tumbaga
	4.3 Seed Certification and testing, releasing of seed tag	1.8/Tag	2 Weeks	Ronan Tumbaga
5. Receive results	5. Marking, Tagging and sealing of seed lot and discuss result with the Client	None	1 Day	Ronan Tumbaga
TOTAL		330.00 (Depend on submitted samples)	20 Days 10 Minutes	



5. AGRICULTURAL INSURANCE

The Municipal Agriculture Office renders technical assistance in availing the program of Philippine Crop Insurance Company. The PCIC is an attached agency/company mandated to implement agricultural insurance program of the government under P.D. 1467, as amended by R.A. 8175, as stated “To provide insurance protection to the country’s agricultural producers particularly the subsistence farmers against loss of their crop of non-crop agricultural assets on account of natural calamities such as typhoons, floods, droughts, earthquakes and volcanic eruptions, plant pests and diseases, and /or other perils.”

Office or Division:		Municipal Agriculture Office		
Classification:		Simple		
Type of Transaction:		G2C – Government to Client		
Who may avail:		Farmers registered/enrolled in the Registry Service for Basic Sector in Agriculture (RSBSA)		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Government Issued ID			Government Offices	
Reference Number/Control Number			Municipal Agriculture Office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign-in logbook	1.1 Validate the farmer if RSBSA registered 1.2 Interview farmer for the filling-up application form 1.3 Submit 3 copies of application form	None	2 Minutes 15 Minutes 30 Minutes	Agricultural Technologist assigned in the barangay
TOTAL		None	47 Minutes	
In case of Death of Livestock due to disease/calamity damage				
1.1 Report to office and sign-in logbook 1.2 Submit documents (police blotter, barangay certification & picture of the dead animal)	1.1 Interview farmer and fill-up the Claim for Indemnity form 1.2 Validate the death of livestock and issue certification 1.3 Submit claim for indemnity/notice of loss	None	5 Minutes 1 Hour 30 Minutes	Agricultural Technologist assigned in the barangay Jordan Briones Agricultural Technologist assigned in the barangay
TOTAL		None	1 Hour & 35 Minutes	



In case of Crop loss due to pest and disease/calamity damage				
1.1 Report to office and sign-in logbook	1.1 Interview farmer and fill-up the Claim for Indemnity Form	None	5 Minutes	Agricultural Technologist assigned in the barangay
1.2 Submit Claim of Indemnity and barangay certification	1.2 Validate the area and extent of damage		2 Hours	PCIC Staffs
TOTAL		None	2 Hours & 5 Minutes	
In case Claim for Indemnity/Notice of loss is Approved				
1. Receive check	1.1 Phone call and advice client to wait for the issuance of check	None	2 Minutes	Agricultural Technologist assigned in the barangay
	1.2 Award the check		10 Minutes	PCIC Staffs
TOTAL		None	12 Minutes	

6. PROVISION OF TECHNICAL ASSISTANCE ON LIVESTOCK

Availing the services of AT for the castration of cattle, carabao, swine, dog; vaccination of large animals, treatment of sick animals

- **ARTIFICIAL INSEMINATION FOR SWINE**

The Municipal Agriculture Office provides free artificial insemination to swine raisers. The owner of the swine(s) will be responsible in providing /buying swine semen and gadgets to be used

Office or Division:	Municipal Agriculture Office	
Classification:	Simple	
Type of Transaction:	G2C – Government to Client	
Who may avail:	Swine Raisers	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Catheter, Swine Semen, Zoning Clearance (5 heads and above)		Drugstore/Agricultural Supply, Breeding Station



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign-in logbook and fill-up request form	1. Confirm schedule of Artificial Insemination	None	5 Minutes	Jordan R. Briones
2. Prepare the animal(s) for AI and provide the requirements	2.1 Conduct the AI 2.2 Master Listing of AI animal	None	1 Hour	Jordan R. Briones
TOTAL		None	1 Hour & 5 Minutes	

- **CASTRATION OF LIVESTOCK(S)**

The Municipal Agriculture Office provides free castration of livestock. The owner of the livestock(s) will be responsible in providing medicines to be used

Office or Division:	Municipal Agriculture Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Swine Raisers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Wound spray, Vitamins, Anti-Tetanus, Anti-Biotic, Blade, Surgical Gloves and Thread		Drugstore/Agricultural Supply		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign-in logbook and fill-up request form	1. Confirm schedule of Castration	None	5 Minutes	Jordan R. Briones
2. Prepare the animal(s) and provide the requirements	2.1 Conduct the Castration 2.2 Master Listing of AI animal	None	2 Hours	Jordan R. Briones
TOTAL		None	2 Hours & 5 Minutes	



- **CONSULTATION AND TREATMENT OF LIVESTOCK AND POULTRY**

The Municipal Agriculture Office provides free consultation and treatment services for livestock and poultry raisers. The owner of the livestock and poultry will be responsible in providing medicines to be used.

Office or Division:		Municipal Agriculture Office		
Classification:		Simple		
Type of Transaction:		G2C – Government to Client		
Who may avail:		Livestock and Poultry Raisers/Trades		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Medicines depending upon the results of diagnosis		Drugstore/Agricultural Supply		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign-in logbook and report the problems of the animal for treatment	1. Interview the client and schedule for diagnosis and treatment of the animal	None	10 Minutes	Jordan R. Briones
2. Provide the medicine to be used in treatment as prescribed by the livestock inspector	2.1 Conduct diagnosis and treatment to the animal 2.2 Master listing of treated animals	None	20 Minutes	Jordan R. Briones
TOTAL		None	30 Minutes	

- **DEWORMING SERVICES OF RUMINANTS**

The Municipal Agriculture Office provides free deworming. The Livestock Inspector and Agricultural Technologist will administer in the conduct of Deworming

Office or Division:		Municipal Agriculture Office		
Classification:		Simple		
Type of Transaction:		G2C – Government to Client		
Who may avail:		Ruminant Raisers		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign-in logbook and request date of deworming	1. Confirm the schedule of Deworming	None	2 Minutes	Jordan R. Briones
2. Prepare the ruminants to be dewormed	2.1 Conduct deworming 2.2 Master listing of dewormed ruminants	None	10 Minutes	9 Agricultural Technologist

- **ANTI-RABIES VACCINATION OF PETS**

The Municipal Agriculture Office provides free anti-rabies vaccination to pets.
The Agricultural Technologist will administer in the conduct of the service

Office or Division:	Municipal Agriculture Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Pet Owners			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None			None	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign-in logbook and request date of vaccination	1. Confirm the schedule of Vaccination	None	2 Minutes	Agricultural Technologist assigned in the barangay
2. Prepare the pets to be vaccinated	2.1 Conduct vaccination 2.2 Master listing of vaccinated pets	None	5 Minutes	Agricultural Technologist assigned in the barangay
TOTAL		None	7 Minutes	



7. PROVISION OF TECHNICAL ASSISTANCE ON CROPS

Updates in crops management and farming technology to increase food production and find solutions to cultivation problems

Office or Division:		Municipal Agriculture Office		
Classification:		SIMPLE		
Type of Transaction:		G2C – Government to Client		
Who may avail:		Rice and Corn Farmers		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Tax Declaration or Land Title			Assessor's Office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign-in logbook and Inform the AT concerned to solutions on crop pest and diseases	1.1 Proceed to the barangay and make ocular inspection to assess extent of damage caused by pest and diseases on crops	None	2 Hours & 30 Minutes	Agricultural Technologist assigned in the barangay
2. Wait for appraisal and advice	2. Provide the client with a short briefing and recommend appropriate control measures when necessary	None	1 Hour & 30 Minutes	Agricultural Technologist assigned in the barangay
TOTAL		None	4 Hours	



8. Agricultural Base Data

The Municipal Agriculture Office provides free access of agricultural base data to all concerned individuals, in private or in public institutions, for their research and policy making

Office or Division:		Municipal Agriculture Office		
Classification:		Simple		
Type of Transaction:		G2C/G2G – Government to Client/Government to Government		
Who may avail:		All private and public individuals		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign-in logbook and Present purpose	1. Interview client	None	3 Minutes	Agricultural Technologist assigned in the barangay
2. Fill-up request form	2. Prepare and print data 2.1 For signature	None	10 Minutes	Agricultural Technologist assigned in the barangay Concepcion Madriaga
TOTAL		None	13 Minutes	

9. Project Proposals, Resolutions & Farm Business Plan Preparation

The Municipal Agriculture Office renders technical assistance to Rural-Based Organizations in the preparation of project proposals, resolutions and farm business plans in order to avail farm machineries and equipment, projects and financial assistance from DA attached agencies including Agricultural Colleges and Universities from the Local, Regional, National and Foreign agencies

Office or Division:		Municipal Agriculture Office		
Classification:		Highly Technical		
Type of Transaction:		G2C/G2G – Government to Client/Government to Government		
Who may avail:		All private and public individuals		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Certificate of Accreditation and Certificate of Good Standing		SEC, CDA, DSWD		



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign-in logbook and present purpose	1. Interview Client	None	3 Minutes	Agricultural Technologist assigned in the barangay
2. Fill-up request form	2. Prepare and print project proposal, resolution and farm business plan	None	14 Days	Agricultural Technologist assigned in the barangay
3. Receive project proposal, resolution and farm business plan and affix signature of Board of Trustees	3. Print and issue endorsements	None	5 Minutes 2 Minutes 2 Minutes 2 Minutes	Agricultural Technologist assigned in the barangay Medel Lofredo Concepcion Madriaga Samuel C. Parilla
TOTAL		None	14 Days & 16 Minutes	



Municipal Social Welfare and Development Office



1. AID IN CRISIS SITUATION (AICS)

Provision of timely and appropriate basic assistance in order to aid individuals/families in extreme difficulties and severe needs brought about by distressful situation

Office or Division:	Municipal Social Welfare and Development Office			
Classification:	Complex			
Type of Transaction:	G2C –Government to Client			
Who may avail:	Needy Individual or Family			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Certificate of Indigency			Barangay	
It may be – Medical Certificate			Hospital	
Death Certificate			LCR	
Hospital Bill or Statement of Account/Funeral Contract			Hospital/Funeral Parlor	
Prescription of Medicines, Quotation of Expenses			Attending Doctor	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign-in the logbook	1. Interview Client to determine the eligibility and fill up intake sheet	None	5 Minutes	Constancia Pilarca/ Aimee Pulido/ Evangeline Baay/ Valentina Peru/ Jade Mark Herrera/ Hannah Jill Paet
2. Wait for the advices of the MSWDO for the processing/ action of your papers	2.1 Secure Pass Slip at the HRMO	None	2 Minutes	HRMO
	2.2 Conduct home visitation to gather collateral information for basis of recommendation of approval		4 Hours	
	2.3 Prepare/ Accomplish all supporting paper (such as Certificate of Eligibility, Petty Cash Voucher		45 Minutes	



	2.4 Submit at the Budget office for ALOBS, then to the Accounting Office for recording after which to the Office of the Treasurer	None	2 Days	Constancia Pilarca/ Aimee Pulido/ Evangeline Baay/ Valentina Peru/ Jade Mark Herrera/ Hannah Jill Paet
	2.5 The MSWDO Staff advice the client to claim the assistance		15 Minutes	Evangeline P. Recuya/ Royce Punio /Bernardita Formoso/ Ma. Cristina D. Angco/ Darel Corpuz
3. Receive the Financial Assistance	3. Client sign the Program Check Receipt and Logbook then Assist client in claiming the Assistance	None	30 Minutes	Treasury Office
TOTAL		None	2 Days 5 Hours & 37 Minutes	

2. REFERRAL LETTER AND SOCIAL CASE STUDY REPORT

Provision of timely and appropriate basic assistance in order to aid individuals/families in extreme difficulties and severe needs brought about by distressful situation

Office or Division:	Municipal Social Welfare and Development Office
Classification:	Complex
Type of Transaction:	G2G/G2NGO –Government to Government/Government to NGO
Who may avail:	Needy Individual or Family
CHECKLIST OF REQUIREMENTS	
Certificate of Indigency	Baragay
It may be – Medical Certificate	Hospital
Death Certificate	LCR
Hospital Bill or Statement of Account/Funeral Contract	Hospital/Funeral Parlor
Prescription of Medicines/Quotation of expenses	Attending Doctor
Police Report	



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign-in the logbook and Refer to the MSWDO/Staff for inquiries and proper guidance (Social Case Study Report & Referral Letter)	1.1 Referral Letter Interview Client (Filling up of client's intake form) Assessment, Secure pass slip at the HRMO, Home Visitation to Gather more Information/ Validate Data/ Documents submitted if needed	None	2 Hours	Constancia Pilarca/ Aimee Pulido/ Evangeline Baay/ Valentina Peru/ Jade Mark Herrera/ Hannah Jill Paet
	1.2 Social Case Study Report Interview Client, Filling up of Client's intake form. Assessment, Secure pass slip at the HRMO, Home Visitation to confirm the information obtained from the client and to Gather more Information		4 Hours	Constancia Pilarca/ Aimee Pulido
	1.3 Prepare the Social Case Study Report based on the data gathered from the client and give advice when to return			



2. Receive Social Case Study Report or Referral Letter and submission to the designated person or office	2.1 Release all pertinent papers relative to the request 2.2 Further instruct client on what to do next	None	15 Minutes	Constancia Pilarca/ Aimee Pulido/ Evangeline Baay/ Valentina Peru/ Jade Mark Herrera/ Hannah Jill Paet
TOTAL		None	2 Days 6 Hours & 15 Minutes	

3. PRE-MARRIAGE COUNSELLING (PMC CERTIFICATE)

As required under the Family Code of the Philippines (E.O. 209), would-be couples should undergo pre-marriage counselling, otherwise the LCR shall suspend the issuance of marriage license for three (3) months from the completion of the publication of the application

Office or Division:	Municipal Social Welfare and Development Office			
Classification:	Simple			
Type of Transaction:	G2C –Government to Client			
Who may avail:	Would be couples applying for marriage license one of which is a resident of Bantay			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
O.R. Payments		Treasurer's Office		
Birth Certificate for 18 Years Old		LCR/PSA		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign-in the logbook	1. Applicants are advised to proceed at the Treasurer's office for PMC fee	None	5 Minutes	Constancia Pilarca/ Aimee Pulido/ Evangeline Baay/ Valentina Peru/ Jade Mark Herrera/ Hannah Jill Paet
2. Pay at the Treasurer's Office	2. Receive Payment and issue O.R.	50.00	5 Minutes	Evangeline P. Recuya/ Royce Punio /Bernardita Formoso/ Ma. Cristina D. Angco/ Darel Corpuz



3. Present OR. At the MSWDO/Staff	3.1 Interview (Couples data are recorded in a logbook) 3.2 Couples are requested to fill up/answer the Marriage Expectation Inventory Form 3.3 Inform the applicants of the schedule and time of the counselling session	None	1 Hour	Evangeline P. Recuya/ Royce Punio /Bernardita Formoso/ Ma. Cristina D. Angco/ Darel Corpuz
4. Attend Counselling Session	4.1 Conduct lecture on Responsible Parenthood, Marriage and Family Relations every Monday Morning 4.2 Prepare the PMC Certificate	None	2 Hours 20 Minutes	Aimee Pulido Valentina Peru/ Hannah Jill Paet/ Jade Mark Herrera
5. Receive the Certificate	5. Issue the PMC Certificate	None	1 Minute	Aimee Pulido
TOTAL		50.00	3 Hours & 41 Minutes	

4. ISSUANCE OF SENIOR CITIZENS IDENTIFICATION CARD (OSCA ID)

Senior Citizens are issued Identification Card in order to avail the benefits accorded under RA 9994 of the Expanded Senior Citizens Act

Office or Division:	Municipal Social Welfare and Development Office
Classification:	Simple
Type of Transaction:	G2C –Government to Client
Who may avail:	Senior Citizens
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
Birth Certificate for ne applicant	LCR/PSA
In the absence of Birth Certificate, Baptismal Certificate may do	Church
2pcs 1x1 Picture	
Authorization Letter (For bedridden/Confined in hospital	



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign-in the logbook and fill-up Personal Data Sheet	1. Review/ Evaluate/ Screen	None	20 Minutes	Constancia Pilarca/ Aimee Pulido/ Valentina Peru/ Jade Mark Herrera/ Hannah Jill Paet/ Brion Chino Obrero
2. Wait for the processing and action of MSWDO/ Focal Person/ OSCA Head	2. Prepare and type the data in the ID	None	5 Minutes	Constancia Pilarca/ Aimee Pulido/ Valentina Peru/ Jade Mark Herrera/ Hannah Jill Paet
3. Claim and Receive	3. Issue and release the ID Card to the SC	None	2 Minutes	Constancia Pilarca/ Aimee Pulido/ Valentina Peru/ Jade Mark Herrera/ Hannah Jill Paet/ Brion Chino Obrero
TOTAL		Note: For replacement of ID Cards, 100.00 is being paid. This amount is not officially receipted (No OR) because it will accrue as Trust Fund/ Petty Cash Fund for the maintenance and operational expenses of the FCSAP	27 Minutes	



5. ISSUANCE OF PERSONS WITH DISABILITY IDENTIFICATION CARD (PWD ID)

Person with Disabilities are issued Identification Card in order to avail the benefits accorded under RA 9442 or the Magna Carta for Disabled Person and for other purposes

Office or Division:		Municipal Social Welfare and Development Office		
Classification:		Simple		
Type of Transaction:		G2C –Government to Client		
Who may avail:		Persons with Disability		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Medical Certificate		Attending Doctor		
Certificate of Residency		Barangay		
2pcs 1x1 Picture				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign-in the logbook and fill-up Personal Data Sheet	1. Review/ Evaluate/ Screen	None	10 Minutes	Constancia Pilarca/ Aimee Pulido/ Valentina Peru/ Jade Mark Herrera/ Hannah Jill Paet
2. Wait for the processing and action of MSWDO/ Focal Person/ OSCA Head	2. Prepare and type the data in the ID	None	5 Minutes	Constancia Pilarca/ Aimee Pulido/ Valentina Peru/ Jade Mark Herrera/ Hannah Jill Paet
3. Claim and Receive	3. Issue and release the ID Card to the PWD	None	2 Minutes	Constancia Pilarca/ Aimee Pulido/ Valentina Peru/ Jade Mark Herrera/ Hannah Jill Paet
TOTAL		Note: For replacement of ID Cards, 100.00 is being paid. This amount in not officially receipted (No OR) because it will accrue as Trust Fund/ Petty Cash Fund for the maintenance and operational expenses of the FCSAP	27 Minutes	



6. ISSUANCE OF SOLO PARENT IDENTIFICATION CARD (SOLO PARENT ID)

Identification Cards are issued to qualified beneficiaries to avail of the benefits and other privileges granted them under the Solo Parents Welfare Act

Office or Division:	Municipal Social Welfare and Development Office			
Classification:	Complex			
Type of Transaction:	G2C –Government to Client			
Who may avail:	Solo Parent			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Barangay Certification			Barangay	
Birth Certificate of Child/Ren (Minors)			LCR/PSA/Live Birth	
2pcs 1x1 Picture				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign-in the logbook and fill-up Personal Data Sheet	1. Review/ Evaluate/ Screens, conduct home visit and gather more information, make Social Case study report, prepare and type the ID Card	None	1 Month	Constancia Pilarca/ Aimee Pulido/ Valentina Peru/ Jade Mark Herrera/ Hannah Jill Paet/ Brion Chino Obrero
2. Wait for the processing and action	2. Client is advised when to return	None		
3. Claim and Receive	3. Issue and release the ID Card to the Solo Parent	None	2 Minutes	Constancia Pilarca/ Aimee Pulido/ Valentina Peru/ Jade Mark Herrera/ Hannah Jill Paet/ Brion Chino Obrero
TOTAL		None	1 Month & 2 Minutes	



7. ISSUANCE OF PURCHASE BOOKLET (MEDICINE AND GROCERY) TO SENIOR CITIZENS OR PERSONS WITH DISABILITY

Senior Citizens are issued Purchase Booklet to record and monitor the transaction, avail discounts and other benefits accorded under RA 9994/PDW
 are issued Purchase Booklet to record and monitor the transaction, avail discounts and other benefits accorded under RA 9442

Office or Division:		Municipal Social Welfare and Development Office		
Classification:		Simple		
Type of Transaction:		G2C –Government to Client		
Who may avail:		Senior Citizens/Person with Disability		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Senior Citizen ID/Person with Disability		MSWDO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign-in the logbook and present SC/PWD ID	1. Interview the Senior Citizen/ Person with Disability	None	5 Minutes	Constancia Pilarca/ Aimee Pulido/ Valentina Peru/ Jade Mark Herrera/ Hannah Jill Paet
2. Wait for the issuance of Purchase Booklet	2. Check records and prepares purchase booklet	None	5 Minutes	Constancia Pilarca/ Aimee Pulido/ Valentina Peru/ Jade Mark Herrera/ Hannah Jill Paet
3. Claim and Receive	3. Issue and release the Purchase Booklet to the Senior Citizen/ Person with Disability	None	3 Minutes	Constancia Pilarca/ Aimee Pulido/ Valentina Peru/ Jade Mark Herrera/ Hannah Jill Paet
TOTAL		None	13 Minutes	



8. ISSUANCE OF ENDORSEMENT FOR SOLICITATION PERMIT

Those who will embark of fun raising activities, solicit donation or receive contributions within the municipality must secure first a permit therefore in order to sanction such undertaking

Office or Division:	Municipal Social Welfare and Development Office			
Classification:	Simple			
Type of Transaction:	G2C –Government to Client			
Who may avail:	Schools, Associations, Organization			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter from the Head of Office/ Organization address to the Mayor				
Latest CTC		Barangay, Municipal Treasurer's Office		
Financial Statement of the previous fund raising if any				
Receipts				
Picture of Projects				
Barangay Clearance of the Applicant				
Present any of the ff: SEC, CDA, DOLE, DSWD Registration				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign-in the logbook and fill up solicitation form	1.1 Act on the application deny or endorse favorably to the mayor (Fill up application form)	None	20 Minutes	Constancia Pilarca/ Aimee Pulido/ Valentina Peru/ Jade Mark Herrera/ Hannah Jill Paet
	1.2 Advise applicant at the Treasury Office to ay Solicitation fee as follows	Solicited amount is above 5,000.00 but not less than 20,000.00 = P100.00 Solicited amount is More than 20,000.00	5 Minutes	Evangeline P. Recuya/ Royce Punio /Bernardita Formoso/ Ma. Cristina D. Angco/ Darel Corpuz
	1.3 Further instruct client that after paying, proceed to Mayor Office and secure Solicitation Permit	None		Mayor's Office Staff
TOTAL			25 Minutes	



9. CENTENARIAN CASH INCENTIVE

Under the Republic Act 10868 (An act honoring and granting additional benefits to Filipino Centenarian and other purposes or Centenarian Act if 2016) Filipinos who live 100 years will receive cash gift worth 3,000.00

Office or Division:	Municipal Social Welfare and Development Office			
Classification:	Complex			
Type of Transaction:	G2C –Government to Client			
Who may avail:	Centenarian and Immediate Relative in case the Centenarian is deceased			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Certificate of Indigency		Barangay		
SC ID		MSWDO		
Birth Certificate/Baptismal Certificate		LCR		
Picture (Whole Body)				
In case the centenarian is deceased: spa off the claimant's relative				
Any valid ID of the claimant				
SC ID of the deceased centenarian				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign-in the logbook and inform the MSWD Office about the presence of a Centenarian in the Barangay	1.1 Secure pass slip at the HRMO, conduct Home Visit to gather collateral information for basis of recommendation of approval/ interview and inform the submission of the requirements for assessment 1.2 Prepare/ accomplish all supporting paper (Such as Certificate of Eligibility, Petty Cash voucher with attachment of the requirements	None	4 Hours	Constancia Pilarca/ Aimee Pulido/ Valentina Peru/ Jade Mark Herrera/ Hannah Jill Paet



	1.3 Submit at the Budget Office for ALOB, then to the Accounting Office for recording after which to the Office of the Treasurer for payment 1.4 The MSWDO Staff advise the client to claim the assistance	None	2 Days	Amalia Irreverre, Flordeliza Reboroso, Hubert Mauricio Paz, Samuel Parilla
			10 Minutes	Constancia Pilarca/ Aimee Pulido/ Valentina Peru/ Jade Mark Herrera/ Hannah Jill Paet
2. Receive the Financial Assistance	2. Client sign/thumbmark the Program Check Receipt and Logbook then Assist client in claiming the assistance	None	30 Minutes	Treasury Office

10. SOCIAL PENSION TO INDIGENT PERSONS WITH DISABILITIES

Provision of Monthly Stipend to indigent persons with disabilities to augment with their daily subsistence and other medical needs

Office or Division:	Municipal Social Welfare and Development Office			
Classification:	Highly Complex			
Type of Transaction:	G2C –Government to Client			
Who may avail:	Indigent Persons with Disabilities			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Certificate of Indigency		Barangay		
PWD ID		MSWDO		
Registration Form		MSWDO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Logbook	1. Check the name in the master list or PWD registry and validate the documents	None	5 Minutes	Constancia Pilarca/ Aimee Pulido/ Valentina Peru/ Jade Mark Herrera/ Hannah Jill Paet



2. Submit necessary Document	<p>2.1 Conduct home visitation/ collateral information, Determines eligibility of the client</p> <p>2.2 If qualified: Present PWD to the selection committee headed by Mayor Samuel Parilla for confirmation and approval</p> <p>2.3 Prepare/ Accomplish all supporting paper (Such as Certificate of Eligibility, Petty Cash</p> <p>2.4 Submit at the Budget Office for ALOBS, then to the Accounting Office for recording after which to the Office of the Treasurer for payment</p>	None	<p>3 Hours</p> <p>40 Minute</p> <p>20 Minutes</p> <p>2 Working Days</p>	<p>Constancia Pilarca/ Aimee Pulido/ Valentina Peru/ Jade Mark Herrera/ Hannah Jill Paet</p> <p>Amalia Irreverre, Flordeliza Reboroso, Hubert Mauricio Paz, Samuel Parilla</p>
3. Receive the Financial Assistance	3. Client sign the Program Check Receipt and Logbook then Assist client in claiming the Assistance	None	30 Minutes	Treasury Office
TOTAL		None	2 Days 4 Hours & 35 Minutes	



11. CERTIFICATION (COURT, DRUG REHABILITATION, SCHOLARSHIP, OFW, ETC.

Certificate is issued so that less fortunate can avail of the privileges from the municipal as well as referrals to agencies to avail and apply for assistance

Office or Division:	Municipal Social Welfare and Development Office			
Classification:	Simple			
Type of Transaction:	G2C –Government to Client			
Who may avail:	Individual			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Certification from Barangay Caption			Barangay	
Certification from Assessor's Office			Assessor's Office	
Picture of Properties				
Pay slip if Employed				
Electric Bill				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Logbook	1.1 Interview Client (Fill up intake sheet form), Assessment, Secure pass slip at the HRMO, conduct Home Visitation to validate gathered information	None	4 Hours	Constancia Pilarca/ Aimee Pulido/ Valentina Peru/ Jade Mark Herrera/ Hannah Jill Paet
	1.2 Client is advised when to return			
	1.3 Prepare the Certification based on the data gathered from the client		1 Day	
2. Receive the Certification for Submission to the designated person or office	2.1 Release all pertinent papers relative to the request	None	15 Minutes	Constancia Pilarca/ Aimee Pulido/ Valentina Peru/ Jade Mark Herrera/ Hannah Jill Paet
	2.2 Further instruct client on what to do for facilitate next			
TOTAL		None	1 Day 4 Hours & 15 Minutes	



Municipal Health Office



1. OUT PATIENT MEDICAL CONSULTATION AND TREATMENT

Extension of medical services to patients that include history taking, physical and laboratory examination, medical prescription, diagnosis, treatment and referral if warranted

Office or Division:	Municipal Health Office			
Classification:	SIMPLE			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Constituents of Bantay			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Philhealth ID or MDR			Philhealth Office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign-in the client log book	1. Submit the name of patient to the admission staff	None	2 Minutes	Designated Officer of the day
2. Proceed to the admission area	2. Old Patients: Information taking Measurement and encoding of vital signs; New Patients: Create electronic medical record	None	5 Minutes 10 Minutes	RHU Staff
3. Proceed to waiting area and wait for your name to be called to the Doctor's Room	3. Health Lectures/ Teachings	None	0 Minutes	RHU Staff
4. Proceed to Doctor's room for consultation/ treatment	4. Physical Examination; Refer for Lab. Exams, if warranted; Assessment; Refer to health facilities if warranted	None	15 Minutes	Dra, Tolentino/Dra. Almira Divina



5. Proceed to the dispensing area	5. Provide available medication, instructions on intake of medicine and health teaching; Prepare referral forms to other health facilities	None	10 Minutes	Clarissa Corpuz/ Rogin Rafin/ Allen Nabor
TOTAL		None	32 Minute (Old Patients); 37 Minutes (New Patients)	

2. MEDICO-LEGAL SERVICES

Examination of victims of abuse, trauma or accidents occurring within the jurisdiction of the Municipality.

Office or Division:	Municipal Health Office			
Classification:	SIMPLE			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Cases that occurred within the AOR			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Order of Payment			Treasurer's Office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign-in the client log book	1. Submit the name of patient to the admission staff	None	2 Minutes	Designated Officer of the day
2. Proceed to the admission area	2. Old Patients: Information taking Measurement and encoding of vital signs; New Patients: Create electronic medical record	None	5 Minutes 10 Minutes	RHU Staff



3. Proceed to waiting area and wait for your name to be called to the Doctor's Room	3. Health Lectures/ Teachings	None	0 Minutes	RHU Staff
4. Proceed to Doctor's room for consultation/ treatment	4. Physical Examination; Refer for Lab. Exams, if warranted; Assessment; Refer to health facilities if warranted	None	15 Minutes	Dra, Tolentino/Dra. Almira Divina
5. Pay fees	5. Receives payment and issue O.R.	130.00	10 Minutes	Treasury Office
6. Proceed to the dispensing area	6. Provide medications w/ proper instructions; Prepare Referrals; Issue medico-legal report/certificate	None	4 Hours	Clarissa Corpuz/ Rogin Rafin/ Allen Nabor
TOTAL		130.00	4 Hours & 32 Minutes (Old Patients); 4 Hours & 37 Minutes (New Patients)	

3. LABORATORY SERVICES

The laboratory section of the MHO offers routine diagnostic laboratory test and blood chemistry analysis every Mondays and Fridays

Office or Division:	Municipal Health Office
Classification:	SIMPLE
Type of Transaction:	G2C – Government to Client
Who may avail:	The General Public
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
Laboratory Request	Hospital Doctors, Dra. Tolentino/Dra. Divina
Order of Payment	Treasurer's Office



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign-in the client log book	1. Submit the name of patient to the admission staff	None	2 Minutes	Designated Officer of the day
2. Proceed to the Laboratory section	2. Collect the laboratory request; Prepares Order of Payment for Procedures requested	None	5 Minutes	Lorna Rabara/ Mel Arvin Pagalanan
3. Pay fees	3. Receives payment and issue O.R.	CBC = 70.00 HCT = 30.00 Platelet Count = 90.00 Blood Typing = 60.00 Urinalysis = 40.00 Fecalalysis = 30.00 Gram's Stain = 80.00 KOH = 30.00 FBS = 80.00 Total Cholesterol = 100.00 Triglycerides = 100.00 BUA = 100.00 BUN = 100.00 Creatinine = 100.00 HBSAg = 170.00	5 Minutes	Evangeline P. Recuya/ Royce Punio /Bernardita Formoso/ Ma. Cristina D. Angco/ Darel Corpuz
4. Proceed to the laboratory for the conduct of laboratory examination	4. Extract, collect, and process specimen and record results	None	CBC = 30 Minutes HCT = 30 Minutes Platelet Count = 30 Minutes Blood Typing = 30 Minutes Urinalysis = 30 Minutes Fecalalysis = 30 Minutes	Lorna Rabara/ Mel Alvin Pagalanan



			Gram's Stain = 2 Hours KOH = 45 Minutes FBS = 3 Hours Total Cholesterol = 3 Hours Triglycerides = 3 Hrs BUA = 3 Hours BUN = 3 Hours Creatinine = 3 Hours HBSAg = 30 Minutes RPR = 30 Minutes HIV = 30 Minute AFB = 3 Days SSS = 1 Day GX = 3 Hours	
5. Receive laboratory result	5. Issue copy of laboratory results	None	15 Minutes to 3 Hours (Depending on the examination requested)	Lorna Rabara/ Mel Alvin Pagalanan
			3 Days 3 Hours & 32 Minutes	



4. ANTI-TUBERCULOSIS DRUGS

Free TB Drugs to diagnosed cases based on the National Tuberculosis Program

Office or Division:		Municipal Health Office		
Classification:		SIMPLE		
Type of Transaction:		G2C – Government to Client		
Who may avail:		The General Public		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Philhealth ID or MDR		Philhealth Office		
X-ray Result		Hospital of Choice		
Sputum cup with phlegm		RHU Laboratory		
Laboratory Result		RHU Laboratory		
NTP Treatment Card		Maricel Madriaga		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign-in the client log book	1. Submit the name of patient to the admission staff	None	2 Minutes	Designated Officer of the day
2. Proceed to the admission area	2. Old Patients: Information taking Measurement and encoding of vital signs; New Patients: Create electronic medical record	None	5 Minutes 10 Minutes	RHU Staff
3. Proceed to DOTS corner for sputum collection	3. Instruct the patient on proper collection of sputum	None	15 Minutes	Maricel A. Madriaga PHN
4. Submit sputum collected for processing	4. Examine sputum (Gx MTB/Rif)	None	1 Day	Maricel A. Madriaga PHN
5. Return to MH Office to follow-up sputum result	5. Give result to patient	None	3 Minutes	Lorna Rabara/ Mel Alvin Pagalanan
6. Proceed to Doctor's room for consultation	6. Asses and assign treatment category	None	30 Minutes	Dra. Tolentino/ Dra. Divina
7. Proceed to DOTS area	7. Initiate treatment and provide medications with instructions	None	1 Hour	Maricel A. Madriaga PHN



	8. Ask for subjective and objective complaints, if any and refer to physician, Review and update Card	None	2 Minutes	Maricel A. Madriaga PHN
	9. Provide anti-TB drugs & Health teachings	None	5 Minutes	
	TOTAL	None	New Patient = 1 Day 2 hours & 17 Minutes Old Patient = 1 Day 2 hours & 12 Minutes	

5. ANTI-LEPROSY DRUGS

Free leprosy drugs to diagnosed cases based on the National Leprosy Program

Office or Division:	Municipal Health Office			
Classification:	SIMPLE			
Type of Transaction:	G2C – Government to Client			
Who may avail:	The General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Philhealth ID or MDR		Philhealth Office		
SSS/Biopsy Result		Hospital		
Surgical Blade & Specimen		Lorna Rabara, Maricel Madriaga, Arvin Pagalanan		
Request Form		Lorna Rabara, Arvin Pagalanan		
Laboratory Result		Lorna Rabara, Arvin Pagalanan		
Treatment Card		Maricel Madriaga		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign-in the client log book	1. Submit the name of patient to the admission staff	None	2 Minutes	Designated Officer of the day



2. Proceed to the admission area	2. Old Patients: Information taking Measurement and encoding of vital signs; New Patients: Create electronic medical record	None	5 Minutes 10 Minutes	RHU Staff
3. Proceed to Doctor's room for consultation	3. MHO Assesses and assigns treatment category	None	30 Minutes	Dra. Tolentino/ Dra. Divina
4. Proceed to the laboratory for SSS	4. Trained MedTech will take a sample specimen from the patient	None	1 Day	Lorna Rabara
5. Return to MH Office to follow-up SSS Result	5. Medical Technologist/ Microscopist give result to patient	None	3 Minutes	Lorna Rabara
6. Proceed to Doctor's room for consultation	6. MHO assess and assign treatment category	None	30 Minutes	Dra. Tolentino/ Dra. Divina
7. For paucibacillary or Multibacillary patients	7. Assessment, Initiation of treatment, giving of medications with instructions	None	1 Hour	Maricel Madriaga
	8. Ask for Subjective and objective complaints if any and refer to physician, Review and Update card	None	2 Minutes	Maricel Madriaga



9. Proceed to drug collection	9. Provide anti-Leprosy drugs & Health teachings	None	5 Minutes	
TOTAL		None	Old Patient = 1 Day 2 Hours & 22 Minutes New Patient = 1 Day 2 Hours & 27 Minutes	

6. PROGRAMMATIC MANAGEMENT OF DRUG-RESISTANT TUBERCULOSIS

Screening, Case Finding and Case Holding of Drug-resistant tuberculosis

Office or Division:	Municipal Health Office			
Classification:	SIMPLE			
Type of Transaction:	G2C – Government to Client			
Who may avail:	The General Public (Provincial-Wide)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Referral Form		Hospital		
Sputum Results		Hospital/RHU Laboratory		
X-ray results and other lab results		Hospital		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Assessment	1.1 Screening of patients using the PMDT screening tool 1.2 Gathering of demographics data 1.3 Review of signs and symptoms & past medical history 1.4 History taking on TB treatment 1.5 History taking on social and sexual history 1.6 Gathering of vital signs 1.7 Documentation of results and attachments	None	15 Minutes	STC Nurse on duty



	<p>1.8 Categorizing the patient</p> <p>1.9 Final assessment if for gene xpert</p> <p>1.10 Signing of informed consent and commitment to undergo Treatment for Drug-Resistant TB</p>			
2. Sputum Collection	<p>2.1 Provision of 1 sputum cup properly labeled</p> <p>2.2 Instructing patient how to cough out properly</p> <p>2.3 Inspection of submitted specimen</p> <p>2.4 Filling up of Laboratory request form</p> <p>2.5 Filling up of Specimen receiving form</p> <p>2.6 Delivery of sputum specimen to the Laboratory</p>	None	15 Minutes	STC Nurse on duty
3. Gene Xpert Testing	3. Medtech on duty runs the specimen submitted by the patient for gene Xpert	None	3 Hours	MedTech/ GX Technician
4. Releasing of results	4. Medtech or STC nurse release the result for the patient	None	5 Minutes	MedTech/ GX Technician/ STC Nurse/ TB Dots Nurse



<p>5. Initiation of Treatment</p>	<p>5. Filling up Forms; -Treatment Card - Patient Progress report form - Contract of Patient for treatment - Contact Initial Investigation Form - Residence Verification Form - Consiliumex - BDO enrollment form - Others Information, Education & Communication - Drug education - Contact Tracing - TB & DRTB - HIV - Others 5.1 Directly Observed Treatment</p>	<p>None</p>	<p>2 Hours</p>	<p>STC Nurse on duty</p>
<p>6. Continuation of Treatment</p>	<p>6.1 Patient gives the Booklet and medicine cup to the STC nurse 6.2 STC Nurse review the patient's chart for the medicine 6.3 STC Nurse give medicines</p>	<p>None</p>	<p>10 Minute</p>	<p>STC Nurse on duty</p>



	6.4 Patient drinks the drug under the direct supervision of the STC Nurse/ Treatment partner 6.5 Signing of Patients Booklet 6.6 Information Education Communication if needed	None	10 Minute	STC Nurse on duty
TOTAL		None	3 Hours & 45 Minutes	

7. DENTAL SERVICES

Prevention and treatment of dental diseases, gum disorders, consultation and tooth extraction, the service is offered free and available from Monday-Friday

Office or Division:	Municipal Health Office			
Classification:	SIMPLE			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Pregnant Mother, Pre-Schoolers, School Children of Bantay, General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Dental Certificate		Treasurer's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign-in the client log book	1. Submit the name of patient to the admission staff	None	2 Minutes	Designated Officer of the day
2. Proceed to the admission area	2. Old Patients: Information taking Measurement and encoding of vital signs; New Patients: Create electronic medical record	None	5 Minutes 10 Minutes	RHU Staff



3. Proceed to waiting area and wait for your name to be called to the Doctors Room	3. Dentist attends to patients need by checking on his dental problem	None	30 Minutes	Dr. Ginalyn Oania/ Dr. Fatima Malcava
4. Proceed to Doctors room for consultation or tooth extraction	4. Performs dental clinic/care provide dental advice, dental certificate	150/Anesthesia 130 Dental Certificates	30 Minutes	Dr. Ginalyn Oania/ Dr. Fatima Malcava
5. Proceed to the dispensing area	5. Provide available medication, instructions on intake of medicines and health teachings; prepare referrals forms to other health facilities	None	10 Minutes	Clarissa Corpuz/ Rogin Rafin/ Allen Nabor
TOTAL		280.00 (Depends on amount of anesthesia given)	New Patient = 1 Hour & 17 Minutes Old Patients = 1 Hour & 22 Minutes	

8. WOMEN'S HEALTH SERVICES

The giving of examinations for Prenatal Check-Up, Reproductive tract infection to all women of reproductive age within the LGU's jurisdiction. Also, the Office performs pap-smear, Immunization and different laboratory services

Office or Division:	Municipal Health Office
Classification:	SIMPLE
Type of Transaction:	G2C – Government to Client
Who may avail:	Pregnant Mother, Pre-Schoolers, School Children of Bantay, General Public
CHECKLIST OF REQUIREMENTS	
Pink Card	RHU
Doctor's Prescription	Dra. Tolentino/Dra. Divina
Laboratory Result	Hospital/Lorna Rabara
Ultrasound Result	Hospital
Papsmear Result	Hospital



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign-in the client log book	1. Submit the name of patient to the admission staff	None	2 Minutes	Designated Officer of the day
2. Proceed to the admission area	2. Old Patients: Information taking Measurement and encoding of vital signs; New Patients: Create electronic medical record	None	5 Minutes 10 Minutes	RHU Staff
3. Proceed to waiting area and wait for your name to be called by the midwife	3. Health Lectures/ Teachings	None	0 Minutes	RHU Staff
4. Proceed to OLD labor room for check-up	4. Performs pre-natal check-up, immunization, laboratory, pap-smear/provision of pink card	150/ pap-smear	30 Minutes	RHM
5. Proceed to the Doctor's room for consultation/ treatment	5. Physical Examination; Referral for lab exams if warranted; Assessment; Referral to Health Facilities if warranted	None	20 Minutes	Dra. Tolentino/ Dra. Divina



6. Proceed to the dispensing area	6. Provide available medication; giving of instruction on intake of med; giving of health teachings; prepare referrals forms to other facilities	None	10 Minute	Rogin Rafin/ Clarissa Corpuz/ Allen Nabor
TOTAL		150/ pap-smear	New Patient = 1 Hour & 17 Mins Old Patient = 1 Hour & 12 Minutes	

9. ISSUANCE OF HEALTH CERTIFICATES

Medical/Health examination is given by the MHO as may be required by law, ordinances and regulations such as those needed for employment, application for leaves, driver's license. Enrollment, authenticate sickness and for other purposes

Office or Division:	Municipal Health Office			
Classification:	SIMPLE			
Type of Transaction:	G2C – Government to Client			
Who may avail:	The General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Drug Test Result		Hospital		
Xray Result		Hospital		
Laboratory Result (CBC and Urinalysis)		Hospital/Treasury Office		
Neuro-Physical Test		Hospital		
Official Receipt		Treasurer's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign-in the client log book	1. Submit the name of patient to the admission staff	None	2 Minutes	Designated Officer of the day



2. Proceed to the admission area	2. Old Patients: Information taking Measurement and encoding of vital signs; New Patients: Create electronic medical record	None	5 Minutes 10 Minutes	RHU Staff
3. Submit the required laboratory examinations, if there is any	3. RHU staff collects the required laboratory examinations and enter it in the EMR; Prepares order of payment and instructs patient to pay	CBC = 70.00 U/A = 40.00	10 Minutes	RHU Staff
4. Pay fees	4. Receives payment and issues official receipt	None	10 Minutes	Treasurer's Office
5. Proceed to the Health Office for assessment and examination	5. Physical examination and assessment of patient	None	10 Minutes	Dra. Tolentino/ Dra. Divina
6. Proceed to the dispensing area for issuance of health certificate	6. Prepares Health Certificate and have it signed by the physician who assessed the patient	None	10 Minutes	April Joy Pascua
TOTAL		CBC = 70.00 U/A = 40.00	New Patient = 57 Minutes Old Patient = 52 Minutes	



10. ISSUANCE OF DEATH CERTIFICATE

The cause of death in human lives has to be attested in order that it can be recorded or accepted for registrations at the Office of the LCR, thus all cases of mortality occurring with the jurisdiction of the Municipality has to be used with a covering death certificate

Office or Division:	Municipal Health Office			
Classification:	SIMPLE			
Type of Transaction:	G2C – Government to Client			
Who may avail:	The General Public			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Death Certificate			LCR	
Medical Certificate			Hospital/Dra.	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign-in the client log book	1. Instruct client to secure Death and Medical Certificate forms from the doctor who last attended to the case	None	5 Minutes	April Joy Pascua Designated Officer of the day
2. Proceed to the Sanitary Inspector's desk	2.1 Death Certificate filled-up 2.2 Prepare order of payment	None	10 Minutes	April Joy Pascua/ Eric John Rabara
3. Pay fees (*Transfer of cadaver)	3. Receives payment and issues official receipt	100.00	10 Minutes	Evangeline P. Recuya/ Royce Punio /Bernardita Formoso/ Ma. Cristina D. Angco/ Darel Corpuz
4. Proceed to waiting area	4. Dully filled-up Death Certificate is reviewed and signed	None	5 Minutes (It may vary depending on the number of patient/ clients)	Dra. Tolentino/ Dra. Divina



5. Get Death certificate (* and transfer of Cadaver)	5. Duly signed and reviewed Death Certificate is handed to clients; Instruct client to proceed at the MCRO for recording	None	10 Minutes	MCR Office
TOTAL		100.00	40 Minutes	

11. ISSUANCE OF SANITARY PERMIT

All business establishments are required to secure sanitary inspection permit prior to operation for the enforcement of the provisions of the sanitary code of the Philippines. (PD 856 as amended) and its IRR

Office or Division:	Municipal Health Office			
Classification:	SIMPLE			
Type of Transaction:	G2C – Government to Client			
Who may avail:	The General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Laboratory Result		Hospital/RHU		
Order of payment		Treasurer's Office		
Sanitary Permit/Health ID		Sanitary Inspector		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign-in the client log book	1. Submit the name of client to the Sanitary Inspector	None	2 Minutes	April Joy Pascua/ Eric John Rabara
2. Proceed to sanitary inspector (SI) and get the requirement list	2. SI gives request; Gives list of needed requirements	None	5 Minutes	April Joy Pascua/ Eric John Rabara
3. Submit documents for verification and assessment and get order of payment	3.1 SI check and verifies documents;	None	10 Minutes	April Joy Pascua/ Eric John Rabara
	3.2 SI prepares order if payment and instruct the client to pay		2 Minutes	



4. Pay Fees Note: * in the assessment of Fees/ charges at the mayor's office for business establishments, the amount to be paid is already included	4. Receives payment and issues official receipt	None	5 Minutes	Evangeline P. Recuya/ Royce Punio /Bernardita Formoso/ Ma. Cristina D. Angco/ Darel Corpuz
5. Proceed to the SI for health and sanitation reminders and get sanitary permit/health certificate	5. SI prepares and issues Sanitary Permit, Medical or health ID's, as the case may be;	Health ID = 130.00	10 Minutes	Dra. Tolentino/ Dra. Divina
6. Wait for the SI to conduct Inspection	6. SI will conduct actual ocular inspection of the business and informs owners of any negative findings for that they have to correct	None	45 Minutes	April Joy Pascua
7. Complies and corrects negative finding of sanitary inspection	7. SI will reinspect the establishment	None	45 Minutes	April Joy Pascua
TOTAL		130.00	2 Hours & 4 Minutes	

12. ISSUANCE OF PERMIT TO OPEN TOMB

The cause of death in human lives has to be attested in order that it can be recorded or accepted for registration at the Office of the LCR. Thus all cases of mortality occurring with the jurisdiction of the Municipality has to be used with a covering death certificate

Office or Division:	Municipal Health Office
Classification:	SIMPLE
Type of Transaction:	G2C – Government to Client
Who may avail:	The General Public
CHECKLIST OF REQUIREMENTS	
Order of Payment	Treasurer's Office



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign-in the client log book	1. Submit the name of client to the Sanitary Inspector	None	2 Minutes	April Joy Pascua/ Eric John Rabara
2. Proceed to the Sanitary Inspector's Desk	2. Prepare order of payment	None	10 Minutes	April Joy Pascua/ Eric John Rabara
3. Pay Fees (*Permit to Open Tomb) at the treasury	3. Receives payment and issues official receipt	100.00	10 Minutes	Evangeline P. Recuya/ Royce Punio /Bernardita Formoso/ Ma. Cristina D. Angco/ Darel Corpuz
4. Proceed to waiting area	Only 10 years and above shall be approved or it may depend on cause of death; 4. Prepare the permit to open tomb, duly signed by the Municipal Health Officer/Medical Officer II and instruct the client to present the permit to the church	None	5 Minutes (it may vary depending on the number of patent/clients)	Dra. Tolentino/ Dra. Divina
5. Get the permit to Open Tomb	5. Present the permit to church personnel	None		Church Personnel
TOTAL		100.00	30 Minutes	



13. WELL-BABY SERVICES AND CHILD CARE (IMMUNIZATION)

Extension of free immunization to all children 0-12 months in accordance with the National Program on Immunization of the DOH, done every Wednesday morning or as scheduled at the Barangay

Office or Division:		Municipal Health Office		
Classification:		SIMPLE		
Type of Transaction:		G2C – Government to Client		
Who may avail:		The General Public		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Immunization Card			Hospital/RHU	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign-in the client log book	1. Submit the name of patient to the admission staff Collects immunization cards and assigns number informs mother to proceed to the waiting area	None	10 Minutes	April Joy Pascua/ Eric John Rabara
2. Proceed to the waiting area and listen to the well-bay lecture	2. Assigned staff gives lecture	None	30-45 Minutes	RHU Staff on duty
3. Wait for the staff to accomplish/fill-up immunization card	3.1 Vital signs taking 3.2 Filling-up of the immunization card/booklet 3.3 For new clients, immunization card will be prepared	None	20 Minutes	RHU Staff on duty
4. Proceed to the immunization table	4.1 Assesses/ checks status of Baby 4.2 Provide immunization to Baby 4.3 Provide vitamin A to 9-11 mos. babies	None	15 Minutes	RHM



	4.4 Provide instruction for next schedule 4.5 Instructs mother/ guardians on post-immunization care for baby 4.6 Gives back immunization card			
TOTAL		None	1 Hour & 30 Minutes	

14. PRE-MARRIAGE COUNSELING (PMC CERTIFICATE)

As required under the Family Code of the Philippines (E.O. 209) the couple should undergo pre-marriage counselling otherwise the LCR shall suspend the issuance of marriage license for three (3) months from the completion of the publication of the application

Office or Division:	Municipal Health Office			
Classification:	SIMPLE			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Would be couples applying for marriage license, one of which must be a resident of Bantay			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Birth Certificate (18 Years Old)			LCR	
Order of Payment			Treasurer's Office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Apply in person	1. Applicants are advised to proceed at the Treasurer's office of PMC fee	None	2 Minutes	MSWDO Staff
2. Pay Fees	2. Receives payment and issues Official Receipt	50.00	5 Minutes	Treasurer's Office



<p>3. Present OR at the MSWDO</p>	<p>3.1 Couples are recorded in a logbook and interview 3.2 Informs the applicants of the schedule and time of counselling sessions</p>	<p>None</p>	<p>30 Minutes</p>	<p>MSWDO Staff</p>
<p>4. Attend Counselling Sessions</p> <p>Note: Every Mondays AM – MSWDO PM – MHO</p>	<p>4.1 Conducts lecture on responsible Parenthood, Marriage and Family Relations 4.2 MHO on population education, human sexuality and family planning 4.3 Facilitates the preparation of the PMC certificate 4.4 Signing of the certificate by the PMC counselling team</p>	<p>None</p>	<p>2 Hours 2 Hours 30 Minutes 3 Minutes</p>	<p>MSDWO Staff/ MHO/ Allen Nabor/ Dominic Bajet</p>
<p style="text-align: right;">TOTAL</p>		<p>50.00</p>	<p>5 Hours & 10 Minutes</p>	



15. FREE AND SAFE BLOOD

Free blood for those who are in need like Vehicular accident cases, Medical condition and other conditions

Office or Division:	Municipal Health Office			
Classification:	SIMPLE			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Constituents of Bantay in need of blood			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Blood			ISPH-GS Blood bank and Philippine Red Cross	
Doctor's blood request			Hospital where patient is confined	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in at the client log book	1.1 Submit the name if patient to the admission staff 1.2 Ask for client's purpose then leads the client to the municipal health officer	None	2 Minutes	Designated Officer of the day
2. Present blood request to Municipal Health Officer	2. Check for availability of blood stock in the client's barangay	None	5 Minutes	Maricel Madriaga/ Dra. Tolentino
3. If blood is available, client goes to barangay captain for signature of request	3. Instructs client to got to Barangay Captain for signature	None	2 Minutes	Maricel Madriaga/ Dra. Tolentino
4. Presents duly signed request form	4. Makes endorsement letter to partner agency	None	3 Minutes	RHU Staff
5. Sign the blood dispensing form	5. Let the patient sign blood dispensing form then instruct patient to proceed to ISPH-GS Blood Bank or Philippine Red Cross	None	2 Minutes	RHU Staff
TOTAL		None	14 Minutes	



16. AUTOPSY OF MEDICO-LEGAL CASES

Performance of autopsy on Medico-Legal Cases

Office or Division:	Municipal Health Office			
Classification:	SIMPLE			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Victims of medico-legal cases within the municipality			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Autopsy Request			Philippine National Police	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in at the client log book and autopsy request	1. Receive request. Perform and record post mortem findings	None	2 Hours	Designated Officer of the day
2. Receives autopsy report	2. Prepare and issue the autopsy report	None	1 Day	Dra. Tolentino/ Dra. Divina
TOTAL		None	1 Day and 2 Hours	

17. FAMILY PLANNING COMMODITIES

Free family planning commodities to the new acceptors and current acceptors

Office or Division:	Municipal Health Office			
Classification:	SIMPLE			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Men and Women of Bantay under reproductive age			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None			None	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in at the client log book	1. Submit the name if patient to the admission staff	None	2 Minutes	Designated Officer of the day
2. Proceed to the admission area	2. Old Patients: Information taking Measurement and encoding of vital signs; New Patients: Create electronic medical record	None	5 Minutes 10 Minutes	RHU Staff



3. Proceed to waiting area and wait for your name to be called	3. Health lectures and teaching the different family planning methods	None	20 Minutes	RHM and Allen Nabor
4. Proceed to the treatment area and accept the method you choose	4. Provide Immunization of DEPO and insertion of UID	None	30 Minutes	RHM
5. Proceed to dispensing area	5.1 Provide the family planning commodities 5.2 Provide instruction on intake pill and health teachings	None	10 Minutes	RHU Staff, RHM
TOTAL		None	New Patient = 1 Hour and 12 Minutes Old Patient = 1 Hour and 7 Minutes	



Municipal Disaster and Risk Reduction Management Office



1. ASSISTANCE DURING EMERGENCY CASES

Design, Program, Coordinate and Implement DRRMC Standards and Guidelines

Office or Division:	MDRRM Office			
Classification:	Simple			
Type of Transaction:	G2C/G2G –Government to Client/Government to Government			
Who may avail:	All residents of Bantay & Non-Residents needing emergency services within the Area of Responsibility			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Call the MDRRMO Hotline Numbers			MDRRM Hotline	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Call MDRRMO Hotline	1.1 Immediate Response	None	5 Minutes	1 st Responders
	1.2 Assess the Situation and coordinate with concerned responders		5 Minutes	
	1.3 Provide Medical assistance as need		10 Minutes	EMS
	1.4 Immediate transport victim/s to the nearest and capable hospital for further care and management		45 Minutes	EMS
	1.5 Record the incident		5 Minutes	MDRRMO
TOTAL		None	1 Hour & 10 Minutes	



2. CONDUCT OF TRAINING RELATED TO DRRM

These are DRRM Training in BLS, CPR, First Aid, Earthquake Drill and other related Training Programs

Office or Division:		MDRRM Office		
Classification:		Simple		
Type of Transaction:		G2G –Government to Government		
Who may avail:		All Barangays, NGO, NGA, Schools		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approved written request		Office of the Mayor		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in client Logbook and submit copy of request	1. Set the date of the training	None	3 Minutes	MDRRM Officer
2. Prepare the Training venue and training participants	2. Conduct Trainings; <ul style="list-style-type: none"> • First Aid, Basic Life Support and CPR • Earthquake Drills • Training Related to DRRM 	None	16 Hours 5 Hours 5 Hours	
TOTAL		None	26 Hours 3 Minutes	



General Services Office



1. PROCUREMENT OF GOODS

To provide supplies need for different offices of LGU Bantay and DepEd Bantay

Office or Division:	General Services Office			
Classification:	SIMPLE			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Different Offices of LGU-Bantay and DepEd			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Purchase Request			GSO	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit purchase request slip	1. Verify the availability of fund in the annual budget	None	20 Minutes	Jethro Romulo Irreverre
2.	2. Submit Request to BAC to decide on the mode of procurement	None	5 Minutes	William V. Padre
3.	3. Prepare Request for Quotation for at least 3 suppliers and abstract of canvass for (Shopping, Small Value Procurement and Emergency)	None	3 Hours	Jethro Romulo Irreverre/ Mclloyd Cortez
4.	4. Prepare Purchase Order and serve a copy to the supplier	None	2 Hours	Jethro Romulo Irreverre/ Mclloyd Cortez
5.	5. Forward documents to the budget office		10 Minutes	Mclloyd Cortez
6.	6. Prepare Inspection Report	None	20 Minutes	Jethro Romulo Irreverre/ Mclloyd Cortez
7. Accepts Goods	7. Issue the good to the Requesting Office	None	30 Minutes	Mclloyd Cortez
TOTAL			6 Hours & 25 Minutes	



Business Permit & Licensing Office



1. ISSUANCE OF MAYOR'S BUSINESS PERMIT FOR NEW BUSINESS

All enterprises are required to secure a Mayor's Business Permit before the start of business operations

Office or Division:	Business Permit & Licensing Office			
Classification:	SIMPLE			
Type of Transaction:	G2C – Government to Client			
Who may avail:	New Business Investors			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Barangay Business Clearance (Original)		Barangay where business is located		
Zoning/Locational Clearance		M.P.D.C. Office/Zoning Officer		
Occupancy Permit		Engineering Office		
Sanitary Permit/Health Clearance		RHU		
DTI Registration (Single Proprietor)		DTI		
SEC Registration (Corporation)		SEC		
Lessor's Permit (if Renting)		R.E. Lessor/Owner		
Tax Declaration of Property (If Owned)		Applicant/Assessor's Office		
Other relative issuances in compliance to environment, health and peace and order				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly Filed-up Application form with complete requirements	1. Assess, facilitate approval and release approved assessment	None	15 Minutes	William V. Padre/ Geraldine P. Paat
2. Present approved assessment and pay tax and fees at the Treasury Office	2. Collect payment and issue Official Receipt	Please refer to Article A, Section 2.A.03; Section 4A.01, pg 1-9; Article B, Section 4B.02, pg.a-b; Article C. Section 4C.02, pg. a-b; Article D, Section 4D.01; Article N, Section 4N.02 pg. a-e	5 Minutes	Evangeline P. Recuya/ Royce Punio /Bernardita Formoso/ Ma. Cristina D. Angco/ Darel Corpuz
3. Present proof of payment and acknowledge receipt of business license on the following day	3. Issuance of Mayor's Business Permit	None	1 Day	Marjorie R. Madriaga/ Geraldine P. Paat/ Ralph Dee B. Jaramilla
TOTAL			1 Day & 20 Minutes	



2. ISSUANCE OF MAYOR'S BUSINESS PERMIT FOR BUSINESS RENEWAL

All business operators who wish to continue their operation or undertaking shall renew their business permit otherwise they should inform the office that their business permit otherwise they should inform the office that their operation is completely stopped and shall pay the tax due before its business undertaking is fully terminated

Office or Division:	Business Permit & Licensing Office			
Classification:	SIMPLE			
Type of Transaction:	G2C – Government to Client			
Who may avail:	New Business Investors			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Barangay Business Clearance (Original)		Barangay where business is located		
Annual Inspection (Occupancy Permit)		Engineering Office		
DTI Registration (Single Proprietor)		DTI		
Sanitary Permit/Health Clearance		RHU		
SEC Registration (Corporation)		SEC		
Lessor's Permit (if Renting)		Applicant/Lessor		
Tax Declaration of Property (if Owned)		Applicant/Assessor's Office		
Registry of Tenants/Lessees per Municipal Ordinance No. 403/16 (if Real Estate Lessors)		Applicant (R.E. Lessor)		
Audited Financial Statement, Book of Accounts/Income Tax Return (monthly or quarterly)		Applicant/BIR		
Other relative issuances in compliance to environment, health and peace and order				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly Filed-up Application form with complete requirements	1. Assess, facilitate approval and release approved assessment	None	15 Minutes	William V. Padre/ Geraldine P. Paat
2. Present approved assessment and pay tax and fees at the Treasury Office	2. Collect payment and issue Official Receipt	Please refer to Article A, Section 2A.02, pg. 1-9; Section 4A.01, pg 1-9; Article B, Section 4B.02, pg.a-b;Article C.Section 4C.02, pg. a-b; Article D, Section 4D.01; Article N, Section 4N.02 pg. a-e	5 Minutes	Evangeline P. Recuya/ Royce Punio /Bernardita Formoso/ Ma. Cristina D. Angco/ Darel Corpuz



3. Present proof of payment and acknowledge receipt of business license on the following day	3. Issuance of Mayor's Business Permit	None	1 Day	Marjorie R. Madriaga/ Geraldine P. Paat/ Ralph Dee B. Jaramilla
TOTAL			1 Day & 20 Minutes	

3. ISSUANCE OF MAYOR'S PERMIT FOR TRICYCLE-FOR-HIRE (TFH)

TFH operators must duly authorized to engage in business activity in order to ensure public convenience and safety is duly served. It is made a pre-requisite prior to the issuance of a Municipal Franchise (MTOF) by the Sangguniang Bayan

Office or Division:	Business Permit & Licensing Office			
Classification:	SIMPLE			
Type of Transaction:	G2C – Government to Client			
Who may avail:	TFH Operators			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
3 Xerox copies of LTO's Certificate of Registration (C.R.) and covering O.R.		LTO/Applicant		
Professional Driver's License (or Operator if driven by him)		LTO/Applicant		
Community Tax Certificate (CTC-Cedula of Operator)		Applicant		
Police Clearance		Treasury/Bantay PNP		
Medical Health I.D.		RHU Bantay		
Previous (Latest) Mayor's Permit (for Renewal)		Applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly Filled-up Application form with complete requirements (except police clearance)	1. Assess, facilitate approval and release approved assessment	None	15 minutes	Marjorie R. Madriaga/ Geraldine P. Paat/ Ralph Dee B. Jaramilla



2. Present approved assessment and pay fees at the Treasury Office	2. Collect payment and issue Official Receipt	Mayor's Permit = 100.00 Franchise (MTO) = 100.00 Police Inspection = 50.00 Police Clearance = 100.00 LGU Plate (New) = 180.00 LGU Sticker (Renewal) = 25.00/ Actual price of the Sticker Additional: Service fee (MTO amendment) = 50.00/Unit Surcharge (if renewed after Jan. 30) = 50.00/Unit	5 Minutes	Evangeline P. Recuya/ Royce Punio /Bernardita Formoso/ Ma. Cristina D. Angco/ Darel Corpuz
3. Present proof of payment and acknowledge receipt of TFH Permit on the following day	3. Issuance of TFH Mayor's Permit	None	1 Day	Marjorie R. Madriaga/ Geraldine P. Paat/ Ralph Dee B. Jaramilla
TOTAL		New = 530.00 Renewal = 405.00	1 Day & 20 Minutes	

4. ISSUANCE OF MAYOR'S PERMIT FOR PEDALED TRICYCLES, CARTS AND CALESAS

Owners and/or operators shall secure a Mayor's permit to engage in commercial activity as a transport vehicle for livelihood within the territorial jurisdiction of Bantay in order to ensure public convenience and safety

Office or Division:	Business Permit & Licensing Office
Classification:	SIMPLE
Type of Transaction:	G2C – Government to Client
Who may avail:	Owners/Operators of Pedaled Tricycles, Carts and Calesas



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Barangay Clearance		Barangay Residence		
Xerox copy of cuchero license (for calesa)		Applicant		
Community Tax Certificate (CTC-Cedula of Operator)		Applicant		
Medical Health I.D.		RHU Bantay		
Previous (Latest) Mayor's Permit (for Renewal)		Applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly Filled-up Application form with complete requirements (except police clearance)	2. Assess, facilitate approval and release approved assessment	None	15 minutes	Marjorie R. Madriaga/ Geraldine P. Paat/ Ralph Dee B. Jaramilla
2. Present approved assessment and pay fees at the Treasury Office	2. Collect payment and issue Official Receipt	Mayor's Permit – P100.00; LGU Sticker – P25.00 (depends on the actual price)	5 Minutes	Evangeline P. Recuya/ Royce Punio /Bernardita Formoso/ Ma. Cristina D. Angco/ Darel Corpuz
3. Present proof of payment and acknowledge receipt of the Permit on the Following day	3. Issuance of Mayor's Permit	None	1 Days	Marjorie R. Madriaga/ Geraldine P. Paat/ Ralph Dee B. Jaramilla
TOTAL		New & Renewal = 125.00	1 Day & 20 Minutes	

5. ISSUANCE OF CERTIFICATION

- Certification of No Business for the residents of Bantay, Ilocos Sur
 - ✓ Requesting for medical and hospital assistance, scholarship
 - ✓ SSS Claims and other purposes
- Certification of Retirement of Business required by the Bureau of Internal Revenue, SSS and other requesting agency for verification purposes

Office or Division:	Business Permit & Licensing Office
Classification:	SIMPLE
Type of Transaction:	G2C – Government to Client
Who may avail:	Residents of Bantay and Business Operators



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit written request with complete requirements	1. Assess, facilitate request	None	10 Minutes	Marjorie R. Madriaga/ Geraldine P. Paat/ Ralph Dee B. Jaramilla/ William V. Padre
2. Pay corresponding fee at the Treasury Office	2. Collect payment and issue Official Receipt	No Business – 0.00 Business Closure – 80.00 plus Tax on Business Retirement	5 Minutes	Evangeline P. Recuya/ Royce Punio /Bernardita Formoso/ Ma. Cristina D. Angco/ Darel Corpuz
3. Present proof of payment and acknowledge document	3. Prepare and Issue Certification	None	15 Minutes	Marjorie R. Madriaga/ Geraldine P. Paat/ Ralph Dee B. Jaramilla
TOTAL		80.00 plus Tax	30 Minutes	



FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<ol style="list-style-type: none"> 1. Accomplish our feedback form available in the Public Assistance and Complaint Desk (PACD) Ms. Jacqueline V. Almazan; 2. Send your feedback through email (bantay.isur.hrmo@gmail.com) or text us at 09175968333/09770523464 or drop it in our Suggestion Box at the PACD;
How feedbacks are processed	Feedbacks sent through e-mail and in the suggestion box are being opened weekly and senders/commentators are duly informed of the action being taken.
How to file a complaint	If not satisfied with our service, please file your verbal/written complaints to the PACD or directly to the Office of the Mayor
How complaints are processed	<ul style="list-style-type: none"> ➤ Verbal complaints will be entertained by the Public Assistance Desk (PAD) for purposes of addressing, settling and finding at the first instance, solution to a given issue; ➤ If not resolved, a formal complaint letter must be filed with the PAD who will assist you in the preparation, as to the allegations and contents of the complaint;



	<p>The complaint shall contain the following:</p> <ol style="list-style-type: none">a. Full name and address of the complainant;b. Full name and address of the person complained of as well as his/her position and office;c. A narration of the relevant and material facts which shows the acts or omissions allegedly committed;d. Certified true copies of documentary evidence and affidavits of his/her witnesses, if any; and Certification or statement of non-forum shopping.
Contact Information of CCB, PCC, ARTA	<p>CCB – 8888; Dial 1-6565; SMS 0908 881 6565 PCC-pcc@malacanang.gov.ph Via facsimile thru Telefax No. +63(2)-87368621 ARTA-complaints@arta.gov.ph; Telephone: 8478-5091 8478-5093 8478-5099</p>



Office	Address	Contact Information
Mayor's Office	Brgy V, Bantay Ilocos Sur	077-604-4458
Mayor's Office (Operation of Market)	Brgy VI, Bantay, Ilocos Sur	
Sangguniang Bayan Office	Brgy V, Bantay Ilocos Sur	077-604-4265
MPDC	Brgy V, Bantay Ilocos Sur	077-722-8006
Budget Office	Brgy V, Bantay Ilocos Sur	077-604-4268
Accounting Office	Brgy V, Bantay Ilocos Sur	077-604-4268
Treasury Office	Brgy V, Bantay Ilocos Sur	077-604-4268
Engineering Office	Brgy V, Bantay Ilocos Sur	077-722-8006
Local Civil Registrar	Brgy V, Bantay Ilocos Sur	077-604-4269
Assessor's Office	Brgy V, Bantay Ilocos Sur	077-604-4269
Municipal Agriculture Office	Brgy V, Bantay Ilocos Sur	077-604-4269
MSWDO	Brgy V, Bantay Ilocos Sur	077-674-2324
Municipal Health Office	Brgy V, Bantay Ilocos Sur	077-604-4266
MDRRMO	Brgy V, Bantay Ilocos Sur	0917-820-4409/0915-437-1958
GSO	Brgy VI, Bantay, Ilocos Sur	0917-436-3937
BPLO	Brgy V, Bantay Ilocos Sur	077-722-8006