



OFFICE OF THE MAYOR

External Services



1. Requests, Solicitations and other Financial Assistance

This is provided to constituents who are indigent that need medicines or hospitalization assistance.

Office or Division:		Mayor's Office		
Classification:		Simple		
Type of Transaction:		Government to Citizen		
Who may avail:		Indigent constituent		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of request or Solicitation letter (1 Original, 1 Photocopy)		Transacting client/public		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of request or solicitation letter for a brief interview.	1. Affix received stamp on both original and receiving copy of the letter request or solicitation letter.	None	2 minutes	<i>Administrative Aide IV</i>
	1.1 Entry document/s in logbook of official received documents.		1 minute	<i>Administrative Aide I</i>
	1.2 Interview the client for the purpose/s of the letter request or solicitation letter.		10 minutes	
	1.3 Prepares the request for the releasing of the assistance and inform the client to return on the scheduled date of the release of the assistance.		2 days	
2. Claim the approved request/solicitation	2. Release the approved amount	None	2 minutes	<i>Administrative Aide IV</i> <i>Administrative Aide I</i>
		Total payment fee: None	Total processing time: 2 days & 15 minutes	



2. Medical Referral

This service provides medicines to individuals/residents of the Municipality who have inadequate resources to purchase medicines prescribed for their medication.

Office or Division:	Mayor's Office			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Doctor's Prescription (1 Original)		Hospital where the sick person was confined/checked up		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present doctor's prescription or to the Office of the Mayor	1. Receive the doctor's prescription, interview the client and check for the availability of the medicine prescribed by the doctor.	None	5 minutes	Administrative Aide I
2. Receive the medicine	2. Give the available medicine to the client/patient	None	5 minutes	Administrative Aide I
		Total payment fee: None	Total processing time: 10 minutes	



3. Burial Assistance

This service aids the needs of the families/ individuals who are in crisis situations and comes to the office or referred to avail for assistance in order to cope up with his present problems due to socio-economic difficulties and eventually to attain normal functioning.

Office or Division:		Mayor's Office		
Classification:		Simple		
Type of Transaction:		Government to Citizen		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Certified True Copy of Death Certificate (1 Original, 3 Certified True Copies)		Local Civil Registrar		
Statement of Account (2 photocopies)		Attending Funeral Home		
Barangay Certificate of Indigence (1 Original, 1 Photocopy)		Barangay where the client resides		
Valid I.D. (1 Photocopy)		Transacting client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign logbook and presents documents/requirement for a brief interview and	1. Hand-in logbook and check the completeness and validity of the documents/ requirements 1.1 Refer to MSWD Office	None	5 minutes	<i>Local Legislative Assistant II Mayor's Office Staff</i>
2. Proceed to MSWDO Front desk Officer to sign up the client's logbook and submit all documentary requirements & appear for interview	2. Facilitate client in signing the Logbook 2.1 Review all the submitted documentary requirements and Interview client for the preparation of Social Case Summary.	None	2 minutes 10 minutes	<i>Administrative Aide IV Assistant</i>
3. Affix Signature as conformity to the accomplished social case summary.	3. Sign the social case summary	None	5 minutes	<i>Social Welfare Assistant Municipal Social Welfare and Development Officer I</i>
4. Receive the documents & proceed to the Mayor's Office for the release of the claims.	4. Release documents for the client's claim.	None	3 minutes	<i>Social Welfare Assistant</i>
5. Proceed to Office of the Mayor and present the Social Case Summary and Disbursement voucher	5. Check the Social Case Summary and disbursement voucher and prepare the assistance	None	5 minutes	<i>Local Legislative Assistant II Mayor's Office Staff</i>



6. Sign the Disbursement voucher and receives the Burial Assistance	6. Release the approved amount of the assistance and log-in entry to cashbook	None	5 minutes	Local Legislative Assistant II Mayor's Office Staff
		Total payment fee: None	Total processing time: 35 minutes	



4. Civil Wedding to be Officiated by the Mayor

The office personnel schedule the preferred date of wedding ceremony of the would- be couples to be officiated by the Municipal Mayor.

Office or Division:	Mayor's Office			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Complete Requirements of Marriage Application (please refer to the Office of the Municipal Civil Registrar for the requirements on Marriage Application)		Office of the Municipal Civil Registrar		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the completed requirements to the Office of the Mayor	1. Check the completeness and validity of the requirements	None	3 minutes	Administrative Aide IV
2. Inquire for the availability of your preferred marriage ceremony schedule	2. Give the available schedule 2.1 Finalize the time, date and venue of the marriage ceremony (subject for deliberation depending on the Mayor's availability); 2.2 Give instructions to client on what to bring during the marriage ceremony	None	10 minutes	Administrative Aide IV
		Total payment fee: None	Total processing time: 13 minutes	



5. Blood Request

The Office facilitates blood requests from individuals and families who are residents of the Municipality who wish to avail of the assistance.

Office or Division:	Mayor's Office			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Blood Request Form (1 Original, 1 Photocopy)		Hospital		
Barangay Certificate of Indigence (1 Original, 1 Photocopy)		Barangay where the client/patient resides		
Valid I.D. (1 Photocopy)		Transacting client		
Blood Withdrawal Slip duly signed by the blood donor and Barangay Blood Coordinator (1 Original and 1 photocopy)		Barangay		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Complete the requirements needed for Blood Request	1. Check the completeness of the requirements	None	15 minutes	Administrative Aide
2. Receive the certification	2. Prepare the certification and in case the LGU has no available, advice client to proceed to his/her respective barangay	None	5 minutes	Administrative Aide
3. In case blood assistance is not available in the LGU, go to your respective Barangay to secure the blood donor's name (Barangay Blood Coordinator)	3. Give the blood donor's name to the eligible recipient	None	10 minutes	Barangay Blood Coordinator
4. Present the Blood Withdrawal slip duly signed by the Blood Donor and Barangay Blood Coordinator	4. Present the requirements from Barangay 4.1 Notify the client of the approval of the assistance and release the approved amount or the Blood Withdrawal Slip to be withdrawn from Blood Bank/ PEEDO Provincial Capitol, Tagum City.	None	10 minutes	Administrative Aide
5. Receive the original copy of the documents presented	5. Log the name of client and releases client's personal copy of the documents.	None	5 minutes	Administrative Aide



		Total payment fee: None	Total processing time: 45 minutes	
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7. Financial Assistance (Medical Assistance)

This is given to the people who are indigent that needs medicines or hospitalization assistance.

Office or Division:	Mayor's Office			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Indigent constituent			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Medical Certificate / Medical Abstract / Certificate of Confinement (1 original copy)		Hospital where admitted / checked-up		
Barangay Certificate of Indigence (1 original copy)		Barangay		
Valid ID (1 photocopy)		Claimant / Recipient		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit requirements/ documents	1. Verify/check the completeness of the documents and refer to MSWDO	None	20 minutes	Assessment Clerk I
2. Proceed to Municipal Social Welfare Development Office	2. Conducts Interview and make case summary	None	20 minutes	Social Welfare Assistant
3. Go back to Mayor's/ Admin. Office present the case summary	3. Check the case summary and prepare the assistance	None	15 minutes	Assessment Clerk I
4. Sign the logbook and received the assistance	4. Release the assistance	None	10 minutes	Assessment Clerk I
		Total payment fee: None	Total processing time: 1 hour & minutes	



8. Financial Assistance (ESA) Emergency Shelter Assistance

This assistance is given to the people who are indigent that needs medicines or hospitalization

Office or Division:	Mayor's Office			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Indigent constituent			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Report of MDRRMC (1 original copy)		MDRRM Office		
Barangay Certificate of Indigence (1 original copy)		Office of the Punong Barangay		
Report of BFP (if cause of fire) (1 original)		BFP Station		
Photos of the damage property (1 colored copy)		BFP / MDRRMO		
Valid ID (1 photocopy)		Claimant / Recipient		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits requirements /documents	1. Verify/check the completeness of the documents and refer to MSWDO	None	20 minutes	Assessment Clerk I
2. Proceed to Municipal Social Welfare Development Office	2. Conduct Interview and make case summary	None	20 minutes	Social Welfare Assistance
3. Go back to Mayor's / Admin Office present the case summary	3. Check the case summary and prepare the assistance	None	15 minutes	Assessment Clerk
4. Sign the logbook and received the assistance	4. Release the assistance	None	10 minutes	Assessment Clerk
		Total payment fee: None	Total processing time: 1 hour & minutes	



9. Mayor's Clearance

Mayor's clearance is issued for jobseekers, applicants for AFP/PNP/BFP/BJMP.

Office or Division:		Mayor's Office		
Classification:		Simple		
Type of Transaction:		Government to Citizen		
Who may avail:		Jobseekers, other applicants but not limited to AFP/PNP/BFP/BJMP (Residents of Municipality of Kapalong only)		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
PNP Clearance, or		PNP Kapalong Office		
NBI Clearance – Photocopy		NBI Tagum or Kapalong Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Requirements	1. Verify completeness of requirements, issues order of payment and advice applicant to pay at treasurer's office	None	1 minute	<i>License Inspector I</i>
2. Proceed to Treasurer's Office to pay clearance fee	2. Accept payment of clearance fee and issues official receipt, advice applicant to proceed back to BPLS after paying	P 100.00	5 minutes	<i>Revenue Collection Clerk I</i>
3. Submit Official Receipt of Clearance	3. Process the requested clearance and advise the client to wait for the release of approved Mayor's clearance	None	10 minutes	<i>License Inspector I</i>
4. Sign the logbook and receives the requested mayor's clearance	4. Hand in the logbook and releases the Mayor's clearance	None	2 minutes	<i>License Inspector I</i>
		Total payment P100.00	Total processing time 18 minutes	



10.Occupational Permit

Occupational permit is issued for every person who shall engage in the practice of occupation or calling not requiring government examination

Office or Division:	Mayor's Office- Business Permits & License Section			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All workers or employees of privately owned business establishment whether working on temporary or permanent basis except all professionals who are subject to the provincial tax imposition pursuant to Section 139 of the Local Government Code and government employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
PNP Clearance,		PNP Kapalong Office		
NBI Clearance – 1 Photocopy		NBI Tagum Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Requirements	1. Verify completeness of requirements, issues order of payment and advice applicant to pay at the Municipal Treasurer's office	None	1 minute	<i>License Inspector I</i>
2. Proceed to Treasurer's Office to pay Clearance fee	2. Accept payment of Clearance fee and issues official receipt, advice applicant to proceed back to BPLS after paying	175.00	5 minutes	<i>Revenue Collection Clerk I</i>
3. Submit the official receipt of occupational permit	3. Process the requested clearance and advice the client to wait for the release of approved occupational permit	None	10 minutes	<i>License Inspector I</i>
4. Sign the logbook and receive the requested occupational permit	4. Hand in the logbook and release Occupational permit	None	2 minutes	<i>License Inspector I</i>
		Total Payment Fee: 175.00	Total Processing Time: 18 minutes	



11. Certificate of no business/has business

A certification required in the application for scholarship, and SPES workers

Office or Division:	Mayor's Office- Business Permits & License Section			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Scholarship and SPES Worker Applicants, All Other Applicants			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Certificate of No Landholding		Municipal Assessor's Office		
Official receipt indicating payment of P100.00		Municipal Treasurer's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Requirements	1. Verify completeness of requirements, issues order of payment and advice applicant to pay at Municipal Treasurer's Office	None	1 minute	License Inspector I
2. Proceed to treasurer's office to pay certification fee (if not yet paid)	2. Accept payment of certification fee and issue official receipt, advice applicant to proceed back to BPLS after paying	P 100.00	5 minutes	Revenue Collection Clerk I
3. Submit official receipt of occupational permit	3.Process the requested clearance and advice the client to wait for the release of approved occupational permit	None	10 minutes	License Inspector I
4. Sign the logbook and receives the requested occupational permit	4. Hand-in the logbook and releases the certificate of no business/ has business	None	2 minutes	License Inspector I
		Total payment fee: P 100.00	Total processing time: 18 minutes	



12. Special Permit-Retailers (Sari-Sari Store)

A permit issued to owners of sari-sari store whose annual gross sales is P30,000.00 and below

Office or Division:	Mayor's Office- Business Permits & License Section			
Classification:	Simple			
Type of Transaction:	Government to Business			
Who may avail:	Sari-sari store owners whose annual gross sales is P30,000.00 and below			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to business assessor for personal interview	1.Interview applicant, issues order of payment and advice to proceed to Municipal Treasurer's Office to pay permit fee	None	5 minutes	License Inspector I
2. Proceed to Municipal Treasurer's Office to pay permit fee	2. Accept payment of permit fee and issues official receipt, advice applicant to proceed back to BPLS after paying	P 600.00	5 minutes	Revenue Collection Clerk I
3. Submit official receipt of special permit fee	3. Process the special permit and advice the client to wait for the release of approved special permit	None	10 minutes	License Inspector I
4. Sign the logbook and receives the special permit	4. Hand in the logbook and release the special permit of the retailer (sari-sari store)	None	2 minutes	License Inspector I
		Total payment fee: P 600.00	Total processing time: 22 minutes	



13. Special Permit for Cockfights

A permit issued to authorized cockpit owners for conducting derby, special cockfights other than regular cockfights.

Office or Division:	Mayor's Office- Business Permits & License Section			
Classification:	Simple			
Type of Transaction:	Government to Business			
Who may avail:	Authorized and permitted cockpit owners			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the business assessor for personal interview	1.Interviews the applicant, issues order of payment and advice to proceed to Municipal Treasurer's Office to pay permit fee	None	5 minutes	License Inspector I
2. Proceed to the Municipal Treasurer's Office to pay permit fee	2. Accept payment of permit fee, issues official receipt, advice applicant to proceed back to BPLS after paying	(see payment matrix)	5 minutes	Revenue Collection Clerk I
3. Submit the official receipt of special permit fee	3. Process and advice the client to wait for the release of approved special permit	None	10 minutes	License Inspector I
4. Sign the logbook and receives the special permit	4.Hand in logbook and releases special permit for cockfights	None	2 minutes	License Inspector I
		Total Payment fee: (see payment matrix)	Total Processing Time: 22 minutes	



Payment Matrix for Special Permit for Cockfights

A. Special Cockfights	P500.00
B. Special Derby Assessment from Promoters	P4,000.00
C. SULATADA FEE	PER SULTADA
Ordinary	P 50.00
Derby	P 80.00

Payment Matrix for Special Permit for Citizen during Barangay/Purok Fiesta and/or Araw

A. Special Cockfight – Depends upon the approval of the Honorable Mayor, maximum of 3 days only	P1,000.00
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14. Motorized Tricycle Operator’s Permit (MTOP)

A document granting franchise or license to operate issued to a person, natural or juridical, allowing such person to operate motorized tricycle for hire over specified zones within the municipality of Kapalong.

Office or Division:	Mayor’s Office- Business Permits & License Section			
Classification:	Simple			
Type of Transaction:	Government to Business			
Who may avail:	Any person of legal age, natural or juridical and not contrary to existing laws			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
New				
Community tax certificate (cedula)		Municipal Treasurer’s Office		
Birth certificate of applicant		Municipal Local Civil Registrar’s Office		
Insurance policy of unit		Any vehicle insurance company		
Certification from existing T.O.D.A.		Existing tricycle operator and driver’s association per zone		
Inspection report		Municipal Traffic Officer – PNP Kapalong		
Picture of the unit- back, front, side		Personal copy		
Photocopy				
- unit’s certificate of registration		Personal copy file		
- unit’s official receipt of registration		Personal copy file		
Official receipt with amount p630.00		Municipal Treasurer’s office		
Renew				
Community tax certificate (cedula)		Municipal Treasurer’s Office		
Inspection report		Municipal traffic officer – PNP Kapalong		
Previous MTOP		Personal copy file		
Previous official receipt		Personal copy file		
Official receipt with amount P430.00		Municipal Treasurer’s office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements	1. Verify the completeness of requirements, process the requested MTOP and advice the applicant to wait for the release of approved permit	None	20 minutes	License Inspector I
2. Sign the logbook and receive the motorized tricycle operator’s permit	2. Hand in logbook and release the permit	None	2 minutes	License Inspector I
		Total payment fee: None	Total processing time 22 minutes	



15. Municipal Permit for Motorized Tricycle for Hire (MTH/MCH)

A permit issued to a person whose MTOP is granted from other municipality allowing him to enter in the municipal jurisdiction of Kapalong

Office or Division:		Mayor's Office- Business Permits & License Section		
Classification:		Simple		
Type of Transaction:		Government to Business		
Who may avail:		Any person of legal age, with current MTOP issued from other Municipality		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
New/ Renew				
1. Current MTOP from other municipality		From other LGU's municipal permits and licensing section		
2. Official receipt with amount of P350.00		Municipal Treasurer's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements	1. Verify the completeness of requirements, process the requested permit and advice the applicant to wait for the release of approved permit	None	20 minutes	<i>License Inspector I</i>
2. Sign the logbook and receive the permit	2. Hand in the logbook and release approved permit	None	2 minutes	<i>License Inspector I</i>
		Total payment fee: None	Total processing time: 22 minutes	



16. Special Permit for Owners of Bicycle, Pedaled Tricycle Operators and to Drive Pedaled Tricycle

A Permit issued to the owners of bicycle, pedaled tricycle operators and driver of registered pedaled tricycle for hire

Office or Division:	Mayor's Office- Business Permits & License Section			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Any person of legal age			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
New/ Renew				
Police clearance		Kapalong PNP office		
Official receipt with amount of P 330.00 (once in every 3 years only) for Permit to drive pedaled tricycle		Municipal Treasurer's Office of Kapalung		
Official receipt with amount of P 100.00 per unit/sticker for owner of bicycle		Municipal Treasurer's Office of Kapalung		
Official receipt with amount of P 235.00 per unit for Operator of pedaled tricycle		Municipal Treasurer's Office of Kapalung		
Official receipt with amount of P 100.00 per unit for plate number of bicycle/pedaled tricycle		Municipal Treasurer's Office of Kapalung		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requirements	1. Verify the completeness of requirements, process the requested permit and advice the applicant to wait for the release of approved permit	None	20 minutes	License Inspector I
2. Sign the logbook and receive the permit	2. Hand in the logbook and release approved permit	None	2 minutes	License Inspector I
		Total payment fee: None	Total processing time: 22 minutes	



17. Special Permit-Ambulant and Itinerant Amusement Operator

A Permit issued to ambulant and itinerant amusement operators during fiestas and fairs.

Office or Division:		Mayor's Office- Business Permits & License Section		
Classification:		Simple		
Type of Transaction:		Government to Business		
Who may avail:		Ambulant and itinerant amusement operator		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the business assessor for interview	1. Interviews applicant and assess taxes depending on type of amusement and other game machine, issues order of payment and advice to proceed to Municipal Treasurer's Office to pay permit fee and taxes	None	5 minutes	<i>License Inspector I</i>
2. Proceed to the Treasurer's office to pay permit fee and taxes	2. Accept payment of permit fee, taxes and issue official receipt and advice applicant to proceed back to BPLS after paying	P 700.00	5 minutes	<i>Revenue Collection Clerk I</i>
3. Submits official receipt of tax and special permit fee	3. Processes and advice the client to wait for the release of approved permit	None	10 minutes	<i>License Inspector I</i>
4. Sign at the logbook and receive the permit	4. Hand in logbook and releases approved permit	None	2 minutes	<i>License Inspector I</i>
		Total payment fee: P 700.00	Total processing time 22 minutes	

Tax Matrix for Ambulant and Itinerant Amusement Operators

Circus, carnivals, or the like per day	P150.00
Merry-Go-Round, roller coaster, ferris wheel, swing, shooting gallery, bingo social and other similar contrivances per unit per day	P150.00
Sports contest/exhibitions per day	P100.00



18. Business Clearance for Government Workers & Employees

A clearance issued to all government workers indicating therein that the applicant has no business payment overdue.

Office or Division:		Mayor's Office- Business Permits & License Section		
Classification:		Simple		
Type of Transaction:		Government to Citizen		
Who may avail:		All government workers and employees for purpose of retiring, travel abroad, transfer of location/assignment		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the business assessor for interview	1. Interview applicant, search the account record at databank. If found with business delinquency the applicant is advised to pay first the delinquent amount before a clearance is to be issued. If cleared, an order of payment is issued and advice to pay at Municipal Treasurer's Office	None	5 minutes	<i>License Inspector I</i>
2. Proceed to the Treasurer's Office to pay clearance fee	2. Accept the payment for the clearance fee and issue official receipt, advice applicant to proceed back to BPLS after paying	If with delinquent – pay the amount found in databank plus clearance fee P100.00, if cleared from delinquency , pay only P100.00	5 minutes	<i>Revenue Collection Clerk I</i>
3. Submit the official receipt of business clearance fee	3. Process and advice the client to wait for the release of approved clearance	None	10 minutes	<i>License Inspector I</i>
4. Sign the logbook and receive the clearance	4. Hand in logbook and releases approved clearance	None	2 minutes	<i>License Inspector I</i>
		Total payment fee: P 100.00 If no delinquency	Total processing time: 22 minutes	



19. Mayor’s Permit to Conduct Caravan Sale

A permit issued to an individual or juridical business entity for the purpose of selling merchandise outside of their business location.

Office or Division:	Mayor’s Office- Business Permits & License Section			
Classification:	Simple			
Type of Transaction:	Government to Business			
Who may avail:	All individuals or juridical business entities selling merchandise outside of their business location			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the receiving clerk	1. Issue order of payment and advice client to proceed to Municipal Treasurer’s Office to pay permit fee	None	1 Minute	License Inspector
2. Proceed to the treasurer’s office to pay permit fee	2. Accept payment of permit fee and issue official receipt, advice applicant to proceed back to BPLS after paying	P300.00 per day permit fee, and garbage fee P60.00	5 Minutes	Revenue Collection Clerk I
3. Submit official receipt of permit fee	3. Process and advice the client to wait for the release of approved permit	None	10 Minutes	License Inspector
4. Sign the logbook and receive the permit	4. Hand in logbook and releases approved permit	None	2 Minutes	License Inspector
		Total payment fee: P 300.00 per day and P 60.00 garbage fee	Total processing time: 18 minutes	



20. Certificate of Good Moral

A certificate issued to individuals for the purpose of taking board examinations as required by the professional regulation commission (PRC).

Office or Division:		Mayor's Office- Business Permits & License Section		
Classification:		Simple		
Type of Transaction:		Government to Business		
Who may avail:		All individuals or juridical business entities selling merchandise outside of their business location		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
PNP Clearance, or		PNP Kapalung Office		
NBI Clearance – Photocopy		NBI Tagum City Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requirements	1. Verify the completeness of requirements, issue order of payment and advice applicant to pay at Municipal Treasurer's Office	None	1 Minute	<i>License Inspector I</i>
2. Proceed to the Municipal Treasurer's Office to pay certification fee	2. Accept payment and issue official receipt, advice applicant to proceed back to BPLS after paying	P100.00	5 Minutes	<i>Revenue Collection Clerk I</i>
3. Present the official receipt	3. Process and advice the client to wait for the release of approved certificate	None	20 Minutes	<i>License Inspector I</i>
4. Sign the logbook and receive the certificate	4. Hand in Logbook and release the approved certificate	None	2 Minutes	<i>License Inspector I</i>
		Total payment fee: P 100.00	Total processing time: 28 minutes	



21. Certification – Change Business Name

A certificate issued to an individual or juridical business entity certifying that the business trade name has been changed.

Office or Division:		Mayor's Office- Business Permits & License Section		
Classification:		Simple		
Type of Transaction:		Government to Business		
Who may avail:		Business establishment owner		
CHECKLIST OF REQUIREMENTS		Where to secure		
Business Trade Name Registration		Department of Trade and Industry – Prov'l Capitol or at Negosyo Center, Kapalong		
Current Business Permit		Applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requirements to business assessor for interview	1. Verify completeness of requirements, interviews and issues order of payment and advise applicant to pay at Municipal Treasurer's Office	None	2 Minutes	<i>License Inspector I</i>
2. Proceed to the Municipal Treasurer's Office to pay certification fee	2. Accept payment for the certification fee and issue official receipt and advise the applicant to proceed to the BPLO after paying	P 100.00	5 Minutes	<i>Revenue Collection Clerk I</i>
3. Present the official receipt of certification fee	3. Process and advise the client to wait for the release of approved new business permit and certification	None	20 Minutes	<i>License Inspector I</i>
4. Sign at the logbook and receive the certificate	4. Hand in logbook and releases approved certificate	None	2 Minutes	<i>License Inspector I</i>
		Total payment fee: P 100.00	Total processing time 29 minutes	



22. Mayor’s Permit on Business – New

A license or permit for the privilege of conducting business within the municipality

Office or Division:	Mayor’s Office- Business Permits & License Section			
Classification:	Simple			
Type of Transaction:	Government to Business			
Who may avail:	All persons, juridical entities who conduct or engage in any business trade within the territorial jurisdiction of the municipality			
CHECKLIST OF REQUIREMENTS		Where to secure		
PER JMC 01-2016 NEW				
Proof of business registration, incorporation or legal personality (i.e.DTI/SEC/CDA Registration)		DTI registration – Negosyo Center, Kapalong SEC registration – Regional Office – Davao city CDA registration – CDA Regional Office- Davao city		
Basis for computing taxes, fees and charges		Sworn Statement of Capitalization For corporation – submit SEC Article of incorporation		
Occupancy Permit, if required by national laws		Municipal Engineering Office		
Contract of Lease (if lessee)		Property Owner (land, building, stall or spaces)		
Barangay Clearance (for business which are not required occupancy permit)		Business Permit and License Office (per DILG MC 2019-177 dated October 17, 2019)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requirements	1. Verify completeness of requirements, encoder creates account at ETRACS system, assesses payment of taxes, regulatory fees and charges. Submit on-line the encoded account and assessment to the BPLO for final assessment and approval (thru ETRACS system)	None	10 Minutes	<i>License Inspector I</i>
	1.1 Review the submitted (on-line) unified form of personal data encoded and approves the assessment. If not approve, the unified form shall be returned (on-line) to the encoder for re-encoding of data needed or re-assessment. If approved, the BPLO shall change the status (on-line) to for		3 Minutes	<i>Computer Operator IV</i>



	payment 1.2 Print the unified form and require the client to affix its signature on the space provided, advise the client to pay fire safety inspection certificate (FSIC) fee at the co-located BFP collector and proceed to Municipal Treasurer's Office to pay taxes, fee and charges as computed and printed at the unified form		2 minutes	<i>License Inspector I</i>
2. Pay the FSIC fee at BFP collector and proceed to Municipal Treasurer's Office to pay taxes, fees and charges, as computed	2. Accept the FSIC payment fee and issue official receipt and advice to proceed to Municipal Treasurer's Office to pay taxes, fees and Charges,	(see payment matrix)	5 Minutes	<i>BFP Assigned Collector</i>
		Total payment fee: (see payment matrix)	Total processing time: 30 minutes	



MATRIX FOR FIRE SAFETY INSPECTION CERTIFICATE FEE AND STORAGE FEE OF LPG RETAILERS AND OTHER FLAMMABLE GASES TO BE COLLECTED BY BUREAU OF FIRE PROTECTION COLLECTOR		
2.1.1 FOR FIRE SAFETY INSPECTION CERTIFICATE FEE (FSIC FEE) 15% OF TOTAL AMOUNT OF REGULATORY FEES BUT IN NO CASE SHALL BE LOWER THAN P500.00		
2.1.2 PAY STORAGE FEE (FOR RETAILERS OF FLAMMABLE GAS ONLY) (PER R.A. 9514)		
	LPG RETAILERS	
	STORAGE CAPACITY (IN LTRS)	ANNUAL FEES
	200 AND BELOW	₱ 70.00
	OVER 200 TO 2,000	₱ 140.00
	OVER 2,000 TO 8,000	₱ 280.00
	OVER 8,000 TO 20,000	₱ 699.00
	OVER 20,000 TO 200,000	₱ 1,398.00
	OVER 200,000 TO 400,000	₱ 5,592.00
	FOR EVERY ADDITIONAL 4,000 LTS OR FRACTION THEREOF, IN EXCESS OF 400,000	₱ 35.00
	OTHER FLAMMABLE GASES	
	STORAGE CAPACITY (IN LTRS)	ANNUAL FEES
	FROM 20 TO 100	₱ 21.00
	OVER 100 TO 400	₱ 42.00
	OVER 400 TO 2,000	₱ 126.00
	OVER 2,000 TO 8,000	₱ 252.00
	OVER 8,000 TO 40,000	₱ 630.00
	OVER 40,000 TO 200,000	₱ 1,259.00
	OVER 200,000 TO 400,000	₱ 1,888.00
	OVER 400,000	₱ 3,146.00



MATRIX FOR REGULATORY FEES FOR NEW & RENEW BUSINESS PERMIT REGISTRATION TO BE COLLECTED BY MUNICIPAL TREASURER'S OFFICE COLLECTOR		
2.2.2 MAYOR'S BUSINESS PERMIT FEE		
RATIONALIZED FEES AND CHARGES using Local Fees and Charges (LFC) Toolkit		
	FEE	
MANUFACTURERS/PRODUCERS	P1,200.00	
IMPORTERS/EXPORTERS	P2,000.00	
BANKS & OTHER FINANCIAL INSTITUTIONS	P2,800.00	
CONTRACTORS/SERVICES ESTABLISHMENTS	P1,700.00	
WHOLESALE/DEALERS/DISTRIBUTORS	P1,000.00	
RETAILERS	P 600.00	
OTHER BUSINESSES	P 700.00	
OTHER REGULATORY FEES		
SEPARATE PERMIT FEE ON "SIN GOODS"		
RETAIL OF FOREIGN LIQUOR	₱	600.00
DEALERS OF FOREIGN LIQUOR	P	2,000.00
RETAILER OF DOMESTIC LIQUOR	₱	600.00
DEALER OF DOMESTIC LIQUOR	P	2,000.00
RETAILER OF DISTILLED SPIRITS	₱	600.00
RETAILER OF FERMENTED LIQUORS	₱	600.00
RETAILER OF MANUFACTURED TOBACCO	P	600.00
DEALER OF MANUFACTURED TOBACCO	₱	2,000.00
DEALER OF TOBACCO	₱	2,000.00
AMUSEMENT PLACES (OTHER BUSINESS)	₱	1,700.00
GOLF COURSES, ETC. (OTHER BUSINESS)	₱	1,700.00
ON PACKING FACILITY USED FOR AGICULTURAL PRODUCTS FOR EXPORT		
300 SQ. M – BELOW	P1,000.00/P. PLANT	
301 SQ. M – 500 SQ. M.	P2,000.00/P. PLANT	
501 SQ. M -700 SQ. M.	P3,000.00/P. PLANT	
701 SQ. M – ABOVE	P4,000.00/P. PLANT	
WEIGHTS & MEASURES SEALING FEE		
LINEAR METRIC MEASUREMENT		
NOT OVER 1 MTR	₱	50.00
MEASURE OVER 1 MTR.	₱	70.00
METRIC MEASURES ON CAPACITY		
NOT OVER 10 LTRS	₱	50.00
OVER 10 LTRS	₱	70.00
METRIC INSTRUMENTS OF WEIGHTS		
NOT MORE THAN 30 KGS	₱	75.00
30 KGS – 300 KGS	₱	100.00
301 KGS – 3,000 KGS	₱	120.00
3,001 ABOVE	₱	150.00
APOTHECARY BALANCE OF PRECISION	P120.00	
BALANCE W/ COMPLETE SET OF WEIGHTS		
BALANCE WITH COMPLETE SET OF WEIGHTS	₱	120.00
FOR EACH EXTRA WEIGHT	₱	150.00
SANITARY INSPECTION FEE		
A. FOR HOUSE FOR RENT, BOARDING HOUSE, INN, APARTELE	₱	200.00
B. FOR EACH BUSINESS, INDUSTRIAL, AGRL. ESTABLISHMENT		



	AREA IS 20 SQ.M. BELOW	₱	150.00
	21 SQ.M.- 50 SQ.M.	₱	200.00
	51 SQ.M. – 100 SQ.M.	₱	300.00
	101 SQ.M. – 200 SQ.M.	₱	400.00
	201 SQ.M. – more	₱	550.00
SANITARY INSPECTION CERTIFICATE FEE		₱	100.00
OCCUPATIONAL FEE-FOR WORKERS	FOR HAZARDOUS, or ALL OTHER WORKS	₱	175.00
STORAGE FEE-FOR GAS STATION			
	500 – 2,000 LTRS	₱	1,000.00
	2,001 – 5,000 LTRS	₱	2,000.00
	5,001 – 20,000 LTRS	₱	3,500.00
	20,001 – over 100,000 LTRS	₱	5,000.00
COMBUSTIBLE, FLAMMABLE OR EXPLOSIVE, e.g. LPG RETAILERS		₱	4,000.00
PERMIT FEE FOR INTERNET CAFÉ OPERATIONS			
	PER UNIT	₱	250.00
	ADD'L UNIT THEREAFTER	₱	150.00
REGISTRATION FEE FOR AGR'L. MACHINERY AND OTHER HEAVY EQUIPMENTS			
		FEE PER ANNUM	
AGRICULTURAL MACHINERY			
	HAND TRACTORS	₱	250.00
	LIGHT TRACTORS	₱	300.00
	HEAVY TRACTORS	₱	500.00
	MECHANIZED THRESHER	₱	300.00
	MANUAL THRESHER	₱	200.00
	HARVESTER	P	500.00
	ROTOR	P	500.00
	BAO BAO	P	200.00
OTHER HEAVY EQUIPMENTS			
	FORKLIFT	₱	500.00
	HEAVY GRADERS	₱	500.00
	LIGHT GRADERS	₱	400.00
	BULLDOZER	P	1,000.00
	CARGO TRUCK	₱	500.00
	DUMP TRUCK	₱	1,000.00
	ROAD ROLLERS	₱	500.00
	PAYLOADER	₱	1,000.00
	PRIME MOVER/FLATBED	₱	500.00
	BACKHOE	₱	1,000.00
	ROCK CRUSHER	₱	1,000.00
	BATCHING PLANT	₱	1,000.00
	TRANSIT/MIXER TRUCK	₱	1,000.00
	CRANE	₱	1,000.00
	ALL OTHER NOT ENUMERATED	₱	500.00
PERMIT FEE FOR INSPECTION OF MACHINERIES AND ENGINES – ANNUAL			
INTERNAL COMBUSTION ENGINES, GENERATORS & OTHER MACHINES PROPELLED BY ELECTRIC MOTORS			
	2HP – BELOW	₱	100.00
	5HP – 3HP	₱	200.00
	10 HP – 6HP	₱	300.00



	14HP – 11HP	₱	400.00	
	15 HP – ABOVE	₱	500.00	
OTHER STATIONARY ENGINES OR MACHINES				
	3HP – BELOW	₱	200.00	
	5HP – 3HP	₱	300.00	
	10 HP – 6HP	₱	400.00	
	14HP – 11HP	₱	500.00	
	ABOVE 14HP	₱	600.00	
PERMIT FEE FOR COCKPITS OWNERS/OPERATORS/LICENSEES/PROMOTERS AND COCKPIT PERSONNEL				
FROM OWNER/OPERATOR/LICENSEES OF THE COCKPIT				
	ANNUAL COCKPIT PERMIT FEE	₱	15,000.00	
FROM COCKPIT PERSONNEL				
	PROMOTERS/HOST	₱	700.00	
	PIT MANAGER	₱	700.00	
	REFEREE	₱	700.00	
	BET TAKER (KRISTO/LLAMADOR)	₱	700.00	
	BET MANAGER (MACIADOR/KASADOR)	₱	700.00	
	GAFFER “MANANARI”	₱	700.00	
	CASHIER	₱	700.00	
	DERBY MATCHMAKER	₱	700.00	
BUSINESS PLATE FEE		₱	150.00	
GARBAGE FEE				
	BUSINESS ESTABLISHMENT AREA AS BASIS			
	20 SQ. M – BELOW	₱	360.00	
	21 SQ. M – 50 SQ. M.	₱	420.00	
	51 SQ. M – 100 SQ. M.	₱	480.00	
	101 SQ. M – ABOVE	₱	500.00	



23. Mayor's Permit on Business – Renew

A license or permit for the privilege of conducting business within the municipality.

Office or Division:		Mayor's Office- Business Permits & License Section		
Classification:		Simple		
Type of Transaction:		Government to Business		
Who may avail:		All persons, juridical entities who conduct or engage in any business trade within the territorial jurisdiction of the municipality		
CHECKLIST OF REQUIREMENTS			Where to secure	
PER JMC 01-2016 RENEW				
Basis for computing taxes, fees and charges (e.g. Income Tax Return)			Bureau of Internal Revenue or at your bookkeeper	
Barangay Clearance			Business Permit and License office (per DILG MC 2019-177 dated October 17, 2019)	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requirements	1. Verify the completeness of requirements, assess payment of taxes, regulatory fees and charges. Submit on-line the assessment to the BPLO for final assessment and approval (thru ETRACS system)	None	10 Minutes	<i>License Inspector I</i>
	1.1. Review the submitted (on-line) unified form and approve the assessment. If not approved, the unified form shall be returned (on-line) to the business assessor for re-assessment. If approved, the BPLO shall change the status (on-line) to for payment		2 Minutes	<i>Computer Operator IV</i>
	1.2. Print the unified form and requires the client to affix its signature on the space provided, advice the client to pay fire safety inspection certificate (FSIC) fee at the co-located BFP collector and proceed to		2 Minutes	<i>License Inspector I</i>



	Municipal Treasurer's Office to pay taxes, fee and charges as computed.			
2. Pay the FSIC fee at co- located BFP collector and proceed to Municipal Treasurer's Office to pay taxes, fees and charges, as computed	2. Accept the FSIC payment and issue official receipt and advise client to proceed to Municipal Treasurer's Office.	(see payment matrix)	5 Minutes	<i>BBFP designated collector</i> <i>Revenue Collection Clerk I</i>
3. Submit the unified form with official receipt of mayor's permit fee, FSIC and community tax certificate tax (cedula) attached and signs in at logbook indicating receipt of the approved business permit, sticker and occupational ID card for workers.	3.1 Process and release the approved mayor's business permit and advise the client that the inspection from regulatory offices will follow	None	6 Minutes	<i>License Inspector II</i>
		Total payment fee: (see payment matrix)	Total processing time: 25 minutes	



MATRIX FOR FIRE SAFETY INSPECTION CERTIFICATE FEE AND STORAGE FEE OF LPG RETAILERS AND OTHER FLAMMABLE GASES TO BE COLLECTED BY BUREAU OF FIRE PROTECTION COLLECTOR

2.1.1 FOR FIRE SAFETY INSPECTION CERTIFICATE FEE (FSIC FEE) 15% OF TOTAL AMOUNT OF REGULATORY FEES BUT IN NO CASE SHALL BE LOWER THAN P500.00

2.1.2 PAY STORAGE FEE (FOR RETAILERS OF FLAMMABLE GAS ONLY) (PER R.A. 9514)

LPG RETAILERS		ANNUAL FEES	
STORAGE CAPACITY (IN LTRS)			
200 AND BELOW	P		70.00
OVER 200 TO 2,000	P		140.00
OVER 2,000 TO 8,000	P		280.00
OVER 8,000 TO 20,000	P		699.00
OVER 20,000 TO 200,000	P		1,398.00
OVER 200,000 TO 400,000	P		5,592.00
FOR EVERY ADDITIONAL 4,000 LTS OR FRACTION THEREOF, IN EXCESS OF 400,000	P		35.00
OTHER FLAMMABLE GASES		ANNUAL FEES	
STORAGE CAPACITY (IN LTRS)			
FROM 20 TO 100	P		21.00
OVER 100 TO 400	P		42.00
OVER 400 TO 2,000	P		126.00
OVER 2,000 TO 8,000	P		252.00
OVER 8,000 TO 40,000	P		630.00
OVER 40,000 TO 200,000	P		1,259.00
OVER 200,000 TO 400,000	P		1,888.00
OVER 400,000	P		3,146.00

MATRIX FOR GRADUATED TAX FOR RENEW AND RETIRE BUSINESS PERMIT TO BE ASSESSED AND COLLECTED BY MUNICIPAL TREASURER'S OFFICE BUSINESS ASSESSOR AND COLLECTOR

2.2.1 TAX - A GRADUATED TAX SHALL BE PAID FOR EVERY CLASSIFICATION OF BUSINESS LISTED HEREUNDER

a. ON MANUFACTURERS, ASSEMBLERS, REPACKERS, PROCESSORS, BREWERS, DISTILLERS, RECTIFIERS, AND COMPOUNDERS OF LIQUOR, DISTILLED SPIRITS, AND WINES OR MANUFACTURERS OF ANY ARTICLE OF COMMERCE OF WHATEVER KIND OR NATURE IN ACCORDANCE WITH THE FOLLOWING SCHEDULES:

AMOUNT OF GROSS SALES/RECIPTS FOR THE PRECEDING CALENDAR YEAR (PHP)	TAX PER ANNUM (PHP)	
LESS THAN 10,000.00	P	226.88
10,000.00 OR MORE BUT LESS THAN 15,000.00	P	302.50
15,000.00 OR MORE BUT LESS THAN 20,000.00	P	415.25
20,000.00 OR MORE BUT LESS THAN 30,000.00	P	605.00
30,000.00 OR MORE BUT LESS THAN 40,000.00	P	907.50

40,000.00 OR MORE BUT LESS THAN 50,000.00	P	1,134.38
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50,000.00 OR MORE BUT LESS THAN 75,000.00	₱	1,815.00
75,000.00 OR MORE BUT LESS THAN 100,000.00	₱	2,268.75
100,000.00 OR MORE BUT LESS THAN 150,000.00	₱	3,025.00
150,000.00 OR MORE BUT LESS THAN 200,000.00	₱	3,781.25
200,000.00 OR MORE BUT LESS THAN 300,000.00	₱	5,293.75
300,000.00 OR MORE BUT LESS THAN 500,000.00	₱	7,562.50
500,000.00 OR MORE BUT LESS THAN 750,000.00	₱	11,000.00
750,000.00 OR MORE BUT LESS THAN 1,000,000.00	₱	13,750.00
1,000,000.00 OR MORE BUT LESS THAN 2,000,000.00	₱	18,906.25
2,000,000.00 OR MORE BUT LESS THAN 3,000,000.00	₱	22,687.50
3,000,000.00 OR MORE BUT LESS THAN 4,000,000.00	₱	27,225.00
4,000,000.00 OR MORE BUT LESS THAN 5,000,000.00	₱	31,762.50
1,000,000.00 OR MORE BUT LESS THAN 2,000,000.00	₱	33,515.63
6,500,000.00 OR MORE	AT A RATE NOT EXCEEDING FIFTY - ONE AND FIFTY SIX PERCENT (51.56% OF ONE PERCENT (1% IN EXCESS OF P6,500,000.00	
b. ON WHOLESALERS, DISTRIBUTORS, EXPORTERS, IMPORTERS, PRODUCERS OR DEALERS IN ANY ARTICLE OF COMMERCE OF WHATEVER KIND OR NATURE IN ACCORDANCE WITH THE FOLLOWING SCHEDULES:		
AMOUNT OF GROSS SALES/RECIPTS FOR THE PRECEDING CALENDAR YEAR (PHP)	TAX PER ANNUM (PHP)	
LESS THAN 1,000.00	₱	24.75
1,000.00 OR MORE BUT LESS THAN 2,000.00	₱	45.38
2,000.00 OR MORE BUT LESS THAN 3,000.00	₱	68.75
3,000.00 OR MORE BUT LESS THAN 4,000.00	₱	99.00
4,000.00 OR MORE BUT LESS THAN 5,000.00	₱	137.50
5,000.00 OR MORE BUT LESS THAN 6,000.00	₱	166.38
6,000.00 OR MORE BUT LESS THAN 7,000.00	₱	196.63
7,000.00 OR MORE BUT LESS THAN 8,000.00	₱	226.88
8,000.00 OR MORE BUT LESS THAN 10,000.00	₱	257.13
10,000.00 OR MORE BUT LESS THAN 15,000.00	₱	302.50
15,000.00 OR MORE BUT LESS THAN 20,000.00	₱	378.13
20,000.00 OR MORE BUT LESS THAN 30,000.00	₱	453.75
30,000.00 OR MORE BUT LESS THAN 40,000.00	₱	605.00
40,000.00 OR MORE BUT LESS THAN 50,000.00	₱	907.50
50,000.00 OR MORE BUT LESS THAN 75,000.00	₱	1,361.25
75,000.00 OR MORE BUT LESS THAN 100,000.00	₱	1,805.00
100,000.00 OR MORE BUT LESS THAN 150,000.00	₱	2,571.25
150,000.00 OR MORE BUT LESS THAN 200,000.00	₱	3,327.50
200,000.00 OR MORE BUT LESS THAN 300,000.00	₱	4,537.50



300,000.00 OR MORE BUT LESS THAN 500,000.00	₱	6,050.00
500,000.00 OR MORE BUT LESS THAN 750,000.00	₱	9,075.00
750,000.00 OR MORE BUT LESS THAN 1,000,000.00	₱	12,100.00
1,000,000.00 OR MORE BUT LESS THAN 2,000,000.00	₱	13,750.00
2,000,000.00 OR MORE	AT A RATE NOT EXCEEDING SIXTY EIGHT & 75 PERCENT (68.75%) OF ONE PERCENT (1%) IN EXCESS OF P2,000,000.00	
c. ON EXPORTERS, AND ON MANUFACTURERS, MILLERS, PRODUCERS, WHOLESALERS, DISTRIBUTORS, DEALERS OR RETAILERS OF ESSENTIAL COMMODITIES ENUMERATED HEREUNDER AT A RATE NOT EXCEEDING ONE-HALF (1/2) OF THE RATES PRESCRIBED UNDER SUBSECTION (a), (b) AND (d)		
1. RICE, CORN;		
2. WHEAT, BANANA FLOUR OR CASSAVA FLOUR, MEAT, DAIRY PRODUCTS, LOCALLY MANUFACTURED, PROCESSED OR PRESERVED FOOD, SUGAR, SALT AND AGRICULTURAL MARINE, AND FRESH WATER PRODUCTS, WHETHER IN THEIR ORIGINAL STATE OR NOT,		
3. COOKING OIL AND COOKING GAS;		
4. LAUNDRY SOAP, DETERGENTS AND MEDICINE;		
5. AGRICULTURAL IMPLEMENTS, EQUIPMENT AND POST-HARVEST FACILITIES, FERTILIZERS, PESTICIDES, INSECTICIDES, HERBICIDES AND OTHER FARM INPUTS;		
6. POULTRY FEEDS AND OTHER ANIMAL FEEDS;		
7, SCHOOL SUPPLIES; AND		
8. CEMENT		

d. ON RETAILERS		
AMOUNT OF GROSS SALES/RECIPTS FOR THE PRECEDING CALENDAR YEAR (PHP)	RATE OF TAX PER ANNUM (PHP)	
400,000 OR LESS	2.75%	
MORE THAN 400,000.00	1.375%	
THE RATE OF TWO POINT SEVENTY FIVE PERCENT (2.75%) PER ANNUM SHALL BE IMPOSED ON SALES NOT EXCEEDING FOUR HUNDRED THOUSAND PESOS (P400,000.00) WHILE THE RATE OF ONE POINT THREE SEVEN FIVE PERCENT (1.375%) PER ANNUM SHALL BE IMPOSED ON SALES IN EXCESS OF THE FIRST FOUR HUNDRED THOUSAND PESOS (P400,000.00)		
e) ON CONTRACTORS AND OTHER INDEPENDENT CONTRACTORS IN ACCORDANCE WITH THE FOLLOWING SCHEDULE:		
LESS THAN 5,000.00	₱	37.81
5,000.00 OR MORE BUT LESS THAN 10,000.00	₱	84.70
10,000.00 OR MORE BUT LESS THAN 15,000.00	₱	143.69
15,000.00 OR MORE BUT LESS THAN 20,000.00	₱	226.88
20,000.00 OR MORE BUT LESS THAN 30,000.00	₱	378.13
30,000.00 OR MORE BUT LESS THAN 40,000.00	₱	529.38



40,000.00 OR MORE BUT LESS THAN 50,000.00	₱	756.25
50,000.00 OR MORE BUT LESS THAN 75,000.00	₱	1,210.00
75,000.00 OR MORE BUT LESS THAN 100,000.00	₱	1,815.00
100,000.00 OR MORE BUT LESS THAN 150,000.00	₱	2,722.50
150,000.00 OR MORE BUT LESS THAN 200,000.00	₱	3,630.00
200,000.00 OR MORE BUT LESS THAN 250,000.00	₱	4,991.25
250,000.00 OR MORE BUT LESS THAN 300,000.00	₱	6,352.50
300,000.00 OR MORE BUT LESS THAN 400,000.00	₱	8,470.00
400,000.00 OR MORE BUT LESS THAN 500,000.00	₱	11,343.75
500,000.00 OR MORE BUT LESS THAN 750,000.00	₱	12,718.75
750,000.00 OR MORE BUT LESS THAN 1,000,000.00	₱	14,093.75
1,000,000.00 OR MORE BUT LESS THAN 2,000,000.00	₱	15,812.50
2,000,000.00 OR MORE		
AT RATE NOT EXCEEDING SIXTY EIGHT POINT SEVENTY FIVE PERCENT (68.75%) OF ONE PERCENT (1%) IN EXCESS OF P2,000,000.00		
PROVIDED THAT IN NO CASE SHALL THE TAX ON GROSS SALE OF P2,000,000.00 OR MORE BE LESS THAN P15,812.50		



f) ON BANKS AND OTHER FINANCIAL INSTITUTIONS, AT THE RATE OF SIXTY EIGHT POINT SEVENTY FIVE PERCENT OF ONE PERCENT (68.75% OF 1%) OF THE GROSS RECEIPTS OF THE PRECEDING CALENDAR YEAR DERIVED FROM INTEREST, COMMISSIONS AND DISCOUNTS FROM LENDING ACTIVITIES, INCOME FROM FINANCIAL LEASING, DIVIDENDS, RENTALS ON PROPERTY, AND PROFIT FROM EXCHANGE OR SALE OF PROPERTY, INSURANCE PREMIUM. ALL OTHER INCOME AND RECEIPTS NOT HEREIN ENUMERATED SHALL BE EXCLUDED IN THE COMPUTATION OF THE TAX

g) ALL ACTIVITIES CONSISTING ESSENTIALLY OF THE SALES OF SERVICES FOR A FEE

LESS THAN 5,000.00	₱	37.81
5,000.00 OR MORE BUT LESS THAN 10,000.00	₱	84.70
10,000.00 OR MORE BUT LESS THAN 15,000.00	₱	143.69
15,000.00 OR MORE BUT LESS THAN 20,000.00	₱	226.88
20,000.00 OR MORE BUT LESS THAN 30,000.00	₱	378.13
30,000.00 OR MORE BUT LESS THAN 40,000.00	₱	529.38
40,000.00 OR MORE BUT LESS THAN 50,000.00	₱	756.25
50,000.00 OR MORE BUT LESS THAN 75,000.00	₱	1,210.00
75,000.00 OR MORE BUT LESS THAN 100,000.00	₱	1,815.00
100,000.00 OR MORE BUT LESS THAN 150,000.00	₱	2,722.50
150,000.00 OR MORE BUT LESS THAN 200,000.00	₱	3,630.00
200,000.00 OR MORE BUT LESS THAN 250,000.00	₱	4,991.25
250,000.00 OR MORE BUT LESS THAN 300,000.00	₱	6,352.50
300,000.00 OR MORE BUT LESS THAN 400,000.00	₱	8,470.00
400,000.00 OR MORE BUT LESS THAN 500,000.00	₱	11,343.75
500,000.00 OR MORE BUT LESS THAN 750,000.00	₱	12,718.75
750,000.00 OR MORE BUT LESS THAN 1,000,000.00	₱	14,093.75
1,000,000.00 OR MORE BUT LESS THAN 2,000,000.00	₱	15,812.50
2,000,000.00 OR MORE		

AT RATE NOT
EXCEEDING SIXTY
EIGHT POINT
SEVENTY FIVE
PERCENT (68.75%) OF
ONE PERCENT (1%)
IN EXCESS OF
P2,000,000.00

PROVIDED THAT IN NO CASE SHALL THE TAX ON GROSS SALE OF P2,000,000.00 OR MORE BE LESS THAN P15,812.50

h) PEDDLERS TAX **P50.00 ANNUALLY**



24. Retirement of Business and Issuance of Certification for Retirement

For the purpose, this means that the business operations are stopped completely.

Office or Division:		Mayor's Office- Business Permits and Licensing Section			
Classification:		Simple			
Type of Transaction:		Government to Business			
Who may avail:		All persons, juridical entities who conduct or engage in any business trade within the territorial jurisdiction of the municipality			
CHECKLIST OF REQUIREMENTS			Where to secure		
Sworn Statement of gross sales of the current year			Applicant		
Current/latest business permit			Applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1.Submit the Requirements	1. Verify the completeness of requirements, assess payment of taxes and charges. Submit on-line the assessment to the BPLO for final assessment and approval (thru ETRACS system)	None	10 minutes	License Inspector I	
	1.1 Review the submitted (on-line) unified form and approval of assessment. If not approved, the unified form shall be returned (on-line) to the business assessor for re-assessment. If approved, the BPLO shall change the status (on-line) to for payment	None	2 minutes	Computer Operator IV	
	1.2 Print the unified form and require the client to affix its signature on the space provided, advise the client to proceed to Municipal Treasurer's Office to pay taxes and charges as computed.	None	2 minutes	License Inspector I	



2. Proceed to the Treasurer's Office to pay taxes and charges, as computed	2. Accepts payment of business tax and charges and advice to proceed back to BPLS to claim certification for business retirement	(refer to payment matrix)	5 minutes	<i>Revenue Collection Clerk I</i>
3. Submit the unified form with official receipt and sign at logbook indicating receipt of retirement of business certification	3. Process and release the approved certification for retirement of business	None	5 Minutes	<i>License Inspector I</i>
		Total payment fee: (see payment matrix) and certification fee P 100.00	Total processing time: 24 Minutes	



25. Registration and Permit to Operate Drone

Office or Division:	Mayor's Office- Business Permits & License Section			
Classification:	Simple			
Type of Transaction:	Government to Business, Government to Citizen			
Who may avail:	Any person of legal age, natural or juridical and not contrary to existing laws			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
New				
Community tax certificate (cedula)		Municipal Treasurer's Office		
Official receipt with amount P1,000.00		Municipal Treasurer's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requirements	1. Verify the completeness of requirements, process the requested Registration and Permit to Operate a Drone and advice the applicant to wait for the release of approved permit	None	20 minutes	License Inspector I
2. Sign the logbook and receive the permit to operate a drone	2. Hand in logbook and release the permit	None	2 minutes	License Inspector I
		Total payment fee: None	Total processing time 22 minutes	



26. Permit for Temporary Use of Roads, Streets, Sidewalks, Alleys, Patios, Plaza, and Playgrounds

A document issued to any person that shall temporarily use and/or occupy a road, street, sidewalk, alley, patio, plaza, playground or portion thereof in this municipality in connection with construction works and/or other purposes

Office or Division:		Mayor's Office- Business Permits & License Section		
Classification:		Simple		
Type of Transaction:		Government to Citizen		
Who may avail:		Any person of legal age, natural or juridical and not contrary to existing laws		
CHECKLIST OF REQUIREMENTS		Where to secure		
Community tax certificate (cedula)		Municipal Treasurer's Office		
Current/latest business permit		Applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requirements to receiving officer	1. Verify the completeness of requirements, interviews and issues order of payment and advice applicant to pay at Municipal Treasurer's Office	None	2 Minutes	<i>License Inspector I</i>
2. Proceed to the Municipal Treasurer's Office to pay permit fee	2. Accept the payment for the permit fee and issues official receipt, advice applicant to proceed back to BPLS after paying	For construction P100.00/sq. m per week or fraction thereof b) others P5.50/sq.m. per day	5 Minutes	<i>Revenue Collection Clerk I</i>
3. Submit the official receipt of permit fee	3. Process and advise the client to wait for the release of approved permit	None	20 Minutes	<i>License Inspector I</i>
4. Sign the logbook and receive the permit	4. Hand in logbook and releases approved permit	None	2 Minutes	<i>License Inspector I</i>
		Total payment fee: (depends on the schedule)	Total processing time 29 minutes	



27. Permit for Circus and Other Parades

A document issued to any person or business on every circus and other parades using banners, floats or musical instruments carried on in this municipality

Office or Division:	Mayor's Office- Business Permits & License Section			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Any person of legal age, natural or juridical and not contrary to existing laws			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Community tax certificate (CEDULA)		Municipal Treasurer's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements to receiving officer	1. Verify completeness of requirements, interviews and issues order of payment and advice applicant to pay at Municipal Treasurer's Office	None	2 Minutes	License Inspector I
2. Proceed to the Municipal Treasurer's Office to pay permit fee	2. Accept the payment of permit fee and issues official receipt, advice applicant to proceed back to BPLS after paying	P200.00 per day	5 Minutes	Revenue Collection Clerk I
3. Submit the official receipt of permit fee	3. Process and advise the client to wait for the release of approved permit	None	20 Minutes	License Inspector I
4. Sign the logbook and receive the permit	4. Hand in the logbook and releases approved permit	None	2 Minutes	License Inspector I
		Total payment fee: P200.00/ day	Total processing time 29 minutes	



28. Permit for the Conduct of Group Activities

A document issued to any person or business on the conduct, or hold program, or activity involving the grouping of people within this municipality for every occasion of not more than twenty-four (24) hours.

Office or Division:		Mayor's Office- Business Permits & License Section			
Classification:		Simple			
Type of Transaction:		Government to Citizen, Government to Business			
Who may avail:		Any person of legal age, natural or juridical and not contrary to existing laws			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
Community tax certificate (CEDULA)			Municipal Treasurer's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Submit the requirements to the receiving officer	1. Verify completeness of requirements, interviews and issues order of payment and advice applicant to pay at Municipal Treasurer's Office	None	2 Minutes	License Inspector I	
2. Proceed to the Municipal Treasurer's Office to pay permit fee	2. Accept payment of permit fee and issues official receipt, advice applicant to proceed back to BPLS after paying	(refer to Matrix schedule)	5 Minutes	Revenue Collection Clerk I	
3. Submit official receipt of permit fee	3. Process and advice the client to wait for the release of approved permit	None	20 Minutes	License Inspector I	
4. Sign the logbook and receive the permit	4. Hand in logbook and releases approved permit	None	2 Minutes	License Inspector I	
		Total payment fee: (refer to Matrix schedule)	Total processing time 29 minutes		

MATRIX FOR PAYMENT SCHEDULE FOR PERMIT FEE FOR THE CONDUCT OF GROUP ACTIVITIES

Conference, meetings, rallies and demonstrations in outdoor, in parks, plazas, roads/streets	P200.00
Dances/Fashion Shows/Live Bands	P500.00
Coronation and Ball	P200.00
Promotional/Caravan Sales	P300.00
Disco/Concert	P500.00
Other Group Activities	P200.00



29. Permit for the Recruitment Activities

A document issued to any person or business on the conduct of recruitment for job placement local or for abroad.

Office or Division:	Mayor's Office- Business Permits & License Section			
Classification:	Simple			
Type of Transaction:	Government to Business			
Who may avail:	Any person of legal age, natural or juridical and not contrary to existing laws			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Community tax certificate (cedula)		Municipal Treasurer's Office		
Special Recruitment Authority		Public Employment Services Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requirements to the receiving officer	1. Verify completeness of requirements, interview and issue order of payment and advice applicant to pay at Municipal Treasurer's Office	None	2 Minutes	License Inspector I
2. Proceed to the Municipal Treasurer's Office to pay permit fee	2. Accept payment of permit fee and issue official receipt, advice applicant to proceed back to BPLS after paying	(refer to Matrix schedule)	5 Minutes	Revenue Collection Clerk I
3. Submit the official receipt of permit fee	3. Process and advice the client to wait for the release of approved permit	None	20 Minutes	License Inspector I
4. Sign at logbook and receive the permit	4. Hand in logbook and releases approved permit	None	2 Minutes	License Inspector I
		Total payment fee: (refer to Matrix schedule)	Total processing time 29 minutes	

MATRIX FOR PAYMENT SCHEDULE FOR PERMIT FEE FOR THE RECRUITMENT ACTIVITIES

For Overseas Recruitment Fee – per schedule regardless of the number of days covered by the Special Recruitment Authority at a given period	P1,000.00
For local Recruitment Fee – per activity regardless of the number of applicants recruited	P500.00



30. Issuance of Bidding Documents

Document issued to suppliers, contractors and consultants in order to participate in the bidding.

Office or Division:		Mayor's Office- Supply Office		
Classification:		Simple		
Type of Transaction:		Government to Business		
Who may avail:		All Suppliers, Contractors and Consultants		
CHECKLIST OF REQUIREMENTS		Where to secure		
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request Availability of Bidding Documents	1. Issue Payment Order Slip and advise to proceed to the Municipal Treasurer's Office	None	5 minutes	<i>Administrative Officer I</i> <i>Administrative Aide VI</i>
2. Proceed to Municipal Treasurer's Office to pay the bidding document fee	2. Receive the payment and issue official receipt	(refer to payment matrix)	5 Minutes	<i>Revenue Collection Clerk I</i>
3. Present the official receipt to BAC-Secretariat and receive Bid Documents	3. Check the official receipt and issue bidding document	None	3 Minutes	<i>Administrative Officer I</i> <i>Administrative Aide VI</i>
		Total payment fee: (see payment matrix)	Total processing time: 13 minutes	



BIDDING DOCUMENTS FEE

Approve Budget for the Contract	Maximum Cost of Bidding Documents (In Philippine Peso)
500,000 and below	500.00
More than 500,000 up to 1 Million	1,000.00
More than 1 Million up to 5 Million	5,000.00
More than 5 Million up to 10 Million	10,000.00
More than 10 Million up to 50 Million	25,000.00
More than 50 Million up to 500 Million	50,000.00
More than 500 Million	75,000.00
Special Permit (Valid for One (01) year)	
On Manufacturers/Producers	1,200.00
On Importers/Exporters	2,000.00
On Banks and Other Financial Institutions/Insurance	2,800.00
On Contractors/Services Establishments	1,700.00
On Wholesalers/Dealers or Distributors	1,000.00
On Retailers	600.00
On Other Business	700.00



31. Submission/ Receipt Opening of Bid and Bid Evaluation

Dropping of bid documents/ legal, financial and technical for the bid and awards committee for checking and evaluation.

Office or Division:		Mayor's Office- Supply Office		
Classification:		Simple		
Type of Transaction:		Government to Business		
Who may avail:		All Suppliers, Contractors and Consultants		
CHECKLIST OF REQUIREMENTS		Where to secure		
Eligibility Documents (3 copies- original, copy 1, copy 2		Applicant/ Supplier		
Financial Proposal: 3 copies –original, copy 1, copy 2		Applicant/ Supplier		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the BAC-Secretariat Office and signs attendance	1. Hand in the attendance sheets.	None	1 minute	<i>Administrative Officer I</i>
	1.1 Receive the Clients Bid Proposal (Legal, Financial, Technical and Bid Proposal		4 minutes	<i>Administrative Aide VI</i>
2. Witness the Opening of Bid	2. Conduct Opening of Bid and Bid Evaluation	None	3 hours	<i>BAC Members BAC Secretariat</i>
		Total Payment: None	Total Processing Time: 3 hours & 5 minutes	



32. Acceptance & Inspection of Office Supplies/Other Supplies from Suppliers

To receive delivery of all office supplies/ other supplies from suppliers.

Office or Division:		Mayor's Office- Stockroom		
Classification:		Simple		
Type of Transaction:		Government to Business		
Who may avail:		Suppliers		
CHECKLIST OF REQUIREMENTS		Where to secure		
Purchase Order		Supplier		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Purchase Order	1. Check and receives purchase order and items delivered	None	25 minutes	Administrative Aide I
	1.1 Sign the Delivery Receipt	None	1 minute	
		Total Payment fee: None	Total Processing Time: 26 minutes	



33. Screening, Matching & Issuance of Referral Letter

The PESO provides employment assistance to job seekers through referral. Career guidance and counseling are also offered to assist the applicants in going about the recruitment process in different companies.

Office or Division:	Mayor's Office- Public Employment Service Office (PESO)			
Classification:	Simple			
Type of Transaction:	Government to Citizen, Government to Business, Government to Government			
Who may avail:	Jobseekers			
CHECKLIST OF REQUIREMENTS		Where to secure		
Resume with 2"x2" picture (1 copy)		Personal		
Photocopy of Transcript of Record or Diploma (1 copy)		Personal		
Photocopy of Form 138 for High School Graduate		Personal		
Training Certificate, if any		Training Provider (if any)		
Employment Certificate, if any		Previous Employer (in any)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out referral letter and National Skills Registration Program form	1. Release National Skills Registration Program form to be filled out by jobseekers.	None	2 Minutes	Community Affairs Officer II
2. Submit the National Skills Registration Program form and other documents required for validation	2. Receive the NSRP (National Skills Registration Program) form and encode in the PEIS (PESO Employment Information System) 2.1 PESO offers interview tips and guides on writing resume and applications letter 2.2 Assist the clients in choosing the position /job that will match their educational qualification and skills	None	10 Minutes 5 Minutes	Community Affairs Officer II Community Affairs Officer II
3. Receive the Referral Letter	3. Issuance of Referral letter	None	2 Minutes	Community Affairs Officer II
		Total Payment: None	Total Processing Time: 19 minutes	



34. Special Program for Employment of Students (SPES)

To develop the intellectual capacities of children of poor families and harness their potential for the country's well-being; specifically, the Program aims to help poor but deserving students, OSY, and dependents of displaced workers to pursue their education by providing income or augment their income through encouraging their employment.

Office or Division:	Mayor's Office- Public Employment Service Office (PESO)			
Classification:	Highly Technical			
Type of Transaction:	Government to Citizen, Government to Business, Government to Government			
Who may avail:	Students, Out-of-School Youth (OSY) and Dependents of Displaced or would be Displaced Workers and Private Establishment			
CHECKLIST OF REQUIREMENTS		Where to secure		
Filled out SPES application form (spes.dole11.net) (3 copies)		Personal		
Birth certificate/ NSO/PSA (1 copy Photocopy)		Personal		
School Report Card (Average passing grade of the last enrollment or a copy of the original class card/Form 138) (1copy)		School last attended		
Additional requirement for OSY, Certificate of Out-of-School-Youth issued by the authorized barangay official where the OSY resides		Barangay		
Barangay Clearance (1 original copy)		Barangay		
BIR Certification (1 original copy) <i>Requirements for BIR Certification:</i> Certificate of No Land Holding – Parents Certificate of No Business Permit – Parents Barangay Certificate of Low Income – Parents		BIR (Bureau of Internal Revenue) Municipal Assessor's Office Business Permit and Licensing Office Barangay		
For any of the parent/guardian employed: <i>Certified Photocopy of BIR Certification/ ITR with not exceeding the required income of NEDA</i>		Employer and Bureau of Internal Revenue		
2 x 2 ID picture (2 pieces)		Personal		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. Screening of applicants 1. Fills out NSRP Form	1. Require SPES Applicant to fill out the NSRP (National Skills Registration Program) form	None	2 Minutes	<i>Community Affairs Officer II</i>
2. Submit the NSRP form for validation	2. Pre-orient the SPES applicant about the program, its purpose and the supporting documents required to avail the program Sets schedule of PESLA, EXAM and Interview	None	10 Minutes	<i>Community Affairs Officer II</i>
3. Receive Notification on the Schedule Of Examination	3. Inform SPES applicant of the Schedule of SPES, Exam and Interview	None	5 Minutes	<i>Community Affairs Officer II</i>



4. Attend PESLA, EXAM and Interview	4. Facilitate the conduct of PESLA, EXAM and Interview		2 Days	Community Affairs Officer II
5. Receive Notification of Examination Result	5. Inform Qualified SPES applicant 5.1 Sets schedule of SPES Orientation and Contract Signing	None	20 Days	DOLE Personnel Community Affairs Officer II
6. Attend SPES Orientation and Contract Signing	6. Facilitate the conduct of SPES orientation and contract signing	None	4 Hours	Community Affairs Officer II
7. Reports to Office of Assignment	7. Facilitate the conduct of work of assignment	None	30 Minutes	Community Affairs Officer II
B. POST-EMPLOYMENT				
8. Submits Daily Time Record	8. Monitor Attendance, performance & behavior	None	5 Days	Community Affairs Officer II
9. Release of salary	9. Facilitates the release of SPES salary	None	5 Minutes	Administrative Officer III
10. Sign the Termination Report	10. Facilitate the conduct of Signing of Termination report	None	1 Minute	Community Affairs Officer II
11. Participate in Culmination Program	11. Facilitate the conduct of Culmination Program	None	5 Hours	Community Affairs Officer II
		Total payment fee: None	Total processing time: 27 days, 9 hours & 53 minutes	



35. Emergency Employment Program or Tulong Panghanap-Buhay sa ating Displaced/Disadvantaged Workers (Tupad)

TUPAD or Tulong Panghanapbuhay sa ating Disadvantaged/Displaced Workers is a community-based package of assistance that provides emergency employment for displaced workers, underemployed and seasonal workers, for a minimum period of 10 days, but not to exceed a maximum of 30 days, depending on the nature of work to be performed.

Office or Division:		Public Employment Service Office (PESO)		
Classification:		Highly Technical		
Type of Transaction:		Government to Citizen, Government to Business, Government to Government		
Who may avail:		Displaced Workers, Target Beneficiaries		
CHECKLIST OF REQUIREMENTS		Where to secure		
1x1 or 2x2 latest photo		Personal		
Any Gov't issued ID (1 photocopy)		Personal		
Personal/ Group Accident Insurance (can be acquired at any remittance centers) (1 photocopy)		Palawan, Mlhuiller, Cebuana Lhuiller, RD Pawnshop		
1 Filled-out NSRP form (National Skills Registration Program)		PESO Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the National Skills Registration Program (NSRP) Form	1. Require applicant to fill out the NSRP (National Skills Registration Program) form and the Individual Profile Form	None	2 Minutes	Community Affairs Officer II
2. Submit the NSRP form, Individual form and other required documents for validation	2. Receive the NSRP form, Individual form and other required documents for validation 2.1 Schedule TUPAD Orientation and Contract Signing 2.2 Encode NSRP (National Skills Registration Program) form in the PEIS (PESO Employment Information System)	None	30 Minutes 3 Minutes	Community Affairs Officer II Community Affairs Officer II
3. Receive Notification of TUPAD Orientation	3. Inform applicant of the schedule of TUPAD Orientation and Contract Signing	None	2 Minutes	Community Affairs Officer II
4. Attend TUPAD Orientation	4. Facilitate the conduct of TUPAD Orientation and Contract Signing	None	3 Hours	Community Affairs Officer II DOLE Personnel



5. Report to area of assignments	5. Facilitate area of work assignment a. Monitoring of attendance, performance & behavior	None	10 Days	Community Affairs Officer II
6. Submit DTR and accomplishment report	6. Prepare DTR and accomplishment reports and other documents for Submission to DOLE field office 6.1 Submits documents to DOLE (Department of Labor and Employment) office DOLE schedules the date of release for the TUPAD salary	None	2 Days	Community Affairs Officer II DOLE Personnel
7. Receive Notification and Reference Number for payment of salary	7. Facilitate the releasing of reference number	None	2 Minutes	Community Affairs Officer II
		Total payment fee: None	Total processing time: 12 days 3 hours and 39 minutes	



36. Issuance of No Objection Certificate for Special Recruitment Activity (SRA)

One of the major roles of PESO is to guide & assist Employers concerning their recruitment activities and this is being done through the conduct of Job Fair & provincial/Special Recruitment Activity (PRA/SRA). Issuance of No Objection Certificate is prerequisite prior to conduct of the said activities.

Office or Division:	Public Employment Service Office (PESO)			
Classification:	Simple			
Type of Transaction:	Government to Citizen, Government to Business, Government to Government			
Who may avail:	Agencies			
CHECKLIST OF REQUIREMENTS		Where to secure		
Original copies of Letter of Intent (2 copies)		Agency		
Photocopy of Business Permit (1 copy)		Agency		
Photocopy Authority to Operate Branch (1 copy)		POEA (Philippine Overseas Employment Administration)		
Updated/latest Job Order (1 copy)		POEA (Philippine Overseas Employment Administration)		
Photocopy of Certificate of Renewal of POEA Permit (1 copy)		POEA (Philippine Overseas Employment Administration)		
Original Copy of Affidavit of Undertaking (1 copy)		POEA (Philippine Overseas Employment Administration)		
Photocopy of PHILJOBNET Certificate (For Skilled) (1 copy)		DOLE (Department of labor and Employment)		
Original copy of Deployment Report (1 copy)		Agency		
Original copy of SRA Authority		POEA (Philippine Overseas Employment Administration)		
Photocopy of Special Permit/Special Permit (1 copy)		BPLS (Business Permits and Licensing Section)		
Photocopy of Valid Id (Agency Representatives) (1 copy)		Agency		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter of Intent indicating preferred dates of schedule to conduct Special Recruitment Activity (SRA) & submit required documents	1. Receive Letter of Intent & documents. 1.1 Evaluate documents submitted by agency 1.1 Check availability of schedule of SRA Activity	None	10 Minutes	Community Affairs Officer II
2. Receive No Objection Certificate (NOC)	2. Issue No Objection Certificate (NOC) to agency representative (for those with complete documents) and advise them to pay SRA Fee at MTO	None	15 Minutes	Community Affairs Officer II



3. Pay SRA Fee	3. Receive payment and Issue official receipt	P500.00 – SRA Permit P 60.00 – Tarpaulin Special Permit	5 Minutes	Revenue Collection Clerk I
4. Present Official Receipt to BPLO and Receives SRA Permit	4. Prepare and Issue SRA Permit	None	5 Minutes	License Inspector I
5. Conduct Special Recruitment Activity (SRA)	5. Provide area for SRA 5.1 Provide NSRP form to agency	None	1 Minute	Community Affairs Officer II
6. Submit Terminal Report and NSRP Form	6. Get terminal Report from Agency 6.1 Collect filled out NSRP Form	None	2 Minutes	Community Affairs Officer II
		Total payment fee: P 560.00	Total processing time: 38 minutes	



37. Registration of Workers Association

Under PD 442 of the Labor Code of the Philippines, as amended, the DOLE is mandated to process the application for registration of workers’ associations organized for the mutual aid and protection of its members or for other legitimate purposes except collective bargaining in order for them to acquire legal personality.

Office or Division:	Public Employment Service Office (PESO)			
Classification:	Highly Technical			
Type of Transaction:	Government to Citizen, Government to Business, Government to Government			
Who may avail:	Associations			
CHECKLIST OF REQUIREMENTS		Where to secure		
Application Form		PESO		
Name of the association officers and their addresses (1 original and 6 photocopies)		Association		
Minutes of Organizational Meeting (1 original and 6 photocopies)		Association		
List of members (1 original and 6 photocopies)		Association		
Financial Report if in existence for at least one (1) year (1 original and 6 photocopies)		Association		
If less than 1 year, and has not collected any amount, a certification to this effect		Association		
Minutes of Organizational Meeting (1 original and 6 photocopies)		Association		
Constitution and by-laws accompanied by the names and signature of ratifying members (1 original and 6 photocopies)		Association		
Minutes of adoption or ratification of the constitution and by-laws, date/s when ratification was made and list of ratifying members (1 original and 6 photocopies)		Association		
Minutes of adoption or ratification (1 original and 6 photocopies) NOTE: Not required if it's done simultaneously with the organizational meeting and the same is reflected in the minutes of the organizational meeting including the date/s when ratification was made and list of ratifying members.		Association		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to PESO and signs in the logbook	1. Hand in logbook and Issue Guideline/ Checklist for registration to DOLE 1.1 Schedules date for consultation with organization officers & members	None	5 Minutes	Community Affairs Officer II



2. Receive Consultation Services	2. Schedule date for consultation 2.1 Conducts Consultation with members of association	None	30 Minutes	Community Affairs Officer II
3. Submits documents for registration	3. Receive, evaluate documents for registration 3.1 Submits documents and pay registration fee at DOLE 3.2 Follow up Certificate of Registration at DOLE	None P70.00	20 Days	Community Affairs Officer II DOLE Collector
4. Receives Certificate	4. Releases Certificate of Registration to Organization	None	3 Minutes	Community Affairs Officer II
		Total payment fee: P 70.00	Total processing time: 20 days & 38 minutes	



38. OFW Help Desk

The communities of OFWs will be economically and socially developed through investment of migrant earnings in productive and viable economic activities that would stimulate the local economy and provide jobs and alternative sources of income for OFWs, their families and the entire community.

This help desks are established at the local level to attend to the problems and concerns of the OFWs and their families and to provide information on all aspects of overseas employment.

Office or Division:	Public Employment Service Office (PESO)			
Classification:	Complex			
Type of Transaction:	Government to Citizen, Government to Government, Government to Business			
Who may avail:	OFW, OFW Family			
CHECKLIST OF REQUIREMENTS		Where to secure		
Government Issued ID (1 photocopy)		Personal		
OFW Travel documents (if any) (1 photocopy)		OFW or agency (if any)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign the logbook and fills out assistance form	1. Issue request assistance form to applicants to be filled out 1.1 Conduct interview 1.2 Receive documents 1.3 Give initial report to OWWA (Overseas Workers Welfare Administration) , POEA (Philippines Overseas Employment Administration)	None	2 Hours	Community Affairs Officer II Manager OWWA AND POEA
2. Submit required documents	2. Receive submitted documents 2.1 Evaluate documents 2.2 Scan and email the documents to OWWA (Overseas Workers Welfare Administration) 2.3 Advice client to follow-up the case after 3 days	None	3 Days	Community Affairs Officer II



3. Receive updates	3. Inform the client about the case base on the updates provided by OWWA and other related agencies	None	1 Hour	Community Affairs Officer II
		Total payment fee: None	Total processing time: 3 days & 3 hours	



39. Micro Loan for Livelihood Program

This program undertaken jointly by the Department of Labor and Employment Region XI and the Local Government Unit of Kapalung strengthened by both parties in the memorandum of Agreement, designed to help the Informal Sector Workers access financial assistance and capability training to augment their existing business capitalization and harness entrepreneurial capabilities. It is aimed at reducing poverty and creating employment opportunities for the Informal Sector Workers for the attainment of economic empowerment for both male and female and the Lesbian, Gay by sexual Transgender (LGBT) for economic and entrepreneurial development.

Office or Division:		Mayor's Office- PESO		
Classification:		Complex		
Type of Transaction:		Government to Citizen, Government to Business		
Who may avail:		Informal Sector Workers		
CHECKLIST OF REQUIREMENTS		Where to secure		
Barangay Clearance with Dry Seal (1 original copy)		Respective Barangay		
Latest Cedula (3 photocopies)		Respective Barangay or MTO		
Philhealth ID/MDR (3 pcs photocopy)		Applicant		
Certificate of Low-Income Statement (1 original copy)		MSWD Office		
1x 1 ID picture (1 pc.)		Applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign logbook and fill out application form	1. Provide application form to applicant 1.1 Interview and orientation for new and renewal applicants	None	3 Minutes	Community Affairs Officer II
2. Submits filled out application form together with requirements	2. Receives application form and evaluate documents submitted by applicants 2.1 Assessment with TWG and LCE approval 2.2 Preparation of OBR and voucher for processing of Check	None	3 Days	Community Affairs Officer II
3. Claim Loan Proceeds	3. Releases checks	None	3 Minutes	Community Affairs Officer II
		Total payment: None	Total processing Time: 3 days & 6 minutes	



40. Cooperative Management Enhancement Program

Cooperative is a duly registered association of persons with a common bond of interest, who have voluntarily joined together to achieve a lawful common social or economic end, making equitable contributions to the capital required and accepting a fair share of the risks and benefits of the undertaking in accordance with universally accepted cooperative principles.

Office or Division:	Mayor's Office - Cooperative Section			
Classification:	Complex			
Type of Transaction:	Government to Citizen, Government to Business			
Who may avail:	Cooperative Officers			
CHECKLIST OF REQUIREMENTS		Where to secure		
Letter Request 2 copies (1 original, 1 duplicate)		Municipal Cooperative Development Council		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request for the conduct of training/seminar	1. Receive letter request and sets schedule of training	None	1 Hour	Community Affairs Officer II
2. Receive invitation on the scheduled training	2. Issues Invitation to cooperatives on the schedule of training/seminar	None	1 Day	Community Affairs Officer II
3. Attend training/seminar	3. Facilitate the conduct of training/seminar	None	3 Days	Community Affairs Officer II
		Total payment fee: None	Total processing time: 4 days & 1 hour	



41. Informal Settler Household Resettlement

To respond to the increasing number of housing demand most especially in the highly urbanized cities and municipalities, the Urban Development and Housing Act and the Local government Code has devolved the role of housing provision from the national housing agencies to the local government units. LGUs can become more responsive to the housing needs of their respective localities. It is therefore imperative for LGUs to maintain a data bank of these families.

Office or Division:	Mayor's Office- Housing Resettlement Program			
Classification:	Highly Technical			
Type of Transaction:	Government to Citizen			
Who may avail:	Housing Beneficiaries			
CHECKLIST OF REQUIREMENTS		Where to secure		
2x2 ID picture (1 copy)		Beneficiary/ Personal		
Cedula (1 copy)		Municipal Treasurer's Office/ Personal		
Marriage contract/ affidavit of cohabitation (1 photocopy)		NSO/PSA/LCR/Personal		
Barangay Clearance (1 original copy)		Barangay		
Voter's ID/Certification (1 photocopy)		COMELEC/Personal		
Birth Certification of beneficiaries (1 photocopy)		NSO/PSA/LCR/Personal		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out MOA and requirements	1. Provide MOA to beneficiary 1.1 Evaluate completeness and appropriateness of documents 1.2 Orient the beneficiary on the contract of MOA 1.3 Have the MOA signed by the beneficiary and LGU representative and a witness 1.4 Have the MOA notarized by a lawyer	None P 300.00	10 days	Community Affairs Officer II
2. Receive MOA	2. Issue MOA to beneficiary	None	3 minutes	Community Affairs Officer II
		Total payment fee: P 300.00	Total Processing Time: 10 days & 3 minutes	



42. Informal Settler Household Data Banking

As urbanization in the Philippines advances, highly urbanized cities and municipalities find themselves in a situation wherein they have to deal with the overwhelming problem of housing demand in their respective localities. Though urbanization can generate opportunities, there is a need to recognize that it also creates a problem relative to displacement of families. It may pose several problems due to lack of needed resources, relocation sites and rapid growth in population.

Office or Division:	Mayor's Office- Housing Section			
Classification:	Highly Technical			
Type of Transaction:	Government to Citizen, Government to Government			
Who may avail:	Informal Settlers, Shelter Partners, DPWH			
CHECKLIST OF REQUIREMENTS		Where to secure		
Letter Request (1 original copy and 1 duplicate copy)		Municipal Cooperative Development		
Barangay Certification (1 original and 1 duplicate)		Respective Barangay/ Personal		
Court Order (for those affected with judicial proceedings) (1 photocopy)		Personal		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request for the issuance of certification and profiling of families affected by government infrastructure projects, families living in hazardous areas and those affected by court orders	1. Receive letter request for issuance of certification 1.1 Validates request by coordinating with concern barangay or agency 1.2 Coordinates with DSWD for profiling of affected families 1.3 Encoding in the data bank of informal settlers	None	20 Days	Community Affairs Officer II
2. Receives Certification	2. Issue Certification	None	1 Day	Community Affairs Officer II
		Total Payment: None	Total Processing Time: 21 days	



43. Kalikhaan Summer Workshop

The Municipality of Kapalong in its continued endeavor to promote health and wellness among its constituents is devising sports and cultural development program training, workshops and activities that is anchored upon the purpose.

Office or Division:	Mayor's Office- Sports Section			
Classification:	Highly Technical			
Type of Transaction:	Government to Citizen			
Who may avail:	Summer Workshop Participants			
CHECKLIST OF REQUIREMENTS		Where to secure		
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign the logbook & proceed to sports section	1. Instruct/inform client where & whom to approach and show clients list of available events for summer workshop	None	1 Minute	Community Affairs Officer II
2. Fill out registration form	2. Check/verify for completeness of information			
3. Submit the registration form to the sports staff assigned	3. Encode the filled out registration to sports database 3.1 Check/verify correctness & legitimacy of the data 3.1 Inform clients of the schedule of the conduct of summer workshop			
4. Attend summer workshop	4. Facilitate the conduct of summer workshop 4.1 Monitor daily activities per event	None	20 Days	Community Affairs Officer II
		Total Payment: None	Total Processing Time: 20 days & 13 minutes	



44. Employment Coaching

The Public Employment Service Office is mandated to conduct employment coaching to the graduating students to make them ready and increase their chance to become employable.

Office or Division:	Mayor's Office - Public Employment Service Office			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Private, Public and Technical Vocational Schools(for their Grades 12 and Graduating College Students)			
CHECKLIST OF REQUIREMENTS		Where to secure		
1 Original Copy of Request Letter		Private, Public and Technical Vocational Schools		
1 Copy of National Skills Registry Program Form		Public Employment Service Office Information Desk		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter requesting for employment coaching	1. Receive the request letter and confirm schedule with the focal person	None	3 minutes	Administrative Aide I
2. Fill-out the Client Satisfaction Rating Form	2. Receive the Accomplished Client Satisfaction Rating Form	None	3 minutes	Administrative Aide I
3. Attend the employment coaching on the scheduled date and duly fill out the NSRP Form	3. Conduct the employment coaching	None	2 hours	Community Affairs Officer II Administrative Aide I
		Total Payment Fee: None	Total Processing Time: 2 hours and 6 minutes	



45. Career Coaching

This program aims to influence the career decisions of graduating students by exposing them to actual work situations.

Office or Division:		Mayor's Office - Public Employment Service Office		
Classification:		Simple		
Type of Transaction:		Government to Citizen		
Who may avail:		Private, Public and Technical Vocational Schools(for their Grades 12 and Graduating College Students)		
CHECKLIST OF REQUIREMENTS		Where to secure		
1 Original Copy of Request Letter		Private, Public and Technical Vocational Schools		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter requesting for career coaching	1. Receive the request letter and confirm schedule with the focal person	None	3 minutes	<i>Administrative Aide I</i>
2. Fill-out the Client Satisfaction Rating Form	2. Receive the Accomplished Client Satisfaction Rating Form	None	3 minutes	<i>Administrative Aide I</i>
3. Attend the career coaching on the scheduled date and duly fill out the NSRP Form	3. Conduct the employment coaching	None	2 hours	<i>Community Affairs Officer II</i> <i>Administrative Aide I</i>
		Total Payment Fee: None	Total Processing Time: 2 hours and 6 minutes	



46. Job Fair

An employment facilitation strategy aimed to fast-track the meeting of jobseekers and employers/overseas recruitment agencies in one venue at a specific date to reduce cost, time and effort particularly on the part of the applicants. This is open to all unemployed, skilled and unskilled workers, fresh college graduates, graduates of training institutions, displaced workers and employees seeking advancement. During the Jobs Fair, applicants select vacancies suited to their qualifications and employers could interview and hire on the spot qualified workers. Several agencies are invited to provide self-employed and training assistance.

Office or Division:		Mayor's Office - Public Employment Service Office		
Classification:		Simple		
Type of Transaction:		Government to Citizen		
Who may avail:		Any individual Seeking Local or Domestic Jobs		
CHECKLIST OF REQUIREMENTS		Where to secure		
Resume – 1 photocopy Diploma/OTR – 1 photocopy Passport		School DFA		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the NSRP and Shopping Form	1. Give NSRP form and Shopping Form	None	1 minute	<i>Community Affairs Officer II</i>
	1.1 Advise jobseekers to proceed to Job Vacancies Posting Area for shopping of qualify job vacancies		3 minutes	<i>Administration Aide I</i>
2. Give the filled-out NSRP and Shopping Form	2. Check the NSRP Form and Shopping List Form	None	1 minute	<i>Community Affairs Officer II</i>
	2.1 Proceed to Validation Area			<i>Administration Aide I</i>
3. Present Shopping List and Requirements	3. Job Matching	None	2 minutes	<i>Community Affairs Officer II</i>
	3.1 Refer applicants to respective employers			<i>Administration Aide I</i>
		Total Payment Fee: None	Total Processing Time: 7 minutes	



47. Caving Activity

To cater tourists/ guests who want to explore the caves of the Municipality.

Office or Division:	Mayor's Office- Tourism Section			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		Where to secure		
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out registration form at Tourism Office	1. Issue registration form 1.1 Conduct documentation 1.2 Conduct orientation	None	25 Minutes	Administrative Aide VI
2. Pay caving fee	2. Compute payment for caving & issue acknowledgement Receipt 2.1 Forward payment to the MTO 2.2 Issue official receipt	(refer to payment matrix)	10 Minutes	Administrative Aide VI Administrative Aide VI Revenue Collection Clerk I
3. Travel to Sua-on Natures Park	3. Guide and turn over tourists to the local guide and signs logbook	None	45 Minutes	Administrative Aide VI
		Total Payment: (see payment matrix)	Total Processing Time: 1 hour & 20 minutes	

MATRIX FOR CAVING FEE

	Local Tourist	Foreigner Tourist
Reg. fee (Adult)	P 50.00	P 100.00
Booking fee (Per 5 persons)	P 100.00	P 100.00
Equipment rental (Per person)	P 50.00	P 50.00
Certificate (Per person)	P 10.00	P 10.00
Fees to be paid at the site		
Entrance fee	P 20.00	P 20.00
Guide fee (1 guide/guest)	P 400.00	P 400.00



48. Canyoneering Activity

To cater tourists/ guests who want to experience canyoneering activity.

Office or Division:	Mayor's Office- Tourism Section			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		Where to secure		
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out registration form at Tourism Office	1. Issue registration form 1.1 Conducts documentation 1.2 Conduct orientation	None	25 minutes	Administrative Aide VI
2. Pay caving fee	2. Compute payment for caving & Issue acknowledgement receipt 2.1 Forward payment to the MTO 2.1 Issue official receipt	(refer to payment matrix)	10 minutes	Administrative Aide VI Administrative Aide VI Revenue Collection Clerk I
3. Travel to Gupitan Natural Landscape	3. Guide and turn over tourists to the local guide and signs logbook	None	1 hour & 45 minutes	Eco Guides
4. Trekking to Canyoneering site	4. Guide guest on the trekking activity	None	30 minutes	Eco Guides
5. Proceed to Canyoneering Activity	5. Guide guest on the canyoneering activity	None	4 hours	Eco Guides
		Total payment fee: (see payment matrix)	Total processing time: 6 hrs. & 50 minutes	



MATRIX FOR CANYONEERING FEE

	Local Tourist	Foreigner Tourist
Reg. fee (Adult)	P 50.00	P 100.00
Booking fee (Per 5 persons)	P 100.00	P 100.00
Equipment rental (Per activity)	P 3,500.00	P 3,500.00
Certificate (Per person)	P 10.00	P 10.00
<i>Fees to be paid at the site</i>		
Entrance fee	P 20.00	P 20.00
Guide fee (3 guides per activity)	P 1,200.00	P 1,200.00
Technical Group (5 person)	P 2,500.00	P 2,500.00
Fuel Consumption	P 2,000.00	P 2,000.00
Driver's Honorarium	P 500.00	P 500.00



49. Application for Investment Incentive

For investors who wants to avail investment incentives

Office or Division:	Mayor's Office- Local Economic Development and Investment Promotion Office			
Classification:	Highly Technical			
Type of Transaction:	Government to Business			
Who may avail:	Local and Foreign Investors			
CHECKLIST OF REQUIREMENTS		Where to secure		
Application for registration under the Municipal Investment Incentive Code				
Documentary Requirements:				
If Single Proprietorship:		Applicant		
A. Intent Letter address to the Chairperson of the Municipal Investment Incentives Board				
B. Duly Filled-up Application Form		Local Economic Development and Investment Promotion Office		
C. Brief project study with Five (5) years financial projections with Business Profile		Applicant		
D. Proof of ownership or lease agreement of any other arrangements of the project site.		Applicant		
E. Certified True Copy of Business Name Registration Certificate from DTI		Department of Trade and Industry		
F. Mayor's Permit and Barangay Clearance		Business Permit & Licensing Office/ Barangay where the business is located.		
G. Photocopy of the Official Receipt of Application Fee		Municipal Treasurer's Office		
H. Proof of Application with other concerned agencies (i.e. application with DENR for ECC; BFAD, etc.), if applicable		Concerned Agency/ies		
If Corporations:		Applicant		
A. Intent Letter address to the Chairperson of the Municipal Investment Incentives Board				
B. Duly Filled-up Application Form		Local Economic Development and Investment Promotion Office		
C. Brief project study with Five (5) years financial projections with Company Profile		Applicant		
D. Certified True Copy of Certificate of Registration from SEC.		Securities and Exchange Commission (SEC)		
E. Mayor's Permit and Barangay Clearance		Business Permit & Licensing Office/ Barangay where the business is located.		
F. Original Copy of a Resolution of the applicant's Board of Directors authorizing the filing of application		Applicant		
G. Proof of ownership or lease agreement of any other arrangements of the project site.		Applicant		
H. Photocopy of the Official Receipt of Application Fee		Municipal Treasurer's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Submit Application and Requirements	1. Receive and verify the completeness of the forms & requirements	None	10 Minutes	Private Secretary II/ LEDIPO In-charge Municipal Investment Promotions Board Secretary
2. Fill out Application Form	2. Check Application Form and issue order of payment	None	30 minutes	Private Secretary II/ LEDIPO In-charge Municipal Investment Promotions Board Secretary
3. Pay the Filing Fee at Municipal Treasurer's Office	3. Receive payment and Issue Official Receipt	Refer to payment matrix	5 Minutes	Revenue Collection Clerk I
4. Present the Official Receipt	4. Check the Official Receipt	None	3 Minutes	Private Secretary II/ LEDIPO In-charge
	4.1 Evaluate and validate the submitted requirements by the LEDIPO and other concerned departments for acceptance and for submission to Municipal Investment Promotions Board (MIPB) for Approval	None	5 Days	Private Secretary II/ LEDIPO In-charge Municipal Investment Promotions Board Secretary Municipal Engineer Municipal Planning and Development Coordinator Computer Operator IV BPLO Designate
	4.2 Issue Letter of Acceptance to the applicant and endorse to the Board for evaluation and approval.	None	5 days	Private Secretary II/ LEDIPO In-charge Municipal Investment Promotions Board Secretary
	4.3 Conduct Municipal Investment Promotions Board (MIPB) Meeting for the application's approval	None	1 day	Municipal Investment Promotions Board
5. Receive Notice of Approval	5. Issue Notice of Approval and Order of Payment	None	10 minutes	Private Secretary II/ LEDIPO In-charge Municipal Investment Promotions Board Secretary
6. Pay the Registration Fee at the Municipal Treasurer's Office	6. Receive payment and Issue Official Receipt at the Municipal Treasurer's Office	1/10 of 1% of the total project/investment capitalization	5 minutes	Revenue Collection Clerk I
7. Receive Certificate of Registration	7. Issue/Release Certificate of Registration	None	10 minutes	Private Secretary II/ LEDIPO In-charge Municipal Investment Promotions Board Secretary



		Total payment fee: Will depend upon what type of investment	Total Processing Time: 11 days and 1 hour and 13 minutes	
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MATRIX FOR THE APPLICATION OF INVESTMENT INCENTIVE FEE

TYPE OF INVESTMENT	FEE
Large Scale Investment	P 10,000.00
Medium Scale Investment	P 5,000.00
Small Scale Investment	P 3,000.00



50. Issuance of DTI Business Registration

For clients who want to avail for business registration.

Office or Division:	Mayor’s Office- Local Economic Development and Investment Promotion Office (Investment Promotion and Enterprise Development Unit) DTI Negosyo Center Kapalong			
Classification:	Simple			
Type of Transaction:	Government to Business			
Who may avail:	Business Enterprises/ MSMEs			
CHECKLIST OF REQUIREMENTS		Where to secure		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Encode details for business registration <i>(for online registration)</i>	1. Receive and Verify the completeness of the requirements submitted.	None	2 Minutes	Private Secretary II/ LEDIPO In-charge
	1.1 Issue Certificate of Business Name Registration	Refer to payment matrix	3 minutes	Private Secretary II/ LEDIPO In-charge
2. Submits application and requirements <i>(for in-person registration)</i>	2. Encode the data on the server	None	3 minutes	Private Secretary LEDIPO In-charge
	2.2. Issue Certificate of Business Name Registration	Refer to payment matrix	3 minutes	Private Secretary LEDIPO In-charge
		Total payment fee: depends on the scope of business	Total processing time: 11 minutes	

MATRIX FOR THE APPLICATION OF DTI BUSINESS REGISTRATION

SCOPE OF BUSINESS	FEE
Barangay Level	P 250.000
Municipal Level	P 550.000
Regional Level	P 1,050.000
National Level	P2,050.00



51. 8888 COMPLAINTS HOTLINE

Office or Division:	Mayor's Office- Local 8888 Complaints Office			
Classification:	Simple			
Type of Transaction:	Public Complaints			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS		Where to secure		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Report complaints through Hotline 8888	1. Receive the complaint/s from HOTLINE 8888 Portal	None	10 minutes	Private Secretary II/ Hotline 8888 Technical Officer
	1.1 Endorses and discusses the complaint/s to the Local Chief Executive for appropriate action	None		Private Secretary II/ Hotline 8888 Technical Officer
	1.2 Issues final endorsement signed by the Local Chief Executive to the department concerned and wait for the written reply.	None	3 days & 20 minutes	Private Secretary II/ Hotline 8888 Technical Officer
	1.3 Consolidate written reply.	None	30 minutes	Private Secretary II/ Hotline 8888 Technical Officer
	1.4 Consolidates written reply and submits directly to Hotline 8888 Portal; Furnishes copies to DILG Provincial and Regional Offices.	None	3 minutes	Private Secretary II/ Hotline 8888 Technical Officer
2. Receives Written Reply	2. Submit directly to the complainant/s (if the complainants' contact information was provided in the complaints).	None	6 minutes	Private Secretary II/ Hotline 8888 Technical Officer
		Total payment fee: None	Total processing time: 3 days, 1 hour & 9 minutes	



52. APPROVAL OF GENDER AND DEVELOPMENT PROPOSAL

Office or Division:	Mayor's Office- Gender and Development			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	LGU Offices			
CHECKLIST OF REQUIREMENTS		Where to secure		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit GAD Activity Design, together with appropriate attachments (CAFOA, and PR, including the Post Activity Report of the preceding transaction) for review, signature and approval.	1. Receive and reviews the Activity Designs based on the approved GAD Plan and Budget as well as the approved Implementation Plan.	None	30 minutes	Private Secretary II/ Chairperson- GFPS
	1.1 Encodes the sex disaggregated and appropriation data in the GAD Recording and Management System	None	3 minutes	Private Secretary II/ Chairperson- GFPS
	1.2 Signs the Activity Design and endorsement to the Office of the Mayor for signature and approval.	None	3 minutes	Private Secretary II/ Chairperson- GFPS
		Total payment fee: None	Total processing time: 36 minutes	



53. Two-Way Radio Communication System Service

Service rendered to all two-way radio communication requests.

Office or Division:	Mayor's Office- Radio Communications Section			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		Where to secure		
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for immediate response and assistance	1. Promptly and courteously respond to clientele's request and smooth flow in receiving and transmitting of messages to concerned offices and individuals upon receipt.	None	5 minutes	Administrative Aide III
		Total payment fee: None	Total processing time: 5 minutes	



54. IP Registration and Issuance of Timely Certificate of Live Birth

Recording and registration of birth of every certified member of Indigenous Peoples born in the municipality.

Office or Division:		Mayor's Office- Tribal Section		
Classification:		Simple		
Type of Transaction:		Government to Citizen		
Who may avail:		All certified member of Indigenous Peoples		
CHECKLIST OF REQUIREMENTS		Where to secure		
Barangay IPMR certification		Barangay		
Marriage certificate of parents (if available) - If not married, execute affidavit to use the surname of the father (AUSF)		Applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. IP client proceed to the Municipal Tribal Affairs Office, presents & submit the required documents.	1. MTA assigned personnel, evaluate the completeness of the documents submitted, prepared certificate of live birth documents born at home, received and submit to MCR office head assigned for signatory	None	15 Minutes	<i>IP Representative</i>
2. IP client proceed to Municipal Treasurer's Office for payment of necessary fee	2. Issued official receipt	P 50.00 for service fee (for non AUSF) P 350.00	5 Minutes	<i>Revenue Collection Clerk I</i>
3. IP client goes to MCR Office and present the official receipt and receives the valid registered certificate of live birth	3. MCR Head signs or affixes her signature on the Certificate of Live Birth 3.1 The registration office assigns a civil registry number on the certificate of live birth, release a copy of the client	None	2 Minutes 3 Minutes	<i>Registration Officer I - Acting Municipal Registrar</i>
4. IP client goes back to Municipal Tribal Affairs Office to present a registry number and leaves 1 copy for office file	4. The MTA staff assigned receives a copy from the client and posted it in a registry log book of births.	None	3 minutes	<i>IP Representative</i>



		Total payment fee: P50.00 for service fee (for non AUSF) P 350.00	Total processing time: 26 minutes	
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55. IP Registration and Issuance of Late/Delayed Certificate of Live Birth

Recording and registration of birth of every certified members Indigenous Peoples born in the municipality as legal identity to be counted as citizen of the country.

Office or Division:	Mayor's Office- Tribal Section			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All certified member of Indigenous Peoples			
CHECKLIST OF REQUIREMENTS		Where to secure		
BORN AT HOME				
PSA negative (5 y.o above)		Applicant		
Marriage certificate of parents (if available)		Applicant		
If not married, execute affidavit to use the surname of the father (AUSF)		Applicant		
Affidavit of late registration and voter's certification (if any)		Applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. IP client proceed to Municipal Tribal Affairs Office, present and submit the required documents	1. MTA assigned personnel, evaluate the completeness of the documents required/submitted, prepared certificate of live birth for BORNAT HOME and signed by the personnel who prepared the COLB.	None	15 Minutes	IP Representative
2. IP client proceed to MTO for payment of necessary fee	2. MTO collection clerk receives the payment and issues official receipt	P 50.00 (service fee) P 350.00 (AUSF)	3 Minutes	Revenue Collection Clerk I
3. IP client goes to MCR Office to present the official receipt and receive the valid registered certificate of live birth	3. The MCR personnel received for signature and MCR head affixes/sign her signature on COLB 3.1 The registration		2 Minutes 3 Minutes	Registration Officer I - Acting Municipal Registrar



	officer assigned a civil registry number on COLB, release a copy of the client			
4. IP client goes back to MTA Office to present a registry number and leaves 1 copy of COLB for office file	4. The MTA assigned personnel receive a copy from the client and posted it in a registry log books of birth.		3 Minutes	<i>IP Representative</i>
		Total payment fee: P50.00 for service fee (for non AUSF) P 350.00	Total processing time: 26 minutes	



56. Amicable Settlement

Conduct of amicable settlement to certified members of Indigenous Peoples

Office or Division:		Mayor's Office- Tribal Section		
Classification:		Simple		
Type of Transaction:		Government to Citizen		
Who may avail:		All certified member of Indigenous Peoples		
CHECKLIST OF REQUIREMENTS		Where to secure		
Letter of Complaint		Personal		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits complaints	1. Municipal Tribal Affairs Office assigned personnel receives the complaint and schedule for amicable settlement by sending letter to the respondent	None	5 minutes	IP Representative
2. Client goes back to MTA office for the settlement	2. MTA assigned personnel records minutes of the settlement for both parties	None	30 minutes onwards (depending on the case)	IP Representative
3. Both parties sign the minutes to prove that they attended the settlement	3. MTA assigned personnel read/ review the minutes	None	5 minutes	IP Representative
		Total payment fee: None	Total processing time: depending on the case	



57. Issuance of Certification (Indigency)

Issued to applicants of PNP, AFP, BFP, BJMP who do not meet height requirements.

Office or Division:	Mayor's Office- Tribal Section			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All certified members of Indigenous Peoples			
CHECKLIST OF REQUIREMENTS		Where to secure		
Barangay IPMR certification		Barangay		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirement	1. MTA assigned personnel check and review the requirement 1.1 Prepare certification	None	5 minutes	IP Representative
2. Receive Certification	2. Issue certification	None	2 minutes	IP Representative
		Total payment fee: none	Total processing time: 7 minutes	



58. Confirmation of Tribal Marriage

Issuance of Certificate of Marriage to certified member of Indigenous Peoples

Office or Division:	Mayor's Office- Tribal Section			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All certified members of Indigenous Peoples			
CHECKLIST OF REQUIREMENTS		Where to secure		
Barangay IPMR certification		Barangay		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Tribal Affairs Office for interview	1. MTA assigned personnel conducts personal interview and acquire personal data of the client IP Representative signs the Tribal Certificate of Marriage	None	5 minutes	IP Representative
2. Client proceed to the Public Attorney's Office for notarization of Certificate of Marriage	2. Issue notarized Certificate of Marriage	None	2 minutes	Public Attorney III
3. Proceed to Tribal Affairs Office and leave 1 copy of the Certificate of Marriage	3. Receive 1 copy of Certificate of Marriage for filing and instructs client to proceed to the Municipal Civil Registrar's Office for the registration of Certificate of Marriage	None	2 minutes	IP Representative
4. Proceed to the Municipal Registrar's Office for registration of Certificate of Marriage	4. Receive certificate of marriage	None	16 minutes	Administrative Aide I
		Total payment fee: none	Total processing time: 25 minutes	



59. Conduct of Operation Timbang Plus

Municipal Nutrition Office conducts OPT Plus to determine whether 0-59 months old children are well-nourished (over-nourished or under-nourished). Nutritional assessment can be done using the ABCD methods.

These refer to the following:

- Anthropometry • Biochemical methods • Clinical methods • Dietary methods

Nutrition Intervention is defined as any type of intervention to improve their overall nutritional status.

Office or Division:	Mayor's Office- Nutrition Section			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	0-4 years old children			
CHECKLIST OF REQUIREMENTS		Where to secure		
Referral Slip Child Record (ECCD or Baby Booklet)		OTC/ITC RHU/CDC		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit OPT plus result and referral slip	1. Receive OPT plus result and referral slip from the BNS	None	2 minutes	Administrative Aide I
	1.1 Checks the referrals or requirements brought by the clients	None	2 minutes	Administrative Aide I
	1.2 Assess the client's nutritional status and determine the severity of malnutrition	None	10 minutes	Administrative Aide I
	1.3 Counsel the parent/caregiver of child	None	1 hour	Nutrition Officer I
	1.4 Provide necessary and appropriate nutrition intervention	None	10 minutes	Nutrition Officer I
	1.5 Provide growth recording sheet and monitoring schedule.	None	10 minutes	Administrative Aide I
	1.6 Coordinate with BNS for follow-up and monitoring visit.			
		Total Payment Fee: None	Total Processing Time: 34 minutes	



60. Provision of management on moderately and severely wasted
Chicken

Submission process of reports and provision of intervention for moderately and severely wasted children.

Office or Division:		Mayor's Office- Nutrition Section		
Classification:		Simple		
Type of Transaction:		Government to Citizen		
Who may avail:		0-4 years old children		
CHECKLIST OF REQUIREMENTS		Where to secure		
Nutrition Assessment Report		Barangay		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present master list with Nutrition Status report	1. Receive reports and logged in the logbook	None	2 minutes	Administrative Aide I
	1.1 Conduct re-assessment of client and validation of report	None	20 minutes	Nutrition Officer I
	1.3 Provide Health and Nutrition Intervention	None	20 minutes	Nutrition Officer I
		Total Payment Fee: None	Total Processing Time: 34 minutes	



61. Provision of Supplementary Feeding

Submission of reports and provision of supplementary feeding to identified malnourished children.

Office or Division:	Mayor's Office- Nutrition Section			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	0-4 years old children			
CHECKLIST OF REQUIREMENTS		Where to secure		
Nutrition Assessment Report		Barangay		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit master list of 0-59 months old children for admission for Supplementary feeding	1. Receive master list from BNS	None	2 minutes	Administrative Aide I
	1.1 Assess the client's nutritional status and determine the severity of malnutrition	None	10 minutes	Administrative Aide I
	1.2 Counsel the parent/caregiver of child	None	1 hour	Nutrition Officer I
	1.3 Provide necessary and appropriate nutrition intervention	None	10 minutes	Nutrition Officer I
	1.4 Provide supplementary feeding food commodities	None	10 minutes	Administrative Aide I
	1.4 Coordinate with BNS for follow-up and monitoring visit.			
		Total Payment Fee: None	Total Processing Time: 32 minutes	



62. Client Information Service

Relative to improved technology, client finds easy to access and inquire using digital platforms.

FACEBOOK: @nutritionofficekapalong
E-MAIL: nutritionofficekapalong@gmail.com

Office or Division:	Mayor's Office- Nutrition Section			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	0-4 years old children			
CHECKLIST OF REQUIREMENTS		Where to secure		
Nutrition Assessment Report		Barangay		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client inquires on nutrition and other related concerns	1. Receive online inquiry	None	3 minutes	Nutrition Officer I
	1.1 Provide needed information to the caller	None	15 minutes	Nutrition Officer I
	1.2 Records client info, nature of inquiry, duration of conversation and its status to a logbook for inquiries	None	2 minutes	Nutrition Officer I
		Total Payment Fee: None	Total Processing Time: 15 minutes	



63. Spiritual Intervention - CICL and CAR

This intervention is given to the Children in Conflict with the Law and Children at Risk and Parents that needs spiritual upliftment.

Office or Division:	Mayor's Office - Moral Recovery Program			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Children and Parents			
CHECKLIST OF REQUIREMENTS		Where to secure		
Referral		Municipal Social Welfare and Development Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present referral slip and proceed to Municipal Social Welfare and Development Office for a Brief Interview	1. Validate the referral slip and conduct the brief interview	None	10 minutes	Social worker
2. Proceed to Moral Recovery Program Office for Spiritual Intervention	2. Conduct Spiritual Intervention through Counseling and Prayer	None	1 hour	MRP Coordinator
3. Proceed to Municipal Social Welfare and Development Office for instructions	3. Give instructions and interventions	None	15 minutes	Social Welfare Assistant
		Total Payment Fee: None	Total Processing Time:	



64. **Spiritual Enrichment/Enhancement (Devotionals) - LGU, Barangay and Schools**

This intervention is given to the LGU Employees, Barangay Officials, Students and Teachers that needs spiritual upliftment through devotionals and Bible Study

Office or Division:		Mayor's Office - Moral Recovery Program		
Classification:		Simple		
Type of Transaction:		Government to Citizen		
Who may avail:		Children and Parents		
CHECKLIST OF REQUIREMENTS		Where to secure		
Referral		Municipal Social Welfare and Development Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Attend the Devotional or Sessions	1. Conduct Spiritual Intervention through Devotional, Counselling, Prayer and Bible Study	None	30 minutes	<i>MRP Coordinator</i> <i>MRP Barangay Coordinator</i>
		Total Payment Fee: None	Total Processing Time: 30 minutes	



65. Conduct Pre-Marriage Orientation and Counseling

This counseling is given to the couple that needs orientation and counseling.

Office or Division:		Mayor's Office - Moral Recovery Program		
Classification:		Simple		
Type of Transaction:		Government to Citizen		
Who may avail:		Children and Parents		
CHECKLIST OF REQUIREMENTS		Where to secure		
Referral		Municipal Social Welfare and Development Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Municipal Social Welfare and Development Office for brief interview	1. Conduct brief interview	None	20 minutes	Social Welfare Assistant
2. Fill-out the Marriage Expectation Inventory (MEI) Form	2. Receive the Marriage Expectation Inventory (MEI) Form	None	5 minutes	Social Welfare Assistant
3. Proceed to Moral Recovery Program Office for counselling	3. Conduct counselling	None	1 hour	MRP Coordinator
4. Proceed to Municipal Social Welfare and Development Office for instructions	4. Give instructions	None	5 minutes	Social Welfare Assistant
		Total Payment Fee: None	Total Processing Time: 1 hour and 30 minutes	



OFFICE OF THE MAYOR

Internal Services



1. Releasing of Office Supplies/Other Supplies to Concerned Office

To release requested office supplies and other supplies to concerned offices.

Office or Division:	Mayor's Office- Stockroom			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	LGU Offices			
CHECKLIST OF REQUIREMENTS		Where to secure		
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the Requisition and issue slip and submits RIS with purchase order	1. Issues RIS & Purchase Order 1.1 Check the requested purchased items 1.2 Provides RIS number 1.3 Photocopy the Requisition Slip	None	12 minutes	Administrative Aide II
2. Receive the items and request copy of RIS	2. Release the items 2.1 Photocopy RIS form and Purchase Order Check the Delivery Receipt/ Purchase Order	None	20 minutes	Administrative Aide I
		Total payment fee: None	Total processing time: 32 minutes	



LEGISLATIVE DEPARTMENT

External Services



1. Quarry Applications

Approval of Resolutions endorsing quarry applications

Office or Division:	Legislative Department			
Classification:	Highly Technical			
Type of Transaction:	Government to Business, Government to Citizen			
Who may avail:	Quarry businesses			
CHECKLIST OF REQUIREMENTS		Where to secure		
Letter request from the applicant addressed to the Sangguniang Bayan (SB) coursed through the Office of the Vice Mayor requesting for SB Resolution interposing no objection on the quarry application		Applicant		
Commercial sand and gravel permit issued by the provincial governor, if already available		Governor's Office/ PENRO, Davao del Norte		
Environmental Compliance Certificate (ECC), and RSGA, if available;		DENR XI		
Sketch Plan		Applicant		
Barangay resolution interposing no objection on the quarry application		Barangay concerned where the quarry is situated		
Business Permit issued by the Municipal Mayor		BPLO/Mayor's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit above set of requirements in 8 copies each	1. Verify the completeness of requirements, & receive the same	None	10 minutes	Administrative Aide I
	1.1 Record/keep a file copy of the documents received	None	5 minutes	Administrative Officer I
	1.2 Calendar the same in the Agenda/Order of Business	None	10 minutes	Administrative Assistant IV (Bookbinder IV)
2. Attend committee review and ocular inspection per invitation	2. Committee review, ocular inspection, & plenary deliberation	None	10 days	SB Members/Committee on Environment/LRPs
	2.1 Finalization, printing & recording of the approved resolution	None	40 minutes	Administrative Officer IV
	2.1 Affix the signatures on the approved resolution	None	5 minutes each signatory	SB Secretary Vice Mayor Mayor
3. Pay the Environmental fee at the Municipal Treasurer's Office	3. Issue official receipt	P 5,000.00	5 minutes	Revenue Collection Clerk I



4. Receive the final copy of municipal resolution at the Office of the Secretary to the Sanggunian (OSS)	4. Check official receipt & releases completed resolution to the applicant or representative	None	5 minutes	Administrative Officer I
		Total payment fee: Php 5,000.00	Total processing time: 10 days & 90 minutes	



2. Accreditation Applications

Approval of Resolutions regarding accreditation applications of People's Organizations (POs), Non-Governmental Organizations (NGOs), and Business or Professional Groups

Office or Division:		Legislative Department		
Classification:		Highly Technical		
Type of Transaction:		Government to Business, Government to Citizen		
Who may avail:		Pos, NGOs, & Business or Professional Groups		
CHECKLIST OF REQUIREMENTS		Where to secure		
Letter of application addressed to the Sangguniang Bayan (SB) coursed through the Office of the Vice Mayor requesting for SB accreditation resolution.		Office of the Secretary to the Sanggunian (OSS) for the sample		
Duly accomplished application form for accreditation		Governor's Office/ PENRO, Davao del Norte		
Board resolution signifying intention for the accreditation for the purpose of representation in the Local Special Body		Applicant		
Certificate of Registration		DOLE/SEC, or any accrediting agency		
List of current officers and members		Applicant		
Annual accomplishment report of the immediately preceding year		Applicant		
Financial statement, at the minimum, signed by the executive officers of the organization, of the immediately preceding year, & indicating therein other information such as the source(s) of funds.		Applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit above set of requirements in 8 copies each	1. Verify completeness of requirements & receive the same	None	10 Minutes	<i>Administrative Aide I</i>
	1.1 Record/keep a file copy of the documents received	None	5 Minutes	<i>Administrative Aide I</i>
	1.2 Calendar the same in the Agenda/Order of Business	None	10 Minutes	<i>Administrative Assistant IV (Bookbinder IV)</i>
2. Attend committee review per invitation	2. Committee review & plenary deliberation	None	10 Days	<i>SB Members/ Committee concerned /LRPs</i>
	2.1 Finalize, print & record the approved resolution	None	40 Minutes	
	2.2 Affixing of signatures on the approved resolution	None	5 Minutes each signatory	<i>Administrative Officer IV SB Secretary Vice Mayor Mayor</i>



3. Pay the Accreditation fee at the Municipal Treasurer's Office	3. Receive payment and issue official receipt	P 300.00	5 Minutes	Revenue Collection Clerk I
4. Receive the final copy of municipal resolution at the Office of the Secretary to the Sanggunian (OSS)	4. Check the official receipt & release completed resolution to the applicant or representative	None	5 Minutes	Administrative Officer I
		Total payment fee: P 300.00	Total processing time: 10 days & 90 minutes	



3. Barangay Supplemental/ Annual Investment Plans

Resolution approving Barangay Supplemental/Annual Investment Plans (AIPs).

Office or Division:	Legislative Department			
Classification:	Highly Technical			
Type of Transaction:	Government to Government			
Who may avail:	All Barangay Local Government Units (BLGUs)			
CHECKLIST OF REQUIREMENTS		Where to secure		
Barangay Supplemental or Annual Investment Plans with review endorsement letter from the Municipal Planning and Development Office (MPDO) (8 copies)		Barangay concerned through the MPDO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit above requirement in 8 copies	1. Verify completeness of requirement & receive the same	None	10 minutes	Administrative Aide I
	1.1 Record/keep a file copy of the documents received	None	5 minutes	Administrative Officer I
	1.2 Calendar the same in the Agenda/Order of Business	None	10 minutes	Administrative Assistant IV (Bookbinder IV)
2. Attend committee review per invitation	2. Committee review & plenary deliberation	None	10 days	SB Members/ Committee concerned /LRPs
	2.1 Finalize, print & record the approved resolution	None	40 minutes	Administrative Officer IV
	2.2 Affix the signatures on the approved resolution	None	5 minutes each signatory	SB Secretary Vice Mayor Mayor
3. Receives the final copy of municipal resolution	3. Release the completed resolution to the barangay concerned through the MPDO	None	5 minutes	Administrative Officer I
		Total payment fee: None	Total processing time: 10 days & 85 minutes	



4. Barangay Supplemental/ Annual Budgets

Resolution approving Barangay Supplemental/Annual Budgets.

Office or Division:	Legislative Department			
Classification:	Highly Technical			
Type of Transaction:	Government to Government			
Who may avail:	All Barangay Local Government Units (BLGUs)			
CHECKLIST OF REQUIREMENTS		Where to secure		
Barangay Supplemental or Annual Budgets with review indorsement letter from the Local Finance Committee/Municipal Budget Office (LFC/MBO) (8 copies)		Barangay concerned through the LFC/MBO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit above requirement in 8 copies	1. Verify completeness of requirement & receive the same	None	10 minutes	Administrative Aide I
	1.1 Record/keep a file copy of the documents received	None	5 minutes	Administrative Officer I
	1.2 Calendar the same in the Agenda/Order of Business	None	10 minutes	Administrative Assistant IV (Bookbinder IV)
2. Attend committee review per invitation	2. Committee review & plenary deliberation	None	10 days	SB Members/Committee concerned/LRPs
	2.1 Finalize, print & record the approved resolution	None	40 minutes	Administrative Officer IV
	2.2 Affix the signatures on the approved resolution	None	5 minutes each signatory	SB Secretary Municipal Vice Mayor Municipal Mayor
3. Receive the final copy of municipal resolution	3.1 Release the completed resolution to the barangay concerned through the LFC/MBO	None	5 minutes	Administrative Officer I
		Total payment fee: None	Total Processing Time: 10 days & 85 minutes	



5. BDRRM Annual and Multi-Year Plans

Resolution approving BDRRM Annual and Multi-Year Plans

Office or Division:	Legislative Department			
Classification:	Highly Technical			
Type of Transaction:	Government to Government			
Who may avail:	All Barangay Local Government Units (BLGUs)			
CHECKLIST OF REQUIREMENTS		Where to secure		
Barangay Disaster Risk Reduction Management Annual and Multi-Year Plans with review endorsement letter from the MDRRMO (LFC/MBO) (8 copies)		Barangay concerned through the MDRRMO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit above requirement in 8 copies	1. Verify completeness of requirement & receive the same	None	10 minutes	Administrative Aide I
	1.1 Record/keep a file copy of the documents received	None	5 minutes	Administrative Officer I
	1.2 Calendar the same in the Agenda/Order of Business	None	10 minutes	Administrative Assistant IV (Bookbinder IV)
2. Attend committee review per invitation	2. Committee review & plenary deliberation	None	10 days	SB Members/Committee concerned/LRPs
	2.1 Finalize, print & record of the approved resolution	None	40 minutes	Administrative Officer IV
	2.2 Affix the signatures on the approved resolution	None	5 minutes each signatory	SB Secretary Municipal Vice Mayor Municipal Mayor
3. Receives the final copy of municipal resolution	3. Releases the completed resolution to the barangay concerned through MDRRMO	None	5 minutes	Administrative Officer I
		Total payment fee: None	Total processing time: 10 days & 85 minutes	



6. Barangay SK Annual/Supplemental Budgets

Resolution approving Barangay SK Annual/Supplemental Budgets

Office or Division:		Legislative Department		
Classification:		Highly Technical		
Type of Transaction:		Government to Government		
Who may avail:		All Sangguniang Kabataan (SK) of the Barangay Local Government Units		
CHECKLIST OF REQUIREMENTS		Where to secure		
Barangay SK Annual/Supplemental Budgets with review indorsement letter from the Municipal Budget Office (MBO) (8 copies)		Barangay SK concerned		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit above requirement in 8 copies	1. Verify completeness of requirement & receive the same	None	10 minutes	<i>Administrative Aide I</i>
	1.1 Record/keep a file copy of the documents received	None	5 minutes	<i>Administrative Officer I</i>
	1.2 Calendar the same in the Agenda/Order of Business	None	10 minutes	<i>Administrative Assistant IV (Bookbinder IV)</i>
2. Attend committee review per invitation	2. Committee review & plenary deliberation	None	10 days	<i>SB Members/Committee concerned/LRPs</i>
	2.1 Finalization, printing & recording of the approved resolution	None	40 minutes	<i>Administrative Officer IV</i>
	2.2 Affixing of signatures on the approved resolution	None	5 minutes each signatory	<i>SB Secretary Municipal Vice Mayor Municipal Mayor</i>
3. Receives the final copy of municipal resolution	3. Releases the completed resolution to the barangay concerned through MDRRMO	None	5 minutes	<i>Administrative Officer I</i>
		Total payment fee: None	Total processing time: 10 days & 85 minutes	



7. Barangay Ordinances

Resolution approving Barangay Ordinances

Office or Division:	Legislative Department			
Classification:	Highly Technical			
Type of Transaction:	Government to Government			
Who may avail:	All Barangay Local Government Units			
CHECKLIST OF REQUIREMENTS		Where to secure		
Barangay Ordinances with indorsement letter, minutes of public hearing, certification of public hearing, & attendance of public hearing (8 copies)		Barangay concerned		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit above requirement in 8 copies	1. Verify completeness of requirement & receive the same	None	10 minutes	Administrative Aide I
	1.1 Record/keep a file copy of the documents received	None	5 minutes	Administrative Officer I
	1.2 Calendar the same in the Agenda/Order of Business	None	10 minutes	Administrative Assistant IV (Bookbinder IV)
2. Attend committee review per invitation	2. Committee review & plenary deliberation	None None	30 days	SB Members/Committee concerned/LRPs
	2.1 Finalization, printing & recording of the approved resolution	None	40 minutes	Administrative Officer IV
	2.2 Affixing of signatures on the approved resolution		5 minutes each signatory	SB Secretary Municipal Vice Mayor Municipal Mayor
3. Receives the final copy of municipal resolution	3.1 Releases the completed resolution to the barangay concerned through MDRRMO	None	5 minutes	Administrative Officer I
		Total payment fee: None	Total processing Time: 30 days & 85 minutes	



MUNICIPAL HUMAN RESOURCE MANAGEMENT OFFICE

External Services



1. Job Applications

Procedure in handling applications submitted by applicants in response to the Publication of Vacant Positions.

Office or Division:		Municipal Human Resource Management Office		
Classification:		Simple		
Type of Transaction:		Government to Citizen		
Who may avail:		All qualified applicants		
CHECKLIST OF REQUIREMENTS		Where to secure		
Application Letter Attachments: <ul style="list-style-type: none">- Fully accomplished Personal Data Sheet (PDS) with recent passport size picture (CS Form No. 212, Revised 2017)- Performance Rating in the last Rating Period (if applicable)- Photocopy of Certificate of Eligibility/ rating/ license- Photocopy of Transcript of Records		Applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit application letter with attached requirements Qualified applicants may hand in or send applications through courier/ email to: RYZYL D. TIMBOL, MP Municipal Government Department Head I (MHRMO) LGU Kapalong Quezon St., Maniki, Kapalong, Davao del Norte	1. Accept and assess the completeness of documents. 1.1 Record the applicant's information in the database	None	2 Minutes 3 Minutes	Administrative Aide III Administrative Aide III
		Total payment fee: None	Total processing time: 5 minutes	



2. Issuance of Certificate of Employment and Service Record

Releasing certifications and service records to be used for specific purposes.

Office or Division:	Municipal Human Resource Management Office			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All LGU employees, Retired/ Separated employees			
CHECKLIST OF REQUIREMENTS		Where to secure		
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out client logbook and accomplish request slip	1. Hand in the logbook and receive the request slip 1.1 Issue payment slip and instructs client to proceed to the Municipal Treasurer's Office 1.2 Prepare the requested document	None	5 Minutes	Process Server
2. Proceed to the Municipal Treasurer's Office to pay certification fee	2. Issue the official receipt	P 100.00	5 Minutes	Process Server
3. Present official receipt and receive the requested document	3. Release the requested document	None	2 Minutes	
		Total payment fee: P 100.00	Total processing Time: 12 minutes	



MUNICIPAL HUMAN RESOURCE MANAGEMENT OFFICE

Internal Service



1. Issuance of Personal Documents to Employees

Releasing of Personal Records to be used for specific purposes.

Office or Division:	Municipal Human Resource Management Office			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	All LGU employees			
CHECKLIST OF REQUIREMENTS		Where to secure		
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the client logbook and accomplish request slip	1. Hands in logbook and receive the request slip 1.1 Retrieve the requested record and photocopy and certify the document	None	5 Minutes	Administrative Aide I
2. Receive the requested record	2. Release the requested record	None	2 Minutes	Administrative Aide I
		Total payment fee: None	Total processing Time: 7 minutes	



2. Application for Leave of Absence

For government employees applying for leave of absence.

Office or Division:	Municipal Human Resource Management Office			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	All LGU employees			
CHECKLIST OF REQUIREMENTS		Where to secure		
SICK LEAVE - Medical Certificate with fit to work.		Hospital where employee was confined		
MATERNITY LEAVE - Medical Certificate with fit to work.		Hospital where employee was confined		
PATERNITY LEAVE - Medical Certificate with fit to work.		Hospital where employee was confined		
SOLO PARENT - Solo Parent I.D.		Municipal Social Welfare Development Office		
STUDY LEAVE - Approved letter request by Mayor.		Applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out and submit leave application form	1. Review the leave application form	None	5 Minutes	Administrative Aide III
	1.1 Photocopy and certify all the documents		5 Minutes	
2. Sign the logbook and receive personal copy of leave form	2. Release the client's personal copy	None	2 Minutes	Administrative Aide III
		Total payment fee: None	Total processing Time: 7 minutes	



3. Application of Monetization and Terminal Leave

For government employees applying for monetization of leave credits and terminal leave

Office or Division:		Municipal Human Resource Management Office		
Classification:		Simple		
Type of Transaction:		Government to Government		
Who may avail:		All LGU employees		
CHECKLIST OF REQUIREMENTS		Where to secure		
Monetization: <ul style="list-style-type: none"> Statements of accounts and letter request from the LCE. 		Applicant		
Terminal Leave <ul style="list-style-type: none"> LGU Clearance Affidavit CSC Clearance 		Municipal Treasurer’s Office Public Attorney’s Office Municipal Human Resource Management Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out and submit leave application form	1. Review the leave application form	None	5 minutes	<i>Administrative Aide III</i>
	1.1 Photocopy and certify all the documents		5 minutes	
2. Sign the logbook and receive personal copy of leave form	2. Release the client’s personal copy	None	2 minutes	<i>Administrative Aide III</i>
		Total payment fee: None	Total processing time: 7 minutes	



4. Issuance of Appointments

Procedure for the issuance of appointments to employees (new/ promotion).

Office or Division:		Municipal Human Resource Management Office		
Classification:				
Type of Transaction:		Government to Citizen		
Who may avail:		All newly hired and promoted employees		
CHECKLIST OF REQUIREMENTS		Where to secure		
Duly Accomplished Personal Data Sheet (3 copies)		Personal		
Passport Size ID Picture (3 pieces)		Personal		
Transcript of Record/ Diploma		Personal		
Birth Certificate		PSA/ LCR		
NBI Clearance		Personal		
Medical Certificate		Personal		
Marriage Certificate (if married)		Personal		
Original Copy of the Authenticated Certificate of Eligibility		Personal		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents	1. Verify the completeness of the submitted requirements	None	3 minutes	Administrative Officer I
	1.1 Prepare appointment of the newly hired/ promoted employee		5 minutes	
	2.1 Prepare supporting documents to be submitted to the CSC Provincial Office and wait for the validation of the appointment		60 calendar days	
2. Receive copy of validated appointment and Personal Description Form	2. Issue a copy of validated appointment and Personal Description Form	None	5 minutes	Administrative Officer I
		Total payment fee: None	Total processing time: 60 days & 13 minutes	

Issuance of Appointment - under the 2018 Revised Omnibus Rules on Appointments and Other Human Resource Actions



5. Issuance of Recommendation Letter for Trainings/ Seminar to Employees

Procedure for the issuance of recommendation letter to employees for trainings/seminars.

Office or Division:		Municipal Human Resource Management Office		
Classification:		Simple		
Type of Transaction:		Government to Government		
Who may avail:		All LGU Employees		
CHECKLIST OF REQUIREMENTS		Where to secure		
Communication Letter		Service Provider		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Endorse Communication Letter from the Mayor's Office/Concerned Office and tracking slip.	1. Receive the Communication Letter and tracking slip from the Mayor's Office	None	2 Minutes	<i>Administrative Aide I Mayor's Office Computer Programmer MHRMO</i>
	1.1 Refer to employees training records and learning development plan	None	5 Minutes	
	1.2 Prepare the nomination form and disseminate to the concerned office	None		
3. Receive the Recommendation Letter	3. Endorse the recommendation letter to the Municipal Mayor for signature.	None	2 minutes	<i>Administrative Aide I Mayor's Office Computer Programmer MHRMO</i>
4. Endorse the Recommendation Letter signed by the Municipal Mayor to the MHRMO	4. Receive the Recommendation Letter	None	1 minute	<i>Administrative I Mayor's Office Computer Programmer MHRMO</i>
5. Receive the Signed Recommendation Letter	5. Hand in the signed Recommendation Letter and sign the receive copy	None	2 minutes	<i>Concerned personnel attending the training/ seminar Computer Programmer MHRMO</i>
		Total Payment Fee: None	Total Processing Time: 22 minutes	



6. Issuance and Submission of Daily Time Record to Employees

Procedure for the issuance of daily time record to employees

Office or Division:		Municipal Human Resource Management Office		
Classification:		Simple		
Type of Transaction:		Government to Government		
Who may avail:		All LGU Employees		
CHECKLIST OF REQUIREMENTS		Where to secure		
Communication Letter		Service Provider		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Signs the logbook and received personal copy of DTR	1. Release the employee's DTR	None	5 minutes	<i>Administrative Aide I</i>
2. Employee's submits the signed DTR to MHRMO	2. Receive the submitted DTR	None	2 minutes	<i>Administrative Aide I</i>
		Total Payment Fee: None	Total Processing Time: 7 minutes	



MUNICIPAL PLANNING AND DEVELOPMENT OFFICE

External Services



1. **Zoning Certification**

Service Information: Requirement for Titling, ECC Application, Reclassification, & Locational Clearance

Office or Division:	Municipal Planning and Development Office/ Zoning Division			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		Where to secure		
Land Title (3 copies)		Applicant		
Tax Declaration (3 copies)		Municipal Assessor's Office		
Tax Clearance (3 copies)		Municipal Treasurer's Office		
If not the owner of the land: Affidavit of Consent (3 copies)		Notary Public/ Public Attorney's Office		
Fully Accomplished Application for Zoning Certification (2 copies)		Municipal Planning & Development Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Application Requirements	1. Receive and Evaluate Completeness of Requirements	None	10 Minutes	<i>Zoning Officer I</i>
	1.1 Prepares Order of Payment	None	5 Minutes	<i>Project Development Officer III</i>
2. Pay the Required Fee at the Municipal Treasurer's Office	2. Receive Zoning Certification Payment and Issue Official Receipt	P 720.00 per Hectare	5 Minutes	<i>Revenue Collection Clerk</i>
3. Submit Official Receipt	3. Receive Official Receipt & Prepares Zoning Certification	None	5 Minutes	<i>Zoning Officer I</i>
	3.1 Issue Zoning Certification	None	10 Minutes	<i>Municipal Planning and Development Coordinator</i>
4. Sign the logbook & Receive Zoning Certification	4. Release Zoning Certification	None	2 Minutes	<i>Municipal Mayor</i> <i>Zoning Officer I</i>
		Total payment fee: Php 720.00 per hectare	Total processing time: 34 minutes	



2. Locational Clearance

Service Information: Instrument to implement Zoning Ordinance. The purpose of which is to promote and protect the health, safety, peace, comfort, convenience and general welfare of the inhabitants in the locality in accordance with its Comprehensive Land Use Plan. Requirement for Building Permit.

Office or Division:	Municipal Planning and Development Office/ Zoning Division			
Classification:	Simple			
Type of Transaction:	Government to Citizen Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		Where to secure		
Zoning Certification (3 copies)		Municipal Planning & Development Office		
Plans, Specifications and Bill of Materials (5 copies)		Applicant		
Notarized and Fully Accomplished Application for Locational Clearance (3 copies)		Municipal Planning & Development Office Notary Public/ Public Attorney's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Application Requirements	1. Receive and Evaluate Completeness of Requirements	None	10 Minutes	<i>Zoning Officer I</i>
	1.1 Conduct Actual Project Site Inspection	None	1 Day	<i>Project Development Officer III</i>
	1.2 Prepare Evaluation Report	None	5 minutes	
	1.3 Prepare Order of Payment	None	2 minutes	
2. Pay the Required Fee at Municipal Treasurer's Office	2. Receive Locational Clearance Payment and Issues Official Receipt	(See Payment Matrix)	5 Minutes	<i>Revenue Collection Clerk</i>
3. Submit Official Receipt	3. Receive Official Receipt & Prepare Locational Clearance	None	5 Minutes	<i>Zoning Officer I</i>
	3.1 Issue Locational Clearance	None	2 minutes	<i>Municipal Planning and Development Coordinator</i>
4. Sign the logbook & Receive Locational Clearance	4. Release Locational Clearance	None	2 Minutes	<i>Zoning Officer I</i>
		Total Payment: (See Payment Matrix)	Total Processing Time: 1 day and 31 minutes	



Payment Matrix for Locational Clearance

1. Zoning/ Locational Clearance		
A .	Residential Structure: Single or detached, the project cost which is: 1. Php 100,000.00 and below 2. Over Php 100,000 to 200,000.00 3. Over Php 200,000.00	Php 576.00 Php 720.00 + (1/10 of 1% in excess of Php 200,000.00)
B .	Apartments/ Townhouses 1. Php 500,000.00 and below 2. Php 500,000.00 to Php 2 Million 3. Over 2 Million	Php 1,440.00 Php 2,160.00 Php 3,600.00 + (1/10 of 1% of cost in excess of 2 Million regardless of number of doors)
C .	Dormitories 1. 2 Million and below 2. Over 2 Million	Php 3,600.00 Php 3,600.00 + (1/10 of 1% of cost in excess of 2 Million)
D .	Institutional Structures: Project cost of which is: 1. Below 2 Million 2. Over 2 Million	Php 2,880.00 Php 2,880.00 + (1/10 of 1% of cost in excess of 2 Million)
E .	Commercial, Industrial, Agro-Industrial Project cost of which is: 1. Below Php 100,000.00 2. Over Php 100,000.00-Php 500,000.00 3. Over Php 500,000.00- 1 Million 4. Over Php 1 Million- 2 Million 5. Over Php 2 Million	Php 1,440.00 Php 2,160.00 Php 2,880.00 Php 4,320.00 Php 7,200.00 + (1/10 of 1% of cost in excess of 2 Million)
F .	Special Uses/ Special Projects (Gasoline Station, Cell Sites, Slaughter House, Treatment Plant, etc.), cost of which is: 1. Below Php 2 Million 2. Over Php 2 Million	Php 7,200.00 Php 7,200.00 + (1/10 of 1% of cost in excess of 2 Million)



3. Application for Reclassification

Service Information: All land owners and developers requesting for conversion of their agricultural land/property to non-agricultural uses are required to secure approval for reclassification.

Office or Division:	Municipal Planning and Development Office/ Zoning Division
Classification:	Simple
Type of Transaction:	Government to Citizen Government to Business Government to Government
Who may avail:	All
CHECKLIST OF REQUIREMENTS (Photocopy)	WHERE TO SECURE
Application for Reclassification (16 copies/ photocopies)	Applicant
Maps indication the proposed land to be reclassified and the following information (1:20,000 or larger) scale of map and proposed utilization (16 copies/ photocopies)	Applicant
Brief textual report on specific changes such as justification for proposed reclassification; proposed land use allocation and utilization of lands to be reclassified; total land area of proposed reclassification; specific portions of land use plan which will be amended/ revised due to the reclassification proposal (16 copies/ photocopies)	Applicant
Draft SB ordinance citing the proposed reclassification and certifying that the locality requires lands for urban expansion to accommodate the increase in population and socio-economic activities that the land shall have substantially greater economic value for residential, commercial or industrial purposes (16 copies/ photocopies)	Applicant
Certification that LGU had conducted public hearings with list of attendance (16 copies/ photocopies)	Sanguniang Bayan
Copy of letter/s notifying the DTI and DOT that a certain area/s (in hectares) are proposed for reclassification either for tourism or industrial purposes (16 copies/ photocopies)	Applicant
Copy of revised Comprehensive Land Use Plan/ Zoning Ordinance incorporating reclassification proposal (16 copies/ photocopies)	
Certification from Department of Agriculture (Reclassification form B): Certification from Department of Agriculture's Regional Land Use Technical Working Group (RLTWG) Regional Director indicating: - The total area of existing agricultural lands in LGU concerned	Department of Agriculture XI



<ul style="list-style-type: none"> - That such lands are not classified as non-negotiable for conversion or reclassification under AO 20 (1992) - That the land has ceased to be economically feasible and sound for agricultural purpose (16 copies/ photocopies)				
Certification from Department of Agrarian Reform (Reclassification form B): <ul style="list-style-type: none"> - Certification from the Department of Agrarian Reform's Regional Land Use Policy, Planning and Implementation (RCLUPPI) indicating that such lands are not distributed or not covered by the notice of acquisition or not voluntarily offered for coverage under CARP - Certification from the Regional Director recommending grant of request for reclassification specifying location, lot numbers, OCTs/TCTs and TD Nos. and the corresponding area and land owners (16 copies/ photocopies)		Department of Agrarian Reform XI		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Application Requirements	1. Receive and Evaluate Completeness of Requirements	None	20 minutes	<i>Zoning Officer I</i>
	1.1 Forward thirteen (13) copies to the Mayor's Office for formal endorsement of twelve (12) copies to the Sanguniang Bayan and retains three (3) folders for MPDO's technical evaluation <u>Note: Once the Reclassification is approved, the Sanguniang Bayan through the Secretary to the Sangunian will release the copy of the approved Reclassification in a form of an Ordinance to the client</u>	None	20 minutes	<i>Project Development Officer III</i>
		Total Payment: None	Total Processing Time: 40 minutes	



4. Preliminary Approval and Locational Clearance

Service Information: Instrument to implement Municipal Ordinance Number 1189-A known and cited as “PALC and DP Ordinance of Kapalong”. It covers all request for Preliminary Approval and Locational Clearance, Development Permit and Alteration of Plans for residential subdivision projects in the Municipality of Kapalong. This also covers other projects like industrial/commercial subdivision, farm lot subdivision, memorial park/ cemetery/ columbarium project and residential/commercial condominium project. **All subdivision developers are required prior to issuance of final Development Permit to secure Preliminary Approval and Locational Clearance (PALC) for its subdivision projects.**

Office or Division:	Municipal Planning and Development Office/ Zoning Division			
Classification:	Simple			
Type of Transaction:	Government to Citizen Government to Business Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS (Photocopy)		WHERE TO SECURE		
Applicant's Letter of Intent for both main project and the socialized housing component stating the project description, size and location (16 copies/photocopies)		Applicant		
Site Zoning Certification (16 copies/photocopies)		Municipal Planning & Development Office		
Current Business Permit (16 copies/photocopies)		Business Permit and Licensing Section		
Proposed Site Development Plan/ Schematic Subdivision Plan showing the proposed layout; total project area and total development cost; number of saleable areas, selling price, average lot size; land allocation/ area for open space (<i>road alleys, parks, playground and community facilities</i>) (16 copies/photocopies)		Applicant		
Vicinity Map, indicating the adjoining land uses, excess, existing facilities and utilities at least 100 meters from the property boundaries of the project/s drawn to scale (16 copies/photocopies)		Applicant		
Right to Use or Deed of Sale or Right-of-Way Access Road and other utilities when applicable (16 copies/photocopies)		Applicant		
Certified True Copy of Land Title/s (16 copies/photocopies)		Applicant		
Municipal Treasurer's Office Certification of Updated Realty Tax Payment, with photocopy of Tax Receipt/s (16 copies/photocopies)		Municipal Treasure's Office		
Survey Plan of the Lot/s as described in the Land Title/s (16 copies/photocopies)		Applicant		
Statement of Proposed Mode of Compliance to Socialized Housing Development Requirement under section 18 R.A. No. 7279 (16 copies/photocopies)		Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Submit Sixteen (16) folders of Application Requirements	1. Receive and Evaluate Completeness of Requirements	None	20 minutes	<i>Zoning Officer I</i>
	1.1 Prepares four (4) Copies of Order of Payment	None	5 minutes	<i>Project Development Officer III</i>
2. Pay in full the processing and inspection fees at Municipal Treasurer's Office	2. Receive payment for processing and inspection fee and Issues Official Receipt	(See payment matrix under PD 957 and BP 220)	5 minutes	<i>Revenue Collection Clerk</i>
3. Provide/submit Municipal Planning and Development Office two (2) certified photocopy of the official receipt	3. Receive Official Receipt for processing and inspection fees	None	2 minutes	<i>Zoning Officer I</i>
	3.1 Attach copy of verified checklist, Order of Payment and Certified Photocopy to each folder containing all the PALC application documents/ requirements	None	5 minutes	<i>Municipal Mayor</i>
	3.2 Release one (1) folder of document with original copy of the official receipt to the applicant as his/ her file, forwards thirteen (13) copies to the Mayor's Office for formal endorsement of twelve (12) copies to the Sanguniang Bayan and retains two (2) folders for MPDO's technical evaluation	None	20 minutes	
	3.3 Approves the PALC Resolution	None	5 minutes	
	3.4 Prepares order of payment		2 minutes	
4. Pay the Required Fee at Municipal Treasurer's Office	4. Receive payment and Issues Official Receipt	P 720.00	5 minutes	<i>Revenue Collection Clerk</i>
5. Submit Official Receipt	5. Receive Official Receipt & Prepares PALC Certificate	None	5 minutes	<i>Zoning Officer I</i>
	5.1 Issue PALC	None	2 minutes	<i>Municipal Planning and Development</i>



	Certificate			Coordinator
6 Sign the logbook & Receive PALC Certificate	6. Release the PALC Certificate	None	2 minutes	Zoning Officer I
		Total Payment: (See payment matrix under PD 957 and BP 220) plus Php. 720.00	Total Processing Time: 1 hour and 18 minutes	



5. Development Permit

Service Information: Instrument to implement Municipal Ordinance Number 1189-A known and cited as “PALC and DP Ordinance of Kapalong”. It covers all requests for Preliminary Approval and Locational Clearance, Development Permit and Alteration of Plans for residential subdivision projects in the Municipality of Kapalong. This also covers other projects like industrial/commercial subdivision, farm lot subdivision, memorial park/ cemetery/ columbarium project and residential/commercial condominium project. **The Development Permit is the final permit issued or granted to any developer already issued with PALC which will allow him/her to proceed with the detailed and necessary development activities as reflected in the approved plans.**

Office or Division:	Municipal Planning and Development Office/ Zoning Division	
Classification:	Simple	
Type of Transaction:	Government to Citizen Government to Business Government to Government	
Who may avail:	All	
CHECKLIST OF REQUIREMENTS (Photocopy)		WHERE TO SECURE
Applicant's Letter of Application (16 copies/photocopies)		Applicant
Developer's document of ownership and financial records; article of incorporation and by-laws; audited assets and liabilities/ latest financial statement; income tax return for the last three (3) consecutive years (21 copies/photocopies)		Applicant
Certified photocopy of the Joint Venture Agreement (JVA), if the project is joint undertaken between a landowner and a housing developer (21 copies/photocopies)		Applicant
Barangay Clearance signed by Punong Barangay, or his Authorized representative, where the project will be located (21 copies/photocopies)		Applicant
Topographic Map of the site, showing the location of critical areas (e.g. creek area, flood prone areas, etc.), if any (21 copies/photocopies)		Applicant
Site Development Plan (16 copies/photocopies)		Applicant
Project's Feasibility Study including cash flow statement, income statement, return of investment (ROI) and its ratio of sales and payback period (16 copies/photocopies)		Applicant



Engineering Plans for: the water system layout (Received and stamped by Kapalung Water District/ Barangay Water System Association) detailing the water system plans and showing the main distribution line; the Power Supply System Plan (Received and stamped by NORDECO/ Davao Light and Power Company); Drainage and Sewer Sewer System Plan which include the profiles showing the hydraulic gradients and properties of the main lines including structures in relation with the road grade line, and the details of drainage and miscellaneous structures such as various types of manholes, catch basin inlet (curb, gutter and drop) culverts and channel linings; the Road System Plan which include the profile showing the vertical designed grade and curve elements, typical roadway sections(e.g. relative dimension and slope pavement, gutter and sidewalks, benching and others), the details of roadway (e.g. required thickness of pavement, sub-grade treatment and sub-base course design analysis), and the details of roadway and miscellaneous structure such as curb and gutter; the Housing Plan (every house model or design for house-and-lot projects, and other facilities to be constructed in the project area (21 copies/photocopies)		Applicant		
Project Evaluation Review Technique- Critical Path Method (PERT-CPM) (21 copies/photocopies)		Applicant		
Waste Management Plan, for both solid and liquid waste (21 copies/photocopies)		Applicant		
NORDECO/ Davao Light and Power Company comment on the proposed Power Supply System (21 copies/photocopies)		NORDECO/ Davao Light and Power Company		
Department of Agrarian Reform Conversion Certificate, if the is agricultural (21 copies/photocopies)		DAR XI		
Department of Agrarian Reform Inspection Report as to tenancy, if the land is agricultural, plus Affidavit of Non-Tenancy by the owner/ developer for Non-Tenanted lands, or Affidavit of Waiver from tenant/s for tenanted lands (21 copies/photocopies)		DAR XI		
Department of Environment and Natural Resources' Environmental Compliance Certificate (ECC) (21 copies/photocopies)		EMB-DENR XI		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Submit Sixteen (21) folders of Application Requirements	1. Receive and Evaluate Completeness of Requirements	None	20 minutes	<i>Zoning Officer I</i>
	1.1 Prepare four (4) Copies of Order of Payment	None	5 minutes	<i>Project Development Officer III</i>
2. Pay in full the processing and inspection fees at Municipal Treasurer's Office	2. Receive payment for processing and inspection fee and Issues Official Receipt	(See payment matrix under PD 957 and BP 220)	5 minutes	<i>Revenue Collection Clerk</i>
3. Provide/submit Municipal Planning and Development Office two (2) certified photocopy of the official receipt	3. Receive Official Receipt for processing and inspection fees	None	2 minutes	<i>Zoning Officer I</i>
	3.1 Attach copy of verified checklist, Order of Payment and Certified Photocopy to each folder containing all the DP application documents/ requirements	None	5 minutes	<i>Project Development Officer III</i>
	3.2 Release one (1) folder of document with original copy of the official receipt to the applicant as his/ her file, forwards thirteen (13) copies to the Mayor's Office for formal endorsement of twelve (12) copies to the Sanguniang Bayan and retains seven (7) folders for MPDO's technical evaluation	None	20 minutes	<i>Municipal Planning and Development Coordinator</i>
	3.3 MPDO calls Kapalong Water District/ Barangay Water System, NORDECO/ Davao Light and Power Company, MEO and MENRO to a meeting to discuss the DP application and come up with Consolidated Evaluation Report (CER)	None	4 hours	<i>KWD/ BWS Representative NORDECO/ DLPC Representative MEO Representative MENRO Representative</i>
	3.4 Approves the Development Permit Resolution	None	5 minutes	<i>Municipal Mayor</i>
	3.5 Prepares order of payment	None	2 minutes	<i>Zoning Officer I</i>



4. Pay the Required Fee at Municipal Treasurer's Office	4. Receive payment and Issues Official Receipt	Php. 720.00	5 minutes	Revenue Collection Clerk
5. Submit Official Receipt	5. Receive Official Receipt & Prepares Development Permit Certificate	None	5 minutes	Zoning Officer I
	5.2 Issue Development Permit Certificate	None	2 minutes	Municipal Planning and Development Coordinator
6 Sign the logbook & Receive Development Permit Certificate	6. Release the Development Permit Certificate	None	2 minutes	Zoning Officer I
		Total Payment: (See payment matrix under PD 957 and BP 220) plus Php. 720.00	Total Processing Time: 5 hours and 18 minutes	



6. Alteration of Plans (AP)

Service Information: Instrument to implement Municipal Ordinance Number 1189-A known and cited as “PALC and DP Ordinance of Kapalong”. It covers all requests for Preliminary Approval and Locational Clearance, Development Permit and Alteration of Plans for residential subdivision projects in the Municipality of Kapalong. This also covers other projects like industrial/commercial subdivision, farm lot subdivision, memorial park/ cemetery/ columbarium project and residential/commercial condominium project. **All subdivision developers are required to secure Alteration Permit (AP) if changes will be made in the approved Development Plans.**

Office or Division:		Municipal Planning and Development Office/ Zoning Division			
Classification:		Simple			
Type of Transaction:		Government to Citizen Government to Business Government to Government			
Who may avail:		All			
CHECKLIST OF REQUIREMENTS (Photocopy)		WHERE TO SECURE			
Plan showing the proposed alteration duly signed and sealed by licensed Architect/ Engineer (16 copies/photocopies)		Applicant			
Letter of intent stating the proposed/ reason for the proposed alteration/ conversion (16 copies/photocopies)		Applicant			
Sworn statement that the affected lots/ units for alteration have not been sold (16 copies/photocopies)		Applicant			
Written Conformity of the duly organized homeowner's association or in the absence thereof, majority of the lot/ unit buyers (16 copies/photocopies)		Applicant			
Certified true copy of title/s of the affected lots/ units if the said lots/ units have been titled (16 copies/photocopies)		Applicant			
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible	
1. Submit Sixteen (16) folders of Application Requirements	1.1 Receive and Evaluate Completeness of Requirements	None	20 minutes	Zoning Officer I	
	1.2 Prepare four (4) Copies of Order of Payment	None	5 minutes	Project Development Officer III	
2. Pay in full the processing and inspection fees at Municipal Treasurer's Office	2.1 Receive payment for processing and inspection fee and Issues Official Receipt	(See payment matrix under PD 957 and BP 220)	5 minutes	Revenue Collection Clerk	
3. Provide/submit Municipal Planning and Development Office two (2) certified photocopy of the official receipt	3 Receive Official Receipt for processing and inspection fees	None	2 minutes	Zoning Officer I Municipal Mayor	
	3.1 Attach copy of verified checklist, Order of Payment and	None	5 minutes		



	<p>Certified Photocopy to each folder containing all the Alteration of Plans application documents/ requirements</p> <p>3.3 Release one (1) folder of document with original copy of the official receipt to the applicant as his/ her file, forwards thirteen (13) copies to the Mayor's Office for formal endorsement of twelve (12) copies to the Sanguniang Bayan and retains two (2) folders for MPDO's technical evaluation</p> <p>3.4 Approve the Alteration of Plans Resolution</p> <p>3.5 Prepare order of payment</p>	<p>None</p> <p>None</p> <p>None</p>	<p>20 minutes</p> <p>5 minutes</p> <p>2 minutes</p>	
4. Pay the Required Fee at Municipal Treasurer's Office	4.1 Receive payment and Issues Official Receipt	Php. 720.00	5 minutes	<i>Revenue Collection Clerk</i>
5. Submits Official Receipt	<p>5.Receive Official Receipt & Prepares Alteration of Plans Certificate</p> <p>5.1 Issue Alteration of Plan Certificate</p>	<p>None</p> <p>None</p>	<p>5 minutes</p> <p>2 minutes</p>	<p><i>Zoning Officer I</i></p> <p><i>Municipal Planning and Development Coordinator</i></p>
6 Sign the logbook & Receives Alteration of Plan Certificate	6.Release the Alteration of Plan Certificate	None	2 minutes	<i>Zoning Officer I</i>
		Total Payment: (See payment matrix under PD 957 and BP 220) plus Php. 720.00	Total Processing Time: 1 hour and 18 minutes	



Schedule of Fees for Preliminary Approval and Locational Clearance (PALC), Development Permit (DP), and Alteration of Plans (AP) accordance to DHSUD (HLURB) issuances. Projects under PD 957

A. Subdivision	
1. Preliminary Approval and Locational Clearance (PALC) Inspection Fee	Php 250.00/ ha. or a fraction thereof Php 1,000.00/ ha. regardless of density
2. Final Approval and Development Permit Additional Fee on floor area of houses and buildings sold with lot Inspection Fee	Php 2,000.00/ ha. regardless of density Php 2.00/ sq.m Php 1,000.00/ ha. regardless of density
3. Alteration of Plans (affected areas only)	Same as final approval and development permit
4. Extension of time to develop Inspection fee (affected/ unfinished area only)	Php 350.00 Php 1,000.00/ ha.
B. Approval of Condominium Projects	
1. Preliminary Approval and Locational Clearance (PALC)	Php 1,000.00
2. Final Approval and Development Permit Processing Fee:	
a. Land Area	Php 5.00/ sq.m
b. Number of Floors	Php 200.00/ floor
c. Building Areas	Php 4.00/ sq.m
Inspection Fee	Php 12.00/ sq.m
3. Alteration of Plan	Same as final approval and development permit
4. Extension of Time Development Inspection Fee (affected/ unfinished area only)	Php 350.00 Php 1000.00 regardless of density
Projects under BP 220	
A. Subdivision	
1. Preliminary Approval and Locational Clearance (PALC) Processing Fee:	
a. Socialized Housing	Php 75.00/ha.
b. Economic Housing	Php 150.00/ha.
Inspection Fee	
a. Socialized Housing	Php 200.00/ha.
b. Economic Housing	Php 500.00/ha.
2. Final Approval and Development Permit Processing Fee:	
a. Socialized Housing	Php 500.00/ha.
b. Economic Housing	Php 1000.00/ha.
Inspection Fee:	
a. Socialized Housing	Php 200.00/ha.
b. Economic Housing	Php 500.00/ha.
3. Alteration of Plans (affected areas only)	Same as final approval and development permit
4. Extension of time to develop	
Filling Fee:	
a. Socialized Housing	Php 350.00/ha.
b. Economic Housing	Php 350.00/ha.
Inspection Fee:	
c. Socialized Housing	Php 200.00/ha.
d. Economic Housing	Php 500.00/ha.
B. Condominium	
1. Preliminary Approval and Locational Clearance (PALC)	Php 500.00



2. Final Approval and Development Permit	
Processing Fee:	
a. Land Area	Php 5.00/ sq.m
b. Number of Floors	Php 100.00/ floor
c. Building Areas	Php 2.00/ sq.m of the gross floor area
Inspection Fee	Php 2.00/ sq.m of the gross floor area
3. Alteration of Plan (affected areas only)	Same as final approval and development permit
4. Extension of Time Development	Php 350.00
Inspection Fee	floor area x Php 2.00 x % of remaining development cost
C. Industrial/ Commercial Subdivision	
1. Preliminary Approval and Locational Clearance (PALC)	Php 300.00/ ha.
Inspection Fee	Php 1000.00/ ha.
2. Final Approval and Development Permit	Php 5000.00/ha.
Inspection Fee	Php 1000.00/ha.
3. Alteration of Plan (affected areas only)	Same as final approval and development permit
4. Extension of Time Development	Php 350.00
Inspection Fee (affected areas/ unfinished area only)	Php 1000.00/ha.
D. Farm lot Subdivision	
1. Preliminary Approval and Locational Clearance (PALC)	Php 200.00/ ha.
Inspection Fee	Php 500.00/ ha.
2. Final Approval and Development Permit	Php 1000.00/ha.
Inspection Fee	Php 5000.00/ha.
3. Alteration of Plan (affected areas only)	Same as final approval and development permit
4. Extension of Time Development	Php 350.00
Inspection Fee (affected areas/ unfinished areas only)	Php 1000.00/ha.
E. Memorial Park/ Cemetery Project/ Columbarium	
1. Preliminary Approval and Locational Clearance (PALC)	
a. Memorial Projects	Php 500.00/ ha.
b. Cemeteries	Php 200.00/ ha.
c. Columbarium	Php 2,500.00/ha.
Inspection Fee	
a. Memorial Projects	Php 1000.00/ha.
b. Cemeteries	Php 500.00/ha.
c. Columbarium	Php 12.00/sq.m of Gross Floor Area
2. Final Approval and Development Permit	
a. Memorial Projects	Php 2.00.00/ sq.m
b. Cemeteries	Php 1.00/ sq.m
c. Columbarium	Php 4.00/sq.m of Gross Floor Area
Inspection Fee	
a. Memorial Projects	Php 1000.00/ha.
b. Cemeteries	Php 500.00/ha.
c. Columbarium	Php 12.00/sq.m of Gross Floor Area
3. Alteration of Plan (affected areas only)	Same as final approval and development permit
4. Extension of Time Development	Php 350.00
Inspection Fee (affected areas/ unfinished areas only)	
a. Memorial Projects	Php 1,000.00/ha.
b. Cemeteries	Php 500.00/ha.
c. Columbarium	Php 12.00/sq.m of remaining Gross Floor Area



7. Data Acquisition

Service Information: Service that caters requests for data/ information such as Maps, Demography, Municipality profile, etc.

Office or Division:		Municipal Planning and Development Office/ Planning and Research Division		
Classification:		Simple		
Type of Transaction:		Government to Citizen Government to Government		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS (Photocopy)		WHERE TO SECURE		
Letter of Request		Applicant		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submit Letter of Request	1. Receive letter of request	None	2 minutes	<i>Administrative Aide III</i>
	1.1 Prepares Order of Payment	None	2 minutes	<i>Project Development Officer III</i>
2. Pay the Required Fee at Municipal Treasurer's Office	2. Receive Payment and Issues Official Receipt	Php 100.00 per sheet of requested data	5 minutes	<i>Revenue Collection Clerk</i>
3. Submit Official Receipt	3. Receive Official Receipt & Prepare the requested data	None	5 minutes	<i>Administrative Aide III</i>
4. Sign logbook and Receive the requested data	4.1 Release the requested data	None	2 minutes	<i>Administrative Aide III</i>
		Total Payment: Php 100.00 per sheet of requested data	Total Processing Time: 16 minutes	



MUNICIPAL CIVIL REGISTRAR’S OFFICE

External Services



1. Registration and Issuance of Timely Certificate of Live Birth

Recording and registration of birth of every person born in the municipality as legal identity to be counted as citizen of the country.

Office or Division:	Municipal Civil Registrar's Office			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		Where to secure		
If the child is born at the hospital, secure the accomplished Certificate of Live Birth duly signed by the attending physician with attachments from the hospital in charge personnel (4 computer generated copies)		Hospital/Clinic		
If born at home, submit the following: 2.1) Marriage Certificate of parents 2.1) If parents is not married, and intends to use the surname of the father under RA 9255, personal appearance of both father and mother is needed to execute and sign the Affidavit Of Admission Of Paternity and the Affidavit To Use The Surname Of The Father (AUSF) to be notarized before the authorized notarial authority. (2 photocopies, 4 copies)		Applicant LCR/Notarial Office/PAO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the complete documentary requirements	1. If the child is born at home, and finds the submitted documents in order after assessing, the Certificate of Live Birth is prepared. Thereafter, issue an order of payment for the client to proceed to the Municipal Treasurer's Office to pay the necessary fees. 1.1 If the child is born at the hospital or clinic, receives the Certificate of Live Birth accomplished by the hospital/clinic and issues an order of payment to the client for payment of fees at the Municipal Treasurer's Office.	None	30 minutes	<i>Administrative Aide I Municipal Civil Registrar</i> <i>Administrative Aide I Municipal Civil Registrar</i>
2. Proceed to Municipal Treasurer's Office to pay the service fee	2. Receive the payment and issue Official Receipt		5 minutes	<i>Revenue Collection Clerk I</i>
3. Return to MCR Office and presents the Official	3. Review and sign the Certificate of Live Birth.	None	3 minutes	<i>Municipal Registrar</i>



Receipt	3.1 Assign a Civil Registry Number on the Certificate of Live Birth and stamp an official seal on it.	None	5 minutes	<i>Administrative Assistant III</i>
4. Receives the valid Certificate of Live Birth	4.1 Release a copy of the document to the client	None	2 minutes	<i>Administrative Assistant III</i>
		Total payment fee: (see payment matrix)	Total processing Time: if born at home 45 minutes if born at hospital 25 minutes	

Payment Matrix for the Registration and Issuance of Timely Certificate of Live Birth

<i>For married parents:</i> Service Fee	Php 75.00
<i>For unmarried parents:</i> Admission of Paternity Affidavit to use the surname of the father	Php 200.00 Php 250.00



2. Registration and Issuance of Delayed/ Late Certificate of Live Birth

Recording and registration of birth of every person born in the municipality.

Office or Division:	Municipal Civil Registrar's Office			
Classification:	Highly Technical			
Type of Transaction:	Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		Where to secure		
Marriage Certificate of Parents (2 photocopies)		Applicant		
If parents are not married, personal and intent to use the surname of the Father, personal appearance of mother and father is required to execute and sign the Affidavit of Admission of Paternity and Affidavit to Use the Surname of the Father (AUSF), to be notarized before authorized notarial office (4 copies)		LCR/Notarial Office/PAO/MCR		
PSA Advisory of Negative Record (2 photocopies)		Philippine Statistics Authority		
Community Tax of the Informant		Municipal Treasurer's Office		
1. At least 4 legal documents of the document owner showing date of birth and place of birth such as: (2 photocopies each) - Baptismal Certificate - Voter's Certification - Marriage Certificate, if applicable - School Records - Government issued Identification Cards (SSS, PHIC, TIN, LTO, GSIS) - other legal documents		Applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the complete documentary requirements	1. Assess and evaluate the completeness of the requirements, if found in order, advises the client to proceed to the Municipal Treasurer's Office to pay the service fee.	None	5 Minutes	<i>Municipal Civil Registrar Administrative Aide I</i>
2. Proceed to Municipal Treasurer's Office to pay the service fee	2. Receive payment and issue official receipt	(see payment matrix)	5 Minutes	<i>Revenue Collection Clerk I</i>
3. Client goes back to the MCR Office and presents the Official Receipt	3. Prepare and print the Certificate of Live Birth	None	30 Minutes	<i>Municipal Civil Registrar</i>
	3.1 Post the Notice of the delayed birth registration at the		10 calendar days	<i>Administrative Aide I</i>



	Bulletin Board for 10 calendar days			
4. After 10 days, client goes back at the MCR Office to receive the valid Certificate of Live Birth	4. Sign the Certificate of Live Birth 4.1 Assign a Civil Registry Number on the Certificate of Live Birth document and release a copy to the client	None	1 Minute 5 Minutes	<i>Municipal Civil Registrar</i> <i>Administrative Assistant III</i>
		Total payment fee: (see payment matrix)	Total processing time: 10 days and 47 minutes	

Payment Matrix Registration and Issuance of Delayed/Late Certificate of Live Birth

<i>For married parents:</i> Service Fee	Php 100.00
<i>For unmarried parents:</i> Admission of Paternity	Php 200.00
Affidavit to use the surname of the father	Php 250.00



3. Application and Issuance of Marriage License

Issuance of marriage licenses to the would-be couples desiring to enter into marriage

Office or Division:	Municipal Civil Registrar's Office			
Classification:	Highly Technical			
Type of Transaction:	Government to Citizen			
Who may avail:	Male and Female of the age 18 years upwards without any impediments mentioned in Articles 37 and 38 of the Family Code of The Philippines.			
CHECKLIST OF REQUIREMENTS		Where to secure		
Personal appearance of both couple				
Personal appearance of parents of applicants ages 18-21 to sign the parental consent and ages 22-25 to sign the parental advice		PMC Committee/Population Office		
Pre-Marriage Counseling Seminar Certificate (1 original & 1 photocopy)		PSA Office		
Certificate of No Marriage (CENOMAR) of both couple (1 original & 1 photocopy)		Applicant		
Birth certificate of both couple (2 photocopies after presentation of original copy)		Applicant		
Community Tax of both couple (1 photocopy)		Applicant		
Death Certificate of wife/husband in the case of widow and widower (1 certified photocopy)		Trial Court		
Court decree for annulled and divorced (1 certified photocopy)		Consular Office Applicant		
Additional requirements for foreigner applicant: legal capacity to marry document issued by consular office (1 original & 1 photocopy) Passport (1 photocopy)		PMC Committee/Population Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Both applicants (couple) appears personally at the Municipal Civil Registrar's Office bringing all the complete documentary requirements. For applicants with ages 18 – 25, the parents should appear personally to sign the parental consent and advise	1. Receive and asses the completeness of the documentary requirements. If found in order, interview the couple and parents, and thereafter, prepares the application for marriage and issue order of payment	None	30 Minutes	<i>Municipal Civil Registrar</i> <i>Administrative Aide I</i>
2. Proceed to the Municipal Treasurer's Office to pay the marriage application fee.	2. Receive payment and issues the Official Receipt.	(see payment matrix)	5 Minutes	<i>Revenue Collection Clerk I</i>



3. Return to the Municipal Civil Registrar's Office and presents the Official Receipt.	3. Review the documents, interviews the applicants briefly. Finding it in order, have them sign the application and the consent by the parents and sign it too. 3.1 Post at the bulletin board for 10 days and advise the client to return after 10 days to pay the License fee and submit it back to MCR Office	None None	10 Minutes 10 days (Art. 17 of Family Code of the Philippines)	<i>Municipal Civil Registrar</i> <i>Municipal Civil Registrar</i>
4. After the 10 days posting, the client proceeds to the Municipal Treasurer's Office to pay the Marriage License Fee.	4. Receive the payment and issue the Marriage License	Marriage License Fee: Php 152.00	5 Minutes	<i>Revenue Collection Clerk I</i>
5. Submit the Marriage License to the MCR Office for signature	5. Sign the Marriage License	None	3 Minutes	<i>Municipal Civil Registrar</i>
6. Receive the signed Marriage Application with Marriage License	6. Books the Marriage License, assigns a civil registry number to the application and release to the applicant/client	None	10 Minutes	<i>Administrative Assistant III</i>
		Total payment fee: (see payment matrix)	Total processing time: 10 days & 1 hour & 3 minutes	

Payment Matrix- Marriage Application

Both Filipino	P 1500.00
Foreigner	P 2000.00
Marriage License Fee	P 152.00



4. Registration of Certificate of Marriage

Registration of the Certificate of Marriage to record the contract of a man and woman to become a legally wedded husband and wife.

Office or Division:	Municipal Civil Registrar's Office			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Wedded couples			
CHECKLIST OF REQUIREMENTS		Where to secure		
Duly accomplished Certificate of Marriage with complete signatures of bride, groom, witnesses and solemnizing officer (4 computer generated copies)		Office of the Solemnizing Officer		
In the case of marriage under Article 34, attach CENOMAR and Affidavit of Cohabitation (4 original copies)		Office of the Solemnizing Officer		
In the case of Article 33, attach the duly notarized Tribal Marriage Certificate (4 original copies)		Office of the Solemnizing Tribal Chieftain		
In case of Late Registration, attach Affidavit of Late Registration duly notarized (2 copies)		Notarial Office/PAO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. After the marriage ceremony, client proceed to the Municipal Civil Registrar's Office and presents the Certificate of Marriage duly signed by the wedded couple, witnesses and solemnizing officer.	1. Review the document and attachments. Finding it in order, receives the document and advises the client to pay the necessary fees at the Municipal Treasurer's Office	None	5 minutes	Municipal Civil Registrar Administrative Aide I
2. Proceed to the Municipal Treasurer's Office for payment of registration fee.	2. Receive the payment and issue Official Receipt	Marriage Registration Fee: Php 150.00	5 minutes	Revenue Collection Clerk I
3. Return to the MCR Office and presents the Official Receipt	3. Sign the Certificate of Marriage and indorse it to the Registration Officer for release	None	1 minute	Municipal Civil Registrar



4. Receive the valid registered Certificate of Marriage	4. Assigns a civil registry number on the Certificate of Marriage and release a copy to the client	None	5 minutes	Administrative Assistant III
		Total payment fee: Php 150.00	Total processing time: 16 minutes	



5. Registration of Death

Registration of facts of the death of a person to record the termination of a person's civil rights

Office or Division:	Municipal Civil Registrar's Office			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Applicants desiring to register the death of a person			
CHECKLIST OF REQUIREMENTS		Where to secure		
If died in the hospital, secure the duly filled out and Certificate of Death signed by the physician from the Hospital In charge Personnel (4 computer generated copies)		Hospital In charge Personnel		
In case of Dead on Arrival at the hospital, Certification from the hospital stating the fact of the DOA (1 original and 1 photocopy)		Hospital In charge Personnel		
If died at home: Barangay Certification certifying the event of death at the barangay (1 original copy)		Office of the Punong Barangay		
If delayed or late registration: Barangay Certification certifying the event of death at the barangay (1 original copy) Community Tax of the Informant (1 photocopy) PSA Negative Advisory (1 original copy) Affidavit of Late Registration (2 original signed copies)		Office of the Punong Barangay Municipal Treasurer's Office PSA Office Notarial Office/PAO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present and submit the required documentary requirements to the Municipal Civil Registrar's Office.	Evaluate the completeness of the submitted documents and acts on it:	None	5 minutes	Municipal Civil Registrar Administrative Aide I
	1. Incase died at the hospital, advise the client to proceed to the Municipal Health Office to seek review and signature of the Municipal Health Officer at the death certificate prepared by the hospital 1.1 Incase died at home, prepare the Certificate of Death for review and signature of Mun. Health Officer		15 minutes	Municipal Civil Registrar Administrative Aide I



2. Client proceed to the Municipal Health Office	2. Review the document and finding it in order, signs it and advises the client to proceed to MTO for payment of fee.	None	15 minutes	Municipal Health Officer
3. Proceeds to the Municipal Treasurer's Office to pay the service fee.	3. Receive the payment and issues the Official Receipt.	Service Fee on Death: P 50.00	5 minutes	Revenue Collection Clerk I
4. Return to the Municipal Civil Registrar's Office and present the Certificate of Death duly signed by the Municipal Health Officer with Official Receipt.	Acts on the Death Registration application 4. If timely registration, the MCR Head of the OIC in her absence, signs the Certificate of Death and indorse it to the Registration Officer for release 4.1 In case of late registration, the MCR Head posts a notice of the said application in the bulletin for 10 days	None None	2 minutes 10 days	Municipal Civil Registrar Municipal Civil Registrar
5. Receive the valid registered Certificate of Death, in case of late/delayed registration, the client receives the document after 10 days of posting.	5. Assign a civil registry number on the Certificate of Death and release a copy immediately for timely registration, however, for the late registration, it will be released after 10 days posting.	None	3 minutes	Administrative Assistant III
		Total payment fee: P50.00	Total processing time: If died at hospital 30 minutes If died at home 45 minutes late registration 10 days & 45 minutes	



6. Issuance of Certifications, LCR Forms 1a, 2a and 3a and LCR Certified True Copies

Issuance of LCR Certifications to validate the LCR and PSA copies which has blurred items

Office or Division:	Municipal Civil Registrar's Office			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		Where to secure		
Valid identification card or document of the requisitioning person to validate the identity as the true document owner (1 photocopy after presentation of original copy)		Document owner		
In case of an authorized person, valid Identification card of the document owner and authorized person (1 photocopy after presentation of original copy)		Document owner and authorized person		
Authorization letter of the document owner authorizing the authorized person (1 original copy)		Document owner		
Documentary stamp (2 pieces)		BIR Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present and submit the required documentary requirements to the Municipal Civil Registrar's Office.	1. Validate the identity of the requisitioning party and finds or retrieves the records from the LCR Archives to assess the authenticity of the requested document. Finding it in order, prepares the requested document based of the LCR records, thereafter, issue order of payment for the client to pay at the MTO.	None	30 minutes	Municipal Civil Registrar Administrative Aide I Administrative Assistant III
2. Proceed to the Municipal Treasurer's Office to pay the necessary fees	2. Receives the payment and issue the Official Receipt	(see payment matrix)	5 minutes	Revenue Collection Clerk I



3. Return to the MCR Office, presents the Official Receipt and receives the valid requested document	3. Signs the requested document and release it to the client after signing in the receiving logbook	None	10 minutes	Municipal Civil Registrar
		Total payment fee: (see payment matrix)	Total processing time: 45 Minutes	

Payment Matrix for Certification Fee or Certified True Copy

Local use	P 100.00
Travel abroad	P 200.00



7. Legitimation Registration

Legitimation of the illegitimate registered Certificate of Live Birth after the marriage of parents

Office or Division:	Municipal Civil Registrar's Office			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Illegitimate registered individuals seeking legitimation after the marriage of parents			
CHECKLIST OF REQUIREMENTS		Where to secure		
PSA copy of Birth Certificate of illegitimate individual seeking legitimation (4 photocopies after showing the original copy)		PSA Office		
PSA Advisory on Marriage of parents or CENOMAR (4 photocopies after showing the original copy)		PSA Office		
Certificate of Marriage of parents (4 photocopies after showing the original copy)		Applicant		
Duly notarized affidavit of admission of Paternity executed by the father sign the Affidavit of Admission of Paternity (4 copies)		Notarial Office/PAO/MCR		
Duly notarized Affidavit of Registration executed by both the father and mother (4 copies)		Notarial Office/PAO/MCR		
Postal mailing stamp (Express mail Php 150.00)		Postal Service Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present and submit the required documentary requirements.	1. Review and assess the completeness of the submitted documents. Finding it in order, prepares all the necessary legitimation documents.	None	40 Minutes	<i>Municipal Civil Registrar</i>
	1.1 Both couple (father and mother) signs in the required affidavits in front of the MCR Head, thereafter, the latter notarizes it by affixing her signature, and issues order of payment of fees at the Municipal Treasurer's Office	None	5 Minutes	
2. Proceed to Municipal Treasurer's Office to pay the legitimation registration fee	2. Receive the payment and issues the Official Receipt	500.00	5 Minutes	<i>Revenue Collection Clerk I</i>



3. Return to MCR Office and presents the Official Receipt	3. Record the payment and give final instruction to the client as to when the PSA Security Paper be available online.	None	2 Minutes	Municipal Civil Registra
4. Wait for the annotation of the birth certificate of the legitimation to be available online at the PSA CRS outlet. As soon as it is already available online, a request is made personally at the PSA Civil Registration Service outlet.	4. Transmit the legitimation registration with complete supporting documents to the PSA Civil Registration Service Office, Quezon City for action.	None	mailed within 2 days SECPA annotation is covered by PSA MC 2019 – 25 (Beyond the control of MCR Office)	Municipal Civil Registra LCR Desk, CRS Division PSA Central Office, Quezon City
		Total payment fee: Php 500.00	Total processing fee: 2 days & 52 minutes	



8. Request of PSA Security Papers on Birth, Marriage & Death Certificates and CENOMAR (Certificate of No Marriage) through BREQs (Batch Request Query Services)

Request of PSA Security papers on birth, marriage and death and Certificate of No Marriage by all the transacting public is made available in partnership and with MOA with the PSA Regional Office XI to assist the clients in securing such PSA legal documents without personally going to PSA Office.

Office or Division:		Municipal Civil Registrar's Office		
Classification:		Complex		
Type of Transaction:		Government to Citizen		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		Where to secure		
Valid identification card or document of the requisitioning person to validate the identity as the true document owner (1 photocopy after presentation of the original copy)		Document Owner		
In case of an authorized person, valid Identification card of the document owner and authorized person (1 photocopy after presentation of the original copy)		Document Owner and Authorized Person		
Authorization letter of the document owner authorizing the authorized person Paternity and Affidavit of Legitimation (1 original copy)		Document Owner		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Municipal Civil Registrar's Office, fills out the request form and presents valid identities and/or authorization	1. Receive and assess the filled out request form and evaluates the presented identities and/or authorization. Finding it in order, advises the client to proceed to the Municipal Treasurer's Office to pay the service fee.	None	10 Minutes	<i>Municipal Civil Registrar</i> <i>Administrative Aide I</i>
2. Client proceed to the Municipal Treasurer's Office to pay the service fees	2. The MTO Revenue Collection Clerk receives the payment and issues the Official Receipt	(see payment matrix)	5 Minutes	<i>Revenue Collection Clerk I</i>
3. Client goes back to the MCR Office, presents the Official Receipt and submit the intended for the PSA service fee	3. The MCR assigned personnel receives the PSA service fee, encode the same to the BREQS computer program advises the computer program advises the client that the PSA Official Receipt will be issued attached to	(see payment matrix)	5 Minutes	<i>Municipal Civil Registra</i>



	the requested PSA copy of the document upon release.			
4. Wait for the release of the requested document	4. Transmit all the requested documents for the week to the PSA CRS Outlet, PSA Regional Office X1 for processing every Thursday. Processing takes 1 week	None	1 Day	<i>Municipal Civil Registrar</i> <i>Administrative Aide I</i>
5. Wait for the release of the requested document	5. Return to the PSA CRS outlet on the next Thursday to pick up the processed requested document during the past week and transmit again the next batch for the week for processing	None	4 -6 Days	<i>Municipal Civil Registrar</i> <i>Administrative Aide I</i>
6.Receives the requested PSA document with PSA Official Receipt	6.1 Log and/ or record the document release to the client	None	3 Minutes	<i>Municipal Civil Registrar</i>
		(see payment matrix)	Total processing fee: 5 – 7 Days & 23 Minutes	

LGU Service Fee

SECPA	P 150.00/copy
CENOMAR	P 150.00/ copy

PSA Service Fees

SECPA	P 155.00/copy
CENOMAR	P 210.00/ copy



9. Filing of Petition for Correction of Clerical Erroneous Entries in Civil Registry Documents

Correction of clerical erroneous entries in Certificate of Live Birth, Marriage and Death under Act 9048 and RA 10172

Office or Division:	Municipal Civil Registrar's Office			
Classification:	Highly Technical			
Type of Transaction:	Government to Citizen			
Who may avail:	Document Owners with erroneous entries in their local civil registry documents			
CHECKLIST OF REQUIREMENTS		Where to secure		
Duly Notarized Petition for correction of clerical entries (4 computer generated copies)		Notarial Office/Public Attorney's Office		
PSA copy of Birth/Marriage/Death Cert. to be corrected (2 photocopies after showing the original copy)		PSA Office		
Birth Certificate and/or Marriage Certificate (2 photocopies after showing the original copy)		Applicant		
Voter's Certification photocopies after (2 showing the original copy)		Applicant		
Baptismal Certificate photocopies after (2 showing the original copy)		Applicant		
Other documents that could strongly support the intent of the applied correction (School Records, GSIS, SSS, PHI, PRC, Driver's License, etc) (2 photocopies after showing the original copy)		Applicant		
If the error sought for correction includes the surname or data of parents, submit copies of parents and/or siblings (such as birth cert., death cert., marriage cert. and other legal documents) (2 photocopies after showing the original copy)		Applicant		
Postal mailing stamps		Postal Service Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Municipal Civil Registrar's Office to submit the complete documentary requirements supporting the correction of clerical erroneous entries in the civil registry document (birth, marriage and death certificates) for assessment	1. Assesses the correctness of the notarized PETITION with the complete supporting documents. Finding it in order, advises the client to proceed to the Municipal Treasurer's Office for payment of prescribed fees.	None	15 minutes	Municipal Civil Registrar



2. Proceed to the Municipal Treasurer's Office to pay the petition filing and service fees.	2.2 Receives the payment and issue official receipt	Petition fee-Php 1,000.00 Service fee – Php 300.00	5 minutes	Revenue Collection Clerk I
3. Return to the MCR Office to submit the notarized Petition and Official Receipt	3.1 Re-assess the petition with attachments, receives it and release one (1) copy to the client/petitioner	None	10 minutes	Municipal Civil Registrar
4. Wait while the documents is still on process	4 Post the Public Notice of the correction on the bulletin board as required	None	10 days (covered by RA 9048/10172)	Municipal Civil Registrar
	4.1 Issue Certification of Posting, endorsement and other supporting documents after 10 posting days.	None	1 day	
	4.2 Renders and grants the filed petition by issuing decisions in writing.	None	1 hour	
	4.3 Transmit the petition with all the supporting documents to the Legal Services Division, PSA Central Office for final affirmation and waits for that office to return the document with action to MCR Office	None	mailed within 5 days PSA action is covered by RA 9048/10172	
	4.4 Upon receipt of the affirmed petition, prepares supporting documents (Certificate of Finality, Annotated and Unannotated civil registry document) based on the affirmed petition to support the request for annotated PSA security paper (SECPA)			



7. Request for Annotated SECPA	7. Request for annotation of the PSA civil registry documents with complete supporting documents is transmitted to PSA Decap Davao City Unit.	Php 155.00 payable to PSA CRS outlet by the petitioner personally	1 week PSA action on the annotation is covered by PSA MC 2019-25 (beyond MCR action)	<i>Administrative Assistant III</i> <i>Decap, Davao City Unit</i>
		Total payment fee: Php 1,300.00	Total processing time: 18 days, 1 hour & 30 minutes covered under RA 9048/10172/PSA MC 2019-25	



10. Filing of Petition for Correction of Date of Birth (Month and Day only) In Birth Certificate

Correction of clerical erroneous entries in Certificate of Live Birth under RA 9048/10172

Office or Division:	Municipal Civil Registrar's Office			
Classification:				
Type of Transaction:	Government to Citizen			
Who may avail:	Document Owners with erroneous entry of birth date, applicable on MONTH and DATE entries only			
CHECKLIST OF REQUIREMENTS		Where to secure		
Duly Notarized Petition for correction of birthdate (4 computer generated copies)		Notarial Office/Public Attorney's Office		
PSA copy of Certificate of Live Birth with error (2 photocopies after showing the original copy)		PSA		
LCR copy of Certificate of Live Birth (2 photocopies after showing the original copy)		Applicant or LCR Office		
Baptismal Certificate (2 photocopies after showing the original copy)		Applicant		
Earliest School Records (Elementary Form 137) (2 photocopies after showing the original copy)		Elementary School where the petitioner studied		
Medical Records (2 photocopies after showing the original copy)		Hospital/Clinic		
NBI Clearance (2 photocopies after showing the original copy)		NBI Office		
Police Clearance (2 photocopies after showing the original copy)		PNP Office		
Certificate of Employment, if not employed, Affidavit of Non-Employment (2 original copies)		Employer, if unemployed, Notarial Office/PAO		
Other legal documents bearing the correct date of birth (2 photocopies after showing the original copy)		Applicant		
Affidavit of Publication (2 original and 1 photocopy)		Newspaper publisher		
Newspaper clippings (2 publication issues) (1 set per publication)		Newspaper publisher		
Duly Notarized Petition for correction of birthdate (4 computer generated copies)		Notarial Office/Public Attorney's Office		
Postal mailing stamps (3 sets of Express Mail mailing stamps)		Postal Service Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Municipal Civil Registrar's Office with complete documentary requirements supporting the correction of birth date entry in the Certificate of Live Birth	1. Assess the correctness of the notarized PETITION with the complete supporting documents. Finding it in order, advises the client to proceed to the Municipal Treasurer's Office for payment of prescribed fees.	None	15 Minutes	Municipal Civil Registrar



2. After securing the notarized petition, proceed to Municipal Treasurer's Office to pay petition filing and service fees.	2. Receive the payment and issued Official Receipt	Petition fee- Php 3,000.00 Service fee – Php 300.00	5 Minutes	Revenue Collection Clerk I
3. Return to the MCR Office to submit the notarized Petition and Official Receipt	3. Review the notarized petition, receives it and release one (1) copy to the client/petitioner	None	10 Minutes	Municipal Civil Registrar
4. Wait while the documents is on process	<p>The MCR acts on the petition:</p> <p>4. Post the Public Notice of the correction on the bulletin board as required.</p> <p>4. Publish in the newspaper for two publication issues</p> <p>4.1 Issues Certification of Posting, endorsement and other supporting documents after 10 posting days.</p> <p>4.2 Transmit the petition with all the supporting documents to the Legal Services Division, PSA Central Office</p>	<p>None</p> <p>Cost of publication depends on the publisher to be paid by the petitioner None</p>	<p>10 Days (covered by RA 9048/10172)</p> <p>2 publication issues (20 days) (RA 9048/10172)</p> <p>1 day</p>	<p>Municipal Civil Registrar</p> <p>Municipal Civil Registrar</p> <p>Municipal Civil Registrar</p>
	<p>5.1 Transmit the petition with all the supporting documents to the Legal Services Division, PSA Central Office for final action/affirmation</p> <p>5.2 The MCR Office waits for the acted petition to be returned back for the next processes.</p> <p>5.3 Upon receipt of the affirmed petition, prepares supporting documents</p>	<p>None</p> <p>None</p> <p>None</p>	<p>covered by RA 9048/10172</p> <p>covered by RA 9048/10172</p> <p>1 Day</p>	<p>Legal Service Division PSA Central Office, Quezon City</p> <p>Legal Service Division PSA Central Office, Quezon City</p>



	(Certificate of Finality, Annotated and Unannotated civil registry document based on the affirmed petition to support the request for annotated PSA security paper (SECPA))			<i>Administrative Assistant III</i>
7. Request for annotated SECPA	7.1 Request for annotation of the PSA civil registry documents with complete supporting documents is transmitted to PSA Decap Unit, Davao City	Php 155.00 payable to PSA CRS outlet by the petitioner personally	mailed within 1 Day PSA action on the annotation is covered by PSA MC 2019-25 (beyond MCR action)	<i>Administrative Assistant III</i> <i>DECAP Unit, PSA, Davao City</i>
		Total payment fee: P 3,300.00	Total processing fee: 37 days, 1 hour and 30 minutes	



11. Filing of Petition for Correction of Sex

Correction of clerical erroneous entry on Child’s Sex on the Certificate of Live Birth under RA 9048 and RA 10172

Office or Division:	Municipal Civil Registrar’s Office			
Classification:				
Type of Transaction:	Government to Citizen			
Who may avail:	Document Owners with erroneous entry of Child’s Sex on the Birth Certificate			
CHECKLIST OF REQUIREMENTS		Where to secure		
Duly Notarized Petition for correction of sex (4 computer generated copies)		Notarial Office/Public Attorney’s Office		
PSA copy of Certificate of Live Birth with error (2 photocopies after showing the original copy)		PSA		
LCR copy of Certificate of Live Birth (2 photocopies after showing the original copy)		Applicant or LCR Office		
Baptismal Certificate (2 photocopies after showing the original copy)		Applicant		
Earliest School Records (Elementary Form 137) (2 photocopies after showing the original copy)		Elementary School where the petitioner studied		
Medical Records (2 photocopies after showing the original copy)		Hospital/Clinic		
NBI Clearance (2 photocopies after showing the original copy)		NBI Office		
Police Clearance (2 photocopies after showing the original copy)		PNP Office		
Certificate of Employment, if not employed, Affidavit of Non-Employment (2 original copies)		Employer, if unemployed, Notarial Office/PAO		
Other legal documents bearing the correct date of birth (2 photocopies after showing the original copy)		Applicant		
Affidavit of Publication (2 original and 1 photocopy)		Newspaper publisher		
Newspaper clippings (2 publication issues) (1 set per publication)		Newspaper publisher		
Postal mailing stamps (3 sets of Express Mail mailing stamps)		Postal Service Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Municipal Civil Registrar’s Office with complete documentary requirements supporting the correction of child’s Sex in the Certificate of Live Birth	1. Assess the correctness of the notarized PETITION with the complete supporting documents. Finding it in order, advises the client to proceed to the Municipal Treasurer’s Office for payment of prescribed fees.	None	15 minutes	Municipal Civil Registrar



2. After securing the notarized petition, proceed to the Treasurer's Office to pay petition filing and service fees.	2. Receive the payment and issue Official Receipt	Petition fee-Php 3,000.00 Service fee – Php 300.00	5 minutes	Revenue Collection Clerk I
3. Return to the MCR Office to submit the notarized Petition and Official Receipt	3. Reviews the notarized petition, receives it and release one (1) copy to the client/petitioner	None	10 minutes	Municipal Civil Registrar
4. Wait for the documents while still on process	<p>The MCR acts on the petition:</p> <p>4. Post the Public Notice of the correction on the bulletin board as required.</p> <p>4.1 Publish the petition in the newspaper for two publication issues</p> <p>4.2 Issue Certification of Posting, endorsement and other supporting documents after 10 posting days.</p> <p>4.3 Renders and grant the filed petition by issuing decision in writing.</p> <p>4.5 The MCR transmit the petition with all the supporting documents to the Legal Services Division, PS A Central Office for final action/affirmation.</p> <p>4.6 Wait for the acted petition to be returned for the next process.</p> <p>4.7 Upon receipt of the affirmed petition,</p>	<p>None</p> <p>cost of publication depends on the publisher to be paid by the petitioner</p> <p>None</p> <p>None</p> <p>None</p> <p>None</p> <p>None</p>	<p>10 days (covered by RA 9048/10172)</p> <p>2 publication issues 20 days (RA 9048/10172)</p> <p>1 day</p> <p>1 hour</p> <p>within 5 days</p> <p>covered by RA 9048/10172</p> <p>1 day</p>	<p>Municipal Civil Registrar</p> <p>Municipal Civil Registrar</p> <p>Municipal Civil Registrar</p> <p>Municipal Civil Registrar</p> <p>Municipal Civil Registrar</p> <p>Legal Service Division, PSA Central Office, Quezon City</p> <p>Administrative Assistant III</p>



	prepares supporting documents (Certificate of Finality, Annotated and Unannotated civil registry document based on the affirmed petition to support the request for annotated PSA security paper (SECPA)			
		Total payment fee: Php 3,300.00	Total processing fee: 37 days, 1 hour and 30 minutes covered under RA 9048/10172/P SA MC 2019- 25	

Filing of Petition for Correction of Sex is covered under RA 9048/10172/P SA MC 2019- 25



12. Filing of Petition for Change of First Name

Change of First Name for the wrong first name in the Certificate of Live Birth under RA 9048 and RA 10172

Office or Division:	Municipal Civil Registrar's Office			
Classification:	Highly Technical			
Type of Transaction:	Government to Citizen			
Who may avail:	Document Owners with erroneous entry of Child's First Name on the Birth Certificate			
CHECKLIST OF REQUIREMENTS		Where to secure		
Duly Notarized Petition for correction of first name (4 computer generated copies)		Notarial Office/Public Attorney's Office		
PSA copy of Certificate of Live Birth with error (2 photocopies after showing the original copy)		PSA		
LCR copy of Certificate of Live Birth (2 photocopies after showing the original copy)		Applicant or LCR Office		
Baptismal Certificate (2 photocopies after showing the original copy)		Applicant		
Earliest School Records (Elementary Form 137) (2 photocopies after showing the original copy)		Elementary School where the petitioner studied		
Medical Records (2 photocopies after showing the original copy)		Hospital/Clinic		
NBI Clearance (2 photocopies after showing the original copy)		NBI Office		
Police Clearance (2 photocopies after showing the original copy)		PNP Office		
Certificate of Employment, if not employed, Affidavit of Non-Employment (2 original copies)		Employer, if unemployed, Notarial Office/PAO		
Other legal documents bearing the correct date of birth (2 photocopies after showing the original copy)		Applicant		
Affidavit of Publication (2 original and 1 photocopy)		Newspaper publisher		
Newspaper clippings (2 publication issues) (1 set per publication)		Newspaper publisher		
Postal mailing stamps (3 sets of Express Mail mailing stamps)		Postal Service Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client/Petitioner proceed to the Municipal Civil Registrar's Office with complete documentary requirements supporting the Change of First Name in the Certificate of Live Birth	1. Assesses the correctness of the notarized PETITION with the complete supporting documents. Finding it in order, advises the client to proceed to the Municipal Treasurer's Office for payment of prescribed fees.	None	15 Minutes	Registration Officer I - Acting Municipal Registrar



2. Client/Petitioner after securing the notarized petition, proceed to Municipal Treasurer's Office to pay petition filing and service fees.	2. The MTO Revenue Collection Clerk receives the payment and issued Official Receipt	Petition fee- Php 3,000.00 Service fee – Php 300.00	5 minutes	<i>Revenue Collection Clerk I</i>
3. Client/Petitioner goes back to the MCR Office to submit the notarized Petition and Official Receipt	3. The MCR reviews the notarized petition, receives it and release one (1) copy to the client/petitioner	None	10 minutes	<i>Registration Officer I - Acting Municipal Registrar</i>
4. Client/Petition waiting period	<p>4. The MCR acts on the petition: The MCR posts the Public Notice of the correction on the bulletin board as required.</p> <p>4.1 The petition is published in the newspaper for two publication issues</p> <p>4.2 The MCR issues Certification of Posting, endorsement and other supporting documents after 10 posting days.</p> <p>The MCR renders and grants the filed petition by issuing decision in writing.</p>	<p>None</p> <p>cost of publication depends on the publisher to be paid by the petitioner</p> <p>None</p>	<p>10 days (covered by RA 9048/10172)</p> <p>2 publication issues (20 days) (RA 9048/10172)</p> <p>1 day</p> <p>1 hour</p>	
5. Client/Petition waiting period	5. The MCR transmit the petition with all the supporting documents to the Legal Services Division, PSA Central Office for final action/affirmation.	None	within 5 days	<i>Registration Officer I - Acting Municipal Registrar</i>
6. Client/Petition waiting period	6. The MCR Office waits for the acted petition to be returned back for the next processes.	None	covered by RA 9048/10172	<i>Legal Service Division, PSA Central Office, Quezon City</i>



7. Client/Petition waiting period	7. Upon receipt of the affirmed petition, prepares supporting documents (Certificate of Finality, Annotated and Unannotated civil registry document based on the affirmed petition to support the request for annotated PSA security paper (SECPA)	None	1 day	Administrative Assistant III
8. As soon as the annotation of correction in the requested document is already available, online the client/petitioner requests it personally at any PSA CRS outlets	8.1 Request for annotation of the PSA civil registry documents with complete supporting documents is transmitted to PSA CRS Office, LCR Desk, PSA Quezon City for that office to take action making it available online for the client/ petitioner to request personally	Php 155.00 payable to PSA CRS outlet by the petitioner personally	mailed within 1 day PSA action on the annotation is covered by PSA MC 2019-25 (beyond MCR action)	Registration Officer I LCR Desk, CRS Office, PSA Central Office, Quezon City
		Total payment fee: Php 3,300.00	Total processing time: 37 days, 1 hour and 30 minutes covered under RA 9048/10172/P SA MC 2019-25	

Filing of Petition for Change of First Name covered under RA 9048/10172/P SA MC 2019-25



13. Out of Town Birth Registration

Processing of late or delayed registration of birth born in another municipality as legal identity to be counted as citizen of the country.

Office or Division:	Municipal Civil Registrar's Office			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		Where to secure		
PSA Negative Advisory on birth (1 original copy and 1 photocopy)		PSA		
Affidavit of Late Registration and collaboration (2 original copies)		Notarial Office/Public Attorney's Office		
Baptismal Certificate (2 photocopies after showing the original copy)		Applicant		
Voter's Certification (2 photocopies after showing the original copy)		COMELEC		
School Records (2 photocopies after showing the original copy)		Applicant		
Marriage Certificate of parents				
Community Tax of the informant (2 photocopies after showing the original copy)		Municipal Treasurer's Office		
Other official/legal documents bearing the date of birth and place of birth of the registrant (SSS, PHIC, MDR, etc.)				
Postal mailing stamps (2 sets of Express Mail mailing stamps)		Postal Service Office		
Postal Money Order check payable to the Municipal/City Treasurer or Municipal Civil Registrar of the receiving C/MCR Office (P 300.00 PMO)		Postal Service Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submits the complete documentary requirements	1. Assesses and evaluates the completeness of the submitted requirements, if found in order, advises the client to proceed to the Municipal Treasurer's Office to pay the service fee.	None	10 Minutes	<i>Registration Officer I - Acting Municipal Registrar</i> <i>Administrative Aide I</i>
2. Client proceed to Municipal Treasurer's Office to pay the out of town service fee.	2. The MTO Revenue Collection Clerk receives the payment and issues the Official Receipt.	Out of Town service fee: Php 150.00	5 Minutes	<i>Revenue Collection Clerk I</i>
3. Client goes back to the Municipal Civil Registrar's Office and presents the Official Receipt	3. Prepares the Certificate of Live Birth, after which, have the informant signed document	None	30 Minutes	<i>Registration Officer I - Acting Municipal Registrar</i> <i>Administrative Aide I</i>



4. Client waiting period for the Certificate of Live Birth to be available online at the Civil Registration Service outlet of PSA Office.	4. The Registration Officer transmits by mail the documents to the receiving LCR Office where the registrant is born, after the MCR Head has signed it.	None	within 2 Days	Registration Officer I - Acting Municipal Registrar
		Total payment fee: Php 150.00	Total processing time: 2 days and 45 minutes	



MUNICIPAL BUDGET OFFICE

Internal Services



1.Encoding of CAFOA

CAFOA connotes charges to Appropriation/Allotments necessary lawful, signed by the direct supervisor and certified as to availability of appropriations by the Municipal Budget Officer.

Office or Division:	Municipal Budget Office
Classification:	Simple
Type of Transaction:	Government to Government
Who may avail:	LGU Departments/ Offices
CHECKLIST OF REQUIREMENTS	Where to secure
1. CAFOA for Cash advance of Travel with a. Approved Office Order/ Travel Order in accordance w/ Sec.3 EO#298 b. Duly Approved Itinerary of Travel c. Invitation letter addressed to the Agency d. Disbursement Voucher 2. CAFOA for Reimbursement of Travel with a. Approved Office Order/ Travel Order in accordance w/ Sec.3 EO#298 b. Approved Itinerary of Travel e. Invitation letter addressed to the Agency f. Disbursement Voucher c. Certificate of Travel Completed d. Certificate of appearance 3. CAFOA for Salaries/Wages with a. Payroll Approved by its Department 4. CAFOA For Overtime Pay with a. Authority to render Overtime b. Overtime Accomplishment duly signed by the employee and the supervisor c. Duly approved DTR d. Disbursement Voucher 5. CAFOA For Monetization with a. Approved leave application certified by the MHRMO b. Letter request covering for more than ten (10) days duly approved by the agency head c. Disbursement voucher 6. CAFOA For Purchase of Supplies/ Gas and other Procurement of Goods and Services with a. Purchase Request b. Activity design 7. CAFOA For Reimbursement / Payment of Purchase with a. Purchase Request b. Official Receipt c. Canvass d. Abstract of quotation e. Inspection report f. Disbursement Voucher g. Activity design	CLIENT'S OFFICE, MTO, HRMO, BILLERS, MOTORPOOL, SEMINAR/TRAINING ORGANIZER, ESTABLISHMENTS, OUTSIDE OFFICES



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Endorse the CAFOA with complete supporting documents	1. Check if all required documents are complete	None	7 Minutes	Administrative Aide IV Administrative Aide I
	1.1 Encode the CAFOA to ECPAC system for obligation	None	5 Minutes	
	1.2 Approve and sign the CAFOA	None	3 Minutes	Senior Administrative Assistant II/COIV Administrative Assistant IV
	1.3 Record the CAFOA in the office logbook	None	3 Minutes	
	1.4 Endorse CAFOA to MTO	None	1 Minute	Municipal Budget Officer Administrative Aide IV Administrative Aide IV Administrative Aide I
		Total payment fee: None	Total Processing Time: 19 minutes	



2. Checking of Barangay / Sk Budget

Review the proposed Barangay/ SK budget

Office or Division:	Municipal Budget Office			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	Barangay/SK Officials			
Checklist of requirements		Where to secure		
Barangay/ SK Annual and Supplemental budget		Barangay/SK		

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit barangay/ SK annual and supplemental budget	Check if the proposed budget is in order	None	1 day	<i>Administrative Assistant IV Municipal Budget Officer</i>
	1. Make review/action letter with findings & recommendations, signed by the lfc	None	5 minutes	<i>Administrative Assistant IV Municipal Budget Officer</i>
	1.1 Endorse to the sangguniang bayan for approval	None	5 minutes	<i>Administrative Assistant IV Municipal Budget Officer</i>
		Total payment fee: None	Total Processing Time: 1 day and 10 minutes	



MUNICIPAL ACCOUNTING OFFICE

Internal Services



1. Preparation and Approval of Journal Entry Voucher

Encoding of Journal Entries to the accounting system of the transactions as reflected in the disbursement vouchers and approval of entries by the accountant.

Office or Division:	Office of the Municipal Accountant			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	Municipal Treasurer's Office			
CHECKLIST OF REQUIREMENTS		Where to secure		
Checks with complete and correct details.		Municipal Treasurer's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Forward Disbursement vouchers and checks	1. Receive DV and checks 1.1 Encode entries for Journal Entry Vouchers 1.2 Approve Journal Entry Vouchers	None	3 Days	Administrative Aide VI Administrative Assistant III Administrative Aide V Administrative IV Municipal Accountant Municipal Accountant
		Total payment fee: None	Total Processing Time: 3 days	



2. Issuance of Certifications

Certification of Remittances

Other Certifications

Office or Division:		Office of the Municipal Accountant		
Classification:		Simple		
Type of Transaction:		Government to Government		
Who may avail:		All Concerned Offices/Departments		
CHECKLIST OF REQUIREMENTS		Where to secure		
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request Certification	1. Prepare the required certification	None	10 minutes	<i>Process Server</i>
	1.1 Approval and verification of information on the certification		2 minutes	<i>Administrative Aide VI</i>
		Total payment fee: None	Total processing time: 3 days & 5 minutes	<i>Municipal Accountant</i>



MUNICIPAL TREASURER’S OFFICE

External Services



1. Payment of Real Property Tax

A municipality may levy an annual ad valorem on real property such as land, buildings, machinery, and other improvements not specifically exempted under the law

Office or Division:	Office of the Municipal Treasurer			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		Where to secure		
Latest Tax Declaration Number (1 Photocopy)		Municipal Assessors Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Tax Declaration to collector and request for RPT Billing	1. Print the Statement of Account/Billing	None	5 minutes	Revenue Collection Clerk I
2. Receive the printed RPT Billing & give payment to the collector as disclosed in the RPT Billing. Received Official Receipt.	2. Receive payment and Issue Official Receipt	Formula: Basic Tax: Tax Due= (Assessed Value) x Applicable Tax Rate SEF: SEF Due= (Assessed Value) x (Applicable Tax Rate)	5 minutes	Revenue Collection Clerk I
		Total Fees to be paid: Amount indicated in the printed RPT Billing	Total Processing Time: 10 minutes	



2. Request for RPT Clearance and Other Certification

Issued upon full payment of RPT tax.

Office or Division:		Office of the Municipal Treasurer		
Classification:		Simple		
Type of Transaction:		Government to Citizen		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		Where to secure		
Official Receipt of RPT payment (original copy)		Municipal Treasurer's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request of RPT Clearance/Certification	1. Check the Tax Payer's Account if updated	None	5 minutes	Revenue Collection Clerk I
2. Pay for Clearance/Certification Fee (if taxpayer's account is updated)	2. Issues Official Receipt	P100.00	5 minutes	Revenue Collection Clerk I
3. Receive Official Receipt	3. Sign Tax Clearance	None	2 minutes	Municipal Treasurer
4. Receive approved Tax Clearance	4. Issue Tax Clearance	None	5 minutes	Revenue Collection Clerk I
		Total Fees to be paid: P 100.00	Total Processing Time: 10 minutes	



3. Collection of Pedaled Tricycle Unit Registration Fee

The process by which an operator required documents to register the pedaled tricycle unit for its legalities to operate.

Office or Division:	Municipal Treasurer's Office			
Classification:	Simple			
Type of Transaction:	Government to Business			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		Where to secure		
Certificate of Inspection (1 original)		PNP Traffic Division		
Community Tax Certificate (1 original)		Municipal Treasurer's Office		
Barangay Clearance (1 original)		Barangay		
Waiver of Rights (1 original)		Vendor		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Requirements	1. Receive requirements and prepares the registration papers and collects fees	P535.00 Surcharge- P58.75 Total- 593.75	5 Minutes	Revenue Collection Clerk I
2. Receive Official Receipt and Sign the Registration form to MTO and PNP Traffic Division	2. Issue Official Receipt	None	10 Minutes	Municipal Treasurer Police Executive Master Sargeant Chief Traffic PNCO
3. Submit the Registration Form to PNP Traffic Division and proceed to BPLS	3. Receive and Sign the Registration Form	None	10 Minutes	Revenue Collection Clerk I
		Total payment fee: P 593.75	Total Processing Time: 32 minutes	



4. Collection of Community Tax Certificate (CEDULA)

Municipalities may levy a community tax in lieu of the former residence tax levied and collected under Section 38 of P.D. No.231, as amended.

Office or Division:	Office of the Municipal Treasurer			
Classification:	Simple			
Type of Transaction:	Government to Business, Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		Where to secure		
<u>Individual</u> Previous CEDULA/ Completely Filled out Information Sheet		Municipal Treasurer's copy		
<u>Corporation</u> SEC Approved Articles of Incorporation (new) Latest Community Tax Certificate/BIR Form 0017 (renewal) Approved Business Tax Assessment Form (renewal)		Company BIR BPLS		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. For Individual: Fill out Information Sheet For Corporation: Present requirements at the assigned collector.	1. Check requirement/s. 1.1 Receives information sheet, post/encode entries to the database	None	1 minute 1 minute	Revenue Collection Clerk I Revenue Collection Clerk I
2. Pay the corresponding taxes, fees and charges	2. Receive payment and facilitate the affixing the clients signature and thumb mark in the Community Tax Certificate	(see payment matrix)	3 minutes	Revenue Collection Clerk I
3. Receive the Original Copy of Community Tax Certificate	3. Issue Community Tax Certificate and retain duplicate and triplicate copy for Liquidation	None	1 minute	Revenue Collection Clerk
		Total payment fee (see payment matrix)	Total processing time minutes	



CTC Fees

For Individual	Gross Receipt from earnings derived from business during the preceding year (P1.00 for every P1,000.00) Salaries or Gross Receipt or earnings derived from exercise of profession or pursuit of any occupation (P1.00 for every P1,000.00)
For Corporation (engaged in doing business):	Annual Community Tax of P500 and an annual additional tax, which in no case, shall exceed P10,000.00 w/ the following schedule: 1.For every P5,000 worth of real property in the Philippines, owned by juridical entity during the preceding year, based on the assessed value used for the payment of the real property tax under existing laws-Two Pesos (P2.00); and For every P5,000.00 of gross receipts or earnings derived from the business in the Philippines during the preceding year-Two Pesos (P2.00)



5. Releasing of Claims of Salaries and Wages, Honorariums and Other Payroll Claims, Suppliers and Voucher Claims

Employees are entitled to receive the salaries and wages, honorariums and other payroll claims as agreed, which is in consonance with existing laws and regulations.

Office or Division:	Municipal Treasurer's Office			
Classification:	Simple			
Type of Transaction:	Government to Government, Government to Business			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		Where to secure		
For Salaries and Wages Identification Card/Cedula		Government issued Identification Card		
For Suppliers Claims Special Power of Attorney (if representative of the claimant) Official Receipts/ Collection Receipts (for accredited establishments/suppliers with valid claims against the LGU)		Public Attorney's Office Official Receipts from the Supplier		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the requirements: For payroll claims: Sign the payroll in the column corresponding to the name of the claimant.	1. Verify the authenticity of the requirements presented. Pay in cash the exact net amount indicated in the payroll.	None	4 Minutes	Administrative Officer III
		Total payment fee: None	Total processing time: 4 minutes	



6. Suppliers and Voucher Claims

The process by which a supplier or a client is required to present documents to claim vouchers.

Office or Division:	Municipal Treasurer's Office			
Classification:	Simple			
Type of Transaction:	Government to Government, Government to Business			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		Where to secure		
For Suppliers Claims Special Power of Attorney (if representative of the claimant) Official Receipts/ Collection Receipts (for accredited establishments/suppliers with valid claims against the LGU)		Public Attorney's Office Official Receipts from the Supplier		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. For Disbursement Voucher Claims: Issue Official Receipts (for payee suppliers only) and affix Signature on the Received Column of the Disbursement Vouchers and Check Registry	1. Verifies the authenticity of the requirements presented 1.1 Review Official Receipts (for establishments with valid claims), the signature of the claimant in the Disbursement Voucher and Check Registry, and release the check.	None	5 Minutes	Revenue Collection Clerk I
		Total payment fee: None	Total processing time: 4 minutes	



7. Collection of local business taxes (Zoning and Locational Fees, Building/Electrical Permit, Civil Registration Fees, Mayor’s Special Permit, MTOP, Police Clearance and Certification, Weigh and Measure Calibration Fee, Fees on Business Retirement and other Fees & Charges) Loan Payments Grow Micro, Kcast misc. fees

Business taxes are those imposed by a local government unit on the privilege of engaging in business, occupation and other activities within its territorial jurisdiction. The proceeds of these taxes accrue exclusively to the local government unit that imposes them, or when provided by law, may be shared with other local government units.

Office or Division:		Municipal Treasurer’s Office		
Classification:		Simple		
Type of Transaction:		Government to Citizen, Government to Business		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		Where to secure		
MTOP (traffic violation-pink copy)		Copy issued by traffic police		
Civil Registration Fees (order of payment/payment slip)		Local Civil Registrar		
Building and Electrical Permit		Municipal Engineering Office		
Zoning and Locational Clearance Fees (Payment Slip)		Municipal Planning Development Office		
Fees on Business Tax (New, Renew and Retirement and Mayor’s Special Permit (Payment Slip)		Business Permit and Licenses Office		
KCAST School Fees (Payment Slip)		KCAST		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present payment slip and pay the corresponding fees and charges	1. Receive payment slip and issue Official Receipt	(Amount Indicated in the Payment Slip)	5 Minutes	Revenue Collection Clerk I
2. Receive Official Receipt and present the Official Receipt to the requisitioning office to complete the transaction	2. Keep Collection for Liquidation	None	1 Minute	Revenue Collection Clerk I
		Total payment fee depends on the Payment Slip	Total processing time: 6 minutes	



MUNICIPAL ASSESSOR'S OFFICE

External Services



1. Assessment and Appraisal (Re-Assessment) or Real Property Units

For Re Valuation in payment of Real Property Tax and Loan Purposes.

Office or Division:		Municipal Assessor's Office		
Classification:		Complex		
Type of Transaction:		Government to Citizen		
Who may avail:		Tax payers/ Real Property Owners		
CHECKLIST OF REQUIREMENTS		Where to secure		
Lot Number of RPU		Applicant		
Declared Owner		Applicant		
Official Receipt		MTO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out requisition form for ocular inspection	1. Check correctness of requisition form and instructs client to proceed to MTO	None	5 Minutes	<i>Administrative Aide II</i> <i>Assessment Clerk II</i> <i>Tax Mapper I</i>
2. Proceed to Municipal Treasurer's Office for payment of corresponding fee	2. Receive payment and issue official receipt	P100.00	5 Minutes	<i>Revenue Collection Clerk I</i>
3. Proceed to Municipal Assessor and present letter request and official receipt for approval and schedule of ocular inspection	3. Check letter request and approves/ set schedule of ocular inspection of RPU with Tax Mapping Section	None	5 Minutes	<i>Municipal Assessor</i>
4. Proceed to Tax Mapping/ Assessment Division to coordinate agreed upon schedule of ocular inspection, after which logs personal info in client's log book	4. Schedule of ocular inspection and requests client to log personal info in client's log book and conducts ocular inspection Municipal Assessor checks authenticity of True Copy of Tax Declaration after which signs the document	None	5 Minutes	<i>Tax Mapper I</i> <i>Administrative Aide I</i> <i>Municipal Assessor</i>
5. Awaits advice from Tax Mapping Division of accomplished Re Assessment Inspection Report	5. Tax Mapping Division, upon completion of Re Assessment Inspection Report, informs client to proceed to Assessment Division	None	1 ½ days	<i>Tax Mapper I</i> <i>Administrative Aide I</i> <i>Municipal Assessor</i>
6. Upon advise by Tax Mapping Division of accomplished Re	6. Reassesses/ appraise RPU inspected as per	None	15 minutes	<i>Assessment Clerk II</i>



Assessment Inspection Report proceed to Assessment Division for re computation of re assessed RPU 6.1 Awaits advice from the Assessment Division that the Reassessment/Re-Appraisal of Real Property Unit has been submitted to Provincial Assessor's Office for Approval	Inspection Report submitted by Tax Mapping Division and encode final assessment in the ETRACS Program 6.1 Review and approve the Reassessment/ Re-Appraisal of Real Property Unit		5 days	<i>Administrative Aide II</i> <i>Administrative Officer I</i> <i>Municipal Assessor</i> <i>Provincial Assessor's Office</i>
5. Receive information regarding the approved Reassessment/ Re-Appraisal of Real Property Unit	5. Inform the client regarding the approved Reassessment/ Re-Appraisal of Real Property Unit	None	N/A	<i>Administrative Aide II</i>
		Total Payment fee: P 100.00	Total Processing time: 6 ½ days and 35 minutes	



2. Issuance of True Copy of Tax Declaration and other Certification (Certificate of Landholding, No Landholding, Improvement, No Improvement)

For processing of transfer of title/ loan application.

Office or Division:		Municipal Assessor's Office		
Classification:		Simple		
Type of Transaction:		Government to Citizen		
Who may avail:		Tax payers/ real property owners		
CHECKLIST OF REQUIREMENTS		Where to secure		
Lot Number of RPU		Applicant		
Declared Owner		Applicant		
Official Receipt		MTO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out requisition form for document needed	1. Check the correctness of requisition form fill out and instructs client to proceed to MTO	None	5 Minutes	<i>Administrative Aide II</i> <i>Assessment Clerk II</i> <i>Administrative Officer I</i>
2. Proceed to the Municipal Treasurer's Office for payment of corresponding fee	2. Receive the payment and Issue official receipt	P100.00	5 Minutes	<i>Revenue Collection Clerk I</i>
3. Proceed to data encoder/ clerk and present official receipt for verification and clarification for the issuance of requested document	3. Receive OR from client and acquire data from ETRACS for issuance of True Copy of Tax Declaration	None	10 Minutes	<i>Administrative Aide II</i> <i>Assessment Clerk II</i> <i>Administrative Officer I</i>
4. Proceed to Municipal Assessor and present document for signature	4. Checks authenticity of True Copy of Tax Declaration after which signs the document	None	5 Minutes	<i>Municipal Assessor</i>
5. Receive True Copy of Tax Declaration, after which log personal info in client's log book	5. Release True Copy of Tax Declaration to client and requests client to log in personal info in client's log book	None	5 Minutes	<i>Administrative Aide II</i> <i>Assessment Clerk II</i> <i>Administrative Officer I</i>
		Total payment fee: P100.00	Total processing time: 30 Minutes	



3. Issuance of Certificate of No Landholding

Requirement of BIR for transfer of title/ scholarship

Office or Division:		Municipal Assessor's Office		
Classification:		Simple		
Type of Transaction:		Government to Citizen		
Who may avail:		Tax Payers		
CHECKLIST OF REQUIREMENTS		Where to secure		
Lot Number of RPU		Applicant		
Declared Owner		Applicant		
Official Receipt		MTO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Tax Mapping Section for Verification and fills out requisition form	1. Assist client pertaining RPU for verification and asks client to accomplish requisition form	None	5 Minutes	<i>Tax Mapper I</i> <i>Administrative Aide I</i>
2. Proceed to Municipal Treasurer's Office for payment of corresponding fee	2. Receive payment and Issue official receipt	P 100.00	5 Minutes	<i>Revenue Collection Clerk I</i>
3. Proceed to Tax Mapping Division and present official receipt for actual data capture/ photocopy of RPU Location Map as per Tax Mapping Control Roll (TMCR)	3. Receive OR from client for actual data capture and photocopy of RPU Location Map as per TMCR	None	10 Minutes	<i>Tax Mapper I</i> <i>Administrative Aide I</i>
4. Receive photocopy of RPU Location Map after which logs personal info in client's log book	4. Release photocopy of RPU Location Map to client and requests client to log in personal info in client's log book	None	5 Minutes	<i>Tax Mapper I</i> <i>Administrative Aide I</i>
		Total payment fee: P100.00	Total processing time: 25 minutes	



4. Transfer of Title

For RPU Owners Legal Right (Original Transfer of Title)

Office or Division:	Municipal Assessor's Office			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Tax Payers/ Real Property Owners			
CHECKLIST OF REQUIREMENTS		Where to secure		
Lot Number of RPU		MASSO		
Declared Owner		Owner		
Official Receipt		Owner		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the data encoder/ clerk for verification of RPU to be transferred (if OCT is not in the name of client, client is required to pay transfer fee (transfer fee = market value / 0.0060). Client endorses payment of transfer fee to MASSO assessment clerk. Transfer fees are paid directly by MASSO personnel to PTO	1. Assist and check client's required documents for transfer of title	Transfer fee = market value / 0.0065).	5 Minutes	Assessment Clerk II Administrative Aide II
2. Awaits advice from MASSO of completion of payment of transfer fee after which proceeds to data encoder/ clerk	2. Assign MASSO personnel for payment of transfer fee to PTO and after payment was made advises client	None	1 day	Administrative Aide II Assessment Clerk II Administrative Aide I
3. Fill out requisition form for tax declaration and proceed to MTO for payment	3. Check the correctness of requisition form and instructs client to proceed to MTO	100.00	15 minutes	Administrative Aide II Assessment Clerk II Administrative Officer I Revenue Collection Clerk
4. Proceed to data encoder/ clerk and present official receipt for verification and clarification for the issuance of true copy of tax declaration	4. Receive OR from client and acquire data from ETRACS for submission to the Municipal Assessor for Review	None	5 Minutes	Administrative Aide II Assessment Clerk II Administrative Officer I
5. Proceed to Municipal Assessor and present document for submission to the Provincial Assessor's Office	5. Checks authenticity of True Copy of Tax Declaration after which submit document for approval to the Provincial Assessor's Office	None	5 Minutes	Municipal Assessor
		Total payment fee: P100.00 + transfer fee	Total processing time: 1 day and 30 Minutes	



5. Correction of Records Tax Declaration

For RPU Owners with discrepancies between title and tax declaration

Office or Division:	Municipal Assessor's Office			
Classification:	Complex			
Type of Transaction:	Government to Citizen			
Who may avail:	Tax payers/ real property owners			
CHECKLIST OF REQUIREMENTS		Where to secure		
Lot Number of RPU		Applicant		
Declared Owner		Applicant		
Official Receipt		MTO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the data encoder/ clerk for verification of RPU to be corrected. Client endorses a copy of Title to be verified by the MASSO personnel	1. Assist and check client's required documents for correction of records for tax declaration	None	5 Minutes	<i>Assessment Clerk II</i> <i>Administrative Aide II</i>
2. Proceed to Municipal Treasurer's Office for payment of corresponding fee for the issuance of Tax Clearance	2. Receive payment and Issue official receipt	P100.00	5 Minutes	<i>Revenue Collection Clerk I</i>
3. Proceed to Municipal Assessor Office personnel to submit photocopy of Title and Tax Clearance for correction of records	3. Receive photocopy of Title and Tax Clearance from client and enter corrected data to ETRACS for submission to the Municipal Assessor for Review	None	5 Minutes	<i>Administrative Aide II</i> <i>Assessment Clerk II</i> <i>Administrative Officer I</i>
4. Proceed to Municipal Assessor and present document for submission to the Provincial Assessor's Office and awaits advise from the Municipal Assessor's Office	4. Review and endorse the document for approval to the Provincial Assessor's Office 4.1 Review and approve the Transfer of Title of Real Property Unit	None	5 Minutes 5 days	<i>Municipal Assessor</i> <i>Provincial Assessor's Office</i>
5. Receive information regarding the approved Transfer of Title of Real Property Unit	5. Inform the client regarding the approval of the Transfer of Title of Real Property Unit	None	N/A	<i>Administrative Aide II</i>
		Total payment fee: P100.00 + transfer fee	Total processing time: 5 days & 20 minutes	



MUNICIPAL INFORMATION OFFICE

Internal Services



1. Information Dissemination

For video/ photo editing, lay outing, Facebook posting and monitoring of information requests

Office or Division:	Municipal Information Office			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	LGU Departments/ Offices			
CHECKLIST OF REQUIREMENTS		Where to secure		
Letter Request		Personal Requesting Party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request and data to the MIO for Photo/Video Editing, Lay-outing, Facebook Posting and Monitoring of Information Dissemination	1. Receive letter request and lists down letter request in logbook 1.1 Video/ Photo Editing 1.2 Lay-outing 1.3 Facebook Posting and Monitoring of Information	None	30 Minutes 1 Day 4 hours 5 Minutes	Municipal Information Officer
		Total payment fee: None	Total processing time: 1 day, 4 hours and 35 minutes	



MUNICIPAL HEALTH OFFICE

External Services



1. Medical Consultation

Adult/children consultation and physical examination

Office or Division:		Municipal Health Office– Outpatient Department		
Classification:		Simple		
Type of Transaction:		Government to Citizen		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		Where to secure		
BHS Referral Form (1 copy-original)		Barangay Health Center		
Personal Appearance				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Patient/Watcher submits referral form and registers on logbook answers interview and will have vital signs taken at Table 1	1. Review referral, hands in logbook Interviews client, fills out ITR, takes vital signs	None	5 minutes	Clerk Dental Aide Midwife Nurse
2. For Check-up and consultation by doctor at consultation room	2. Doctor examines and interviews watcher/patient, gives advice and makes prescriptions and/or referrals	None	15 minutes	Municipal Health Officer Rural Health Physician Medical Officer
3. Proceed to Table 2 for further instructions on Doctors advice and prescriptions; patient given medicines (if available)	3. Instruct patients; carries out doctor's orders; gives medicines	None	10 minutes	Clerk Dental Aide
4. Sign the medicine logbook at Table 2	4. Log the medicines availed	None		Clerk Dental Aide
5. Take the medicines/prescriptions and/or referral (if applicable) at Table 2	5. Advise patient/watcher to go home or to higher health facility (if referred)	None		Clerk Dental Aide
6. Patient goes home or to higher health facility (if referred)	6. Log the patient's data and diagnosis	None		Clerk Dental Aide
		Total payment fee: None	Total processing time: 30 minutes	



2. Dental Consultation

Given to adults and children to ensure proper oral health care

Office or Division:	Municipal Health Office – Dental			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		Where to secure		
Personal appearance of patient				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register on Logbook and vital signs will be checked at Table 1	1. Hand in the Logbook/ Checking of Blood Pressure and instructs patient to proceed to Dental Clinic	None	5 minutes	Clerk Dental Aide
2. Subject for interview at Dental Clinic	2. Dental Assistant will interview patient and fill out Individual Treatment Record (ITR)	None	10 minutes	Dental Assistant
3. Proceed to Dental Extraction Procedure	3. Dentist will review history and performs dental extraction	None	30 minutes	Dentist
4. Patient is given post extraction instructions and prescription	4.The Dentist give post- extraction procedure and prescribes medicine	None	3 minutes	Clerk
5. Proceed to table 2, for the prescribed medicine (if available) and signs the medicine logbook.	5. Give medicine (if available) and let him/her sign the medicine logbook	None	5 minutes	Clerk Pharmacist
6. Proceed to Cashier, pays the Dental Fee, take referral (if applicable) and goes home or proceed to higher health facility (if referred)	6. Cashier issues Official Receipt	(see payment matrix)	3 minutes	Dental Aide
		Total payment fee: (see payment matrix)	Total processing time: 56 minutes	

PAYMENT MATRIX DENTAL SERVICES (Dental Extraction per tooth)

Temporary	P 150.00
Permanent (Anterior)	P 200. 00
Permanent (posterior part)	P 250.00



3. Tuberculosis Directly Observed Short Course (TB-DOTS) Service

A control strategy to stop the spread of TB and provide treatment to infected patients

Office or Division:		Municipal Health Office– TB DOTS		
Classification:		Simple		
Type of Transaction:		Government to Citizen		
Who may avail:		Presumptive tuberculosis patients		
CHECKLIST OF REQUIREMENTS		Where to secure		
Personal appearance of patient Referral Slip		BHS/other referring Health Facilities		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presumptive TB Client submits referral form, registers on logbook, submits to interview, will have vital signs taken at Table 1	1. Check referral, hands in logbook, interviews patient and fills out Individual Treatment Record (ITR) and takes vital signs	None	5 minutes	<i>Clerk Dental Aide</i>
2. Approach the TB-DOTS nurse coordinator	2. Check the ITR, review laboratory results and refers to MHO	None	5 minutes	<i>Nurse I</i>
3. Approach the Municipal Health Officer at the Consultation Room	3. Assess and examine patient and take history, proper physical examination and request additional laboratory exams if needed. 3.1 Make the proper disease diagnosis and administer proper management 3.2 If client is for 6-month treatment, refers to TB DOTS Nurse	None	10 minutes	<i>Municipal Health Officer Rural Health Physician</i>
4. If client is for 6 months TB Treatment, return to TB-DOTS nurse for further instructions and goes home	4. Check ITR, completeness of lab results and doctors order 4.1 Lecture on the basic facts about tuberculosis and its mode of transmission. 4.2 Instruct the patient for the treatment process	None	15 minutes	<i>Nurse I Administrative Aide</i>
		Total payment fee: None	Total processing time: 35 minutes	



4. Issuance of Health Card

Issued to ensure proper hygiene and fitness of all who prepare and cook foods for business

Office or Division:		Municipal Health Office- Environmental Sanitation		
Classification:		Simple		
Type of Transaction:		Government to Citizen		
Who may avail:		All food establishment owners and food handlers		
CHECKLIST OF REQUIREMENTS		Where to secure		
Stool Examination Result (Original copy)		Rural Health Unit		
Chest X-ray result (Original copy)		Laboratory Section		
Personal Appearance				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client registers on logbook at Table 1	1. Hand in logbook and refer to Table 2	None	3 minutes	<i>Dental Aide Clerk</i>
2. Proceed to Table 2 and submits the requirements	2. Check the requirements and issues payment order	None	3 minutes	<i>Dental Aide Clerk</i>
3. Pay at the cashier and receives official receipt	3. Receive payment and issues official receipt	P 50.00	5 minutes	<i>Dental Aide</i>
4. Present OR at Table2, receives health card and goes home	4. Check official receipt and issues health card 4.1 Log in client data to Health Card Log book	None	5 minutes	<i>Sanitary Inspector III Inspector I</i>
		Total payment fee: P 50.00	Total processing time: 16 minutes	



5. Issuance of Sanitary Permit

Issued to ensure that business establishments practice proper hygiene and sanitation

Office or Division:	Municipal Health Office- Environmental Sanitation			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All business establishment owners			
CHECKLIST OF REQUIREMENTS		Where to secure		
Personal Appearance or any designated staff				
Health Card of the employees		Municipal Health Office		
Original Copy of the business permit		Municipal Business Permit and Licensing Office		
Official Receipt of Business Permit				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client register on logbook at Table 1	1. Hand in logbook and refer to Table 2	None	5 minutes	Clerk
2. Proceed to Table 2 and submits the requirements	2. Check the requirements and issues sanitary Permit	(P 50.00 already incorporate d in the business license)	5 minutes	Sanitary Inspector III Sanitary Inspector I
3. Receive Sanitary Permit and goes home	3. Lo in client data to Sanitary Permit Log book	None	3 minutes	Sanitary Inspector III Sanitary Inspector I
		Total payment fee: None	Total processing time: 13 minutes	



6. Medical Certificate Issuance

Issued to clients certifying that patient was seen and examined with the noted findings and recommendations of the physician

Office or Division:		Municipal Health Office		
Classification:		Simple		
Type of Transaction:		Government to Citizen		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		Where to secure		
Personal Appearance				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Patient/Watcher submits referral form and registers on logbook answers interview and will have vital signs taken at Table 1	1. Review referral, hands in logbook Interviews client, fills out ITR, takes vital signs	None	3 Minutes	Clerk Midwife Nurse
2. For Check-up and consultation by doctor at consultation room	2. Doctor examine and interviews watcher/patient, gives advice and makes prescriptions and/or referrals	None	10 Minutes	Municipal Health Officer Rural Health Physician Medical Officer
3. Proceed to table 2 and receive payment order for the medical certificate request	3. Issues payment order and refers to Cashier	See Payment Fee Matrix	3 Minutes	Dental Aide
4. Pay at the cashier and receives Official Receipt	4. Receives payment and issues Official Receipt	(see payment matrix)	3 Minutes	Dental Aide
5. Present OR at Table 2, receives the medical certificate and patient is instructed and goes home or higher facility (if referred)	5. Issue medical certificate 5.1 Instruct patient/watcher 5.2 Keep RHU copy of medical certificate and medical records	None	5 Minutes	Clerk
		Total payment fee: (see payment matrix)	Total processing time: 24 minutes	



PAYMENT MATRIX FOR MEDICAL CERTIFICATION

Medical Certification Fees	
a. Students' PE/Employment	P 100.00
b. All other certificates	P 100.00
Medico-legal	
a. Physical Injuries	P 250.00
b. Post-mortem Examination	P 550.00
c. Other Medico-legal Examination	P 350.00



7. Maternal Care Services

Service given to pregnant women, in active stage of labor, who qualifies according to DOH/ Philhealth Criteria for normal delivery in the Safe Birthing Facility (SBF)

Office or Division:	Municipal Health Office- Safe Birthing Facility			
Classification:	Highly Technical			
Type of Transaction:	Government to Citizen			
Who may avail:	All pregnant women to give birth of their 2 nd -4 th child, in active stage of labor			
CHECKLIST OF REQUIREMENTS		Where to secure		
Mother's Booklet		Barangay Health Station		
Philhealth papers		Philhealth Office		
Personal Appearance				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Pregnant women about to give birth submit the prenatal booklet/ prenatal card to midwives on duty at the receiving desk	1. Check requirements, interviews and takes Patient's vital signs	None	5 Minutes	Midwife Midwife Midwife Midwife Midwife
2. For interview and vital signs taking at pre-natal room		None		
3. For internal examination at I.E room	3. Perform Internal Examination	None	10 Minutes	
4. Register on consultation logbook if patient is in active labor	4. Registers patient on logbook if in active labor	None	3 minutes	
5. For monitoring of progress of labor at Labor Room	5. Monitor the progress of labor	None	7 Hours	
6. Proceed to delivery room (DR) if the patient is about to deliver	6. Assist patient to DR; assists during delivery, does postpartum care and aftercare	None	2 Hours	
7. Patient ushered to the Ward for postpartum monitoring	7. Assist the patient and newborn to Ward for monitoring	(see payment matrix)	24 hours	



8. If non-PhilHealth, patient receives billing statement and pays at the SBF If patient is a Philhealth member, shall finalize and secure all the requirements	8.Give the billing statement; receives payment from non-Philhealth patient; issues official receipt	None	5 minutes	Midwife
9. Receive the discharge instructions; goes home	9.Give the discharge instructions, sends patient home			<i>SBF Attendant</i>
		Total payment fee: (see payment matrix)	Total processing time: 33 hours and 28 min	

Medical Services Fee	
a. PhilHealth package	No Fee
b. Non-PhilHealth package	P 4,200.00



8. Newborn Screening

Given to Newborns delivered at SBF or Newborns born outside the facility

Office or Division:		Municipal Health Office- Safe Birthing Facility		
Classification:		Simple		
Type of Transaction:		Government to Citizen		
Who may avail:		All newborn from Kapalong SBF, out born babies from outside facility		
CHECKLIST OF REQUIREMENTS		Where to secure		
Discharge clearance		Safe Birthing Facility		
Personal Appearance				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Mother/Watcher present discharge clearance to Midwife at SBF receiving desk	1. Check the Discharge clearance record data to logbook	None	3 Minutes	NBS trained personnel Midwife
2. Proceed to NBS area	2. Assist mother/watcher with newborn at NBS area; Fills out the data to NBS Filter Paper; Prepares NBS kits & supplies; Performs Newborn Screening Blood extraction	None	10 Minutes	
3. Pay at the SBF Receiving Desk; Receives Official Receipt	3. Give order of payment, receives payment; Issues official receipt	(see payment matrix)	3 Minutes	
4. Receives instruction for the result; Goes home	4. Give instruction to mother regarding the NBS result	None	3 Minutes	
		Total payment fee: (see payment matrix)	Total processing time: 19 minutes	

Newborn Screening Fee	
a. PHIC Package	None
b. Non PHIC	P 1,800.00



9. Laboratory Services

Given to patients as requested by the physician

Office or Division:	Municipal Health Office- Safe Birthing Facility			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		Where to secure		
Laboratory Request Form		Requesting Physician		
Personal Appearance				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Laboratory Request to Table 1; signs logbook	1. Hand in logbook; Ushers client to cashier for payment	None	10 Minutes	<i>Clerk</i>
2. Proceed to Cashier; presents the Laboratory request; Pays the amount; receives official receipt	2. Check the Laboratory request; gives payment order; receives payment; issues official receipt	(see payment matrix)	10 Minutes	<i>Dental Aide</i>
3. Proceed to laboratory for submission/ collection of specimens	3. Receive the laboratory request form; Receives/collects specimen; interviews client and hands in receiving logbook 3.1 Log in for ē provided specimen receiving logbook	None	10 Minutes	<i>Laboratory Aide</i> <i>Medical Technologist II</i>
4. Wait for the laboratory results (releasing of results depends upon the request)	4. Prepare and processes the collected specimen; Records result to laboratory logbook and laboratory worksheet form.	None	1 Hour	<i>Medical Technologist II</i>
5. Claims result and signs releasing logbook	5. Release the laboratory results; hands in releasing logbook	None	10 Minutes	<i>Medical Technologist II</i>
6.Go back to their requesting physician	6. Instructs patient to go back to their requesting physician		5 minutes	<i>Medical Technologist II</i>
		Total payment fee: (see payment matrix)	Total processing time: 1 hour and 65 minutes	



PAYMENT MATRIX FOR LABORATORY SERVICES

Laboratory Fees:	
a. CBC w/ platelet count	P 200.00
b. Maternal Laboratory Package	P 100.00
c. Urinalysis	P 50.00
d. Stool Exam	
-Kato-katz	
-DFS	
e. Blood typing	P 50.00
f. Hemoglobin determination	P 50.00
g. BSMP (Malaria)	P 50.00
h. DSSM (Sputum Smear)	P 50.00
i. Pregnancy Test	P 100.00
j. Slit skin smear	None
k. Dengue (RDT)	None
l. Malaria (RDT)	None
m. Blood sugar monitoring	None
- FBS	
- RBS	



MUNICIPAL SOCIAL WELFARE AND DEVELOPMENT OFFICE

External Services



1. Aid to Individual in Crisis Situation (AICS) Medical Assistance

This service aids the needs of the families/individual who are in crisis situation and comes to the office or referred to avail for assistance in order to cope up with his present problems due to socio-economic difficulties and eventually to attain normal functioning.

Office or Division:		Municipal Social Welfare and Development Office		
Classification:		Simple		
Type of Transaction:		Government to Citizen		
Who may avail:		All Individual/ Families in Crisis Situation		
CHECKLIST OF REQUIREMENTS		Where to secure		
Barangay Certificate of Indigency (1 Original & 1 Photocopy)		Barangay		
Medical Certificate or Medical Confinement (2 Photocopies)		Applicant or Hospital where sick person was confined		
Mayor's Office Notification				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to MSWDO Front desk Officer to sign up the client's logbook	1. Facilitate client in signing the Logbook	None	2 Minutes	<i>Administrative Aide I</i>
2. Submit all documentary requirements & appear for interview	2. Review all the submitted documentary requirements & Interview client for the preparation of Social Case Summary	None	10 Minutes	<i>Social Welfare Assistant</i>
3. Affix Signature as conformity to the accomplished social case summary.	3. Signs the social case summary.	None	5 Minutes	<i>Social Welfare Assistant</i> <i>Municipal Social Welfare and Development Officer</i>
4. Receive the documents & proceed to Mayor's Office for the release of the claims.	4. Release documents for client's claim.	None	3 Minutes	<i>Social Welfare Assistant</i>
		Total payment fee: None	Total processing time: 20 minutes	



2. Aid to Individual in Crisis Situation (AICS) Burial Assistance

This service aids the needs of the families/individual who are in crisis situation and comes to the office or referred to avail for assistance in order to cope up with his present problems due to socio-economic difficulties and eventually to attain normal functioning.

Office or Division:		Municipal Social Welfare and Development Office		
Classification:		Simple		
Type of Transaction:		Government to Citizen		
Who may avail:		All Individual/ Families in Crisis Situation		
CHECKLIST OF REQUIREMENTS		Where to secure		
Barangay Certificate of Indigency (1 Original Copy &1 Photocopies)		Barangay		
Death Certificate of the deceased family member. (2 PHOTOCOPIES)		Applicant or Civil Registrar		
Mayor's Office Notification		Mayor's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Proceed to MSWDO Front desk Officer to sign up the client's logbook	1. Facilitate client in signing the Logbook	None	2 Minutes	<i>Administrative Aide I</i>
2. Submit all documentary requirements & appear for interview	2. Review all the submitted documentary requirements and Interview client for the preparation of Social Case Summary.	None	10 Minutes	<i>Social Welfare Assistant</i>
3. Affix Signature as conformity to the accomplished social case summary.	3. Signs the social case summary	None	5 Minutes	<i>Social Welfare Assistant</i> <i>Municipal Social Welfare and Development Officer</i>
4. Receive the documents & proceed to Mayor's Office for the release of the claims.	4. Release documents for client's claim.	None	3 Minutes	<i>Social Welfare Assistant</i>
		Total payment fee: None	Total Processing Time: 20 minutes	



3. Referral to Other Agencies

This service aids the needs of the families/individual who are in crisis situation and comes to the office or referred to avail for assistance in order to cope up with his present problems due to socio-economic difficulties and eventually to attain normal functioning.

Office or Division:	Municipal Social Welfare and Development Office			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All Individual/ Families in Crisis Situation			
CHECKLIST OF REQUIREMENTS		Where to secure		
Barangay Certificate of Indigency (1 Original & 1 Photocopy)		Barangay		
Medical Certificate or Medical abstract (Optional) (2 Photocopies)		Applicant or Hospital where sick person was confined		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to MSWDO Frontdesk Officer to sign up the client's logbook	1. Facilitate client in signing the Logbook	None	5 Minutes	<i>Administrative Aide I</i>
2. Submit all documentary requirements & appear for interview to the Social Worker	2. The MSWDO Social Worker will review all the submitted documentary requirements of the client.	None	5 Minutes	<i>Social Worker</i>
	2.1 Initial interview of the social worker to the client for the Social Case Study Report	None	1 Hour	
	2.2 Home visitation by the Social Worker	None	1 Day	
	2.3 Preparation and Approval of Social Case Study Report and Referral Letter	None	2 Hours	
3. Proceed to MSWDO Office to for the release of accomplished Social Case Study Report and Referral Letter	3. Contact client for release of the Accomplished Referral and Social Case Study Report	None	10 Minutes	<i>Social Worker</i>
		Total payment fee: None	Total Processing Time: 1 day, 3 hours and 20 minutes	



4. Emergency Shelter Assistance

This service provides emergency shelter assistance to fire and typhoon, earthquake and erosion victims thru provision of limited financial and material assistance to help the victims reconstruct/repair their houses which were totally destroyed.

Office or Division:	Municipal Social Welfare and Development Office			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All Individual/ Families in Crisis Situation			
CHECKLIST OF REQUIREMENTS		Where to secure		
Barangay Certificate of Indigency (1 Original & 1 Photocopy)		Barangay		
Bureau of Fire Certification or MDRMO Certification		BFP or MDRMO		
Latest Pictures of destroyed shelter (2 colored pictures)		Applicant		
Certificate of Eligibility from Mayor's Office		Mayor's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to MSWDO Front desk Officer to sign up the client's logbook	1. Facilitate client in signing the Logbook	None	2 Minutes	Administrative Aide I
2. Submit all documentary requirements & appear for interview	2. Review all the submitted documentary requirements & Interview client for the preparation of Social Case Summary	None	10 Minutes	Social Welfare Assistant
3. Affix Signature as conformity to the accomplished social case summary.	3. Signs the social case summary.	None	5 Minutes	Social Welfare Assistant Municipal Social Welfare and Development Officer
4. Receive the documents & proceed to Mayor's Office for the release of the claims.	4. Release documents for client's claim.	None	3 Minutes	Social Welfare Assistant
		Total Payment Fee: None	Total processing time: 20 minutes	



5. Issuance of Solo Parent Identification Card (Note: ID is renewable every 3 years)

RA 8972 – an act providing benefits and privileges to solo parents and their children, appropriating funds therefore and for other purposes.

Office or Division:	Municipal Social Welfare and Development Office			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Solo Parent			
CHECKLIST OF REQUIREMENTS		Where to secure		
Barangay certification certifying Solo Parent's residency (1 original)		Barangay		
Affidavit of circumstance stating the reason for becoming a solo parent (1 original)		PAO		
Birth certificate of children and parent (1 photocopy)		Applicant		
Death certificate of spouse (if applicable) for widow or widower		Applicant		
1x1 picture ID (1 picture)		Applicant		
2x2 picture for the application form		Applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Proceed to MSWDO Front desk Officer to sign up the client's logbook	1.Facilitate client in signing the Logbook	None	2 Minutes	<i>Administrative Aide I</i>
2. Submit all documentary requirements & interview the client	2. Review all the submitted documentary requirements of the client. 2.1 Interview client to get pertinent information. 2.2 Affix signature on filled out & print application form 2.3 Prepare Solo Parent identification card	None	18 Minutes	<i>Social Welfare Assistant</i>
3.Affix Signature as client's conformity to the accomplished Identification Card.	3. Submit to Department Head & LCE for signature	None	5 Minutes	<i>Social Welfare Assistant</i> <i>Municipal Social Welfare and Development Officer</i>
4. Receive the SOLO PARENT ID & affix signature at the Logbook	4. Release ID to the client	None	5 Minutes	<i>Social Welfare Assistant</i>
		Total payment fee: None	Total Processing Time: 30 minutes	



6. Issuance of Certificate of Travel for Minors

Issued to minors with domestic travels without parental companion

Office or Division:	Municipal Social Welfare and Development Office			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Minor Clients			
CHECKLIST OF REQUIREMENTS		Where to secure		
Certificate of Barangay Residency (1 original& 1 Photocopy)		Barangay		
Affidavit of circumstance stating the reason of travel without minor client's parental companion (1 original)		PAO		
Birth certificate of the minor (1 photocopy)		Applicant or LCR		
ID card o the accompanying adult (photocopy f 1		Applicant		
ID card of the minor client (1 photocopy)		Applicant		
Travel Details and Flight Reference Number (1 photocopy)		Applicant		
Personal Appearance both Biological Parents, Traveling Minor and Accompanying Adult				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIB LE
1. Proceed to MSWDO Front desk Officer to sign up the client's logbook	1. Facilitate client in signing the logbook	None	5Minutes	Administrative Aide I
2. Proceed to MSWDO Social Worker for documentary requirements submission and fill out accomplish application form	2. Review and assess pertinent documentary requirements and receivefill out application form	None	20 Minutes	Social Welfare Assistant
	2.1 Prepare Certificate of Travel	None	15 Minutes	
3. Receive and review the correctness of the personal details of the accomplished certificate of travel	3. Submit to Department Head for signature	None	5Minutes	Social Welfare Assistant
	3.1 Release the accomplished certificate of travel			Municipal Social Welfare and Development Officer
		Total Fees to be paid: None	Total processing time: 45 minutes	



7. Registration & Issuance of Senior Citizen Identification Card Service

Pursuant to the eligibility criteria as may be determined by the DSWD, Indigent Senior Citizens shall be entitled to a monthly stipend amounting to five hundred pesos only (Php 500.00) to augment the daily subsistence and other medical needs of senior citizens.

Office or Division:	Municipal Social Welfare and Development Office			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All Filipino Citizen, 60 years and above, who belong to the indigent/ low income family, not receiving pension from any agency (SSS, GSIS, PNFC, etc.)			
CHECKLIST OF REQUIREMENTS		Where to secure		
Barangay Certificate of Indigency		Barangay		
Chapter Presidents certification		Senior Citizen Chapter President		
One (1) 2x2 I.D Picture		Applicant		
Senior Citizen I.D photocopy		Applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to OSCA Front desk Officer to sign up the client's logbook	1. Facilitate client in signing the logbook	None	5 Minutes	<i>Process Server</i>
2. Submit all documentary requirements & personal interview	2. Review all the submitted documentary requirements & interview client for the preparation of OSCA I.D.	None	5 Minutes	<i>Administrative Aide I</i>
3. Affix Signature as client's conformity to the accomplished application form	3. Affix signature on filled out & print application form 3.1 Prepare OSCA identification card	None	5 Minutes	<i>Administrative Aide I</i>
4. Affix Signature as client's conformity to the accomplished Identification Card.	4. Submit to Department Head & LCE for signature	None	3 Minutes	<i>Administrative Aide I</i> <i>Municipal Social Welfare and Development Officer</i>
5. Receive the OSCA ID & affix signature at the Logbook	5. Release ID to the client	None	5 mins	<i>Administrative Aide I</i>
		Total payment fee: None	Total processing time: 23 minutes	



8. Grant to Senior Citizen to Avail a Purchase Booklet

This service is a grant to every Filipino Senior Citizen to enjoy the special discount on the basic and prime commodities.

Office or Division:		Municipal Social Welfare and Development Office		
Classification:		Simple		
Type of Transaction:		Government to Citizen		
Who may avail:		All Filipino Senior Citizen (Ages 60 years and above)		
CHECKLIST OF REQUIREMENTS		Where to secure		
OSCA I.D.		Applicant		
1x1 I.D Picture		Applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit OSCA I.D to the Desk officer	1. Copy Name, Address, I.D No. and Date of Issue 1.1 Prepare Purchase Booklet	None	5 mins.	<i>Administrative Aide I</i>
2. Received purchase booklet and sign the logbook for the release of the booklet	2. Release the purchase booklet to the client	None	5 mins.	<i>Administrative Aide I</i>
		Total payment fee: None	Total processing time: 10 minutes	



9. Issuance of Pre-Marriage Orientation and Counseling Certificate

Provide would-be couples with information they will need in performing their roles as husband and wife, and prepare them for the challenges of married life and their responsibilities as spouses, family members, and future parents. It will also give them a better understanding of what marriage is so that they can affirm their decision to get married based on sufficient knowledge and clear expectations.

Office or Division:	Municipal Social Welfare and Development Office- MPO			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Would be Couples at Legal age			
CHECKLIST OF REQUIREMENTS		Where to secure		
Latest Cedula one (1) for each couple (Photo Copy)		Applicant		
Philhealth ID or Number, one of the couples (photocopy)		Applicant		
Receipt of the Payment (Original)		Municipal Treasurer's Office		
Clients personal appearance				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to MSWDO Front Desk Officer and Signed in Client's Logbook & Submit all documentary requirements	1. Assist the client in signing up the client's logbook & Prepare the necessary papers for interview	none	3 Minutes	Administrative Aide I
2. Proceed to Mun. Treasurer's Office for payment	2. Issue order of payment	(see payment matrix)	5 Minutes	Revenue Collection Clerk I
3. Submit to PMOC table & Personal appearance of the would be couple for an interview	3. Review all submitted documents	None	5 Minutes	Administrative Aide I
	3.1 Interview the would be couple	None	10 Minutes	
4. Answer the Marriage Expectation and Inventory	4. Instruct client how to answer the Marriage Expectation and Inventory	None	5 Minutes	Administrative Aide I
5. Attend the PMOC	5. Conduct PMOC	None	4 Hours	PMOC Members and Counselors



6. Affix signature to the PMOC Certificate	6. Affix signature for the approval of PMOC Certificate	None	3 Minutes	Social Welfare Assistant
7. Received the Pre-Marriage Orientation and Counseling Certificate	7. Releasing of the Pre-Marriage Orientation and Counseling Certificate	None	Every 1pm after the Pre-Marriage Orientation and Counseling	Social Welfare Assistant
		Total payment fee: (see payment matrix)	Total processing time: 4 hours & 31 minutes	

PAYMENT MATRIX FOT PRE-MARRIAGE ORIENTATION AND COUNSELING CERTIFICATE

Local	P 300.00
Foreigner	P 500.00



10. Registration & Issuance of Person with Disabilities (PWD) Identification Card

Generally, PWD ID holders are entitled to a 20% discount and value-added tax (VAT) in purchasing goods and other benefits.

Office or Division:	Municipal Social Welfare and Development Office- MPO			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All Filipino Citizen, person having difficulty or person with disabilities at any age			
CHECKLIST OF REQUIREMENTS		Where to secure		
Barangay Certificate of Residency		Barangay		
Birth Certificate (Xerox copy)		Applicant		
Certificate of Disability		Medical Doctor/Physician		
1x1 ID Picture (3 pcs)		Applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to PWD Front desk Officer to sign up the client's logbook	1.Facilitate client in signing the logbook	None	5 Minutes	Administrative Aide I
2. Submit all documentary requirements & personal interview	2 Review all the submitted documentary requirements & interview client for the preparation of PWD I.D.	None	5 Minutes	Social Welfare Assistant
3. Affix Signature as client's conformity to the accomplished application form	3. Affix signatures on filled out & print application form 3.1 Prepare PWD identification card	None	5 Minutes	Social Welfare Assistant
4. Affix Signature as client's conformity to the accomplished Identification Card.	4. Submit to Department Head & LCE for signature	None	3 Minutes	Social Welfare Assistant Municipal Social Welfare and Development Officer
5. Receive the PWD ID & affix signature at the Logbook	5. Release ID to the client	None	5 Minutes	Social Welfare Assistant
		Total payment fee: None	Total processing time: 23 minutes	



11. Grant to Person with Disability to Avail a Purchase Booklet

Generally, PWD ID holders are entitled to a 20% discount and value-added tax (VAT) in purchasing goods and other benefits.

Office or Division:		Municipal Social Welfare and Development Office- MPO		
Classification:		Simple		
Type of Transaction:		Government to Citizen		
Who may avail:		All Filipino Citizen, person having difficulty or person with disabilities at any age		
CHECKLIST OF REQUIREMENTS		Where to secure		
PWD I.D.		Applicant		
1X1 I.D Picture		Applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit PWD I.D to the Desk Officer	1. Copy Name, Address, I.D No. and Date of Issue 1.1 Prepare Purchase Booklet	None	5 Minutes	<i>Social Welfare Assistant</i>
2. Received purchase booklet and sign the logbook for the release of the booklet	2. Release the purchase booklet to the client	None	5 minutes	<i>Social Welfare Assistant</i>
		Total payment fee: None	Total processing time: 10 minutes	



MUNICIPAL AGRICULTURE OFFICE

External Services



1. Rice Production Service

Rice farmers whose production area is located within the municipal jurisdiction of LGU-Kapalong can avail extension service regarding rice production farming, programs and services

Office or Division:		Municipal Agriculture Office		
Classification:		Simple		
Type of Transaction:		Government to Citizen		
Who may avail:		Rice farmers		
CHECKLIST OF REQUIREMENTS		Where to secure		
Registered in Registry System in Basic Sector in Agriculture (RSBSA)		Municipal Agriculture Office (MAGRO)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Log Book in the office lobby	1. Give the Log book to the client	None	3 minutes	<i>Administrative Aide I</i>
2. Look for Agricultural Extension Worker (AEW) concerned	2. Lead the client to the location of the AEW concerned	None	1 minute	<i>Administrative Aide I</i>
3. Inform the AEW regarding your concerns	3. Conducts briefing/consultation to the client	None	25 minutes	<i>Agricultural Technologist</i>
4. Ask for feedback and recommendation for the concerns presented	4. Provide remarks and recommendation to the client	None	5 minutes	<i>Agricultural Technologist</i>
		Total Payment Fee: None	Total Processing Time: 34 minutes	



2. Corn Production Service

Corn farmers whose production area is located within the municipal jurisdiction of LGU-Kapalong can avail extension service regarding corn production farming, programs and services

Office or Division:		Municipal Agriculture Office		
Classification:		Simple		
Type of Transaction:		Government to Citizen		
Who may avail:		Corn farmers		
CHECKLIST OF REQUIREMENTS		Where to secure		
Registered in Registry System in Basic Sector in Agriculture (RSBSA)		Municipal Agriculture Office (MAGRO)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Log Book in the office lobby	1. Give the Log Book to the client	None	3 minutes	<i>Administrative Aide I</i>
2. Look for Agricultural Extension Worker (AEW) concerned	2. Lead the client to the location of the AEW concerned	None	1 minute	<i>Administrative Aide I</i>
3. Inform the AEW regarding your concerns	3. Conducts briefing/consultation to the client	None	5 minutes	<i>Agricultural Technologist</i>
4. Ask for feedback and recommendation for the concerns presented	4. Provide remarks and recommendation to the client	None	5 minutes	<i>Agricultural Technologist</i>
		Total Payment Fee: None	Total Processing Time: 14 Minutes	



3. High Value Commercial Development Production Services

Farmers who are engage in High Valued Crops Development Program (HVCDP) production and his/her area is located within the municipal jurisdiction of LGU-Kapalong can avail extension service regarding HVCDP production farming, programs and services

Office or Division:		Municipal Agriculture Office		
Classification:		Simple		
Type of Transaction:		Government to Citizen		
Who may avail:		High Valued Commercial Crops growers/ producers		
CHECKLIST OF REQUIREMENTS		Where to secure		
Registered in Registry System in Basic Sector in Agriculture (RSBSA)		Municipal Agriculture Office (MAGRO)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Log Book in the office lobby	1. Give the Log Book to the client	None	3 minutes	<i>Administrative Aide I</i>
2. Look for Agricultural Extension Worker (AEW) concerned	2. Lead the client to the location of the AEW concerned	None	1 minute	<i>Administrative Aide I</i>
3. Inform the AEW regarding your concerns	3. Conducts briefing/ consultation to the client	None	25 minutes	<i>Agricultural Technologist</i>
4. Ask for feedback and recommendation for the concerns presented	4. Provide remarks and recommendation to the client	None	5 minutes	<i>Agricultural Technologist</i>
		Total Payment Fee: None	Total Processing Time: 34 Minutes	



4. Vegetable Production Service

Vegetable farmers/ producers whose production area is located within the municipal jurisdiction of LGU-Kapalong can avail extension service regarding vegetable production farming, programs and services.

Office or Division:		Municipal Agriculture Office		
Classification:		Simple		
Type of Transaction:		Government to Citizen		
Who may avail:		Vegetable farmers/ producers, Schools, BLGU's and FCA's		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Registered in Registry System in Basic Sector in Agriculture (RSBSA)		Municipal Agriculture Office (MAGRO)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Log Book in the office lobby	1. Give the Log Book to the client	None	3 minutes	<i>Administrative Aide I</i>
2. Look for Agricultural Extension Worker (AEW) concerned	2. Lead the client to the location of the AEW concerned	None	1 minute	<i>Administrative Aide I</i>
3. Inform the AEW regarding your concerns	3. Conducts briefing/ consultation to the client	None	10 minutes	<i>Agricultural Technologist</i>
4. Ask for feedback and recommendation for the concerns presented	4. Provide remarks and recommendation to the client	None	10 minutes	<i>Agricultural Technologist</i>
		Total Payment Fee: None	Total Processing Time: 24 Minutes	



5. Livestock and Poultry Production Service

Animal raisers and pet enthusiast whose animals is grown and production area is located within the municipal jurisdiction of LGU-Kapalong can avail extension service regarding animal (livestock, poultry, pets) production/ raising, programs and services

Office or Division:		Municipal Agriculture Office		
Classification:		Simple		
Type of Transaction:		Government to Citizen		
Who may avail:		Livestock, poultry raisers and pet owners		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Registered in Registry System in Basic Sector in Agriculture (RSBSA)		Municipal Agriculture Office (MAGRO)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Log Book in the office lobby	1. Give the Log Book to the client	None	3 minutes	<i>Administrative Aide I</i>
2. Look for Agricultural Extension Worker (AEW) concerned	2. Lead the client to the location of the AEW concerned	None	1 minute	<i>Administrative Aide I</i>
3. Inform the AEW regarding your concerns	3. Conducts briefing/ consultation to the client	None	10 minutes	<i>Agricultural Technologist</i>
4. Ask for feedback and recommendation for the concerns presented	4. Provide remarks and recommendation to the client	None	5 minutes	<i>Agricultural Technologist</i>
		Total Payment Fee: None	Total Processing Time: 19 inutes	



6. Fish Production Services

Fisher folks whose production area is located within the municipal jurisdiction of LGU-Kapalong can avail extension service regarding fishery production farming, programs and services

Office or Division:	Municipal Agriculture Office			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Inland Fisher folks/ Fish pond operators			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Registered in Registry System in Basic Sector in Agriculture (RSBSA)		Municipal Agriculture Office (MAGRO)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Log Book in the office lobby	1. Give the Log Book to the client	None	3 minutes	Administrative Aide I
2. Look for Agricultural Extension Worker (AEW) concerned	2. Lead the client to the location of the AEW concerned	None	1 minute	Administrative Aide I
3. Inform the AEW regarding your concerns	3. Conducts briefing/consultation to the client	None	20 minutes	Agricultural Technologist
4. Ask for feedback and recommendation for the concerns presented	4. Provide remarks and recommendation to the client	None	5 minutes	Agricultural Technologist
		Total Payment Fee: None	Total Processing Time : 29 minutes	



7. Pre and Post-Harvest Service

Farmer's cooperatives, organizations and associations whose production area is located within the municipal jurisdiction of LGU-Kapalong can avail farm machineries and facilities, programs and services

Office or Division:	Municipal Agriculture Office			
Classification:	Simple			
Type of Transaction:	Government to Client			
Who may avail:	Farmer's cooperatives, organizations and associations			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accredited by the Sanguniang Bayan ng Kapalong		Municipal Agriculture Office (MAGRO)		
Accredited by the Department of Agriculture				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Log Book in the office lobby	1. Give the Log Book to the client	None	3 minutes	Administrative Aide I
2. Look for Agricultural Extension Worker (AEW) concerned	2. Lead the client to the location of the AEW concerned	None	1 minute	Administrative Aide I
3. Inform the AEW regarding your concerns	3. Conducts briefing/consultation to the client	None	20 minutes	Agricultural Technologist
4. Ask for feedback and recommendation for the concerns presented	4. Provide remarks and recommendation to the client	None	5 minutes	Agricultural Technologist
		Total Payment Fee: None	Total Processing Time: 29 minutes	



8. APC Nursery Production Service

Farmers whose production area is located within the municipal jurisdiction of LGU- Kapalong are the 1st priority that can avail service of the APC Nursery; this includes asexually propagated fruit trees, plantation crops and seedlings of forest trees.

Office or Division:		Municipal Agriculture Office		
Classification:		Simple		
Type of Transaction:		G2C Government to Client		
Who may avail:		Farmers with farm production area within the Municipality of Kapalong are the 1 st priority to avail the services, 2 nd priority are those with farm area outside Kapalong but are residents of Kapalong and last priority are outsiders		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Registered in Registry System in Basic Sector in Agriculture (RSBSA)		Municipal Agriculture Office (MAGRO)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Log Book in the sub office lobby	1. Give the Log Book to the client	None	3 minutes	<i>Administrative Aide I</i>
2. Look for Agricultural Extension Worker (AEW) and submit the required documents for initial assessment and verification *Make sure to secure the Order of Payment that will be issued	2. Received the required documents and check for completeness 2.1 Issue the Order of Payment if all required documents were given 2.2 Start processing the request	None	5 minutes	<i>Administrative Aide I</i> <i>Agricultural Technologist</i>
3. Pay the required fees at the Municipal Treasury Office by showing the Order of Payment * Make sure to secure Official Receipt that will be issued upon payment	3. Accept the payment based on the Order of Payment 3.1 Issue the Official Receipt	Grafted rambutan, lemon, durian – Php 35.00 per piece; Grafted lanzones – Php 50.00 per piece, Grafted cacao – Php 25.00 per piece	3 minutes	<i>Revenue Collection Clerk I</i>
4. Return to the APC Nursery for the processing and release of seedlings	4. Check the Official Receipt 4.1 Release the seedlings to the client	None	5 minutes	<i>Agricultural Technologist</i>
		Total Payment Fee:	Total Payment Fee: 16 minutes	



9. Farm Tractor Operation Service

Farmers whose production area is located within the municipal jurisdiction of LGU- Kapalong are the 1st priority to avail farm tractor operation service, this includes disc plowing and harrowing.

Office or Division:	Municipal Agriculture Office			
Classification:	Simple			
Type of Transaction:	Government to Client			
Who may avail:	Farmers with farm production area within the Municipality of Kapalong are the 1 st priority to avail the services, 2 nd priority are those with farm area outside Kapalong but are residents of Kapalong and last priority are outsiders			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Registered in Registry System in Basic Sector in Agriculture (RSBSA)		Municipal Agriculture Office (MAGRO)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Log Book in the office lobby	1. Give the Log Book to the client	None	3 minutes	Administrative Aide I
2. Look for Agricultural Extension Worker (AEW) and submit the required documents for initial assessment and verification *Make sure to secure the Order of Payment that will be issued	2. Received the required documents and check for completeness 2.1 Issue the Order of Payment if all required documents were given 2.2 Start briefing the client on their request *Farmers counterpart in tractor operation: Disc Plow – Diesoline 25 L/ Ha., Harrow – Diesoline 20L/Ha., Mobilization – Diesoline 1L/ 5 Kms.	None	5 minutes	Administrative Aide I Agricultural Technologist
3. Pay the required fees at the Municipal Treasury Office by showing the Order of Payment * Make sure to secure Official Receipt that will be issued upon	3. Accept the payment based on the Order of Payment 3.1 Issue the Official Receipt	Tractor rental fee – Php 2,350.00 per hectare	3 minutes	Revenue Collection Clerk I



payment				
4. Return to the Municipal Agriculture Office for the scheduling of operation	4. Check the Official Receipt 4.1 Set date for the tractor operation	None	5 minutes	<i>Agricultural Technologist</i>
		Total Payment Fee Php 2,350.00 per hectare	Total Processing Time: 16 minutes	



10. Issuance of Agricultural Certificate and Data

All local farmers, organizations and private companies or institutions whose concern is within the municipal jurisdiction of LGU-Kapalong can avail farm, crop damage, permit to travel and other certifications and data needed by the farmer, organizations and private companies or institutions that are allowed by the law of the Republic of the Philippines

Office or Division:		Municipal Agriculture Office		
Classification:		Simple		
Type of Transaction:		Government to Citizen		
Who may avail:		Farmers with farm production area within the Municipality of Kapalong are the 1 st priority to avail the services, 2 nd priority are those with farm area outside Kapalong but are residents of Kapalong and last priority are outsiders		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Registered in Registry System in Basic Sector in Agriculture (RSBSA)		Municipal Agriculture Office (MAGRO)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Log Book in the office lobby	1. Give the Log Book to the client	None	3 minutes	<i>Administrative Aide I</i>
2. Look for Agricultural Extension Worker (AEW) and submit the required documents for initial assessment and verification *Make sure to secure the Order of Payment that will be issued	2. Received the required documents and check for completeness 2.1 Issue the Order of Payment if all required documents were given 2.2 Start briefing the client on their request * Private company and Local farmers can avail banana seedlings in affordable price.	None	5 minutes	<i>Administrative Aide I</i> <i>Agricultural Technologist</i>
3. Pay the required fees at the Municipal Treasury Office by showing the Order of Payment * Make sure to secure Official Receipt that will be issued upon payment	3. Accept the payment based on the Order of Payment 3.1 Issue the Official Receipt	Banana Tissue Cultured Plantlets = 15.00 per hill/ piece Banana Tissue Cultured Meristem = 8.00 per piece	3 minutes	<i>Revenue Collection Clerk I</i>
4. Return to the Municipal Plant	4. Check the Official Receipt	None	20 minutes	<i>Agricultural Technologist</i>



Tissue Culture Laboratory & Nursery for the processing and release of plant tissue cultured plantlets or meristem	4.1 Release the plant tissue cultured plantlets or meristem to the client			
		Total Payment Fee:	Total Processing Time: 31 minutes	



11. Trichoderma Laboratory Services

Farmers whose production area is located within the municipal jurisdiction of LGU-Kapalong are the 1st priority to avail Biocon agent (Trichoderma).

Office or Division:	Municipal Agriculture Office			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Farmers with farm production area within the Municipality of Kapalong are the 1 st priority to avail the services, 2 nd priority are those with farm area outside Kapalong but are residents of Kapalong and last priority are outsiders			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Registered in Registry System in Basic Sector in Agriculture (RSBSA)		Municipal Agriculture Office (MAGRO)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Log Book in the office lobby	1. Give the Log Book to the client	None	3 minutes	Administrative Aide I
2. Look for Agricultural Extension Worker (AEW) and submit the required documents for initial assessment and verification *Make sure to secure the Order of Payment that will be issued	2. Received the required documents and check for completeness 2.1 Issue the Order of Payment if all required documents were given 2.2 Start briefing the client on their request * Private Sector Company/ and our Local Farmers availing of trichoderma species.	None	5 minutes	Administrative Aide I Agricultural Technologist
3. Pay the required fees at the Municipal Treasury Office by showing the Order of Payment * Make sure to secure Official Receipt that will be issued upon payment	3. Accept the payment based on the Order of Payment 3.1 Issue the Official Receipt	Bio-con (Trichoderma) pack = 20.00/ pack (100 – 150 grams)	3 minutes	Revenue Collection Clerk I
4. Return to the Municipal Trichoderma Laboratory for the processing and	4. Check the Official Receipt 4.1 Release the bio-con	None	20 minutes	Agricultural Technologist



release of bio-con (trichoderma)	(Trichoderma) packs to the client			
		Total Payment Fee:	Total Processing Payment: 31 minutes	



12. Registry System for Basic Sector in Agriculture Services

Farmers whose production area is located within the municipal jurisdiction of LGU-Kapalong are the 1st priority to avail RSBSA service, this includes farm owners, tenants, farm workers and agri. youths.

Office or Division:	Municipal Agriculture Office			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Farmers with farm production area within the Municipality of Kapalong			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Filled-up RSBSA Enrollment Form		Municipal Agriculture Office (MAGRO)		
2x2 ID Picture				
Copy of Proof of Ownership (land title, tax declaration, deed of sale, lease of agreement, etc.)				
Copy of Valid ID with signatures				
Barangay Certification				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Log Book in the office lobby	1. Give the Log Book to the client	None	3 minutes	<i>Administrative Aide I</i>
2. Look for Agricultural Extension Worker (AEW) and submit the required documents for initial assessment and verification *Make sure to secure the Order of Payment that will be issued	2. Received the required documents and check for completeness 2.1 Issue the Order of Payment if all required documents were given 2.2 Start briefing the client on their request * Farmers are cater to register or enroll of all commodities areas base of guidelines of rice sector banner.	None	5 minutes	<i>Administrative Aide I</i> <i>Agricultural Technologist</i>
		Total Payment Fee: None	Total Processing Time: 8 minutes	



13. COMMODITIES INSURANCE SERVICES

Farmers whose production area is located within the municipal jurisdiction of LGU-Kapalong are the 1st priority to avail of PCIC service, this includes owners, lessee and tenants.

Office or Division:	Municipal Agriculture Office			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Farmers with farm production area within the Municipality of Kapalong are the 1 st priority to avail the services, 2 nd priority are those with farm area outside of Kapalong.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Registered in Registry System in Basic Sector in Agriculture (RSBSA)		Municipal Agriculture Office (MAGRO)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Log Book in the office lobby	1. Give the Log Book to the client	None	3 minutes	<i>Administrative Aide I</i>
2. Look for Agricultural Extension Worker (AEW) and submit the required documents for initial assessment and verification *Make sure to secure the Order of Payment that will be issued	2. Received the required documents and check for completeness 2.1 Issue the Order of Payment if all required documents were given 2.2 Start briefing the client on their request * Farmers are insured of PCIC after planting of all commodities areas base of guidelines crops sectoral banner.	None	5 minutes	<i>Administrative Aide I</i> <i>Agricultural Technologist</i>
		Total Payment Fee: None	Total Processing Time: 8 minutes	



14. Issuance of Agricultural Certificate and Data

All local farmers, organizations and private companies or institutions whose concern is within the municipal jurisdiction of LGU-Kapalong can avail farm, crop damage, permit to travel and other certifications and datas needed by the farmer, organizations and private companies or institutions that are allowed by the law of the Republic of the Philippines

Office or Division:		Municipal Agriculturist Office		
Classification:		Simple		
Type of Transaction:		G2C Government to Client		
Who may avail:		All farmers of Kapalong, private companies and other agriculture stakeholders		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Veterinary certificate (for livestock & poultry)		Provincial Veterinary Office or License Veterinarian		
Identification card		Company or Government Agencies (LTO, PRC, Voters, Postal, etc.)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Log Book in the office lobby	1. Give the Log Book to the client	None	3 minutes	<i>Administrative staff Agriculture's Office</i>
2. Look for Agricultural Extension Worker (AEW) and submit the required documents for initial assessment and verification *Make sure to secure the Order of Payment that will be issued	2. Received the required documents and check for completeness 2.1 Issue the Order of Payment if all required documents were given (Travel within the province only) 2.2 Start processing the request	None	5 minutes	<i>Administrative staff Agriculture's Office Or Agricultural Technologist Agriculture's Office</i>
3. Pay the required fees at the Municipal Treasury Office by showing the Order of Payment * Make sure to secure Official Receipt that will be issued upon payment	3. Accept the payment based on the Order of Payment 3.1 Issue the Official Receipt	Shipping permit – Php 50.00 per head (poultry and livestock), Agricultural data/ profile – Php 50.00 per page	3 minutes	<i>Revenue Collection Clerk Treasury Office Or Municipal Treasurer Treasury Office</i>
4. Return to the Municipal Agriculture Office for the processing and release of Clearance or Certification or Agri. data	4. Check the Official Receipt 4.1 Issue the Clearance or Certification or Agri. data to the client	None	5 minutes	<i>Agricultural Technologist Agriculture's Office Or Municipal Agriculturist Agriculture's Office</i>
		Total Payment Fee: None	Total Processing Time: 16 minutes	



MUNICIPAL ENGINEERING OFFICE

External Services



1. Building Permit/ Electrical Permit/ Plumbing and Sanitary Permit

Building Permit: Serves as official consent to commence any construction, demolition, and addition or renovation of property or building.

Electrical Permit: Serves as a requirement for installing, replacing, removing, connecting, disconnecting or repairing electrical works except replacing fuses, receptacles, switches, and utilization equipment.

Plumbing and Sanitary Permit: Serves as requirement before the construction of new or additional, or altering existing plumbing installations, water supply, storm drainage, water purification and sewerage treatment plant. For new buildings, this is part of Building Permit application.

Office or Division:	Municipal Engineering Office			
Classification:	Complex			
Type of Transaction:	Government to Citizen, Government to Business, Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		Where to secure		
Fully Accomplished Application Forms (5 copies)		Applicant		
Plans and Specifications (4 sets)		Applicant		
Bill of Materials and Cost Estimates (3 copies)		Applicant		
Specifications (3 copies)		Applicant		
Zoning Certification (2 copies)		Municipal Planning and Development Office		
Locational Clearances (2 copies)		Municipal Planning and Development Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit all the requirements	1. Receive and Evaluate the Documents submitted by the Applicants/ Clients	None	15 Minutes	Building Permit Clerk
	1.1 Conduct Actual Building Inspection	None	1 day	Building Inspector
	1.2 Provide Assessment of Fees and Issue order of Payment	(see payment matrix)	15 minutes	Electrical Inspector
	1.3 Proceed to MTO for payment and present official receipt to MEO		5 minutes	Revenue Collection Clerk
2. Proceed and bring documents to BFP for payment of Fire Safety Clearance to BFP Collector	2. Conduct Actual Building Inspection and pay FSIC Fee and approved Fire Safety Evaluation Clearance	(See Bureau of Fire Protection Payment Information)	2 Days, depending on the type of transaction	Plan Evaluator, Fire Safety Inspector Fire Code Collecting Agent Chief-Fire Safety Enforcement Section Municipal Fire Marshal



3. Proceed to the Municipal Engineer's Office with the issued Fire Safety Evaluation	3. Record and encode all the necessary data in Application form and let the client affix his/ her signature	None	15 minutes	Building Permit Clerk
	3.1 Prepare the following: Building Permit, Electrical Permit, Plumbing and Sanitary Permit	None	5 minutes	Building Permit Clerk
	3.2 Approve the Building Permit and all Ancillary Permits	None	5 minutes	Municipal Engineer/ Building Official
	3.3 Release one (1) original copy of Building Permit, Electrical Permit and Plumbing and Sanitary Permit to the client (signs logbook) leaving copies as Office file for BFP, MEO, PSA, and MASSO.	None		Building Permit Clerk
		Total Payment Fee: (see payment matrix)	Total Processing Time: 3 days, 1 hour and 15 minutes	

BUILDING PERMIT PAYMENT INFORMATION TABLE

1.	Land Use and Zoning	Php 15.00
2.	Line and Grade	Php 2.00/ sq.m
3.	Building: Residential Building Commercial Building, Institutional Building, etc.	Php 3.50/ sq.m Php 9.50/sq.m
4.	Sanitary/Plumbing Water Closet Faucet Floor Drain	Php 6.00/ unit Php 3.00/ unit Php 1.50/ unit Total+ Php 185.00
5.	Electrical	(Php 0.80/Lighting fixture) + Php 185.00
6.	Mechanical/ Excavation	Php 3.50/ sq.m



7.	Certificate of Occupancy <i>For building cost ranging from:</i> Less than Php 100,000.00-Php 500,000.00 Php 600,000.00-Php 1000,000.00 Php 1,100,000.00-Php 1,500,000.00 Php 1,600,000.00-Php 2,000,000.00 Above Php 2,000,000.00	Php 200.00 Php 300.00 Php 400.00 Php 500.00 Php 1000.00
8.	Others, Inspection Fee: RESIDENTIAL BUILDING COMMERCIAL, INSTITUTIONAL & ETC.	Php 200.00 Php 500.00

BUREAU OF FIRE PROTECTION PAYMENT INFORMATION TABLE

1.	Fire Code Construction Tax	1/10 of 1% or 0.10% of the verified estimated value of building or structure to be erected but not to exceed Php 50,000.00
2.	Fire Safety Inspection Fee	15% of all fees charged by LGU but in no case shall be lower than Php 500.00
3.	Filing Fee for Fire Safety Evaluation Clearance (FSEC)	Php 200.00
4.	Hot Works <i>Works such as the following:</i> 1. 1-5 Welding/ Acetylene 2. 6-10 Welding/ Cutting Machine 3. More than 10 welding/Cutting Machine	Php 500.00 Php 1000.00 Php 1500.00



2. Certificate of Final Electrical Inspection /Completion

Formally marks the completion of the project where the electrical inspector had inspected and agreed with the proper installation of electrical wirings

Office or Division:		Municipal Engineering Office		
Classification:		Complex		
Type of Transaction:		Government to Citizen, Government to Business, Government to Government		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		Where to secure		
Approved Building Permit		Municipal Engineer's Office		
Approved Electrical Permit		Municipal Engineer's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to receiving section and submit requirements	1. Evaluate Documents Submitted	No	15 Minutes	<i>Building Permit Clerk</i>
	1.1 Conducts Actual Building Electrical Installation Inspection	ne	1 Day	<i>Electrical Inspector</i>
		No		
		ne		
2. Receives Certificate of Electrical Completion/ Final Inspection of Electrical Works	2. Records and type all the necessary data in Application form and let the client affix his/ her signature	None	15 Minutes	<i>Building Permit Clerk</i>
3. Proceed to BFP to secure Fire Safety Inspection Certificate	3. BFP inspect and issues Fire Safety Inspections Certificate	None	2 Days, depending on the type of transaction	<i>Plan Evaluator, Fire Safety Inspector Fire Code Collecting Agent Chief-Fire Safety Enforcement Section. Municipal Fire Marshal</i>
4. Proceed to the Municipal Engineer's Office and present the issued Fire Safety Inspection Certificate	4. Prepare the Certificate of Completion/ Final Inspection of Electrical Works and secure copies for Office file of BFP approved by MEO	None	15 Minutes	<i>Building Permit Clerk</i>
		None	15 Minutes	<i>Electrical Inspector Municipal</i>



	4.1 Issue Certificate of Completion/ Final Inspection of Electrical Works			Engineer/ Building Official
5. Receive Certificate of Final Inspection/ Completion of Electrical Works and signs log book	5.1 Release Certificate of Final Inspection/ Completion of Electrical Works	None	2 Minutes	Building Permit Clerk
		Total Payment Fee: (see payment matrix)	Total Processing Time: 3 days, 1 hour and 2 minutes	



3. Certificate of Occupancy

Serves to certify a building’s compliance in accordance with applicable building codes and other laws, and indicating it to be in a condition suitable for occupancy.

Office or Division:	Municipal Engineering Office			
Classification:	Simple			
Type of Transaction:	Government to Citizen, Government to Business, Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		Where to secure		
Approved Building Permit		Municipal Engineer’s Office		
Approved Electrical Permit		Municipal Engineer’s Office		
Approved Electrical Completion		Municipal Engineer’s Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements	1. Evaluate Documents Submitted	None	15 Minutes	Building Permit Clerk
	1.1 Conduct inspection for the readiness of occupancy	None	1 Day depending on the project location	Building Inspector Electrical Inspector
	1.2 Process Certificate of Occupancy after 15 days upon completion of the building.	None	15 Minutes	Emmanuel S. Fernandez C.E Municipal Engineer/ Building Official
	1.1 Issue Certificate of Occupancy	None	15 Minutes	Building Permit Clerk Electrical Inspector Municipal Engineer/ Building Official
2. Receive Certificate of Occupancy and signs log book	2.Release Certificate of Occupancy	None	2 Minutes	Building Permit Clerk
		Total payment fee: None	Total processing time: 1 day & 47 minutes	



MUNICIPAL ENVIRONMENT AND NATURAL RESOURCES OFFICE

External Services



1. Request for Site Assessment and inspection for the Application and Renewal of Commercial Sand and Gravel Extraction Project

The mayor's Certification is being issued as one of the requirements needed in the application for the Commercial Sand and Gravel Extraction project at PENRO-LGU. The office will conduct a site inspection to validate the area being applied if it observes environmental concerns and site recommendations.

Office or Division:		Municipal Environment and Natural Resources Office		
Classification:		Simple		
Type of Transaction:		Government to Government		
Who may avail:		Applicant for Commercial Sand and Gravel Extraction Project		
CHECKLIST OF REQUIREMENTS		Where to secure		
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send a request letter to the MENRO to conduct a site assessment and inspection.	1. Receive the request letter.	None	1 minute	<i>Administrative Aide I</i>
	1.1 Schedule and Conduct assessment and inspection for the requested site.	None	2 days	
	1.2 Prepare the Site assessment and inspection report.	None		
2. Received the Site assessment and inspection report.	2. Deliver the Site assessment and inspection report.	None	5 Minutes	<i>Administrative Aide I</i>
		Total Payment Fee: None	Total Processing Time: 2 days and 6 minutes	



2. Request for RA 9003 Compliance Certificate

The Municipal Environment and Natural Resources Office releases the Republic Act 9003 Compliance Certificate that certifies an organization's adherence to the Ecological Solid Waste Management Act of 2000. This certificate confirms that the organization has met the necessary standards and practices in managing solid waste in an environmentally responsible manner, as mandated by the law.

Office or Division:	Municipal Environment and Natural Resources Office			
Classification:	Simple			
Type of Transaction:	Government to Business Government to Government			
Who may avail:	All residents of the Municipality of Kapalong			
CHECKLIST OF REQUIREMENTS		Where to secure		
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Log Book in the Municipal Environment and Natural Resources Office	1. Give the log book to the client	None	1 Minute	<i>Administrative Aide III</i>
2. Inform the MENRO Staff of the intention to get an RA 9003 Compliance Certificate	2. Assess and Orient Clients and Issue Order of Payment for Secretaries fee.	None	5 Minutes	<i>Environmental Management Specialist I</i>
3. Pay the required fees by showing the Payment Slip at the Municipal Treasurer's Office	3. Issue official receipt to the client	P 100.00	5 Minutes	<i>Revenue Collection Clerk I</i>
4. Submit the Official Receipt to the Municipal Environment and Natural Resources Office	4. Prepare the RA 9003 Compliance Certificate.	None	5 Minutes	<i>Environmental Management Specialist I</i>
5. Received the RA 9003 Compliance Certificate	5. Release the RA 9003 Compliance Certificate	None	2 Minutes	
		Total payment fee: None	Total processing time: 18 minutes	



3. Release of Checklist/Requirements for Tree Cutting Permit

The CENRO-DENR is the authorized government office to issue Tree Cutting permits. For their easy approval, the Municipal Environment and Natural Resources Office assesses and validates all the requirements before forwarding it to the CENRO-DENR.

Office or Division:	Municipal Environment and Natural Resources Office			
Classification:	Simple			
Type of Transaction:	Government to Citizen Government to Business Government to Government			
Who may avail:	All residents of the Municipality of Kapalung			
CHECKLIST OF REQUIREMENTS		Where to secure		
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Log Book in the Municipal ENR Office and submit a letter request for tree cutting.	1. Give the log book to the client, receive and record letter request for tree cutting.	None	1 minute	Administrative Aide III
	1.1 Give the list of requirements to the client.	None	1 minute	
2. Comply with all the requirements for the cutting permit and present it to the MENRO.	2. Assess and validate all the requirements.	None	10 minutes	Environmental Management Specialist I Administrative Aide I
	2.1 Advise the client to proceed to the CENRO-DENR to submit the requirement for the tree-cutting permit.	None	1 minute	
3. Submit all requirements to the CENRO-DENR.	3. Inform the client to follow up on the cutting permit at CENRO-DENR.	None	1 minute	Environmental Management Specialist I Administrative Aide I
4. Follow up and get a Tree Cutting Permit at CENRO-DENR				
		Total payment fee: None	Total processing time: 14 minutes	



4. Request of Seedlings for Tree-Growing and Planting Activities

The Municipal Environment and Natural Resources Office has a Nursery production as part of our initiatives in the Reforestation and Greening program of the Municipality. The office accommodates the requests from various departments and sectors that are organizing Tree-Growing and Planting Activities in the Municipality of Kapalong.

Office or Division:	Municipal Environment and Natural Resources Office			
Classification:	Simple			
Type of Transaction:	Government to Citizen Government to Business Government to Government			
Who may avail:	All residents of the Municipality of Kapalong			
CHECKLIST OF REQUIREMENTS		Where to secure		
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Log Book in the Municipal ENR Office and submit a letter request for seedlings.	1. Hand in the log book to the client, and receive letter requests for seedlings. 1.1 Schedule and conduct site inspection to determine the proper trees to be planted.	None None	5 minutes 2 days	<i>Environmental Management Specialist I</i> <i>Administrative Aide I</i>
2. Follow up MENR Office through text or call.	2. Facilitate schedule for the delivery or pick up of seedlings.	None	2 days	<i>Environmental Management Specialist I</i>
3. Signs the logbook & receive seedlings	3. Release requested seedling to the client.	None	15 minutes	<i>Environmental Management Specialist I</i>
4. Conduct tree maintenance activity.	4. Monitor the planted seedlings.	None	3 hours	<i>Administrative Aide I</i>
		Total payment fee: None	Total processing time: 4 days 3 hours and 20 minutes	



5. Request for ESWM Certification for Burial

To ensure order and cleanliness of the Municipal Public Cemetery, the Municipal Environment and Natural Resources Office initiated focused information dissemination to cemetery users and released corresponding ESWM Certification.

Office or Division:	Municipal Environment and Natural Resources Office			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All residents of the Municipality of Kapalung			
CHECKLIST OF REQUIREMENTS		Where to secure		
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Log Book in the Municipal ENR Office.	1. Hand in the log book to the client.	None	1 Minute	Administrative Aide III Administrative Aide I
2. Give the details of the burial.	2. Record the necessary details of the Burial and Orient Clients on the dos and don'ts when conducting burial at the Public Cemetery.	None	10 minutes	Administrative Aide III Administrative Aide I
3. Sign the logbook & receive the ESWM Certification for Burial.	3. Process and Release the ESWM Certification for Burial.	None	3 Minutes	Administrative Aide III Administrative Aide I
4. Proceed to EEDMO, present the ESWM Certification, and Pay the required fees for burial.	4. Advise the client to proceed to the EEDMO.	None	1 minute	Administrative Aide III Administrative Aide I
		Total payment fee: None	Total processing time: 15 minutes	



6. Sale of Compost (Humus) and Seedlings

The Municipal Environment and Natural Resources Office offers high-quality compost (humus) that is perfect for enriching soil, promoting healthy plant growth, and improving crop yields, and a variety of forest tree seedlings.

Office or Division:	Municipal Environment and Natural Resources Office			
Classification:	Simple Highly Technical			
Type of Transaction:	Government to Citizen Government to Business Government to Government			
Who may avail:	All residents of the Municipality of Kapalong			
CHECKLIST OF REQUIREMENTS		Where to secure		
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Log Book in the Municipal ENR Office.	1. Hand in the log book to the client.	None	1 Minute	<i>Administrative Aide III</i>
2. Ask if there is available compost (humus) or seedlings.	2. If available, issue a Payment Order/Slip and instruct the client to proceed to the Municipal Treasurer's Office for payment.	None	2 minutes	<i>Environment Management Specialist I</i> <i>Administrative Aide III</i>
	2.1 If it's not available, let the client know that the Office will contact them once compost (humus) or seedlings become available.	None	14 days	<i>Environment Management Specialist I</i> <i>Administrative Aide III</i>
3. Pay the required fees by showing the Payment Slip at Municipal Treasurer's Office	3. Issue official receipt to the client	Depending on the quantity to be purchased by the Client 1. Compost – P 2.00/Kilo 2. Seedlings – P 15.00 – P 100.00/seedlings	5 Minutes	<i>Revenue Collection Clerk I</i>
4. Submit immediately the Official Receipt Municipal Environment and Natural Resources Office	4. Contact the assigned personnel to Prepare the purchased compost (humus) or seedlings and instruct the client that the office will contact them if the item is ready for pick up.	None	1 day	<i>Environment Management Specialist I</i> <i>Administrative Aide III</i>
5. Wait for the call from the MENR Office.	5. Contact the client that the compost (humus) or seedlings are ready for pick up at the MENR Office.	None	2 minutes	<i>Environmental Management Specialist I</i> <i>Administrative Aide III</i>



6. Pick up the purchased item and sign the log book for release.	6. Hand in the log book to the client and release the purchased item.	None	5 minutes	<i>Environmental Management Specialist I</i> <i>Administrative Aide III</i>
		Total payment fee: Depending on the quantity to be purchased by the Client	Total processing time: If available - 1 day and 15 Minutes If not available - 15 days and 15 minutes	



ECONOMIC ENTERPRISE DEVELOPMENT AND MANAGEMENT OFFICE

External Services



1. Slaughterhouse Operation

The Municipal Slaughterhouse is one of the Economic Enterprise of this Local Government where all kinds of livestock will undergo ante-mortem and post-mortem inspection before slaughter to ensure the safety of meat products fit for human consumption.

Office or Division:	Economic Enterprise Development and Management Office – Slaughterhouse			
Classification:	Simple			
Type of Transaction:	Government to Business, Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		Where to secure		
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Signs the Client Logbook	1. Hand in the logbook to the client and have it signed	None	2 minutes	<i>Meat Inspector I</i>
	1.1 Inspection of live animals prior to being slaughtered by electrocution of livestock and/or bleeding		55 minutes	<i>Meat Handler</i>
	1.2 Take out of intestines and internal organs of an animal			<i>Meat Inspector I</i>
	1.3 The inspection of the carcasses and parts of the animal used for human food.			
2. Payment of Fees	2. Collects Fees and Issues Official Receipts	(see payment matrix)	3 minutes	<i>Meat Inspector I</i>
		Total payment fee: (see payment matrix)	Total processing time: 60 minutes	



PAYMENT MATRIX FOR SLAUGHTERHOUSE OPERATION

Cattle- min	P 600.00
max	P 900.00
Hog: Matada	P165.00
Goat: Small	P150.00
Large	P 200.00
Poultry	P 10.00



2. Application of Lease for Space/Stall/Table for Public Market

All applicant of lease for space/stall/table for public market must secure first necessary requirements and permits before the actual business/operation takes place.

Office or Division:	Economic Enterprise Development & Management Office			
Classification:	Simple			
Type of Transaction:	Government to Business, Government to Citizen			
Who may avail:	Stall/Vendors/ and other Business Operators			
CHECKLIST OF REQUIREMENTS		Where to secure		
Purok Clearance		Purok Center		
Barangay Clearance		Barangay Hall		
Police Clearance		Police Station		
Community Tax Certificate		Barangay Hall/Municipal Treasurer's Office		
Application Form for Lease		Public Market Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Signs the Client Logbook.	1. Hand in the Logbook to the client and have it signed	None	2 Minutes	Administrative Aide I
	1.1 Assess the requirements	None	10 Minutes	
2. Fill- out Application for Lease.	2. Prepares and Approves the contract of lease.	None	15 Minutes	Market Supervisor II EEDMO Manager Municipal Mayor
3. Pays and receives Official Receipts.	3. Issuance of official receipt	(see payment matrix)	3 Minutes	Administrative Aide I
		Total payment fee: (see payment matrix)	Total processing time: 50 minutes	

PAYMENT MATRIX FOR THE APPLICATION OF LEASE FOR SPACE/STALL/TABLE FOR PUBLIC MARKET

Market Stall	P 20,000.00
Fruit stand	P 10,000.00
Fish & Meat Stall	P 5,000.00
Low Cost/Vegetable Stall	P 5,000.00



3. Kapalong Overland Transport Terminal

Kapalong public terminal provides adequate station for various public transport and riding public. It has also stall offered for rental to the public and monitors the entrance of all kinds of vehicle transacting business in the municipality.

Office or Division:		Economic Enterprise Development & Management Office		
Classification:		Simple		
Type of Transaction:		Government to Business, Government to Citizen		
Who may avail:		Various public transport and riding public		
CHECKLIST OF REQUIREMENTS		Where to secure		
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Pays fee to the cash ticket collector	1. Issues cash tickets	(see payment matrix)	3 minutes	<i>Administrative Aide I</i>
	1. Issues Official Receipt		5 minutes	<i>Administrative Aide I</i>
2. Present acquired cash ticket to ticket booth collector.	2. Received cash ticket	none	2 minutes	<i>Administrative Aide I</i>
		Total payment fee: (see payment matrix)	Total processing time: 10 minutes	

PAYMENT MATRIX KAPALONG OVERLAND TRANSPORT TERMINAL

Bus:	
large	P 70.00
small	P 50.00
Jeepney	P 30.00
Tricycle	P 15.00
Toll Fees per entry:	
4wheels	P 25.00
6wheels	P 35.00
10wheelers	P 55.00
16 wheelers	P 80.00
Stall Fee per sqm.	P 5.50



4. Heavy Equipment Services

Facilitate the dispatching of heavy equipment to the implementation of road maintenance and carry out various infrastructure projects to include social services. Collects revenues through equivalent rentals

Office or Division:		Economic Enterprise Development & Management Office		
Classification:		Simple		
Type of Transaction:		Government to Citizen, Government to Business		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		Where to secure		
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign the client logbook.	1. Hand in the logbook and have it signed. 1.1 Prepares Equipment Rental Request Order.	None	5 Minutes	<i>Administrative Aide I</i>
2. Pay the required rental fees.	2. Issue official receipt. 2.1 Approval of Equipment Rental Request Order.	(see payment matrix)	15 Minutes	<i>Administrative Aide I Heavy Equipment In-charge</i>
3. Receive approved ERRO.	3. Release approved ERRO to the client.	None	5 Minutes	<i>EEDMO Manager</i>
		Total payment fee: None	Total processing time: 25 minutes	

PAYMENT FOR HEAVY EQUIPMENT SERVICES (PER HOUR)

Dump truck	P 550.00
Payloader	P 2,700.00
Backhoe loader	P 2,700.00
Grader	P 2,200.00
Bulldozer	P 2,700.00
Road Roller	P 2,200.00
Self-loading	P 2,500.00



5. Mechanical Services Operation

It provides repair and maintenance for both light and heavy equipment and collect equivalent mechanical fees.

Office or Division:	Economic Enterprise Development & Management Office			
Classification:	Simple			
Type of Transaction:	Government to Citizen, Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		Where to secure		
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign the client logbook.	1. Hand in the logbook and have it signed.	None	3 minutes	Administrative Aide I
2. Request for Mechanical Services.	2. Extend Mechanical Services. Prepares billing of the equivalent fee for services rendered.	None	8 hours	Administrative Assistant III
3. Pay the required fees and receives Official Receipt.	3. Issue Official Receipts	(see payment matrix)	5 minutes	Administrative Aide I
		Total Payment fee: (see payment matrix)	Total Processing Time: 8 hours and 8 minutes	

PAYMENT MATRIX FOR MECHANICAL SERVICES OPERATION

Heavy Equipment	
Engine	P 8,800.00
Diff.	P22,000/11,000/9,000
Change Oil	P 700.00
Tune-up	P 1,320.00
Assembly	P 550.00
Light Vehicle	
Engine	P 6,000.00
Diff.	P 3,500.00
Change Oil	P 250.00
Tune-up	P 550.00
Assembly	P 220.00
Motorcycle	
Engine	P 720.00
Diff.	P 55.00
Change Oil	P 55.00
Tune-up	P 55.00
Assembly	P 55.00



6. Training Center Hall Rental

Accommodation of interested individuals or groups that will hold trainings, seminars, conference, birthdays and any other related activities. This generates revenue through imposition of fees.

Office or Division:		Economic Enterprise Development & Management Office		
Classification:		Simple		
Type of Transaction:		Government to Government, Government to Business, Government to Citizen		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		Where to secure		
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign the client logbook	1. Hand- in the logbook and have it signed.	None	2 Minutes	<i>Administrative Aide I</i>
2. Fills out Request Form for rental.	2. Receive request form and issues order slip.	None	3 Minutes	<i>Administrative Aide I</i>
3. Pays the fee	3. Issue Official Receipt 3.1 Approval of Request Form and accommodation of rental	(see payment matrix)	5 Minutes	<i>Administrative Aide I</i>
		Total Payment (see payment matrix)	Total Processing Time: 10 minutes	

PAYMENT MATRIX FOR TRAINING CENTER HALL RENTAL

Airconditioned	P750.00
Non-airconditioned	P500.00



7. Municipal Townsquare Venue Rental

Accommodation of interested individuals or groups that will hold trainings, seminars, conference, and any other related activities. This generates revenue through imposition of fees.

Office or Division:		Economic Enterprise Development & Management Office		
Classification:		Simple		
Type of Transaction:		Government to Government, Government to Business, Government to Citizen		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		Where to secure		
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign the client logbook	1. Hand- in the logbook and have it signed.	None	2 Minutes	<i>Administrative Aide I</i>
2. Fill-out the Request Form for rental.	2.Receives request form and issues order slip.	None	3 Minutes	<i>Administrative Aide I</i>
3. Pay the fee	3. Issue the Official Receipt 3.1 Approves the Request Form and accommodation of rental	P500/hour	10 Minutes	<i>Administrative Aide I</i>
		Total Payment : P 300.00/ hour	Total Processing Time: 15 minutes	



8. Gymnasium Venue Rental

Accommodation of interested individuals or groups that will hold trainings, seminars, conference, and any other related activities. This generates revenue through imposition of fees.

Office or Division:	Economic Enterprise Development & Management Office			
Classification:	Simple			
Type of Transaction:	Government to Government, Government to Business, Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		Where to secure		
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign the client logbook	1. Hand in the logbook and make it sign.	None	2 Minutes	Administrative Aide I
2. Fill out Request Form for rental.	2. Receive request form and issues order slip.	None	3 Minutes	Administrative Aide I
3. Pay the fees	3. Issue the Official Receipt 3.1 Approves the Request Form and accommodation of rental	P 500/hour	10 Minutes	Administrative Aide I
		Total Payment P500.00/ hour	Total Processing Time: 15 minutes	



9. BALAY NI MARIA TRANSIENT ROOM RENTAL

Accommodation of interested individuals or groups that will hold trainings, seminars, conference, and any other related activities. This generates revenue through imposition of fees.

Office or Division:	Economic Enterprise Development & Management Office			
Classification:	Simple			
Type of Transaction:	Government to Government, Government to Business, Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		Where to secure		
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign the client logbook	1. Hand in the logbook to the client	None	2 Minutes	Administrative Aide I
2. Fill out Request Form for rental.	2. Receive request form and issues order slip.	None	3 Minutes	Administrative Aide I
3. Pay the fees	3. Issue the Official Receipt 3.1 Approve the Request Form and accommodation of rental	P 300/8 hours P 50.00 – succeeding hours	10 Minutes	Administrative Aide I
		Total Payment P 300/8 hours P 50.00 – succeeding hours	Total Processing Time: 15 minutes	



10. Public Market Operation

The public market is one of the economic enterprises of LGU as the center of trade where buying and selling of commodities are engaged. This generates revenue through imposition of fees and rentals.

Office or Division:		Economic Enterprise Development & Management Office		
Classification:		Simple		
Type of Transaction:		Government to Business, Government to Citizen		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		Where to secure		
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign the client logbook	1. Hand in the logbook to the client.	None	2 Minutes	<i>Administrative Aide I</i>
2. Request for the monthly billing for rental.	2. Prepare and issues monthly billing to the client.	None	15 Minutes	<i>Market Supervisor II</i>
3. Pay the monthly rental	3. Issue the Official Receipts.	(see payment matrix)	3 Minutes	<i>Administrative Aide I</i>
		Total Payment (see payment matrix)	Total Processing Time: 20 minutes	

PAYMENT MATRIX FOR PUBLIC MARKET OPERATION (PER DAY)

Class A stall (sq.)	P 3.25
Fowl/Meat/Table	P 15.00
Fish/Crustaceans/table/day	P 15.00
Vegetables stalls	P 15.00
Low Cost Bldg. stall	P 10.00
Fruit stand/stall/day	P 25.00



MUNICIPAL DISASTER AND RISK REDUCTION MANAGEMENT OFFICE

External Services



1. 24/7 Emergency Response Operation

The immediate action of MDRRM Operation Center 24/7 Operation in response to all types of emergencies.

Office or Division:		Disaster Risk Reduction and Management Office		
Classification:		Simple		
Type of Transaction:		Government to Citizen, Government to Business, Government to Government		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		Where to secure		
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Call for emergency incidents (all types)	1. Receive call, indicating complete detail including name, age, address, type of incident or case	No ne	2 Minutes	Local Disaster Risk Reduction Management Officer II
	1.1 Deployment of Response Team including briefing and preparation of equipment needed.	No ne	5 minute s	
	1.2 Conduct of Response Operation on the site and transport victims to hospital.	No ne	25 minute s	
	1.3 Return and logging of incident in the operation Center	No ne	5 minute s	
		Total paym ent fee: None	Total Processing Time: 37 minutes	



2. 24/7 Search, Rescue and Retrieval Operation

The immediate action of MDRRM Operation Center 24/7 Operation in response to all types of emergencies/incidents.

Office or Division:		Disaster Risk Reduction and Management Office		
Classification:		Simple		
Type of Transaction:		Government to Citizen, Government to Business, Government to Government		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		Where to secure		
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Call for emergency incidents (<i>Drowning, Landslide Incident, others</i>) and provide details of the incident.	1. Receive call, indicating complete details including name, age, address, type of incident or case	None	2 minutes	<i>Local Disaster Risk Reduction and Management Officer II</i>
	1.1 Deployment of Response Team including briefing and preparation of equipment needed.	None	15 minutes	<i>Local Disaster Risk Reduction and Management Officer II</i>
	1.2 Conduct Courtesy to Client and Barangay DRRMC.	None	5 minutes	<i>Municipal Disaster Risk Reduction and Management Officer</i>
	1.3 Establish Command Post on site	None	10 minutes	<i>Local Disaster Risk Reduction and Management Officer II</i>
	1.4 Conduct of Search, Rescue and Retrieval Operation on the site of incident.	None	12 hours	<i>Local Disaster Risk Reduction and Management Officer II</i>
2. Coordinate with the response personnel about the status of the operation	2. Inform the client about the status of Operation (<i>Retrieved, Continue to next Operation period</i>)	None	5 minutes	<i>Municipal Disaster Risk Reduction and Management Officer</i>
	2.1 Return to Operation Center and making of Situational Reports to be submitted to Higher DRRM Office	None	25 minutes	<i>Local Disaster Risk Reduction and Management Officer II</i>



		Total Payment Fee: None	Total Processing Time:13 hours and 2 minutes	



3. Patient Transport Services

The service provided to clients in need of transport services, referrals and OPD Transport (*Hospital to Hospital, Home to Hospital, Hospital to Home Services*)for their patients.

Office or Division:		Disaster Risk Reduction and Management Office/Operations and Early Warning Section		
Classification:		Simple		
Type of Transaction:		Government to Citizen, Government to Business, Government to Government		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		Where to secure		
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
FOR MEDICAL EMERGENCY CASES				
1. Call for emergency transport requests (all types) and provide details of the patient's status.	1. Receive call, indicating complete details including name, age, address, patient's situation/status, location and contact person.	None	2 minutes	<i>Local Disaster Risk Reduction and Management Officer II</i>
	1.1 Dispatching of Response Team.	None	5 minutes	
	1.2 Patient care and transport	None	20 minutes (for GIDA area; 2 hours)	
2. Coordinate with the medical facility personnel for appropriate actions.	2. Endorse the patient to the medical facility personnel.	None	1 minute	
	2.1 Return and logging of situation and decontamination in the Operation Center.	None	15 minutes	
		Total Payment Fee: None	Total Processing Time: 43 minutes	



4. Booking/Pre-scheduled Request (*Home to Hospital*)

Office or Division:	Disaster Risk Reduction and Management Office			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:				
CHECKLIST OF REQUIREMENTS		Where to secure		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign log -in logbook at MDRRMO	1. Give Log Book to Client	None	3 minutes	<i>Local Disaster Risk Reduction and Management Officer II</i>
2. Submission of request (Through letter or verbal request)	2. Receives request letter including the details of patient for transport and when.	None	3 minutes	<i>Local Disaster Risk Reduction and Management Officer II</i>
	2.1 Log request to Schedule board	None	1 minute	
	2.2 Endorse the request to Duty personnel	None	2 minutes	
3. Receive call from MDRRMO Personnel	3. Inform/call the Client	None	2 minutes	<i>Local Disaster Risk Reduction and Management Officer II</i>
	3.1 Patient Care and Transport	None	30 minutes	
	3.2 Endorse the Patient to Medical Facility	None	5 minutes	
4. Sign the waiver form endorsed by the Duty Personnel	4. Endorse the waiver/form to the Client	None	1 minute	<i>Local Disaster Risk Reduction and Management Officer II</i>
	4.1 Return and logging of situation and decontamination in the Operation Center.		30 minutes	
		Total Payment Fee: None	Total Processing Time: 1 hour and 17 minutes	



5. Referrals, Out-patient and Discharged Patient

Office or Division:		Disaster Risk Reduction and Management Office		
Classification:		Simple		
Type of Transaction:				
Who may avail:				
CHECKLIST OF REQUIREMENTS		Where to secure		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Call for referral request sand provide details of the patient's status.	1. Receive call, indicating complete detail including name, age, address, patient's situation/current status, location and contact person.	None	3 minutes	<i>Local Disaster Risk Reduction and Management Officer II</i>
	1.1 Dispatching of Transport Team.	None	5 minutes	
	1.2 Patient care and transport	None	30 minutes	
	1.3 Endorse to Medical Facility Personnel	None	5 minutes	
2. Sign the waiver/form issued by the MDRMO Personnel	2. Issue the waiver/form to the client for signature. 2.1 Return and logging of situation and decontamination in the Operation Center.	None	1 minute 30 minutes	<i>Local Disaster Risk Reduction and Management Officer II</i>
		Total Payment Fee: None	Total Processing Time: 1 hour and 14 minutes	



5. Issuance of MDRRMC Certificates

The service provided to clients who seek for hazard certification, risk certification, incident certification and other certifications related to claims affected by any form of disaster.

Office or Division:	Disaster Risk Reduction and Management Office/Administration and Training Section			
Classification:	Simple			
Type of Transaction:	Government to Citizen, Government to Business, Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		Where to secure		
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign log -in log Book at MDRRMO	1. Give Logbook to Client	None	1 minute	Planning Officer II
2. Client to issuing In-Charge	2. Entertain Client for certification preparation Issue payment slip to client for certification fee	None	5 minutes	Planning Officer II
3.Payment of Certification Fee	3. Issue official receipt	P 100.00	5 minutes	Revenue Collection Clerk I
4.Return to MDRRMO to present Official Receipt (OR) and other supporting documents (Certificate of Indigency, Barangay certification, others)	4. Receive Official Receipt, indicate number to certification, dry seal and released to client 4.1 Endorse the approved MDRRMC Certification to client	None	10 minutes 2 minutes	Planning Officer II
		Total Payment Fee: None	Total Processing Time: 23 minutes	



6. Request for DRRM-CCA and other related Trainings

Serving as resource person in multi-sectoral conduct of capability building, information education campaign on DRRM and disaster preparedness, hazard and risk assessment.

Office or Division:		Municipal Disaster Risk Reduction and Management Office/Administration and Training Section		
Classification:		Simple		
Type of Transaction:		Government to Citizen, Government to Business, Government to Government		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		Where to secure		
Request Letter Approved Program/Activity Design (Government)		Requesting Party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign log -in log Book at MDRRMO	1. Give Logbook to Client	None	1 minute	<i>Local Disaster Risk Reduction and Management Officer II</i>
2.Submission of request letter	2. Receiving of request letter and Approved Activity design	None	1 minute	<i>Local Disaster Risk Reduction and Management Officer II</i>
3. Endorse Client to Training In-Charge	3. Entertain Client on the Scheduling of Training	None	5 minutes	<i>Local Disaster Risk Reduction and Management Officer II</i>
		Total Payment Fee: None	Total Processing Time: 7 minutes	



7. BDRRM Plan Review, Approval, and Endorsement to Sangguniang Bayan

Barangay Disaster Risk Reduction and Management Plan process for the approval to the Sangguniang Bayan adhering to the prescribed template and Program, Activities and Project as mandated in RA 10121.

Office or Division:	Disaster Risk Reduction and Management Office/Research and Planning Section			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	BDRRMC in the Municipality			
CHECKLIST OF REQUIREMENTS		Where to secure		
EO Organizing BDRRMC		Respective Barangays		
BDRRMC and Sangguniang Barangay Resolution				
Barangay Endorsement				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign log -in log Book at MDRRMO	1. Give Logbook to Client	None	1 minute	Administrative Aide I
2. Client to Research and Planning Chief	2. Entertain Client & review the draft Plan for final printing		10 minutes	Planning Officer II
3. Print 1 set/14 copies of plan for endorsement with Letter of Transmittal				
4. SignLog-inLog Book at MDRRMO	4. Gives Logbook to Client	None	1 minute	Planning Officer II
5. Endorsement of 14 copies of Approved BDRRM Plan with Transmittal letter to in charge	5. Receivessetsof BDRRM Plans indicating time and date	None	1 minute	Planning Officer II
	5.1 Endorses to the Sangguniang Bayan for approval	None	5 minutes	Planning Officer II
	5.2 Contact BDRRMC on Approved BDRRM Plan pick up	None	1 minute	Planning Officer II
6. Receive the SB approved and adopted BDRRM Plan	6.1 Endorse the approved BDRRM Plan with SB resolutions	None	1 minute	Planning Officer II
	6.2 Archive/Keep a copy of the approved BDRRM Plan			
		Total Payment Fee: None	Total Processing Time: 20 minutes	



8. Tent Request and Installation

Installation of available tents/shelter for any occasions/event (Meetings, barangay activities, birthdays, wake-burials, etc.)

Office or Division:	Disaster Risk Reduction and Management Office/Administration and Training Section			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		Where to secure		
Request Letter		Requesting Party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign Log-in Logbook at MDRRMO	1. Give Logbook to Client	None	1 minute	Local Disaster Risk Reduction and Management Officer II
2. Endorse Client to Tent-in-charge	2. Entertain Client on the Scheduling of Installation	None	3 minutes	Local Disaster Risk Reduction and Management Officer II
	2.1 Installation of requested tents	None	30 minutes	
3. Coordinate with the MDRRMO Personnel for the return of tents	3. Schedule date and time of pickup	None	2 minutes	Local Disaster Risk Reduction and Management Officer II
		Total Payment Fee: None	Total Processing Time: 1 hour and 6 minutes	



9. Request for Clearing Operations

Request for Clearing Operations of toppled/fallen tree, Pruning, and other hazard related clearing operations.

Office or Division:		Disaster Risk Reduction and Management Office/ Operations and Early Warning Section		
Classification:		Simple		
Type of Transaction:		Government to Citizen		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		Where to secure		
Request Letter		Requesting Party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign Log-in Logbook at MDRRMO	1. Give Logbook to Client	None	1 minute	Local Disaster Risk Reduction and Management Officer II
2. Submit Request Letter	2. Receive the client's request letter	None	3 minutes	Local Disaster Risk Reduction and Management Officer II
3. Endorse Client to Clearing operations-in-charge	3. Entertain Client on the Scheduling of Operations	None	2 minutes	Local Disaster Risk Reduction and Management Officer II
	3.1 Conduct Clearing Operations	None	3 hours	
		Total Payment Fee: None	Total Processing Time: 3 hours and 5 minutes	



10. Cutting of Trees that Pose Risk Situation

Office or Division:	Disaster Risk Reduction and Management Office			
Classification:				
Type of Transaction:				
Who may avail:				
CHECKLIST OF REQUIREMENTS		Where to secure		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign the logbook at MDRRMO	1. Give the logbook to Client	None	1 minute	Local Disaster Risk Reduction and Management Officer II
2. Submit Request Letter with interposing no objection from Barangay.	2. Receive the client's request letter	None	1 minute	Local Disaster Risk Reduction and Management Officer II
3. Proceed to MENRO for Assessment		None		Environmental Management Specialist I
4. Client to endorse approval/recommendation letter from MENRO	4. Receive Clients approval/recommendation letter from MENRO	None	1 minute	Local Disaster Risk Reduction and Management Officer II
5. Endorse Client to Clearing operations-in-charge	5. Entertain Client on the Scheduling of Operations	None	3 minutes	Local Disaster Risk Reduction and Management Officer II
	5.1 Conduct Clearing Operations	None	3 hours	
		Total Payment Fee: None	Total Processing Time: 3 hours and 7 minutes	



11. Emergency Clearing Operations

Office or Division:	Disaster Risk Reduction and Management Office			
Classification:				
Type of Transaction:				
Who may avail:				
CHECKLIST OF REQUIREMENTS		Where to secure		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Notify through call of fallen debris due to strong winds damaging houses and blockage of accessible roads.	1. Receive call, indicating complete details including Place of incident, any casualty, type of debris and contact person.	None	2 minutes	Local Disaster Risk Reduction and Management Officer II
	1.1 Deployment of Clearing Team including briefing and withdrawal of equipment needed.	None	10 minutes	
	1.2 Conduct of Clearing Operation on the site of incident.	None	3 hours	
	1.3 Return and logging of incidents in the Operation Center including turn-over of equipment.	None	5 minutes	
		Total Payment Fee: None	Total Processing Time: 3 hours and 17 minutes	



12. Incident Report/Data

For Public Safety purposes, CCTV Control Room on 24/7 monitoring was assigned to MDRRM Operation Center in addition to the regular mandate of the Office. Request for Processed Information Data, Footages taken from CCTV Monitoring Database will be used by the legal authorities, clients with pending blotter at PNP Kapalong and other related concerns.

Office or Division:	Disaster Risk Reduction and Management Office/Operations and Early Warning Section			
Classification:	Simple			
Type of Transaction:	Government to Citizen, Government to Business, Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		Where to secure		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure copy of Police Blotter of the Incident at Kapalong Municipal Police Station.	1. Review Police Blotter as basis for reviewing.	None	2 minutes	Local Disaster Risk Reduction and Management Officer II
	1.1 Interview/Fill out request data form including date and time happened and location.	None	3 minutes	
	1.2 Review of Footage according to indicated date and time of incident	None	24 hours	
2. Coordinate with the PNP Kapalong for the incident report from requested CCTV footage		None		
		Total Payment Fee: None	Total Processing Time: 24 hours and 5 minutes	



OFFICE OF THE MUNICIPAL LOCAL GOVERNMENT OPERATIONS OFFICER

External Services



1. Certificate of Incumbency and Travel Authority

Certificate of Incumbency and Travel Authority is issued to Barangay Officials

Office or Division:	Department of the Interior and Local Government (DILG)			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Barangay Officials			
CHECKLIST OF REQUIREMENTS		Where to secure		
Letter Request from Barangay		Barangay		
Oath of Office, BOIS, master list of Barangay officials		Barangay		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign Log -in Log Book and submit requirements	1. Hand in logbook to Client 1.1 Verify the completeness of the requirements 1.2 Prep are endorsement and submit to DILG Provincial Office	None	2 Days and 1 Hour	Municipal Local Government Operations Officer
2. Receive the Certificate of Incumbency and Authority to Travel abroad	2. Issue Certificate of Incumbency and Authority to Travel Abroad to the client	None	5 Minutes	Municipal Local Government Operations Officer
		Total payment fee: None	Total processing time: 2 days, 1 hour and 5 minutes	



FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	To be provided by Public Assistance Complaint Desk (PACD) Officer and drop it in the feedback and complaint box.
How feedbacks are processed	<p>The Human Resource Management Office through its authorized personnel collect and open feedback form from the drop box every Monday morning.</p> <p>The HRM Office will consolidate the feedback, verify their nature and refer the same to the office concerned.</p>
How to file a complaint	Fill out the complaint form available at Public Assistance Complaint Desk (PACD) of the concerned office and drop the filled- up complaint form at the feedback and complaint drop box.
How complaints are processed	<p>The Human Resource Management Office through its authorized personnel will collect and open the feedback and complaints from each drop box every Monday.</p> <p>The HRMO will consolidate the complaint/s, verify their nature and refer the same to the office concerned.</p>
Contact Information of the Human Resource Management Office	(084) 839-2642
Contact Information of CCB, PCC, ARTA	8888- Presidential Complaints Center 0908- 8816565- CSC Contact Center ng Bayan 8478- 5093- Anti- Red Tape Authority



LIST OF OFFICES

Office	Address	Contact Information
Office of the Mayor	Maniki, Kapalong, Davao Del Norte	09274978253
Office of the Municipal Vice-Mayor	Maniki, Kapalong, Davao Del Norte	09213074802
Office of the Secretary to the Sanggunian	Maniki, Kapalong, Davao Del Norte	09557438731
Office of the Municipal Administrator	Maniki, Kapalong, Davao Del Norte	09688551158
Municipal Human Resource Management Office	Maniki, Kapalong, Davao Del Norte	09171387446
Municipal Planning and Development Office	Maniki, Kapalong, Davao Del Norte	09054230967
Municipal Civil Registrar's Office	Maniki, Kapalong, Davao Del Norte	09168526145
Municipal Accounting Office	Maniki, Kapalong, Davao Del Norte	09175039235
Municipal Treasurer's Office	Maniki, Kapalong, Davao Del Norte	09171386321
Municipal Assessor's Office	Maniki, Kapalong, Davao Del Norte	09359722311
Municipal Information Office	Maniki, Kapalong, Davao Del Norte	09614166016
Municipal Health Office	Maniki, Kapalong, Davao Del Norte	09189290182
Municipal Social Welfare and Development Office	Maniki, Kapalong, Davao Del Norte	09190943988
Municipal Agriculture Office	Maniki, Kapalong, Davao Del Norte	09752071406
Municipal Engineering Office	Maniki, Kapalong, Davao Del Norte	09757256321
Municipal Environment and Natural Resources Office	Maniki, Kapalong, Davao Del Norte	09054230967
Economic Enterprise Development and Management Office	Maniki, Kapalong, Davao Del Norte	09192299589
Municipal Disaster and Risk Reduction Management Office	Maniki, Kapalong, Davao Del Norte	09176232309