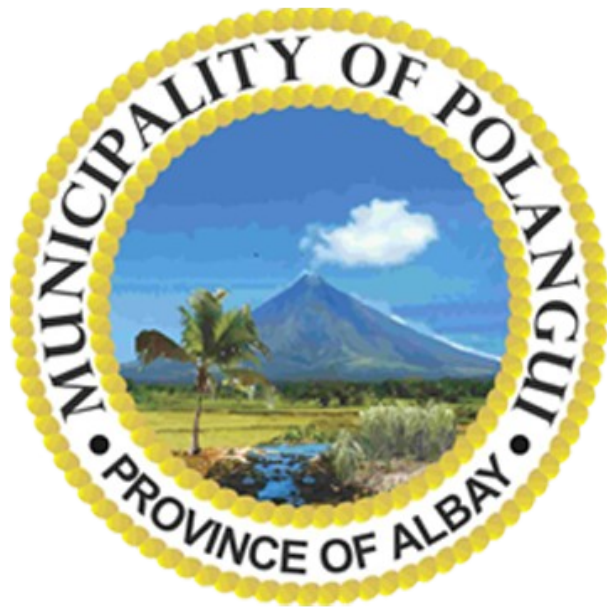


LOCAL GOVERNMENT UNIT OF POLANGUI

CITIZEN'S CHARTER

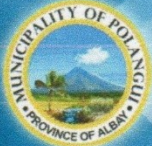
2023 (1st Edition)



LOCAL GOVERNMENT UNIT OF POLANGUI

CITIZEN'S CHARTER

2023 (1st Edition)



RAYMOND ADRIAN E. SALCEDA
Municipal Mayor

Republic of the Philippines
Province of Albay
MUNICIPALITY OF POLANGUI
OFFICE OF THE MAYOR



CERTIFICATE OF COMPLIANCE

Year: 2023

Pursuant to Republic Act No. 11032: An Act Promoting Ease of Doing Business and Efficient Delivery of Government Services, amending for the purpose Republic Act No. 9485, otherwise known as the Anti-Red Tape Act of 2007, and for Other Purposes

I, **Hon. Raymond Adrian E. Salceda**, Filipino, of legal age, **Municipal Mayor** of the **Local Government Unit of Polangui**, the person responsible and accountable in ensuring compliance with Section 6 of the R.A. 11032 or the *Ease of Doing Business and Efficient Government Service Delivery Act of 2018*, hereby declare and certify the following facts:

- 1) The **Local Government Unit of Polangui** has established its most current and updated Citizen's Charter pursuant to Section 6 of R.A. 11032, its Implementing Rules and Regulations, and the relevant ARTA Issuances.

Citizen' Charter Handbook Edition: 2023, 1st Edition

- 2) The following required forms of posting of the Citizen's Charter are present:

/	Citizen's Charter Information billboard <i>(In the form of interactive information kiosks, electronic billboards, posters, tarpaulins standees, others)</i>
/	Citizen's Charter Handbook <i>(Aligned with Reference B of ARTA Memorandum Circular No. 2019-002)</i>
/	Official website/Online Posting

- 3) The Citizen's Charter Information Billboard enumerates the following information:

- a. External services;
- b. Checklist of requirements for each type of application or request;
- c. Name of the person responsible for each step;
- d. Maximum processing time;
- e. Fee/s to be paid, if necessary; and
- f. Procedure for filing complaints and feedback.

- 4) The Citizen's Charter Handbook enumerates the following information:

- a. Mandate, vision, mission, and service pledge of the agency;
- b. Government services offered (External and Internal Services);
 - i. Comprehensive and uniform checklist of requirements for each type of application or request;
 - ii. Classification of service;
 - iii. Type of transaction;
 - iv. Who may avail;
 - v. Client steps and agency actions to obtain a particular service;
 - vi. Person responsible for each step;
 - vii. Processing time per step and total;
 - viii. Fee/s to be paid per step and total, if necessary.

ONE TOWN ONE PEOPLE ONE POLANGUI

✉ nonoykapsalceda@gmail.com

📘 Adrian.Salceda



RAYMOND ADRIAN E. SALCEDA
Municipal Mayor

Republic of the Philippines
Province of Albay
MUNICIPALITY OF POLANGUI
OFFICE OF THE MAYOR



- c. Procedure for filing complaints and feedback;
 - d. Contact Information of ARTA, Presidential Complaints Center (PCC), and CSC Contact Center ng Bayan in the complaints mechanism; and
 - e. List of Offices
- 5) The Citizen's Charter Information Billboard is posted at the main entrance of the office or at the most conspicuous place of all the said service offices.
 - 6) The printed Citizen's Charter Handbook is placed at the windows/counters of each frontline offices to complement the information on the services indicated in the Information Billboard.
 - 7) The Citizen's Charter Handbook version is uploaded on the website or any online platform available of the agency/LGU through a tab or link specifically for the Citizen's Charter, located at the most visible space or area of the official website or the online platform available.
 - 8) The Citizen's Charter is written either in English, Filipino, and/or in the local dialect and published as an information material.
 - 9) There is an established Client Satisfaction Measurement per service.

This certification is being issued to attest to the compliance of the agency with the foregoing statements that can be validated by the Authority.

~~RAYMOND ADRIAN E. SALCEDA~~
Municipal Mayor
Local Government Unit of Polangui

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✉ nonoykapsalceda@gmail.com

📘 Adrian.Salceda

Office of the Vice Mayor

At the heels of a public office is public trust. An aphorism found under Section 1, Article XI of the 1987 Constitution. It is an encompassing principle reminding us, as public officials in every instrumentality of government, to exercise with utmost responsibility, integrity, loyalty and efficiency within the parameters of the people's trust.

Being an empowered and undaunted first female Vice Mayor of the Local Legislative of the Municipality of Polangui, my unfaltering platform of government remain with dignity to serve my beloved Polangueños. As I keep my vows as head of the Sangguniang Bayan, I will continue to unite and collaborate with the Local Executive Branch to enable and sustain the harmony with one another for a trouble - free implementation of plans, programs and projects redounding to the general welfare.

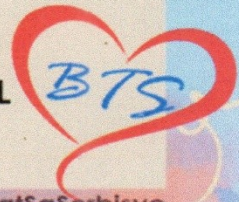
Together, with the entire members of the Sangguniang Bayan, we will continue to act according to the mandate of our office, and stay committed and steadfast as our dear constituents entrusted their sacred of their votes and confidence to us. In the discharge of our official order, it is part of the obligation and duty in the municipal government the observance of RA 9485, known as the Anti-Red Tape Act, to promote efficiency and transparency in the transactions with the public by setting standards or ethics known to all, particularly to stakeholders. Likewise, we adhere and act in accordance with RA 11032, also known as "The Ease of Doing Business Law", in every governmental transaction. These are our guiding principle to better serve and to constantly safeguard the trust of our people.

Similar to my purpose, I will act as steward to maintain that the administration dealings and businesses in our locality will not be tainted with distrust resulting from any unlawful acts, and watchful in addressing the services to the people, as it is strictly necessary, for my actions are designed to exact accountability.

With our combine efforts we can make Polangui a prominent community and an example that we are living in a town of coherence and uprightness towards mutual achievement.

I believe that success rest in everyone, and my great pleasure of serving Polangui.

HON. CHERILIE MELLA-SAMPAL
Municipal Vice Mayor



#BisengTapatSaSerbisyo



I. Mandate:

1. The Local Government Code of 1991

**Chapter 1, section 3 “j”*

Effective mechanism for ensuring the accountability of the local government units to their respective constituents shall be strengthened in order to upgrade continually the quality of local leadership.

2. REPUBLIC ACT 9485: THE ANTI-RED TAPE ACT OF 2007

**Section 2. Declaration of Policy*

It is hereby declared the policy of the State to promote integrity, accountability, proper management of public affairs and public property as well as to establish effective practices aimed at the prevention of graft and corruption in government. Towards this end, the State shall maintain honesty and responsibility among its public officials and employees, and shall take appropriate measures to promote transparency in its agency with regard to the manner of transacting with the public, which shall encompass a program for the adoption of simplified procedures that will reduce red tape and expedite transactions in the government.

**Section 5. Reengineering of Systems and Procedures*

All offices and agencies which provide frontline services are hereby mandated to regularly undertake time and motion studies, undergo evaluation and improvement of their transaction systems and procedures and re-engineer the same if deemed necessary to reduce bureaucratic red tape and processing time.

**Section 6. Citizens Charter*

All government agencies including departments, bureaus, offices, instrumentalities, or government-owned and/or controlled corporations, or local government or district units shall set up their respective service standards to be known as the Citizens Charter in the form of information billboards which should be posted at the main entrance of offices or at the most conspicuous place, and in the form of published materials written either in English, Filipino, or in the local dialect, that detail:

- a. The procedure to obtain a particular service;
- b. The person/s responsible for each step;
- c. The maximum time to conclude the process;
- d. The document/s to be presented by the customer, if necessary

- e. The amount of fees, if necessary; and
- f. The procedure for filling complaints.

II. Vision:

“A leading agro industrial, commercial and academic hub in the Province of Albay with God-Centered and empowered citizenry, living in a safe and sustainable environment, progressive economy, adequate infrastructure support under a dynamic leadership and participative governance.”

III. Mission:

To uplift the Quality of life of its people by providing equal access to Social, Economic, Agricultural Services in a Well-Balanced Environment with Developmental and Excellent Leadership

IV. Service Pledge:

We, the Local Government Unit Employees of Polangui in the spirit of genuine service commit to serve and provide prompt quality service.

- Provide service from 8:00AM to 5:00PM everyday
- Wear official ID Card during office hours and observe proper grooming
- Provide checklist of requirements
- Act on written request/query promptly and truthfully either by telephone or walk-in clients
- Assign signatory in the absence of principal signatory on case to case basis
- Ensure the availability of simplified forms
- Provide waiting area for clients
- Serve client with utmost courtesy
- Post the flow chart of transaction in the office
- Display fees and charges
- Answer telephone calls promptly, with courtesy, provide adequate and accurate information
- Provide cleanliness and orderliness in office
- Provide an access line for clients queries/follow up
- Process transaction with the least possible time
- Provide “pink room” for clients to feel at ease and for confidentiality purpose
- Respond to verified written complaints expeditiously

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**Office of the Mayor
(External)**

1. Issuance of Mayor's Clearance

Mayor's Clearance issued to any person who shall establish, operate and conduct any business, trade or activity within the municipality of Polangui and certifying that he/she is a resident of the municipality and has no pending case filed with the Office of the Mayor.

Office / Division:	OFFICE OF THE MAYOR			
Classification:	SIMPLE			
Type of Transaction:	G2C - Client is the transacting public			
Who may avail:	All Clients and a resident of Polangui.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Barangay Clearance (Original Copy) 2. Valid ID 3. Community Tax Certificate (CTC) 4. Receipt of Payment (Original Copy)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Securing Mayor's Clearance (Permit)	1. Receive and assess submitted requirements and issue order of payment	None	1 minute	Mayor's Office Staff <i>Office of the Mayor</i>
2. Payment for Mayor's Clearance/ Permit	2. Municipal Treasurer Office Staff accept payment and issued Official Receipt (OR)	Documentary Stamp = PHP 30.00 Subscription Fee = PHP 75.00	1 minute	Municipal Treasurer Office Staff <i>Municipal Treasurer Office</i>
3. Submit Proof of Payment from MTO	3. Prepare and Transmit Mayor's Clearance/Permit and submit to the Local Chief Executive (LCE) for signature	None	1 minute	Mayor's Office Staff <i>Office of the Mayor</i>
4. Receive/Accept Mayor's Clearance/Permit	4. Mayor's Office staff release the Mayor's Clearance/Permit	None	1 minute	Mayor's Office Staff <i>Office of the Mayor</i>
TOTAL		PHP 105.00	4 minutes	

2. Issuance of Permit Using Government Facility

Permit for the Government Facility issued for the use/service of government i.e. Public Kiosk, Promotional/ Advertising materials information and/or any area for venue.

Office / Division:	OFFICE OF THE MAYOR			
Classification:	SIMPLE			
Type of Transaction:	G2C - Client is the transacting public			
Who may avail:	GENERAL PUBLIC			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter Request 2. Proof of Receipt of Payment upon approval of letter request (original copy)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Permit for Using Government Facility	1. Mayor's Office staff receive letter request and forwarded to LCE for approval If approved, issue order of payment	None	1-2 minutes	Mayor's Office Staff <i>Office of the Mayor</i>
2. Payment of Permit	2. Municipal Treasurer Office (MTO) staff accept payment and issue the Official Receipt	Mayor's Permit - Php300.00 Public Kiosk Rental - Php500.00	1-2 minutes	Municipal Treasurer Office Staff <i>Municipal Treasurer Office</i>
3. Receive/ Accept Approved Permit	3. Mayor's Office staff release "Permit"	None	1 minute	Mayor's Office Staff <i>Office of the Mayor</i>
TOTAL		PHP 800.00	5 minutes	

3. Issuance of Referral for Medical Assistance

Referral for client to facilitate documentary requirements for assistance.

Office / Division:	OFFICE OF THE MAYOR			
Classification:	SIMPLE			
Type of Transaction:	G2C - Client is the transacting public			
Who may avail:	All individuals within the locality			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Medical Abstract 2. Doctor's Request 3. Barangay Indigency				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Referral for Medical Assistance	1. Mayor's Office staff ask client his/her name, address and prepare the said document	None	1-2 minutes	Mayor's Office Staff <i>Office of the Mayor</i>
2. Receive/ Accept Referral for Medical Assistance	2. Mayor's Office staff release the Referral for Medical Assistance	None	1 minute	Mayor's Office Staff <i>Office of the Mayor</i>
TOTAL		None	3 minutes	

4. Handling of Incoming and Outgoing Correspondence and Communications

Incoming and Outgoing Correspondence and communications national government agencies, LGUs, GOCCs, private establishments, and the general public are received by the Office of the Mayor Staff for LCE action.

Office / Division:	OFFICE OF THE MAYOR			
Classification:	SIMPLE			
Type of Transaction:	G2C - Client is the transacting public			
Who may avail:	ALL			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Correspondence/ Communication (original copy)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Submit documents to Office of the Mayor	1. Stamp "Received" with date, time and signature of receiving staff in both and return duplicate copy to client	None	1-2 minutes	Mayor's Office Staff <i>Office of the Mayor</i>
	1.1 Forwarded to LCE for action, retain copy for filing and transmit to office/department concerned	None	1 minute	Mayor's Office Staff <i>Office of the Mayor</i>
2. Follow-up Concern	2. Refer client to the concerned Office/Department	None	1 minute	Mayor's Office Staff <i>Office of the Mayor</i>
TOTAL		None	4 minutes	

5. Issuance of Special Permit on Advertising and Promotional Activities

The Special Permit is issued for the conduct of all promotional activities.

Office / Division:	OFFICE OF THE MAYOR			
Classification:	SIMPLE			
Type of Transaction:	G2C - Client is the transacting public			
Who may avail:	Business Establishments			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Barangay Clearance 2. Business Permit 3. Receipt of Payment				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Apply and Submit completes requirements to Office of the Mayor	1. Ask client and issue list of requirements	None	1 minute	Mayor's Office Staff <i>Office of the Mayor</i>

	1.1 Receive documents and check for completeness	None	1 minute	Mayor's Office Staff <i>Office of the Mayor</i>
	1.2 Prepare Special Permit for LCE signature	None	1 minute	Mayor's Office Staff <i>Office of the Mayor</i>
2. Receive and accept Special Permit	2. MO staff release Special Permit	None		Mayor's Office Staff <i>Office of the Mayor</i>
TOTAL		None	3 minutes	

**Office of the Mayor
(Internal)**

CLIENT STEPS	AGENCY ACTION	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit documents to the Office of the Mayor	1. Record documents in the logbook	None	1-2 minutes	Mayor's Office Staff
	<ul style="list-style-type: none"> a. Payrolls, Cheques b. Procurement Documents c. Barangay and Sangguniang Kabataan documents d. Memoranda, Project Proposals, IDs, Feasibility Study, Project Brief, Project Justification, etc. e. Mayor's Permit (Business, Tricycle Franchise, Niche (contracts)) 			<i>Office of the Mayor</i>
	1.1 Review/ Check completeness of documents and transmit to LCEs for approval and signature	None	1 minute	Mayor's Office Staff
	1.2 Record/ release of documents and transmit to office/department concerned.	None	1-2 minutes	Mayor's Office Staff
TOTAL		None	5 minutes	<i>Office of the Mayor</i>

Human Resource Management Office
(External)

1. Filing of Sworn Statement of Assets, Liabilities and Net Worth (SALN) of Barangay Officials of Polangui

SALN is an annual document that all Government Officials and Employee (including barangay official) must complete and submitted to the Human Resource Management Office for it is required under the Republic Act 6713 or the Code of Conduct in the Ethical Standards of the Government Officials and employee. It must be submitted upon the assumption o to office and every year thereafter or on before April 30 of the current year.

Office / Division:	HUMAN RESOURCE MANAGEMENT OFFICE			
Classification:	SIMPLE			
Type of Transaction:	G2G-Client is a government employee or another government agency			
Who may avail:	Barangay Officials of Polangui			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Filled Out SALN form of the Barangay Officials (3 original copy) 2.In the absence of the co-declarant, a 3-original letter of explanation addressed to the Human Resource Management Officer should be attached to the filled out SALN forms		Human Resource Management Office From the Declarant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The Declarant (Barangay Official) will submit their complete, filled out SALN forms to the Human Resource Management Office	1. SALN forms will be checked if there is/ are necessary correction/s needed. <i>If there is/are correction that is/are needed to be changed:</i> Filled out SALN forms will be return to the Declarant	None	5 minutes-declarant	Administrative Officer V / HRMO Staff
	<i>If there will be no correction that has needed to be changed:</i> SALN forms will be collected by the Human Resource Management Office and signed by the Municipal Mayor and submitted the same to the respective repository office		2 minutes-declarant	Human Resource Management Office

TOTAL	None	If there is/are correction: 5 minutes No Correction: 2 minutes	
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2. Special Recruitment Activity (SRA)

To carry out full employment and equality of employment opportunities for all. One of the objectives of SRA is to provide a venue where people could explore simultaneously various employment options through the Public Employment Service Office.

Office / Division:	HUMAN RESOURCE MANAGEMENT OFFICE/PUBLIC EMPLOYMENT SERVICES OFFICE			
Classification:	SIMPLE			
Type of Transaction:	G2B- Government to Business Entity			
Who may avail:	Local and Overseas Employer			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For Overseas Employer: 1. Affidavit of Undertaking 2. Job Fair Authority		Philippine Overseas Employment Administration		
3. Job Order Latest 4. Authority to Conduct 5. Letter of Request address to the Peso Manager		From the Employer		
For Local Employer: 1. Business Permit 2. Job Vacancies Latest 3. Letter of Request address to the Peso Manager		Employer's Copy		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The Client will Submit Request Letter for Special Recruitment Activity addressed to PESO Manager	The Office will assess all complete documents needed for the special recruitment activity	None	5 minutes	Admin. Aide III / PESO Staff <i>Human Resource Management Office</i>
	Once the assessment is done the office will issue Certificate of No Objection signed by the PESO Manager			PESO Manager / Human Resource Management Officer V <i>Human Resource Management Office</i>
TOTAL		None	5 minutes	

Human Resource Management Office
(Internal)

1. Leave Application

Processing of various nature of leave application of official/s and employee/s.

Office / Division:	HUMAN RESOURCE MANAGEMENT OFFICE			
Classification:	SIMPLE			
Type of Transaction:	G2G-Client is a government employee or another government agency			
Who may avail:	Officials and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Filled out Leave Request Form(CSC Form No. 6)		-Human Resource Management Office		
Original copy of the following: Sick Leave: * Medical Certificate (5 days or more) Maternity Leave: * Agency Clearance * Medical Certificate/Birth Certificate of child Paternity Leave: * Medical Certificate/Birth certificate of child Vacation Leave: * Agency Clearance (if out of country)		- Health Office or any DOH-accredited hospital -Human Resource Management Office -Registered Physician of any clinic/hospital -Clinic/Hospital where wife has been delivered -Human Resource Management Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out leave request form in Human Resource Office.	1. Receive, verify, and post in the leave card.	None	5 minutes	Administrative Aide III / HRMO Staff <i>Human Resource Management Office</i>
2. Receive the application form for leave in the HR office.	2. Release the application form for leave.	None	1 minute	Administrative Aide III / HRMO Staff <i>Human Resource Management Office</i>
3. Submit duly accomplished application form for leave with signature of applicant,	3. Review and certify leave balances.	None	2 minutes	Administrative Aide III/Admin. Assistant II / Admin. Officer V

recommending approval by immediate supervisor to Human Resource Office				<i>Human Resource Management Office</i>
4. None	4. Record and forward to the Head of Agency for approval/disapproval.	None	1 minute	Administrative Aide III / HRMO Staff <i>Human Resource Management Office</i>
5. None	5. Approve/ Disapprove application for leave.	None	1 day	Municipal Mayor <i>Office of the Mayor</i>
6. Receive a file copy of approved / disapproved application form for leave.	6. Release and record a copy of approved application form for leave.	None	3 minutes	Administrative Aide III / HRMO Staff <i>Human Resource Management Office</i>
TOTAL		None	1 day & 12 minutes	

2. Issuance of Service Record/Certifications

Processing of various nature of leave application of official/s and employee/s.

Office / Division:	HUMAN RESOURCE MANAGEMENT OFFICE			
Classification:	SIMPLE			
Type of Transaction:	G2G-Client is a government employee or another government agency			
Who may avail:	Officials and Employees (active or inactive)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Filled out request for service record/certification/s.		Human Resource Management Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for service record/certification/s	1. Receive, review and print out updated copy of service record/certification/s.	None	20 minutes	Administrative Aide III/Admin. Asst.II /Admin. Officer V <i>Human Resource</i>

				<i>Management Office</i>
2. None	2. Check and certify printed out service record/certification/s.	None	2 minutes	Human Resource Management Officer V/Admin. Officer V <i>Human Resource Management Office</i>
3. Receive the requested document.	3. Release and record of certified correct service record/certification/s.	None	1 minute	Administrative Aide III /Admin. Asst.II /Admin. Officer V / HRMO Staff <i>Human Resource Management Office</i>
TOTAL		None	23 minutes	

3. Application for Terminal Leave Benefit

Processing of application for terminal leave benefit of official/s and employee/s.

Office / Division:	HUMAN RESOURCE MANAGEMENT OFFICE	
Classification:	SIMPLE	
Type of Transaction:	G2G-Client is a government employee or another government agency	
Who may avail:	Officials and Employees (active or inactive)	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<ul style="list-style-type: none"> * 1 Original Copy of Clearance from GSIS * Approved Application for Leave * Complete Service Record * Resignation/Retirement Application * Clearance from money and Property Accountability * Certification of Leave Credits * Computation of Terminal Leave * Affidavit of applicants that he/she has no pending criminal case (RA 3019) * Statement of Assets and Liabilities (SALN) * Copies of Last appointment/NOSA/Certification from - HRMO 		<ul style="list-style-type: none"> -GSIS -Human Resource Management Office -Human Resource Management Office -Applicant(Employee) -Human Resource Management Office -Human Resource Management Office -Human Resource Management Office -PAO/Any Attorney's Office -(file copy of employee) -Human Resource Management Office

CLIENT STEPS	AGENCY ACTION	FEE TO BE PAID	PROCESSIN G TIME	PERSON RESPONSIBL E
1. Request for terminal leave benefit (TLB) and submit complete documentary requirements.	1.1 Receive and check documentary requirements.	None	3 minutes	Administrative Aide III / HRMO Staff <i>Human Resource Management Office</i>
	1.2 Make a summary of leave credits at the last date of service.	None	1 day	Administrative Aide III / HRMO Staff <i>Human Resource Management Office</i>
2. None	2. Review and Certify the summary of leave credits.	None	1 minute	Human Resource Management Officer V <i>Human Resource Management Office</i>
3. Receive the printed-out application form for TLB in the HR office.	3. Release the printed out TLB application form.	None	1 minute	Administrative Aide III / HRMO Staff <i>Human Resource Management Office</i>
4. Submit duly accomplished application form for TLB with recommending approval by immediate supervisor.	4.1 Review and certify leave balances.	None	1 minute	Human Resource Management Officer V <i>Human Resource Management Office</i>
	4.2) Record and forward to the Head of Agency for approval/disapproval.	None	1 minute	Administrative Aide III / HRMO Staff <i>Human Resource Management Office</i>
5. None	5) Approve/ Disapprove	None	1 day	Municipal Mayor

	application for terminal leave benefit.			<i>Office of the Mayor</i>
6. Receive a file copy of approved/disapproved application form for terminal leave benefit.	6.1) Release and record a copy of approved application form for terminal leave benefit.	None	1 minute	Administrative Aide III / HRMO Staff <i>Human Resource Management Office</i>
	6.2) Make a voucher of terminal leave, attach all documentary requirements. and forward to the Municipal Accounting Office.	None	5 minutes	Administrative Aide III <i>Human Resource Management Office</i>
7. None	7) Forward to the Municipal Accounting Office.	None	1 minute	Administrative Aide III / HRMO Staff <i>Human Resource Management Office</i>
TOTAL		None	22 days & 14 minutes	

4. Individual Performance Commitment and Review

IPCRF ensures that the employee achieves the objectives set by the organization, it is the mechanism that links employee performance with organizational performance

Office / Division:	HUMAN RESOURCE MANAGEMENT OFFICE			
Classification:	HIGHLY TECHNICAL			
Type of Transaction:	G2G-Client is a government employee or another government agency			
Who may avail:	Permanent Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Submit target and accomplishment IPCR by office.	1.1 Monitors submission IPCR Form by Office.	None	15 minutes	Administrative Assistant II /Administrative Officer V <i>Human Resource Management Office</i>
	1.2 Prepared summary list of IPCR rating per department indicating numerical and adjectival rating.	None	25 minutes	
	1.3 Reviews the submitted IPCR to compare the latest from the previous.	None	30 days	
TOTAL		None	30 days & 40 minutes	

5. Application for Agency Identification Card

Office / Division:	HUMAN RESOURCE MANAGEMENT OFFICE			
Classification:	SIMPLE			
Type of Transaction:	G2G-Client is a government employee or another government agency			
Who may avail:	Officials and Employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Filled out ID request form.			Human Resource Management Office	
Affidavit of loss (in case of loss)			PAO/any Attorney's office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out I.D. request form.	1. Receive, and print out the identification card.	None	5 minutes	Admin Asst. II / HRMO Staff <i>Human Resource Management Office</i>
2. None	2. Forward to the head of agency for signature.	None	3 hours	Municipal Mayor <i>Office of the Mayor</i>
3. Receive identification card and sign in the logbook.	3. Release signed identification card.	None	2 minutes	Admin Asst. II / HRMO Staff <i>Human Resource Management Office</i>

TOTAL	None	3 hours & 7 minutes	
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6. Processing of Job Order Payroll

Preparation and processing of labor payroll of job order employees.

Office / Division:	HUMAN RESOURCE MANAGEMENT OFFICE			
Classification:	SIMPLE			
Type of Transaction:	G2G-Client is a government employee or another government agency			
Who may avail:	Officials and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Payroll, daily time record, authority to render overtime and certification.		Human Resource Management Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the payroll with complete documentary attachments.	1. Receive and check the data and all documentary requirements.	None	5 minutes	Admin. Asst. II / Admin. Officer VI/ HRMO Staff <i>Human Resource Management Office</i>
2. None	2. Review and sign the time book of payroll.	None	3 minutes	Human Resource Management Officer V <i>Human Resource Management Office</i>
3. None	3. Forward the payroll to the Municipal Budget Office.	None	2 minutes	Admin. Asst. II/ HRMO Staff <i>Human Resource Management Office</i>
TOTAL		None	10 minutes	

7. Issuance of Agency Clearance

Issuance of agency clearance for the purposes of transfer, retirement, resignation, or leave, etc.

Office / Division:	HUMAN RESOURCE MANAGEMENT OFFICE			
Classification:	SIMPLE			
Type of Transaction:	G2G-Client is a government employee or another government agency			
Who may avail:	Officials and Employees (active or inactive)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Filled out request for agency clearance.		Human Resource Management Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for agency clearance.	1. Print out agency clearance.	None	1 minute	Administrative Aide III /Admin. Asst. II /Admin. Officer V / HRMO Staff <i>Human Resource Management Office</i>
2. Receive the agency clearance.	2. Release of agency clearance.	None	1 minute	Administrative Aide III /Admin. Asst. II /Admin. Officer V / HRMO Staff <i>Human Resource Management Office</i>
TOTAL		None	2 minutes	

8. Filing of Sworn Statement of Assets, Liabilities and Net Worth (SALN) of Government Officials and Employees of Polangui

SALN is an annual document that all Government Officials and Employee (Permanent Employee) must complete and submitted to the Human Resource Management Office for it is required under the Republic Act 6713 or the Code of Conduct in the Ethical Standards of the Government Officials and employee. It must be submitted upon the assumption of office and every year thereafter or on before April 30 of the current year.

Office / Division:	HUMAN RESOURCE MANAGEMENT OFFICE			
Classification:	SIMPLE			
Type of Transaction:	G2B-Government to Business Entity			
Who may avail:	Government Officials and Permanent Employees of Polangui			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Filled Out SALN form of the Government Officials and Permanent Employees (3 original copy)		Human Resource Management Office		
2. In the absence of the co-declarant, a 3-original letter of explanation addressed to the Human Resource Management Officer should be attached to the filled out SALN forms		From the Declarant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The Declarant (Government Officials and Employees of Polangui) will submit their complete, filled out SALN forms to the Human Resource Management Office	SALN forms will be checked if there is/ are necessary correction/s needed. <i>If there is/are correction that is/are needed to be changed:</i> Filled out SALN forms will be return to the Declarant	None	5 minutes/ declarant	Admin. Officer V / HRMO Staff <i>Human Resource Management Office</i>
	<i>If there will be no correction that has needed to be changed:</i> SALN forms will be collected by the Human Resource Management Office and will be submitted the same to the respective repository office		2 minutes/ declarant	
TOTAL		None	If there is/are correction: 5 minutes. No Correction: 2 minutes.	

Municipal Planning and Development Office
(External)

1. Securing Municipal Data

Municipal data provides in capsulized format the existing situation and condition of the municipality and its physical resources, demography, economy, social conditions and infrastructure. It contains relevant information to better understand and appreciate Polangui.

Office / Division:	MUNICIPAL PLANNING AND DEVELOPMENT OFFICE			
Classification:	SIMPLE			
Type of Transaction:	G2C - Client is the transacting public			
Who may avail:	Public and Private Individual			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter addressed to the MPDC		1. Municipal Planning and Development Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client approaches MPDC personnel to refer him to the person in charge of the data being requested.	Verifies if information being requested is available.	None	2 minutes	MPDO Staff <i>Mun. Planning & Development Office</i>
2. If data is available, client has to wait until data is given.	MPDC staff assess the information. Review and verifies the information to be given to the client. a. Barangay Profile b. Development Data c. Maps d. Development Plans	None	5 minutes 5 minutes 5 minutes 5 minutes	MPDO Staff <i>Mun. Planning & Development Office</i>
3. If original documents are not given, client should leave valid ID card and is allowed to photocopy the documents. If data is available in the computer, client can wait until data is printed or send thru their e-mail address.	Prepare the documents.	None	2 minutes	MPDO Staff <i>Mun. Planning & Development Office</i>
4. Client signs a logbook for record purposes. If documents were photocopied, client	Returns the ID card.	None	1 minute	MPDO Staff <i>Mun. Planning & Development Office</i>

returns the original documents.				
TOTAL		None	10 - 20 minutes	

2. Issuance of Locational Clearance

Locational Clearance is a written authorization/permit granted by the HLURB allowing the development and/or use of a certain parcel of land based on approved zoning ordinance, general land use plan.

Office / Division:	MUNICIPAL PLANNING AND DEVELOPMENT OFFICE
Classification:	COMPLEX
Type of Transaction:	G2C - Client is the transacting public
Who may avail:	Public and Private Individual

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Site Development Plan 2. Vicinity Map 3. Notarized filled-up Application Form 4. Proof of Ownership [Tax Declaration] 5. Updated Tax Clearance 6. Bill of Materials 7. Zoning Certificate 8. Official Receipt <i>additional requirements upon evaluation and depends of the projects.</i>	Municipal Planning and Development Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Applies for issuance of Locational Clearance	Provides checklist of requirements	None	2 minutes	MPDO Staff <i>Mun. Planning & Development Office</i>
	Assess the application including documents presented by the clients.	None	5 minutes	Zoning Officer (MPDO) <i>Mun. Planning & Development Office</i>
2. Pays Locational Clearance Fee	Issues O.R.	varies (as per HLURB Schedule of Fees)	3 minutes	MTO Staff <i>Mun. Treasurer's Office</i>
3. Presents O.R and submit complete requirements	Prepares Locational Clearance	None	5 minutes	Zoning Officer (MPDO) <i>Mun. Planning & Development</i>

				<i>Office</i>
	Review and approve by the MPDC	None	3 minutes	MPDC
	Record the Locational Clearance information in the record book.	None	2 minutes	<i>Mun. Planning & Development Office</i>
4. Claim/receives the Locational Clearance	Release the Locational Clearance	None		MPDO Staff
				<i>Mun. Planning & Development Office</i>
	TOTAL	varies (as per HLURB Schedule of Fees)	20 minutes	

3. Issuance of Preliminary Approved and Locational Clearance (PALC)

Prior to the issuance of final development permit all developers are required to secure Preliminary Approved and Locational Clearance (PALC) for its project.

Office / Division:	MUNICIPAL PLANNING AND DEVELOPMENT OFFICE			
Classification:	COMPLEX			
Type of Transaction:	G2C - Client is the transacting public			
Who may avail:	Public and Private Individual			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Site Development Plan 2. Vicinity Map 3. Notarized filled-up application form 4. Survey Plan of the lot (s) as described in TCT (s) 5. Certified True Copy of Title (s)/Tax Declaration 6. Sworn statement as to nature, number and income level of beneficiaries as well as Maximum selling price per unit 7. Updated Tax Clearance 8. Right to use/Deed of Sale 9. Endorsement from the Mayor's Office 10. Site Zoning Certification 11. ECC/CNC from DENR 12. Conversion Order/Exemption Clearance from DAR <i>additional requirements upon evaluation and depends of the projects.</i>		Municipal Planning and Development Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE	PROCESSING TIME	PERSON RESPONSIBLE

		PAID		
1. Applies for issuance of Pre-Locational Clearance	Provides checklist of requirements	None	2 minutes	MPDO Staff <i>Mun. Planning & Development Office</i>
	Assess the application including documents presented by the clients.	None	5 minutes	Zoning Officer <i>Mun. Planning & Development Office</i>
2. Pays Pre-Locational Clearance Fee	Issues O.R.	varies (as per HLURB Schedule of Fees)	3 minutes	MTO Staff <i>Mun. Treasurer's Office</i>
3. Presents O.R and submit complete requirements	Prepares Pre-Locational Clearance	None	2 minutes	Zoning Officer <i>Mun. Planning & Development Office</i>
	Review and approve by the MPDC	None	2 minutes	MPDC <i>Mun. Planning & Development Office</i>
	Record the Pre-Locational Clearance information in the record book.	None	1 minute	MPDO Staff <i>Mun. Planning & Development Office</i>
4. Claim/receives the Pre-Locational Clearance	Release the Pre-Locational Clearance	None		<i>Mun. Planning & Development Office</i>
TOTAL		varies (as per HLURB Schedule of Fees)	15 minutes	

4. Issuance of Zoning Clearance

Zoning Clearance is the procedure used by the MPDO to verify that a proposed land use or structure is allowed in the applicable zoning district and the project complies with the development standards of this Zoning Code that apply to the use consistent with the General Plan.

Office / Division:	MUNICIPAL PLANNING AND DEVELOPMENT OFFICE
Classification:	COMPLEX
Type of Transaction:	G2C - Client is the transacting public
Who may avail:	Public and Private Individual

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Tax Declaration/Certificate of Land Title 2. Updated Tax Clearance 2. Filled-up Zoning Application Form 3. Official Receipt		Municipal Planning and Development Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Applies for issuance of Zoning Clearance	Provides checklist of requirements	None	1 minute	MPDO Staff <i>Mun. Planning & Development Office</i>
	Assess the application including documents presented by the clients	None	5 minutes	MPDC <i>Mun. Planning & Development Office</i>
2. Pays Zoning Certification Fee	Issues O.R.	100.00	3 minutes	MTO Staff <i>Mun. Treasurer's Office</i>
3. Presents O.R and submit complete requirements	Prepares and issues Zoning Certificate	None	3 minutes	MPDO Staff <i>Mun. Planning & Development Office</i>
TOTAL		P100.00	12 minutes	

5. Issuance of Development Permit

Development Permit is issued by the MPDO to authorized the development of real property to use or develop property for construction, land use or the alteration of land.

Office / Division:	MUNICIPAL PLANNING AND DEVELOPMENT OFFICE
Classification:	COMPLEX
Type of Transaction:	G2C - Client is the transacting public
Who may avail:	Public and Private Individual
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Subdivision Development Plan 2. Vicinity Map 3. Topographic Plan 4. Tax Declaration/Right to use/Deed of Sale 5. Civil and sanitary work designs 6. Water system layout 7. Zoning Certificate 8. ECC/CNC from DENR 9. Project Study	Municipal Planning and Development Office

10. Bill of Materials 11. Plans Specification 12. Traffic Impact Assessment 13. List of names of duly licensed professionals who signed the plans and other similar documents in connection with application filed.				
CLIENT STEPS	AGENCY ACTION	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Applies for issuance of Development Permit	Provides checklist of requirements	None	2 minutes	MPDO Staff <i>Mun. Planning & Development Office</i>
	Assess the application including documents presented by the client	None	20 minutes	MPDC <i>Mun. Planning & Development Office</i>
2. Pays Development Permit	Issues O.R.	varies (as per HLURB Fees)	3 minutes	MTO Staff <i>Mun. Treasurer's Office</i>
3. Presents O.R. and submit complete requirements	Prepares Development Permit		3 minutes	MPDO Staff <i>Mun. Planning & Development Office</i>
	Review and approve by the MPDC		2 minutes	MPDC <i>Mun. Planning & Development Office</i>
	Forward to the Office of the Mayor for approval		5 minutes	MPDO Staff <i>Mun. Planning & Development Office</i>
	Record the Development Permit information in the record book.		1 minute	MPDO Staff <i>Mun. Planning & Development Office</i>
4. Claim/receives the Development Permit	Release the Development Permit			
TOTAL		varies (as per HLURB Schedule of Fees)	36 minutes	

6. Review of Barangay Development Plan

A development plan for the barangay is a desired end-state scenario for the well being of people & its environment to be attained in the long term & to be planned & implemented in orderly sequence or priority by stakeholders of the barangay considering fund limitation.

Office / Division:	MUNICIPAL PLANNING AND DEVELOPMENT OFFICE			
Classification:	SIMPLE			
Type of Transaction:	G2C - Client is the transacting public			
Who may avail:	Public and Private Individual			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Barangay Development Plan Form 2. Accomplished Barangay Development Plan 3. 20% BDF (complete set composing BDC Resolution, Brgy. Annual Investment Plan & Program of Work Infra Projects)			Municipal Planning and Development Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure the Barangay Development Plan Form	Issues Barangay Development Plan Form	None	1 minute	MPDC Staff <i>Mun. Planning & Development Office</i>
2. Submit the accomplished Barangay Development Plan (BDP) with complete requirements	Received and review the Barangay Development Plan (BDP) including the requirements	None	15 minutes	MPDC Staff <i>Mun. Planning & Development Office</i>
	Issue the 20% endorsement for Barangay Development Plan (BDP)	None	3 minutes	MPDC Staff <i>Mun. Planning & Development Office</i>
3. Submit to the Municipal Budget Office	Transmit reviewed Barangay Development Plan (BDP) to the Municipal Budget Office (MBO)	None	15 minutes	MPDC Staff <i>Mun. Planning & Development Office</i>
4. If approved the BDP from the MBO and Sangguniang Bayan, submit the BDP at the MPDC Office	Received the BDP approved by the MBO and Sangguniang Bayan for filing documents	None	1 minute	MPDC Staff <i>Mun. Planning & Development Office</i>
TOTAL		None	35 minutes	

7. Issuance of Certification for 20 % Barangay Development Fund

The 20% Barangay Development Fund shall be utilized to finance the LGU's priority development projects, as embodied in its duly approved local development plans and Annual Investment Program (AIP), which aligned to the Philippine Development Plan and Public Investment Program.

Office / Division:	MUNICIPAL PLANNING AND DEVELOPMENT OFFICE			
Classification:	SIMPLE			
Type of Transaction:	G2C - Client is the transacting public			
Who may avail:	Public and Private Individual			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Inspection Report from Engineering Office 2. Inspection Report from barangay 3. Barangay Resolution		Municipal Planning and Development Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the Inspection Reports from Engineering Office and Barangay together with Barangay Resolution	Review and verify the requirements	None	10 minutes	MPDC Staff <i>Mun. Planning & Development Office</i>
	Prepare the certification form	None	5 minutes	MPDC Staff <i>Mun. Planning & Development Office</i>
	Approve and sign the certification	None	5 minutes	MPDC <i>Mun. Planning & Development Office</i>
	Released after the approval of MPDC	None	3 minutes	MPDC Staff <i>Mun. Planning & Development Office</i>
	One copy of certification is filed at the MPDC Office	None		MPDC Staff <i>Mun. Planning & Development Office</i>
2. Accept/receives the certification		None	1 minute	
TOTAL		None	24 minutes	

Municipal Civil Registry Office
(External)

1. Registration of Birth -Timely Registration

A timely birth registration is when all the facts and circumstances surrounding the birth of a child is reported at the Civil Registrar, registered and recorded within the period of 30 days.

Office / Division:	MUNICIPAL CIVIL REGISTRARS OFFICE			
Classification:	SIMPLE			
Type of Transaction:	G2C - Client is the transacting public			
Who may avail:	Parents or the nearest kin of the child			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. 4 copies of COLB (Certificate of Live Birth) form 2. For children of unmarried parents: a. Affidavit of Admission of Paternity of Father (with appearance of father) b. Affidavit to Use the Surname of Father (AUSF) duly signed by the mother 3. Community Tax Certificate (Cedula)		MCRO MCRO or Notary Public MCRO or Notary Public Mun. Treasurer's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Applies for birth registration and secure Certificate of Live Birth (COLB) Form	1. Issue Certificate of Live Birth Form and AUSF Form for not married couple. Instruct client to secure signature of birth attendant	None	3 minutes	MCR Staff <i>Mun. Civil Registry Office</i>
2. Submit Certificate of Live Birth Form.	2. a) For married parents Interview/prepare the Certificate of Live Birth Form and assigned Registry Number. Stamp with official seal.	Php 50.00 –COLB Form	10 minutes	MCR Staff <i>Mun. Civil Registry Office</i>
	b) For Unmarried parents Interview/prepare the Certificate of Live Birth Form and AUSF. Assigned Registry Number. Stamp with official seal.	Php 50.00 –COLB Form Php 100.00 - AUSF	12 minutes	
3. Review all the entries and data at	Review and sign the document.	None	5 minutes	MCR/ MTO

the COLB. Payment of prescribed fee at Municipal Treasurer's Office				<i>Mun. Civil Registry Office/ Mun. Treasurer's Office</i>
4. Present OR and receive original copy of Certificate of Live Birth	Issue Client copy of Registered Certificate of Live Birth Form.	None	1 minute	MCR Staff <i>Mun. Civil Registry Office</i>
TOTAL		a) Php 50.00 - for married b)Php 150.00 for not married	a)19 minutes b) 21 minutes	

2. Registration of Birth -Delayed Registration

Record of birth of child reported at the Civil Registrar beyond the 30 days reglementary period is considered delayed or late registration.

Office / Division:	MUNICIPAL CIVIL REGISTRARS OFFICE		
Classification:	COMPLEX		
Type of Transaction:	G2C - Client is the transacting public		
Who may avail:	Individual with no record of birth at PSA and Local Civil Registrar, Parent, Guardian or authorize representative		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. PSA Negative Certification 2. 4 copies of COLB (Certificate of Live Birth) form 3. For children of unmarried parents a) Affidavit of Admission of Paternity (with appearance of the father) b) Affidavit to Use the Surname of Father duly signed by the mother		PSA MCRO MCRO or Notary Public	

4. Community Tax Certificate (Cedula)		MTO		
5. Three (3) supporting documents (Baptismal Cert., Marriage Certificate, School Record)		Church where baptized, MCR/PSA, School Attended		
6. Valid ID		Owners/Informant		
CLIENT STEPS	AGENCY ACTION	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Applies for birth late registration.	Interview client. Issue Certificate of Live Birth Form and AUSF Form for not married couple. Instructs client to secure signature of birth attendant	None	3 minutes	MCR Staff <i>Mun. Civil Registry Office</i>
2. Submit Certificate of Live Birth Form and other supporting documents	2.a) For married parents Interview/prepare the Certificate of Live Birth Form.	Php 50.00 –COLB Form	5 minutes	MCR Staff <i>Mun. Civil Registry Office</i>
	2.b) For Unmarried parents: Interview/prepare the Certificate of Live Birth Form and other document Issue order of payment.	Php 50.00 –COLB Form Php 100.00 - AUSF	10 minutes	
3. Sign and review all the entries and data at the COLB. Payment of prescribed fee.	Review all the supporting documents. Sign and the document . Instruct Client to get the document after 10 days of posting period.	None	5 minutes	MCR/ MTO <i>Mun. Civil Registry Office/ Mun. Treasurer's Office</i>
4. None	Post COLB for 10 days.	None	10 days	MCR Staff <i>Mun. Civil Registry Office</i>
5. None	After lapsed of 10 days assign Registry Number.	None	2 minutes	MCR Staff <i>Mun. Civil Registry Office</i>
6. None	Review and sign COLB and other pertinent documents.	None	3 minutes	MCRO <i>Mun. Civil Registry Office</i>
7. Receive copy of registered document	Issue registered copy of COLB.	None	1 minute	MCR Staff <i>Mun. Civil Registry</i>

				Office
		TOTAL	a)Php 50.00 - for married b)Php 150.00 for not married	a)10 days/17 minutes b) 10 days/22 minutes

3. Registration of Death

All Death must be reported and registered within 30 days after the occurrence of death using the Certificate of Death for declaration of facts circumstances surrounding the death of a person.

Office / Division:	MUNICIPAL CIVIL REGISTRARS OFFICE			
Classification:	SIMPLE			
Type of Transaction:	G2C - Client is the transacting public			
Who may avail:	Family or nearest relative of the deceased person			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Barangay Certification		Barangay where death occurred		
2. Permit to Transfer of Cadaver if applicable		Rural Health Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Report death/present Barangay Certification of Death and applies for Death Registration	Interview client and prepare the document. Instruct client to go to RHU for filling up the Certification of Death and secure signature of the Municipal Health Officer and the Embalmer. Secure Permit to Transfer of Cadaver if applicable.	None	8 minutes	MCR Staff/ MHO Staff <i>Mun. Civil Registry Office/ Mun. Health Office</i>
2. Submit the accomplished Certificate of Death	Review the accomplished document and assigned registry number.	None	3 minutes	MCR Staff <i>Mun. Civil Registry Office</i>

3. Payment of Burial Permit	3.1. Issues Burial Permit Official Receipt	Php 100.00	3 minutes	MCR Staff <i>Mun. Civil Registry Office</i>
	3.2. Review and sign the document	None	2 minutes	MCRO <i>Mun. Civil Registry Office</i>
4. Receive the copy of registered Certificate of Death	Stamp Official Seal and release the Death Certificate	None	2 minutes	MCR Staff <i>Mun. Civil Registry Office</i>
TOTAL		Php 100.00	18 minutes	

4. Timely Registration of Marriage

Events of marriage with marriage license shall be registered within 15 days at LCR of the place where marriage is solemnized, while 30 days for marriage exempt from license requirement.

Office / Division:	MUNICIPAL CIVIL REGISTRARS OFFICE			
Classification:	SIMPLE			
Type of Transaction:	G2C - Client is the transacting public			
Who may avail:	Solemnizing Officer or its representative/secretary or Recently married couples			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. 4 Copies of Certificate of Marriage		Church where the event took place		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Applies for marriage registration.	Receive Certificate of Marriage and review the document. Assign registry number.	None	5 minutes	MCR Staff <i>Mun. Civil Registry Office</i>
2. None	MCR sign the document	None	2 minutes	MCRO <i>Mun. Civil Registry Office</i>
3. Receive the registered Certificate of Marriage.	Stamp with Official seal and release the Certificate of Marriage	None	2 minutes	MCR Staff <i>Mun. Civil Registry Office</i>
TOTAL		None	9 minutes	

5. Delayed Registration of Marriage

Registration of Marriage concluded and reported after 15 days, considered late and must be registered as Delayed Registration.

Office / Division:	MUNICIPAL CIVIL REGISTRARS OFFICE			
Classification:	COMPLEX			
Type of Transaction:	G2C - Client is the transacting public			
Who may avail:	Solemnizing Officer or its representative/secretary or recently married couples			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Copies of Unregistered Certificate of Marriage 2. Affidavit for Delayed Registration of marriage 3. Negative certification of marriage 4. Certificate of Matrimony 5. Corroborative statement of 2 witnesses 6. Community Tax Certificate		Owner, Parish Church where marriage took place MCR /Notary Public PSA Parish Church where marriage took place Notary Public MTO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request/apply late registration of marriage. Submit the document.	Interview client/receive Certificate of Marriage. Review the document and advised client to get the document after 10 days of posting period.	None	3 minutes	MCR Staff <i>Mun. Civil Registry Office</i>
2. None	Post COM for 10 days at LRCO bulletin board.	None	10 days	MCR Staff <i>Mun. Civil Registry Office</i>
3. None	After 10 days lapsed assign registry number.	None	2 minutes	MCR Staff <i>Mun. Civil Registry Office</i>
4. None	MCR sign and review the document.	None	2 minutes	MCRO <i>Mun. Civil Registry</i>

				<i>Office</i>
5. Receive the registered copy of Certificate of Marriage.	Stamp with Official seal and release the COM	None	1 minute	MCR Staff <i>Mun. Civil Registry Office</i>
TOTAL		None	10 days and 8 minutes	

6. Processing of Application for Marriage License

Would-be contracting parties shall apply personally for a marriage license at least 2 weeks before the intended marriage. Marriage license is valid in any part of the Philippines for 120 days from the date of issue, and shall be deemed automatically cancelled at the expiration of said period if the contracting parties have not made use of it.

Office / Division:	MUNICIPAL CIVIL REGISTRARS OFFICE		
Classification:	COMPLEX		
Type of Transaction:	G2C - Client is the transacting public		
Who may avail:	Would-be Contracting Parties		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Copy of Birth/Baptismal Certificate		MCR/PSA, Church where baptized	
2. Barangay Clearance (one of the applicant must be resident of Polangui)		Place of Residence	
3. Community Tax Certificate (Cedula)		Municipal Treasurer Office	
4. Parental Advice/Consent upon intended marriage for 18-24 years old (with appearance of parents or guardians)		MCR/ Notary Public	
5. Pre-Marriage Counselling Certificate		DSWD	
6. Death Certificate (if widow or widower)		MCR/PSA	
7. Court Order of Annulment		Court where Annulment was granted	
8. Certificate of No Record of Marriage (CENOMAR)		PSA	
9. For foreign national -			
a) Legal Capacity to Contract Marriage		Foreign Embassy of Foreign National	
b) Photocopy of foreigner's passport		Owner	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Applies for marriage license.	Interview client, issue list of requirements and payments	None	5 minutes	MCR Staff <i>Mun. Civil Registry Office</i>
2. Receive referral slip for Pre-Marriage Counselling at DSWD and list of payment.	Prepare Application for Marriage License and other document. Instruct client to attend PMC at DSWD and pay the prescribe fee.	Application Fee - 200.00 PMC - 200.00 Service Fee - 50.00 Marriage License Fee - 2.00 Solemnization Fee - 400.00 <i>(marriage will be solemnized by the Mun. Mayor)</i>	10 minutes	MCR Staff / MTO Staff <i>Mun. Civil Registry Office/ Mun. Treasurer's Office</i>
3. Submit PMC Certificate and OR from Municipal Treasurers Office. Sign application for Marriage License	3.1. Receive/review documents. Instruct applicant to get the marriage license after 10 days.	None	5 minutes	MCR Staff <i>Mun. Civil Registry Office</i>
	3.2. Post application for 10 days.	None	10 days	MCR Staff <i>Mun. Civil Registry Office</i>
	3.3. Review/Sign the document.	None	3 minutes	MCRO <i>Mun. Civil Registry Office</i>
4. Get the marriage license	Issue marriage license and other documents.	None	2 minutes	MCR Staff <i>Mun. Civil Registry Office</i>

TOTAL	Php 452.00 - Marriage License Php 852.00 - Solemnized by the Mun. Mayor	10 days & 25 minutes	
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7. Issuance of Certification of Civil Registry Documents (CRD)

Issuance of copy of Birth, Death and Marriage Certificates using Civil Registry Form No. 1A (Birth Available), 1B(Birth Not Available); 2A (Death Available), 2B Death Not Available; 3A (Marriage Available), 3B (Marriage Not Available) as per request of the owner or representative of the document.

Office / Division:	MUNICIPAL CIVIL REGISTRARS OFFICE			
Classification:	SIMPLE			
Type of Transaction:	G2C - Client is the transacting public			
Who may avail:	Owner of Civil Registry Document, Parents, Authorize Representative or nearest kin of the owner			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid ID		Client/Owner of the document		
2. Authorization Letter of the authorize representative		Owner of the document		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request copy of Civil Registry Document (Birth/Death/Marriage). Present authorization letter and ID if representative.	Interview client. Ask for an authorization letter and ID if representative of the owner of document. Verify in database and in Civil Registry Books	None	10 minutes	MCR Staff <i>Mun. Civil Registry Office</i>
2. Pay the prescribe fee.	Prepare Civil Registry Document	Birth Available - 80.00	10 minutes	MCR Staff/ MTO Staff

		Birth Not Available - 80.00 Marriage Available - 80.00 Marriage Not Available - 80.00 Death Available - 80.00 Death Not Available - 80.00 Birth/ Marriage/ Death Destroyed - 80.00		<i>Mun. Civil Registry Office/ Mun. Treasurer's Office</i>
3. Submit official receipt from MTO	Sign Civil Registry Document	None	2 minutes	MCRO <i>Mun. Civil Registry Office</i>
4. Receive copy of Civil Registry Document	Issue Civil Registry Document requested	None	2 minutes	MCR Staff <i>Mun. Civil Registry Office</i>
TOTAL		Php 80.00 per Civil Registry Document Requested	24 minutes	

8. Processing of Request of Civil Registry Document for Birth, Marriage and Death not found in the Database/Archive of PSA

In case a person has no record of birth, marriage or death in the database of PSA and said record is available at the Local Civil Registrar Office, a person or his authorized representative or nearest kin can request the LCR to furnish the PSA copy of said Civil Registry Document.

Office / Division:	MUNICIPAL CIVIL REGISTRARS OFFICE
Classification:	COMPLEX

Type of Transaction:	G2C - Client is the transacting public, G2G - Client is a government employee or another government agency			
Who may avail:	Owner of Civil Registry Document, Parents, Authorize Representative or nearest kin of the owner			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Negative Certification of Civil Registry Document from PSA 2. Copy of Civil Registry Document 3. Authorization of representative with ID if applicable		PSA Owner/Client, MCR Owner/Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client inform/report on the Negative Result from PSA of her/his civil registry Document	Interview client regarding his/her concerned	None	2 minutes	MCR Staff <i>Mun. Civil Registry Office</i>
2. Submit negative certification and other document	Verify the Civil Registry Books, if available at LCR prepares copy of endorsement letter to PSA. If negative, advise client to apply for late registration	None	10 minutes	MCR Staff <i>Mun. Civil Registry Office</i>
3. None	Prepare Copy of Endorsement Letter to PSA	None	10 minutes	MCR Staff <i>Mun. Civil Registry Office</i>
4. None	Review and sign endorsement letter and authenticate copy of document	None	3 minutes	MCRO <i>Mun. Civil Registry Office</i>
5. Receive Owner's Copy of the Civil registry document	Issue Owner's copy of document and transmit the other document to PSA	Php 150.00 - Mailing Fee	2 minutes	MCR Staff <i>Mun. Civil Registry Office</i>
TOTAL		Php 150.00	30 minutes	

9. Application for Affidavit to use the Surname of the Father (AUSF) and Acknowledgment

Pursuant to revised RA No. 9255, an Act allowing an illegitimate children to Use the Surname of their Father, Illegitimate children born on March 19, 2004 and onwards can use the surname of their father provided that they are acknowledged by their father. Acknowledgement also known as RECOGNITION is define as the process of declaring legally that a certain person is one's own child.

Office / Division:	MUNICIPAL CIVIL REGISTRARS OFFICE			
Classification:	SIMPLE			
Type of Transaction:	G2C - Client is the transacting public			
Who may avail:	Parents, Guardian, Owner of the document (legal age)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. COLB 3 photocopies 2. Acknowledgment signed by the father (with appearance of father) 3. AUSF Form 3 original copies 4. Cedula/Valid ID's 3 photocopies 5. Filiation of illegitimate child - Private Handwritten instrument signed by the father - SSS/Philhealth/BIR - the child as beneficiary 3 photocopies		MCRO/PSA MCR/Notary Public MCR/Notary Public MTO/Government Agency/employer Government Agency		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. File request for AUSF/Acknowledgment	Check the COLB if acknowledged by the father. Issue list of requirement and order of payment	Acknowledgment - 200.00 AUSF - 150.00	5 minutes	MCR Staff <i>Mun. Civil Registry Office</i>
2. Submit requirements and OR from MTO. Signed the Affidavit of Acknowledgment/AUSF	2.1. Prepare and subscribed the Affidavit of Acknowledgment/ AUSF and assigned Registry Number	None	30 minutes	MCR Staff/MCRO/ Notary Public <i>Mun. Civil Registry Office/ Office of the Notary Public</i>
3. None	Make an ANNOTATION	Mailing Fee - 150.00		MCR Staff/MCRO <i>Mun. Civil Registry</i>

	at the side of the COLB, certify all the attached required documents.			<i>Office</i>
4. Received the COLB with Annotation and other registered legal documents and endorsement.	Issue COLB and registered legal documents, endorsement.			MCR Staff <i>Mun. Civil Registry Office</i>
TOTAL		P500.00	35 minutes	

10. Application for Legitimation

Legitimation is a remedy by means of which those who in fact were not born in wedlock and should, therefore, be considered legitimate, it being supposed that they were born when their parents were already married. Legitimation takes place by the subsequent valid marriage of the parent of the child.

Office / Division:	MUNICIPAL CIVIL REGISTRARS OFFICE
Classification:	COMPLEX
Type of Transaction:	G2C - Client is the transacting public
Who may avail:	Parents of the illegitimate child
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Certificate of live Birth - 3 photocopies	PSA/MCRO
2. Certificate of Marriage of Parents - 3 photocopies	PSA/MCRO
2. CENOMAR of Parents - 3 photocopies	PSA
3. Joint Affidavit of Legitimation – (with appearance of both parents)	MCR/Notary Public
4. Cedula or Valid ID of Parents - 3 photocopies	MTO/Government Agency/Employer
5. Death Certificate (if one both parents is deceased) – 3 photocopies	MCRO/PSA

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. File for Legitimation of the child	Check the COLB, if child was acknowledged or not by the father. Issue the requirements needed and order of payment	Legitimation - 200.00	3 minutes	MCR Staff <i>Mun. Civil Registry Office</i>
2. Submit all the requirements needed. Pay the prescribed fee at the Municipal Treasurers Office	Prepare and registered Joint Affidavit of Legitimation. Subscribed, assign registry number and make ANNOTATION at the side of COLB.		30 minutes	MCR Staff/MCRO/ Notary Public <i>Mun. Civil Registry Office/ Office of the Notary Public</i>
3. Submit OR of payment	Review signed documents. Endorsed to PSA, Quezon City for advance endorsement.	Mailing Fee - 150.00	5 minutes	MCRO <i>Mun. Civil Registry Office</i>
4. Receive COLB with Annotation and Registered Joint Affidavit of Legitimation.	Issue Annotated COLB, Joint Affidavit of Legitimation and Endorsement.		3 minutes	MCR Staff <i>Mun. Civil Registry Office</i>
TOTAL		Php 350.00	41 minutes	

11. Petition for correction of clerical error under R.A. 9048 and R.A. 10172

Pursuant to RA 9048, any clerical errors in the entries in the Civil Registry Documents (CRD) or Change of First Name (CFN); under RA 10172, change of gender and day/or month in the date of birth in the Certificate of Live Birth of a person can already be applied and processed at the Office of the Local Civil Registrar without undergoing court hearing.

Office / Division:	MUNICIPAL CIVIL REGISTRARS OFFICE			
Classification:	HIGHLY TECHNICAL			
Type of Transaction:	G2C - Client is the transacting public, G2G - Client is a government employee or another government agency			
Who may avail:	Parents, Self, Husband or Wife, Child, Others with SPA			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Civil registry document to be corrected - 3 photocopies 2. Baptismal Certificate - 3 photocopies 3. Valid ID's - 3 photocopies 4. School records - 3 photocopies 5. Civil registry document of sibling, children, husband and wife - 3 photocopies 6. OR/Proof of Payment 7. Certificate of Indigency Additional Requirements for CFN and RA 10172 1. Police Clearance - 3 photocopies 2. NBI Clearance - 3 photocopies 3. Earliest School Record - 3 photocopies 4. Certificate of Employment/Affidavit of Non-employment 5. Medical Record 6. Medical Certificate not undergone sex transplant 7. Affidavit of Publication		MCR & PSA Church Government Agency/ Employer School were attended MCR & PSA MTO Assessor's Office and DSWD PNP NBI School were attended Employer/PAO, Notary Public Medical Institution/Physician MHO Publisher/Notary Public		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Apply Petition under R.A. 9048/10172	Interview Client, Check the CRD to be corrected if R.A. 10172/9048; Issue list of requirements and payment	a) CCE - 1,000.00 b) CFN (RA. 10172) - 3, 000.00	15 minutes	MCRO <i>Mun. Civil Registry Office</i>

2. Submit requirements. Pay the prescribed fee.	Review all the documents submitted and prepare petition	None	10 minutes	MCRO <i>Mun. Civil Registry Office</i>
3. Sign the Petition	Sign and subscribed the Petition, issue Notice of Posting, Certificate of Posting and Notice of Publication.	None	5 minutes	MCRO <i>Mun. Civil Registry Office</i>
4. None Publish in newspaper	Post at MCR Bulletin Board Issue Notice of Publication	None Php 3,000.00	10 days 2 consecutive weeks	MCRO <i>Mun. Civil Registry Office</i>
5. None	If no opposition, Grant the Petition/sign the Granted Petition	None	5 minutes	MCRO <i>Mun. Civil Registry Office</i>
6. None	Mail 1 set of Petition to PSA, Legal Quezon City for AFFIRMATION	Php 150.00		MCR Staff <i>Mun. Civil Registry Office</i>
7. None	If AFFIRMED by the PSA, Prepare Certificate of Finality, Annotated CRD, and Certify the AFFIRMED Petition	None	20 minutes	MCRO <i>Mun. Civil Registry Office</i>
8. None	Sign Certificate of Finality, Annotated CRD and Certified Petition and endorsement to PSA, Quezon City	Php 150.00	10 minutes	MCRO <i>Mun. Civil Registry Office</i>
TOTAL		a) Php 1,300.00 b) Php 6,300.00	10 days/ 65 minutes 24 days/65 minutes	

12. Registration of Court Decree and Adoption, Annulment, Year in the Date of Birth and Nationality

Court decisions on matters of adoption, annulment of marriage, correction of nationality or year in the date of birth certificate of a person need to be registered where the event took place.

Office / Division:	MUNICIPAL CIVIL REGISTRARS OFFICE			
Classification:	COMPLEX			
Type of Transaction:	G2C - Client is the transacting public			
Who may avail:	Owner of the document, Parents, Guardian(with SPA)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Certified Photocopy of Court Order - 6 copies 2. Certificate of Court Registration - 6 copies 3. Certificate of Authenticity of the Court Decision 3. CRD Documents 4. Official Receipt of Payment		RTC Branch where decision was issued LCR Office where the decision was ordered Concerned Clerk of Court MCR/PSA Municipal Treasurers Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submit the certified copy of court order and Registration of Court Order, Payment (OR) at MTO	Check the submitted documents and process registration of Court Decree	Php 500.00	25 minutes	MCR/MTO <i>Mun. Civil Registry Office/ Mun. Treasurer's Office</i>
2. None	Sign and make an Annotation. Endorse to PSA Quezon City	Php 150.00	10 minutes	MCR Staff/ MCRO <i>Mun. Civil Registry Office</i>
3. Received registered Court Decree and CRD with Annotation	Received signed and certified CRD	None	5 minutes	MCRO <i>Mun. Civil Registry Office</i>
TOTAL		Php 650.00	40 minutes	

13. Processing of Supplemental Report

When entries or information are omitted in the COLB, COD and COM, the owner of the document or an authorized representative can request the LCR to include the missing entries/information through the process of Supplemental Report. When three or more entries are missing, approval of PSA is needed prior to release of annotated Civil Registry Document.

Office / Division:	MUNICIPAL CIVIL REGISTRARS OFFICE			
Classification:	COMPLEX			
Type of Transaction:	G2C - Client is the transacting public, G2G - Client is a government employee or another government agency			
Who may avail:	Owner of the document (legal age), Parents, Guardian, Others(with SPA)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Civil Registry Documents with omitted entry/entries - 3 photocopies 2. Affidavit of Supplemental Report - 3 original copies 3. Valid ID's/Cedula 4. OR Payment		MCRO/PSA MCRO/Notary Public Government Agency/MTO MTO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. File for Supplemental report	Interview client, issue requirements needed and order of payment	Supplemental Report - 200.00	5 minutes	MCR Staff/MCRO <i>Mun. Civil Registry Office</i>
2. Submit requirements and OR from MTO	Prepare and subscribe affidavit for Supplementary Report and attachments. Make an Annotation - for the omitted entry	None	30 minutes	MCR Staff/MCRO <i>Mun. Civil Registry Office</i>
3. Sign the Affidavit for Supplementary Report	Review and sign the Affidavit of Supplementary Report, the Annotated Civil Registry documents and certify the supporting documents.		15 minutes	MCR Staff/MCRO <i>Mun. Civil Registry Office</i>
	Endorse to PSA Quezon City	Mailing Fee - 150.00		

4. Receive copy of document and endorsement letter	Issue CRD and authenticated copy and endorsement letter if needed.	None	2 minutes	MCR Staff/MCRO <i>Mun. Civil Registry Office</i>
TOTAL		Php 350.00	47 minutes	

14. Issuance of Certified True/Photocopy of Certificate of Civil Registry Documents (CRD)

Issuance of Certified True Copy/Photocopy of Birth, Death and Marriage Certificate as per request of the owner or representative of the document.

Office / Division:	MUNICIPAL CIVIL REGISTRARS OFFICE			
Classification:	SIMPLE			
Type of Transaction:	G2C - Client is the transacting public			
Who may avail:	Owner of Civil Registry Documents, Parents, Authorize Representative or nearest kin of the owner			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid ID of the owner of the document		Client/Owner of the document		
2. Valid ID of the authorized representative		Authorized Representative		
3. Authorization Letter of the authorized representative		Owner of the document		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request copy of Civil Registry Document (Birth/Death/Marriage) Present authorization letter and ID if authorized representative. Present photocopy of document to be authenticated if available	Interview client. Ask for an authorization letter and ID if representative of the owner of document. Verify in database and in Civil Registry Books.	None	5 minutes	MCR Staff <i>Mun. Civil Registry Office</i>
2. Pay the prescribe fee	Prepare the Civil Registry Document being requested	Php 75.00	5 minutes	MCR Staff/ MTO Staff <i>Mun. Civil Registry</i>

				<i>Office Mun. Treasurer's Office</i>
3. Submit official receipt from MTO	Authenticate and Sign Civil Registry Document	None	2 minutes	MCR Staff/MCRO <i>Mun. Civil Registry Office</i>
4. Receive copy of Civil Registry Document	Issue Civil Registry Document requested	None	2 minutes	MCR Staff <i>Mun. Civil Registry Office</i>
TOTAL		Php 75.00 per Civil Registry Document Requested	14 minutes	

General Services Office
(Internal)

1. Purchase Request for Goods (Items, Supplies, and Materials) through shopping

Procurement Request of Goods - items, supplies, and materials received by the Procurement Officer from different offices not exceeding Php 50,000.00. Procurement shall be made through alternative methods (Small-Value Procurement/Shopping)

Office / Division:	GENERAL SERVICES OFFICE			
Classification:	SIMPLE			
Type of Transaction:	G2G - Client is a government employee or another government agency			
Who may avail:	LGU and other agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<p>1. Accomplished Material Requisition Slip (MRS)duly signed by the Requesting Officer, Budget Officer, and LCE - 1 original, 5 photocopies <i>includes: List of Complete Item Specifications</i></p> <ul style="list-style-type: none"> ●Quantity ●Material ●Color (if applicable) ●Size (if applicable) ●Estimated Cost ●Sample picture or layout of item to procure (if needed) ●Purpose <p>2. Copy of APP or Supplemental APP if item is not included in the original APP. (2 copies)</p>		<p>1. GSO or Requesting Office</p> <p>2. Requesting Office</p>		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Prepare the Material Requisition Slip (MRS)	1. The Requesting Office prepares the Material Requisition Slip (MRS) filled up and appropriately signed	None	2 minutes	Requesting Officer
2. Verify whether the items requested are included in the PPMP and AIP	2. Budget Officer/staff verifies the items requested are included in the PPMP and AIP	None	5 minutes	Budget Officer/Staff <i>Mun. Budget Office</i>
3. Check the allotted or Appropriated Budget	3. Check the availability or whether there is an Alloted/Appropriated Budget and appropriately charged the said request	None	5 minutes	Budget Officer/Staff <i>Mun. Budget Office</i>
4. Process for	4. Processing for	None		Supply Officer/Staff

Procurement or Purchase	Procurement or Purchase after the Budget Office certify that there is an available budget and it is included in the PPMP and AIP: <i>a. BAC Resolution</i> <i>b. Purchase Request (PR) - filled up, numbered and appropriately signed/approved</i> <i>c. Abstract of Canvass filled up and appropriately signed/approved</i> <i>d. Purchased Order (PO) for Mayor's Approval</i>		2 minutes 5 minutes 5 days 15 minutes	<i>General Services Office</i>
5. Preparation of documents for Notice of Delivery to COA	5. Prepare documents for Notice of Delivery and transmit to COA	None	10 minutes	Supply Officer/staff <i>General Services Office</i>
6. Preparation of other pertinent papers for Obligation Request	6. Prepare Requisition and Issue Slip, Acknowledgement Receipt of Equipment, Inventory Custodian Slip, and Property Card for Procured materials and equipment	None	15 minutes	Supply Officer/staff <i>General Services Office</i>
7. Preparation of Obligation Request	7. Review of supporting attachments of the Approved Purchase Order for the preparation of Obligation Request (OBR)	None	15 minutes	Budget Officer/staff <i>Mun. Budget Office</i>
8. Recording of Obligation Request (OBR) with supporting attachments	8. Obtain a copy of OBR and record in the daily transaction logbook, and forwarded to the Supply Office for processing	None	5 minutes	Budget Officer/staff <i>Mun. Budget Office</i>

9. Issuance of Disbursement Voucher	9. Process and complete the necessary requirements/documents to process payment/DV Issuance and forwarded to the Accounting Office	None	5 minutes	Supply Officer/staff <i>General Services Office</i>
10. Issuance of check	10.1. Assign number to DV and recording	None	2 minutes	Accounting Officer/staff <i>Mun. Accounting Office</i>
	10.2. DVs with attached supports forwarded to MTO for check	None	2 minutes	Accounting Officer/staff <i>Mun. Accounting Office</i>
	10.3. Check is made, transmitted by the Office of the Mayor, and recorded at the Accounting Office	None	10 minutes	Treasurer/staff <i>Mun. Treasurer's Office</i>
TOTAL		None	5 days, 1 hour, 38 minutes	

Municipal Budget Office
(External)

1. Request for Account Charging

Clients request for account charging as validated by the originating concerned Office.

Office / Division:	MUNICIPAL BUDGET OFFICE			
Classification:	SIMPLE			
Type of Transaction:	G2C-Client is the transacting public			
Who may avail:	All Polangui constituents			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Complete documentary requirements as certified by the originating Office.		Requesting Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for charging to their respective appropriated fund available.	1. MBO records the request onto the incoming logbook	None	1 minute	MBO Staff <i>Municipal Budget Office</i>
	1.1 To prepare Obligation Request (ObR) form.	None	2 minutes	MBO Staff/Officer <i>Municipal Budget Office</i>
	1.2 Concerned staff to properly charge to the related account and write down on the face of the ObR form.	None	1 minute	MBO Staff/Officer <i>Municipal Budget Office</i>
	1.3 Municipal Budget Officer to sign on Box B to certify the existence of available appropriation.	None	1 minute	Municipal Budget Officer <i>Municipal Budget Office</i>
	1.4 Concerned staff to properly assign obligation request budgetary number	None	1 minute	MBO Staff <i>Municipal Budget Office</i>
	1.4 MBO to log out the release of the request with properly attached and signed ObR form in the Outgoing logbook.	None		
TOTAL		None	6 minutes	

Municipal Budget Office
(Internal)

1. Request for Account Charging

Employees request for account charging upon incurrence of obligation to ascertain that sufficient fund has been appropriated for such in the Annual Budget.

Office / Division:	MUNICIPAL BUDGET OFFICE			
Classification:	SIMPLE			
Type of Transaction:	G2G-Government to Government			
Who may avail:	All government employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1- Properly approved and signed Materials Requisition Slip (MRS)/Project Proposal/Payroll/Contract documents.		Requesting Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for charging to their respective appropriated fund available.	1. MBO records the request onto the Incoming logbook.	None	1 minute	MBO Staff <i>Municipal Budget Office</i>
	1.1 Prepare Obligation Request (ObR) form.	None	5 minutes	MBO Staff/Officer <i>Municipal Budget Office</i>
	1.2 Properly charged to the related account and onto the face of the ObR form.	None	2 minutes	MBO Staff/Officer <i>Municipal Budget Office</i>
	1.3 Sign on Box B to certify the existence of available appropriation.	None	1 minute	Municipal Budget Officer <i>Municipal Budget Office</i>
	1.4 Assign ObR number and record the release of the request onto the Outgoing logbook. Forward to the Mayor's Office/ Accounting Office	None	1 minute	MBO Staff <i>Municipal Budget Office</i>
TOTAL		None	10 minutes	

2. Request for Recommending Approval for Project Proposals

Employees request for recommending approval upon checking of budgetary requirements and sufficiency of funds still available.

Office / Division:	MUNICIPAL BUDGET OFFICE			
Classification:	SIMPLE			
Type of Transaction:	G2G-Government to Government			
Who may avail:	All government employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1- Properly approved and signed Project Proposal by the Department Head of the requesting Office.			Requesting Office	
CLIENT STEPS	AGENCY ACTION	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for recommending approval.	1. Mark as "Received" all copies of the proposal and keep a copy for the MBO	None	1 minute	MBO Staff <i>Municipal Budget Office</i>
	1.1 Review the documents submitted and check for the availability of appropriation.	None	1 minute	MBO Staff <i>Municipal Budget Office</i>
	1.2 Final review and sign	None	5 minutes	Municipal Budget Officer <i>Municipal Budget Office</i>
2. In case of denied recommendation, requires further discussion with the requesting Office.	2. Notify the requesting Office and discuss.	None	10 minutes	Municipal Budget Officer <i>Municipal Budget Office</i>
TOTAL		None	17 minutes	

3. Request for Checking of Materials Requisition Slip (MRS)

Employees request for requisition of supplies needed.

Office / Division:	MUNICIPAL BUDGET OFFICE
Classification:	SIMPLE
Type of Transaction:	G2G-Government to Government
Who may avail:	All government employees

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Properly signed MRS by the Department Head of the requesting Office with the corresponding prices as determined by the Supply Office.				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Confirm materials and/or supplies requested with the Project Procurement Management Plan (PPMP).	1. Check the request if included in the Annual PPMP.	None	2 minutes	MBO Staff <i>Municipal Budget Office</i>
2. Request for signature of the Municipal Budget Officer.	2. If included, in the Annual PPMP, check the request as to availability of appropriation and recheck the price. If otherwise, the requesting office must notify the Supply Office for supplemental procurement	None	2 minutes	MBO Staff/Officer <i>Municipal Budget Office</i>
	2.1 Certify request as to existence of appropriation that has been legally for the purpose	None	2 minutes	Municipal Budget Officer <i>Municipal Budget Office</i>
	2.2 Forward the MRS at the Mayor's Office for approval	None		
TOTAL		None	6 minutes	

4. Review of Barangay Budgets

Office / Division:	MUNICIPAL BUDGET OFFICE
Classification:	SIMPLE
Type of Transaction:	G2G-Government to Government
Who may avail:	Barangay Officials
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE

Complete documentary requirements as certified by the originating office		Requesting office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the proposed Barangay Budget by the Barangay Treasurer for initial review	1. Check the budget preparation documents	None	40 minutes	Barangay Reviewing Officer <i>Municipal Budget Office</i>
	1.1 Check certified statement of income for the past, current, and the budget year	None	10 minutes	
	1.2 Check actual income and expenditures for the past year	None	10 minutes	
	1.3 Check actual and estimated income & expenditures for the current year	None	20 minutes	
	1.4 Check income and expenditure estimates for the budget year	None	15 minutes	
2. Ask for the reviewed AB for final correction	2. Check the barangay expenditures program	None	20 minutes	
	2.1 Return the reviewed/corrected AB for the final copy	None	20 minutes	
3. Return the corrected AB for resolution	3. Review all budget documents, prepare review letters for signature by the MBO	None	10 minutes	

	Submit all budget documents with the review letter to the SB	None	5 minutes
TOTAL		None	2 hours-30 minutes

5. Review of Barangay Supplemental Budgets

Office / Division:	MUNICIPAL BUDGET OFFICE			
Classification:	SIMPLE			
Type of Transaction:	G2G-Government to Government			
Who may avail:	All government officials			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Complete documentary requirements as certified by the originating office			Requesting office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Ask available sources of funds to be used for the Supplemental Budget	1. Issues available sources of funds	None	10 minutes	Barangay Reviewing Officer <i>Municipal Budget Office</i>
2. Submit the Supplemental Budget for initial review	2. Review the Supplemental Budget	None	2 hours	
3. Ask for the reviewed SB for final correction	3. Return the reviewed/corrected SB for the final Copy	None	45 minutes	
4. Return the corrected Supplemental	4. Review all Supplemental Budget documents with	None	30 minutes	

Budget for approval of the Sangguniang Bayan	attached barangay resolution		
	5. Prepare review letter for signature of the MBO	None	20 minutes
	6. Submit all Supplemental Budget documents with the review letter to be signed by the MBO and submit to the Sangguniang Bayan for approval	None	10 minutes
TOTAL		None	3 hours-55 minutes

Municipal Accounting Office
(External)

1. Issuance of Tax Certificates for Suppliers

Under Section 2.58(B) of Revenue Regulations No. 2-1998, as amended (RR 2-98), every payor (LGU) required to deduct and withhold taxes under the regulations shall furnish each payee with a withholding tax statements using BIR Form No. 2306 and 2307 showing the income payments made and the amount of taxes withheld therefrom, for every month of the quarter.

BIR FORM	Type	Description	When to issue
BIR Form No. 2306	Certificate of Final Tax Withheld at Source	A Certificate to be accomplished and issued by a Payor/WA to each recipient of income subjected to final tax. The column amount of payment should indicate the total amount paid and the total taxes withheld and remitted during the period.	To be issued to supplier (payee) on or before January 31 of the year following the year in which income payment was made. However upon request of the payee the payor must furnish such statement to the payee simultaneously with the income payment.
BIR Form No. 2307	Certificate of Creditable Tax Withheld at Source	A Certificate to be accomplished and issued to recipients of income subject to expanded withholding tax paid by a Payor/Withholding Agent including government money payments made by a government office showing therein the monthly breakdown of the total income payments made and the total taxes withheld and remitted during the quarter/period.	

		<p>For EWT - This Certificate in turn should be attached to the Quarterly/Annual Income Tax Return - BIR Forms 1701Q / 1701 for individuals, or BIR Form 1702Q/ 1702 for non-individuals, in which case, the amount of withholding tax shall be allowed as a tax credit against the income tax liability of the income recipient in the taxable quarter or year in which the income was earned or received.</p>	<p>For EWT - To be issued to payee on or before the 20th day of the month following the close of the taxable quarter. Upon request of the payee, however, the payor must furnish such statement to the payee simultaneously with the income payment.</p>
		<p>For Percentage Taxes on Government Money Payments - This Certificate is to be attached to the Quarterly Percentage Tax return (BIR Form No. 2551M and 2551Q).</p>	<p>For Percentage Tax On Government Money Payments - To be issued to the payee on or before the 10th day of the month following the month in which withholding was made. Upon request of the payee, however, the payor must furnish such statement to the payee simultaneously with the income payment.</p>

		For VAT Withholding - This Certificate is to be attached to the Monthly VAT Declaration (BIR Form No. 2550M) and Quarterly VAT Return (BIR Form No. 2550Q).	For VAT Withholding - To be issued to the payee on or before the 10th day of the month following the month in which withholding was made. Upon request of the payee, however, the payor must furnish such statement to the payee simultaneously with the income payment.
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Office / Division:	Office of the Municipal Accountant
Classification:	Simple
Type of Transaction:	G2B - Government to Business, and/or G2C - Government to Citizen
Who may avail:	Suppliers/Contractors whether Sole Proprietors, Partnership or Corporate

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Disbursement Voucher for issuance of Withholding Tax Certificate (1 photocopy)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request copy of Withholding Tax Certificate	1. Interview client / provide vouchers	None	5 minutes	Admin. Aide II Computer Operator IV <i>Municipal Accounting Office</i>
2. None	2. Review / approve printed certificate	None	1 minute	Mun. Government Department Head <i>Municipal Accounting Office</i>
3. Receive the Certificate	3. Release of Certificate	None	1 minute	Mun. Government Department

				Head <i>Municipal Accounting Office</i>
TOTAL			None	7 minutes

Municipal Accounting Office
(Internal)

1. Issuance of Tax Certificates for Employees and Payslips

BIR FORM	Type	Description	When to issue
BIR Form No. 2316	Certificate of Compensation Payment / Tax Withheld For Compensation Payment With or Without Tax Withheld	A Certificate to be accomplished and issued to each employee receiving salaries, wages and other forms or remuneration by each employer indicating therein the total amount paid and the taxes withheld therefrom during the calendar year. This Certificate in turn should be attached to the Annual Income Tax Return (BIR Form 1700 - for individuals receiving purely compensation income, or BIR Form 1701 for individuals with mixed income).	To be issued to payee on or before January 31 of the succeeding year in which the compensation was paid, or in cases where there is termination of employment, it is issued on the same day the last payment of wages is made.

Office / Division:	Office of the Municipal Accountant			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Government Employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request copy of Withholding Tax Certificate/Payslips	1. Interview client	None	8 minutes	Administrative Assistant III (Senior Bookkeeper) <i>Municipal Accounting Office</i>
2. None	2. Review / approve printed certificate or payslips	None	1 minute	Mun. Government Department Head

				<i>Municipal Accounting Office</i>
3. Receive the Certificate	3. Release of Certificate or Payslip	None	1 minute	Mun. Government Department Head <i>Municipal Accounting Office</i>
TOTAL		None	10 minutes	

2. Issuance of Philhealth/ Pag-ibig Remittance Certification/Pag-ibig Certificate of Oneness/Remittance Certification (Premiums and Loans) to Employees

Office / Division:	Office of the Municipal Accountant			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Government Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None				
CLIENT STEPS	AGENCY ACTION	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request copy of Philhealth/Pag-ibig Remittance Certification/Pag-ibig Certificate of Oneness/Remittance Certification (Premiums and Loans) to Employees	1. Interview client	None	8 minutes	Administrative Assistant II (Administrative Assistant) Computer Operator IV <i>Municipal Accounting Office</i>
2. None	2. Review / approve printed certificate or payslips	None	1 minute	Mun. Government Department Head

				<i>Municipal Accounting Office</i>
3. Receive the Certificate	3. Release of Certificate or Payslip	None	1 minute	Mun. Government Department Head <i>Municipal Accounting Office</i>
TOTAL		None	10 minutes	

3. Pre-Audit and Processing of Payroll for Salaries and Wages of Regular and Casual Employees

Office / Division:	Office of the Municipal Accountant			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Government Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Payrolls at Municipal Accounting Office	1. Received submitted payrolls from the Budget Office	None	1 minute	Administrative Assistant III (Senior Bookkeeper) <i>Municipal Accounting Office</i>
	1.1 Record payrolls to respective funds	None	1 minute	Admin Aide II <i>Municipal Accounting Office</i>
2. None	2. Verify / review supporting documents and approve payrolls	None	18 minutes	Administrative Assistant III (Senior Bookkeeper)

				Municipal Government Department Head Municipal Accountant <i>Municipal Accounting Office</i>
3. None	3. Release of payrolls to Municipal Treasurer's Office	None	2 minutes	Admin Aide II <i>Municipal Accounting Office</i>
4. None	4. Return back to respective offices of payrolls with deficiencies	None	3 minutes	Admin Aide II <i>Municipal Accounting Office</i>
TOTAL		None	25 minutes	

4. Receiving and Checking of Barangay Financial Documents of Forty four (44) Barangays

Office / Division:	Office of the Municipal Accountant			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Payee / Barangay Officials			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Transmittal Letters from PBs 2. Disbursement vouchers with attached supporting documents required by COA 3. Bank Statements showing transactions made in a particular month			Requirement per client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit collections, vouchers and payrolls at Brgy. Bookkeepers Office	1. Receive collections, vouchers and payrolls	None	10 minutes per barangay	Brgy. Bookkeepers

				Municipal Government Department Head Municipal Accountant <i>Municipal Accounting Office</i>
2. None	2. Records collections, vouchers and payroll	None	3 days per barangay	Brgy. Bookkeepers Municipal Government Department Head Municipal Accountant <i>Municipal Accounting Office</i>
3. None	3. Prepares journal entry voucher for all the collections, vouchers and payrolls	None	5 minutes per transaction	Brgy. Bookkeepers Municipal Government Department Head Municipal Accountant <i>Municipal Accounting Office</i>
4. None	4. Submit to the Commission on Audit all the processed transaction of the barangays	None	15 minutes	Brgy. Bookkeepers Municipal Government Department Head Municipal Accountant <i>Municipal Accounting Office</i>

TOTAL	None	3 Days, 30 minutes	
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5. Pre-Audit and Processing of Disbursement Vouchers for Payment to Suppliers (Utilities)/Reimbursement of Utilities

Office / Division:	Office of the Municipal Accountant			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government; G2B - Government to Business Entity			
Who may avail:	Payee/Government employees/Claimants of LGU transactions			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Statement of Account in the Name of the Agency. 2. Official Receipt. 3. Certification that Long-distance Calls were for Official Business based on the Logbook maintained by the Agency. 4. In case of Mobile Telephone, Agency Policy on who are allowed and how much is the cellcard allowance.			Requirement per client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Vouchers with supporting documents required by COA	1. Received submitted vouchers from the Budget Office	None	1 minute	Admin Aide II <i>Municipal Accounting Office</i>
2. None	2. Record vouchers to respective funds	None	1 minute	Admin Aide II <i>Municipal Accounting Office</i>
3. None	3. Verify / review supporting documents and approve vouchers	None	5 minutes	Municipal Government Department Head Municipal Accountant

				<i>Municipal Accounting Office</i>
4. None	4. Release of vouchers to Treasurer's Office	None	2 minutes	Admin Aide II <i>Municipal Accounting Office</i>
5. Comply deficiency	5. Return back to respective offices of vouchers with deficiencies	None	2 minutes	Admin Aide II <i>Municipal Accounting Office</i>
TOTAL		None	11 minutes	

6. Pre-Audit and Processing of Disbursement Vouchers for Payment to Suppliers (Gasoline, Fuel and Oil)

Based on COA Circular No. 2012-001 dated June 14, 2012 Re: Revised Documentary Requirements for Common Government Transactions such as follows:

I. Shopping for ordinary regular office supplies and equipment and within the threshold in Annex H of the RIRR of RA 9184.

II. Small Value Procurement for items within the threshold in Annex H of the RIRR of RA 9184 but not considered as ordinary regular office supplies and equipment;

have the following minimum audit requirements;

1. Purchase Request (PR) in prescribed format, Supported with ABC and No Brand Names of Items is indicated (Only the relevant characteristics and performance requirements).
2. Item requisitioned included in the agency's approved Annual Procurement Plan (APP) with BAC SEC Certification.
3. With Certification from the PS-DBM that the items to be procured are not available in their stock.
4. With PhilGEPS Printout (on Active, Closed or Awarded Status) as evidence of posting for ABC above P50,000.00.
5. BAC Resolution with all the Conditions set forth by the RIRR for Shopping and SVP and approved by the HOPE.
6. Request for Quotation (RFQ) in prescribed format including terms and conditions.
7. Abstract of Quotations (AOQ) in prescribed format.

8. Purchase Order in prescribed format and with Conforme of Supplier.
9. Purchase Order furnished the audit team within five (5) days upon issuance.
10. Delivery Receipt (DR) in prescribed format.
11. Inspection and Acceptance Report (IAR) in prescribed format.
12. Audit team notified of deliveries within twenty four (24) hours upon delivery
13. ObR or BUR in prescribed format and properly Certified.
14. DV in prescribed format, properly Certified and Approved and Payment acknowledged by Payee and with Official Receipt prescribed Form by the BIR.
15. Official Receipt in prescribed form by BIR.
16. PAR /ICS attached to the DV in prescribed format where applicable.
17. Minimum eligibility requirements of Suppliers (Mayor's Permit, BIR Registration Certificate and PhilGEPS Registration Certificate) attached to the SDs.

Additional audit requirements shall be attached depending on the nature of transaction.

Office / Division:	Office of the Municipal Accountant			
Classification:	Simple			
Type of Transaction:	G2B - Government to Business Entity			
Who may avail:	Payee/Claimants of LGU transactions			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Approved Daily Trip Tickets duly filled-up in all material respects including signatures of official driver and passengers. 2. Statement of Account issued by the Gasoline Station, in case of purchase on account.		1. Supply Office 2. Client		
3. Withdrawal Slip. 4. Gasoline Sales Invoice or Charged Slip.		3. Driver 4. Client		
5. Official Receipts. 6. Driver's Acceptance and Inspection Report which may be indicated in the Driver's Trip Ticket		5. Client 6. Driver		
7. Monthly Report of Official Travel. 8. Monthly Report of Fuel Consumption.		7. Supply Office		
9. Red Plate Vehicle with markings "For Official Use Only".		8. Supply Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Submit Vouchers with supporting documents required by COA	1. Received submitted vouchers from the Budget Office	None	1 minute	Admin Aide II <i>Municipal Accounting Office</i>
2. None	2. Record vouchers to respective funds	None	1 minute	Admin Aide II <i>Municipal Accounting Office</i>
3. None	3. Verify / review supporting documents and approve vouchers	None	15 minutes	Municipal Government Department Head Municipal Accountant <i>Municipal Accounting Office</i>
4. None	4. Release of vouchers to Treasurer's Office	None	2 minutes	Admin Aide II <i>Municipal Accounting Office</i>
5. Comply deficiency	5. Return back to respective offices of vouchers with deficiencies	None	2 minutes	Admin Aide II <i>Municipal Accounting Office</i>
TOTAL		None	11 minutes	

7. Pre-Audit and Processing of Disbursement Vouchers for Payment to Suppliers (Repairs and Maintenance)

Based on COA Circular No. 2012-001 dated June 14, 2012 Re: Revised Documentary Requirements for Common Government Transactions such as follows:

I. Shopping for ordinary regular office supplies and equipment and within the threshold in Annex H of the RIRR of RA 9184.

II. Small Value Procurement for items within the threshold in Annex H of the RIRR of RA 9184 but not considered as ordinary regular office supplies and equipment;

have the following minimum audit requirements;

1. Purchase Request (PR) in prescribed format, Supported with ABC and No Brand Names of Items is indicated (Only the relevant characteristics and performance requirements).
2. Item requisitioned included in the agency's approved Annual Procurement Plan (APP) with BAC SEC Certification.
3. With Certification from the PS-DBM that the items to be procured are not available in their stock.
4. With PhilGEPS Printout (on Active, Closed or Awarded Status) as evidence of posting for ABC above P50,000.00.
5. BAC Resolution with all the Conditions set forth by the RIRR for Shopping and SVP and approved by the HOPE.
6. Request for Qoutation (RFQ) in prescribed format including terms and conditions.
7. Abstract of Quotations (AOQ) in prescribed format.
8. Purchase Order in prescribed format and with Conforme of Supplier.
9. Purchase Order furnished the audit team within five (5) days upon issuance.
10. Delivery Receipt (DR) in prescribed format.
11. Inspection and Acceptance Report (IAR) in prescribed format.
12. Audit team notified of deliveries within twenty four (24) hours upon delivery
13. ObR or BUR in prescribed format and properly Certified.
14. DV in prescribed format, properly Certified and Approved and Payment acknowledged by Payee and with Official Receipt prescribed Form by the BIR.
15. Official Receipt in prescribed form by BIR.
16. PAR /ICS attached to the DV in prescribed format where applicable.
17. Minimum eligibility requirements of Suppliers (Mayor's Permit, BIR Registration Certificate and PhilGEPS Registration Certificate) attached to the SDs.

Additional audit requirements shall be attached depending on the nature of transaction.

Office / Division:	Office of the Municipal Accountant	
Classification:	Simple	
Type of Transaction:	G2B - Government to Business Entity	
Who may avail:	Payee/Claimants of LGU transactions	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. POW, JO or Purchase Request (PR) in prescribed format, Supported with ABC and showing scope of work or spare parts to be purchased.		1. Supply Office

<p>2. Pre-Repair Inspection Report. 3. Procurement Procedures and Documents to be followed for Small Value Procurement. 4. Post-Repair Inspection Report. 5. Waste Material Report. 6. ICS or PAR, where applicable. 7. Inspection and Acceptance Report. 8. Certification by the AO that the defects were due to ordinary wear and tear and not thru his/her negligence. 9. Guarantee or Warranty Certificate issued by the Repair Shop. 10. DTI or TESDA Accreditation of the Repair Shop. 11. Official Receipt</p>		<p>2. Driver and Head Mechanic 4. Driver and Head Mechanic 5. Head Mechanic 6. Supply Office 7. Supply Office 8. Accountable Officer 9. Claimant/Client 10. Claimant/Client 11. Claimant/Client</p>		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Submit Vouchers with supporting documents required by COA</p>	<p>1. Received submitted vouchers from the Budget Office</p>	<p>None</p>	<p>1 minute</p>	<p>Admin Aide II <i>Municipal Accounting Office</i></p>
<p>2. None</p>	<p>2. Record vouchers to respective funds</p>	<p>None</p>	<p>1 minute</p>	<p>Admin Aide II <i>Municipal Accounting Office</i></p>
<p>3. None</p>	<p>3. Verify / review supporting documents and approve vouchers</p>	<p>None</p>	<p>15 minutes</p>	<p>Municipal Government Department Head Municipal Accountant <i>Municipal Accounting Office</i></p>
<p>4. None</p>	<p>4. Release of vouchers to Treasurer's Office</p>	<p>None</p>	<p>2 minutes</p>	<p>Admin Aide II <i>Municipal Accounting Office</i></p>
<p>5. Comply deficiency</p>	<p>5. Return back to respective offices of</p>	<p>None</p>	<p>2 minutes</p>	<p><i>Admin Aide II</i></p>

	vouchers with deficiencies			<i>Municipal Accounting Office</i>
TOTAL		None	11 minutes	

8. Pre-Audit and Processing of Disbursement Vouchers for Cash Advances for Local Travel

Office / Division:	Office of the Municipal Accountant			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Government employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Communication Letter/Invitation Letter		1. Sponsoring Agency/Organizer/President of Gov't Organizations		
2. Office Order or Travel Order.		2. HRMO Department		
3. Approved Itinerary of Travel.		3. Accounting Department		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Vouchers with supporting documents required by COA	1. Received submitted vouchers from the Budget Office	None	1 minute	Admin Aide II <i>Municipal Accounting Office</i>
2. None	2. Record vouchers to respective funds	None	1 minute	Admin Aide II <i>Municipal Accounting Office</i>
3. None	3. Verify / review supporting documents and approve vouchers	None	15 minutes	Municipal Government Department Head Municipal Accountant

				<i>Municipal Accounting Office</i>
4. None	4. Release of vouchers to Treasurer's Office	None	2 minutes	<i>Admin Aide II</i> <i>Municipal Accounting Office</i>
5. Comply deficiency	5. Return back to respective offices of vouchers with deficiencies	None	2 minutes	<i>Admin Aide II</i> <i>Municipal Accounting Office</i>
TOTAL		None	11 minutes	

9. Pre-Audit and Processing of Disbursement Vouchers of Liquidation Report for Local Travel

Office / Division:	Office of the Municipal Accountant			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Government employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Certificate of Travel Completed. 2. Certificate of Appearance. 3. Ticket and/or RER, as the case maybe. 4. Boarding Pass and Terminal Fee Tickets, in case of plane. 5. Report of Travel.			Requirement per client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Vouchers with supporting documents required by COA	1. Received submitted vouchers from the Budget Office	None	1 minute	<i>Admin Aide II</i> <i>Municipal Accounting Office</i>

2. None	2. Record vouchers to respective funds	None	1 minute	Admin Aide II <i>Municipal Accounting Office</i>
3. None	3. Verify / review supporting documents and approve vouchers	None	15 minutes	Municipal Government Department Head Municipal Accountant <i>Municipal Accounting Office</i>
4. None	4. Release of vouchers to Treasurer's Office	None	2 minutes	Admin Aide II <i>Municipal Accounting Office</i>
5. Comply deficiency	5. Return back to respective offices of vouchers with deficiencies	None	2 minutes	Admin Aide II <i>Municipal Accounting Office</i>
TOTAL		None	11 minutes	

10 . Pre-Audit and Processing of Disbursement Vouchers of Petty Cash for Operating Expenses.

Office / Division:	Office of the Municipal Accountant	
Classification:	Simple	
Type of Transaction:	G2G - Government to Government	
Who may avail:	Government employees	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Note: It should be for Petty Operating Expenses only and should exclude Representation Expenses such as Meals and Snacks during in-house meetings and conference. 1. Approved PCV. 2. Official Receipts or RER.		Requirement per client

3. Appropriate Supporting Documents.				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Vouchers with supporting documents required by COA	1. Received submitted vouchers from the Budget Office	None	1 minute	Admin Aide II <i>Municipal Accounting Office</i>
2. None	2. Record vouchers to respective funds	None	1 minute	Admin Aide II <i>Municipal Accounting Office</i>
3. None	3. Verify / review supporting documents and approve vouchers	None	15 minutes	Municipal Government Department Head Municipal Accountant <i>Municipal Accounting Office</i>
4. None	4. Release of vouchers to Treasurer's Office	None	2 minutes	Admin Aide II <i>Municipal Accounting Office</i>
5. Comply deficiency	5. Return back to respective offices of vouchers with deficiencies	None	2 minutes	Admin Aide II <i>Municipal Accounting Office</i>
TOTAL		None	11 minutes	

11. Pre-Audit and Processing of Disbursement Vouchers of Assistance to Individuals in crisis situations (AICS)

Office / Division:	Office of the Municipal Accountant			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Government employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Certificate of Indigency from the barangay within the LGU. 2. Case Study by the MSWD Social Worker. 3. Medical abstract. 4. Officials Receipts. Please refer to MSWDO requirements for uniformity.			Requirement per client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Vouchers with supporting documents required by COA	1. Received submitted vouchers from the Budget Office	None	1 minute	Admin Aide II <i>Municipal Accounting Office</i>
2. None	2. Record vouchers to respective funds	None	1 minute	Admin Aide II <i>Municipal Accounting Office</i>
3. None	3. Verify / review supporting documents and approve vouchers	None	15 minutes	Municipal Government Department Head Municipal Accountant <i>Municipal Accounting Office</i>
4. None	4. Release of vouchers to Treasurer's Office	None	2 minutes	Admin Aide II <i>Municipal Accounting Office</i>
5. Comply deficiency	5. Return back to respective offices of vouchers with deficiencies	None	2 minutes	Admin Aide II

				<i>Municipal Accounting Office</i>
TOTAL		None	11 minutes	

**Municipal Treasurer's Office
(External)**

1. Checking of Remittances to Government Agencies

Loans and Premiums are collected and paid through checks to Government Agencies such as DPB, GSIS, HDMF, PHILHEALTH and LANDBANK OF THE PHILIPPINES.

Office / Division:	MUNICIPAL TREASURER'S OFFICE			
Classification:	SIMPLE			
Type of Transaction:	G2G - Client is a government employee or another government agency			
Who may avail:	Government Agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Disbursement Voucher		Municipal Treasurer's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Disbursement Voucher prepared by Accounting Office	1.1. MTO Staff received and record to logbook for incoming	None	10 Minutes	MTO Staff <i>Mun. Treasurer's Office</i>
	1.2. Prepare the checks	None	10 Minutes	Municipal Treasurer <i>Mun. Treasurer's Office</i>
	1.3. Record to logbook for outgoing	None	10 Minutes	MTO Staff <i>Mun. Treasurer's Office</i>
	1.4. To be delivered to Mayor's Office for signature and Accounting Office for Advice	None	2 Minutes	MTO Staff <i>Mun. Treasurer's Office</i>
2. Receiving of voucher with checks	2.1. MTO staff will receive the disbursement voucher for signature of Municipal Treasurer's Office	None	2 Minutes	MTO Staff <i>Mun. Treasurer's Office</i>
	2.2. Sign the disbursement voucher before releasing	None	3 Minutes	Municipal Treasurer <i>Mun. Treasurer's Office</i>
3. Releasing of Checks	3.1. Record the disbursement voucher to Check Registry for release to Liason Officer who	None	2 Minutes	MTO Staff <i>Mun. Treasurer's</i>

	will remit the check			Office
	TOTAL	None	39 Minutes	

2. Checking of Disbursement Voucher for Business Entities

Prepare the checks for payment to the business entities with transaction in the Municipality

Office / Division:	MUNICIPAL TREASURER'S OFFICE			
Classification:	SIMPLE			
Type of Transaction:	G2B-Government to Business Entity			
Who may avail:	Business Entities			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Disbursement Voucher		Municipal Treasurer's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Disbursement Voucher prepared by Accounting Office	1.1. MTO Staff received and record to logbook for incoming	None	10 Minutes	MTO Staff <i>Mun. Treasurer's Office</i>
	1.2. Prepare the checks	None	10 Minutes	Municipal Treasurer <i>Mun. Treasurer's Office</i>
	1.3. Record to logbook for outgoing	None	10 Minutes	MTO Staff <i>Mun. Treasurer's Office</i>
	1.4. To be delivered to Mayor's Office for signature and Accounting Office for Advice	None	2 Minutes	MTO Staff <i>Mun. Treasurer's Office</i>
2. Receiving of voucher with checks	2.1. MTO staff will receive and review if all check are signed by the Mayor before signing by Municipal Treasurer	None	2 Minutes	MTO Staff <i>Mun. Treasurer's Office</i>
	2.2. Sign the check of the voucher before releasing	None	3 Minutes	Municipal Treasurer <i>Mun. Treasurer's Office</i>
3. Releasing of Check	3.1. Record the disbursement voucher to Check Registry for release to the	None	2 Minutes	MTO Staff <i>Mun. Treasurer's</i>

	client			Office
	TOTAL	None	39 Minutes	

3. Financial and Medical Assistance

Paying all financial and medical assistance with complete attachments to the documents

Office / Division:	MUNICIPAL TREASURER'S OFFICE			
Classification:	SIMPLE			
Type of Transaction:	G2C - Client is the transacting public			
Who may avail:	Client			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Disbursement Voucher		Municipal Treasurer's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Disbursement Voucher prepared by Accounting Office	1.1 Check all the attachments are complete	None	2 Minutes	MTO Staff <i>Mun. Treasurer's Office</i>
	1.2. Paying cash to the individual	None	1 Minute	Municipal Treasurer <i>Mun. Treasurer's Office</i>
	1.3. Record the voucher for liquidation	None	3 Minutes	Municipal Treasurer <i>Mun. Treasurer's Office</i>
TOTAL		None	6 Minutes	

4. Renewal of Business Permit

All business establishments are required to renew every year. Renewal should be made on or before the 20th of January to avoid penalty.

Office / Division:	MUNICIPAL TREASURER'S OFFICE			
Classification:	SIMPLE			
Type of Transaction:	G2B – Government to Business Entity			
Who may avail:	All Business Entity			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Barangay Business Permit Income Tax Return (Previous Year)		Municipal Treasurer's Office / BPLO		

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Application	1. BPLO Staff assist the client in filling up the application forms	None	5 – 10 Minutes	BPLO / License Inspector MTO Staff <i>Mun. Treasurer's Office</i>
2. One Time Assessment and Payment of Fees and Charges	2.1. BPLO / License Inspector Assess the Business Tax	Business tax depends on the Gross Income and Line of Business	10 Minutes	BPLO Cashier / MTO Staff <i>Mun. Treasurer's Office</i>
	2.2. MTO Cashier / Staff will issue official receipt			
3. Processing and Releasing of Permit and Business Plates	3.1. MTO Staff prepares the business permit for signatory and releasing	None	5 – 10 Minutes	BPLO Staff <i>Mun. Treasurer's Office</i>
TOTAL			30 Minutes	

5. New Business Permit

All business establishments are required to register their business.

Office / Division:	MUNICIPAL TREASURER'S OFFICE/ LICENSING SECTION			
Classification:	SIMPLE			
Type of Transaction:	G2B – Government to Business Entity			
Who may avail:	All Business Entity			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
DTI/SEC/CDA Registration Barangay Business Permit Occupancy permit Contract of Lease if Lessee Capitalization		Municipal Treasurer's Office / BPLO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Application	1. BPLO Staff assist the client in filling up the application forms	None	None	BPLO / License Inspector MTO Staff <i>Mun. Treasurer's Office</i>

2. One Time Assessment and Payment of Fees and Charges	2.1. BPLO / License Inspector Assess the Business Tax	Depends on the Gross Income and Line of Business	10 Minutes	BPLO Cashier / MTO Staff
	2.2. MTO Cashier / Staff will issue official receipt			<i>Mun. Treasurer's Office</i>
3. Processing and Releasing of Permit and Business Plates	3. MTO Staff prepares the business permit for signatory and releasing	None	1 – 2 Days	BPLO Staff <i>Mun. Treasurer's Office</i>
TOTAL			2 days and 10 minutes	

6. Request for Business Closure / Change of Ownership / Certified True Copies

Certification needed by business establishments may be requested from MTO Staff

Office / Division:	MUNICIPAL TREASURER'S OFFICE/ LICENSING SECTION			
Classification:	SIMPLE			
Type of Transaction:	G2B – Government to Business Entity			
Who may avail:	All Business Entity			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Closure / Change of Ownership		Municipal Treasurer's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter for closure and request of certification	1.1. MTO Staff received and prepare the certification for signatory	None	3 – 5 Minutes	MTO Staff <i>Mun. Treasurer's Office</i>
	1.2. MTO cashier / staff will issue of Official Receipt	Certification Fee – Php 80.00		MTO Cashier <i>Mun. Treasurer's Office</i>
	1.3. Municipal Treasurer will sign the document	Documentary Stamp – Php 30.00	None	Municipal Treasurer <i>Mun. Treasurer's Office</i>
	1.4. MTO staff stamp it with official seal and releases the documents	None	None	MTO Staff <i>Mun. Treasurer's</i>

				Office
		TOTAL	3 – 5 Minutes	

7. Issuance of 20% Discount Rate for Advance Payment

Real Property Taxpayer's are entitled for a 20% discount if they fully paid their current tax obligation. Payment must be made on or before 31st day of December of the current taxable year.

Office / Division:	MUNICIPAL TREASURER'S OFFICE/LAND TAX SECTION			
Classification:	SIMPLE			
Type of Transaction:	G2C – Client is the transacting public			
Who may avail:	All Real Property TaxPayer			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Latest Tax Declaration from Mun. Assessor's Office for computation of assessed value.		Municipal Treasurer's Office /Land Tax Section		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Availment of the RPT 20% discount rate.	1.1. The RPT personnel evaluate the assessed value of the property.	None	2 minutes	MTO/RPT Staff <i>Mun. Treasurer's Office</i>
	1.2. The RPT personnel look, evaluate the RPTAR(Real Property Tax Register).	None	5 minutes	MTO/RPT Staff <i>Mun. Treasurer's Office</i>
	1.3. The RPT personnel compute the Basic & SEF tax with 20% discount.	None	3 minutes	MTO/RPT Staff <i>Mun. Treasurer's Office</i>
2. The Real Property Taxpayer	2.1. The MTO cashier/staff will issue Official Receipt.	Total Tax Due	3 minutes	Revenue Collector <i>Mun. Treasurer's Office</i>
TOTAL			13 minutes	

8. Payment of Real Property

Real Property Taxpayer's are required to pay RPT taxes yearly. Payment must be made on or before the 31st of December current taxable year to avoid penalty.

Office / Division:	MUNICIPAL TREASURER'S OFFICE/LAND TAX SECTION
Classification:	SIMPLE

Type of Transaction:	G2C – Client is the transacting public			
Who may avail:	All Real Property TaxPayer			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Latest Tax Declaration or previous Official Receipt		Municipal Treasurer's Office /Land Tax Section		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The Taxpayer will pay Real Proper tax.	1.1 The RPT personnel look evaluate the RPTAR(Real Property Tax Register)	None	5 minutes	MTO/RPT Staff <i>Mun. Treasurer's Office</i>
	1.2 The RPT personnel evaluate the assessed value of the property.	None	5 minutes	MTO/RPT Staff <i>Mun. Treasurer's Office</i>
	1.3 The RPT personnel compute the 1% Basic, 1% SEF tax of the property.	None	5 minutes	MTO/RPT Staff <i>Mun. Treasurer's Office</i>
2. The Real Property Taxpayer pays Real Property Tax.	2.1 The MTO cashier/staff will issue Official Receipt.	Total Tax Due	3 minutes	Ticket Checker <i>Mun. Treasurer's Office</i>
TOTAL			18 Minutes	

9. Computation of Real Property Taxes

Computations of Real Property Taxes must be accurately based on actual amount of assessment of property. It must be 1% for basic tax and another 1% for SEF or Special Education Fund, together with corresponding penalties and discounts.

Office / Division:	MUNICIPAL TREASURER'S OFFICE/LAND TAX SECTION			
Classification:	SIMPLE			
Type of Transaction:	G2C – Client is the transacting public			
Who may avail:	All Real Property TaxPayer			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Latest Tax Declaration and its corresponding revisions.		Municipal Treasurer's Office /Land Tax Section		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Taxpayer request for computation of Assessed value from a tax declaration. (With latest Tax declaration/ Gen. revision of property	1.1. The RPT personnel look evaluate the RPTAR (Real Property Tax Register).	None	5 minutes	MTO/RPT Staff <i>Mun. Treasurer's Office</i>
	1.2. The RPT personnel evaluate the assessed value of the property.	None	3 minutes	MTO/RPT Staff <i>Mun. Treasurer's Office</i>
	1.3. The RPT personnel compute the assessed value of the property. 1% for Basic tax & 1% for SEF together with corresponding penalties/ discounts.	None	5 minutes	MTO/RPT Staff <i>Mun. Treasurer's Office</i>
TOTAL			13 Minutes	

10. Application for MTOP and Franchise Section

ALL TRICYCLE OPERATORS are required to have their franchise renewed yearly. No owner/operator of any tricycle for hire/private shall be permitted to use, conduct

Office / Division:	MUNICIPAL TREASURER'S OFFICE/MTOP & FRANCHISED SECTION			
Classification:	COMPLEX			
Type of Transaction:	G2B – Government to Business Entity			
Who may avail:	All Tricycle Operators within the Municipality			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Latest LTO Official Receipt and Certification of Registration of Trimobile/TODA CERT.		Municipal Treasurer's Office /MTOP Section		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The TRICYCLE OPERATOR's apply for Franchise at MTOP. (Registered at LTO)	1.1 The MTOP personnel look, evaluate the validity of the O.R. / C.R.'s.	None	5 minutes	MTO/MTOP Staff <i>Mun. Treasurer's Office</i>
2. The Tricycle Operator submit necessary	2. MTOP Personnel evaluation	None	5 minutes	MTO/MTOP Staff <i>Mun. Treasurer's</i>

requirements (O.R./ C.R., TODA certification, Cedula)				<i>Office</i>
3. The Tricycle Operator required his unit be examine by the PNP on duty. (Drivers must be a duly license to operate the vehicle).	3.1 The MTOP personnel prepares all the documents needed in registration, encode in the computer for approval from local chief executive.	None	5 minutes	MTO/MTOP Staff <i>Mun. Treasurer's Office</i>
4. The tricycle operator pay the corresponding fees at the Cashier.	4.1 The MTO cashier issue an Official receipt as proof of payment.	Php. 330.00	3 minutes	Revenue Collector <i>Mun. Treasurer's Office</i>
TOTAL		Php. 330.00	18 Minutes	

Municipal Treasurer's Office
(Internal)

1. Record the Disbursement Voucher

All voucher will be recorded to the Cash Book and prepared the Report of Checks Issued before submitting to Accounting Office

Office / Division:	MUNICIPAL TREASURER'S OFFICE			
Classification:	SIMPLE			
Type of Transaction:	G2G - Client is a government employee or another government agency			
Who may avail:	Accounting Office and Commission on Audit			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Report of Collections and Deposits (RCD)		Municipal Treasurer's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Record the disbursement voucher	1.1. Record the DV to the Cash Book as per release	None	3 Minutes	MTO Staff <i>Mun. Treasurer's Office</i>
	1.2. Signing the disbursement voucher	None	5 Minutes	Municipal Treasurer <i>Mun. Treasurer's Office</i>
	1.3. Prepared the Report of Checks Issued	None	3 Minutes	MTO Staff <i>Mun. Treasurer's Office</i>
TOTAL		None	11 Minutes	

2. Cash Book of Report on Collection and Deposit

All collection and deposit must be recorded to the Cash Book

Office / Division:	MUNICIPAL TREASURER'S OFFICE			
Classification:	SIMPLE			
Type of Transaction:	G2G - Client is a government employee or another government agency			
Who may avail:	Accounting Office and Commission on Audit			

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Disbursement Voucher		Municipal Treasurer's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Record the Report of Collections and Deposits (RCD)	1.1 Checks the completeness of the RCD	None	2 Minutes	MTO Staff <i>Mun. Treasurer's Office</i>
	1.2. Record the RCD to the Cash Book	None	3 Minutes	MTO Staff <i>Mun. Treasurer's Office</i>
TOTAL		None	5 Minutes	

3. Preparing the Report on Collection and Deposit and Recording to General Collection

All collections must be with report of Report of Collections and Deposit (RCD) by every collectors. It will be recorded to the General Collection form

Office / Division:	MUNICIPAL TREASURER'S OFFICE			
Classification:	HIGHLY TECHNICAL			
Type of Transaction:	G2G - Client is a government employee or another government agency			
Who may avail:	Accounting Office and Commission on Audit			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Report of Collections and Deposits (RCD) 2. Receipts		Municipal Treasurer's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Preparing the Report of Collection and Deposits	1.1. Checking the collection remitted by collector to the collecting officer	None	3 Minutes	MTO Staff <i>Mun. Treasurer's Office</i>
	1.2. Prepared the RCD of the collector.	None	3 Minutes	MTO Staff <i>Mun. Treasurer's Office</i>
	1.3. Recorded the list of	None	1 Hour	MTO Staff

	Reciepts to the computer			<i>Mun. Treasurer's Office</i>
2. Consolidation of Daily Collection to General Collection Form	2.1. Consolidate the daily collection of all collectors	None	1 day	MTO Staff <i>Mun. Treasurer's Office</i>
	2.2. Preparing the Report of Collection Monthly	None	30 days	MTO Staff <i>Mun. Treasurer's Office</i>
	2.3. Preparing the Report of Collection for RPT, Fees and Charges and Economic Enterprise	None	1 day	MTO Staff <i>Mun. Treasurer's Office</i>
TOTAL		None	32 days 1 Hour and 6 Minutes	

Municipal Assessor's Office
(External)

1. Issuance Of Certified True Copy Of Tax Declaration

This service aims to accommodate the request of property owners to secure a certified copy of Tax Declaration as reference for payment of taxes and for another purpose it may serve

Office / Division:	OFFICE OF THE MUNICIPAL ASSESSOR			
Classification:	SIMPLE			
Type of Transaction:	G2C - Client is the transacting public, G2B - Government to Business Entity, G2G - Client is a government employee or another government agency			
Who may avail:	Property Owner or authorized representative			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Completely filled-out Request form 2. Documents for reference Additional requirement if transacted by Representative: 3. Photocopy of Valid ID of representative 4. Special Power of Attorney or Authorization Letter 5. Photocopy of valid ID of the owner		Municipal Assessor's Office (to be filled out by the requesting party (property owner/ authorized representative) Property owner's File Authorized Representative Property Owner Property Owner		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out request form and submit documents for reference.	1. Receive and check completeness of filled out request form and documents for reference	None	5 minutes	Mun. Assessor's Office Staff <i>Mun. Assessor's Office</i>
2. None	2. Verification of records in the database	None	1 minute	Mun. Assessor's Office Staff <i>Mun. Assessor's Office</i>
3. None	3.1 Issue order of payment for Certified True Copy of TaxDeclaration (if records available)	Php 105.00 per property	1 minute	Mun. Assessor's Office Staff <i>Mun. Assessor's Office</i>
	3.2 Research/traceback (if no records available)	None	5 minutes per property	
4. Present Official Receipt	4. Printing/Processing and preparation of Certified TrueCopy of Tax	None	5 minutes	Mun. Assessor's Office Staff <i>Mun. Assessor's</i>

	Declaration			<i>Office</i>
5. None	5. Review and Approval	None	1 minute	Mun. Assessor <i>Mun. Assessor's Office</i>
6. Signing in the Logbook of Request for Certified Copy of Tax Declaration	6. Client to sign in the logbook as proof of receipt, the releasing personnel records particulars of the requested property at the logbook	None	1 minute	Mun. Assessor's Office Staff <i>Mun. Assessor's Office</i>
7. Receiving of Certified Copy of Tax Declaration	7. Release/issue certified true copy of tax declaration	None	1 minute	Mun. Assessor's Office Staff <i>Mun. Assessor's Office</i>
TOTAL		Php 105 per property	9 minutes	
If Record are not available			14 minutes	

2. Issuance of Certificate of Property Landholdings, Insolvency or no Property

This service aims to accommodate the request of property owners to secure listings of property holdings and Certificate of Insolvency as reference for payment of taxes and for other purposes it may serve.

Office / Division:	OFFICE OF THE MUNICIPAL ASSESSOR	
Classification:	SIMPLE	
Type of Transaction:	G2C - Client is the transacting public, G2B - Government to Business Entity, G2G - Client is a government employee or another government agency	
Who may avail:	Property Owner or authorized representative	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1.1 Completely filled-out Request form		Municipal Assessor's Office (to be filled out by the requesting party (property owner/

2.1 Documents for reference and Date of death of the owner (in case of Landholdings for Estate Tax Purposes) Additional requirement if transacted by Representative: 3. 1 Photocopy of Valid ID of representative 4. 1 Special Power of Attorney of Authorization Letter 5. 1 Photocopy of valid ID of the owner		authorized representative) Property owner's File Authorized Representative Property Owner Property Owner		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out request form and submit documents for reference at Municipal Assessors Office	1. Receive and check completeness of filled out request form and documents for reference	None	2 minutes	Mun. Assessor's Office Staff <i>Mun. Assessor's Office</i>
2. None	2. Verification of records in database	None	2 minutes	Mun. Assessor's Office Staff <i>Mun. Assessor's Office</i>
3. None	3.1 Issue order of payment for Certification Fee	Php 75.00 per property Php 30.00 Doc. Stamp Tax	1 minute	Mun. Assessor's Office Staff <i>Mun. Assessor's Office</i>
	3.2 Research/traceback (previous records for estate tax purposes records for estate tax purposes)	None	5 minutes/ per property	

4. Present Official Receipt	4. Printing/Processing and preparation of Certificate of Land holdings or Insolvency	None	5 minutes	Mun. Assessor's Office Staff <i>Mun. Assessor's Office</i>
5. None	5. Review and Approval	None	2 minutes	Municipal Assessor <i>Mun. Assessor's Office</i>
6. Signing in the Logbook of Request for Certificate of Landholdings or Insolvency	6. Client to sign in the logbook as proof of receipt, the releasing personnel records particulars of the requested property at the logbook	None	1 minute	Mun. Assessor's Office Staff <i>Mun. Assessor's Office</i>
7. Receiving of Certificate of Landholdings or Insolvency	7. Release/issue certificate of landholdings and insolvency	None	1 minute	Mun. Assessor's Office Staff <i>Mun. Assessor's Office</i>
TOTAL		Php 105.00 per certification	19 minutes	

3. Issuance of Certificate of no Improvement

This service aims to accommodate the request of property owners to secure a Certification that will prove that the property is vacant otherwise building/improvement constructed shall be appraised and assessed for real property taxation purposes.

Office / Division:	OFFICE OF THE MUNICIPAL ASSESSOR
Classification:	SIMPLE
Type of Transaction:	G2C - Client is the transacting public, G2B - Government to Business Entity, G2G - Client is a government employee or another government

	agency			
Who may avail:	Property Owner or authorized representative			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. 1 Completely filled-out Request form		Municipal Assessor's Office(to be filled out by the requesting party (property owner/authorized representative)		
2. 1 Copy of Documents for reference		Property owner's File		
Additional requirement if transacted by Representative (1 copy each)				
3. Photocopy of Valid ID of representative		Authorized Representative		
4. Special Power of Attorney of Authorization Letter		Property Owner		
5. 1 Photocopy of valid ID of the owner		Property Owner		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out request form and submit documents for Reference	1. Receive and check completeness of filled out request form and documents for reference	None	5 minutes	Mun. Assessor's Office Staff <i>Mun. Assessor's Office</i>
2. None	2. Verification of records in the database (if property is vacant)	None	2 minutes	Mun. Assessor's Office Staff <i>Mun. Assessor's Office</i>
3. None	3. Issue order of payment for Certificate	Php 75.00 per property Php 30.00 Doc Stamp Tax	1 minute	Mun. Assessor's Office Staff <i>Mun. Assessor's Office</i>
4. Present Official Receipt	4. Printing/Processing and	None	3 minutes	Mun. Assessor's Office Staff

	preparation of Certificate of No Improvement			<i>Mun. Assessor's Office</i>
5. None	5. Review and Approval	None	2 minutes	Municipal Assessor <i>Mun. Assessor's Office</i>
6. Signing in the Logbook of Request for Certified Copy of Tax Declaration	6. Client to sign in the logbook as proof of receipt, the releasing personnel records particulars of the requested property at the logbook	None	1 minute	Mun. Assessor's Office Staff <i>Mun. Assessor's Office</i>
7. Receiving of certified Copy Tax Declaration	7. Release/issue Certificate of No Improvement	None	1 minute	Mun. Assessor's Office Staff <i>Mun. Assessor's Office</i>
TOTAL		Php 105.00 per property	15 minutes	

4. Transfer of Tax Declaration to the new owner

This service aims to accommodate the request of property owners on the transfer of Tax Declaration to the new owner.

Office / Division:	OFFICE OF THE MUNICIPAL ASSESSOR
Classification:	SIMPLE
Type of Transaction:	G2C - Client is the transacting public, G2B - Government to Business Entity, G2G - Client is a government employee or another government agency
Who may avail:	Real Property Owner or authorized representative

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. 1 Filled-out request form		Municipal Assessor's Office(to be filled out by the requesting party (property owner/ authorized representative)		
Two (2) photocopies each with Original copy for verification				
2. Mode of Conveyance duly registered at the Office of the Register of Deeds, Legazpi City		Notary Public or Property owner's file		
3. Transfer Certificate of Title of New Owner		Property owner's File or Land Registration Authority, Legazpi City		
4. Certificate Authorizing Registration (CAR)		Bureau of Internal Revenue (BIR), Legazpi City or Owner's file		
5. Transfer Tax		Municipal Treasurer's Office or Property Owner's file		
6. Updated Tax Payment or Tax Clearance		Municipal Treasurer's Office or Property Owner's file		
7. DAR Clearance (if property is agricultural)		Department of Agrarian Reform (DAR), Legazpi City		
Additional requirement if transacted by Representative (1 copy each):				
8. Photocopy of Valid ID of representative		Authorized Representative		
9. Special Power of Attorney of Authorization Letter		Property Owner		
10. Photocopy of valid ID of the owner		Property Owner		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out request form and submit documentary Requirements to the Municipal Assessor's Office	1. Receive and check completeness of filled outrequest form and documentary requirements	None	2 minutes	Mun. Assessor's Office Staff <i>Mun. Assessor's Office</i>

2. None	2.1 Verification of records in the database	None	2 minutes	Mun. Assessor's Office Staff
	2.2 Issue order of payment for Owner's Copy of Tax Declaration	None	1 minute	<i>Mun. Assessor's Office</i>
3. Present Official Receipt	3. Printing/Processing and preparation of Transfer of Tax Declaration and Owner's Copy	None	5 minutes	Mun. Assessor's Office Staff <i>Mun. Assessor's Office</i>
4. None	4. Review and Approval	None	2 minutes	Municipal Assessor <i>Mun. Assessor's Office</i>
5. Signing in the Logbook of Request for Transfer of Tax Declaration	5. Client to sign in the logbook as proof of receipt, the releasing personnel records particulars of the requested property at the logbook	None	1 minute	Mun. Assessor's Office Staff <i>Mun. Assessor's Office</i>
6. Receiving of owner's copy of tax declaration	6. Release/issue owner's copy of tax declaration	None	1 minute	Mun. Assessor's Office Staff <i>Mun. Assessor's Office</i>
TOTAL		None	14 minutes	

5. Subdivision / Segregation of Tax Declaration

This service aims to accommodate the request of property owners update their real property taxes by means of subdivision/segregation of real property and for other purposes it may serve:

Office / Division:	OFFICE OF THE MUNICIPAL ASSESSOR
Classification:	SIMPLE
Type of Transaction:	G2C - Client is the transacting public, G2B - Government to Business Entity, G2G - Client is a government employee or another government agency
Who may avail:	Real Property Owner or authorized representative

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. 1 Filled-out request form	Municipal Assessor's Office(to be filled out by the requesting party (property owner/authorized representative)
Two (2) photocopies each with Original copy for verification	
2. Transfer Certificate of Title (TCT) or Approved Lot Technical Description, in case of untitled lot	Land Registration Authority, Legazpi City or DENR for Lot Technical Description
3. Approved Subdivision Plan	Land Registration Authority, Authority or DENR
4. Updated Real Property Tax Payment or Tax Clearance	Municipal Treasurer's Office or Property owner's file
<i>Additional requirement if Subdivision and Transfer of Tax Declaration (1 copy each)</i>	
5. Mode of Conveyance duly registered at the Office of the Registry of Deeds, Legazpi city	Notary Public or Property Owner's file
6. Certificate Authorizing Registration (CAR)	Bureau of Internal Revenue, Legazpi City
7. Transfer Tax	Municipal Treasurer's Office or Property owner's file
8. DAR Clearance if property is agricultural	Department of Agrarian Reform, Legazpi City
<i>Additional requirement if transacted by Representative (1 copy each)</i>	
9. Photocopy of Valid ID of representative	Authorized Representative
10. Special Power of Attorney of Authorization Letter	Property Owner
11. Photocopy of valid ID of the owner	Property Owner

CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out request form and submit documentary requirements at Municipal Assessor's Office	1. Receive and check completeness of filled out request form and documentary requirements	None	3 minutes	Mun. Assessor's Office Staff <i>Mun. Assessor's Office</i>
2. None	2. Verification of records in the database	None	2 minutes	Mun. Assessor's Office Staff <i>Mun. Assessor's Office</i>
3. None	3. Issue order of payment for Owner's copy of Tax declaration	None	1 minute	Mun. Assessor's Office Staff <i>Mun. Assessor's Office</i>
4. Present Official Receipt	4. Printing/Processing and preparation of Subdivision and/or Subdivision with Transfer of TD	None	10 minutes per property	Mun. Assessor's Office Staff <i>Mun. Assessor's Office</i>
5. None	5. Review and Approval	None	2 minutes	Municipal Assessor <i>Mun. Assessor's Office</i>
6. Signing in the Logbook of Request for Transfer of Tax Declaration	6. Client to sign in the logbook as proof of receipt, the releasing personnel records particulars of the requested property at	None	1 minute	Mun. Assessor's Office Staff <i>Mun. Assessor's Office</i>

	the logbook			
7. Receiving of owner's copy of Tax Declaration	7. Release/issue owner's copy of tax declaration	None	1 minute	Mun. Assessor's Office Staff <i>Mun. Assessor's Office</i>
TOTAL		None	20 minutes	

6. Consolidation of Tax Declaration

This service aims to accommodate the request of property owners to update their real property taxes by means of consolidation of real property and for other purposes it may serve

Office / Division:	OFFICE OF THE MUNICIPAL ASSESSOR
Classification:	SIMPLE
Type of Transaction:	G2C - Client is the transacting public, G2B - Government to Business Entity, G2G - Client is a government employee or another government agency
Who may avail:	Real Property Owner or authorized representative

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. 1 Filled-out request form Two (2) photocopies each with Original copy for verification	Municipal Assessor's Office(to be filled out by the requesting party (property owner/authorized representative)
2. Transfer Certificate of Title (TCT) or Approved Lot Technical Description, in case of untitled lot	Land Registration Authority, Legazpi City or DENR for Lot Technical Description
3. Approved Subdivision Plan	Land Registration Authority, Authority or DENR
4. Updated Real Property Tax Payment or Tax Clearance	Municipal Treasurer's Office or Property owner's file
<i>Additional requirement if Subdivision and Transfer of Tax Declaration (1 copy each)</i>	
5. Mode of Conveyance duly registered at the Office of the Registry of Deeds, Legazpi city	Notary Public or Property Owner's file

6. Certificate Authorizing Registration (CAR)		Bureau of Internal Revenue, Legazpi City		
7. Transfer Tax		Municipal Treasurer's Office or Property owner's file		
8. DAR Clearance if property is agricultural		Department of Agrarian Reform, Legazpi City		
Additional requirement if transacted by Representative (1 copy each)				
9. Photocopy of Valid ID of representative		Authorized Representative		
10. Special Power of Attorney of Authorization Letter		Property Owner		
11. Photocopy of valid ID of the owner		Property Owner		
CLIENT STEPS	AGENCY ACTION	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out request form and submit documentary requirements at Municipal Assessors Office	1. Receive and check completeness of filled out request form and documentary requirements	None	3 minutes	Mun. Assessor's Office Staff <i>Mun. Assessor's Office</i>
2. None	2. Verification of records in the database	None	2 minutes	Mun. Assessor's Office Staff <i>Mun. Assessor's Office</i>
3. None	3. Issue order of payment for Owner's Copy of Tax Declaration	None	1 minute	Mun. Assessor's Office Staff <i>Mun. Assessor's Office</i>
4. Present Official Receipt	4. Printing/Processing and preparation of Consolidation and/or Consolidation with Transfer of TD	None	5 minutes per property	Mun. Assessor's Office Staff <i>Mun. Assessor's</i>

				<i>Office</i>
5. None	5. Review and Approval	None	2 minutes	Municipal Assessor <i>Mun. Assessor's Office</i>
6. Signing in the Logbook of Request for Consolidation of Tax Declaration	6. Client to sign in the logbook as proof of receipt, the releasing personnel records particulars of the requested property at the logbook	None	1 minute	Mun. Assessor's Office Staff <i>Mun. Assessor's Office</i>
7. Receiving of owner's copy of Tax Declaration and Notice of Assessment	7. Release/issue owner's copy of tax declaration and Notice of Assessment	None	1 minute	Mun. Assessor's Office Staff <i>Mun. Assessor's Office</i>
TOTAL		Php25 per property	15 minutes	

7. Annotation of Tax Declaration

This service aims to accommodate the request of property owners for annotations of tax declarations on Mortgages and Bail bond etc.

Office / Division:	OFFICE OF THE MUNICIPAL ASSESSOR	
Classification:	SIMPLE	
Type of Transaction:	G2C - Client is the transacting public, G2B - Government to Business Entity, G2G - Client is a government employee or another government agency	
Who may avail:	Real Property Owner or authorized representative	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Filled-out request form		Municipal Assessor's Office (to be filled out by the requesting party (property owner/authorized representative))

2. Original documents to be annotated (tax declaration)		Municipal Assessor's Office or Property owner's file		
3. 2 Photocopies of Mortgage or Bailbond Documents (with Original copy for verification)		Property Owner		
4. Updated Real Property Tax Payment or Tax Clearance		Municipal Treasurer's Office or Property owner's file		
Additional requirement if transacted by Representative (1 copy each)				
5. Photocopy of Valid ID of representative		Authorized Representative		
6. Special Power of Attorney of Authorization Letter		Property Owner		
7. Photocopy of valid ID of the owner		Property Owner		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out request form and submit documentary requirements	1. Receive and check completeness of filled out request form and documentary requirements	None	3 minutes	Mun. Assessor's Office Staff <i>Mun. Assessor's Office</i>
2. None	2. Verification of records in the database	None	2 minutes	Mun. Assessor's Office Staff <i>Mun. Assessor's Office</i>
3. None	3. Issue order of payment for Certified True Copy of Tax declaration with annotation and Annotation Fee	Php105 per property Php 100/ Php100,000 (Amount of Loan)	1 minute	Mun. Assessor's Office Staff <i>Mun. Assessor's Office</i>
4. Present Official Receipt	4. Printing/Processing and preparation of Annotation on Tax Declaration	None	3 minutes per property	Mun. Assessor's Office Staff <i>Mun. Assessor's</i>

				<i>Office</i>
5. None	5. Review and Approval	None	2 minutes	Municipal Assessor <i>Mun. Assessor's Office</i>
6. Signing in the Logbook of Request for Annotation of Tax Declaration	6. Client to sign in the logbook as proof of receipt, the releasing personnel records particulars of the requested property at the logbook	None	1 minute	Mun. Assessor's Office Staff <i>Mun. Assessor's Office</i>
7. Receiving of owner's copy of Tax Declaration with Annotation	7. Release/issue owner's copy of of tax declaration with annotation	None	1 minute	Mun. Assessor's Office Staff <i>Mun. Assessor's Office</i>
	TOTAL	Php105 per property	13 minutes	
	Annotation Fee	Php100/ Php100,000 (Amount of Loan)		

8. Verification of Lot Location / Boundaries

This service aims to accommodate the request of property owners to properly identify the location of property based on the tax-mapping records and Geographical Information system (Manifold) of the Office of the City Assessor and for other purposes it may serve. However, the data shall not be used as evidence for settling boundary disputes.

Office / Division:	OFFICE OF THE MUNICIPAL ASSESSOR
Classification:	SIMPLE
Type of Transaction:	G2C - Client is the transacting public, G2B - Government to Business

	Entity, G2G - Client is a government employee or another government agency			
Who may avail:	Real Property Owner or authorized representative			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. 1 copy filled-out request form		Municipal Assessor's Office (to be filled out by the requesting party (property owner/ authorized representative))		
2. 1 copy Letter request for verification of lot location or boundaries of real property tax declaration		Real Property Owner		
3. Ocular Inspection Report		Municipal Assessor's Office		
Additional requirement if transacted by Representative (1 copy each)				
4. Photocopy of Valid ID of representative		Authorized Representative		
5. Special Power of Attorney of Authorization Letter		Property Owner		
6. Photocopy of valid ID of the owner		Property Owner		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out request form and submit documentary requirements at Municipal Assessor's Office	1.1 Receive and check completeness of filled out request form and documentary requirements	None	3 minutes	Mun. Assessor's Office Staff Tax Mapping Aide
	1. 2 Verification of records in the GIS and tax mapping records	None	5 minutes per property	<i>Mun. Assessor's Office</i>
2. The client takes picture of the tax map	2. Issue picture of taxmap (On-going continuous database build-up)	None	3 minutes per property	Mun. Assessor's Office Staff Tax Mapping Aide <i>Mun. Assessor's</i>

				<i>Office</i>
3. Signing in the Logbook of Request for Verification of Property Location and Boundaries	3. Client to sign in the logbook as proof of receipt, the releasing personnel records particulars of the requested property at the logbook	None	2 minutes	Mun. Assessor's Office Staff <i>Mun. Assessor's Office</i>
TOTAL		None	13 minutes	

Municipal Health Office
(External)

1. National Tb Control Program

Case Finding, Case Holding, Health Education, Monitoring and Evaluation

Office / Division:	MUNICIPAL HEALTH OFFICE			
Classification:	SIMPLE			
Type of Transaction:	G2C - Client is the transacting public			
Who may avail:	All Ages			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<p><i>1 original copy of the following:</i></p> <ol style="list-style-type: none"> 1. Request for sputum examination from physician. 2. Sputum Gene Expert Result 3. X-ray Results 4. Philhealth ID 			<ol style="list-style-type: none"> 1. Physician on Duty 2. Laboratory Department JBDAPH Ligao City 3. MMG 4. Philhealth Office 	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requirements to the Nurse-in-charge	<ol style="list-style-type: none"> 1.1 Accept the requirements 1.2 Interview and receive sputum/gene expert request 1.3 Provide sputum/expert referral to laboratory 	None	5 minutes	<p>Nurse TB Coordinator</p> <p><i>Municipal Health Office</i></p>
2. Enrolment to TB-DOTS	<ol style="list-style-type: none"> 2.1. Evaluate presumptive TB based on clinical and laboratory evidence. 2.2. Refer all diagnosed TB patients to physician for appropriate treatment 2.3. Accomplish the NTP card 2.4 Agree with TB patient the mode of DOTS including the treatment partner 	None	15 minutes	<p>Nurse TB Coordinator</p> <p><i>Municipal Health Office</i></p>
3. Health Education and Counselling to all TB patients under treatment.	3.1 Continuous health education to patient, family members and community	None	20 minutes	<p>Nurse TB Coordinator</p> <p>RHM/NDP Nurse</p>

	3.2 Encourage community and family support to TB control.			<i>Municipal Health Office</i>
4. Monitoring and evaluation.	4.1 Maintain and update the TB Registry 4.2 Refer patients with adverse reactions to physician for evaluation and management 4.3 Supervise Treatment Partners 4.4 Update ITIS Report	None	20 minutes	NDP Nurse/ RHM <i>Municipal Health Office</i> NTP Nurse Coordinator
TOTAL		None	60 minutes	

2. Family Planning

Counseling of couples on how to control the number of children in the family and proper birth spacing using the different kinds of family planning methods.

Office / Division:	MUNICIPAL HEALTH OFFICE			
Classification:	SIMPLE			
Type of Transaction:	G2C - Client is the transacting public			
Who may avail:	Men and Women of reproductive age			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1 original copy of Family Planning Counseling Form		Barangay Health Station/ RHU Main Health Center		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the family planning counseling form at the health center	1. Validate the family planning counseling form; check health and family history	None	10 minutes	Assigned Rural Health Midwife/NDP Nurse <i>Municipal Health Office</i>
2. Choose the best Family Planning commodity	2. Attend the orientation about the FP commodities	None	30 minutes	Assigned Rural Health Midwife/NDP Nurse <i>Municipal Health Office</i>
3. Follow up	3. Replenishment of commodity	None	10 minutes	Assigned Rural Health Midwife/NDP

				Nurse <i>Municipal Health Office</i>
TOTAL		None	50 minutes	

3. Provision of Pre-Natal Care, Post- Natal and Mother's Class

Medical consultation, conduct of laboratory tests and provision of essential medicines for pregnant women.

Office / Division:	MUNICIPAL HEALTH OFFICE			
Classification:	SIMPLE			
Type of Transaction:	G2C - Client is the transacting public			
Who may avail:	Pregnant and Lactating Mother			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Mother's Booklet		Barangay Health Station		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visit the health center for pre-natal check-up	1.1 Check vital signs, provide pre-natal/ mother's booklet	None	10 minutes	Assigned Rural Health Midwife/NDP Nurse <i>Municipal Health Office and Barangay Health Stations</i>
	1.2 Refer to laboratory for confirmation of pregnancy	None	10 minutes	
	1.3 IEC on importance of pre-natal checkup during pregnancy	None	10 minutes	
	1.4 Dispensing of ferrous sulfate tablet and Calcium Carbonate	None	10 minutes	
	1.5 Schedule for the next pre-natal visit	None	5 minutes	
TOTAL		None	50 minutes	

4. Provision of Post-Natal Care

Health consultation and provision of essential medicines after giving birth.

Office / Division:	MUNICIPAL HEALTH OFFICE
Classification:	SIMPLE
Type of Transaction:	G2C - Client is the transacting public

Who may avail:	Pregnant and Lactating Mother			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Present Mother's Booklet		Barangay Health Station		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inform the Assigned Rural Health Midwife/NDP Nurse about the delivery at Rural Health Unit BEMONC Birthing Facility	1.1. Conduct home visit, check vital signs	None	10 minutes	Assigned Rural Health Midwife/NDP Nurse
	1.2. Provision of Vit. A and ferrous sulfate	None	10 minutes	
	1.3. IEC on importance of immunization and exclusive breast feeding.	None	10 minutes	<i>Municipal Health Office/Barangay Health Stations</i>
	1.4. Schedule for the immunization of the newborn.	None	5 minutes	
TOTAL		None	35 minutes	

5. Conduct of Mother's Class

Conduct of lectures on National Immunization Program, Nutrition, Importance of exclusive breastfeeding and other health programs about the mother and the baby.

Office / Division:	BHS MUNICIPAL HEALTH OFFICE			
Classification:	SIMPLE			
Type of Transaction:	G2C - Client is the transacting public			
Who may avail:	Pregnant and Lactating Mother			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Mother's Booklet		Barangay Health Station		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Attend the lecture	1.1 Registration of mothers attending the lecture.	None	10 minutes	Assigned Rural Health Midwife/NDP Nurse <i>Municipal Health Office</i>
	1.2 Start of lecture on: 1. National Immunization Program 2. Nutrition 3. Importance of exclusive breastfeeding	None	40 minutes	Assigned Rural Health Midwife/NDP Nurse <i>Municipal Health Office</i>
	1.3 Assessment and evaluation of the mothers	None	10 minutes	Assigned Rural Health Midwife/

				NDP Nurse <i>Municipal Health Office</i>
TOTAL		None	1 hour	

6. Normal Spontaneous Delivery and Newborn Care

This program aims to support the expectant mothers of the municipality of Polangui to have a full access to health services and to reduce the maternal and neonatal mortality thru the DOH's Maternal, Neonatal and Child Health Nutrition Program.

Office / Division:	MUNICIPAL HEALTH OFFICE (BEMONC Birthing Facility)			
Classification:	SIMPLE			
Type of Transaction:	G2C - Client is the transacting public			
Who may avail:	Women about to give birth via NSVD Gravida 1- 4 only			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<i>Original Copy of the Following:</i> <ol style="list-style-type: none"> 1. Ultrasound and laboratory results 2. Health record with complete pre-natal consultation 3. PhilHealth ID 		Diagnostic Laboratory Rural Health Midwife PhilHealth Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inform the facility about the on-going labor	1. Review the pre-natal record, laboratory findings, pregnancy and medical history and secure consent. 1.1 Rapid Assessment and vital signs taking	None	5 minutes 10 minutes	Rural Health Midwife/ Public Health Nurse on duty <i>Municipal Health Office</i>
2. Patient on active labor	2. Monitor progress of labor thru partograph at labor room and do internal examination	None	2 minutes	RHM on duty <i>Municipal Health Office</i>
	2.1 Attend to normal spontaneous delivery (NSD) at the birthing room	No Balance Billing for philhealth members Php 4,750 for non Philhealth	30 minutes to 1 hr.	Bemonc team on duty (Doctor, Nurse, Midwife) <i>Municipal Health Office</i>

	<p>2.2 Initiate essential newborn care at the delivery room</p> <p>2.3 Start immunization with Hepa B and BCG</p> <p>2.4 close monitoring and observation of mother and newborn, vital signs every 15 minutes</p> <p>2.5 Start exclusive breastfeeding after 30 minutes</p> <p>2.6 Counselling on Family Planning, EPI, Proper hygiene, exclusive breastfeeding, Nutrition and NBS.</p> <p>2.7 Discharge mother and newborn once vital signs stable after 24 hrs delivery</p>	none	30 minutes	Bemonc Team on Duty Municipal Health Office
TOTAL			2 hours and 17 minutes	

7. Pre-Marriage Counseling

Couples who plan to get married and have a family will undergo Pre-Marriage Counseling as one of the requirements for Marriage License. This will help them understand the importance of birth spacing and controlling the number of children with the use of Family Planning.

Office / Division:	MUNICIPAL HEALTH OFFICE (BEMONC Birthing Facility)			
Classification:	SIMPLE			
Type of Transaction:	G2C - Client is the transacting public			
Who may avail:	Couples			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<i>Original Copy of the Following:</i>				
1. 1 original Official Receipt		1. LGU Treasurer's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Submit the Official Receipt to the City Health Office	1. Accept and Record the Official Receipt Number	P150.00	5 minutes	POPCOM Officer <i>Municipal Health Office</i>
2. Interview	2. .Interview of the couple	None	10 Minutes	Midwife-in-charge POPCOM Officer <i>Municipal Health Office</i>
3. Attend the Pre-marriage counselling	3. Conduct of Pre-Marriage Counselling with various topics that are relevant to the couple	None	1 hour	Midwife-in-charge POPCOM Officer <i>Municipal Health Office/MSWD</i>
4. Finished the PMC	4. Issuance of Pre-Marriage Counselling Certificate	None	20 minutes	Midwife-in-charge POPCOM Officer <i>Municipal Health Office</i>
TOTAL		P150.00	1 hour and 35 minutes	

8. Medical Consultation

Medical consultation conducted by the RHU Municipal Health Officer/ Rural Health Physicians to all Polanguenos

Office / Division:	MUNICIPAL HEALTH OFFICE			
Classification:	SIMPLE			
Type of Transaction:	G2C - Client is the transacting public			
Who may avail:	All ages			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Client's Individual Treatment Record 2. Philhealth ID/ Membership Data Record- photocopy		1. RHU Municipal Health Office/OPD Dept. 2. PhilHealth Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Bring all the documents required	1. Accept the documents, enter in the logbook	None	5 minutes	Assigned Rural Health Midwives/ Nurse <i>Municipal Health Office</i>

2. Admission	2. Admission and Vital signs taking	None	10 minutes	Assigned Rural Health Midwives/ Nurse <i>Municipal Health Office</i>
3. Proceed to the Consultation Room	3. Conduct of Medical Consultation	None	15 minutes	Municipal Health Officer/ Rural Health Physician <i>Municipal Health Office</i>
4. Pharmacy	4. Dispensing of Medicines	None	10 minutes	Pharmacy Aide <i>Municipal Health Office</i>
5. Referral	5. Referral to the following for complicated cases: a. Laboratory b. Nutrition c. Dental d. Physical Therapy and Rehabilitation e. Mental Health	None	10 minutes	Municipal Health Officer/ Rural Health Physician/ Public Health Nurses <i>Municipal Health Office</i>
6. Scheduling of Follow-up consultation	6. Instructed the patient for the follow up checkup and re-evaluation.	None	5 minutes	Municipal Health Officer/ Rural Health Physician/ Public Health Nurses <i>Municipal Health Office</i>
TOTAL		None	55 minutes	

9. Medical Certificates for Employment

Medical certificates issued and certified by the City Health Officer or Rural Health Physician as a requirement for employment.

Office / Division:	MUNICIPAL HEALTH OFFICE	
Classification:	SIMPLE	
Type of Transaction:	G2C - Client is the transacting public	
Who may avail:	All Polanguenos	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
* Laboratory Results (not limited to Urinalysis, Fecalalysis,		1. Any Diagnostic Clinics 2. RHU Laboratory

Chest X-ray, Complete Blood Count) original copy * OFFICIAL RECIEPT		3. Designated RHU Collecting Officer		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Bring all the documents required	1. Accept the documents, enter in the logbook	None	10 minutes	OPD assigned personnel <i>Municipal Health Office</i>
2. Admission	2. Admission and Vital signs taking	None	10 minutes	OPD Assigned Personnel <i>Municipal Health Office</i>
3. Present the O.R.	3.1 Record in the logbook the O.R. Number 3.2 Preparation of Certificate	Php50.00	10 minutes	Assigned OPD personnel Encoder <i>Municipal Health Office</i>
4. Consultation and Physical Examination	4.1 Conducts physical examination 4.2 Signs the Certificate	None	15 minutes	Municipal Health Officer/ Rural Health Physician <i>Municipal Health Office</i>
5. Release of Certificate	5. Record and release the Certificate	None	5 minutes	OPD Assigned Personnel <i>Municipal Health Office</i>
6. Pharmacy	6. Dispensing of medicines if the patient needs to undergo oral medication.	None	5 minutes	Pharmacy Aide <i>Municipal Health Office</i>
TOTAL		P50.00	1 hour	

10. Examination of Medico Legal Cases

Physical and/or genital examinations provided to victims of Medico Legal Cases

Office / Division:	MUNICIPAL HEALTH OFFICE			
Classification:	SIMPLE			
Type of Transaction:	G2C - Client is the transacting public			
Who may avail:	All victims of Medico Legal Cases in the Municipality of Polangui			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
* Blotter and request for physical examination from PNP (1 copy each)		PNP-Polangui, Albay		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Bring all the documents required	1. Accept the documents, enter in the logbook	None	10 minutes	OPD Assigned Personnel <i>Municipal Health Office</i>
2. Physical/ genital examination	2. Vital signs & history taking; Physical/ genital examination	P100.00	30 minutes	Nurse/ Municipal Health Officer/ Rural Health Physician <i>Municipal Health Office</i>
3. Release of medico legal certificate	3. Preparation of medico legal report	None	15 minutes	Municipal Health Officer/ Rural Health Physician <i>Municipal Health Office</i>
4. Referral to the other agency	4. Referral to CSWD/PNP	None	5 minutes	Municipal Health Officer/ Rural Health Physician <i>Municipal Health Office</i>
5. Pharmacy	5. Medicines	None	5 minutes	Pharmacy Aide <i>Municipal n Health Office</i>
TOTAL		100	1 hour and 5 minutes	

11. Post Mortem, Autopsy or Necropsy

Conduct of post mortem, autopsy, or necropsy to all untoward cause of deaths occurred outside of the hospital but in Polangui Albay (ex. Road accidents, suicide incidents)

Office / Division:	MUNICIPAL HEALTH OFFICE			
Classification:	SIMPLE			
Type of Transaction:	G2C - Client is the transacting public			
Who may avail:	Victims of untoward cause of deaths in Polangui , Albay			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request letter from PNP (2 copies)		1. Officer-in- charge, PNP		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for post mortem/ autopsy from PNP	1.1 Receive and record the request	None	5 minutes	OPD Personnel/ Municipal Health Officer/ Rural Health Physician <i>Municipal Health Office</i>
2. Preparations of form	2.1 Preparation of Post Mortem/ autopsy forms and supplies	None	5 minutes	Assigned OPD Personnel <i>Municipal Health Office</i>
3. Conduct of Post Mortem/ autopsy	3.1 Examination of Cadaver	None	1-2 hours	Municipal Health Officer/ Rural Health Physician <i>Municipal Health Office</i>
4. Post Mortem report/ autopsy report	4.1 Processing of the report	None	2 days	Municipal Health Officer/ Rural Health Physician <i>Municipal Health Office</i>
	4.2 Record and release of Post mortem/ Autopsy/ Necropsy report	100.00	5 minutes	
TOTAL		100	2 days, 2 hours and 15 minutes	

12. Issuance of Sanitary Permit and Health Certificate

Sanitation Code of the Philippines (P.D. 856)

Office / Division:	MUNICIPAL HEALTH OFFICE- ENVIRONMENTAL HEALTH AND SANITATION DIVISION			
Classification:	COMPLEX			
Type of Transaction:	G2B - Government to Business Entity			
Who may avail:	Business Establishments in Polangui, Albay			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Business Application form (1 original copy) 2. Residence Certificate (1 original copy) 3. Barangay Clearance 4. Laboratory examination (1 original copy) 5. Picture (1x1 2 copies for operator) (1x1 1 copy for employee)		1. LGU Treasurer's Office 2. Barangay Council 3. Barangay Council 4. RHU Laboratory 5. From the Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Business Application Form and present all the requirements at Municipal Health Office	1. Receive and evaluate all the documents submitted by the client	None	15 Minutes	Rural Sanitary Inspector III Rural Sanitary Inspector I <i>Municipal Health Office</i>
2. Payment for the Sanitary Permit	2. Collection of fees	Sanitary permit P150.00 Health card P20.00	10 minutes	<i>Municipal Treasurer's Office</i>
3. Present the Official Receipt	3. Issuance of Health Card	None	5 minutes	Rural Sanitary Inspector III Rural Sanitary Inspector I <i>Municipal Health Office</i>

4. Submission of samples needed for the laboratory tests	4. Laboratory conducts stool examination, sputum examination or Chest X-ray and rectal swab	Stool exam: p30.00 Rectal swab: p100.00 (doh charge) Sputum exam: no charge	2 days	Municipal Health Office's Laboratory staff <i>Municipal Health Office</i>
5. Processing	5.1 Re-checking of the documents required.	None	20 minutes	Rural Sanitary Inspector II Rural Sanitary Inspector I <i>Municipal Health Office</i>
	5.2 Issuance of Sanitary Permit and Health Card if all the requirements are complied.	None	1 hour	Municipal Health Officer/ Rural Health Physician <i>Municipal Health Office</i>
	5.3 Records the Sanitary Permit and Health Card that will be released to the client.	None	1 day	Rural Sanitary Inspector III Rural Sanitary Inspector I <i>Municipal Health Office</i>
	5.4 Release the Health Certificate to be client	None	20 minutes	Rural Sanitary Inspector III Rural Sanitary Inspector I <i>Municipal Health Office</i>
TOTAL		P300.00	3 days, 2 hours and 10 minutes	

13. Nutrition Assessment

Nutrition assessment, counseling, evaluation, management and/or referral of Malnourished cases.

Office / Division:	MUNICIPAL HEALTH OFFICE- NUTRITION DIVISION			
Classification:	SIMPLE			
Type of Transaction:	G2C - Client is the transacting public			
Who may avail:	All ages			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Discharge summary/ Doctor's referral (1 copy) 2. Latest laboratory tests 3. Philhealth ID (if available)		1. Government or private Hospital/Clinic 2. Government or private Hospital/Clinic 3. Philhealth Office		
CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit needed requirements	1. Receive and review submitted requirements	None	5 minutes	Nutritionist/ Trained Nutrition Staff <i>Municipal Health Office</i>
2. Assessment of Nutritional Status	2. Assess client's nutritional status: a. Anthropometric measurement of height and weight of patient. b. Gathering past medical history, and food allergies if present	None	5 minutes	Nutritionist/ Trained Nutrition Staff <i>Municipal Health Office</i>
3. Nutritional Counseling	3. One-on-one nutritional counseling	None	20 minutes	Nutritionist/ Trained Nutrition Staff <i>Municipal Health Office</i>
4. Evaluation, Management and or referral of malnourished cases	4.1 Conduct of appetite testing of ready to use therapeutic food (RUTF) for severely Acute Malnourished Cases (SAM)	None	10 minutes	Nutritionist/ Trained Nutrition Staff <i>Municipal Health Office</i>
	4.2 Instruction to	None	5 minutes	

	caregivers how to use RUTF or dietary supplementation (6-59 months Pre-school child)			
	4.3 Coordination to BNS regarding the daily monitoring of RUTF consumed.		5 minutes 10 minutes 5 minutes	
5. Referral of In-patient Therapeutic Care	5. Referral of patient to Phil. Institution on the Management of Acute Malnutrition of BRTTH	None	3 hours	Nutritionist/ Trained Nutrition Staff <i>Municipal Health Office</i>
TOTAL		None	4 hours & 5 minutes	

14. Oral Health Care

Oral Health Education, Tooth Extraction , Flourization, Oral Examination

Office / Division:	MUNICIPAL HEALTH OFFICE- DENTAL			
Classification:	SIMPLE			
Type of Transaction:	G2C - Client is the transacting public			
Who may avail:	All Polanguenos			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Client's Individual Treatment Record 2. Philhealth ID/ Membership Data Record		1. City Health Office- Dental 2. PhilHealth Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Bring all the documents required	1.1 Evaluate the documents 1.2 Record the patient in the logbook	None	5 minutes	Dental Aide <i>Municipal Health Office</i>
2. Admission	2.1 Fill out the chart/ oral examination 2.2 Vital signs taking/ BP taking to 25 y/o and above	None	10 minutes	Dental Aide <i>Municipal Health Office</i>
3. Treatment	3.1 Dentist review the chart for consultation,	None	45 minutes (depends)	Dentist

	diagnosis and treatment 3.2 If medically compromised or complicated case for referral to a higher institution		upon the case)	<i>Municipal Health Office</i>
4. Post- Oral Treatment Care	4.1 Dispensing of oral medications 4.2 Instructions and health education	None	5 minutes	Dentist <i>Municipal Health Office</i>
5. Follow up	5.1 Instructed the patient about their follow up check-up for re-evaluation. 5.2 Advise to continue oral health care	None	5 minutes	Dentist <i>Municipal Health Office</i>
TOTAL		None	1 hour and 10 minutes	

15. Cbc – Complete Blood Count

Complete blood count of blood cells, hemoglobin and hematocrit determination for the patients of Polangui, Albay Health Office.

Office / Division:	MUNICIPAL HEALTH OFFICE- LABORATORY DIVISION			
Classification:	SIMPLE			
Type of Transaction:	G2C - Client is the transacting public			
Who may avail:	All Polanguenos			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Client's Individual Treatment Record 2. Laboratory Request 3. Philhealth ID/ Membership Data Record		1. Municipal Health Office 2. Physician 3. PhilHealth Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Present Laboratory Request at Municipal Health Office	1. Check validity of laboratory request for CBC	None	15 minutes	Medical Technologist II / Laboratory Aide <i>Municipal Health Office</i>
2. Processing Test Procedure	2.1 Specimen Collection 2.2 Analysis of blood sample collected for CBC	None	50 minutes	Medical Technologist II Laboratory Aide <i>Municipal Health Office</i>
3. Payment for the laboratory test	3. Issuance of charge slip	P150.00- Non PhilHealth FREE- With Philhealth	5 minutes	Assigned Collector
4. Present the Official Receipt	4.1 Preparation of the result (encoding) 4.2 Release of result to the patient	None None	10 minutes 5 minutes	Medical Technologist II Laboratory Aide <i>Municipal Health Office</i>
TOTAL		Non-indigents p150.00 Indigents p100.00 With MDR (for pregnant women) Free	1 hour & 25 minutes	

16. Stool Examination/ Fecalalysis

Laboratory Examination of Stool or Feces

Office / Division:	MUNICIPAL HEALTH OFFICE- LABORATORY DIVISION
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Classification:	SIMPLE			
Type of Transaction:	G2C - Client is the transacting public			
Who may avail:	All Polanguenos			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Client's Individual Treatment Record 2. Laboratory Request 3. Philhealth ID/ Membership Data Record		1. Municipal Health Office 2. Physician 3. PhilHealth Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Laboratory Request at City Health Office	1. Check validity of laboratory 2. request	None	15 minutes	Medical Technologist II/ Laboratory Aide <i>Municipal Health Office</i>
2. Processing Test Procedure	1. Specimen Collection 2. Analysis of stool sample for fecalysis	None	50 minutes	Medical Technologist II/ Laboratory Aide <i>Municipal Health Office</i>
3. Payment for the laboratory test	3. Issuance of Order of payment	P30.00	5 minutes	Assigned Collector
4. Present the Official Receipt	4.1 Preparation of the result (encoding)	None	10 minutes	Medical Technologist II/ Laboratory Aide
	4.2 Release of result to the patient	None	5 minutes	<i>Municipal Health Office</i>
TOTAL		P30.00	1 hour & 25 minutes	

17. Hemoglobin and Hematocrit Test

Determination of Hemoglobin level for blood donors

Office / Division:	MUNICIPAL HEALTH OFFICE- LABORATORY DIVISION		
Classification:	SIMPLE		
Type of Transaction:	G2C - Client is the transacting public		
Who may avail:	Blood Donors		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Donors History Questionnaire (DHQ)		1. Municipal Health Office	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the Donors History Questionnaire	1. Evaluate if the Donors History Questionnaire is properly filled out.	None	15 minutes	Medical Technologist II Laboratory Aide <i>Municipal Health Office</i>
2. Hemoglobin test procedure	2. Collection of blood for hemoglobin determination	None	10 minutes	Medical Technologist II Laboratory Aide <i>Municipal Health Office</i>
3. Recording of results	3. record hemoglobin results then instruct patient to proceed to the physician	None	5 minutes	Medical Technologist II/ Laboratory Aide <i>Municipal Health Office</i>
TOTAL		None	30 minutes	

18. Sputum Examination (Direct Sputum Smear Microscopy)

Detection of m. Tuberculosis Bacili

Office / Division:	MUNICIPAL HEALTH OFFICE- LABORATORY DIVISION			
Classification:	SIMPLE			
Type of Transaction:	G2C - Client is the transacting public G2B - Government to Business Entity			
Who may avail:	All residents of Polangui and Business Establishments in Polangui Albay			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Sputum Sample 2. Laboratory Request		1. Client 2. Municipal Health Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Present Laboratory Request at City Health Office	1. Check validity of laboratory request for DSSM	None	5 minutes	Medical Technologist II/ Laboratory Aide <i>Municipal Health Office</i>
2. Processing Test Procedure	2. Smearing and reading of sputum sample	None	3 days	Medical Technologist II/ Laboratory Aide <i>Municipal Health Office</i>
3. Present the Official Receipt	3. Release of result to the patient	None	5 minutes	Medical Technologist II/ Laboratory Aide <i>Municipal Health Office</i>
TOTAL		None	3 days and 10 minutes	

19. Urinalysis

Laboratory examination of urine.

Office / Division:	MUNICIPAL HEALTH OFFICE- LABORATORY DIVISION			
Classification:	SIMPLE			
Type of Transaction:	G2C - Client is the transacting public			
Who may avail:	All Polanguenos			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Client's Individual Treatment Record 2. Laboratory Request 3. Philhealth ID/ Membership Data Record		1. Municipal Health Office 2. Physician 3. PhilHealth Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Present Laboratory Request at Municipal Health Office	1. Check validity of laboratory request	None	15 minutes	Medical Technologist II/ Laboratory Aide <i>Municipal Health Office</i>
2. Processing Test Procedure	2. Specimen Collection	None	50 minutes	Medical Technologist II/ Laboratory Aide <i>Municipal Health Office</i>
3. Payment for the laboratory test	3. Issuance of charge slip	P30.00	5 minutes	Assigned Collector
4. Present the Official Receipt	4.1 Preparation of the result (encoding)	None	10 minutes	Medical Technologist II/ Laboratory Aide
	4.2 Release of result to the patient	None	5 minutes	<i>Municipal Health Office</i>
TOTAL		P30.00	1 hour & 25 minutes	

20. Blood Typing

Blood Type Determination (Slide Methods)

Office / Division:	MUNICIPAL HEALTH OFFICE- LABORATORY DIVISION			
Classification:	SIMPLE			
Type of Transaction:	G2C - Client is the transacting public			
Who may avail:	All Polaqueños			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Laboratory Request			1. Physician	
2. Philhealth ID/ Membership Data Record			2. PhilHealth Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Present Laboratory Request AT City Health Office	1. Check validity of laboratory request.	None	15 minutes	Medical Technologist II/ Laboratory Aide <i>Municipal Health Office</i>
2. Processing Test Procedure	1. Specimen Collection 2. Analysis of blood sample collected for Blood typing	None	50 minutes	Medical Technologist II/ Laboratory Aide <i>Municipal Health Office</i>
3. Payment for the laboratory test	3. Issuance of charge slip to be presented at City Treasurer's Office.	P50.00	5 minutes	Assigned Collector
4. Present the Official Receipt	4.1 Preparation of the result (encoding)	None	10 minutes	Medical Technologist II/ Laboratory Aide <i>Municipal Health Office</i>
	4.2 Release of result to the patient	None	5 minutes	
TOTAL		P50.00	1 hour & 25 minutes	

21. Pharmacy

Blood Type Determination (Slide Methods)

Office / Division:	MUNICIPAL HEALTH OFFICE- PHARMACY DIVISION			
Classification:	SIMPLE			
Type of Transaction:	G2C - Client is the transacting public			
Who may avail:	All Polangueños			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Individual Treatment Records (ITR)			1. Physician	
2. Dr's Prescription			2. PhilHealth Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Present ITR and Dr's Prescription at Pharmacy	1. Check validity of Dr's Prescription	None	1-2 minutes	Pharmacy Aide <i>Municipal Health Office</i>
2. Instruct the patient to sit at waiting area	2. Prepare the prescribed medicines	None	2-3 minutes	Pharmacy Aide <i>Municipal Health Office</i>
	3. Log in the patient's data in the drug dispensing sheet	None	2-3 minutes	Pharmacy Aide <i>Municipal Health Office</i>
	4. Call the patients name through (ITR) individual treatment record	None	1-2 minutes	Pharmacy Aide <i>Municipal Health Office</i>
TOTAL		None	10 minutes	

22. Rapid Antigen Swab Test

LABORATORY EXAMINATION FOR THE DETECTION COVID 19 VIRUS (Oropharyngeal and Nasopharyngeal Swab)

Office / Division:	MUNICIPAL HEALTH OFFICE- LABORATORY DIVISION			
Classification:	SIMPLE			
Type of Transaction:	G2C - Client is the transacting public			
Who may avail:	All Polaqueños			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Client's Individual Treatment Record 2. Laboratory Request 3. Philhealth ID/ Membership Data Record		1. Municipal Health Office 2. Physician 3. PhilHealth Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Present Laboratory Request at Municipal Health Office	1. Check validity of laboratory request	None	15 minutes	Medical Technologist II/ Laboratory Aide <i>Municipal Health Office</i>
2. Processing Test Procedure	2. Specimen Collection	None	5 minutes	Medical Technologist II/ Laboratory Aide <i>Municipal Health Office</i>
3. Payment for the laboratory test	3. Issuance of charge slip	None (if LSI and for check up purposes only)	5 minutes	Assigned Collector
4. Present the Official Receipt	4. Preparation of the result (encoding)	None	10 minutes	Medical Technologist II/ Laboratory Aide
	4.1 Release of result to the patient	None	5 minutes	<i>Municipal Health Office</i>
TOTAL		None	40 minutes	

23. RTPCR (Swab Test) Collection

LABORATORY EXAMINATION FOR THE DETECTION COVID 19 VIRUS (Oropharyngeal and Nasopharyngeal Swab)

Office / Division:	MUNICIPAL HEALTH OFFICE- LABORATORY DIVISION			
Classification:	SIMPLE			
Type of Transaction:	G2C - Client is the transacting public			
Who may avail:	All Polangueños			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Client's Individual Treatment Record 2. Laboratory Request 3. Philhealth ID/ Membership Data Record		1. Municipal Health Office 2. Physician 3. PhilHealth Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Present Laboratory Request at Municipal Health Office	1. Check validity of laboratory request	None	15 minutes	Medical Technologist II/ Laboratory Aide <i>Municipal Health Office</i>
2. Processing Test Procedure	2. Specimen Collection	None	5 minutes	Medical Technologist II/ Laboratory Aide <i>Municipal Health Office</i>
3. Payment for the laboratory test	3. Issuance of charge slip	None (if LSI and for check ups only)	5 minutes	Assigned Collector
4. Present the Official Receipt	4. Preparation of the result (encoding) 4.1 Release of result to the patient	None None	2 days – 5 days (BSNRL-Legazpi Albay)	Medical Technologist II/ Laboratory Aide <i>Municipal Health Office</i>
TOTAL		None	30 minutes- Collection only 2-5 days result	

Municipal Agriculture Office
(External)

1. Registry System for Basic Sector in Agriculture (RSBSA) Enrollment

RA-8435 and RA-11203 mandates the Department of Agriculture (DA) to facilitate registration or enrollment of all farmers, farmworkers and fisherfolks in the Registry System for Basic Sector in Agriculture (RSBSA) for them to be eligible in availing various programs from DA

Office / Division:	AGRICULTURE OFFICE			
Classification:	Simple			
Type of Transaction:	G2C-Clients is the transacting public			
Who may avail:	All Farmers', Farmworker and Fisherfolk of Polangui, Albay			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<p>For Farmers:</p> <p>Any Proof of Land Ownership (Photocopy) Tax Declaration (Photocopy) Barangay Certification 1 piece 2x2 picture 1 valid Identification (ID) Photocopy Filled-up Request Form</p> <p>For Farmworkers:</p> <p>Barangay Certification 1 piece 2x2 picture 1 valid Identification (ID) Photocopy Filled-up Request Form</p> <p>Fisherfolks:</p> <p>Barangay Certification 1 piece 2x2 picture 1 valid Identification (ID) Photocopy Filled-up Request Form</p>		<p>Farmers' Copy Owners' Copy or Assessors Office Barangay Hall where the farm is located Farmers' Copy Farmers' Copy Municipal Agriculture Office, Officer of the day or AEW-in-charge</p> <p>Barangay Hall where the farmworker is residing Farmers' Copy Farmers' Copy Municipal Agriculture Office, Officer of the day or AEW-in-charge</p> <p>Barangay Hall where the farmworker is residing Farmers' Copy Farmers' Copy Municipal Agriculture Office, Officer of the day or Agriculture Extension Worker-in-charge</p>		
CLIENT STEPS	AGENCY ACTION	FEE S TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure and filled-up request form for Registry System for Basic Sector in Agriculture enrollment	1. Provide and assist in filling up request form for RSBSA enrollment	None	5 minutes	Agriculture Extension Worker Concerned/DA Staff <i>Municipal Agriculture Office</i>

2. Present/Submit the Required Documents	2. Receive, Verify & review the completeness of documents presented	None	5 minutes	Agriculture Extension Worker Concerned/DA Staff <i>Municipal Agriculture Office</i>
3. Receive documents and let the Barangay Captain where the farmer resides certify and affix signature in the accomplished Registry System for Basic Sector in Agriculture enrollment form	3. Return the documents and advise to have it signed by their brgy. Captain.	None	3 minutes	Agriculture Extension Worker Concerned/DA Staff <i>Municipal Agriculture Office</i>
4. Submit duly accomplished Registry System for Basic Sector in Agriculture Enrollment Form together with the complete documents	4. DA receive the documents and process RSBSA Enrollment, Assign RSBSA Reference Number	None	2 minutes	AEW Concerned/DA Staff <i>Municipal Agriculture Office</i>
	4.1 Affix signature of Municipal Agriculturist	None	2 minutes	Municipal Agriculture Officer <i>Municipal Agriculture Office</i>
	4.2 Affix signature of MAFC Chairman	None	5 minutes	MAFC Chairman <i>Municipal Agriculture Office</i>
5. Receive the Registry System for Basic Sector in Agriculture Enrollment Stub	5. Release the RSBSA Enrollment Stub	None	1 minute	Agriculture Extension Worker Concerned/DA Staff <i>Municipal Agriculture Office</i>

	5.1. Enter Data in the RSBSA Database	None	5 minutes	DA Staff <i>Municipal Agriculture Office</i>
TOTAL		None	30 minutes	

2. Provision of Technical Assistance and Services (Crops and Livestock)

Technical assistance, trainings, extension services, farm and home visits, and other services with regards to various commodities on agricultural production and fishery programs may be requested from the Municipal Agriculture Office.

OFFICE/DIVISION	AGRICULTURE OFFICE			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2C-Clients is the transacting public			
WHO MAY AVAIL	All Farmers', Farmworker and Fisherfolk of Polangui, Albay			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Proof of Ownership (Photocopy of Land Title or Tax Declaration or Original Copy of Barangay Certification), Photocopy of one (1) valid ID, 1 pc 2x2 picture and duly accomplished RSBSA Enrollment form		Municipal Agriculture Office		
Registry System for Basic Sector in Agriculture (RSBSA) stub (if already enrolled)- present original copy Register and Secure RSBSA Stub- if not enrolled Request Documents (Written, Text Messages, Email, Phone Call or Personal)		Farmers Copy Municipal Agriculture Office Municipal Agriculture Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONNEL RESPONSIBLE
1. Request Technical Assistance (Written, Text Messages, Email, Phone Call or Personal)	1. DA receive and record request for technical assistance	None	2 minutes	Agriculture Extension Worker Concerned/DA Staff <i>Municipal Agriculture Office</i>
	1.1. Get the NAME, ADDRESS, FARM LOCATION and AREA OF THE FIELD and refer to the concerned AEW	None	3 minutes	Agriculture Extension Worker Concerned/DA Staff

				<i>Municipal Agriculture Office</i>
2. Receive the Technical assistance	2. Provide Technical Assistance requested	None	10 minutes	Agriculture Extension Worker Concerned <i>Municipal Agriculture Office</i>
Total		None	15 minutes	

3. Provision of Seeds, Fertilizers and other Farm Inputs

Provision of seeds, fertilizer and other farm inputs for all agricultural commodities can be availed or requested in the Municipal Agriculture Office depending on the availability of inputs before or during the planting season

OFFICE/DIVISION	AGRICULTURE OFFICE			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2C-Clients is the transacting public			
WHO MAY AVAIL	All RSBSA Registered Farmers of Polangui and Neighboring Town with farm in Polangui			
CHECKLIST OF REQUIREMENTS 1. Proof of Ownership (Photocopy of Land Title or Tax Declaration or Original Copy of Barangay Certification), Photocopy of one (1) valid ID, 1 pc 2x2 picture and duly accomplished RSBSA Enrollment form			WHERE TO SECURE Municipal Agriculture Office	
For Farmers: Registry System for Basic Sector in Agriculture (RSBSA) stub (if already enrolled)- present original copy Register and Secure RSBSA Stub- if not enrolled Personal Appearance For Farmers Representative Authorization Letter of Farmer 1 valid ID of Farmer- Original and Photocopy 1 valid ID of Representative- Original and Photocopy			Farmers Copy Municipal Agriculture Office Personal RSBSA Registered Farmer RSBSA Registered Farmer Representative of Farmer	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONNEL RESPONSIBLE
1. Present the	1. DA receive the presented	None	2 minutes	AEW Concerned/DA

RSBSA enrollment Stub	RSBSA Enrollment Stub 1.1 Verify & validate information from database (Area, Farm Location & RSBSA Reference No.)	None	5 minutes	Staff AEW Concerned/DA Staff <i>Municipal Agriculture Office</i>
2. Choose the preferred variety	2. Get the preferred variety based on the available Rice Varieties	None	1 minutes	AEW Concerned/DA Staff
	2.1 Enlist the farmers in the Masterlist of Farmer Beneficiaries	None	3 minutes	AEW Concerned/DA Staff <i>Municipal Agriculture Office</i>
3. Affix Signature	3. Let the farmer affix signature	None	1 minute	AEW Concerned/DA Staff <i>Municipal Agriculture Office</i>
4. Get the Claim Stub & the RSBSA Enrollment Form	4. Provide Rice Claim Stub	None	1 minute	AEW Concerned/DA Staff <i>Municipal Agriculture Office</i>
5. Present Claim stub to Checker at the Releasing	5. Checker receive the claim stub & verify	None	1 minute	AEW Concerned/DA Staff <i>Municipal Agriculture Office</i>
6. Receive the RSBSA Enrollment Stub	6. Release of Required Seeds	None	2 minutes	AEW Concerned/DA Staff <i>Municipal Agriculture Office</i>
Tot		None	16 minutes	
al				

4. Provision of Soil Analysis

Provision of seeds, fertilizer and other farm inputs for all agricultural commodities can be availed or requested in the Municipal Agriculture Office depending on the availability of inputs before or during the planting season

OFFICE/DIVISION	AGRICULTURE OFFICE			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2C-Clients is the transacting public; G2G-Client is a government employee or another government agency			
WHO MAY AVAIL	All RSBSA Registered Farmers of Polangui, Schools and other Agency			
CHECKLIST OF REQUIREMENTS 1. Proof of Ownership (Photocopy of Land Title or Tax Declaration or Original Copy of Barangay Certification), Photocopy of one (1) valid ID, 1 pc 2x2 picture and duly accomplished RSBSA Enrollment form		WHERE TO SECURE Municipal Agriculture Office		
For Farmers: Registry System for Basic Sector in Agriculture (RSBSA) stub (if already enrolled)- present original copy Register and Secure RSBSA Stub- if not enrolled Air-dried Soil Sample with complete label of information For Government Agency Request Letter from the agency Air-dried Soil Sample with complete label of information (Name, Address, Farm Area, Farm Location, Crops Planted and fertilizer previously used)		Farmers Copy Municipal Agriculture Office Farmers Requesting agency Requesting agency		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONNEL RESPONSIBLE
1. Submit the air-dried soil sample	1. DA receive, label and record the soil sample submitted	None	1 minutes	AEW Concerned/DA Staff
	1.1 Verify & validate the information required and the requirements and refer to the concerned AEW	None	5 minutes	AEW Concerned
	1.2 Analyze soil samples	None	2 hours	AEW Concerned
	1.3 Recommend fertilizer requirements based on the result	None	30 minutes	AEW Concerned <i>Municipal Agriculture Office</i>

2. Receive the result of soil analysis and the fertilizer recommendation	2. Issue or Release result of soil analysis and fertilizer recommendation	None	2 minutes	AEW Concerned/DA Staff Municipal Agriculture Office
Tot		None	2 hours & 38 minutes	

5. Issuance of Certifications for Farmers

The farmers Certification is issued for farmers needing this documents that states that he/she is a bonafide farmers of the barangay where his/her farm is located and their farm area. Certification are used for records and reference uses or purpose only.

OFFICE/DIVISION	AGRICULTURE OFFICE			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2C-Clients is the transacting public; G2B- Government to Business Entity			
WHO MAY AVAIL	All RSBSA Registered Farmers of Polangui			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Proof of Ownership (Photocopy of Land Title or Tax Declaration or Original Copy of Barangay Certification), Photocopy of one (1) valid ID, 1 pc 2x2 picture and duly accomplished RSBSA Enrollment form		Municipal Agriculture Office		
For Farmers: Registry System for Basic Sector in Agriculture (RSBSA) stub (if already enrolled)- present original copy Register and Secure RSBSA Stub- if not enrolled Request (Written, Text Messages, Email, Phone Call or Personal)		Farmers Copy Municipal Agriculture Office or AEW Concerned		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONNEL RESPONSIBLE
1. Sign in the Clients or visitors Logbook	1. Give the Logbook to the client	None	2 minutes	AEW Concerned/DA Staff Municipal Agriculture Office
2. Secure and Filled up request form	2. DA receive the request form submitted	None	1 minutes	AEW Concerned

	2.1 Verify farmers information in the RSBSA database and refer to the Municipal Agriculturist	None	5 minutes	AEW Concerned
	2.2 Process the requested certification	None	5 minutes	AEW Concerned <i>Municipal Agriculture Office</i>
3. Receive the requested certification	3. Issue or Release requested certification	None	2 minutes	AEW Concerned/DA Staff <i>Municipal Agriculture Office</i>
Total		None	15 minutes	

6. Provision of Crop and Livestock Insurance for Farmers

Crops and livestock insurance of the Philippine Crop Insurance Corporation (PCIC) is being facilitated by the Municipal Agriculture Office to RSBSA registered farmers for the insurance coverage of their crops and livestock

OFFICE/DIVISION	AGRICULTURE OFFICE		
CLASSIFICATION	Simple		
TYPE OF TRANSACTION	G2C-Clients is the transacting public		
WHO MAY AVAIL	All RSBSA Registered Farmers of Polangui		
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE		
1. Proof of Ownership (Photocopy of Land Title or Tax Declaration or Original Copy of Barangay Certification), Photocopy of one (1) valid ID, 1 pc 2x2 picture and duly accomplished RSBSA Enrollment form	Municipal Agriculture Office		
For Crops: Registry System for Basic Sector in Agriculture (RSBSA) stub (if already enrolled)- present original copy Register and Secure RSBSA Stub- if not enrolled Request (Personal) Personal & Farm Information : (Name, Address, Crops planted, Farm Area, Farm Location, Field Adjacent farm, Date of Sowing and Transplanting)	Farmers Copy Municipal Agriculture Office or AEW Concerned Personal Personal		
For Livestock: Registry System for Basic Sector in	Farmers Copy		

Agriculture (RSBSA) stub (if already enrolled)- present original copy Register and Secure RSBSA Stub- if not enrolled Request (Personal) Personal & Farm Information (Name, Address, Type of Livestock, Age, No. of Heads, Farm Location)		Municipal Agriculture Office or AEW Concerned Personal Personal		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONNEL RESPONSIBLE
1. Request for crop & Livestock insurance (Personal)	1. Get the Name, Address of Farmer	None	2 minutes	AEW Concerned/DA Staff
	1.1 Verify & validate if enrolled in RSBSA	None	5 minutes	AEW Concerned/DA Staff
	1.2 Get the needed Information in the Insurance Application Form	None	5 minutes	AEW Concerned/DA Staff <i>Municipal Agriculture Office</i>
2. Farmers affix signature in the Insurance Application Form	2. Let the farmer affix signature	None	1 minute	AEW Concerned/DA Staff <i>Municipal Agriculture Office</i>
3. Pay the corresponding insurance premium (if not free from PCIC) based on PCIC Policy	3. Receive the corresponding payment	Depends on insurance coverage and farm area	5 minutes	AEW Concerned/DA Staff <i>Municipal Agriculture Office</i>
	3.1 Submit the Application for Crop Insurance to Philippine Crop Insurance Corporation (PCIC) together with the payment (if Necessary) every Wednesday	None	20 minutes	AEW Concerned/DA Staff <i>Municipal Agriculture Office</i>
total		T	None	38 minutes

7. Issuance of Livestock and Poultry Inspection and Travel Certification

Provision of Livestock and Poultry and Travel Certification is a requirement for shipping live livestock and poultry outside the Municipality. This is required to monitor the movement of livestock and poultry and prevent the spread of disease.

OFFICE/DIVISION	AGRICULTURE OFFICE			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2C-Clients is the transacting public; G2B- Government to Business Entity			
WHO MAY AVAIL	Livestock and Poultry Farmers and Dealers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Proof of Ownership (Photocopy of Land Title or Tax Declaration or Original Copy of Barangay Certification), Photocopy of one (1) valid ID, 1 pc 2x2 picture and duly accomplished RSBSA Enrollment form		Municipal Agriculture Office		
For Farmers: Registry System for Basic Sector in Agriculture (RSBSA) stub (if already enrolled)- present original copy Register and Secure RSBSA Stub- if not enrolled Personal Appearance Request for livestock & Poultry Inspection Name and Address of Farm to be Inspected For Livestock and Poultry Dealers Request for livestock & Poultry Inspection Name and Address of Farm to be Inspected		Farmers Copy Municipal Agriculture Office Personal Farmer Farmer Farmer Farmer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONNEL RESPONSIBLE
1. Request for Livestock and Poultry Inspection & Travel Certification	1. DA receive the request	None	1 minutes	AEW Concerned/DA Staff <i>Municipal Agriculture Office</i>
	1.1 Get the Name, Address and other details refer it to the Livestock Inspector for the schedule of inspection	None	3 minutes	AEW Concerned/DA Staff <i>Municipal Agriculture Office</i>

2. Assist the Livestock Inspector during inspection	2. Conduct Ocular Inspection on the Livestock and Poultry	None	30 minutes	AEW Concerned/DA Staff <i>Municipal Agriculture Office</i>
	2.1 Process and Issue Livestock and Poultry Inspection and Travel Certification requested	None	3 minutes	DA Staff/ Municipal Agriculture Office <i>Municipal Agriculture Office</i>
3. Receive the requested documents	3. Release of requested documents	None	2 minutes	AEW Concerned/DA Staff <i>Municipal Agriculture Office</i>
Total		None	39 minutes	

8. Provision of Technical Assistance for Machinery Acquisition

OFFICE/DIVISION	AGRICULTURE OFFICE			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2C-Clients is the transacting public			
WHO MAY AVAIL	Farmers and Irrigators Associations of Polangui			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Intent 2. Board Resolution 3. Endorsement Letter from MAO 4. Endorsement Letter from MAFC 5. DA Accreditation Certificate or Registration of any equivalent certificate (DOLE, SEC, CDA) 6. Profile of the Organization and its Members 7. Organizational Structure 8. Constitution and By-Laws 9. Financial Statement		Association Association Municipal Agriculture Office Municipal Agricultural and Fishery Council DOLE, SEC, and/or DA Association Association Association Association		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONNEL RESPONSIBLE
1. Submission of Letter of Intent, Board Resolution, Assn	Receive and review submitted documents	None	2 minutes	Agricultural Engineering Staff

Accreditation, Profile of the Organization and its members, Org Structure, Constitution and By-Laws, and Financial Statement				<i>Municipal Agriculture Office</i>
Request of Endorsement Letter from MAFC	Issuance of Endorsement signed by MAFC President	None	2 minutes	MAFC Coordinator
Request of Endorsement Letter from MAO	Issuance of Endorsement signed by Municipal Agriculturist	None	2 minutes	Municipal Agriculturist <i>Municipal Agriculture Office</i>
Submission of documentary requirements to concerned agency	Submit all documentary requirements submitted by the association to the concerned agency	None	2-3 days	Agricultural Engineering Staff <i>Municipal Agriculture Office</i>
Validation and site visit with the concerned agency	Assist validation team with the requesting association during the site visit	None	1 day	Agricultural Engineering Staff, Validation team of concerned agency <i>Municipal Agriculture Office</i>
Total		None	39 minutes	

**Municipal Social Welfare and Development
Office
(External)**

1. Assistance to Individuals in Crisis Situation (AICS)

Assistance to Individuals in Crisis Situation (AICS) is a provision of integrated services to individuals and families in crisis or difficult situation (either walk-in or referred).

Office / Division:	MUNICIPAL SOCIAL WELFARE AND DEVELOPMENT OFFICE	
Classification:	SIMPLE	
Type of Transaction:	G2C – Client is the transacting public	
Who may avail:	All clients and a resident of Polangui	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<p>AICS</p> <p>-Transportation Assistance</p> <p>1. Any valid identification card of the client; or cedula and 2. Police Blotter; or Police Certification (for victims of pick pockets, illegal recruitment, etc); or 3. Other supporting document/s such as, but not limited to, justification of the social worker, medical certificate, death certificate, and/or court order/subpoena. <i>* Barangay Certificate of Residency or Certificate of Indigency or Certificate of the client is in Need of Assistance may be required</i></p> <p>-Medical Assistance</p> <p>1. Any valid identification card/Cedula</p> <p>2. Handwritten request by the client 3. Case Study Report (5k above) 4. Medical Certificate/ Medical Abstract</p> <p>5. Hospital bill/Statement of Account</p> <p>6.Prescription (medical or assistive devices)</p> <p>7. Laboratory request (medical procedures) <i>* Barangay Certificate /Certificate of Indigency / Certificate of the client in Need of Assistance may be required</i></p> <p>-Burial Assistance</p> <p>1. Any valid identification card of the client/ person to be interviewed or Cedula; and 2. Death Certificate; and 3. Funeral Contract (except for Muslim and Indigenous People performing customary practices); For transfer of Cadaver</p> <p>a. Death Certificate or Certification from the Tribal Chieftain (for IPs), Imam (for Moro) or</p>		<p>1. Administer by the client; Mun. Treasurer’s Office 2.PNP-WCPD</p> <p>3. MSWDO, RHU, MCR, RTC</p> <p>1. Administer by the client; Mun. Treasurer’s Office 2. Adminiter by the client 3. MSWDO 4. Hospital where the client was confined/ underwent check-up or in Rural Health Unit of Polangui 5. Hospital where the client was confined/ underwent check-up 6. Hospital where the client was confined/ underwent check-up 7. Hospital where the client was confined/ underwent check-up</p> <p>1. Administer by the client; Mun. Treasurer’s Office 2. Mun. Civil Registrar’s Office 3.Funeral Services</p> <p>Funeral Services</p>

<p>Doctor or authorized medical practitioner, in the absence of a death certificate; and <i>* Barangay Certificate /Certificate of Indigency / Certificate of the client in Need of Assistance may be required</i></p> <p>-Educational Assistance 1. Any valid identification card of the client/ person to be interviewed or Cedula; and 2. Enrolment Assessment Form or Certificate of Enrolment or Registration; and 3. Validated school ID of the student/beneficiary; and 4. Statement of Account for College Students <i>* Barangay Certificate /Certificate of Indigency / Certificate of the client in Need of Assistance may be required</i></p> <p>Emergency Shelter Assistance (ESA) 1. Any valid identification card of the client/ person to be interviewed or Cedula; and 2. Bureau of Fire Protection Certification 3. Picture of the damage household 4. Handwritten request</p>		1. Administer by the client; Mun. Treasurer's Office 2. School 3. Administer by the client 4. School 1. Administer by the client; Mun. Treasurer's Office 2. Bureau of Fire Protection 3. Administer by the client 4. Administer by the client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client will approach the MSWDO for financial Assistance	Social Worker will inform the client regarding the process in availing the AICS or ESA.	None	2 Minutes	Social worker or social welfare aide <i>Mun. Social Welfare & Development Office</i>
2. Submission of requirements, and for Interview.	Assess the eligibility of the client to avail the needed assistance; evaluate for funding.	None	5 minutes	Social Worker or social welfare aide <i>Mun. Social Welfare & Development Office</i>
3. Approval and Release of funds	Inform client to submit the processed papers to the Municipal Budget Office, Accounting Office for appropriation. The Local Chief Executive will approve	None	10-15 minutes	<i>Budget Office, Accounting Office, LCE and Treasurer's Office. Mun. Budget</i>

	so that the Municipal Treasurer's Office could release the requested assistance			<i>Office/Mun. Accounting Office</i>
TOTAL		None	17-22 minutes	

2. Pre – Marriage Counseling

Office / Division:	MUNICIPAL SOCIAL WELFARE AND DEVELOPMENT OFFICE			
Classification:	SIMPLE			
Type of Transaction:	G2C – Client is the transacting public			
Who may avail:	Couples who are planning to get wed			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Referral 2. PC Questionnaire		1. Local Civil Registrar 2. MSWDO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Couples will submit their requirement for pre-marriage counseling services	The MSWD staff will interview the clients and check their submitted requirements	None	1 Minute	MSWD staff <i>Mun. Social Welfare & Development Office</i>
2. Couples will answer the PMC Questionnaire	Assist client if they have inquiry	None	10-15 minutes	MSWD staff <i>Mun. Social Welfare & Development Office</i>
3. Pre-Marriage Counselling Session	Provide counselling	None	4 hours	DA, RHU, POPCOM and MSWDO Personnel
4. Acquiring the PMC Certificate	Release of PMC Certificate	None	2 minutes	DA, RHU, POPCOM and MSWDO Personnel
TOTAL		None	17-22 minutes	

3. Child Victim of Sexual Abuse

Office / Division:	MUNICIPAL SOCIAL WELFARE AND DEVELOPMENT OFFICE
Classification:	COMPLEX and HIGHLY TECHNICAL

Type of Transaction:	G2B – Government to Business Entity, G2C – Client is the transacting public			
Who may avail:	Children Victim of Sexual Abuse			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Referral from the PNP-WCPD a. Blotter Report b. Criminal Complaint c. Affidavit of Sworn Statement d. Medico – Legal		1. PNP-WCPD		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Children with his or her accompany will walk in the MSWDO along with necessary requirements	1. The social worker will conduct an intake interview, guidance and counseling and stress debriefing	None	10-20 Minutes	Social Worker <i>Mun. Social Welfare & Development Office</i>
	1.1. Refer clients to concern agency	None	5 minutes	Social Worker <i>Mun. Social Welfare & Development Office</i>
2. Submission of legal documents necessary for filling a case	2. Assist clients in filling a case throughout court hearings	None	Half Day	Social Worker <i>Mun. Social Welfare & Development Office</i>
	2.2 Home visitation and collateral interview	None	Half Day	Social Worker <i>Mun. Social Welfare & Development Office</i>
TOTAL		None	1 Day & 25 minutes	

4. Children in Conflict with the Law

Office / Division:	MUNICIPAL SOCIAL WELFARE AND DEVELOPMENT OFFICE
Classification:	COMPLEX and HIGHLY TECHNICAL
Type of Transaction:	G2B – Government to Business Entity, G2C – Client is the transacting

	public			
Who may avail:	Children in Conflict with the Law and Child at Risk			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Referral from the PNP-WCPD a. Blotter Report b. Birth Certificate		1. PNP-WCPD / Barangay		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Child/ren with his or her accompany will walk in the MSWDO along with the necessary requirements.	The social worker will conduct an intake interview, guidance and counseling and stress debriefing.	None	10-20 Minutes	Social Worker <i>Mun. Social Welfare & Development Office</i>
	Refer clients to concern agency	None	5 minutes	Social Worker <i>Mun. Social Welfare & Development Office</i>
2. Submission of legal documents necessary for filling a case	2. Assist clients in a filling a case in Regional Trial Court and throughout court hearings.	None	Half Day	Social Worker <i>Mun. Social Welfare & Development Office</i>
	Home visitation and collateral interview	None	Half Day	Social Worker <i>Mun. Social Welfare & Development Office</i>
TOTAL		None	1 Day & 25 minutes	

5. Leadership Training or Practical Skills Development Training for Out of School Youth and Person who used Drugs

Office / Division:	MUNICIPAL SOCIAL WELFARE AND DEVELOPMENT OFFICE
Classification:	COMPLEX and HIGHLY TECHNICAL
Type of Transaction:	G2B – Government to Business Entity, G2C – Client is the transacting public
Who may avail:	Out of School Youths and Person who used drugs
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
1. Roster Form 2. PFS	1. PNP-WCPD / Barangay

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Attend the organizational meeting.	Facilitate the organizational meeting	None	2-3 days	MSWDO Staff <i>Mun. Social Welfare & Development Office</i>
	Intake interview and home visits.	None	2-3 days	MSWDO Staff <i>Mun. Social Welfare & Development Office</i>
2. Attend training.	Training Proper	None	5-15 days depending upon the training to be undertaken	Social Worker <i>Mun. Social Welfare & Development Office</i>
TOTAL		None	9 - 21 days	

6. Issuance of Social Case Study Report

Office / Division:	MUNICIPAL SOCIAL WELFARE AND DEVELOPMENT OFFICE			
Classification:	COMPLEX			
Type of Transaction:	G2B – Government to Business Entity, G2C – Client is the transacting public			
Who may avail:	Types of clientele group			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Certificate of Indigency 2. Hospital bill / receipt of medicines 3. Medical certificate or abstract		1. Respective Barangay Hall 2. Hospital where the client was confined/ underwent check-up or in Rural Health Unit of Polangui. 3. Hospital where the client was confined/ underwent check-up or in Rural Health Unit of Polangui.		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit necessary requirements.	Conduct intake interview and administer the social case study report.	None	30-45 minutes	Social Worker <i>Mun. Social Welfare & Development Office</i>
2. Acquire the case	Released of social case	None	1 minute	Social Worker

study report.	study report.			<i>Mun. Social Welfare & Development Office</i>
TOTAL		None	31 – 45 minutes	

7. Issuance of Solo Parent ID

Office / Division:	MUNICIPAL SOCIAL WELFARE AND DEVELOPMENT OFFICE			
Classification:	SIMPLE			
Type of Transaction:	G2C – Client is the transacting public			
Who may avail:	Types of clientele group			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Certification from Barangay 2. Birth Certificate of the minor children 3. 2 pcs 1x1 picture 4. Solo Parent Form		1. Respective Barangay Hall 2. Administer by the Client 3. MSWDO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit necessary requirements.	Conduct intake interview assessment	None	5-10 minutes	Social Worker/ MSWD Personnel <i>Mun. Social Welfare & Development Office</i>
2. Acquire the case study report.	Released of social case study report.	None	1 minute	Social Worker/ MSWD Personnel <i>Mun. Social Welfare & Development Office</i>
TOTAL		None	6 – 10 minutes	

8. Issuance of Senior Citizen ID

Office / Division:	MUNICIPAL SOCIAL WELFARE AND DEVELOPMENT OFFICE			
Classification:	SIMPLE			
Type of Transaction:	G2C – Client is the transacting public			
Who may avail:	Person ageing from 60 years old and above			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		

1. Birth Certificate 2. 1x1 picture		1. Local Civil Registrar or administer by the client 2. Administer by the Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit necessary requirements.	Conduct interview	None	5 minutes	MSWD Personnel <i>Mun. Social Welfare & Development Office</i>
2. Acquire the requested ID	Released of the requested documents	None	5 minutes	MSWD Personnel <i>Mun. Social Welfare & Development Office</i>
TOTAL		None	10 minutes	

9. Issuance of Person With Disability ID

Office / Division:	MUNICIPAL SOCIAL WELFARE AND DEVELOPMENT OFFICE			
Classification:	SIMPLE			
Type of Transaction:	G2C – Client is the transacting public			
Who may avail:	Persons with disability			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Medical Certificate 2. 1x1 picture 3. PWD ID application		1. Public or Private hospitals or practitioners 2. Administer by the Client 3. MSWDO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit necessary requirements.	Conduct interview	None	5 minutes	MSWD Personnel <i>Mun. Social Welfare & Development Office</i>
2. Acquire the requested ID	Released of the requested documents	None	5 minutes	MSWD Personnel <i>Mun. Social Welfare & Development</i>

				<i>Office</i>
	TOTAL	None	10 minutes	

10. Board of Claims

Office / Division:	MUNICIPAL SOCIAL WELFARE AND DEVELOPMENT OFFICE
Classification:	COMPLEX and HIGHLY TECHNICAL
Type of Transaction:	G2B – Government to Business Entity, G2C – Client is the transacting public
Who may avail:	Clients who are residents of Polangui, Albay

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Blotter Report 2. Criminal Complaint 3. Affidavit of Sworn Statement 4. Medico – Legal 5. Board of Claims Application Form 6. Incident Report 7. Information 8. Resolution		PNP-WCPD Municipal Social Welfare and Development Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Child/ren with his or her accompany will walk in the MSWDO along with necessary requirements	1. The Social Worker will conduct an intake interview, guidance and counseling to clients and his/her guardian/parent	None	10-20 minutes	Social Worker <i>Mun. Social Welfare & Development Office</i>
	1.1 Refer clients to concern agency	None	5 minutes	Social Worker <i>Mun. Social Welfare & Development Office</i>
2. Submission legal documents necessary for filling a case	The MSWDO Staff will submit the documents in Regional Prosecutor's Office or the client will submit the documents to the provincial Prosecutor's Office	None	Half Day	Social Worker <i>Mun. Social Welfare & Development Office</i>
TOTAL				

Municipal Engineering Office
(External)

1. Issuance of Building Permit

Building permit is an official approval issued by the local government agency/ building official that allows you or your contractor to proceed with a construction or remodeling project on your property. It is intended to ensure that the project plans to comply with local standards for land use, zoning, and construction. Required under the National Building Code of the Philippines (P.D. 1096).

Office / Division:	MUNICIPAL ENGINEERING OFFICE
Classification:	SIMPLE
Type of Transaction:	GSC - Client is the transacting public , G2G - Client is a government employee or another government agency
Who may avail:	Any person, firm or corporation including any agency or instrumentality of the government who will construct, erect, alter, repair (major), renovate, or convert any building or structure

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1.) 5 sets Blueprint of Plan & Sealed signed by the Engineer or Architect with Xerox copy of license ID & PTR with 3 signature;	Applicant's Engineer / Architect
2.) 5 sets Bill of Materials & Cost Estimates;	Applicant's Engineer / Architect
3.) 5 sets Analysis / Specification	Applicant's Engineer / Architect
4.) 5 pcs Tax Declaration or Deed of Sale (Xerox Copy);	Assessor's Office
5.) 2 pcs Brown Envelop (Long) & 1 logbook w/ Accomplished Forms: a. Building Permit Form with CTC num. & date of issue; b. Sanitary & Plumbing Permit ; c. Application for Electrical Permit ; d. Fencing Permit (Reuirements: Lot Plan (Blueprint), - Tax Declaration) ;	for Forms - secure from Municipal Engineering Office
6.) Barangay Clearance for Building Permit/Fencing Permit;	Barangay (Location of Building/Lot))
7.) Zoning Clearance (from Municipal Planning and Development Coordinator)	Municipal Planning and Development Coordinator
8.) Fire Safety Evaluation Clearance (FSEC) (from BFP);	Bureau of Fire Protection
9.) Construction Safety & Health Program approved by DOLE Regional Office (*3 storey bldgs. & commercial bldgs.)	Department of Labor and Employment
10.) *DOH Clearance (for Tower Permit only);	Department of Health
11.)*ECC Clearance (for Tower Permit / Commercial);	Department of Environment and Natural Resources

12.) *SB RESOLUTION (for Tower Permit / Commercial)		Sangguniang Bayan (SB)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure application forms and requirements checklist	1. Issue forms together with the checklist	none	1 minute	Municipal Engineering Office Staff <i>Municipal Engineering Office</i>
2. Submit the requirements to the assigned personnel	2. Accepts/Review and assess the documents submitted	none	5 minutes	Draftsman III (in-charge for Building Permits) <i>Municipal Engineering Office</i>
	2.1 (MEO person-incharge will review the documents, endorse for inspection to BFP & assessed the fees) Note: provided all required documents are complete and complied	none	20 minutes	Draftsman III (in-charge for Building Permits) ; Mechanical Permit reviewed by Mechanical Engineer; verified/reviewed & approved by Building Official <i>Municipal Engineering Office</i>
3.Payment of required amount/fees	3. Accepts payment & issue O.R.	Varies (computation as indicated in the National Building Code)	1 minute <i>(or depending on MTO processing time)</i>	Municipal Treasurers Office (Cashier/Collecting Officer) <i>Municipal Treasurers Office</i>
4. Claim the Building Permit	4. Issue Building Permit, Record to Logbook	none	2 minutes	Draftsman III (in-charge for Building Permits) <i>Municipal Engineering Office</i>
TOTAL			29 minutes	

Note:

*For Zoning Clearance – transact with MPDC Office;

*For Fire Safety Evaluation Clearance (FSEC)- Certification from Fire Department/Fire Code Fee – transact with Bureau of Fire Office

(The owner/contractor must display the building permit number written in a piece of plywood or tarpaulin in the construction site.)

2. Issuance of Occupancy Permit

An Occupancy Permit is a document issued by Building Official that serves as a proof that the structure built completed all the building work and suitable for occupation. Required under the National Building Code of the Philippines (P.D. 1096).

Office / Division:	MUNICIPAL ENGINEERING OFFICE			
Classification:	SIMPLE			
Type of Transaction:	GSC - Client is the transacting public, G2G - Client is a government employee or another government agency			
Who may avail:	any person who will use or occupy any building or structure / any person who will change on the existing use or occupancy classification of a building, structure, or any portion thereof.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
a. 3 copies of Notarized Application Form (Application for Certificate of Occupancy) ; Certification of Completion (Building Completion) , Certificate of Final Electrification Inspection together with 1 copy of Logbook of building construction and Inspection Sheet and signed and sealed by the Architect or Civil Engineer 3 copies of As Built Plan (Blue Print) Final Fire Safety Inspection (Certification from Fire Department) 3 copies of valid IDs of involved professionals		Mun. Engineering Office applicant's arch or engineer applicant's arch or engineer Bureau of Fire Protection owner's arch or engineer		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure application forms & requirements' checklist	1. Issue forms together with the checklist	none	1 minute	Municipal Engineering Office Staff <i>Municipal Engineering Office</i>
2. Submit requirements to the assigned	2. Accepts/Review and assess the	none	5 minutes	Draftsman III (in-charge for occupancy)

personnel	documents submitted 2.1 (MEO person-incharge will review the documents & issue order of payments) Note: Provided all necessary documents are complied	none	20 minutes	Permits) <i>Municipal Engineering Office</i> Draftsman III (in-charge for Occupancy Permits) ; verified/reviewed & approved by Building Official <i>Municipal Engineering Office</i>
3. Payment of required amount/fees	3. Accepts payment & issue O.R. 3.1 (MEO make endorsement letter to BFP for building inspection, and once the BFP issued the FSIC; the application will be approved if found to be complete and in order)	Varies (computation as indicated in the National Building Code) none	1 minute <i>(or depending on MTO processing time)</i> 10 minutes	Municipal Treasurers Office (Cashier/ Collecting Officer) <i>Municipal Treasurers Office</i> Draftsman III (in-charge for Occupancy Permits) ; BFP for issuance of FSIC; Building Official for approval of Occupancy Permit <i>Municipal Engineering Office</i>
4. Claim the Occupancy Permit	Issue Occupancy Permit, Record to Logbook	none	2 minutes	Draftsman III (in-charge for occupancy Permits) <i>Municipal Engineering Office</i>
TOTAL			39 minutes	

Note:

* For Fire Safety Inspection Certificate (FSIC)- Certification from Fire Department/
Fire Code Fee – transact with Bureau of Fire Office

3. Issuance of Fencing Permit

All concerned citizen are required to secure Fencing Permit before fencing be made as required under the National Building Code of the Philippines (P.D. 1096).

Office / Division:	MUNICIPAL ENGINEERING OFFICE			
Classification:	SIMPLE			
Type of Transaction:	GSC - Client is the transacting public , G2G - Client is a government employee or another government agency			
Who may avail:	Any person, firm or corporation including any agency or instrumentality of the government who will construct fence.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> • Fencing Permit Application Form • Bill of Materials and Cost Estimates • Fencing Plan / Lot plan with Certification of a Geodetic Engineer that the proposed fence will not encroach on adjoining properties. • Transfer Certificate of Title (TCT) or Deed of Sale / Lease Contract / Contract of Sell (If the TCT is not of the owner / applicant) • Updated Real Property Tax Declaration/ Certificate of Real Property Tax Payment • Barangay Clearance 		Municipal Engineering Office applicant applicant applicant Assessor's Office/ Municipal Treasurers Office Barangay (location of Lot)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Fencing Permit Application Form	1. Issue forms together with the checklist	none	1 minute	Municipal Engineering Office Staff <i>Municipal Engineering Office</i>
2. Submit duly accomplished application form together with the complete requirements	2. Accepts/Review and assess the documents submitted	none	5 minutes	Draftsman III (in-charge for Fencing Permits) <i>Municipal Engineering Office</i>
	2.1 (MEO will review and assess the fencing plan and other docs submitted) Note: Provided all necessary documents are complied	none	20 minutes	Draftsman III (in-charge for Fencing Permits) ; verified/reviewed & approved by Building Official <i>Municipal Engineering Office</i>

3. Proceed to Municipal Treasurers Office and pay the corresponding fees	3. Accepts payment & issue Official Receipt.	Varies (computation as indicated in the National Building Code)	1 minute (or depending on MTO processing time)	Municipal Treasurers Office (Cashier/ Collecting Officer) Municipal Treasurers Office
4. Claim Fencing Permit	4. Issue Fencing Permit, Record to Logbook	none	2 minutes	Draftsman III (in-charge for Fencing Permits) Municipal Engineering Office
TOTAL			29 minutes	

4. Issuance of Signage Permit

A permit granted by the Building Official to an applicant allowing him to install/attach display signs on a structure. Required under the National Building Code of the Philippines (P.D. 1096).

Office / Division:	MUNICIPAL ENGINEERING OFFICE	
Classification:	SIMPLE	
Type of Transaction:	GSC - Client is the transacting public , G2G - Client is a government employee or another government agency	
Who may avail:	applicant for Signage Permit	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Sign Permit Form	Municipal engineering Office	
Building permit form whenever there is a concrete/ steel structure	owner's copy of Building permit or secure Building permit from Municipal Engineering Office	
Structural Analysis (If constructed on top of the Building)	applicant	
Zoning Clearance	Municipal Planning and Development Coordinator	
Permit Form (DPWH Form No. 96-001-E) whenever there is an electrical connection	Department of Public Works and Highways	
Fire Clearance (If there is an electrical connection)	Bureau of Fire Protection	
Sketch Plan of signage/s to be installed/erected	applicant	
Location / Vicinity Plan	applicant	
DPWH Clearance (for national roads/ highways)	Department of Public Works and Highways	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure sign permit form and requirements checklist	1. Issue forms together with the checklist	none	1 minute	Municipal Engineering Office Staff <i>Municipal Engineering Office</i>
2. Submit the requirements to the assigned personnel	2. Accepts/Review and assess the documents submitted	none	5 minutes	Draftsman III (in-charge for Signage Permits) <i>Municipal Engineering Office</i>
	2.1 MEO assigned personnel will review and assess the application, and issue order of payment. (Note: Provided all necessary documents are complied)	none	10 minutes	Draftsman III (in-charge for Fencing Permits) ; verified / reviewed & approved by Building Official - <i>Municipal Engineering Office</i>
3. Payment of required amount/fees	3. Accepts payment & issue Official Receipt	Varies (computation as indicated in the National Building Code)	1 minute (or depending on MTO processing time)	Municipal Treasurers Office (Cashier/Collecting Officer) <i>Municipal Treasurers Office</i>
4. Claim the Demolition Permit	4. Issue Signage Permit, & Record to Logbook	none	2 minutes	Draftsman III (in-charge for Signage Permits) <i>Municipal Engineering Office</i>
TOTAL			19 minutes	

5. Issuance of Wiring Permit

An Electrical Wiring Permit is a requirement for installing, replacing, removing, connecting, disconnecting or repairing electrical works except replacing fuses, receptacles, switches and utilization equipment.

Office / Division:	MUNICIPAL ENGINEERING OFFICE			
Classification:	SIMPLE			
Type of Transaction:	GSC - Client is the transacting public , G2G - Client is a government employee or another government agency			
Who may avail:	applicant for wiring permit			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Official receipt 2. Certificate of Final Electrical Inspection / Completion form signed by Professional Electrical Engineer 3. Vicinity Map		Mun. Treasurer's Office APEC / Professional Electrical Engineer (PEE) Professional Electrical Engineer (PEE)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for Wiring Permit and submit the requirements like the certificate of final electrical inspection/ completion form signed by professional electrical engineer (PEE)	1. receives request and assess application	none	1 minute	Municipal Engineering Office Staff/ Electrician <i>Municipal Engineering Office</i>
2. Payment of required amount/ wiring fees	2. Accepts payment & issue O.R.	P 20.00 - for Residential ; P40.00 - for Commercial	1 minute (or depending on MTO processing time)	Municipal Treasurers Office (Cashier/ Collecting Officer) <i>Municipal Treasurers Office</i>
	2.1 MEO/ Electrician will prepare the wiring permit, noted by Municipal Engineer. (Note: Provided all necessary documents are complied)	none	3 minutes	Electrician 1 ; Electrician II ; Municipal Engineer <i>Municipal Engineering Office</i>
3. Claim the Wiring Permit	3. Issue Wiring Permit, Record to Logbook	none	1 minute	Municipal Engineering Office Staff / Electrician

				<i>Municipal Engineering Office</i>
TOTAL			6 minutes	

6. Annual Building Inspection

Business establishment are required to secure Building Inspection Approval from the Municipal Engineer's Office before start of commercial operations

Office / Division:	MUNICIPAL ENGINEERING OFFICE			
Classification:	SIMPLE			
Type of Transaction:	GSC - Client is the transacting public			
Who may avail:	Business Establishments (owner of business)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Name of Business Establishment, Owner/ proprietor, Building name, location of building, owner of building		applicant/owners information on DTI or licensing form from Treasurer's office		
2. Official Receipt for privately owned building		Mun. Treasurer's Office (cashier/collecting clerk)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for inspection of the building/ Certificate of Building Inspection	List/record the business information like: Type & Name of Business Establishment, Owner/ proprietor, Building name, location of building, owner of building. And issue order of payment	none	1 minute	Municipal Engineering Office Staff (assigned in BOSS-Business One-Stop-Shop) <i>Municipal Engineering Office</i>
2. Payment of required amount	Accepts payment & issue Official Report	Varies (computation as indicated in the National Building Code)	1 minute (or depending on MTO processing time)	Municipal Treasurers Office (Cashier/ Collecting Officer) <i>Municipal Treasurers Office</i>
	if the building was already inspected,	none	3 minutes if already	Municipal Engineering

	Municipal Engineering Office staff will check the records of inspected buildings and prepare the inspection report; or if not yet inspected, MEO inspector will inspect the building/ schedule for inspection		inspected Or 2 hours if for inspection, depending on the location of bldg	Office Inspectorate team will conduct the inspection of the building; Noted /Approved by Building Official <i>Municipal Engineering Office</i>
3. Accepts / claim Certificate of Building Inspection	Issue Inspection Report & Certificate of Annual Inspection, and Record to Logbook	none	1 minute	MEO Staff <i>Municipal Engineering Office</i>
TOTAL				

7. Barangay Project Monitoring & Inspection (Request for POW - Program of Works)

Barangays implementing barangay projects will request for Program of Works (POW) from Engineering Office before project procurement implementation.

Office / Division:	MUNICIPAL ENGINEERING OFFICE			
Classification:	SIMPLE			
Type of Transaction:	G2G - Client is another government agency			
Who may avail:	Barangay Captains/ Sangguniang Kabataan Chairmen implementing barangay infrastructure projects within the municipality			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Project Title		Barangay's List of project / Municipal Planning and Development Coordinator		
2. Project appropriation approved by Municipal Budget Office / Municipal Planning and Development Coordinator		Municipal Budget Office / Municipal Planning and Development Coordinator		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for Program of Works (present project title and project cost)	1. Receive / accept request	none	1 minute	Municipal Engineering Office Staff <i>Municipal Engineering</i>

	1.1 Municipal Engineering Office barangay project inspector will conduct site inspection, draftsman will prepare POW/ vicinity map or Plan)	none	20 mins or 2 hrs depending on the complexity of the project and location.	Office Barangay Project Inspector; Draftsman I & Draftsman II, Check and verified by Municipal Engineer Municipal Engineering Office
2. Claim Program of Work	2. Issue POW, & Record to Logbook	none	1 minute	Municipal Engineering Office Staff Municipal Engineering Office
TOTAL				

8. Barangay Project Monitoring & Inspection (Request for Project Inspection)

Barangays implementing barangay projects will request for Barangay Project Inspection from Engineering Office.

Office / Division:	MUNICIPAL ENGINEERING OFFICE
Classification:	SIMPLE
Type of Transaction:	G2G - Client is another government agency
Who may avail:	Barangay Captains/ SK Chairmen implementing barangay infrastructure projects within the municipality
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
A. For Materials: a. Request letter for inspection signed by the Brgy. Captain/SK Chairman. b. Certification of delivered Materials signed by Brgy. Councilors and Brgy. Captains/Accomplished certificate of delivered materials. c. voucher of delivered materials (actual cost of materials) attached to POW d. Documentation pictures of delivered materials with the brgy. Inspector/s; or	Barangay Captain/ SK Chairman Form from Municipal Engineering Office, accomplished by implementing barangay implementing barangay implementing barangay

<p>pictures with coordinates e. Project Plan with vicinity map</p> <p>B. For Labor: a. Request letter for inspection signed by the Brgy. Captain/SK Chairman b. Accomplished Certificate of Project Completion signed by Brgy. Councilors and Brgy. Captain. c. POW (Program of Works) d. Documentation pictures with the Brgy. Inspector - before, during, and after the project implementation pasted in a bond paper properly labeled with the title of the project and location (with coordinates) e. Barangay SWA (Statement of Work Accomplished) f. Labor Payroll g. Project Plan with vicinity map</p>		<p>Municipal Engineering Office</p> <p>Barangay Captain/ SK Chairman</p> <p>Form from Municipal Engineering Office, accomplished by implementing barangay</p> <p>Municipal Engineering Office implementing barangay</p> <p>implementing barangay/ Brgy. Bookkeeper</p> <p>implementing barangay</p> <p>Municipal Engineering Office</p>		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for Project Inspection (Materials/Labor) and Submit complete requirements needed.	1. Receive/ accept request together with requirements and schedule project inspection	none	2 minutes	Municipal Engineering Office Staff <i>Municipal Engineering Office</i>
	2. MEO Brgy. Project Inspector will conduct actual project inspection, take pictures and prepare inspection report signed by Brgy. Inspector, Noted by Municipal Engineer. (Note: Provided all necessary documents are complied) <i>*during pandemic, the implementing Barangays were only required to</i>	none	For project inspection: 2 hrs or depending upon the complexity of the location of project For preparation of Inspection Report: 5 minutes	Barangay Project Inspector; Municipal Engineer <i>Municipal Engineering Office</i>

	<i>submit photos of the project with Barangay Captain (before, during and after project completion) and reviewed by Barangay inspector</i>			
2. Claim Project Inspection Report	Issue Project Inspection Report, & Record to Logbook	none	1 minute	Municipal Engineering Office Staff <i>Municipal Engineering Office</i>
TOTAL				

Waterworks Operation

(External)

1. Water Service Contract / Agreement & Collecting Payment

A contract executed by the applicant of new service connection. It contains salient features of applicant's obligation to LGU/POWASA including fees and charges to be paid before service connection shall be installed.

New Service Connection Fee. This covers registration or application fee and services fees such as tapping and installation fees computed at lump sum cost depending on the prevailing policy of the LGU.

Office / Division:	WATERWORKS OPERATION			
Classification:	SIMPLE			
Type of Transaction:	G2C - CLIENT IS THE TRANSACTING PUBLIC			
Who may avail:	CONSUMER			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Barangay Clearance		Barangay		
CLIENT STEPS	AGENCY ACTION	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure application form and fill up every details and draw sketch plan- exact location.	1. Review the application form and inform the client that an on-site inspection will be conducted to determine the location of service connection and prescribe the estimates of materials needed.	PHP 1,700.00	20 minutes	Collecting Officer <i>Waterworks Operation Office</i>
	1.1 All applicant will attend seminar orientation prior to water services connection installation.	None	1 hour	Collecting Officer <i>Waterworks Operation Office</i>
	1.2 Enter to log book, name and OR# for the record and reference.	None	3 minutes	Waterworks Operation Staff <i>Waterworks Operation Office</i>
	1.3 Inform the client and make schedule for installation of service connection.	None	5 minutes	PWS Plumber <i>Waterworks Operation Office</i>
	1.4 Issue materials and tools needed to the assigned plumber.	None	10 minutes	Storeman <i>Waterworks Operation Office</i>

TOTAL	PHP 1,700.00	1 hour and 38 minutes	
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2. Re-open of service connection and disconnection

POWASA shall have the exclusive authority to determine the size of the service connection as well as the location of the water meter and the stub-out and hereby reserves the right to transfer the same whenever necessary for the purposes of accessibility and effective water services.

POWASA reserves the right to cut off the water supply and/or disconnect the CONSUMER's water service connection.

Office / Division:	WATERWORKS OPERATION			
Classification:	SIMPLE			
Type of Transaction:	G2C - CLIENT IS THE TRANSACTING PUBLIC			
Who may avail:	CONSUMER			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Application for disconnection/re-connection/transfer		POWASA Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. To expedite the inspection, the client will assist the PWS personnel	1. After conducting of the site inspection, the PWS personnel in charge shall inform the client for attention.	none	1 day	PWS Plumber <i>Waterworks Operation Office</i>
	1.1 Reopening of residential connection after 30 days from the date of disconnection.	PHP 100.00	5 minutes	PWS Plumber <i>Waterworks Operation Office</i>
	1.2 Reopening of commercial/industrial connection after 30 days from the date of disconnection.	PHP 300.00	5 minutes	PWS Plumber <i>Waterworks Operation Office</i>
TOTAL		PHP 400.00	1 day and 10 minutes	

3. Billing Adjustment

The overpayment was made on a bill but not a closing bill, the amount overpaid shall be

credited to the concessionaire's account.

Office / Division:		WATERWORKS OPERATION		
Classification:		SIMPLE		
Type of Transaction:		G2C - CLIENT IS THE TRANSACTING PUBLIC		
Who may avail:		CONSUMER		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Billing		POWASA Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Bring the Official Receipts and Billing present to the PWS personnel	1. Verifies and check the record.	none	5 minutes	Billing Clerk <i>Waterworks Operation Office</i>
	1.1 Proceed to the billing adjustment memo (BAM) under approval of PWSS.	none	2 minutes	PWSS <i>Waterworks Operation Office</i>
TOTAL		none	7 minutes	

4. Calibration and testing water meter

Meters shall be provided by the LGU/POWASA at its expense, but each customer shall pay a non-refundable deposit on each water meter in an amount fixed by the ordinance

Office / Division:		WATERWORKS OPERATION		
Classification:		SIMPLE		
Type of Transaction:		G2C - CLIENT IS THE TRANSACTING PUBLIC		
Who may avail:		CONSUMER		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request / Concern form		POWASA Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request and fill up the concern form sheet.	1. Inspect the actual calibrate and check.	none	1 hour	Plumber <i>Waterworks Operation Office</i>
	1.1 Reread the water	none	5 minutes	Plumber

	meter.			<i>Waterworks Operation Office</i>
TOTAL		none	1 hour and 5 minutes	

5. Repair and Maintenance of Waterworks System

The LGU/POWASA shall maintain and repair at its expense any meter that has become unserviceable through ordinary wear and tear and shall replace it if necessary.

Office / Division:	WATERWORKS OPERATION			
Classification:	SIMPLE			
Type of Transaction:	G2C - CLIENT IS THE TRANSACTING PUBLIC			
Who may avail:	CONSUMER			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request form		POWASA Office		
CLIENT STEPS	AGENCY ACTION	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up request/concern form sheet	1. POWASA personnel conduct on-site inspection to validate concern.	none	30 minutes	Plumber <i>Waterworks Operation Office</i>
	1.1 Conduct repair and replacement of materials, if necessary.	none	1 day	Plumber <i>Waterworks Operation Office</i>
	1.2 After completion of work, personnel will complete and fill-up job card for record purposes.	none	2 minutes	Plumber <i>Waterworks Operation Office</i>
TOTAL		none	1 day and 32 minutes	

**Municipal Environment and Natural Resources
Office
(External)**

1. Application of MENRO Certification for Chainsaw Registration

The Municipal ENRO Certification issued to chainsaw owners as a requirement for the new/ renewal of chainsaw registration.

Office / Division:	MUNICIPAL ENVIRONMENT AND NATURAL RESOURCES OFFICE			
Classification:	SIMPLE			
Type of Transaction:	G2C- Client is the transacting public			
Who may avail:	All Clients and a resident of Polangui			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Barangay Clearance (Photocopy) 2. Official Receipts of chainsaw (Original copy) 3. Valid ID		Respective Barangay		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Requirements to MENRO Office	Receive and assess submitted requirements	None	1 minute	MENRO Office Staff <i>MENRO Office</i>
	Prepare the MENRO Certificate for Signature of MENRO and Transmit to Mayor's Office for Local Chief Executive (LCE) for signature	None	5 minutes	<i>MENRO, Mayor's Office</i>
2. Receive/ Accept MENRO Certificate	Release of MENRO Certificate for the Renewal of Chainsaw	None	1 minute	MENRO Office Staff <i>MENRO Office</i>
TOTAL		None	7 minutes	

2. Issuance of MENRO Certification of No Objection for Tree Cutting Permit

The MENRO Certificate of No Objection is issued to individuals for their tree cutting permit application to the DENR.

Office / Division:	MUNICIPAL ENVIRONMENT AND NATURAL RESOURCES OFFICE			
Classification:	SIMPLE			
Type of Transaction:	G2C- Client is the transacting public			
Who may avail:	All Clients and a resident of Polangui			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Barangay Certification of No Objection (Original copy) 2. Picture of Tree/s to be cut down 3. Valid ID		Respective Barangay		

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Requirements to MENRO Office	Receive and assess submitted requirements	None	1 minute	MENRO Office Staff <i>MENRO Office</i>
	Prepare the MENRO Certificate for Signature of MENRO and Transmit to Mayor's Office for Local Chief Executive (LCE) for signature	None	5 minutes	<i>MENRO, Mayor's Office</i>
2. Receive/ Accept MENRO Certificate	Release of MENRO Certificate of No Objection	None	1 minute	MENRO Office Staff <i>MENRO Office</i>
TOTAL		None	7 minutes	

3. Complaints Regarding Solid Waste Violation

Any concerned citizens or individuals may file a complaint against anyone that allegedly violates the provisions of RA 9003 or "Ecological Solid Waste Management Act of 2000" and its IRR.

Office / Division:	MUNICIPAL ENVIRONMENT AND NATURAL RESOURCES OFFICE			
Classification:	SIMPLE			
Type of Transaction:	G2C- Client is the transacting public			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Complaint letter with the name of person/establishment, location, date & time of the act, and attached pictures (if possible).		1. Complainant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client's signing at Logbook and Submission of requirements	1.1 Review and check for completeness of the requirements. 1.2 Preparation of Certificate.	None	2 minutes	EMS II MENRO <i>MENRO Office</i>
	1.2 Interview the client of what might have happened		10 minutes	EMS II MENRO <i>MENRO Office</i>
	1.3 Validate the complaint.		1 day	Office Liason EMS II

				MENRO <i>MENRO Office</i>
	1.4 Write a report and endorse to the Municipal Mayor		10 minutes	EMS II MENRO I <i>MENRO Office</i>
	1.5 Coordinate with the respective Barangay for Technical Conference and immediate actions		1 day	Admin. Aide I <i>MENRO Office</i>
TOTAL		None	2 – 3 days	

4. Garbage Collection

Any concerned Barangays that wishes to include in the Municipal Solid Waste Collection Schedules/ Scheme.

Office / Division:	MUNICIPAL ENVIRONMENT AND NATURAL RESOURCES OFFICE			
Classification:	SIMPLE			
Type of Transaction:	G2C- Client is the transacting public			
Who may avail:	Barangays not covered by collection schedule			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Documentation of Barangay MRF with respective division and its capacity 2. List of Barangay Eco-aides and specified garbage collection schedule 3. Must comply with atleast 50 percent HH segregation		Respective Barangay		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Requirements to MENRO Office	Receive and assess submitted requirements	None	5 minutes	MENRO Office Staff <i>MENRO Office</i>
2. Ask for assigned collection schedule	Assign garbage collection schedule for barangay	None	3 minutes	MENRO <i>MENRO Office</i>
TOTAL		None	8 minutes	

5. Request for Inspection of Livestock Stockade

Any concerned citizens or individuals may request for site inspection on livestock stockade (poultry, piggery, and such) to eliminate possible environmental pollution and community nuisance.

Office / Division:	MUNICIPAL ENVIRONMENT AND NATURAL RESOURCES OFFICE			
Classification:	COMPLEX			
Type of Transaction:	G2C- Client is the transacting public			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Complaint letter with the name of owner/establishment, location, date & time, and attached pictures (if possible).		1. Complainant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client's signing at Logbook and Submission of requirements	1.1 Review and check for completeness of the requirements.	None	2 minutes	EMS II <i>MENRO Office</i>
	1.2 Interview the client of the current situation.		10 minutes	EMS II <i>MENRO Office</i>
	1.3 Conduct Joint-Inspection with the Municipal Sanitary Inspector for Validation of complaint.		For schedule 1 day	EMS II Mun. Sanitary Inspector <i>MENRO Office</i>
	1.4 Write a report and endorse to the Municipal Mayor		2 days	EMS II MENRO I <i>MENRO Office</i>
	1.5 Coordinate with the respective Barangay for Technical Conference and immediate actions		1 day	Admin. Aide I <i>MENRO Office</i>
TOTAL		None	5 – 7 days	

Bids and Awards Committee Office
(External)

1. Submission of Eligibility Requirements to Bidder for Goods & Infrastructure Project

The following documents shall be required by the BAC for purposes of determining the eligibility.

Office / Division:	OFFICE OF THE BIDS AND AWARDS COMMITTEE			
Classification:	SIMPLE			
Type of Transaction:	G2C - Client is the transacting public			
Who may avail:	BIDDER/S			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. SEC clearance or registration for corporation of DTI registration for sole proprietorship. 2. Local City or Municipality Business permit. 3. BIR Registration 4. PCAB 5. Tax Clearance		1. Securities and Exchange Commission / Department of Trade 2. Local City of Municipality Business Permit 3. Bureau of Internal Revenue 4. DTI Construction Industry Authority of the Philippines 5. Bureau of Internal Revenue		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requirement to the responsible person at office of the Bids and Awards Committee	1. Received the documents and check if it is valid and complete and present the documents to BAC members for evaluation	None	5 minutes	BAC Secretariat Office of the Bids and Awards Committee
TOTAL		None	5 minutes	

2. Sale of Bidding Documents

This service is pursuant to Section 17.4 of the IRR of Republic Act 9184 wherein bidders may be asked to pay for bidding documents to recover the cost of their preparation and development.

Office / Division:	OFFICE OF THE BIDS AND AWARDS COMMITTEE			
Classification:	SIMPLE			
Type of Transaction:	G2C - Client is the transacting public			
Who may avail:	BIDDER/S			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Intent (LOI) 2. SEC / DTI		1. Office of the Bids and Awards Committee 2. Securities and Exchange Commission / Department of Trade		

3. Mayor's Permit 4. PCAB 5. BIR Registration / Tax Clearance		3. Bureau of Internal Revenue 4. DTI Construction Industry Authority of the Philippines 5. Bureau of Internal Revenue		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign the logbook and submit the requirements.	1. Check the requirements submitted.	None	10 minutes	
2. Request for the issuance of the Invitation to Bid (ITB)	2. Issue the ITB and prepare the bidding documents.	None	5 minutes	BAC Secretariat Bids and Awards Committee member
3. Pay the bid documents to MTO and present the Official Receipt to the BAC Secretariat	3. Photocopy the OR and give the bid documents.	None	15 minutes	Bids and Awards Committee member
TOTAL		None	30 minutes	

3. Opening of Bids

This service enable the bidder to witness the process and even make an inspection during the opening of bids being conducted by the BAC member with the presence of the Observer

Office / Division:	OFFICE OF THE BIDS AND AWARDS COMMITTEE			
Classification:	SIMPLE			
Type of Transaction:	G2C - Client is the transacting public			
Who may avail:	BIDDER/S			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Original and 3 Photocopy of Bid envelopes containing the eligibility, technical and financial documents.		1. Prepared by the respective bidder/s		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign the logbook and submit the bid envelopes	1.1. Received and have it recorded in the logbook and prepare the bid envelopes for the bid opening.	None	5 minutes	BAC Secretariat Office of the Bids and Awards Committee
2. Observe the manner of the	2. BAC Members together with the	None	15 minutes	

opening of bids.	Observers and attending bidders conduct the opening of bids verifying its eligibility and technical qualifications and announces the winning bidder after opening of the financial documents.			
TOTAL		None	20 minutes	

**Office of the Mayor
(Slaughterhouse Operation)
(External)**

1. Slaughterhouse Operation

Polangui Municipal Abattoir shall promulgate and implement policies, procedures, guidelines, rules and regulations governing post production flow of livestock and meat product (both locally produced and imported) through the various stages of marketing and proper handling, inspection, processing storage and preservation of such products in the same manner, the agency shall protect the interest, health and general welfare of the meat consuming public and shall endeavor for the development of the livestock and meat industry.

Office / Division:	Polangui Municipal Abattoir LRME - Local Registered Meat Establishment			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Meat Vendors, Meat Dealers, Individual with Food Animal Subject for Slaughtering			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
A. Hogs / Goats / Sheep * Veterinary Health Certificate (VHC) * Shipping Permit of Animals if it s from other province		Municipal Agriculture Office / Veterinary Office / DA - Quarantine Office of Origin		
B. Large Animals (Cattle / Carabao) * Veterinary Health Certificate (VHC) * Shipping Permit of Animals if it s from other provinc * Certificate of Ownership / Transfer of Ownership		Municipal Agriculture Office / Veterinary Office / DA - Quarantine Office of Origin Mun. Treasurer's Office Large Animal Registration Officer		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Entering of animals to be slaughtered 12:00 pm to 6:00 pm The clients / managers brings the animals to the slaughterhouse and submits required documents for inspection	1. Check and records the kind of animals and its corresponding credentials	None		Meat Inspector Assigned Slaughter's Staff <i>Municipal Abattoir Office</i>
2. Clients / Managers bring the animal to their respective	2. Inspect and verifies relevant document (Shipping Permit) Veterinary Health or	PHP 100.00- registration of	5 minutes	Collectors <i>Mun.</i>

holding pen	ownership and/or transfer of ownership of food animals presented for slaughter 2.1 Performs Ante-Mortem Inspection if fit for slaughtering animals will be tested for 6 to 8 hours at the holding pen	ownership None		<i>Treasurer's Office</i>
3. Clients / Managers will observed their animals upon the time of slaughtering to observed the good manufacturing procedure (GMP) at exactly 12:00 am to 7:00 am	3. Suspected animals will undergo further observation at holding pen, if unfit for slaughtering animals will condemned. Condemnation Slip will be issued. 3.1 Time to time inspection of animals will be conducted at the holding prior for slaughtering 3.2 Upon operation: conduct post-mortem to ensure the production of clean meat and enforces humane slaughtering techniques or practices of food animals 3.3 Maintains personal cleanliness and proper hygiene of all butchers 3.4 Issue meat inspection certificate to all animals slaughtered 3.5 Issue Condemnation Slip (if there is a case)	None None None None None	15 to 30 minutes	Meat Inspector Security Guard Animal Caretaker <i>Municipal Abattoir Office</i>

<p>4. Clients pay the Slaughtering Fees / Charges</p>	<p>4. All carcasses shall be marked pass/ inspected by the meat inspector and haul it by the meat van and brought it to their respective stall/ owners</p> <p>4.1 All Charges and fees will be collected by revenue collector upon delivery</p>	<p>None</p> <p>Hogs: PHP 100.00/ head</p> <p>PHP 175.00/ cattle</p> <p>PHP 20.00/ head-for hauling</p>	<p>1 day or office time</p>	<p>Delivery Team</p> <p><i>Municipal Abattoir Office</i></p> <p>Revenue Collection</p> <p><i>Mun. Treasurer's Office</i></p>
<p>TOTAL</p>		<p>Hogs-PHP 220.00</p> <p>Cattle-PHP 295.00</p>	<p>1 day & 35 minutes</p>	

**Sangguniang Bayan Office
(External)**

1. Review and Approval of all Ordinances for the Operations of the Barangay Governments

Under Republic Act 7160 otherwise known as the Local Government Code of 1991, the Sangguniang Bayan is empowered to review barangay ordinances passed by the barangay governments. The review of said ordinances is to ensure that said legislation passed by the barangays are within their powers to discharge under the Local Government Code and other existing laws.

Office / Division:	SANGGUNIANG BAYAN OFFICE			
Classification:	HIGHLY TECHNICAL			
Type of Transaction:	G2G – GOVERNMENT TO BARANGAY			
Who may avail:	BARANGAY/ SK OFFICIALS			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request letter from the Barangay on the approval of the Barangay Ordinance.		Barangay Offices		
2. Barangay Ordinance with the following attachment (1 original copy and 6 photocopies): a. Certification of Public Hearing b. Minutes of Public Hearing c. Minutes of the Regular/ Special session where the Ordinance was approved		Barangay Offices		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request with supporting documents to the Sangguniang Bayan. If the submitted documents are complete wait for legislative action. If not get back request with notes and comments	1. Review the submitted documents, if: 1.1 documents are complete, request is entered in the record book for legislative actions. 1.2 documents are incomplete, inform requesting party and return the same	None None None	5 minutes 5 minutes 5 minutes	SB Staff In-Charge on Barangay Ordinances <i>Office of the Sangguniang Bayan</i>
2. Wait for Legislative Action.	2. Forward the submitted documents to the SB Secretary to be included on Order of Business.	None	2 minutes	SB Staff In-Charge on Barangay Ordinances <i>Office of the Sangguniang Bayan</i>
3. Wait for Legislative Action.	3. SB Secretary places Barangay Ordinance for	None	1 day	SB Secretary/ SB Staff In-Charge

	<p>evaluation in the order of business to be tackled during the regular session:</p> <p>3.1 Sangguniang bayan takes up request and for referral to the proper committee</p> <p>3.2 The concerned committee evaluates submitted documents</p>	<p>None</p> <p>None</p>	<p>5 minutes</p> <p>1 day</p>	<p>on Order of Business</p> <p><i>Office of the Sangguniang Bayan</i> SB Secretary/ Municipal Vice-Mayor</p> <p><i>Office of the Sangguniang Bayan/Office of the Vice Mayor</i></p> <p>SB Committee Concerned</p> <p><i>Office of the Sangguniang Bayan</i></p>
4. Attends Committee Meeting if requested by the SB Committee Concerned and wait for legislative action.	<p>4. The concerned committee conducts committee meeting whenever applicable and render report to the SB Session</p> <p>4.1 The concerned committee prepares and finalizes committee report on the matter</p> <p>4.2 Committee presents committee report to the Sangguniang Bayan and moves to adopt a Resolution on the matter</p> <p>4.3 The committee report is taken up and adopted</p> <p>4.4 Committee drafts</p>	<p>None</p> <p>None</p> <p>None</p> <p>None</p>	<p>5 days</p> <p>1 day</p> <p>1 day</p> <p>5 minutes</p> <p>2 days</p>	<p>SB Committee Concerned</p> <p><i>Office of the Sangguniang Bayan</i></p> <p>SB Committee Concerned/ SB Secretary/ SB Staff In-Charge on Barangay Ordinance</p> <p><i>Office of the Sangguniang Bayan</i></p> <p>SB Committee Chairperson</p> <p><i>Office of the Sangguniang Bayan</i></p> <p><i>SB Secretary/ Municipal Vice-Mayor</i></p> <p><i>Office of the Sangguniang Bayan/Office of the Vice Mayor</i> SB Committee</p>

	resolution with the committee recommendations			Concerned/ SB Secretary/ SB Staff In-Charge on Barangay Ordinance <i>Office of the Sangguniang Bayan</i>
	4.5 The resolution is presented for approval	None	5 minutes (during SB session)	SB Committee Chairperson/SB Members <i>Office of the Sangguniang Bayan</i>
	4.6 Sangguniang Bayan approves/ disapproves Resolution		5 minutes (during SB session)	SB Committee Chairperson/ SB Members <i>Office of the Sangguniang Bayan</i>
	4.7 Resolution is finalized for signature	None	1 day	SB Staff (Messenger) <i>Office of the Sangguniang Bayan</i>
	4.8 SB secretariat numbers and enrolls signed resolutions in the record book	None	5 minutes	SB Staff In- Charge of Recording <i>Office of the Sangguniang Bayan</i>
5. Gets/ Receive copy of approved Resolution	5. Releases/ Transmit the resolution to the Barangay concerned	None	5 minutes	SB Staff (Messenger)/ SB Staff In-Charge of Recording <i>Office of the Sangguniang Bayan</i>
	TOTAL	None	12 days and 47 minutes	

Reminder : If the Sangguniang bayan, as the case may be, fails to take action on barangay ordinance within thirty (30) days from receipt thereof, the same shall be deemed approved.

Legal Basis : Section 447 paragraph (1-i) and Section 57 of RA 7160 otherwise known as Local Government Code of 1991

Sangguniang Bayan Internal Rules of Procedures pursuant to Local Government Code of 1991

2. Accreditation of Civil Society and Non-Government Organizations

Under Republic Act 7160 otherwise known as the Local Government Code of 1991, the Sangguniang Bayan is empowered to accredit CSOs and NGOs. The accreditation of these organizations is necessary to qualify them to sit as representatives in the Special Bodies of the Municipality.

Office / Division:	SANGGUNIANG BAYAN OFFICE			
Classification:	HIGHLY TECHNICAL			
Type of Transaction:	G2C – GOVERNMENT TO CITIZEN			
Who may avail:	NGOs/ CSOs			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Three (3) copies of the following: <ol style="list-style-type: none"> 1. Application Letter 2. Application Form 3. Certification of Registration from concerned agencies 4. Constitution and/ or By-Laws 5. List of officers and members 6. Accomplishment Report 7. Financial Report 8. List of projects 		Requesting Party Sangguniang Bayan Office SEC, CDA, DOLE, etc. Requesting Party Requesting Party Requesting Party Requesting Party Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request with requirements for review and assessment. (1 original copy) If the submitted documents are complete wait for legislative action.	1. Review the submitted documents, if: 1.1 documents are complete, request is entered in the record book for legislative actions and advised the requesting party to provide additional 2 copies (photocopy);	None None	5 minutes 5 minutes	SB Secretary/ SB Staff In-Charge on Accreditation <i>Office of the Sangguniang Bayan</i>

If not get back request with notes and comments	1.2 documents are incomplete, return the documents to the requesting party and inform to resubmit once requirements are completed.	None	5 minutes	
2. Wait for Legislative Action.	2. Forward the submitted documents to the SB Secretary to be included on Order of Business.	None	2 minutes	SB Staff In-Charge on Accreditation <i>Office of the Sangguniang Bayan</i>
3. Wait for Legislative Action.	3. SB Secretary places requests in the Order of Business for First Reading and referral to the concerned committee	None	1 day	SB Secretary/ SB Staff In-Charge on Order of Business
	3.1 Sangguniang bayan takes up request and for referral to the proper committee	None	5 minutes during SB Session	SB Secretary/ Municipal Vice-Mayor <i>Office of the Sangguniang Bayan/Office of the Vice Mayor</i>
	3.2 The concerned committee evaluates the request	None	2 days	SB Committee Concerned <i>Office of the Sangguniang Bayan</i>
4. Attends Committee Meeting if requested by the SB Committee Concerned and wait for legislative action.	4. The concerned committee invites party/ies to a committee meeting if necessary	None	5 days	SB Committee Concerned <i>Office of the Sangguniang Bayan</i>
	4.1 The concerned committee prepares and finalizes committee report on the request	None	1 day	SB Committee Concerned/ SB Secretary/ SB Staff In-Charge on Resolutions <i>Office of the Sangguniang Bayan</i>

4.2 Committee presents committee report to the Sangguniang Bayan and moves to adopt a Resolution for its approval or non-approval	None	1 day	SB Committee Chairperson <i>Office of the Sangguniang Bayan</i>
4.3 The committee report is taken up and adopted	None	5 minutes	SB Secretary/ Municipal Vice-Mayor <i>Office of the Sangguniang Bayan/Office of the Vice Mayor</i>
4.4 Committee drafts resolution approving or disapproving the request	None	2 days	SB Committee Concerned <i>Office of the Sangguniang Bayan</i>
4.5 The resolution is presented to the Sangguniang Bayan for adoption during the SB Session	None	5 minutes (during SB session)	SB Secretary/ SB Staff In-Charge on Resolutions <i>Office of the Sangguniang Bayan</i>
4.6 Sangguniang Bayan adopted the Resolution	None	5 minutes (during SB session)	SB Committee Chairperson/SB Members <i>Office of the Sangguniang Bayan</i>
4.7 Resolution is finalized for signature	None	1 day	SB Committee Chairperson/SB Members <i>Office of the Sangguniang Bayan</i>
4.8 SB secretariat numbers and enrolls signed resolutions in the record book	None	5 minutes	SB Staff (Messenger) / SB Staff In-Charge of Recording <i>Office of the Sangguniang Bayan</i>

	4.9 Based on the approved resolution, committee concerned prepare and finalizes Certificate of Accreditation	None	1 day	SB Committee Concerned/SB Secretary/ SB Staff In-Charge on Accreditation <i>Office of the Sangguniang Bayan</i>
5. Payment of required fee.	5. Advise the requesting party to pay the required fee.	PHP. 50.00	5 minutes	Municipal Treasurers Office Staff <i>Municipal Treasurers Office</i>
6. Gets/ Receive copy of approved Resolution and Certificate of Accreditation	6. Releases/ Transmit the resolution and Certificate of Accreditation to the requesting party	None	5 minutes	SB Staff (Messenger)/ SB Staff In-Charge of Recording <i>Office of the Sangguniang Bayan</i>
TOTAL		PHP. 50.00	14 days and 52 minutes	

Legal Basis : Section 34 of RA 7160 otherwise known as Local Government Code of 1991
Rule XIII of Articles 62-70 of Local Government Code Implementing Rules and Regulations (IRR)
Sangguniang Bayan Internal Rules of Procedures pursuant to Local Government Code of 1991
Municipal Ordinance 001 s. 2015 entitled 2015 Revenue Code of the Municipality of Polangui, Albay

3. Quasi-Judicial Function

Under Republic Act 7160 otherwise known as the Local Government Code of 1991 and other existing laws, the Sangguniang Bayan as Quasi-Judicial Body en banc is empowered to act on certain complaint against any elective Barangay Official/s filed by individuals, barangay officials, government offices and other parties.

Office / Division:	SANGGUNIANG BAYAN OFFICE	
Classification:	HIGHLY TECHNICAL	
Type of Transaction:	G2C– GOVERNMENT TO CITIZEN	
Who may avail:	GENERAL PUBLIC	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Copy of petition or complaint on subject		Petitioners or complainant

mentioned duly signed by the petitioner or complainant to any elective Barangay Official. Supporting documents if any. (1 duly notarized copy and 11 photocopies)				
CLIENT STEPS	AGENCY ACTION	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. File complaint to the Sangguniang Bayan against any elective barangay official	1. Advised the complainant to submit 1 duly notarized copy and 11 photocopies of complaint and paid the required fee at Municipal Treasurers Office	PHP. 3,000.00	5 minutes	SB Staff In-Charge on Receiving Documents/ Municipal Treasurer's Office Staff <i>Office of the Sangguniang Bayan / Municipal Treasurers Office</i>
2. Submit the required documents and pays the required fee	2. Review the submitted documents, if:	None	5 minutes	SB Staff In-Charge on Receiving Documents <i>Office of the Sangguniang Bayan</i>
	2.1 documents are complete, request is entered in the record book for legislative actions.	None	5 minutes	
	2.2 documents are incomplete, return the documents to the requesting party and inform to resubmit once requirements are completed.	None	5 minutes	
3. Wait for legislative action	3. Forward the documents to the SB Secretary.	None	2 minutes	SB Staff In-Charge on Receiving Documents <i>Office of the Sangguniang Bayan</i>

4. Wait for Legislative Action.	4. SB Secretary places the submitted complaint in the Order of Business	None	1 day	SB Secretary/ SB Staff In-Charge on Order of Business
5. Wait for Result	5. Write a letter to the concerned elective Barangay Official/s or respondent/s directing him to submit his counter-affidavit/ verified answer about the complaint.	None	1 day	SB Secretary <i>Office of the Sangguniang Bayan</i>
6. Wait for Result	6. Transmit the direct letter attached the petition or complaint by the complainant to the elective barangay official/s concerned or the respondent/s.	None	1 day	SB Staff (Messenger) <i>Office of the Sangguniang Bayan</i>
7. Wait for Result	7. The Sangguniang Bayan will wait on the counter-affidavit/ verified answer of the respondent providing him fifteen (15) days from receipt of the letter.	None	15 days	Elective Barangay Official Concerned/ Respondent
8. Wait for Result	8. After the receipt of such answer of the elective barangay official/s concerned or the respondent/s the sanggunian as quasi-judicial body en banc will commence the investigation of the case.	None	10 days	Sangguniang Bayan Members/ SB Legal Consultant/ SB Secretary <i>Office of the Sangguniang Bayan</i>
9. Attend Administrative Hearing if requested by the Sangguniang Bayan	9. The Sanggunian may conduct and administrative hearing if necessary.	None	1 day	Sangguniang Bayan Members/ SB Legal Consultant/ SB Secretary/ Complainant/ Respondents (with their Legal Counsel) <i>Office of the Sangguniang Bayan</i>

10. Wait for the result	10. The sanggunian as quasi-judicial body en banc will prepare their decision on the filed complaint against the elective barangay official/ respondents.	None	30 days	Sangguniang Bayan Members/ SB Legal Consultant/ SB Secretary <i>Office of the Sangguniang Bayan</i>
11. Receive copy of decision	11. Transmit the decision to the complainant and respondent and all interested parties	None	1 day	<i>SB Staff (Messenger)</i> <i>Office of the Sangguniang Bayan</i>
TOTAL		PHP. 3,000.00	60 days and 22 minutes	
<i>Reminder : The investigation of the case shall be terminated within ninety (90) days from the start thereof.</i>				

Legal Basis : Section 61 paragraph (c), Section 62 and Section 66 of RA 7160 otherwise known as Local Government Code of 1991

Municipal Ordinance 001 s. 2015 entitled 2015 Revenue Code of the Municipality of Polangui, Albay

**Sangguniang Bayan Office
(Internal)**

1. Approve the Annual and Supplemental Budgets of the Municipal Government and Appropriate Funds for Specific Programs Projects, Services and Activities of the Municipality, or for other Purposes.

Under Republic Act 7160 otherwise known as the Local Government Code of 1991, the Sangguniang Bayan is empowered to review Annual and Supplemental Budget for the operations of the Municipal Government.

Office / Division:	SANGGUNIANG BAYAN OFFICE			
Classification:	HIGHLY TECHNICAL			
Type of Transaction:	G2G – GOVERNMENT TO GOVERNMENT			
Who may avail:	MUNICIPAL OFFICES			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request letter from the concerned authorities or offices. 2. Proposed Municipal Annual Budget or Supplemental Budget with supporting documents as prescribed by law (1 original copy and 11 photocopies)		Office of the Municipal Mayor/ Municipal Budget Office Municipal Budget Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request with requirements for review and assessment. (1 original copy)	1. Review the submitted documents, if:	None	5 minutes	SB Secretary/ SB Staff In-Charge on Receiving Documents <i>Office of the Sangguniang Bayan</i>
	1.1 documents are complete, request is entered in the record book for legislative actions and advised the office concerned to provide additional 11 copies (photocopy); 1.2 documents are incomplete, return the documents to the Budget Office	None	5 minutes	
2. Wait for Legislative Action.	2. Forward the submitted documents to the SB Secretary to be included on Order of Business.	None	2 minutes	SB Staff In-Charge on Receiving Documents <i>Office of the Sangguniang</i>

				<i>Bayan</i>
3. Wait for Legislative Action.	3. SB Secretary places municipal/ supplemental budgets for review in the Order of Business for First Reading	None	1 day	SB Secretary/ SB Staff In-Charge on Order of Business <i>Office of the Sangguniang Bayan</i>
	3.1 Municipal/ Supplemental Budget is taken up on First Reading and referred to the Committee on Budget, Finance and Appropriation	None	3 minutes during SB Session	SB Members <i>Office of the Sangguniang Bayan</i>
	3.2 The committee concerned reviews and deliberate the submitted annual budget and supplemental budget not contrary to law, in order to promote the general welfare of the municipality and its inhabitants.	None	3 days	SB Committee on Budget, Finance and Appropriation <i>Office of the Sangguniang Bayan</i>
4. Attends Committee Meeting if requested by the SB Committee Concerned and wait for legislative action.	4. The concerned committee conducts committee meeting whenever applicable and render report to the SB Session	None	5 days	SB Committee on Budget, Finance and Appropriation <i>Office of the Sangguniang Bayan</i>
	4.1 The concerned committee prepares and finalizes committee report on the matter	None	1 day	SB Committee on Budget, Finance and Appropriation/ SB Secretary/ SB Staff In-Charge on Making Appropriation Ordinance/ Resolution <i>Office of the Sangguniang Bayan</i>
	4.2 The committee report is taken up and	None	3 minutes during SB	SB Members - Office of the

adopted with changes if any		Session	Sangguniang Bayan
			<i>Office of the Sangguniang Bayan</i>
4.3 The Draft Appropriation Ordinance is presented for approval on second reading with amendments if any based on approved Committee Report	None	3 minutes during SB Session	SB Committee Chairperson on Budget, Finance and Appropriation/ SB Members
			<i>Office of the Sangguniang Bayan</i>
4.4 Drafts appropriation ordinance incorporating amendments is finalized	None	3 days	SB Committee on Budget, Finance and Appropriation/ SB Secretary/ SB Staff In-Charge on Making Appropriation Ordinance/ Resolution
			<i>Office of the Sangguniang Bayan</i>
4.5 Draft appropriation ordinance is taken up and approved for second reading	None	5 minutes during SB Session	SB Members
			<i>Office of the Sangguniang Bayan</i>
4.6 Draft appropriation ordinance incorporating amendments is finalized	None	2 days	SB Committee on Budget, Finance and Appropriation/ SB Secretary/ SB Staff In-Charge on Making Appropriation Ordinance/ Resolution
			<i>Office of the Sangguniang Bayan</i>
4.7 The Draft	None	3 minutes	SB Committee Chairperson on

	<p>Appropriation Ordinance is presented for approval on Third Reading</p> <p>4.8 Draft Appropriation Ordinance is taken up and voted upon on Third Reading with its amendments</p> <p>4.9 Appropriation ordinance is finalized</p>	<p>None</p> <p>None</p>	<p>during SB Session</p> <p>5 minutes during SB Session</p> <p>1 day</p>	<p>Budget, Finance and Appropriation/ SB Members</p> <p><i>Office of the Sangguniang Bayan</i></p> <p>SB Members</p> <p><i>Office of the Sangguniang Bayan</i></p> <p>SB Committee on Budget, Finance and Appropriation/ SB Secretary/ SB Staff In-Charge on Making Appropriation Ordinance/ Resolution</p> <p><i>Office of the Sangguniang Bayan</i></p> <p>SB Staff (Messenger)</p> <p><i>Office of the Sangguniang Bayan</i></p> <p>SB Staff In-Charge of Recording</p> <p><i>Office of the Sangguniang Bayan</i></p>
5. Wait for the approval of the Sangguniang Panlalawigan	5. Transmit/ Forward approved appropriation ordinance to the Sangguniang Panlalawigan for review within thirty (30) days	None	33 days	SB Secretary/SB Staff (Messenger)
6. Gets/ Receive copy of approved	6. Releases/ Transmit the approved	None	5 minutes	SB Staff (Messenger)/ SB

appropriation Ordinance	appropriation ordinance to the office concerned			Staff In-Charge of Recording
TOTAL		None	50 days and 49 minutes	

Legal Basis : Section 447 paragraph (2-i), Section 319 and Section 320 of RA 7160 otherwise known as Local Government Code of 1991
Sangguniang Bayan Internal Rules of Procedures pursuant to Local Government Code of 1991

**Sangguniang Bayan Office
(External / Internal)**

1. Issuance of copy/ ies of Resolutions/ Ordinances/ Minutes of the Regular Session/ Minutes of Committee Meetings and other Sangguniang Bayan Documents as Requested.

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

Office / Division:	OFFICE OF THE SECRETARY TO SANGGUNIANG BAYAN			
Classification:	SIMPLE			
Type of Transaction:	G2G – GOVERNMENT TO GOVERNMENT , G2B – GOVERNMENT TO BUSINESS ENTITY , G2C – GOVERNMENT TO CITIZEN			
Who may avail:	GOVERNMENT AGENCY/IES, BUSINESS ENTITY/IES, GENERAL PUBLIC			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter from the concerned authority or office or Fill-up request form. (Must include name, department/ unit/ organization/ business, contact number and purpose of request)		Requesting Party Sangguniang Bayan Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire if a certain Ordinance has been enacted or resolution has been approved or the availability of the requested SB documents.	1. Answer inquiries upon verification, if there is advised the requesting party to make a request letter or fill-up the request form	None	5 minutes	SB Staff In-Charge on Records <i>Office of the Sangguniang Bayan</i>
2. Submit request letter or fill-up request form	2. Verify the content of the request letter/ request form	None	3 minutes	SB Staff In-Charge on Releasing Documents <i>Office of the Sangguniang Bayan</i>
3. Wait for the result. Answer further inquiries if any	3. Forward request to the SB Secretary and/ or Municipal Vice Mayor	None	3 minutes	SB Staff In-Charge on Releasing Documents

				<i>Office of the Sangguniang Bayan</i>
4. Wait for the result.	4. Approval of the Municipal Vice Mayor and/ or the SB Secretary	None	5 minutes more or less	Municipal Vice-Mayor/ SB Secretary <i>Office of the Vice Mayor</i>
5. Payment of required fee.	5. Advise the requesting party to pay the required fee.	PHP. 3.00 per page	5 minutes	Municipal Treasurers Office Staff <i>Municipal Treasurers Office</i>
6. Waiting for the release	6. Reproduction of the requested documents	None	5 minutes more or less	SB Staff In-Charge on Releasing Documents <i>Office of the Sangguniang Bayan</i>
7. Gets/ Receive copy of requested SB documents	7. Release the SB documents and record the Official Receipt (O.R.) on the request letter or request form	None	5 minutes	SB Staff In-Charge on Releasing Documents <i>Office of the Sangguniang Bayan</i>
TOTAL		PHP. 3.00 per page	31 minutes	

Legal Basis : Section 3: Access to Information of Executive Order No. 2 s. 2016 entitled Operationalizing in the Executive Branch the People's Constitutional Right to Information and the State Policies to Full Public Disclosure and Transparency in the Public Service and Providing Guidelines

Municipal Ordinance 001 s. 2015 entitled 2015 Revenue Code of the Municipality of Polangui, Albay

**Municipal Disaster Risk Reduction
Management Office (MDRRMO)
(External)**

1. Review of 5% BDRRMF

The concerned barangay submits the proposed 5% BDRRMF to the MDRRMO for evaluation and review

Office / Division:	MUNICIPAL DISASTER RISK REDUCTION MANAGEMENT OFFICE			
Classification:	SIMPLE			
Type of Transaction:	G2C - Client is the transacting public			
Who may avail:	Barangay Captains of Polangui			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Original Copy of BDRRMF				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Review of Barangay 5% BDRRMF	Receive, evaluate and review the submitted 5% BDRRMF	None	3-5 minutes	LDRRMO MDRRMO
TOTAL		None	3-5 minutes	

2. Request of Data, Files and Records

MDRRMO issues / provides data and records for research and other purposes, provided that the client submits a request letter or letter of intent.

Office / Division:	MUNICIPAL DISASTER RISK REDUCTION MANAGEMENT OFFICE			
Classification:	SIMPLE			
Type of Transaction:	G2C - Client is the transacting public			
Who may avail:	All clients and residents of Polangui			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter / Letter of Intent				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

Requesting data's files & records relative to DRR	Provide requested documents	None	5 minutes	MDRRMO Staff <i>MDRRMO</i>
TOTAL		None	5 minutes	

3. Request for DRR Training and Seminar

The MDRRMO offers trainings and seminars related to DRR to all interested clients (schools, barangay and community volunteers)

Office / Division:	MUNICIPAL DISASTER RISK REDUCTION MANAGEMENT OFFICE			
Classification:	SIMPLE			
Type of Transaction:	G2C - Client is the transacting public			
Who may avail:	All clients and residents of Polangui			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter / Letter of Intent				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Request of DRR related trainings and seminar	Receive letter request	None	30 minutes	LDRRMO
	Approval of request			
	Provide schedule of training			<i>MDRRMO</i>
TOTAL		None	30 minutes	

Market Operation (External)

1. Issuance of Waiver of Rights

Waiver of Rights is issued to any person wherein the rights of stall are being transferred. This is one of the requirements for the issuance of lease contract. Waivers of rights are given to those stalls with no arrears or any unsettled payments.

Office / Division:	MARKET OPERATION			
Classification:	SIMPLE			
Type of Transaction:	G2C - Client is the transacting public			
Who may avail:	Stall owners and other clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid ID 2. Receipt of payment (if w/ previous arrears)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Securing Waiver of Rights	Receive, assess and verify stall information and other requirement needed	None	1 minute	Market Operation Office Staff <i>Market Operation Office</i>
Request for the issuance of waiver of rights	The office then receive and assess data of the stall and issue waiver for signature	None	2 minutes	Market Operation Office Staff <i>Market Operation Office</i>
Securing of signature from the previous owner and the new owner	The previous owner and the new owner will sign the waiver	None	2 minutes	Previous owner and new owner
Securing of signature from market supervisor	The Market Supervisor shall sign the waiver upon final verification of data	None	1 minute	Market Supervisor <i>Market Operation Office</i>

Receive / Accept Waiver of Rights	Market Operations Staff release the Waiver of Rights to client	None	1 minute	Market Operation Office Staff <i>Market Operation Office</i> Clients
TOTAL		None	7 minutes	

2. Collecting of Rentals

Rental Fees. This covers the daily/ monthly or annual rental fee of every stall depending from the section of the Public Market.

Office / Division:	MARKET OPERATION			
Classification:	SIMPLE			
Type of Transaction:	G2C - Client is the transacting public			
Who may avail:	Stall owners / Market Tenants			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid ID 2. Previous Receipt				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Payment of rentals	Compute and receive payment	Depends on the mode of payment if daily, monthly, quarterly and/or annual	1 minute	Market Collector <i>Market Operation Office</i>
Request for the issuance of receipt	Market Collectors accepts payments and issue Official Receipt	None	1 minute	Market Collector <i>Market Operation Office</i>
Receive / Accept Official Receipt	Market Operations Collector release receipts to client	None	1 minute	Market Collector <i>Market Operation</i>

				Office
TOTAL			3 minutes	

3. Collecting of Ambulant Space Rental

AMBULANT SPACE RENTAL. This covers the space rental of every ambulant vendor and is paid daily.

Office / Division:	MARKET OPERATION			
Classification:	SIMPLE			
Type of Transaction:	G2C - Client is the transacting public			
Who may avail:	Ambulant Vendors			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Official member of ambulant vendors				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Payment of rentals	Collector assigned verifies number of stalls being occupied	250.00 / stall	1 minute	Market Collector <i>Market Operation Office</i>
Request for the issuance of receipt	Market Collectors accepts payments and issue Official Receipt	None	1 minute	Market Collector <i>Market Operation Office</i>
Receive / Accept Official Receipt	Market Operations Collector release receipts to client	None	1 minute	Market Collector <i>Market Operation Office</i>
TOTAL		Php 250.00	3 minutes	

4. Signing of Lease Contract

LEASE CONTRACT. An essential paper needed for those tenants occupying stalls as

proof of their rights. This is given to those tenants with no pending or unsettled rentals.

Office / Division:	MARKET OPERATION			
Classification:	SIMPLE			
Type of Transaction:	G2C - Client is the transacting public			
Who may avail:	Stall owners and other clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Lease contract signed by owner and verified by MTO		Municipal Treasurers Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Securing of Lease Contract	Verify and assess stall owner if no unpaid fees	None	1 minute	Mun. Treasurer's Office Staff <i>Mun. Treasurer's Office</i>
Request for the issuance of lease contract	The office then receive and assess data of the stall and issue lease contract for signature	None	2 minutes	Mun. Treasurer's Office Staff <i>Mun. Treasurer's Office</i>
Securing of signature from stall owner	The stall owner shall sign the lease contract	None	2 minutes	Stall owner
Securing of signature from market supervisor	The Market Supervisor shall sign the contract upon final verification of data of the stall	None	1 minute	Market Supervisor <i>Market Operation Office</i>
Receive/ Accept lease contract	Market Operations Staff release signed lease contract to the clients	None	1 minute	Market Operation Office Staff <i>Market Operation Office</i> Clients

		TOTAL	None	3 minutes

**Library Office
(External)**

1. Readers Services (Reading and Research)

Office / Division:	POLANGUI MUNICIPAL LIBRARY			
Classification:	SIMPLE			
Type of Transaction:	G2C - Client is the transacting public			
Who may avail:	Students, grade school, professional, parents and clients in the community			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Library Card 2. School ID		Municipal Library Office Respective public/private school		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Present Library Card or School ID and register personal information	Assist the students and clients	None	5 minutes	Librarian and Library Personnel <i>Mun. Library Office</i>
Look for book titles for research	Assist the students and clients	None	5-10 minutes	Librarian and Library Personnel <i>Mun. Library Office</i>
TOTAL		None	10-15 minutes	

2. Borrowing Books, Journals, Government Publication, Theses and Historical Documents

Office / Division:	POLANGUI MUNICIPAL LIBRARY			
Classification:	SIMPLE			
Type of Transaction:	G2C - Client is the transacting public			
Who may avail:	Students, grade school, professional, parents and clients in the community			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Library Card 2. School ID		Municipal Library Office Respective public/private school		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

Present Library Card and School ID	Assist the students and clients	None	5 minutes	Librarian and Library Personnel <i>Mun. Library Office</i>
Get one book and other reading materials at the circulation and history section for check out	Assist the students and clients at history section and circulation	None	5 minutes	Librarian and Library Personnel <i>Mun. Library Office</i>
Photocopying the reading materials one book at a time	Check the book per pages before and after photocopying the materials	None	5 minutes	Library Personnel <i>Mun. Library Office</i>
TOTAL		None	15 minutes	

3. Online Research (KOHA and Tech4ed Platform)

Office / Division:	POLANGUI MUNICIPAL LIBRARY			
Classification:	SIMPLE			
Type of Transaction:	G2C - Client is the transacting public			
Who may avail:	Students, grade school, professional, parents and clients in the community			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Library Card 2. School ID		Municipal Library Office Respective public/private school		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Register gmail account and personal information	Assist the clients for online research	None	15 minutes	Librarian and I.T. Personnel <i>Mun. Library Office</i>
Regsiter the pwd , seniors citizens and out of school youth for tech4ed trainings on government	Assist the community clients to avail the services	None	15 minutes per client	Librarian and I.T. Personnel <i>Mun. Library Office</i>

services and TESDA courses				
TOTAL		None	30 minutes	

4. Issuance of Library Card for Students and Clients

Office / Division:	POLANGUI MUNICIPAL LIBRARY			
Classification:	SIMPLE			
Type of Transaction:	G2C - Client is the transacting public			
Who may avail:	Students, grade school, professional, parents and clients in the community			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Barangay certificate 2. 2 pcs 1x1 picture 3. Application form		Respective Barangays Municipal Library Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Fill out the application form and present to the librarian for approval	Assist the membership of the students and clients	None	5 minutes	Librarian and Library Personnel <i>Mun. Library Office</i>
TOTAL		None	5 minutes	

5. Affiliation of Barangay Reading Centers at National Library

Office / Division:	POLANGUI MUNICIPAL LIBRARY			
Classification:	SIMPLE			
Type of Transaction:	G2C - Client is the transacting public			
Who may avail:	Students, grade school, professional, parents and clients in the community			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. 2 copies of signed memorandum of agreement (MOA) 2. Photos of Barangay Library (separate building/room), signage, exterior and interior views		Respective Barangays Barangay Hall		

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
The barangay chairman will submit the requirements to the municipal librarian and forwarded to National Library	The librarian will assist the barangay chairman to complete the requirements	None	1-2 weeks	Librarian <i>Mun. Library Office</i> Barangay Chairman of respective barangays
TOTAL		None	1-2 weeks	

6. Library Programs and Activities (Public Library day, Children's Month and National Bookweek celebration)

Office / Division:	POLANGUI MUNICIPAL LIBRARY			
Classification:	SIMPLE			
Type of Transaction:	G2C - Client is the transacting public			
Who may avail:	Students, grade school, professional, parents and clients in the community			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Birth certificate of the clients 2. School IDs		Respective Barangays Public and private schools participated		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Register the personal information Who will join the storytelling and other contests of the programs	Check the personal information of the students and clients who will join the contests and activity	None	1-2 weeks	Librarian and Library Personnel <i>Mun. Library Office</i>
TOTAL		None	1-2 weeks	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send Feedback?	<p>Answer the feedback form in the office lobby (front desk) and put it in the feedback and complaints drop box</p> <p>Human Resource and Management Office Contact Info: (052) 742-7456</p>
How feedbacks are processed?	<p>The Human Resource and Management Officer verifies the nature of the queries and feedback within one (1) working day. The same will be referred to the concerned Office via letter or phone call. Upon receiving the reply from the concerned office, the citizen or client will be informed via phone call.</p> <p>For follow-ups or queries, the contact information are as follows: (052) 742-7456 polangui.hrmo@gmail.com</p>
How to file a complaint?	<p>To file a complaint against the LGU, provide the following details via e-mail or phone call:</p> <ul style="list-style-type: none"> -Full name and contact information of the complainant -Narrative of the complaint -Evidences -Name of the person being complained <p>Send all complaints against the LGU to hrmo_polangui.hrmo@gmail.com</p> <p>For follow-ups or queries, the contact information are as follows: (052) 742-7456</p>
How complaints are processed?	<p>All complaints received against the LGU will be processed by the Local Government Unit of Polangui</p> <p>The Local Government Unit of Polangui browses, evaluates and determines the complaints received on a daily basis. The LGU shall coordinate with the concerned Office to answer the complaint and shall investigate, if necessary. After the concern has been addressed or after the conduct of the investigation, the LGU shall create an incident report for the Municipal Mayor for appropriate action.</p>

	<p>The LGU shall give the feedback to the clients via e-mail or phone call.</p> <p>For follow-ups or queries, the contact information are as follows; (052) 742-7456</p>
<p>Contact information of CCB, PCC, ARTA</p>	<p>Contact Center ng Bayan (CCB): emai@contactcenterngbayan.gov.ph 0908-881-6565</p> <p>Presidential Complaint Center (PCC): pcc@malacanang.gov.ph 8888</p> <p>Anti-Red Tape Authority (ARTA): complaints@arta.gov.ph (02) 8478-5091 (02) 8478-5093 (02) 8478-5099</p>

List of Offices, Address and Contact Information

Office	Address	Contact Information
Mun. Accounting Office	Centro Occidental, Polangui, Albay	0956-235-1246
Mun. Agriculture Office	Cabangan Basud, Polangui, Albay	0951-472-2845
Mun. Assessor's Office	Centro Occidental, Polangui, Albay	0935-887-5493
Mun. Budget Office	Centro Occidental, Polangui, Albay	0995-867-9690
Mun. Engineering Office	Centro Occidental, Polangui, Albay	0929-382-5181
HRM Office	Centro Occidental, Polangui, Albay	0945-357-0566
Mayor's Office	Centro Occidental, Polangui, Albay	0919-861-6602/ 0916-345-0994
Mun. Civil Registrar's Office	Centro Occidental, Polangui, Albay	0915-838-0734
MPDC Office	Centro Occidental, Polangui, Albay	0926-622-5411
MSWD Office	Centro Occidental, Polangui, Albay	0949-885-8250
Mun. Health Office	Gabon, Polangui, Albay	0981-392-9375
MENRO	Centro Occidental, Polangui, Albay	0917-842-6917
MDRRMO	Centro Occidental, Polangui, Albay	0935-818-3637
Sangguniang Bayan Office	Centro Occidental, Polangui, Albay	0908-889-2567
Mun. Treasurer's Office	Centro Occidental, Polangui, Albay	0917-522-1760
Waterworks Operation	Centro Occidental, Polangui, Albay	0908-296-1085