

CITIZEN'S CHARTER



**Gitagum, Misamis Oriental
For C.Y 2021**

Message

Transacting business in the bureaucracy requires numerous signatures, documents and time. Clients have to go through a long trail of procedures just to simply secure permits, licenses and other services. A public clamor so resounding crying to eradicate Bureaucratic Red-tape.

Republic Act 9485, otherwise known as the anti- Red Tape Act of 2007, aims to improve efficiency in the delivery of Government Services to the public by reducing Bureaucratic Red-Tape ,preventing Graft and Corruption, establishing service standards and providing administrative and criminal liabilities to offenders.

We, the Local Government officials and employees, strongly support the National Government, the private sector and the citizenry in the effort to ensure the success in eliminating unnecessary paperwork, signature and to establish better service standards in order to attain client satisfaction.

EMMANUEL S. MUGOT
Municipal Mayor

INTRODUCTION

A resounding clamour of the people to eradicate graft and corruption led to the passage of Republic Act 9485 otherwise known as Anti Red-Tape Act of 2007. Prior to this Act, the Government launch a Moral Recovery Program and Anti- Red Tape Program with the same intention of eliminating graft and corruption in the bureaucracy. However, these projects did not succeed.

The recently passed R.A. 9485 as Anti-Red Tape Act also known as Project CURE is believed to be comprehensive and unified response to eliminating red tape in our government. However, in order to succeed it requires strong partnership and alliances among lead oversight agencies to fully and effectively enforce the provision of this law.

One provision of this law requires all government offices to come up with their citizen's charter. The charter is a document summarizing all the frontline services of an office and all the details needed by the people assessing these services. The citizen's charter is also an opportunity for LGU's to continuously enhance and improve their services delivery, as well as in establishing a service standards.

The citizen's charter will served as a mechanism for the Government to capacitate their workplace to respond to the demands and satisfaction of their clientele.

MISSION

A self-sufficient, economically stable, light agri-industrial and tourism centre of Western Misamis Oriental, with hard-working, peace-loving, healthy and God-fearing men and women. Living on a sustainable and ecologically-balanced environment upholding growing population of Gitagum.

MISSION

To uplift the living condition of the people of Gitagum through sound legislation, effective delivery of basic services, strong linkages with line agencies, private sectors, civil societies and active community participation.

GOAL

To come up with a Citizen's charter for the Municipality of Gitagum, Province of Misamis Oriental that would promote integrity, accountability, proper management of resources, responsiveness and customer's satisfaction.

OBJECTIVES

- To identify all frontline services provided by the LGU;
- To review the procedures, requirements, charges and fees involved in the delivery of these services with the intention of improving them;
- To set appropriate performance standards in the delivery of these frontline services;
- To obtain pledges from all LGU departments/offices/units and personnel that they will observe the set performance standards in their delivery of frontline services;and
- To write and package the Citizen's Charter in published form.

FRONTLINE SERVICES OFFERED

1. Municipal Social Welfare & Development
 - Issuance of Senior Citizen's ID
 - Referral for Hospitalization
 - Provision of Financial Assistance/Medical Assistance
 - Social Study Report for Hospitalization/Referral

11. Municipal Health Office
 - General Consultation and Laboratory Services
 - Maternal Care- Prenatal Consult (PNC)
 - Expanded Program on Immunization (EPI) & Integrated Management of Childhood Illness (IMCI)
 - Dental Services
 - Laboratory Services (for non-consulting clients)
 - Issuance of Medical Certificate for Various Matters
 - Issuance of Health Certificate & Sanitary Permits

111. Municipal Engineers Office
 - Issuance of Building Permit
 - Issuance of Occupancy Permit

- 1V. Local Registrar's Office
 - Registration of Births
 - Late Registration of Births
 - Registration of Deaths
 - Registration of Marriage Certificate
 - Application for Marriage Licenses
 - Registration for Legitimated Child
 - Registration for Illegitimated Child Birth Certificate

- V. Municipal assessor's Office
 - Issuance for Landless Certification for Hospitalization and Scholarship
 - Issuance for Certified True Copy Tax Declaration & Sketch Plan
 - Annotation & Cancellation of Mortgage
 - Transfer of Ownership of Real Property
 - Reassessed /Releasing of Real Property Due To change Number of Improvements
 - Payment of Real Property Tax

VI. Municipal Treasurer's Office

- Payment for Business Permit/Licenses
- Payment for Waterworks Bill
- Payment for all Regulatory Fees and Charges (Certification, Clearance, Permit, etc.)
- Installation of water connection (new, reconnection)

VII. Municipal Planning & Development Office

- Issuance of Zoning Certification
- Issuance of Maps/Planning Documents
- Recommendation for the Issuance of Business Permit

VIII. Mayor's Office

- Issuance Licenses & Permits
- Solemnize Marriages

FRONTLINE SERVICES**PAYMENT OF REAL PROPERTY TAX**

STEPS		RESPONSE TIME	DOCUMENTS REQUIRED	SERVICE PROVIDER/S	FEES	CONCERNED OFFICE
STEP 1	Secure Notice of Assessment and Current Tax Declaration	10 mins	Notice of Assessment and Current Tax Declaration	- Venus S. Daumar - Letecia B. Micutuan	None	Assessor's Office
STEP 2	Get the tax registration card and verify previous payments	10 mins	Tax Register Card	- Eleonor Jabla	None	Treasurer's Office
STEP 3	Computation of real property tax based on Notice of Assessment and Tax Declaration	5 mins per Tax Declaration	Notice of Assessment and Current Tax Declaration	- Erwin S. Saburnido - Gaspar Lorono	None	Treasurer's Office
STEP 4	Payment of Real Property Tax	5 mins per Tax Declaration	Official Receipt	- Erwin S. Saburnido - Gaspar Lorono	Depends on the Assessed Value of the property	Treasurer's Office

FRONTLINE SERVICES
TRANSFER OF OWNERSHIP LAND, BUILDING, IMPROVEMENT AND MACHINERIES

STEPS		RESPONSE TIME	DOCUMENTS REQUIRED	SERVICE PROVIDER/S	FEES	CONCERNED OFFICE
STEP 1	Client submits all required documents at Assessor's Window	5 minutes	Required Documents	- Venus S. Daumar	None	Assessor's Office
STEP 2	Receive and Check the Required Documents. Interview with the property owner at Assessor's Window	10 minutes	Required Documents	- Neil Christian A. Oco - Venus S. Daumar	None	Assessor's Office
STEP 3	Inspection of the Property	Half day	Tax Map, Sketch Plan and Tax Declaration	- Neil Christian A. Oco - Letecia B. Mictuan - Rene B. Oco - Porferio L. Monton	None	Assessor's Office
STEP 4	Assign Property Index Number & ARP Number	5 minutes per Tax Declaration	Assessment Roll, Tax Map and Tax Declaration	- Merlie Q. Lim - Letecia B. Mictuan	None	Assessor's Office
STEP 5	Preparation, Encoding and Printing of the Field Inspection Report, FAAS and Tax Declaration	2 hours per Tax Declaration	Forms of Field Inspection Report, FAAS and Tax Declaration	- Neil Christian A. Oco - Merlie Q. Lim - Letecia B. Mictuan - Porferio L. Monton	None	Assessor's Office
STEP 6	Check and Recommend for Approval FAAS and Tax Declaration	1 hour per Tax Declaration	Draft of Field Inspection Report, FAAS and Tax Declaration	- Neil Christian A. Oco	None	Assessor's Office
STEP 7	Preparation and Transmittal of Tax Declaration, FAAS, Inspection Report and other Documents to the Provincial Assessor's Office for Review and Approval	2 days	Field Inspection Report, FAAS and Tax Declaration and Required Documents	- Neil Christian A. Oco - Venus S. Daumar	None	Assessor's Office
STEP 8	Approval and Final Signature of the Provincial Assessor	1 week	Field Inspection Report, FAAS and Tax Declaration and Required Documents	- Engr. Marilyn P. Legaspi	None	Provincial Assessor's Office
STEP 9	Recording of the Approved Tax Declaration in the Assessment Roll, Tax Map, Register Card and Logbook. Preparation of the Notice of Assessment	1 hour per Tax Declaration	Approved FAAS, Tax Declaration and Required Documents	- Neil Christian A. Oco - Venus S. Daumar - Letecia B. Mictuan - Merlie Q. Lim	None	Assessor's Office

STEP 10	Release of Approved Tax Declaration and Notice of Assessment	1 day	Approved Tax Declaration and Notice of Assessment	- Venus S. Daumar - Rene B. Oco - Porferio L. Monton	None	Assessor's Office
REQUIRED DOCUMENTS						
	<input type="checkbox"/> Title (Certified True Copy, issued by Register of Deeds, if Titled) <input type="checkbox"/> Deed of Sale or any documents of transfer or conveyance <input type="checkbox"/> Realty Tax Receipt and Tax Clearance (present year) <input type="checkbox"/> Transfer Tax Receipt (certified photocopy) <input type="checkbox"/> Certificate Authorizing Registration (Capital Gains & Doc. Stamp Tax) <input type="checkbox"/> Certificate Authorizing Registration (Donor or Estate Tax, if applicable) <input type="checkbox"/> Tax Declaration of Land and Improvement (previous owner) <input type="checkbox"/> ID of the Previous and Present Owner (Photocopy) <input type="checkbox"/> ID of the Representative (Photocopy) <input type="checkbox"/> Subdivision Plan signed by the parties (if lot is segregated) <input type="checkbox"/> Photo and sketch of the property for inspection <input type="checkbox"/> Authorization Letter or SPA from the property owner (representative)					

FRONTLINE SERVICES
ISSUANCE OF CERTIFIED TRUE COPY OF TAX DECLARATION & SKETCH PLAN

STEPS		RESPONSE TIME	DOCUMENTS REQUIRED	SERVICE PROVIDER/S	FEES	CONCERNED OFFICE
STEP 1	Client fills out the Request Form for the requested Tax Declaration or Sketch Plan	3 minutes	Required Documents	- Venus S. Daumar - Merlie Q. Lim	None	Assessor's Office
STEP 2	Received accomplished Request Form and all required documents at Assessor's Window	2 minutes	Required Documents	- Venus S. Daumar - Merlie Q. Lim	None	Assessor's Office
STEP 3	Verification from the Assessment Record and Issuance of Order of Payment	5 minutes	Assessment Roll, Tax Declaration and Tax Map	- Venus S. Daumar - Merlie Q. Lim	None	Assessor's Office
STEP 4	Payment of the requested Tax Declaration or Sketch Plan at Treasurer's Window	5 mins per Document	Order of Payment	- Erwin S. Saburnido - Gaspar Lorono	P80.00 per Tax Dec including Doc. Stamp	Treasurer's Office
STEP 5	Submit Official Receipt at Assessor's Window	5 mins per Tax Declaration	Official Receipt	- Venus S. Daumar - Merlie Q. Lim	None	Assessor's Office
STEP 6	Preparation, Encoding and Printing of the requested Tax Declaration or Sketch Plan	15 mins per Document	Assessment Roll, Tax Declaration and Tax Map	- Merlie Q. Lim - Letecia B. Mictuan - Porferio L. Monton - Rene B. Oco	None	Assessor's Office
STEP 7	Verification from the Assessment Record and Signature in the Tax Declaration or Sketch Plan	3 mins per Document	Required Documents, Assessment Roll, Tax Declaration and Tax Map	- Neil Christian A. Oco	None	Assessor's Office
STEP 8	Release of Tax Declaration or Sketch Plan and Recording in the Logbook at Assessor's Window	2 mins per Document	Duly certified Tax Declaration or Sketch Plan	- Venus S. Daumar - Merlie Q. Lim	None	Assessor's Office
REQUIRED DOCUMENTS						
	<input type="checkbox"/> Request Form <input type="checkbox"/> ID of the Owner Declarant (Photocopy) <input type="checkbox"/> Official Receipt of the payment <input type="checkbox"/> Tax Clearance (Present Year) <input type="checkbox"/> Authorization Letter or SPA from the property owner, co-owners or heirs (if through a representative) <input type="checkbox"/> ID of the Authorized Representative (Photocopy)					

FRONTLINE SERVICES
ANNOTATION OR CANCELLATION OF MORTGAGE

STEPS		RESPONSE TIME	DOCUMENTS REQUIRED	SERVICE PROVIDER/S	FEEES	CONCERNED OFFICE
STEP 1	Client submits Letter Request and all required documents at Assessor's Window	5 minutes	Required Documents	- Venus S. Daumar	None	Assessor's Office
STEP 2	Receive and Check the required documents. Interview with the property owner at Assessor's Window	15 minutes	Required Documents	- Neil Christian A. Oco - Venus S. Daumar	None	Assessor's Office
STEP 3	Verification from the Office Record and Issuance of Order of Payment	10 minutes	Assessment Roll, Tax Declaration and Tax Map	- Venus S. Daumar - Merlie Q. Lim - Letecia B. Mictuan	None	Assessor's Office
STEP 4	Payment for the Annotation or Cancellation	5 mins per Document	Order of Payment	- Erwin S. Saburnido - Gaspar Lorono	P100.00 per Tax Dec.	Treasurer's Office
STEP 5	Submit Official Receipt at Assessor's Window	5 mins per Tax Declaration	Official Receipt	- Venus S. Daumar - Merlie Q. Lim	None	Assessor's Office
STEP 6	Annotation or Cancellation of Mortgage	10 mins per Document	Official Receipt and Required Documents	- Neil Christian A. Oco	None	Assessor's Office
REQUIRED DOCUMENTS						
	<input type="checkbox"/> Letter Request <input type="checkbox"/> Contract of Mortgage or Release of Mortgage <input type="checkbox"/> ID of the Owner Declarant (Photocopy) <input type="checkbox"/> Official Receipt of the payment <input type="checkbox"/> Tax Clearance (Present Year) <input type="checkbox"/> Authorization Letter or SPA from the property owner, co-owners or heirs (if through a representative) <input type="checkbox"/> ID of the Authorized Representative (Photocopy)					

FRONTLINE SERVICES
**RE-ASSESSMENT OF REAL PROPERTY DUE TO
CHANGE IN THE NUMBER OF IMPROVEMENTS**

STEPS		RESPONSE TIME	DOCUMENTS REQUIRED	SERVICE PROVIDER/S	FEES	CONCERNED OFFICE
STEP 1	Client submits Letter Request and Interview with the property owner at Assessor's Window	20 minutes	Letter Request	- Neil Christian A. Oco - Venus S. Daumar	None	Assessor's Office
STEP 2	Verification from the Assessment Record and Issuance of Order of Payment	5 minutes	Assessment Roll, Tax Declaration and Tax Map	- Merlie Q. Lim - Letecia B. Mictuan	None	Assessor's Office
STEP 3	Payment for the Re-assessment	5 mins per Document	Order of Payment	- Erwin S. Saburnido - Gaspar Lorono	P50.00 per Tax Dec.	Treasurer's Office
STEP 4	Inspection of the Property	Half day	Assessment Roll, Tax Declaration and Tax Map	- Neil Christian A. Oco - Letecia B. Mictuan - Rene B. Oco - Porferio L. Monton	None	Assessor's Office
STEP 5	Assign Property Index Number & ARP Number	5 minutes per Tax Declaration	Assessment Roll, Tax Map and Tax Declaration	- Merlie Q. Lim - Letecia B. Mictuan	None	Assessor's Office
STEP 6	Preparation, Encoding and Printing of the Field Inspection Report, FAAS and Tax Declaration	2 hours per Tax Declaration	Forms of Field Inspection Report, FAAS and Tax Declaration	- Neil Christian A. Oco - Merlie Q. Lim - Letecia B. Mictuan - Porferio L. Monton	None	Assessor's Office
STEP 7	Check and Recommend for Approval FAAS and Tax Declaration	1 hour per Tax Declaration	Draft of Field Inspection Report, FAAS and Tax Declaration	- Neil Christian A. Oco	None	Assessor's Office
STEP 8	Preparation and Transmittal of Tax Declaration, FAAS, Inspection Report and Required Documents to the Provincial Assessor's Office for Review and Approval	2 days	Field Inspection Report, FAAS and Tax Declaration and Required Documents	- Neil Christian A. Oco - Venus S. Daumar	None	Assessor's Office
STEP 9	Approval and Final Signature of the Provincial Assessor	1 week	Field Inspection Report, FAAS and Tax Declaration and Required Documents	- Engr. Marilyn P. Legaspi	None	Provincial Assessor's Office
STEP 10	Recording of the Approved Tax Declaration in the Assessment Roll,	1 hour per Tax Declaration	Approved FAAS, Tax Declaration and Required Documents	- Neil Christian A. Oco - Venus S. Daumar - Letecia B. Mictuan - Merlie Q. Lim	None	Assessor's Office

	Tax Map, Register Card and Logbook. Preparation of the Notice of Assessment					
STEP 11	Release of Approved Tax Declaration and Notice of Assessment	1 day	Approved Tax Declaration and Notice of Assessment	- Venus S. Daumar - Rene B. Oco - Porferio L. Monton	None	Assessor's Office
REQUIRED DOCUMENTS						
	<input type="checkbox"/> Letter Request <input type="checkbox"/> Certified True Copy of Tax Declaration <input type="checkbox"/> Realty Tax Receipt and Tax Clearance (present year) <input type="checkbox"/> Transfer Tax Receipt (certified photocopy) <input type="checkbox"/> ID of the Property Owner (Photocopy) <input type="checkbox"/> Authorization Letter or SPA from the property owner (representative) <input type="checkbox"/> ID of the Representative (Photocopy)					

FRONTLINE SERVICES
ISSUANCE OF CERTIFICATION OF NO IMPROVEMENT, CERTIFICATION OF LATEST & EXISTING ASSESSMENT, AND CERTIFICATION OF LANDHOLDING

STEPS		RESPONSE TIME	DOCUMENTS REQUIRED	SERVICE PROVIDER/S	FEES	CONCERNED OFFICE
STEP 1	Client fills out the Request Form for the requested Certification	3 minutes	Required Documents	- Venus S. Daumar - Merlie Q. Lim	None	Assessor's Office
STEP 2	Received accomplished Request Form and all Required Documents at Assessor's Window	2 minutes	Required Documents	- Venus S. Daumar - Merlie Q. Lim	None	Assessor's Office
STEP 3	Verification from the Assessment Record and Issuance of Order of Payment	5 minutes	Assessment Roll, Tax Declaration and Tax Map	- Venus S. Daumar - Merlie Q. Lim	None	Assessor's Office
STEP 4	Payment of the requested Certification at Treasurer's Window	5 mins per Document	Order of Payment	- Erwin S. Saburnido - Gaspar Lorono	P80.00 per Tax Dec including Doc. Stamp	Treasurer's Office
STEP 5	Submit Official Receipt at Assessor's Window	5 mins per Tax Declaration	Official Receipt	- Venus S. Daumar - Merlie Q. Lim	None	Assessor's Office
STEP 6	Encoding and Printing of the requested Certification	15 mins per Certification	Assessment Roll, Tax Declaration and Tax Map	- Merlie Q. Lim - Letecia B. Mictuan - Porferio L. Monton - Rene B. Oco	None	Assessor's Office
STEP 7	Verification from the Office Record and Signature in the Certification	3 mins per Document	Required Documents, Assessment Roll, Tax Declaration and Tax Map	- Neil Christian A. Oco	None	Assessor's Office
STEP 8	Release of the Certification and Recording in the Logbook at Assessor's Window	2 mins per Document	Duly certified Tax Declaration or Sketch Plan	- Venus S. Daumar - Merlie Q. Lim	None	Assessor's Office
REQUIRED DOCUMENTS						
<input type="checkbox"/> Request Form <input type="checkbox"/> Owner's Copy of the Tax Declaration <input type="checkbox"/> ID of the Owner Declarant (Photocopy) <input type="checkbox"/> Official Receipt of the payment <input type="checkbox"/> Tax Clearance (Present Year) <input type="checkbox"/> Authorization Letter or SPA from the property owner, co-owners or heirs (if through a representative) <input type="checkbox"/> ID of the Authorized Representative (Photocopy)						

FRONTLINE SERVICES
DECLARATION OF NEW/ UNDECLARED PROPERTIES

STEPS		RESPONSE TIME	DOCUMENTS REQUIRED	SERVICE PROVIDER/S	FEES	CONCERNED OFFICE
STEP 1	Client submits all required documents at Assessor's Window	5 minutes	Required Documents	- Venus S. Daumar	None	Assessor's Office
STEP 2	Receive and Check the Required Documents. Interview with the property owner at Assessor's Window	10 minutes	Required Documents	- Neil Christian A. Oco - Venus S. Daumar	None	Assessor's Office
STEP 3	Inspection of the Property	Half day	Tax Map, Sketch Plan and Tax Declaration	- Neil Christian A. Oco - Letecia B. Mictuan - Rene B. Oco - Porferio L. Monton	None	Assessor's Office
STEP 4	Computation of Back Taxes and Issuance of the Order of Payment	5 minutes	Schedule of Market Values and Field Inspection Report	- Neil Christian A. Oco - Merlie Q. Lim	None	Assessor's Office
STEP 5	Payment of Back Taxes	5 mins per Tax Declaration	Official Receipt	- Erwin S. Saburnido - Gaspar Lorono	Depends on the Assessed Value of the property	Treasurer's Office
STEP 6	Submit Official Receipt at Assessor's Window	5 mins per Tax Declaration	Official Receipt	- Venus S. Daumar - Merlie Q. Lim	None	Assessor's Office
STEP 7	Assign Property Index Number & ARP Number	5 minutes per Tax Declaration	Assessment Roll, Tax Map and Tax Declaration	- Merlie Q. Lim - Letecia B. Mictuan	None	Assessor's Office
STEP 8	Preparation, Encoding and Printing of the Field Inspection Report, FAAS and Tax Declaration	2 hours per Tax Declaration	Forms of Field Inspection Report, FAAS and Tax Declaration	- Neil Christian A. Oco - Merlie Q. Lim - Letecia B. Mictuan - Porferio L. Monton	None	Assessor's Office
STEP 9	Check and Recommend for Approval FAAS and Tax Declaration	1 hour per Tax Declaration	Draft of Field Inspection Report, FAAS and Tax Declaration	- Neil Christian A. Oco	None	Assessor's Office
STEP 10	Preparation and Transmittal of Tax Declaration, FAAS, Inspection Report and other Documents to the Provincial Assessor's Office for Review and Approval	2 days	Field Inspection Report, FAAS and Tax Declaration and Required Documents	- Neil Christian A. Oco - Venus S. Daumar	None	Assessor's Office

STEP 11	Approval and Final Signature of the Provincial Assessor	1 week	Field Inspection Report, FAAS and Tax Declaration and Required Documents	- Engr. Marilyn P. Legaspi	None	Provincial Assessor's Office
STEP 12	Recording of the Approved Tax Declaration in the Assessment Roll, Tax Map, Register Card and Logbook. Preparation of the Notice of Assessment	1 hour per Tax Declaration	Approved FAAS, Tax Declaration and Required Documents	- Neil Christian A. Oco - Venus S. Daumar - Letecia B. Mictuan - Merlie Q. Lim	None	Assessor's Office
STEP 13	Release of Approved Tax Declaration and Notice of Assessment	1 day	Approved Tax Declaration and Notice of Assessment	- Venus S. Daumar - Rene B. Oco - Porferio L. Monton	None	Assessor's Office
REQUIRED DOCUMENTS						
	<p>FOR LANDS (UNTITLED)</p> <ul style="list-style-type: none"> <input type="checkbox"/> Approved Survey Plan <input type="checkbox"/> Certification from the CENRO as A&D <input type="checkbox"/> Affidavit of Ownership <input type="checkbox"/> Sworn Statement of the Market Value <input type="checkbox"/> Certification from Brgy. Captain that declarant is the present possessor and occupant <input type="checkbox"/> Affidavit of Adjoining Owners <p>FOR LANDS (TITLED)</p> <ul style="list-style-type: none"> <input type="checkbox"/> Certified True Copy of Free Patent, Homestead or Miscellaneous sales application <input type="checkbox"/> Certified True Copy of Title issued by ROD <input type="checkbox"/> Approved Survey Plan <input type="checkbox"/> ID of the Property Owner (Photocopy) <input type="checkbox"/> Authorization Letter or SPA from the property owner (representative) <input type="checkbox"/> ID of the Representative (Photocopy) 		<p>FOR BUILDINGS AND MACHINERIES</p> <ul style="list-style-type: none"> <input type="checkbox"/> Building permit <input type="checkbox"/> Building Plan <input type="checkbox"/> Affidavit of Ownership <input type="checkbox"/> Notarized Sworn Statement of the Market Value (Building) <input type="checkbox"/> Notarized Sworn Statement of the Actual/Acquisition Cost (Machinery) <input type="checkbox"/> Bill of Materials <input type="checkbox"/> Tax Declaration of the Land <input type="checkbox"/> Realty Tax Receipt and Tax Clearance (present year) <input type="checkbox"/> ID of the Property Owner (Photocopy) <input type="checkbox"/> Authorization Letter or SPA from the property owner (representative) <input type="checkbox"/> ID of the Representative (Photocopy) 			

FRONTLINE SERVICES**Issuance of Senior citizen's ID and Differently Abled Person ID/Purchase booklet**

STEPS	RESPONSE TIME	DOCUMENTS REQUIRED	SERVICE PROVIDER/S	FEEES	CONCERNED OFFICE
1.Fill up Application form	15 mins.	Recommendation from the Brgy. Pres. Senior Citizen's/DAP Community certificate 1 x 1 ID	Algene P. Gaamil Clarita Melita D. Dacer OSCA Chairman		MSWDO
2. Assessment Data	10 mins.	Application Form/ID 1 x 1	Cesaria T. Zambrano		MSWDO
3. For Mayor's Approval	5 mins.	ID for Signature of LCE	Raquel D. Palasol		Mayor's Office
4. Prepare Senior's Citizens/DAP ID	45mins.	Intake Sheet	Algene P. Gaamil		MSWDO
5. Issuance of Senior's Citizens ID/DAP ID	5 mins.	Acceptance through Logbook Signature	Algene P. Gaamil		MSWDO

FRONTLINE SERVICES

Referral for Hospitalization/Medical Assistance

STEPS	RESPONSE TIME	DOCUMENTS REQUIRED	SERVICE PROVIDER/S	FEES	CONCERNED OFFICE
1. Go to MSWDO for intake/Interview	10mins.	>Family Data Sheet >Medical Abstract from client Prescribe medicine	AlgeneP.Gaamil Rosalyn Obsioma		MSWDO
2. Conduct Family assessment	10 mins.	Intake sheet	Cesaria T. Zambrano		MSWDO
3. Preparation of referral slip & social case study Report voucher	20 mins.	Family assessment	Cesaria T. Zambrano Rosalyn P. Obsioma		MSWDO
4. Provision/extension of Social Case study/referral slip	10 mins.	Family's Data Sheet	Cesaria T. Zambrano		MSWDO
5. Recommended for LCE approval (Local funds)	5 mins.	Voucher with complete attached documents	Cesaria T. Zambrano Rosalyn P. Obsioma		MSWDO
6. Provision of Cash assistance	10 mins.	Approved voucher	Disbursing Officer		MTO

FRONTLINE SERVICES	Social Study Report for Hospitalization/Court related services
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STEPS	RESPONSE TIME	DOCUMENTS REQUIRED	SERVICE PROVIDER/S	FEES	CONCERNED OFFICE
1.Intake sheet	10 mins.	>Referral slip from the hospital, >Family datasheet, >Medical certificate, >Community tax	Algene Gaamil		MSWDO
2. Gather Data	15 mins.	Intake form Support documents	Cesaria T. Zambrano		MSWDO
3. Prepare initial SCSR	30 mins.	>Assessment form >Referral slip	Cesaria T. Zambrano		MSWDO
4.Extending SCSR (for hospitalization only)	15 mins.	Data gathered	AlgeneGaami I		MSWDO
5. Home visitations for rape/abused cases	4 hrs.	>Legal documents >Family Data Sheet	Cesaria T. Zambrano		MSWDO
6.Follow-up medico legal	1 day	Medical exam result	Cesaria T. Zambrano		MSWDO
7.Preparation of detailed SCSR for court submission		>Hard copies of evidence >ID picture of rape victims >Birth certificate	Cesaria T. Zambrano		MSWDO

FRONTLINE SERVICES

Provision of Financial Assistance/Medical Assistance

STEPS	RESPONSE TIME	DOCUMENTS REQUIRED	SERVICE PROVIDER/S	FEE S	CONCERNED OFFICE
1.Go to MSWDO For Intake/interview	15 mins.	Family data/ Residence Cert.	AlgeneGaamil Roselyn P. Obsioma		MSWDO
2.Conduct Family assessment	20 mins.	Intake sheet	Cesaria T. Zambrano		MSWDO
3.Prepare social case study/voucher	10 mins.	Intake sheet/ Family assessment/ Prescription medicine	Cesaria T. Zambrano AlgeneGaamil Roselyn P. Obsioma		MSWDO
4.Submit voucher to LCE for approval of funding	10 mins.	Voucher Social case study/ Prescribe Medicine Certificate of indigency	Cesaria T. Zambrano AlgeneGaamil Roselyn P. Obsioma		MSWDO
5.Provision of assistance	5 mins.	Approved voucher	Anilie T. Salvador		MTO

FRONTLINE SERVICES**Provision of Counseling to Abused/VAWC Cases and Marital Conflict**

STEPS	RESPONSE TIME	DOCUMENTS REQUIRED	SERVICE PROVIDER/S	FEES	CONCERNED OFFICE
1. Go to MSWDO with victim for case presentation	15 mins.	Intake Sheet Medical certificate Referral from BGU	Cesaria T. Zambrano Roselyn P. Obsioma		MSWDO
2. Schedule for case conference	10 mins.	Notice served for case conference	Rosalyn P. Obsioma PNP VAWC Desk		MSWDO
3. Send communication to perpetrator/complainant	3 days	Letter of invitation	Rosalyn P. Obsioma		MSWDO
4. Conduct counseling session	2 hrs.	Notice of schedule	VAWC Team Cesaria T. Zambrano		MSWDO
5. Prepare Agreement	30 mins.	Agreement forms/Commitment both partner	Casaria T. Zambrano VAWC Team		MSWDO

FRONTLINE SERVICES**Provision of PMO/PMC Certificates**

STEPS	RESPONSE TIME	DOCUMENTS REQUIRED	SERVICE PROVIDER/S	FEEES	CONCERNED OFFICE
1.Visit MSWDO to verify PMC/PMO Schedule	5 mins.	None	Rosalyn P. Obsioma		MSWDO
2.Filled up would be couple intake sheet	20 mins.	Application of Marriage license	Rosalyn P. Obsioma		MSWDO
3.Attendance to PMC/PMO session	3 hrs.	Complied Intake Sheet and questionnaire	Cesaria T. Zambrano PMC Team		Session Room
4.Issuance of PMO/PMC certificate	5 mins.	Attendance of attended PMO/PMC session	Cesaria T. Zambrano	Special = P 250.00 Regular = P 200.00	MSWDO

FRONTLINE SERVICES

General Medical Consultation and Laboratory Services

STEPS	RESPONSE TIME	DOCUMENTS REQUIRED	SERVICE PROVIDER/S	FEES	CONCERN ED OFFICE
1.Fill up Patient Priority logbook	5 mins.	Philhealth card (if member)	BHW/BNS on duty	None	MHO
2.Taking of vital signs/measurements	15 mins.	Individual Treatment Record (ITR)	Midwife or Nurse on duty		MHO
3.Consultation with nurse/physician	15 mins.	ITR	Julieta A. Panares, MD Nurse on duty		MHO
4.Pay corresponding lab exam	10 mins.	Laboratory request Payment slip	Erwin S. Saburnido Gaspar F. Lorono Sooliel Moon Reil Salvador Eleonor Jabla	CBC P100.00 PT-100.00 HBSAg- 150.00 U/A- P 50.00 PHCT- P 80.00 S/E- P50.00 CTBT-P 100.00 BT- P 50.00 RBS/FBS- P100.00 DSSM-P 50.00 Hb/Hct- P50.00 NBS-P 600.00 Dengue ST-P 150.00	

5. Proceed to laboratory for the examination	2 hrs.	Lab Request OR of Payment	Gladys Jeane Macapayag RMT		MHO
6. Refer back to PHN/Physician	5 mins.	Lab. Exam results ITR	Julieta A. Pañares Nurse on duty		MHO
7. Get medicines	10 mins.	Prescription	Jeden Lou Banuag		MHO

FRONTLINE SERVICES

**Maternal Care: Antenatal Care (ANC)
Every Tuesday morning of the week**

STEPS	RESPONSE TIME	DOCUMENTS REQUIRED	SERVICE PROVIDER/S	FEES	CONCERNED OFFICE
1.Fill up patient priority logbook	5 mins.	Home Based =Maternal Record (HBMR) Philhealth card	Nurse of Midwife on duty		MHO
2.Taking of vital signs/measurements and TT immunization	15-20 mins.	HBMR ITR for ANC	Nurse of Midwife on duty		MHO
3.Pay corresponding routine lab. Exam (first time PNC)	10 mins.	Lab. Request	Erwin Saburnido	Hb=50.00 U/A=50.00 BT=50.00	MTO
4.Comply with laboratory exam	4 hrs.	Lab Request OR of payment	Gladys JeaneMacapayag	Ultrasound Outside	MHO
5.Consultation with PHN/Physician	10 mins.	Lab Request ITR	Nurse on duty Julieta A. Pañares		MHO
6.Get medicines	10 mins.	Prescription	Jeden Lou Banuag		MHO

FRONTLINE SERVICES**Expanded Program on Immunization (EPI) & Integrated Management Of Childhood Illness (IMCI)**

STEPS	RESPONSE TIME	DOCUMENTS REQUIRED	SERVICE PROVIDER/S	FEEES	CONCERNED OFFICE
1.Fill up Patient priority logbook	5 mins.	Baby's Book PHIC Card of parents	Melita B. Maagad Jeanie R. Dalondonan		MHO
2.Taking of vital signs/measurements/I MCI Hx	10 mins.	Baby ITR IMCI Form	Melita B. Maagad Jeanie R. Dalondonan		MHO
3.Consultation with PHN/Physician	10 mins.	Baby ITR IMCI Form	Nurse on duty Julieta A. Pañares		MHO
4.Administration of vaccine	5 mins.	Baby ITR IMCI Form	MelitaMaaga d Jeanie R. Dalondonan		MHO
5.Get medicines	10 mins.	Prescription	Jeden Lou Banuag		MHO

FRONTLINE SERVICES**Dental Services**

STEPS	RESPONSE TIME	DOCUMENTS REQUIRED	SERVICE PROVIDER/S	FEEES	CONCERNED OFFICE
1.Fill up Patient Priority logbook	5 mins.	Dental Form PHIC card	Nurse on duty Midwife on duty	None	MHO
2.Dental evaluation (initial)	10mins.	Dental form	Dentist on duty (visiting)	None	MHO
3.Pay corresponding dental fee	10 mins.	Payment slip	Erwin S. Saburnido Gaspar F. Lorono	Extracti on fee w/PH – 75.00 w/o PH- 100.00	Treasurer's Office
4.Comply with dental procedures	1 hr.	OR of payment Dental form	Dentist	None	MHO
5.Get medicines	10 mins.	Prescription	Jeden Lou Banuag		MHO

FRONTLINE SERVICES

Laboratory Services (for non-consulting clients)

STEPS	RESPONSE TIME	DOCUMENTS REQUIRED	SERVICE PROVIDER/S	FEEES	CONCERNED OFFICE
1.Present laboratory request to receptionist	2 mins.	Laboratory request	Nurse or Midwife on Duty	None	MHO
2.Pay corresponding laboratory fee	10 mins.	Payment slip	Erwin S. Saburnido Gaspar F. Lorono Sooliel Salvador Eleonor Jabla	CBC plt.- 150.00 HBSAg- 150.00 CBC- 100.00 PT- 100.00 PT.ct- 80.00 U/A- 50.00 BT- 50.00 S/E- 50.00 Hb/Hct- 50.00 DSSM- 50.00 RBS/FBS -100.00 Dengue ST-150 NBS- 600.00	
3.Comply with lab. Examination	2-4 hrs.	Lab. Request OR of payment	Gladys Jeane B. Macapayag, R MT	None	MHO
4.Release of lab. Exam result	5 mins.	Laboratory Releasing logbook	Gladys Ardine T. Saburnido (Lab Aide)	None	MHO

Note: For Newborn Screening (NBS): Sample blood extracted is sent to Newborn Screening Center, Southern Phils,MedicalCenter,Davao City. It may take 7-10 days for official result to be made available. Any abnormal findings will be relayed to this unit within 24 hours of examination by NSC Lab., by phone, for our immediate management.

FRONTLINE SERVICES	Issuance of medical certificate for various matters
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STEPS	RESPONSE TIME	DOCUMENTS REQUIRED	SERVICE PROVIDER/S	FEES	CONCERNED OFFICE
A. As supporting documents for sick leave					
1.Get priority no,,give to the receptionist for ITR retrieval	5 mins.	PHIC card SSS Form (for private employee)	Nurse or Midwife on duty	None	MHO
2. Taking of vital signs/measurements	15 mins.	ITR	Nurse or Midwife on duty	None	MHO
3.Pay corresponding fee	10 mins.	Payment slip	Erwin S. Saburnido Gaspar F. Lorono	Medical certificate fee=80.00	Treasurer's Office
4.Consultation and Issuance of Medical Certificate for sick leave	15 mins.	ITR Medical Cert. OR of payment	Julieta A. Pañares,MD	None	MHO

FRONTLINE SERVICES

Issuance of medical certificate for various matters

STEPS	RESPONSE TIME	DOCUMENTS REQUIRED	SERVICE PROVIDER/S	FEES	CONCERNED OFFICE
B. As supporting documents for employment or other purposes (expect medico-legal)					
1.Fill up Patient priority patient logbook, approach Reception	5 mins.	None	Nurse or Midwife on duty	None	MHO
2.Taking of vital signs/measurements	15 mins.	Medical certificate form (RHU)	Nurse or Midwife on duty	None	MHO
3.Pay corresponding fee	10 mins.	Payment slip Lab. Request CXR Request (perform outside)	Erwin S. Saburnido Gaspar F. Lorono	Med.cert.=80.00 CBC=50.00 DSSM=50.00 S/E=50.00 BT=50.00	Treasurer's Office
4.Comply with a. lab.Exam required b.chest x-ray(if necessary)	4 hrs.	OR of payment Lab. Request	Gladys Jeane B. Macapayag, RMT	None	MHO
5.Issuance of medical certificate	15 mins.	Lab & CXR Results Med.Cert. Form	Julieta A. Pañares,MD	None	MHO

FRONTLINE SERVICES

Issuance of Medical certificate for various matters

STEPS	RESPONSE TIME	DOCUMENTS REQUIRED	SERVICE PROVIDER/S	FEEES	CONCERNED OFFICE
C. Medico-legal certificate					
1.Fill up Patient Priority logbook, wait for name to be called	5 mins.	Request for conduct of physical exam and issuance of med.cert by PB/PNP	Midwife or Nurse on duty	None	MHO
2. Taking of vital signs/measurements	10mins.	Medico legal record	Midwife or Nurse on duty	None	MHO
3. Consultation and physical examination	20-30mins.	Medico legal record	Julieta A. Panares,MD		MTO
4.Pay Medico legal fee	10 mins.	Payment slip	Erwin Saburnido Gaspar F. Lorono	Slight physical Injury-100.00 Less Serious Injury-200.00 Serious Injury-300.00	MHO
5.Issuance of medico-legal certificate	4 hrs.	OR of payment	Julieta A. Pañares,MD	None	MHO

FRONTLINE SERVICES

Issuance of Medical certificate for various matters

STEPS	RESPONSE TIME	DOCUMENTS REQUIRED	SERVICE PROVIDER/S	FEES	CONCERNED OFFICE
D. Death Certificate					
1. Present filled-up death certificate to receptionist	5 mins.	<ul style="list-style-type: none"> >Death certificate signed by embalmer >Certification of death by PB >Affidavit for delayed registration, notarized. (for late registration of death) >PNP Blotter or SOCO Report for Medico legal Deaths 	Rural Health Midwife or Nurse on Duty	None	MHO
2. Filling up and release of death certificate	10 mins.	Death certificate form w/supporting papers	Julieta A. Pañares, MD	None	MHO

FRONTLINE SERVICES**Issuance of Permit to Exhume/Transfer of Cadaver**

STEPS	RESPONSE TIME	DOCUMENTS REQUIRED	SERVICE PROVIDER/S	FEES	CONCERNED OFFICE
1. Make request to RSI	5 mins	Death certificate	Vicky M. Micutuan	None	MHO
2. Pay corresponding fee	10 mins.	Payment slip	Erwin S. Saburnido Gaspar F. Lorono	Exhumation Fee P 150.00 Transfer Fee P150.00	Treasurer's Office
3. Issuance of Exhumation permit/Transfer Permit	10 mins.	Official Receipt of Payment	Vicky M. Micutuan Julieta A. Pañares, MD	None	MHO

FRONTLINE SERVICES

Issuance of Certificate for Various Purposes

STEPS	RESPONSE TIME	DOCUMENTS REQUIRED	SERVICE PROVIDER/S	FEES	CONCERNED OFFICE
E.Post-Mortem Report					
1.Request for Post-Mortem Examination	10mins.	Request letter from PNP	Julieta A. Pañares,MD		MHO
2.Pay Post-mortem fee	10 mins.	Payment slip	Erwin S. Saburnido Gaspar F. Lorono	Post-mortem fee P 500.00	MTO
3.Conduct Post-mortem exam	2 hours	OR of payment	Julieta A. Pañares,MD	None	MHO
4.Release of Post-mortem report	2 days		Julieta A. Pañares,MD		MHO

FRONTLINE SERVICES

Issuance of Health Certificate (HC) and Sanitary Permit (SP)

STEPS	RESPONSE TIME	DOCUMENTS REQUIRED	SERVICE PROVIDER/S	FEES	CONCERNED OFFICE
A.For Employment (Industry)					
1.Get payment slip and lab.Request	5 mins.	None	Vicky M. Micutuan,RSI	None	MHO
2.Pay corresponding fee	10 mins.	>Laboratory Request >Payment slip	Erwin S. Saburnido Gaspar F. Lorono	SE- P 50.00 DSSM- 50.00	Treasurer's Office
3.Comply with laboratory examination	4 hrs.	>Lab. Request >OR of payment	Gladys Jeane B. Macapayag,R MT		MHO
4.Issuance of Health Certificate	5 mins.	Lab. Exam result	Vicky M. Micutuan Julieta A. Pañares,MD	None	MHO

FRONTLINE SERVICES	Issuance of Health Certificate (HC) and Sanitary Permit (SP)
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STEPS	RESPONSE TIME	DOCUMENTS REQUIRED	SERVICE PROVIDER/S	FEES	CONCERNED OFFICE
B.For Business Permit					
1.Fill-up application for Business Permit	10 mins.	Barangay Clearance for Business Permit	Vicky M. Micutuan,RSI	None	MHO
2.Pay corresponding fee	10 mins.	>Laboratory Request >Payment slip	Erwin S. Saburnido Gaspar F. Lorono	SE- P 50.00 DSSM- P 50.00	Treasurer's Office
4.Issuance of HC/SP	5 mins.	Lab. Exam result	Vicky M. Micutuan,RSI Julieta A. Pañares,MD	None	MHO

FRONTLINE SERVICES

Registration of Births

STEPS	RESPONSE TIME	DOCUMENTS REQUIRED	SERVICE PROVIDER/S	FEES	CONCERNED OFFICE
1. Secure and fill-up form	15 mins.	Application Form	Leonan Donque Juvy Caparoso	None	LCR Office
2. Validate data	10 mins.	Application form	Leonan Donque Juvy Caparoso	None	LCR Office
3. Prepare certificate of live birth	10 mins.	None	Juvy Caparoso	None	LCR Office
4. Issuance of the documents	20 mins.	None	Francis Y. Migalbio LCR	None	MHO

FRONTLINE SERVICES**Late Registration of Births**

STEPS	RESPONSE TIME	DOCUMENTS REQUIRED	SERVICE PROVIDER/S	FEES	CONCERNED OFFICE
1. Secure and fill-up form	15 mins.	Application form	Juvy Caparoso Leonan Donque	None	LCR Office
2. Validate data	10 mins.	Baptismal/affidavit	Client	None	
3. Prepare certificate of live birth	10 mins.	PSA negative Affidavit of 2 disinterested person	Juvy Caparoso Leonan Donque	None	LCR Office
4. Signature of attending physician/midwife	20 mins.	Certificate of live birth	Attending Physician/Midwife	None	Treasurer's Office
5. Pay fees for the issuance of the late registration	10 days	Official receipt	Erwin S. Saburnido Gaspar F. Lorono	280.00 + Administering Oath	Treasurer's Office
6. Signature of the LCR	10 mins.	Certificate of live birth	Francis Y. Migalbio LCR		LCR Office

FRONTLINE SERVICES**Registration of Deaths**

STEPS	RESPONSE TIME	DOCUMENTS REQUIRED	SERVICE PROVIDER/S	FEES	CONCERNED OFFICE
1. Secure and fill-up form	15 mins.	Application form	Cherry Faye Barros Juvy Caparoso	None	LCR Office
2. Validate data	10 mins.	Certification from the barangay captain	Client	None	LCR Office
3. Prepare certificate of death	10 mins.		Juvy Caparoso Cherry Faye Barros	None	LCR Office
4. Signature of embalmer	20 mins.	Certificate of live birth	Embalmer	None	
5. Signature of attending physician	15mins.	Certificate of live birth	Attending Physician	None	MHO
6. Signature of LCRC	5mins.	Certificate of death	Francis Y. Migalbio LCR	None	LCR Office

FRONTLINE SERVICES**Registration for Marriage Certificate**

STEPS	RESPONSE TIME	DOCUMENTS REQUIRED	SERVICE PROVIDER/S	FEES	CONCERNED OFFICE
1. Secure and fill-up marriage certificate form	15 mins.	Application of marriage license	Client	None	LCR Office
2. Prepare marriage certificate	20 mins.	Births certificate CENOMAR Res. Certificate	Juvy Caparoso Leonan Donque	None	LCR Office
3. Pay marriage certificate fee	15 mins.	Official receipt Solemnization Fee	Erwin S. Saburnido Gaspar F. Lorono	P 300.00 P 700.00	Treasurer's Office
4. Solemnize marriage	30 mins.	Marriage certificate	Hon. Emmanuel S. Mugot Municipal Mayor		Mayor's Office
5. Signature of the Mayor	10 mins.	Marriage certificate	Hon. Emmanuel S. Mugot Municipal Mayor		Mayor's Office
6. Issue marriage certificate	5 mins.	Marriage certificate	Francis Y. Migalbio LCR		LCR Office

FRONTLINE SERVICES

Application for Marriage License

STEPS	RESPONSE TIME	DOCUMENTS REQUIRED	SERVICE PROVIDER/S	FEES	CONCERNED OFFICE
1. Secure and fill-up application form	20 mins.	Application form	Client	None	LCR Office
2. Validate data, prepare marriage license	25 mins.	Births certificate/CEN OMAR Res. Certificate/Legal Capacity to Contract Marriage	Francis Y. Migalbio LCR	None	LCR Office
3. Pay for marriage license fee	15 mins.	Official receipt Local Foreigner	Erwin S. Saburnido Gaspar F. Lorono	P 1,000.00 P 2,000.00	Treasurer's Office
4. Issue marriage license	10 days	Official receipt Applicants seeking parental advise/consent	Francis Y. Migalbio LCR	P 100.00	LCR Office

FRONTLINE SERVICES**Registration of Legitimated Child**

STEPS	RESPONSE TIME	DOCUMENTS REQUIRED	SERVICE PROVIDER/S	FEEES	CONCERNED OFFICE
1.Submit the certificate of live birth	20 mins.	None	Client	None	
2.Validate births	20 mins.	Marriage certificate Affidavit of legitimation,Res .certificate	Client	None	
3.Pay registration Fee	10 mins.	Official receipt Annotation fee Certification fee Legitimation fee	Erwin S. Saburnido Gaspar Lorono	P 100.00 P 50.00 P 100.00	MTO
4.Issue legitimated certificate of live birth	10 mins.	Official receipt	Gaspar F. Lorono Erwin S. Saburnido		MTO

FRONTLINE SERVICES

Registration of Illegitimate Child Birth Certificate

STEPS	RESPONSE TIME	DOCUMENTS REQUIRED	SERVICE PROVIDER/S	FEES	CONCERNED OFFICE
1. Secure and fill-up form	20 mins.	Application form	LCR	None	LCR Office
2. Validate data	15 mins.	Affidavit of acknowledgment of parents/Admission of Paternity/Use of the Surname of Father	Parents	150.00	
3. Signature of attending physician/midwife	20 mins.	Certificate of live birth Illegitimate child	Physician/midwife	None	MHO
4. Issue certificate	5 mins.	Official receipt	Gaspar F. Lorono Erwin S. Saburnido	100.00	MTO

FRONTLINE SERVICES

Payment for Business permit/licenses

STEPS	RESPONSE TIME	DOCUMENTS REQUIRED	SERVICE PROVIDER/S	FEES	CONCERNED OFFICE
1. Secure and fill-up application form	20 mins.	Application form	Sooliel Moon Reil Salvador	None	Treasurer's Office
2. Comply all the required signatures & documents	1 day	Records of sale Barangay clearance, Community tax certificate, Health Cert., Sanitary Permit, Fire Inspection Cert.	Applicant	None	Treasurer's Office
3. Computation of Payment & Issuance of Official Receipt	30 mins.	Filled Up Form & Attached Required Documents	Sooliel Moon Reil Salvador Gaspar F. Lorono	Depends upon Capital/Gross Sales	Treasurer's Office
2.1. Recommendation for the Issuance of Business Permit (MPDC)					
2.1.a. Personal interview	10 mins.	Simplified bookkeeping	MPDC	None	MPDC Office
2.1.b. Sign business documents	5 mins.	Application for business	MPDC	None	MPDC Office
1. Secure and fill-up application form/checklist	15 mins.	Sketch plan, bldg. permit, electrical permit, plumbing permit, affidavit of lot ownership	Engr. Walter U. Orcerada Rene Oco	None	MBO/MEO
2. Personal interview	10 mins.	Tax Declaration Tax clearance	Engr. Walter U. Orcerada Rene Oco	None	MBO/MEO

3.Site inspection	1 day	Tax declaration Construction Clearance	Engr. Walter U. Orcerada Ruth Dumaog	None	MBO/MEO
4.Submission/evaluation of requirements	15 mins.	Checklist for building permit 1.Sketch plan a. Perspective 6 copies (signed by the civil engineer) b.Sitedev't.plan c.Location plan d.Foundation Plan e.Roof Framing Plan f.Front Elevation g.RearEleavtion h.Right-side Elevation i.Left-side elevation j.Footing/Column & Wall Footing detail k.Schedule of windows & doors l.Transverse& longitudinal section m.Other details 2.Electrical Plan 6 copies (signed by Prof.Elect.Engr.) 3.Plumbing Plan 6 copies (signed by Master Plumber) 4.Structural design analysis 6 copies (signed by Civil Eng.) 5.Bill of materials(signed by Civil Engr.) 6.Specifications 6 copies(signed by Civil Engr.) 7.Tax	Engr. Walter U. Orcerada Rene Oco	None	MBO/MEO

		declaration/TCT-3 copies 8.Current real property tax receipt-3 copies 9.Location clearance (MPDC)-3 copies 10.Zoning certificate(HLURB)-3 copies 11.Barangay assembly/minute s of meeting-3 copies 12.Barangay resolution-3 copies 13.Barangay clearance/constru ction clearance-3 copies 14.Sangguniang bayan resolution- 3 copies 15.Affidavit(if applicant is not the owner) 16.Safety certificate/Fire department- (Initao)-3 copies 17.ECC (DENR) / CNC-3 copies			
5.Assessment and pay building permit fees	10 mins.	Assessment Records	Engr.Walter U.Orcerada Erwin S.Saburnido	Variable based on bldg.code	MBO/MEO MTO
6.Approval & signature of building official	10 mins.	Engr.Walter U.Orcerada	None		MBO/MEO
2.3 A. For Sanitary Permit					

2. Pay corresponding fee	10 mins.	Laboratory Request OR of Payment	Erwin S. Saburnido Gaspar F. Lorono Sooliel Moon Reil Salvador	Health Cert.- P 100.00/Head Sanitary Permit- Depends on the Nature of Business	Treasurer's Office
3. Comply with laboratory examination	2 hrs.	Lab. Request OR of payment			MHO
4. Issuance of HC/SP	5 mins.	Lab. Exam result	Vicky M. Micutuan Julieta A. Pañares, MD		MHO

FRONTLINE SERVICES**Issuance of Business Permit (New/Renewal)**

STEPS	RESPONSE TIME	DOCUMENTS REQUIRED	SERVICE PROVIDER/S	FEES	CONCERNED OFFICE
1. Secure application form and fill up required data	20 mins.	Application Form	Cherry Faye R. Barros Gretchen D. Yamson	None	Mayor's Office
2. Comply all the Required Signatures & Documents	20 mins.	Records of Sale, Brgy. Business Certification, Community Tax Cert., Sanitary Permit, Fire Inspection Cert	Applicant		Treasurer's Office
3. Computation of Payment & Issuance of Official Receipt	30 mins.	Filled up Form & Attached Required Documents	Sooliel Moon Reil Salvador Gaspar F. Lorono	Depends upon Capital/Gross Sales	Treasurer's Office

FRONTLINE SERVICES**Payment for Waterworks Bill**

STEPS	RESPONSE TIME	DOCUMENTS REQUIRED	SERVICE PROVIDER/S	FEES	CONCERNED OFFICE
1. Secure application form and fill up required data	15 mins.	Water bill	Chris Briones	None	Treasurer's Office
2. Issue official receipts	5 mins.	Official receipt	Erwin S. Saburnido Gaspar F. Lorono	Depends upon the water bill	Treasurer's Office

FRONTLINE SERVICES**Payment for all regulatory fees & charges
(Certification , Clearance ,Permit ,etc.)**

STEPS	RESPONSE TIME	DOCUMENTS REQUIRED	SERVICE PROVIDER/S	FEES	CONCERNED OFFICE
1.Issue Official Receipt	5 mins.	Depends of the Certification/Clearances needed	Erwin S. Saburnido Gaspar F. Lorono	Depends of the Certification/Clearances needed	Treasurer's Office
2.Issuance of Certificates/Clearance	1mins.	Depends of the Certification/Clearances needed	Erwin S. Saburnido Gaspar F. Lorono Sooliel Moon Reil Salvador	Depends of the Certification/Clearances needed	Treasurer's Office

FRONTLINE SERVICES**Installation of Waterworks (New , Reconnection)**

STEPS	RESPONSE TIME	DOCUMENTS REQUIRED	SERVICE PROVIDER/S	FEES	CONCERNED OFFICE
1. Secure and fill-up application form	15 mins.	Application form	Chris Briones	None	Treasurer's Office
2. Application for approval from Municipal Mayor		Application form	Applicant	None	Mayor's Office
3. Issuance of official receipt for installation fee	5mins.	Official Receipt	Erwin S. Saburnido Gaspar F. Lorono	P 300.00	Treasurer's Office

FRONTLINE SERVICES

Issuance for Zoning/Location Certification

STEPS	RESPONSE TIME	DOCUMENTS REQUIRED	SERVICE PROVIDER/S	FEES	CONCERNED OFFICE
A. Client seeking Zoning/Location Clearance					
1. Seek assistance to municipal planning staff	5 mins.	Community Tax Certificate	Ivan Clyde Baculio Jessel S. Balacuit	None	MPDO
2. Personal interview and submission of required documents	15 mins.	<ul style="list-style-type: none"> >Sketch Plan >TCT or current tax declaration >Affidavit of consent or Special Power of Attorney- if applicant is not the registered owner >Bill of materials >Complete set of plans i.e. plumbing & electrical signed by registered professional >Structural analysis and design if the building is more than two storeys >Barangay building permit/clearance >ECC or CNC for special uses/special project like cell site towers, gasolinestation, slaughterhouse, poultry/piggery 	Purito M. Velez	None	MPDO
3. Site inspection	5 hrs.	Sketch Plan Current tax declaration	Ivan Clyde Baculio Jessel S. Balacuit	None	MPDO

4.Pay Zoning/Location clearance	15 mins.	Payment assessment slip	Gaspar F. Lorono Erwin S. Sabuenido	Residential/Commercial/Industrial: Depending on the bill of material (refer to the Municipal Revenue code) Zoning Inspection Fee-100.00 Certification Fee-50.00	MTO
5.Issue Zoning/Location Clearance and signing of authorized person	10 mins.	Official receipt	Purito M. Velez	None	MPDO

FRONTLINE SERVICES**Recommendation for the Issuance of Business permits**

STEPS	RESPONSE TIME	DOCUMENTS REQUIRED	SERVICE PROVIDER/S	FEES	CONCERNED OFFICE
B. Client seeking signature for business permits					
1. Personal interview	10 mins.	Simplified bookkeeping	Purito M. Velez	None	MPDC
2. Sign business documents	5 mins.	Application for business	Purito M. Velez	None	MPDC

FRONTLINE SERVICES	Building Permit (Commercial, Industrial, Institutional)
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STEPS	RESPONSE TIME	DOCUMENTS REQUIRED	SERVICE PROVIDER/S	FEES	CONCERNED OFFICE
1. Secure and fill-up application form checklist	15 mins.	Sketch plan, Bldg. permit, Electrical Permit, Plumbing permit, Affidavit of lot ownership, Sanitary permit, Electronic permit, Structural permit, Architectural permit	Engr. Walter U. Orcerada Shannon B. Pacana	None	MBO/MEO
2. Personal interview	10 mins.	Architectural Permit Lot Titled Tax Clearance	Engr. Walter U. Orcerada Shannon B. Pacana	None	MBO/MEO
3. Site inspection	1 day	Tax declaration Construction Clearance	Engr. Walter U. Orcerada Ruth Dumaog	None	MBO/MEO
4. Submission/ Evaluation of requirements	15mins.	Checklist for Building Permit 1). Sketch Plan a. Perspective 6 copies (signed by the Civil Engineer) b. Site Development Plan c. Location Plan d. Foundation Plan e. Roof Framing plan f. Front elevation g. Rear elevation h. Right-side elevation i. Left-side elevation j. Footing/Column & Wall footing detail k. Schedule of windows & doors l. Transverse & Longitudinal section m. Others details 2). Electrical Plan 6 copies (signed by Prof. Elect. Eng.) 3). Plumbing Plan 6 copies (signed by Master Plumber) 4). Structural Design Analysis 6 copies (signed by Civil Engr./	Engr. Walter U. Orcerada Shannon B. Pacana		

		Structural Engr.) 5). Mechanical Plan 6). Electronics Plan 7). Sanitary Plan 8). Structural Plan 9). Bill of Materials (signed by Civil Engr.) 10). Specifications 6 copies (signed by civil Engr.) 11). Tax Declaration /TCT 3 copies 12). Current Real Property tax Receipt 3copies 13). Location Clearance (MPDC) 3 copies 14). Zoning Certificate (HLURB) 3 copies 15). Brgy. Assembly/ Minutes of meeting 3 copies 16). Barangay Resolution 17). Brgy. Clearance/Constructi on Clearance 3 copies 18). SB Resolution 3 copies 19). Affidavit (if applicant is not the owner of the lot) 20). Safety Certificate/Fire Dept.(Initao) 3 copies 21). ECC (DENR) /CNC			
5. Assessment and Pay Building permit fees	10 mins.	Assessment Records	Engr. Walter U. Orcerada Erwin S. Saburnido	Variable based on bldg. code	MBO/MEO MTO
6. Approval & Signature of Building Official	10 mins.	Engr. Walter U. Orcerada	None		MBO/MEO

FRONTLINE SERVICES

Building Permit
 (Residential)

STEPS	RESPONSE TIME	DOCUMENTS REQUIRED	SERVICE PROVIDER/S	FEES	CONCERNED OFFICE
1. Secure and Fill-up Application form/ checklist	15 mins.	Sketch Plan, Bldg. Permit, Electrical Permit, Plumbing Permit, Affidavit of Lot ownership, Mechanical Permit, Sanitary Permit, Architectural Permit, Electronic Permit, Structural Permit	Engr. Walter U. Orcerada Shannon B. Pacana	None	MBO/MEO
2. Personal Interview	10 mins.	Tax Declaration Lot Title Tax Clearance	Engr. Walter U. Orcerada Shannon B. Pacana	None	MBO/MEO
3. Site Inspection	1 day	Tax Declaration Construction Clearance	Engr. Walter U. Orcerada Ruth Dumaog	None	MBO/MEO
4. Submission/ Evaluation of Requirements		Checklist for Building Permit 1). Sketch Plan a. Perspective 6 copies (signed by Civil Engineer) b. Site Development Plan c. Location Plan d. Foundation Plan e. Roof Framing Plan f. Front Elevation g. Rear Elevation h. Right-side Elevation i. Left-side Elevation j. Footing/ Column & Wall Footing detail k. Schedule of Windows & Doors l. Transverse & Longitudinal Section m. Other details 2). Electrical Plan 6 copies (signed by Prof. Elect. Eng.) 3). Plumbing Plan 6 copies (signed by Master Plumber) 4). Structural Design	Engr. Walter U. Orcerada Shannon B. Pacana	None	

		Analysis 6 copies (signed by Civil Engr. / Structural Engr.) 5). Sanitary Plan 6). Structural Plan 7). Bill of Materials (signed by Civil Engr.) 8). Specifications 6 copies (signed by Civil Engr.) 9). Tax Declaration/ TCT 3 copies 10). Current Real Property Tax receipt 3 copies 11). Location Clearance (MPDC) 3 copies 12). Zoning Certificate (HLURB) 3 copies 13). Barangay Resolution 14). Brgy. Clearance/ Construction Clearance 3 copies 15). Affidavit (if applicant is not the owner) 16). Safety Certificate/ Fire Department (Initao) 3copies			
5. Assessment and Pay Building permit Fees	10 mins.	Assessment Records	Engr. Walter U. Orcerada Erwin S. Saburnido	Variable based on bldg. code	MBO/MEO MTO
6. Approval & Signature of Building Official	10 mins.	Engr. Walter U. Orcerada	None		MBO/MEO

FRONTLINE SERVICES

**Issuance of Occupancy Permit
(Commercial, Industrial, Institutional)**

STEPS	RESPONSE TIME	DOCUMENTS REQUIRED	SERVICE PROVIDER/S	FEES	CONCERNED OFFICE
1. Secure and Fill-up Form/ Checklist	15 mins.	Application for Certificate of Occupancy, Certificate of Completion (Civil/ Structural Permit, Sanitary/ Plumbing Permit, Electrical & Architectural Permit, Electronics & Mechanical Permit)	Engr. Walter U. Orcerada Building Official	None	MBO/MEO
2. Conduct Personal Interview	10 mins.	As built plan	Engr. Walter U. Orcerada	None	MBO/MEO
3. Final Site Inspection	30 mins.	Construction Log Sheet, Fire Safety Certificate	Engr. Walter U. Orcerada	None	MBO/MEO
4. Asses Documents	10 mins.	Official Receipt	Engr. Walter U. Orcerada Erwin S. Saburnido	Based on Nat'l Bldg. Code	MBO/MEO
5. Pay Occupancy Fees	10 mins.	Official Receipt	Gaspar F. Lorono Erwin Saburnido		MTO
6. Approval of Occupancy Permit	10 mins.	Occupancy form Built Plan Daily Logbook Official Receipt	Engr. Walter U. Orcerada	None	MBO/MEO

FRONTLINE SERVICES

Issuance of Mayor's Permits, Clearances, Certification, Recommendation

STEPS	RESPONSE TIME	DOCUMENTS REQUIRED	SERVICE PROVIDER/S	FEES	CONCERNED OFFICE
Mayor's Clearance					
1.Go to Collector for payment of appropriate fees	1min.	Submit Official Receipt	Raquel D. Palasol	P 80.00	Mayor's Office
2. Issuance of Clearance	1 min.	-do-	Raquel D. Palasol	None	Mayor's Office
Mayor's Permit					
1.Go to Collector for payment of appropriate fees	2 mins.	Submit Official Receipt	Raquel D. Palasol	Depends on the Permits needed	Mayor's Office
2. Issuance of Permit	1 min.	-do-	Raquel D. Palasol	None	Mayor's Office
Mayor's Certification/Recommendation					
1.Go to Collector for payment of appropriate fees	1min.	Submit Official Receipt	Raquel D. Palasol	Depends on the Clearance/Recommendation needed	Mayor's Office
2. Issuance of Clearance/Recommendation	1 min.	-do-	Raquel D. Palasol	None	Mayor's Office

FRONTLINE SERVICES**Solemnization Schedule**

STEPS	RESPONSE TIME	DOCUMENTS REQUIRED	SERVICE PROVIDER/S	FEEES	CONCERNED OFFICE
1.Go to Collector for payment of appropriate fees	1min.	Present Marriage License/Official Receipt	Cherry Faye R. Barros Gretchen D. Yamson	P 205.00	Mayor's Office
2.Schedule for Marriage	1 min.	None	Municipal Mayor	None	Mayor's Office