



Citizen's Charter 2022

(1st Edition)



DANTE D. TORRES
Municipal Mayor



I. Mandate

Every local government unit shall exercise the powers expressly granted, those necessarily implied therefrom, as well as powers necessary, appropriate, or incidental for its efficient and effective governance, and those which are essential to the promotion of the general welfare. Within their respective territorial jurisdictions, local government units shall ensure and support, among other things, the preservation and enrichment of culture, promote health and safety, enhance the right of the people to a balanced ecology, encourage and support the development of appropriate and self-reliant scientific and technological capabilities, improve public morals, enhance economic prosperity and social justice, promote full employment among their residents, maintain peace and order, and preserve the comfort and convenience of their inhabitants. (Sec. 16 RA 7160 – *Local Government Code of 1991*).

II. Vision

Guagua - one of the growth centers of Central Luzon with empowered and productive citizenry, living in a safe and nourishing community under a transparent and competent government.

III. Mission

Ensure that all basic necessities of every constituent are ably sustained; have a peaceful, educated and progressive community; protect and prepare our people from any natural or human induced calamities through responsible participation of the citizenry in collaboration with an efficient, transparent and responsive government.

IV. Service Pledge

We, the Municipal Officials and Employees of the LOCAL GOVERNMENT UNIT OF GUAGUA pledge and commit to deliver quality public service.

We commit to:

- Serve with integrity and professionalism.
- Be prompt, timely, and courteous.
- Be consistent in applying rules.
- Display procedure, fees, and charges.
- Provide adequate and correct information.
- Provide feedback mechanism.
- Be available during office hours
- Respond to complaints.
- Wear proper uniform and identification.
- Provide comfortable waiting area for clients.
- Treat everyone equally.

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OFFICE OF THE PRESIDENT



ECONOMIC ENTERPRISE AND MANAGEMENT OFFICE

Internal and External Services

Issuance of Business Permits and License Form of Application for Stallholders and Ambulant Vendors

The Economic Enterprises and Management Office shall ensure the effective delivery of the basic and convenience and general welfare of the occupants where in as well as the general public patronizing the public market at the same time create and generate income for the Municipality of Guagua.

Office or Division:	Office of the Economic Enterprises and Management			
Classification:	Simple/ Complex/ Highly Technical			
Type of Transaction:	G 2 C/ G2G			
Who may avail:	Internal and External Services			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Latest Business and License		Market Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure the business permit and license form to fill-up	Give the forms for business and lease of contract	None	20 seconds	RCC-1 Administrative Aide
	Verification of the validity of the registered clients	None	30 seconds	RCC-1 Administrative Aide
	Check and review the required filled data and information and the notarized leased of contract of stallholders	None	30 seconds	RCC-1 Administrative Aide
	Inspection of complaint for stallholders requirements as pre-requisites	None	3 days	Market Inspector and Delegate signatory
2. Logbook sign by the clients for release	Give the logbook to the clients and stamp and sign for release	None	30 seconds	M. Supervisor and Delegate signatory
	TOTAL:	No fees to be collected	3 days and 1.5 minutes	

Matanza Procedure and Operation

Office or Division:	Office of the Economic Enterprises and Management			
Classification:	Simple/ Complex/ Highly Technical			
Type of Transaction:	G 2 C/ G 2 B/ G2G			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Entry of animals for slaughtering by clients	1. Ante-Mortem and Post-Mortem inspection	None	10 minutes	Meat Inspector
	2. Payment acceptance and issuance of OR#57 as animal entry	Fixed Rate: Hogs- P140.00 Cattle- P200.00 Others0 P100.00	10 minutes	RCC-1 Administrative Aide
	3. Mark the animals with passed and inspected	None	10 minutes	Meat Inspector Checker
	4. Issued meat inspection certificate	None	10 minutes	Meat Inspector
	5. Release the animals	None	5 minutes	Meat Inspector Checker
	TOTAL:		45 minutes	



Rental Payment and Penalty, Promo and Sealing Fee

Office or Division:	Office of the Economic Enterprises and Management			
Classification:	Complex			
Type of Transaction:	G 2 C/ G 2 B/ G 2 G			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Pay the corresponding rental, penalty, fixed table and cubicle and promo	Accepts the payment based on existing ordinances and issuance of official receipt #51	Stall Rental: LxWxRate x 30 Penalty: 25% x rental x 2%/mos= Fixed Rate: 50x30 days= Rental Promo: 500/day	5 minutes	RCC – 1
2. Present the weighing scale for sealing and calibration	Calibrate and seal the weighing scale and accept payment and issue official receipt #51	Fixed Rate: 30kg - P200.00 30kg - P350.00 P10.00 / sack P20-30.00 / table 2x gross sales P150.00 / truck (aerator) P 60 – 300.00 / truck	5 minutes	Market inspector RCC-1
	TOTAL:		10minutes	



Secure Application Permit for Renovation, Water and Electrical Connection, Waiver for Rights Transfer and Change of Line Business

Office or Division:	Office of the Economic Enterprises and Management			
Classification:	Simple/ Complex/ Highly Technical			
Type of Transaction:	G 2 C/ G 2 G			
Who may avail:	Internal and External Applicants			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Request for application permit, change of line of business and transfer of rights through waiver	1. Review the business permit-present status of payment	None	30 seconds	RCC – 1 M. Supervisor Market Inspector
	2. Determine the clients what they applied for and specification	None	30 seconds	M. Supervisor
	3. Review the authenticity of the waiver of rights	None	30 seconds	M. Supervisor
	4. Check the transfer fee issued by the Treasurer's Office	None	30 seconds	RCC – 1 M. Supervisor
	5. Made an actual and ocular verification and inspection for line of business change	None	5 minutes	Market Inspector
	6. Record and transfer on hard and soft copy	None	30 seconds	RCC – 1

	7. Sign and Release the application	None	30 seconds	Market Supervisor
	TOTAL:		8 minutes	

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GENERAL SERVICES UNIT

Internal Service

Issuance of Traffic Citation Ticket to Traffic Enforcers and PNP

The Traffic citation tickets are issued to the traffic enforcers and PNP personnel for the apprehension of traffic violators.

Office or Division:	General Services Unit			
Classification:	Simple			
Type of Transaction:	G 2 G			
Who may avail:	PNP and Traffic Enforcers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Traffic citation ticket		General Services Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
The Traffic enforcer will turn in the used TCT for replacement	The GSU staff will check the TCT records and issue another TCT	NONE	2 minutes	Admin Officer V General Services Unit
	TOTAL:	No fees to be collected	2 minutes	

Request and Procurement of Office Supplies and Equipment

Office supplies and equipments are the materials needed in the day to day operations of public business, projects or activities.

Office or Division:	General Services Unit			
Classification:	Simple			
Type of Transaction:	G 2 G			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
* Routine slip (one (1) copy)		General Services Unit		
* Obligation Request (three (3) copies)		General Services Unit		
* Purchase request (two (2) copies)		General Services Unit		
* Agency Procurement request (three (3) copies)		General Services Unit		
* Request for Quotation (three (3) copies)		General Services Unit		
* Disbursement Voucher (three (3) copies)		General Services Unit		
* Purchase Order (two (2) copies)		General Services Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
The requesting office shall submit a list of supplies needed by their department	The GSU staff shall then prepare the APR (Agency Procurement Request) for quotation to Procurement Service Regional Depot., City of San Fernando Pampanga	None	3 hours	Supervising Admin Officer Admin. Officer V General Services Unit
	Supplies not available in the Procurement Service will be canvass from other suppliers		1 hour	Admin Officer V AdminnAide I Admin Aide II Admin Aide III General Services Unit
	Upon receipt of the quotation, the GSU staff shall prepare the routine slip, Obligation Request, Purchase request and will be release to the requesting office for signature of the department head	None	10 minutes	Admin Aide I General Services Unit

The requesting office shall returned the signed routing slip, obligation request and Purchase request to the General Services Unit	The General services unit staff will receive it and affix a purchase request number and release it in the office of the Treasurer for signature	None	10 minutes	Admin Aide I General Services Unit Municipal Treasurer
	From the office of the Mun. Treasurer, the GSU staff will forward the documents at the Office of the Mayor for his signature	None	30 minutes	Admin Aide I General Services Unit
	From the Office of the Budget, the GSU Staff will now prepare the Disbursement Voucher, Purchase Order, Request for Quotations, Acceptance & Inspection Report, BAC Resolutions & attached the approved Obligation Request And Purchase Request.	None	30 minutes	Admin Aide I General Services Unit
	The Supervising Admin. Officer will signed the Request for Quotation and BAC resolution	None	10 minutes	Supervising Admin. Officer General Services Unit
	The Disbursement Voucher with complete documents will be released to the BAC Members for their signature and the Mun. Mayor	None	1 day	Admin Aide I General Services Unit
	The Disbursement Voucher with complete documents will be released to the Office of the Municipal Accountant for her signature.	None	1 day	Admin Aide I General Services Unit
	The Disbursement Voucher with complete documents will be released to the Office of the Municipal Accountant for checking and completion of	None	1 day	Admin Aide I General Services Unit

	supporting documents.			
	The Disbursement Voucher with complete documents will be released to the Office of the Municipal Treasurer for his signature, encoding and request for check	None	30 minutes	Admin Aide I General Services Unit
	The Disbursement voucher will be forwarded to the Office of the Mayor for approval after which it will be released to the Office of the Mun. Treasurer for check preparation	None	1 hour	Admin Aide I General Services Unit
	Upon the approval of the check from the Office of the Mun. Treasurer & Office of the Mayor, it will be forwarded at the Acctg. Office for Bank Advice	None	1 day	Admin Aide I General Services Unit
	The check will be released at the Office of the Mun. Treasurer for payment to the supplier and procurement of the office supplies	None	1 day	Office of the Mun. Treasurers Supervising Admin Officer General Services Unit
	TOTAL:	No fees to be collected	5 days and 7 hours & 20 minutes	



GUAGUA COMMUNITY COLLEGE (GCC), GUIDANCE AND COUNSELING OFFICE

External Services

Certificate of Good Moral Character

A Certificate of Good Moral Character may be issued to any individual who requests it, for whatever purpose it may serve. The said document certifies that the individual whose name appears on it is of good moral character and has not been subjected to any disciplinary action for misconduct.

Office or Division:	Guagua Community College (GCC), Guidance and Counseling Office			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	All regular GCC students and graduates			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Fully accomplished Good Moral Certificate Application Form (1 original)		Office of the Guidance Counselor		
2. Proof of last enrollment (e.g. last College I.D. or last Certificate of Registration; 1 original)		Applicant		
Representative (for document pick-up)		Applicant giving the authority		
3. Signed Authorization (1 original)		Representative's School, Representative's Company, Post Office, Land Transportation Office, or Department of Foreign Affairs		
4. Valid I.D. of the representative (1 photocopy)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the fully accomplished Good Moral Certificate Application Form, and show the proof of last enrollment to the Guidance Counselor	Receive the document and check for completeness 1.2 Assign a control number, to be placed in the appropriate box	none	3 minutes	Guidance Counselor / Other available personnel
2. Wait for the printing of the Certificate of Good Moral Character in the designated waiting area	2.1 Verify all the information provided in the application 2.2 Check that the applicant has no history of suspension or	none	2 hours	Guidance Counselor and College Registrar (if the applicant could not present any

	<p>dismissal from the college (Students who receive a sanction of Suspension or Dismissal are not entitled to Certificates of Good Moral Character)</p> <p>2.3 Prepare the certificate, using the information provided in the application form</p> <p>2.4 Sign the certificate</p> <p>2.5 Apply the college seal</p>			proof of last enrollment)
<p>3. Receive the certificate in the Office of the Guidance Counselor</p> <p>And, for representatives , submit the required documents to the Guidance Counselor</p>	<p>3.1 If the transacting public is a representative , receive the required documents</p> <p>3.2 Stamp the application form "Received", with date, and have the applicant /representative sign it</p> <p>3.3 Hand the certificate to the applicant /representative</p>	none	3 minutes	Guidance Counselor
	TOTAL:	No fees to be collected	2 hours and 6 minutes	

**Processing time may be prolonged, depending on the availability of concerned personnel (e.g. if s/he is out on seminar)*

Copy of Grades and Official Transcript of Records

Copy of Grades and/or Official Transcript of Records may be issued to any individual who requests it, for whatever purpose it may serve. Should any/both of the said forms be “for the completion of admission requirements”, a copy shall be given only once to the admitting higher education institution.

Office or Division:	Guagua Community College (GCC), Guidance and Counseling Office			
Classification:	Complex			
Type of Transaction:	G2C			
Who may avail:	All regular GCC students and graduates, with no unsettled obligations to the college, or is not under suspension by the college or expulsion imposed by the Commission on Higher Education.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Clearance Form (1 original)		Assessment Clerk's Desk		
2. Office of the College Registrar		Office of the College Registrar		
3. Claim Slip (will be received after submission of the Document Request Form; 1 original)		Office of the College Registrar		
Representative (for document pick-up)				
4. Signed Authorization (1 original)		Applicant giving the authority		
5. Valid I.D. of the representative (1 photocopy)		Representative's School, Representative's Company, Post Office, Land Transportation Office, or Department of Foreign Affairs		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the accomplished forms to the College Registrar	1.1 Receive the documents and check for completeness 1.2 Release the Claim Slip, indicating the date and time when the requested document/s would be	none	5 minutes	College Registrar / Other available personnel

	available for pick-up			
2. Appear before the College Registrar on your scheduled appointment	2.1 Verify all the information provided in the request form 2.2 Prepare the requested document/s 2.3 Sign the requested document/s 2.4 Apply the college seal 2.5 If the transacting public is a representative, receive the required documents 2.6 Hand the requested document/s to the applicant /representative	none	5 days	College Registrar
TOTAL:			5 days and 5 minutes	

**Processing time may be prolonged, depending on the availability of concerned personnel (e.g. if s/he is out on seminar)*

Dropping of Subject/s

Any student who no longer wishes to attend his/her subject/s, for whatever reason, may choose to drop it/them, until a week before the scheduled Midterm Examinations. A grade of D (Officially Dropped) will be given to subjects officially dropped.

Office or Division:	Guagua Community College (GCC), Guidance and Counseling Office			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	All regular GCC students only			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Fully accomplished Dropping Form (3 copies, per subject to be dropped)		Office of the College Registrar		
2. Proof of enrollment in the subject/s to be dropped (e.g. Certificate of Registration; 1 original)		Applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the fully accomplished Dropping Forms, and show the proof of enrollment to the College Registrar	Receive the document and check for completeness	none	3 minutes	College Registrar
2. Wait for the Student's Copy of the Dropping Form/s in the designated waiting area	2.1 Verify all the information provided in the application 2.2 Sign the form/s 2.3 Stamp the Registrar's Copy of the Dropping Form/s "Received", with date and have the student sign it 2.4 Hand the Student's Copy to the student	none	13 minutes	College Registrar
	TOTAL:		16 minutes	

**Processing time may be prolonged, depending on the availability of concerned personnel (e.g. if s/he is out on seminar)*

Enrollment of New Students

All aspiring applicants must successfully finish the enrollment process to be considered a bona fide student of the college. Enrollment shall be held during the enrollment period, as announced. However, an aspiring applicant may enroll after the end of the announced enrollment period, but, in no case shall exceed two (2) weeks after the start of classes.

Office or Division:	Guagua Community College (GCC)		
Classification:	Highly Technical		
Type of Transaction:	G2C		
Who may avail:	Senior High School graduates; Students who have been enrolled in a postsecondary course in another school, and who desires to transfer to GCC; and Other aspiring applicants deemed eligible by the Commission on Higher Education		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1.	Accomplished Entrance Exam Application Form (1 original)	Admissions Officer's Desk	
2.	Entrance Exam Application Receipt, signed by the Admissions Officer (will be received after submission of the Entrance Exam Application Form; 1 original)	Admissions Officer's Desk	
3.	Valid I.D. (1 original)	Representative's School, Representative's Company, Post Office, Land Transportation Office, or Department of Foreign Affairs	
4.	Pencil (2 pieces)	Applicant	
5.	Form 137 and/or Form 138-A (1 original)	Senior High School where the applicant graduated	
6.	Certificate of Good Moral Character (1 original)	School the applicant last attended	
7.	PSA Birth Certificate (1 photocopy)	Philippine Statistics Authority	
8.	2"×2" pictures with white background (2 pieces)	Applicant	
9.	For married, female applicants, PSA Marriage Certificate (1 photocopy)	Philippine Statistics Authority	

Transferees				
1. Accomplished Entrance Exam Application Form (1 original)	Admissions Officer's Desk			
2. Entrance Exam Application Receipt, signed by the Admissions Officer (will be received after submission of the Entrance Exam Application Form; 1 original)	Admissions Officer's Desk			
3. Valid I.D. (1 original)	Representative's School, Representative's Company, Post Office, Land Transportation Office, or Department of Foreign Affairs			
4. Pencil (2 pieces)	Applicant			
5. Transcript of Records or True Copy of Grades (1 original)	College the applicant last attended			
6. Certificate of Honorable Dismissal (1 Original)	College the applicant last attended			
7. Certificate of Good Moral Character (1 original)	School the applicant last attended			
8. PSA Birth Certificate (1 photocopy)	Philippine Statistics Authority			
9. 2"x2" pictures with white background (2 pieces)	Applicant			
10. For married, female applicants, PSA Marriage Certificate (1 photocopy)	Philippine Statistics Authority			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the fully accomplished Entrance Exam Application Form to the Admissions Officer *You will receive an Entrance Exam Application Receipt, signed by the officer	1.1 Receive the document and check for completeness 1.2 Assign a control number, to be placed in the appropriate section	none	3 minutes	Admissions Officer
	1.3 Accomplish an Entrance Exam Application Receipt 1.4 Hand the application receipt to the applicant 1.5 Point to the applicant that his/her entrance exam schedule is on the receipt 1.6 Accomplish the first part of the Entrance Exam Application Receipt, Results			

2. Appear for the GCC Entrance Exam on the date, time and room indicated in the application receipt, and present the said receipt and a valid I.D. to the exam proctor	2.1 Collect the application receipt/s 2.2 Verify that the individual present in the exam hall is that whose name appears on the application receipt	none	30 seconds	Admissions Officer / Admissions Staff
3. Take the entrance exam	3.1 Hand the applicants their exams 3.2 Tell the applicants their starting time, and have them write it in the appropriate section 3.3 Make sure that the applicants submit their papers on or before the given time frame 3.4 Write the time finished on the appropriate section	none	2 hours, 5 minutes	Admissions Officer / Admissions Staff
	3.5 Inform the applicants when their results will be released and in what form (e.g. SMS message, bulletin post) 3.6 Attach the application receipt to the entrance exams			
4. Wait for the entrance exam results	4.1 Score the entrance exams 4.2 Accomplish the second part of the Entrance Exam Application Receipt, Results 4.3 Inform the applicants on the results, using the method relayed to them	none	10 days	Admissions Officer
5. Submit the remaining	5.1 Receive the documents and	none	5 minutes	Admissions Officer

requirements to the Admissions Officer	<p>check for completion, checking them on the Individual Files Envelope</p> <p>5.2 Write the name of the individual on the appropriate section</p> <p>5.3 For applicants who are qualified to enroll in the B.S. Accountancy Program, and who wishes to do so, check the box before "BSA" on the course section, and sign</p>			
	5.4 Hand the envelope/s to the Admission Staff, signaling the completion of the prior steps			Admissions Officer
6. Wait for the printing of your Certificate of Registration (CoR) in the designated waiting area	<p>6.1 Accomplish the CoR</p> <p>6.2 Print the CoR, in three copies</p> <p>6.3 Have the applicant sign the CoR, and its Data Privacy section</p> <p>6.4 Stamp the Cor "Enrolled", with date</p> <p>6.5 Sign the appropriate section</p> <p>6.6 Present the CoR to the College Registrar, for signature</p> <p>6.7 Hand one copy of the CoR to the student</p>	none	5 minutes	College Registrar / Admissions Staff
TOTAL:			10 day, 2 hours, 18 minutes and 30 seconds	

**Processing time may be prolonged, depending on the availability of concerned personnel (e.g. if s/he is out on seminar)*

**Schedules may be released on a later date, depending on the availability of the professors' preferred schedules*

Enrollment of Cross Enrollees

Cross-enrollees must successfully finish the enrollment process to be considered a bona fide student of the college. Guagua Community College is a local college that is eligible to provide the Free Higher Education provision. However, cross-enrollees, who are considered not regularly enrolled in the college, are not covered.

Office or Division:	Guagua Community College (GCC), Guidance and Counseling Office			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Cross-Enrollees only			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Permit to Cross Enroll (1 original)		Institution the applicant is regularly enrolled in		
2. Payment Advise Slip (will receive after submission of Permit to Cross-Enroll)		Assessment Clerk's Desk		
3. Official Receipt (will be received after payment of college fees; 1 original and 1 photocopy)		Window 4, Treasurer's Office, Municipal Hall		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required document to the Admission Staff	1.1 Receive the document and check for completeness 1.2 Check for the availability of the subject/s listed in the Permit to Cross Enroll	none	5 minutes	College Registrar/ Admissions Staff
2. Obtain a Payment Advise Slip from the Assessment Clerk	2. Accomplish the advice slip	none	5 minutes	Assessment Clerk
3. Proceed to the Treasurer's Office, Window 4, in the Municipal Hall, to pay the amount reflected in the advice slip *You will get an Official Receipt	3.1 Receive advise slip and payment 3.2 Release Official Receipt	Miscellaneous Fee – PHP. 1,050 + Tuition Fee – PHP. 200 /unit	7 minutes	Revenue Collection Clerk (Mr. Florence Canas)
4. Return to GCC, to submit the Official	4. Receive the document and	none	3 minutes	College Registrar /

Receipt to the Admission Staff	check for completeness			Admissions Staff
5. Wait for the printing of your Certificate of Registration (CoR) in the designated waiting area	5.1 Print the CoRs, in three copies 5.2 Have the applicant sign the CoR, and its Data Privacy section 5.3 Stamp the Cor "Enrolled", with date 5.4 Sign the appropriate section 5.5 Present the CoR to the College Registrar, for signature 5.6 Hand one copy of the CoR to the student	none	5 minutes	College Registrar / Admissions Staff
6. For applicants wishing to enroll subject/s not available at the time of enrollment, pay the professor's fee to the Assessment Clerk	6.1 Receive the payment 6.2 Accomplish an Acknowledge-ment Receipt, in three copies 6.3 Hand one copy of the receipt to the applicant	$R = \text{Rate of Profe - ssor}$ $H = \text{No. of Hours Required for Units (e.g. 54 hrs. for 3 units)}$ $S = \text{No. of Students in the Class}$	5 minutes	Assessment Clerk
	TOTAL:		30 minutes	

*Processing time may be prolonged, depending on the availability of the College Registrar

*Schedules may be released on a later date, depending on the availability of the professors' preferred schedules

*Total fees are on a case-to-case basis (See computations above)

Enrollment of Old Students, With Deficiencies

Enrollees must successfully finish the enrollment process to be considered a bona fide student of the college. Enrollment shall be held during the enrollment period, as announced. However, an aspiring applicant may enroll after the end of the announced enrollment period, but, in no case shall exceed two (2) weeks after the start of classes.

Office or Division:	Guagua Community College (GCC)			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Old students who have deficiencies (e.g. outstanding balances, property obligations, etc.) only			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Clearance Form (1 original)		Assessment Officer's Desk		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the fully accomplished Clearance Form to the Admission Staff	1.1 Receive the document and check for completeness	none	3 minutes	Admissions Staff
2. Wait for the printing of your Certificate of Registration (CoR) in the designated waiting area	2.1 Print the CoRs, in three copies 2.2 Have the applicant sign the CoR, and its Data Privacy section	none	7 minutes	College Registrar / Admissions Staff
	2.3 Stamp the Cor "Enrolled", with date 2.4 Sign the appropriate section 2.5 Present the CoR to the College Registrar, for signature 2.6 Hand one copy of the CoR to the student			
	TOTAL:		10 minutes	

*For irregular students, processing time may be prolonged, depending on the availability of the College Registrar.

*Schedules may be released on a later date, depending on the availability of the professors' preferred schedules.

Enrollment of Old Students, Without Deficiencies

Enrollees must successfully finish the enrollment process to be considered a bona fide student of the college. Enrollment shall be held during the enrollment period, as announced. However, an aspiring applicant may enroll after the end of the announced enrollment period, but, in no case shall exceed two (2) weeks after the start of classes.

Office or Division:	Guagua Community College (GCC)			
Classification:	Complex			
Type of Transaction:	G2C			
Who may avail:	Old students who do NOT have deficiencies (e.g. outstanding balances, property obligations, etc.) only			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished Pre-Enlistment Form (1 original)		Office of the College Registrar		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the fully accomplished Pre-Enlistment Form to the Admission Staff	1.1 Receive the document and check for completeness 1.2 Assign a control number, to be placed in the appropriate section	none	3 minutes	Admissions Staff
2. Wait for an SMS message, indicating when your Certificate of Registration (CoR) will be available for signing	2.1 Sort the Pre - Enlistment Forms according to year level, course, and student status (working or non - working) 2.2 Assign a class schedule, based on the initial classifications 2.3 Print the CoRs, in three copies	None	3 days	College Registrar / Admissions Staff
3. Appear before the Admission Staff, on your scheduled appointment	3.1 Have the applicant sign the CoR, and its Data Privacy section 3.2 Stamp the CoR "Enrolled", with date 3.3 Sign the appropriate section	none	5 minutes	College Registrar / Admissions Staff

	3.4 Present the CoR to the College Registrar, for signature 3.5 Hand one copy of the CoR to the student			
	TOTAL:		3 days and 8 minutes	

*Processing time may be prolonged, depending on the number of pre - enlisted students.

*Schedules may be released on a later date, depending on the availability of the professors' preferred schedules.

GCC Issuance of I.D.

All students are required to wear the prescribed uniform at all times, which includes their respective I.D.s.

Office or Division:	Guagua Community College (GCC)			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	All regular GCC students; All GCC administration and staff; and All GCC professors			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. I.D. Application Form (1 original)		I.D. Production Staff's Table		
2. Certificate of Registration for the time of I.D. application (1 original)		Applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the I.D. Application Form, and present the Certificate of Registration to the I.D. Production Staff	1.1 Receive the document and check for completeness 1.2 Encode	None	10 minutes	I.D. Production Staff
2. Have your picture taken by the I.D. Production Staff	2.1 Take the applicant's picture 2.2 Upload the picture on the I.D.-making software	none	10 minutes	I.D. Production Staff
3. Wait for the printing of your I.D.	3.1 Print the applicant's I.D. 3.2 Hand the I.D. and an I.D. lace to the applicant 3.3 Have the applicant sign the logbook for received I.D.s and I.D. laces	none	10 minutes	I.D. Production Staff
TOTAL:			30 minutes	

Permit to Use College Equipment and Returning Borrowed College Equipment

Guagua Community College classes, and accredited, student organizations who wish to use college equipment (e.g. projectors, speakers, etc.) for any official class/organizational activity (e.g. meetings, events, etc.) must secure a Permit to Use College Equipment. Reservation of equipment is on a first come, first serve basis. Moreover, a student who borrowed any college equipment must, still, follow the proper procedure on returning. Not following the said procedure to the end might result in a record of “property obligation” to the college.

Office or Division:	Guagua Community College (GCC)			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	All regular GCC students; All GCC administration and staff; and All GCC professors			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Form (1 original)		Property Custodian's Desk		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inform the Property Custodian of the equipment you wish to borrow, for what date, and what time; and obtain a Request Form from the Property Custodian's Desk	1.1 Check if the equipment is available on the date and time requested 1.2 If available, give the student a Request Form	None	5 minutes	Property Custodian
2. Accomplish the first part of the College Equipment Log Book at the Property Custodian's Desk	2.1 Hand the log book to the student 2.2 Check for the completeness	none	3 minutes	Property Custodian
3. Wait for the requested equipment at the Property Custodian's Desk	3.1 Hand the equipment listed in the log book by the student requesting them	none	5 minutes	Property Custodian
4. After the end of the permitted time, as reflected in both the Request Form and Log Book, return all borrowed equipment to the Property Custodian's Desk *The transaction will end	4.1 Check for the completeness of the borrowed equipment 4.2 Hand the log book to the student 4.3 Check for the completeness of the log 4.4 Return	none	8 minutes	Property Custodian

when you accomplish the second part of the log book	the equipment to their proper cabinets			
	TOTAL:		21 minutes	



Transfer Credentials

Transfer Credentials, which includes, but is not limited to, a Honorable Dismissal and a Transcript of Records (with “for evaluation only” remarks), may be issued to any student who wishes to transfer to another institution. Transfer Credentials shall be transferred only once to the admitting higher education institution.

Office or Division:	Guagua Community College (GCC), Office of the College Registrar			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	All regular GCC students, with no unsettled obligations to the college, or is not under suspension by the college or expulsion imposed by the Commission on Higher Education, only			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Clearance Form (1 original)		Assessment Clerk's Desk		
2. Document Request Form (1 original)		Office of the College Registrar		
3. Claim Slip (will be received after submission of the Document Request Form; 1 original)		Office of the College Registrar		
Representative (for document pick-up)				
4. Signed Authorization (1 original)		Applicant giving the authority		
5. Valid I.D. of the representative (1 photocopy)		Representative's School, Representative's Company, Post Office, Land Transportation Office, or Department of Foreign Affairs		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the accomplished forms to the College Registrar	1.1 Receive the documents and check for completeness 1.2 Release the Claim Slip, indicating the date and time when the requested document/s would be available for pick-up	None	5 minutes	College Registrar / Other available personnel
2. Appear before the College Registrar on your scheduled appointment	2.1 Verify all the information provided in the request form 2.2 Prepare the requested document/s 2.3 Sign the requested document/s	none	2 hours	College Registrar

	2.4 Apply the college seal 2.5 If the transacting public is a representative , receive the required documents 2.6 Hand the requested document/s to the applicant /representative			
	TOTAL:	none	2 hours and 5 minutes	

ARTA
ANTI-RED TAPE AUTHORITY
OFFICE OF THE PRESIDENT



HUMAN RESOURCE MANAGEMENT OFFICE

Internal Services

Processing of Application for Leave

The employees, whether permanent or casual, earn on a monthly basis vacation and sick leave credits which entitles an employee to use their leave credits accordingly.

Office or Division:	Human Resource Management Office			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished CSC Form No. 6 (Vacation and Sick Leave)		HRMO		
2. Medical certificate (Sick Leave)		Medical Doctor		
3. Approved Letter Request from the Local Chief Executive (For travel abroad)		Applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Secure and accomplish CSC Form No. 6		none	2 minutes	Ronald B. Ponio
5. Accomplish the CSC Form No. 6 signed by applicant and department heads	Verify the availability of leave credits of the applicant	none	10 minutes	Ronald B. Ponio
	Records the leave application form	none	5 minutes	Ronald B. Ponio
	Sign the CSC Form 6	none	3 minutes	Elaida L. Samonte
	Forward signed document to Office of the Mayor for the signature of the Local Chief Executive	none		Office of the Municipal Mayor
	Receive the approved application form from the Office of the Mayor	none	1 minute	Ronald B. Ponio
	Release the approved application form to applicant	none	3 minutes	Ronald B. Ponio
TOTAL:		No fees to be collected	24 minutes	

Recruitment & Selection of Applicants for Appointment

The Human Resource Merit Promotion and Selection Board (HRMPSB) is tasked with the judicious and objective evaluation and selection of candidates for appointment to the first and second level positions based on merit, fitness and qualification.

Office or Division:	Human Resource Management Office			
Classification:	Complex			
Type of Transaction:	G2C & G2G			
Who may avail:	Internal and External Applicants			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Fully accomplished PDS (CS Form 212 revised 2017) with recent colored passport sized - picture (& Experience Sheet if applicable)		Downloadable from the computer (www.csc.gov.ph)		
2. Application Letter		To be provided by the applicant		
3. Original & 1 Photo copy of Certificate of Eligibility/Rating/License		PRC/CSC/Concerned Institutions		
4. Original & 1 Photo copy of Transcript of Record		CHED/School		
5. Certified true copy of IPCR in the last rating period (if applicable -for external applicants only)		HRMO of present employer		
6. Original & 1 photo copy for each Certificates of Seminar/s attended		Applicant/Accredited Agencies		
7. Other Credentials that may deemed necessary		Concerned Institutions		
8. Examination Sheets		To be provided by the LGU		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
The applicant will forward the letter of intent to the HRMO (with complete requirements)	The HR staff will receive the letter of intent if the requirements are complete	none	2 minutes	Merlita J. Ranas
	The HR staff will return the letter of intent if the requirements are not complete	none	1 minute	Merlita J. Ranas
	The HRMO will conduct an initial assessment / interview	None	10 minutes	Elaida L. Samonte

Wait for the closing date and announcement of the examinations	The HR Staff will prepare the examination papers	none	3 days	Eloida L. Samonte Elaine M. Baul, Ma. Corazon P. Quiroz
The applicant will take the examination on a scheduled date (to be notified by the HR Staff)	After the closing date, a psychometric exam /pre-employment / promotional examination will be conducted	none	2 hours	Eloida L. Samonte, Elaine M. Baul, Merlita J. Ranas, Kathleen B. Gonzales & Ma. Corazon P. Quiroz
The applicant will wait for notification for the schedule of panel interview (HRMPSB assessment /meeting)	The HR Staff will coordinate the schedule of HRMPSB meeting	None	3 days after the closing date	Elaine M. Baul
The applicant will appear before the HRMPSB for an interview on a scheduled date (to be notified by the HR Staff)	The HRMPSB will make a systematic assessment of the competence and qualification of candidates for appointment/ Work related interview / Behavioral Interview	none	15 minutes per applicant	HRMPS B
The applicant will wait for the assessment result	The HRMO/HR Staff will prepare the minutes of meeting, secure signature of HRMPSB members and forward it to the Hon. Mayor for comment	none	7 days	Elaine M. Baul

	The Mayor's Staff will log and forward the signed minutes of meeting at the HR Office	none	5 minutes	
	HR Staff will notify the candidate for appointment t to submit the necessary requirements	none	5 minutes	Regina G. Morales
The applicant will present the original and 1 photo copy of each of the required documents	The HR Staff will prepare the appointment papers, secure signature of concerned officials, and the candidate for appointment	none	5 days	Regina G. Morales
The applicant will wait for the approval of the appointment	The HR Staff will forward the appointment papers to the Civil Service Commission	none	1 day	Regina G. Morales
The appointed employee will report to work as indicated in the appointment papers	The Onboarding process will start while waiting for the approval of the Civil Service Commission	none	start of onboarding process	Elaine M. Baul/ Merlita J. Ranas
TOTAL:		No fees to be collected	19 days, 2hours and 38 minutes	



LOCAL CIVIL REGISTRY OFFICE

External Services

Issuance of Certificate (Birth, Marriage and Death) & Certification

The Local Civil Registry Office is tasked to issue certified transcripts or copies of any certificate of document registered upon payment of the proper fees pursuant to Republic Act. No. 3753, otherwise known as the Civil Registry Law.

Office or Division:	Local Civil Registry Office			
Classification:	Simple			
Type of Transaction:	G 2 C			
Who may avail:	Registrant of Guagua, Pampanga			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
BIRTH CERTIFICATE – Name of Child, Place and Date of Birth & Name of Parents		Local Civil Registry Office		
MARRIAGE CERTIFICATE - Name of Contracting Parties, Place and Date of Marriage		Local Civil Registry Office		
DEATH CERTIFICATE - Name of Deceased, Date of and Place of Death		Local Civil Registry Office		
CERTIFICATION - Name of Child, Date and Place of Birth and Name of Parents		Local Civil Registry Office		
Record Not-Available -(Birth, Marriage and Death) - Name, Date and Place of Birth/Marriage/Death) and Name of Parents		Local Civil Registry Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit duly accomplished Request Form	Verify the record from the database and from the Registry Book & issue Order of Payment	None	5 minutes	LCRO Staff
Pay the required fees	Issue Official Receipt (O.R.)	Certified True Copy - 100.00 Certification - 50.00 Certificate of No Record - 50.00	5 minutes	MTO Staff
	Prepare the Certificate/Certification and attach the O.R.	None	5 minutes	LCRO Staff

Read the Certificate/ Certification (Record - Not - Available)		None	2 minutes	
The Applicant will claim the Certificate/ Certification (Record - Not - Available)	The LCRO Personnel will seal, sign and release the Certificate/Certifica- tion	None	5 minutes	LCRO Staff
	TOTAL:	Record - Available - 100.00 Record - Not - Available - 50.00	22 minutes	

Issuance of Certified Photocopy of Civil Registry Document

The Local Civil Registry Office is tasked to issue certified transcripts or copies of any certificate or document registered upon payment of the proper fees pursuant to Republic Act. No. 3753, otherwise known as the Civil Registry Law

Office or Division:	Local Civil Registry Office			
Classification:	Simple			
Type of Transaction:	G 2 C			
Who may avail:	All Clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
BIRTH CERTIFICATE – Name of Child, Place and Date of Birth & Name of Parents		Local Civil Registry Office		
MARRIAGE CERTIFICATE - Name of Contracting Parties, Place and Date of Marriage		Local Civil Registry Office		
DEATH CERTIFICATE - Name of Deceased, Date of and Place of Death		Local Civil Registry Office		
CERTIFICATION - Name of Child, Date and Place of Birth and Name of Parents		Local Civil Registry Office		
Record Not-Available -(Birth, Marriage and Death) - Name, Date and Place of Birth/Marriage/Death) and Name of Parents		Local Civil Registry Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit duly accomplished Request Form	Verify the record from the database and from the Registry Book & issue Order of Payment & instruct client to get queuing number at MTO	None	5 minutes	LCRO Staff
Pay the required fees	Issue Official Receipt (O.R.)	Certified Photo copy - 50.00	5 minutes	MTO Staff
	Certify & seal the document	None	3 minutes	LCRO Staff
Claim the Certified Photocopy	Release the Certified Photocopy	None	2 minutes	LCRO Head / Staff
	TOTAL:	50.00	15 minutes	

Issuance of Batch Request Entry Query System (BREQS)

The Local Civil Registry Office is tasked to issue Batch Request Entry Query System (BREQS) Certificate/Certification from Philippine Statistics Authority (PSA) upon payment of the proper fees pursuant to Municipal Ordinance 20-s-2016

Office or Division:	Local Civil Registry Office			
Classification:	Simple			
Type of Transaction:	G 2 C			
Who may avail:	All Clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Birth Certificate – Name of Child, Place and Date of Birth & Name of Parents		Local Civil Registry Office& PSA		
MARRIAGE CERTIFICATE - Name of Contracting Parties, Place and Date of Marriage		Local Civil Registry Office& PSA		
DEATH CERTIFICATE - Name of Deceased, Date of and Place of Death		Local Civil Registry Office& PSA		
CERTIFICATION - Name of Child, Date and Place of Birth and Name of Parents		Local Civil Registry Office& PSA		
Certificate of No Marriage (CENOMAR) & Advisory of Marriage		Local Civil Registry Office& PSA		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit duly-accomplished PSA Request Form and log the Mobile/Landline number.	Review the accomplished Form, issue Order of Payment and instruct client to get queuing number at the Treasurer's Office	None	3 minutes	LCRO staff
Pay the required fees	The MTO Personnel will issue Official Receipt (O.R.)	BREQS fee - 100.00	5 minutes	MTO staff
	Encode the Data, copy the O.R., get the payment for PSA, the mobile number & advise client to come back after 10 working days.	Birth/ Marriage/ Death – P155.00 CENOMAR / Advisory of Marriage – P210.00	3 minutes	LCRO staff
Claim the Certificate / Certification	Issue / release the Certificate/ Certification issued by the PSA	None	4 minutes	LCRO staff

	TOTAL:	Based on the requested document	15 minutes	
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Registration of Certificate of Live Birth (COLB) LEGITIMATE

The Local Civil Registry Office is tasked to accept and preserve registrable documents affecting the civil status of a person pursuant to Republic Act No. 3753, otherwise known as the Civil Registry Law.

Office or Division:	Local Civil Registry Office			
Classification:	Simple			
Type of Transaction:	G 2 C			
Who may avail:	All Clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly accomplished Certificate of Live Birth (COLB)		Hospital, clinic, Rural Health Center, and Civil Registry Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit duly-accomplished Certificate of Live Birth (COLB-4 original copies.	Verify and examine the document	None	2 minutes	LCRO head / staff
	Assign registered number & register the COLB in the Registry Book, issue Order of Payment & instruct client to get queing number at MTO	none	5 minutes	LCRO staff
Pay the required fees	Accept the payment & issue Official Receipt (O.R.)	Certified Photocopy P50.00	4 minutes	MTO staff
Claim the COLB (Original and Copy)	Seal, Sign, and Release the COLB (original and certified photocopy.	None	4 minutes	LCRO head/staff
	TOTAL:	P50	15 minutes	

Registration of Certificate of Live Birth (COLB) –LEGITIMATE -DELAYED

The Local Civil Registry Office is tasked to accept, file, keep and preserve registrable documents affecting the civil status of a person pursuant to Republic Act No. 3753, otherwise known as the Civil Registry Law.

Office or Division:	Local Civil Registry Office			
Classification:	Simple			
Type of Transaction:	G 2 C			
Who may avail:	All Clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly accomplished Certificate of Live Birth (COLB), & Certificate of Marriage		Hospital, Clinic, Rural Health Center, and Civil Registry Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit duly-accomplished Certificate of Live Birth (COLB-4 original copies & requirements for Delayed Registration	Verify, examine the document, issue Order of Payment & instruct client to get queing number at MTO	None	3 minutes	LCRO staff
Pay the required fees	issue Official Receipt (O.R.)	Late filing fee – P200.00 Affidavit for Late Registration – P100.00 & Affidavit of two disinterested persons – P100.00	5 minutes	MTO staff
	Prepare the affidavits, receive the documents & O.R.; Advise the client to claim COLB after 10 (10) days of posting period	none	10 minutes	LCRO staff
Claim the COLB	Release the COLB	None	2 minutes	LCRO head/staff
	TOTAL:	P400	20 minutes	

Registration of Certificate of Live Birth (COLB) –ILLEGITIMATE -TIMELY

The Local Civil Registry Office is tasked to accept, file, keep and preserve registrable documents affecting the civil status of a person pursuant to Republic Act No. 3753, otherwise known as the Civil Registry Law.

Office or Division:	Local Civil Registry Office			
Classification:	Simple			
Type of Transaction:	G 2 C			
Who may avail:	All Clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly accomplished Certificate of Live Birth (COLB)		Hospital, Clinic, Rural Health Center, and Civil Registry Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit duly-accomplished Certificate of Live Birth (COLB-4 original copies & ID/ Residence Certificate	Verify, examine the document, issue Order of Payment & instruct client to get queing number at MTO	None	3 minutes	LCRO staff
Pay the required fees	Accept the payment & issue Official Receipt (O.R.)	Affidavit to use the surname of father –(AUSF) – P250.00 Affidavit of Admission of Paternity – (AAP) – P100.00 Certified Photocopy – P50.00	5 minutes	MTO staff
	Prepare the affidavits, & register the COLB	none	12 minutes	LCRO staff
Claim the COLB (original and photocopy)	Seal, sign , and Release the COLB	None	3 minutes	LCRO head/staff
	TOTAL:	P400	20 minutes	

Registration of Certificate of Live Birth (COLB) –ILLEGITIMATE -DELAYED

The Local Civil Registry Office is tasked to accept, file, keep and preserve registrable documents affecting the civil status of a person pursuant to Republic Act No. 3753, otherwise known as the Civil Registry Law.

Office or Division:	Local Civil Registry Office			
Classification:	Simple			
Type of Transaction:	G 2 C			
Who may avail:	All Clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly accomplished Certificate of Live Birth (COLB), & requirements		Hospital, Clinic, Rural Health Center, and Civil Registry Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit duly-accomplished Certificate of Live Birth (COLB-4 original copies & ID / Residence Certificate	Verify, examine the document, issue Order of Payment & instruct client to get queing number at MTO	None	3 minutes	LCRO staff
Pay the required fees	Receive the payment and issue Official Receipt (O.R.)	Late filing fee – P200.00 Affidavit to Use the Surname of Father (AUSF) – P250.00 Affidavit for Delayed Registration – P100.00 Affidavit of two disinterested persons – P100.00	5 minutes	MTO staff
	Prepare the affidavits, receive the documents & O.R.; Advise the client to claim COLB after 10 (10) days of posting period	none	15 minutes	LCRO staff

Claim the COLB	Release/issue the COLB	None	2 minutes	LCRO head/staff
	TOTAL:	P650	25 minutes	



Affidavit Of Acknowledgment / Admission Of Paternity

The Local Civil Registry Office is tasked to administer oath for civil registration purposes pursuant to Republic Act No. 3753, otherwise known as the Civil Registry Law.

Office or Division:	Local Civil Registry Office			
Classification:	Simple			
Type of Transaction:	G 2 C			
Who may avail:	All Clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly accomplished Certificate of Live Birth (COLB) – 10 xerox copies		Hospital, Clinic, Rural Health Center, and Local Civil Registry Office		
Identification (ID) Card or Residence Certificate – 1 Xerox each parent		Company & Barangay or LGU		
Affidavit of Acknowledgment / Admission of Paternity – 5 copies		Local Civil Registry		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit duly-accomplished Certificate of Live Birth (COLB), Identification Card (I.D.) or Residence Certificate	Verify, examine the document, issue Order of Payment & instruct client to get queing number at MTO	None	3 minutes	LCRO staff
Pay the required fees	Receive the payment and issue Official Receipt (O.R.)	P100.00	5 minutes	MTO staff
	Prepare the affidavit of Acknowledgment/ Admission of Paternity and Annotated COLB	none	5 minutes	LCRO staff
Read and sign the Affidavit of Acknowledgment & Admission of Paternity & COLB		None	3 minutes	
Claim the acknowledgment & Admission of Paternity & COLB	Sign the affidavit and annotated COLB	none	4 minutes	LCRO head/staff
TOTAL:		P100	20 minutes	

Affidavit To Use The Surname Of The Father (AUSF)

The Local Civil Registry Office is tasked to administer oath for civil registration purposes pursuant to Republic Act No. 3753, otherwise known as the Civil Registry Law.

Office or Division:	Local Civil Registry Office			
Classification:	Simple			
Type of Transaction:	G 2 C			
Who may avail:	All Clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly accomplished Certificate of Live Birth (COLB) – 10 xerox copies		Local Civil Registry Office		
ILLEGITIMATE CHILD AGED 0-6 YEARS OLD – Mother or Guardian will execute the AUSF		Local Civil Registry Office		
ILLEGITIMATE CHILD AGED 7-17 YEARS OLD – the Child will execute the AUSF) attested by the Mother or guardian.		Local Civil Registry Office		
ILLEGITIMATE CHILD AGED 18 YEARS OLD AND ABOVE will execute the AUSF.		Local Civil Registry Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit duly-accomplished Certificate of Live Birth (COLB) – 4 original copies, Identification Card, or Residence Certificate	Verify, examine the document, issue Order of Payment & instruct client to get queing number at MTO	None	3 minutes	LCRO staff
Pay the required fees	Accept the payment & issue Official Receipt (O.R.)	AUSF – P 250.00	5 minutes	MTO staff
	Prepare the AUSF, assign Registration Number, register in the Registry Book & Advise Client for the Endorsement to PSA Manila	Courier – P130.00	10 minutes	LCRO staff
Read and sign the Affidavit to use the Surname of the Father (AUSF)		None	3 minutes	LCRO staff
Claim the Affidavit to Use the Surname of Father (AUSF) &	Sign the AUSF	none	4 minutes	LCRO head/staff

Receipt of Endorsementacknowled gment& Admission of Paternity & COLB				
	TOTAL:	P250.00	25minutes	

Affidavit Of Sworn Statement

The Local Civil Registry Office is tasked to administer oath for civil registration purposes pursuant to Republic Act No. 3753, otherwise known as the Civil Registry Law.

Office or Division:	Local Civil Registry Office			
Classification:	Simple			
Type of Transaction:	G 2 C			
Who may avail:	All Clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly accomplished Certificate of Live Birth (COLB) – 10 xerox copies		Hospital, Clinic, Rural Health Center, and Local Civil Registry Office		
Sworn Attestation – 5 copies		Local Civil Registry Office		
Identification Card or Residence Certificate, 1-xerox		Company, Barangay, or LGU		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit duly-accomplished Certificate of Live Birth (COLB) – Identification Card, or Residence Certificate	Verify, examine the document, issue Order of Payment & instruct client to get queing number at MTO	None	3 minutes	LCRO staff
Pay the required fees	Accept the payment & issue Official Receipt (O.R.)	P100.00	5 minutes	MTO staff
	Prepare the Sworn Statement	none	5 minutes	LCRO staff
Read the Sworn Attestation		none	3 minutes	LCRO staff
Claim the Sworn Attestation	Sign Sworn Attestation	none	4 minutes	LCRO head/staff
	TOTAL:	P100.00	20minutes	

Legitimation

The Local Civil Registry Office is authorized to accept status report on the condition of civil registry documents filed in the civil registry office whenever there are changes in the previous status on file.

Office or Division:	Local Civil Registry Office			
Classification:	Simple			
Type of Transaction:	G 2 C			
Who may avail:	All Clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Certificate of Live Birth (COLB) – 10 xerox copies		Philippine Statistics Authority (PSA) & LCRO		
Certificate of Marriage (COM) – 5 xerox copies		Local Civil Registry Office		
Certificate of No Marriage (CENOMAR)		Philippine Statistics Authority (PSA)		
Affidavit of Legitimation		Local Civil Registry Office		
Identification Card or Residence Certificate, 1-xerox each parent		Company ID, Barangay, or LGU		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Present the Certificate of Live Birth (COLB) of the child	Verify, examine the supporting documents, issue Order of Payment & instruct client to get queing number at MTO	None	5 minutes	LCRO head/staff
Pay the required fees	Accept the payment & issue Official Receipt (O.R.)	Legitimation – 300.00 Secretary's fee – 50.00	5 minutes	MTO staff
	Prepare the affidavit of legitimation, and other documents needed	none	10 minutes	LCRO staff
Read and sign the Affidavit of Legitimation	Assign registration number to the Affidavit of Legitimation, register in the Registry book & annotate the COLB & endorse to PSA Manila	Endorsement – 130.00	20 minutes	Courier
Read and sign the Affidavit of Legitimation		none	3 minutes	

Claim the Legitimation	Sign Sworn Attestation	none	4 minutes	LCRO head/staff
	TOTAL:	P480.00	45minutes	

Registration Of Certificate Of Marriage – TIMELY

The Local Civil Registry Office is tasked to accept, file, keep, and preserve registrable documents affecting the civil status of a person pursuant to Republic Act No. 3753, otherwise known as the Civil Registry Law.

Office or Division:	Local Civil Registry Office			
Classification:	Simple			
Type of Transaction:	G 2 C			
Who may avail:	MARRIAGE SOLEMNIZED IN GUAGUA			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly accomplished Certificate of Marriage (COM), Marriage License/ Affidavit of Cohabitation (Article No. 34)		Solemnizing Officer (Church, Court, Pastor, Minister, Mayor's Office & others)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit duly accomplished Certificate of Marriage (COM) – 4 original copies, Marriage License / Affidavit of Cohabitation (Art. 34)	Verify, examine the supporting documents.	None	2 minutes	LCRO staff
	Assign Registration Number & register the COM in the Registry book, Issue Order of Payment, & instruct the client to get queing number at MTO	none	5 minutes	LCRO staff
Pay the required fees	Accept the payment & issue Official receipt (O.R)	Certified photocopy – P50.00	4 minutes	MTO staff
Claim the COM	Seal, sign, & release the COM (original copy & certified Photocopy	none	4 minutes	LCRO Head / staff
	TOTAL:	P 50.00	15 minutes	



Registration Of Certificate Of Marriage – DELAYED

The Local Civil Registry Office is tasked to accept, file, keep, and preserve registrable documents affecting the civil status of a person pursuant to Republic Act No. 3753, otherwise known as the Civil Registry Law.

Office or Division:	Local Civil Registry Office			
Classification:	Simple			
Type of Transaction:	G 2 C			
Who may avail:	MARRIAGE SOLEMNIZED IN GUAGUA			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly accomplished Certificate of Marriage (COM), Marriage License/ Affidavit of Cohabitation (Article No. 34)		Solemnizing Officer (Church, Court, Pastor, Minister, Mayor's Office & others)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit duly accomplished Certificate of Marriage (COM) – 4 original copies, Negative Certification of Marriage (No record from PSA) Marriage License / Affidavit of Cohabitation (Art. 34)	Verify, examine, and receive COM, requirements, issue Order of Payment and Instruct client to get queuing number at MTO	None	5 minutes	LCRO staff
Pay the required fees	Accept the payment & issue Official Receipt (OR)	Late filing fee – 200.00 Affidavit for Delayed Registration – 100.00	6 minutes	LCRO staff
	Accept the COM, requirements and OR, and advise client to claim the COM after 10 days of posting period	none		MTO staff
Claim the COM	Seal, sign, & release the COM	none	4 minutes	LCRO Head / staff
	TOTAL:	P 300.00	15 minutes	

Application For Marriage License

The Local Civil Registry Office is tasked to RECEIVE Applications for the issuance of Marriage License pursuant to Republic Act No. 3753, otherwise known as the Civil Registry Law.

Office or Division:	Local Civil Registry Office			
Classification:	Simple			
Type of Transaction:	G 2 C			
Who may avail:	ALL CLIENTS			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
-Duly accomplished Application for Marriage License -Birth Certificate -Certificate of No Marriage (CENO MAR) -Residence Certificate -Parental Consent (Art. 14 of the Family Code) – if the applicant is between the age of 18 and 21, to be signed by the father, mother or guardian -Parental advise (Art. 15 of the Family Code) – if applicant is between the ages of 21 and 25 – to be signed by both parents or guardian		Local Civil Registry Office		
If Citizen of a foreign country – secure Legal capacity to Contract Marriage (Article 21 of Family Code) & Passport		Diplomatic or Consular Officials		
If Divorced /Annulled – Divorce papers / Annulment		Court		
If Widow / Widower – Certificate of Death of the Deceased Spouse		Local Civil Registry Office & Philippine Statistics Authority (PSA)		
Family Planning – all ages (conducted every Monday 1:00 PM to 4:00 PM)		Population Commission (POPCOM)		
Pre-Marriage Counselling – ages 18-24 (conducted every Monday 1:00 Pm to 4:00 PM)		Municipal Social & Welfare Development Office (MSWD)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit duly accomplished Application for Marriage License (AML) & 2 Photocopies of each requirement	Verify, examine the document, prepare the AML, issue Order of Payment and instruct client to get queing number at MTO	None	5 minutes	LCRO staff
Pay the required fees	Issue Official Receipt (O.R.)	AML – 300.00 Parental Advice – 100.00	5 minutes	MTO staff

		Parental Consent – 100.00 Family Planning – 100.00 Secretary's fee – 50.00		
	Prepare the AML, receive the requirements, & O.R.	none	15 minutes	LCRO staff Popcom& MSWD Staff
Read & Sign the application for Marriage License	Advise the applicants to attend Family Planning / Counselling, and claim the Marriage License after 10 working days of posting period	none	5 minutes	
Claim the Marriage License	Release the Marriage License	none	5 minutes	LCRPO head / Staff
	TOTAL:	P 450.00 – 25 yrs old and above 650.00 – 25 yrs old below.	35 minutes	



Registration Of Certificate Of Death - Timely

The Local Civil Registry Office is tasked to accept, file, keep, and preserve registrable documents affecting the civil status of a person pursuant to Republic Act No. 3753, otherwise known as the Civil Registry Law.

Office or Division:	Local Civil Registry Office			
Classification:	Simple			
Type of Transaction:	G 2 C			
Who may avail:	ALL CLIENTS			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly accomplished Certificate of Death (COD)		Hospital, Clinic, Rural Health Unit, and LCR Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit duly accomplished Certificate of Death – COD – 4 original copies)	Verify, examine the document, prepare the AML, issue Order of Payment and instruct client to get queing number at MTO	None	3 minutes	LCRO staff
Pay the required fees	Issue Official Receipt (O.R.)	Burial / Transfer Permit – 200.00	5 minutes	MTO staff
	Prepare the AML, receive the requirements, & O.R.	none	5 minutes	LCRO staff
Claim the COD	Release the Marriage License	none	2 minutes	LCRPO head / Staff
	TOTAL:	P 200.00	15 minutes	



Registration Of Certificate Of Death – Delayed

The Local Civil Registry Office is tasked to accept, file, keep, and preserve registrable documents affecting the civil status of a person pursuant to Republic Act No. 3753, otherwise known as the Civil Registry Law.

Office or Division:	Local Civil Registry Office			
Classification:	Simple			
Type of Transaction:	G 2 C			
Who may avail:	ALL CLIENTS			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly accomplished Certificate of Death (COD)		Hospital, Clinic, Rural Health Unit, and LCR Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit duly accomplished Certificate of Death – COD – 4 original copies)	Verify, examine the document, prepare the AML, issue Order of Payment and instruct client to get queing number at MTO	None	3 minutes	LCRO staff
Pay the required fees	Accept the payment & Issue Official Receipt (O.R.)	Burial permit – 200.00 Late filing – 200.00 Affidavit of Delayed Registration – 100.00	5 minutes	MTO staff
	Accept the COD, requirements & O.R. & advise client to claim the COD after ten (10) days of posting period.	none	10 minutes	LCRO staff
Claim the COD	Seal, sign, and release the COD	none	2 minutes	LCRPO head / Staff
TOTAL:		P 500.00	20minutes	

Correction of Clerical Error (R.A. No. 9048)

The Local Civil Registry Office is authorized to correct a clerical or typographical error in an entry and or change the first name or nickname in the civil register without a need of judicial order under R.A. 9048.

Office or Division:	Local Civil Registry Office			
Classification:	Highly Technical			
Type of Transaction:	G 2 C			
Who may avail:	ALL CLIENTS			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Document with error (Birth, Marriage, Death) – PSA copy		Philippine Statistics Authority (PSA)		
Local Copy of Birth/Marriage/Death Certificate		Local Civil Registry		
Supporting documents: Baptismal Certificate, Marriage Certificate, School Record, ID's, Birth Certificate of Ascendants/Descendants, Residence Certificates, & othes (Xerox: Document with error, 15 copies & 2 copies each of the supporting documents)		Different Agencies		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Present the document and the Correction for clerical error	Verify, examine the supporting documents, issue Order of Payment and instruct client to get queing number at MTO	None	5 minutes	LCRO head/ staff
Pay the required fees	Accept the payment and Issue Official Receipt (O.R.)	CCE – P1,000.00	5 minutes	MTO staff
	Prepare the Petition for clerical Error Form, Record Sheet, Notice of Posting, Certify all the supporting documents, and explain the correction to the client.	none	25 minutes	LCRO head/staff

Sign the Petition	Advise the petitioner of the 10 days posting period, for the endorsement to PSA Manila and the 66-88 days approval of the PSA	none	3 minutes	LCRPO head / Staff
	Give the Petitioner 1 copy of the petition & advise for the payment of the courier.	360.00	2 minutes	courier
	Text/call the Petitioner to claim the Certificate of Finality , Approved Petition, & Annotated Certificate once petition is approved by the PSA.	none		LCRO head
	TOTAL:	P 1,360.00	Service covered under R.A. 9048	

Change of First Name

The Local Civil Registry Office is authorized to process Change of First Name (CFN) in the local civil registry without a need of judicial order under R.A. 9048.

Office or Division:	Local Civil Registry Office			
Classification:	Highly Technical			
Type of Transaction:	G 2 C			
Who may avail:	ALL CLIENTS			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Certificate of Live Birth – PSA copy		Philippine Statistics Authority (PSA)		
Local Copy of Birth Certificate		Local Civil Registry Office		
Affidavit of Publication, NBI, Police Clearance, Certificate of Employment (if employed), & Affidavit of non-employment (if not employed)		Different agencies		
Supporting documents: Baptismal Certificate, Land Title, Passbook, Diploma, School Record, Marriage Certificate, ID's, Residence certificate & others (Xerox: Document with error, 10 copies & 2 copies each of the supporting documents)		Different Agencies		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Present the document and the Correction for clerical error	Verify, examine the supporting documents, issue Order of Payment and instruct client to get queing number at MTO	None	5 minutes	LCRO head/ staff
Pay the required fees	Accept the payment and Issue Official Receipt (O.R.)	CCE – P3,000.00	5 minutes	MTO staff
	Prepare the Petition for Change of First Name Form, Certify all the supporting documents, Prepare the record sheet, Notice of Posting, Certificate of Posting, and explain	none	25 minutes	LCRO head/staff

	the correction to the client.			
Sign the Petition	Advise the petitioner of the 10 days posting period, 2 consecutive weeks newspaper publication & 88-132 working days processing period in PSA.	Publication – 1,400.00	3 minutes	LCRPO head / Staff
	Give the Petitioner 1 copy of the petition & advise for the payment of the courier.	360.00	2 minutes	courier
Claim the Certificate of Finality, Approved Petition, & Annotated Document	Text/call the Petitioner to claim the Certificate of Finality, Approved Petition, & Annotated Certificate once petition is approved by the PSA.	none		LCRO head
	TOTAL:	P 3,760.00	Service covered under R.A. 9048	



Correction of Clerical Error (R.A. No. 9048) – Correction of Sex, Day, & Month of Birth

The Local Civil Registry Office is authorized to correct a clerical or typographical error in an entry of Sex, Month, and Day of Birth in the civil register without a need of judicial order under R.A. 9048.

Office or Division:	Local Civil Registry Office			
Classification:	Highly Technical			
Type of Transaction:	G 2 C			
Who may avail:	ALL CLIENTS			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Certificate of Live Birth with error -PSA copy		Philippine Statistics Authority (PSA)		
Local Copy of Birth Certificate		Local Civil Registry		
Affidavit of Publication, NBI, Police Clearance, Certificate of Employment (if employed), and Affidavit of Non-Employment if not employed.		Different Agencies		
Supporting documents: Baptismal Certificate, Form 137 (Elem. School Record), Medical Certificate (Private and Private) Marriage Certificate, I.D. & others (Xerox:Document with error, 10 copies & 2 copies each of the supporting documents)		Different Agencies		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Present the document and the Correction for clerical error	Verify, examine the supporting documents, issue Order of Payment and instruct client to get queing number at MTO	None	5 minutes	LCRO head/ staff
Pay the required fees	Accept the payment and Issue Official Receipt (O.R.)	CCE – P3,000.00	5 minutes	MTO staff
	Prepare the Petition for clerical Error Form, Record Sheet, Notice of Posting, Certificate	none	25 minutes	LCRO head/staff

	of Posting, Certify all the supporting documents, and explain the correction to the client.			
Sign the Petition for RA No. 10172	Advise the petitioner of the 10 days posting period, for the endorsement to PSA Manila and the 88-132 days approval of the PSA	P 1,400.00	3 minutes	LCRPO head / Staff
	Give the Petitioner 1 copy of the petition & will get the mobile number & advise for the payment of the courier.	P 360.00	2 minutes	courier
Claim the Certificate of Finality, Approved Petition, & Annotated Document	Text/call the Petitioner to claim the Certificate of Finality, Approved Petition, & Annotated Certificate once petition is approved by the PSA.	none		LCRO head/staff
	TOTAL:	P 3,760.00	Service covered under R.A. 9048	

Registration of Court Decree / Order / Resolution

The Local Civil Registry Office is tasked to accept all registrable and judicial decrees/orders affecting the civil status of persons pursuant to Republic Act No. 3753, otherwise known as the Civil Registry Law.

Office or Division:	Local Civil Registry Office			
Classification:	Complex			
Type of Transaction:	G 2 C			
Who may avail:	ALL CLIENTS			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Certificate of Finality & Court Decision/ Decree / Resolution		Judicial Court in the Philippines		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit Certificate of Finality & Court Decision/ Decree / Resolution	Verify, examine the documents, issue Order of Payment and instruct client to get queuing number at MTO	None	10minutes	LCRO staff
Pay the required fees	Accept the payment and Issue Official Receipt (O.R.)	Annulment – 200.00 Correction of Entry – 1,000.00; Other Court Decisions: 1,000.00 Late Filing – 200.00	5 minutes	MTO staff
	Accept the Finality & Court Decision & O.R. Verify authenticity of Court Decree, assign register number, & register in the registry book	none	5 days	LCRO head/staff
	Assign Register number, Register in the Registry book, Prepare Certificate of Authenticity, Certify all pages of the Certificate of Finality & Court	none	30 minutes	LCRPO head / Staff

	Decree, Decision, Resolution & endorse to PSA Pampanga & PSA Manila (Annotae the Document if registered in Guagua, Pampanga			
Claim the Registered Court Decree/ Order / Resolution	Release/ issue the Court Decree/Order/Resolution	none	5 minutes	LCRO head / staff
	TOTAL:	Depending on the court decree	5 working days	



MAYOR'S OFFICE

External Services

Mayor's Clearance, Job Recommendations and Certifications

The Mayor's Office Clearance is issued to individuals needing this document that states that he/she has no pending case filed with the Office of the Mayor. Certifications are issued to affirm the validity of information. Job Recommendations are issued for job seekers.

Office or Division:	Office of the Mayor			
Classification:	Simple			
Type of Transaction:	G2C (Government to Client) / G2G (Government to Government)			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Barangay Certification/Clearance		Barangay Hall where the applicant resides		
2. Police Clearance		Guagua Municipal Police Station		
3. Community Tax Certificate		Municipal Treasurer's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents for assessment and verification	Receive and check the completeness of the documents, then start processing the clearance or certificate	none	1 minute, 45 seconds	MO assigned Staff
2. Sign in the Client Log Book	Bring the document to the Mayor for signature	none	45 seconds	MO assigned Staff
3. Receive/claim the Certificate/Clearance	Log and Seal the document before issuing the Certificate or Clearance to the Client.	none	45 seconds	MO assigned Staff
TOTAL:			2 minutes and 15 seconds	

Medical / Burial / Financial Assistance (Provision and Referral)

Medical / Burial / Financial Assistance is being provided by the Mayor's Office to our indigent constituents who are in need and likewise referred them to various government agencies and officials whom they wish to seek for assistance upon their request.

Office or Division:	Office of the Mayor			
Classification:	Simple			
Type of Transaction:	G2C (Government to Client) / G2G (Government to Government)			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1) For Medical: Certificate of Indigency Medical Abstract / Certificate Hospital Bill Social Case Study / Intake Sheet		Barangay Hall where the applicant resides Concerned Hospital / Doctor MSWDO		
2) For Burial Certificate of Indigency Death Certificate Funeral Contractor and / or Official Receipt of Funeral Service Social Case study / Intake Sheet		Barangay Hall where the applicant resides Municipal LCR Office Funeral Service Provider MSWDO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents for assessment and verification	Evaluates the documents	none	45 seconds	RaymundRazon
2. Sign in the Client Log Book	Forwards submitted documents to the Office Administrator for a brief interview	none	1 minute, 45 seconds	RaymundRazon/ EllaineCalma
3. Encode processed documents	Encode documents in the computer database	none	30 seconds	RaymundRazon
4. Mayor's Signature	Forward the document for signature of the Mayor	none	30 seconds	

	Sign the document		45 seconds	
5. Receive the assistance / endorsement of referral letter	Release the assistance / endorsement or referral letter		30 seconds	
TOTAL:			4 minutes and 45 seconds	

Solemnization of Marriage

The Mayor's Office believes that a family founded on marriage is considered as a fount of love, protection and care. It is an inviolable social institution, the foundation of the family and its solemnization is of utmost importance.

Office or Division:	Office of the Mayor			
Classification:	Complex			
Type of Transaction:	G2C (Government to Client)			
Who may avail:	All applicant couples with legal capacity to marry			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Marriage license		Local Civil Registrar		
2. Marriage Contract		Local Civil Registry/ Philippine Statistics Authority		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Marriage License (original) for assessment and verification	Evaluates the documents	none	2 minutes	Mayor's Office Staff
2. Provide information for the Marriage Contract	Prepares/encode the Marriage Contract	none	8 minutes	Mayor's Office Staff
3. Inform the desired date of solemnization	Schedules the solemnization	none	30 seconds	Mayor's Office Staff
4. Check the correctness of entries in the Marriage Contract	Provides the Marriage Contract	none	2 minutes	Mayor's Office Staff
5. Sign the Marriage certificates / document during the solemnization ceremony	Solemnization of Marriage (Treasurer's Office)	none	15 minutes	Mayor
6. Come back to claim the document after 3 days.	Encode and release the document	none	1 minute and 45 seconds	Mayor's Office Staff

TOTAL:		34 minutes and 15 seconds	
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Business Permit

The Mayor's Office issues Business permit to all entity or individuals who wish to operate / run and conduct business / trade in Guagua.

Office or Division:	Office of the Mayor			
Classification:	Complex			
Type of Transaction:	G2C (Government to Client)			
Who may avail:	All individuals, entity conducting business			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
BFP Clearance		Municipal Bureau of Fire Protection Office		
DTI / SEC Registration		DTI / SEC		
Sanitary Permit		Concerned RHU		
Barangay Business Certificate		Concerned Barangay		
OR of Payment / Fee		Municipal Treasurer's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents for assessment and verification	Checks if the required documents are complete	none	1 min and 45 seconds	Mayor's Office Staff
2. Sign in the Client's logbook	Prepares/encode the Business Permit	none	1 min and 45 seconds	Mayor's Office Staff
3. Claim and receive the documents	Release the document	none	30 seconds	Mayor's Office Staff
TOTAL:			4 minutes	

MCH Releasing Tricycle Permit

MCH Mayor's Permit is issued to all Passenger Tricycle Operators/Drivers who were issued franchised to operate in certain areas of the municipality.

Office or Division:	Office of the Mayor			
Classification:	Complex			
Type of Transaction:	G2C (Government to Client)			
Who may avail:	All MCH tricycle drivers and operators			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Latest O.R. copy		Personal copy		
C.R. copy		Personal copy		
Inspection Report		Sanggunian Bayan office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents for assessment	Check and verify all the documents and instruct the client on the next step, pay inspection, franchise, payment	none	4 minutes	Mayor's Office Staff
	Encodes client data on the computer data base	none	1 minute	Mayor's Office Staff
2. Claim the Mayor's Permit and Body number	Issue the MCH Mayor's Permit and the body number	none	4 minutes	Mayor's Office Staff
TOTAL:			9 minutes	

Incoming and Outgoing Communications

Mayor's Office ensures that speedy disposition i.e. letters, memoranda, Executive Orders, are immediately disposed / endorsed / referred, delivered to concerned office / person addressee / agencies for their information and deemed appropriate action.

Office or Division:	Office of the Mayor			
Classification:	Simple			
Type of Transaction:	G2C / G2G			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
INCOMING COMMUNICATIONS				
Receive the communication / letter	Receive AND log in the letter / communication specifying the date and time it was received	none	45 seconds	Mayor's Office Staff
	Give the communication to the LCE's Office/table	none	20 seconds	Mayor's Office Staff
	Produce a photocopy of the document with the marginal note of the Mayor for office file,		1 minute	
	Deliver the communication to concern office / person upon the instruction or marginal note of the Mayor, and ask for the acknowledgment of receipt		4 minutes	
OUTGOING COMMUNICATIONS				
	Deliver the communication to concerned addressee / office/	none	5 minutes	Mayor's Office Staff

	person and ask for the acknowledgment of receipt			
	Logged and filed the received document		45 seconds	
TOTAL:			11minutes 50 seconds	



MUNICIPAL ACCOUNTING OFFICE

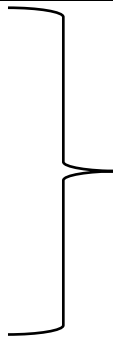
Internal Services




Preparation of Utilization Report

Utilization report is a report that shows the extent to which something was used. This could be a statement of fiscal, corporate or project cost data. The utilization reports give information organizations on how, where and how much of their resources are being used. Utilization Report is also about the projects that already finished.

Office or Division:	Office of the Municipal Accountant			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Government Agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Processed and Paid Voucher		Treasurer's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request Utilization Report	The Accounting staff will prepare the utilization report and signed by the Municipal Accountant, Municipal Treasurer, and Municipal Mayor	none	7 days	Accounting Staff
1.2	Submit to the Auditor's Office	none	None	Accounting Staff
TOTAL:		No fees to be collected	7 days	

Checking and/or Processing and Certification of Vouchers and Payrolls by the Accounting Office.

ACCOUNTING SERVICES				
Office or Division:	Office of the Municipal Accountant			
Classification:	Simple			
Type of Transaction:	G 2 C (Government to Client)			
Who may Avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Obligation Request and Status		Office of the Municipal Budget Officer		
Disbursement Voucher		<div></div> <div>All Offices and Units of the LGU</div>		
Purchase Request				
Purchase Order				
Request for Quotations				
Acceptance and Inspection Report				
Acknowledgement Receipt for Equipment				
Inventory Custodian Slip				
Requisition and Issue Slip				
DTR		Office of the Municipal Accountant		
Other requirements as prescribed under COA Circular No. 2012-001 and RA 9184		Office of the Municipal Accountant and Bids and Awards Committee Office		
Bidding Documents		Bids and Awards Committee Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Submits Disbursement Voucher (DVs) and Payroll with supporting documents (SDs) from the Budget Office except transactions for bidded projects which emanates from Bids and Awards Committee Office (BAC)	1.1	Receives the DV and payroll with SDs and endorses it to the accounting officer.	  	none	2 minutes	Accounting Staff
	1.2	Checks the OBR # (number), the DV, and the completeness of the attached SDs, records to the logbook, assigns a number, and endorses it to the Municipal Accountant for final review.		none	12 minutes	Accounting Officer
	1.3	Reviews the DV and certifies the completeness of SDs and signs the DV thereafter.		none	12 minutes	Municipal Accountant
	1.4	Records the DV on the logbook.		none	3 minutes	Accounting Staff
	1.5	Forwards the certified DV with SDs to the Office of the Municipal Treasurer.		none	2 minutes	Accounting Staff
	TOTAL:			no fees to be collected	31 minutes	

take approximately 3 hours to process the vouchers from step 1.1 to step 1.5



PREPARATION OF ACCOUNTANT'S ADVICE

Service Description: Receiving, Encoding, Checking and Releasing of Vouchers and Checks by the Accounting Office.

PREPARATION OF ACCOUNTANT'S ADVICE					
Office or Division:		Office of the Municipal Accountant			
Classification:		Simple			
Type of Transaction:		G2G (Government to Government) ; G2C (Government to Client)			
Who may Avail:		All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
Vouchers and Checks			Office of the Municipal Treasurer		
CLIENT STEPS		AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits Approved Checks and Approved Vouchers with supporting documents (SDs)	1.1	Verifies the name of the payees and amounts as appearing in the approved vouchers and checks.	none	5 minutes	Accounting Staff
	1.2	Encodes the checks in chronological order in the Regular ACICDES System indicating the name of the bank, account number, date, check number, name of payee, and amount of the check. (For LBP transactions)	none	5 minutes	Accounting Staff

	1.3	Makes an initial review of the entries in the Accountant's Advice and endorses it to the Municipal Accountant for approval.	none	5 minutes	Accounting Officer
	1.4	Reviews the accuracy of entries in the Accountant's Advice and approves and signs afterward.	none	5 minutes	Municipal Accountant
	1.5	Uploads the file to the LBP We Access website (via online) for advising of checks after approval by the Municipal Accountant.	none	1 hour	Accounting Staff
	1.6	Records all the advice checks in the designated record logbook.	none	5 minutes	Accounting Staff
	1.7	Forwards the advice checks to the Office of the Municipal Treasurer for releasing.	none	5 minutes	Accounting Staff
	TOTAL:		no fees to be collected	1 hour and 30 minutes	



REQUEST CERTIFICATE OF INCOME TAX WITHHELD FROM EMPLOYEES (BIR FORM 2316)

Service Description: Government Employees' income taxes are withheld pursuant, to the National Internal Revenue Code. The Certificate of Compensation Payment/Tax withheld is annually given to show proof that tax due to employees had been paid.

REQUEST CERTIFICATE OF INCOME TAX WITHHELD FROM EMPLOYEES (BIR FORM 2316)					
Office or Division:		Office of the Municipal Accountant			
Classification:		Simple			
Type of Transaction:		G2G (Government to Government)			
Who may Avail:		All employees of the LGU			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
NONE			NONE		
CLIENT STEPS		AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requests Certificate of Income Tax Withheld From Employees (BIR Form 2316)	1.1	Verifies the records and documents on file at the office.	none	5 minutes	Accounting Staff
	1.2	Records it on the logbook, have it signed by the requesting client, and releases the document thereafter.	none	5 minutes	Accounting Staff
		TOTAL:	no fees to be collected	10 minutes	

ISSUANCE OF CERTIFICATE OF WITHHOLDING TAX (BIR 2306/2307)

Service Description: A withholding tax is an income tax to be paid to the government by the payer of the income rather than by the receipt of the income. The tax is thus withheld or deducted from the income due to the receipt.

ISSUANCE OF CERTIFICATE OF WITHHOLDING TAX (BIR 2306/2307)					
Office or Division:		Office of the Municipal Accountant			
Classification:		Simple			
Type of Transaction:		G 2 C (Government to Client)			
Who may Avail:		All suppliers of the LGU			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
Signed Voucher & Checks			Office of the Municipal Treasurer		
CLIENT STEPS		AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requests Certificate of Withholding Tax (BIR Form 2306/2307)	1.1	Verifies the records on file at the office, computes, prepares, print out the certificate, and secures the signature of the Municipal Accountant.	none	5 minutes	Accounting Staff
	1.2	Reviews and signs the certificate.	none	5 minutes	Municipal Accountant
	1.3	Records it on the logbook, have it signed by the requesting client, and releases the document thereafter.	none	5 minutes	Accounting Staff
	TOTAL:		no fees to be collected	15 minutes	



MUNICIPAL AGRICULTURE OFFICE

External Services

Anti-Rabies Vaccination

The Municipal Agriculture Office is tasked to provide animal health care which includes anti-rabies vaccination for cats/dogs.

Office or Division:	Municipal Agriculture Office			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Pet Owners			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Enrollment form for vaccinated animals, anti-rabies vaccines, disposable syringe, cooler		Municipal Agriculture Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit himself/herself for interview	Interview the pet owner (Name of Owner, Address, Birthday, Name of Pet, Color, Gender and Age) signed by the pet owner	None	3minutes	Agricultural Extension Workers/ Vaccinator
Hold their pet to be vaccinated	Aspirate the anti-rabies vaccine to vaccinate the dog	None	5 minutes(depending on the dog owner how he/she can easily capture their pet if not confine in a cage or leashed)	Agricultural Extension Workers/ Vaccinator
	Total:	No fees to be collected	8 minutes per animal	

Rice Competitiveness Enhancement Fund (RCEF- SEED PROGRAM)

The Municipal Agriculture Office will provide palay seeds to farmers half the original price to minimize their farm input costs increase their production.

Office or Division:	Municipal Agriculture Office			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	FARMER CLIENTELE			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Farmers General Master list, Liquidation Form, Issuance Slip		Municipal Agriculture Office		
Official Receipt (Payment for violation)		Office of the Municipal Treasurer		
Personal Appearance of Violator				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Farmer Clientele shall submit himself/herself as claimant	Verify name from Farmer's General Master list	None	3minutes	Agricultural Extension Worker (AEW)
2. Sign the Liquidation Form	Receive the signed Liquidation Form	none	5 minutes	Agricultural Extension Worker (AEW)
3. Photo documentation and encoding of data thru RCEF data application (cellphone)	Geo-tag picture of the recipient	None	5 minutes	Agricultural Extension Worker (AEW)
4. Claim RCEF Certified Palay Seed	Release seeds	P 20.00 per 40kg bag	5 minutes	Agricultural Extension Worker (AEW)
Total:			18 minutes	



Issuance of Certification (Farmer / Cultivator)

The Municipal Agriculture Office is tasked to provide certification to farmer cultivator/actual tiller included in the farmers' master list to be used a proof to other agency or to be used as a requirement in loaning.

Office or Division:	Municipal Agriculture Office			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	FARMER CLIENTELE			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Farmers General Master list		Municipal Agriculture Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit himself / herself for interview	Interview and Verify from Farmer's General Masterlist	None	5minutes	Agriculture Extension Worker (AEW)
None	Typing and Printing of Certificate (signature of AEW designated in the barangay noted by the Department Head)	None	5 minutes	Agriculture Extension Worker (AEW)
Claim the Certificate	Release the Certificate	None	2 minutes	Agriculture Extension Worker (AEW)
	Total:	No fees to be collected	12 minutes	



MUNICIPAL ASSESSOR'S OFFICE

External Services

ISSUANCE OF CERTIFICATION OF NO OR WITH IMPROVEMENTS

The Municipal Assessor's Office issues Certification of No/With Improvements is issued to any property owner in the municipality as proof that his/her property has/has no existing building/structure and machinery. The certification is also use determining capital gains taxation as required by the Bureau of Internal Revenue.

Office or Division:	Municipal Assessor's Office			
Classification:	Complex			
Type of Transaction:	G2C			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Authorization letter from the owner (if not the owner)		Owner or heirs of real estate owner.		
Official receipt of full payment of realty tax for the current year.		Municipal Treasure's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the complete requirements	Receive the complete requirements	none	1 min.	MAO staff
2. Wait while certificate is being processed	2.1 Verification 2.2 Inspection Type Certification	none	6 days 2 mins	MAO staff MAO staff
3. Pay required fee	Issue order of payment for inspection fee and CNI	Php 250.00	5 mins.	Revenue Collections Clerk
	Sign and seal		1 min.	MAO head
4. Present the official receipt and claim the Certification of No/With Improvement	6.1 Receive the Official Receipt and 6.2 Release the Certification of No/With Improvement	none	1 min.	MAO staff
	Total:		6 days & 9 minutes	



ISSUANCE OF CERTIFICATION OF PROPERTY HOLDINGS

The Municipal Assessor's Office issues Certification of Property Holdings to property owners in the Municipality that may be used for Estate Tax, court proceedings or verification of status of property purposes. The certification may be issued upon request of farmer beneficiaries of Department of Agrarian Reform.

Office or Division:	Municipal Assessor's Office			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Written request of concerned party.		Owner or heirs of real estate owner.		
Affidavit stating among others the extent of his property holdings.		Owner or heirs or representative of heirs of real estate owner.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the complete requirements	Receive the complete requirements	none	1 minutes	MAO staff
2. Wait while certificate is being processed	1.1 Verification, 1.2 Typing, 1.3 Sign and seal the certification	none	10 minutes	MAO staff
5. Sign & Seal		none	1 minute	Municipal Assessor
6. Pay required fee	Issue order of payment	Php100	5 minutes	Revenue Collections Clerk
4. 1 Present Official Receipt 4.2 Claim the Certification of Property Holdings	4.1 Receive the Official Receipt and 4.2 Release the Certification of Property Holdings	none	1 minutes	MAO Staff
Total:			18 minutes	

ISSUANCE OF CERTIFIED TRUE COPIES OF TAX DECLARATION

The Municipal Assessor's Office issues Tax Declaration to owners of real properties located in the municipality. Certified copies of this document are used for capital gains taxation purpose, for presentation in court proceedings, or any legal purpose. Any person (or his/her duly authorized representative) who owns legal purpose. Any person (or his/her duly authorized representative) who owns real property within the Municipality of Guagua may avail of this service.

Office or Division:	Municipal Assessor's Office			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Authorization letter from the owner (if not the owner)		Owner or heirs of real estate owner.		
Official receipt of full payment of realty tax for the current year.		Municipal Treasure's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements	Receive the requirements	none	1 minutes	MAO staff
2. Wait while certificate is being processed	2.1 Verification, 2.2 Printing, 2.3 Sign and seal the certification	none	10 minutes	MAO staff
3. Pay required fee	Issue order of payment	Php. 100.00	5 minutes	Revenue Collections Clerk
4.1 Present Official Receipt 4.2 Claim the Certified Tax Declaration	4.1 Receive the Official Receipt and 4.2 Release the Certified Tax Declaration	none	1 minute	MAO staff
Total:			17 minutes	

Providing Documentary Requirements For The Granting Of Estate Tax Amnesty

The Municipal Assessor's Office Issues documents as per Annex C of Revenue Memorandum Order No. 33-2019, issued by the Commissioner of Internal Revenue, which provides a list of documentary requirements for real properties in order to acquire Certificate of Availment and electronic Certificate Authorizing Registration (eCAR) to avail the estate tax amnesty.

Office or Division:	Municipal Assessor's Office			
Classification:	Complex			
Type of Transaction:	G2C			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Latest Tax Receipt of Properties of the decedent.		Heir/s of owner/s		
Authorization/Special Power of Attorney if the requesting party is not the legal heir of the decedent.		Heir/s of owner/s		
Date of death of decedent		Heir/s of owner/s		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements	Receive the requirements		1 min.	MAO staff
2. Wait while the documents are being processed	Research and verify all the properties declared in the name of the decedent.		6 days	MAO staff
3.	Print and photocopy tax declaration, sign and seal		1 min. per Tax Declaration	MAO head / staff
4.	Type and print and sign and seal Certificate of No Improvement		3 mins per certificate	MAO head / staff
5. Pay required fee	Issue Order of Payment	Php. 100 per Tax Declaration and Php. 100 per Certificate of No	5 minutes	5. Pay required fee

		Improvem ent		
6. 1 Present Official Receipt 6.2 Claim Certified Tax Declarations	6.1 Receive Official Receipt and 6.2 Issue/release certified true copy of Tax Declaration of real property/ies, including the improvements thereon, at the time of death or the succeeding available tax declaration issued nearest to the time of death of the decedent, if none is available at the time of death.		1 minute	6. 1 Present Official Receipt 6.2 Claim Certified Tax Declarations
7. Claim the Certificate of No Improvement	Issue/release Certificate of No Improvement issued by the Assessor's Office at the time of death of the decedent.		1 min	MAO staff
	Total:		6 days & 12 minutes	



REAPPRAISAL/REASSESSMENT OF REAL PROPERTIES

Office or Division:	Municipal Assessor's Office			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Written request from the owner stating the reasons for reassessment/reappraisal		Owner		
Current Tax Declaration of the property		Municipal Assessor's Office		
Location Plan of the property		DENR		
Tax Clearance up to the current year		Municipal Treasurer's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit requirements	Receive the requirements	none	1 minute	MAO staff
2. Wait while certificate is being processed	Review documents and Field Inspection	none	1 minute	MAO staff
3.	Prepare and submit findings for review of the Municipal Assessor		30 minute	MAO staff
4.	Send the documents to the Provincial Assessor for approval and retrieve said docs. When approved/disapproved		6 days	MAO staff
5.	If approved, encode and print Tax Declaration. If disapproved, notify owner through official letter.		10 minutes	MAO staff

6. If approved, pay required fee and present O.R	Issue order of payment		5 minutes	Revenue Collections Clerk
7. Claim the owner's copy of Tax Declaration	Release the Tax Declaration		1 minute	MAO staff
	Total:		6 days 46 minutes	

Any person who owns real property within the Municipality of Guagua may request from the Municipal Assessor's Office for reappraisal/reassessment of real properties due to change in classification of property, partial or total destruction of real property, a major change in its actual use, any great or sudden inflation and deflation of real property values, gross illegality of the assessment and any other abnormal cause.

Office or Division:	Municipal Assessor's Office			
Classification:	Simple / Complex			
Type of Transaction:	G2C / G2B / G2G			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Certified copy of Title/s (2 photo copies)		Land Registration Authority		
Deed of Absolute Sale (2 photo copies)		Notary Public		
Supporting documents of title (if title is OCT) (2 photocopies)		DENR-PENRO		
Approved lot plan (2 Blue Print copies)		DENR		
Tax Clearance up to the current year (2 photo copies)		Municipal Treasure's Office		
Certificate Authorizing Registration (CAR) (2 photo copies)		Bureau of Internal Revenue		
Transfer Tax Receipt (2 photocopies)		Provincial Treasurer's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the complete requirements	Receive the complete requirements	none	1 minute	MAO staff
2. Wait while certificate is being processed	2.1 Evaluation of documents, 2.2 Encoding 2.3 Printing of Tax Declaration, Field Appraisal and Assessment Sheet and Notice of Assessment	none	1 day	MAO staff
3. Pay required fee	Issue order of payment	Php100 per tax declaration	5 minutes	Revenue Collections Clerk (windows 1,2, & 3)
4.	Approval of the Municipal Assessor	none	1 minute	MAO head
5.	Approval of the Provincial Assessor if lot is subdivided into		5 days	Prov'l Assessor's Office

	more than 5 parcels			
6. Present Official Receipt and claim the owner's copy of Tax Declaration	6.1 Receive the Official Receipt and 6.2 Release the Certified Tax Declaration	none	1 minute	MAO staff
	Total:		6 days and 8 minutes	

TRANSFER OF TAX DECLARATION

The Municipal Assessor's Office issues Transfer of Tax Declaration upon request of any property owner to reflect the new or current owner of Real Properties for purposes of taxation.

UPDATING OF TAX MAP

Office or Division:	Municipal Assessor's Office			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Lot number, tax declaration, location of property		Owner or heirs of real estate owner.		
RPT Receipt		Municipal Treasurer's Office		
Identification Card		Requesting party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements	Receive the requirements	none	1 minute	MAO staff
2.	Verification,	none	1 minute	MAO staff
3. Pay required fee	Issue order of payment	Php 50.00	5 minutes	Revenue Collections Clerk
4. 1 Present Official Receipt 4.2 Receive Map Info generated Cad Map and/or xerox Tax Map and then return it immediately.	4.1 Receive Official Receipt and 4.2 Release Map Info generated Map and/or lend the Tax Map to researcher.	none	1 minute	MAO staff
Total:			8 minutes	

The Municipal Assessor's Office regularly updates the tax map for ease in identifying the location of properties for taxation and research purposes.



MUNICIPAL BUDGET OFFICE

Internal Services

Review Of Annual/ Supplemental Barangay Budgets

Budget Review is the phase of the barangay budget process. Its primary purpose is to determine whether the Appropriation Ordinance has complied with the budgetary requirements and general limitations set forth in the Code, as well as provisions of other applicable laws.

Office or Division:	Office of the Municipal Budget			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government to Government Employee/ Official			
Who may avail:	Barangays			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Annual Barangay Budget with completely signed requirements to wit; Transmittal Letter, Appropriation Ordinance, Sanggunian-approved AIP, List of Projects Chargeable against the 20% Development Fund, Plantilla of Personnel, Statement of Indebtedness, if any and DILG-endorsed GAD Plan & Budget		Barangay		
2. Supplemental Budget with completely signed requirements to wit; Transmittal Letter, Appropriation Ordinance & Approved Supplemental AIP, if any		Barangay		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit approved Annual/Supplemental Barangay Budget	Receive Annual/Supplemental Barangay Budget	none	1 hour	MBO staff
	Check as to completeness of requirements , prepare and sign recommendations	none	1 week	MBO staff

	Forward Annual/Supplemental Barangay Budget to Sanggunian Bayan with Budget Recommendation	none	1 hour	MBO staff
	Presents to MBO the document for verification, recording and signature	none	4 hours	MBO head / staff
	Detaches 2nd copy of OBR and record in the logbook the document in a sequence manner	none	20 minutes	MBO staff
	Submits voucher, payroll and supporting documents to Accounting Office	none	1 minute	MBO staff
TOTAL:			12 hours and 41 minutes	

Processing of Obligation Request (OBR) and Certification as to Availability of appropriation

Pursuant to R. A. 7160 All Local Government Units cannot spend unless Authorized by an Appropriation made by law, the Obligation Request is the form used by the agency wherein the Department Head concern will submit to Budget Office for certification as to the availability of Appropriation before any obligation and payment will be made for every transaction.

Office or Division:	Office of the Municipal Budget			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government to Government Employee/ Official			
Who may avail:	Government Employee/ Official			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Approved purchase request and routing slip with complete signatures of Department Head of concerned offices, Municipal Treasurer and Municipal Mayor/Vice Mayor.		Office Concern		
2. Duly signed Obligation Request form by the head of the concerned department.		Office Concern		
3. Payrolls duly signed by the head of Human Resource Management Office.		Human Resource Management Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits to the Budget Office the purchase request, payroll, and vouchers in case of reimbursement with supporting documents together with the 3 copies of duly signed Obligation Request (OBR) of the concerned department.	Received 3 copies of Obligation Request (OBR) together with purchased request, vouchers and payrolls (25 OBR)	none	20 minutes	MBO staff
	Determines the availability of appropriation/allotment of the transaction	none	4 hours	MBO staff
	Charge against appropriate account/record the amount granted in the control sheet then assign number in the OBR transaction	None	4 Hours	MBO staff

	Presents to MBO the document for verification, recording and signature	None	4 Hours	MBO head / staff
	Detaches 2nd copy of OBR and record in the logbook the document in a sequence manner	None	20 Minutes	MBO staff
	Submits voucher, payroll and supporting documents to Accounting Office	None	20 Minutes	MBO staff
TOTAL:			1 day and 1 hour	

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Municipal Disaster Risk Reduction Management Office

External Services

PROVISION OF AMBULANCE SERVICES TO CLIENTS WITH INFIRMITY

The MDRRMO provides ambulance services to individuals who are infirm and/or accident victims needing medical treatment either check-up, confinement, or transfer to different hospitals / clinics in the locality and nearby provinces.

Office or Division:	MDRRMO			
Classification:	Simple			
Type of Transaction:	G 2 C / G 2 G			
Who may avail:	All clients			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1 Fill up request form at the MDRRM Office (Full name of the patient / victim, address, contact number, patient's case/ data. Time in/ out.	Interview and assess client	None	10minutes.	MDRRMO Staff / Responder on duty
	Process and Facilitate the request	None	10 minutes	Ambulance driver / responder on duty
Step 2 Receive assistance extended	Provide ambulance service	None	7 minutes	MDRRMO staff / Responder on duty
	Record Information to logbook	None	3 mins	MDRRMO staff / Responder on duty
	Total:		30 minutes	

PROVISION OF FIRETRUCK SERVICES

The service aims to assist the Bureau of Fire Protection in responding to fire incidents within the locality and likewise provide reinforcements to other

Office or Division:	MDRRMO			
Classification:	Simple			
Type of Transaction:	G 2 C / G 2 G			
Who may avail:	All Clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Report fire incident to MDRRM Office	Received or acknowledge report and Coordinate incident to BFP	None	ASAP.	MDRRMO Head/ Responder on duty
	Immediately discharged fire truck and responder team of MDRRMO	None	ASAP.	MDRRMO Head/ Responder on duty
	Suppress fire	None	Until declared fire out	MDRRMO / BFP Responder on duty
2. Provide information about the incident	Check out client situation			MDRRMO Head/ Responder on duty
	Gather information for documentation and assessment	None	30 minutes	MDRRMO Head/ Responder on duty
	Prepare report and recommend victim for possible assistance	None	1 hour	MDRRMO Head/ Responder on duty
3. Receive documents required to avail of assistance at MSWD and other government agencies	Released and record documents	None	10 minutes	MDRRMO Staff
	Total:		1 hour and 40 minutes	

PROVISION OF STANDBY VEHICLES/ RESPONDERS TO VARIOUS EVENTS (Feast, Fluvial Parade, Fun Run, Medical Mission and others)

The service provides aid or assistance to vehicular accidents by assisting the victims to having first aid treatment and referring to government hospitals to further medication likewise responders also take action on crashed vehicles.

Office or Division:	MDRRMO			
Classification:	Simple			
Type of Transaction:	G 2 C / G 2 G			
Who may avail:	All Clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request letter to MDRRM Office	Receive the letter of request	No fees	5 minutes	MDRRMO Head/ Staff
2. Provide information about the event	Interview requesting party and get the details of the event	None	10 minutes	MDRRMO Head/ Staff
	Finalized/ approved agreement		5 minutes	MDRRMO Head
	Dispatch vehicle and responder team		Until the end of the event	MDRRMO Head/ Ambulance driver and responder on duty
	Total:		20 minutes	To the end of the event



RESPONDING TO VEHICULAR ACCIDENTS

The service provides aid or assistance to vehicular accidents by assisting the victims to having first aid treatment and referring to government hospitals to further medication likewise responders also take action on crashed vehicles.

Office or Division:	MDRRMO			
Classification:	Simple			
Type of Transaction:	G 2 C / G 2 G			
Who may avail:	All Clients/ Victims of Accidents			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Report incident to MDRRMO and provide information (either phone calls, radio transmission or SMS)	Interview and get the details of the accident	None	ASAP	MDRRMO Head/ Responder on duty
	Coordinate with PNP/ EDMU	None	ASAP	MDRRMO Staff
	Dispatch responder	None	ASAP	MDRRMO / BFP Responder on duty
	Administer first aid	None	ASAP	
	Transfer victims to the nearest hospital	None	Depending on the distance of the nearest hospital from the place of the accident	MDRRMO Head/ Responder on duty
	Endorse patient to the medical attendant of the hospital's emergency room	None		MDRRMO Head/ Responder on duty
2. Receive extended assistance	Document and record incident	None	5 minutes	MDRRMO Staff/ Responder on duty
	Total:		ASAP/ 5 minutes.	



Municipal Environment and Natural Resources Office

External Services

Apprehension On Public Utility Vehicles Violating Provisions Under The 2013 Environmental Code Throwing Of Garbage On Public Places, Esteros And Rivers

The MENRO offices provides releasing of driver's license once the client secure their official receipt at the Treasurer's Office

Office or Division:	Municipal Environment and Natural Resources			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	External Citizen			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Official Receipt		Municipal Treasurer's Office		
2. Citation Tickets		Environmental Police		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client should pay at the Municipal Treasurer's Office	Treasurer's Office will released the Official Receipt to the client	Depends on the violation	2 minutes	Revenue Collecting Officer (Window 2&3)
2. The Client should present the OR attached with the Citation ticket at the MENRO Office	MENRO Staff will check the Citation ticket. Log and Release the Driver's License	Depends on the violation (R.A. 9003) No trash can Php. 200.00, ColorumPhp. 500.00	4 minutes	Hydee Valencia MENRO Staff
	TOTAL:	Depends on the number of violation apprehended	6 minutes	

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MUNICIPAL ENGINEER'S OFFICE

External Services



Certificate of Operation

Office or Division:	Municipal Engineer's Office			
Classification:	Complex			
Type of Transaction:	G2C			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Barangay Clearance		Barangay Official (as to location)		
2. Detail Plans		Owner		
3. Specimen Signature, PRC/PTR of Professional Engineer		Owner		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements	Receive and evaluate the requirements	none	5 minutes	Rolando Layug Engineer I
2. Wait for the Inspector	Conduct inspection	none	Depends upon the Availability of the inspector	Rolando Layug Engineer I
3. Pay the require fees at the Treasurer's Office	Process and Prepare Order of Payment	See attached schedule of fees	10 Minutes	Rolando Layug Engineer I
4. Receive the Permits	Logged In	none	1 Minute	Rolando Layug Engineer I
	TOTAL:		16 minutes	

Issuance of Accessory Permits

Accessory Permits are issued by the Building Official for accessory parts of the project with very special functions or use which are indicated in the plans and specifications that accompany the building permit application. These may include, among others: bank and records vaults; swimming pools; firewalls separate from the building/structure; towers; silos; smokestacks; chimneys; commercial/industrial fixed ovens; industrial kilns/furnaces; water/waste treatment tanks, septic vaults; concrete and steel tanks; booths, kiosks and stages; and tombs, mausoleums and niches.

Office or Division:	Municipal Engineer's Office			
Classification:	Complex			
Type of Transaction:	G2C			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Barangay Clearance		Barangay Official (as to location)		
2. Lot Documents		Owner		
3. Detail Plans		Owner		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements	Receive and evaluate the requirements	none	10 minutes	MEO Engr. I
2. Wait for the Inspector	Conduct inspection	none	Depends upon the Availability of the inspector	MEO Engr. I
3. Pay the require fees at the Treasurer's Office	Process and Prepare Order of Payment	See attached schedule of fees	15 Minutes	MEO Engr. I
4. Receive the Permits	Logged In at releasing Logbook	none	2 Minutes	MEO Engr. I
	TOTAL:		27 minutes	



Issuance of Building Permit

“No person, firm or corporation, including any agency or instrumentality of the government shall erect, construct. Alter, repair, move, convert or demolish any building of structure or cause the same to be done without first obtaining a building permit.”

- Section 301, National Building Code of the Philippines

Office or Division:	Municipal Engineer's Office		
Classification:	Complex		
Type of Transaction:	G2C		
Who may avail:	All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Duly Accomplished Application Forms		Engineer's Office	
2. Lot Title, Tax Declaration, Latest Tax Receipt (4 photocopies each)		From the owner	
3. Form of Ownership (The Owner/Contract of Lease/Deed of Sale or any Authority to Construct from the Lot Owner Duly Notarized)		From the owner	
4. Plans, Bill of Materials and Technical Specifications prepared, signed and sealed: (5 Sets) A. By a Licensed Architect or Civil Engineer in case of Architectural & Structural Plans) B. By a Licensed Sanitary Engineer or Master Plumber in case of Plumbing and Sanitary Installation Plans C. By a Professional Electrical Engineer in case of Electrical Plans D. By a Professional Mechanical Engineer in case of Mechanical Plans		From the owner	
5. Approved Subdivision Plan (4 Sets)		From the owner	
6. Structural Analysis for Building more than One (1) Storey (3 Sets signed and sealed every page by Structural Engineer)		From the owner	
7. Barangay Clearance of Structure to be Constructed (2 Original Copies)		Barangay Official (as to location)	
8. Local Fire Clearance		Bureau of Fire Protection	
9. Specimen Signature, Photocopy of PTR and PRC ID of the Engineer and Architect Concern (2 Original Copies and 2 photocopies)		From the owner	
10. DOLE Certification (Construction Safety and Health Program) CSHP		Department of Labor and Employment (DOLE)	

CLIENT STEPS	From the owner	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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1. Submit requirements Note: If there is Lacking Requirements , the Owner has to Comply	Receive and evaluate the requirements Wait for the Compliance (Do Not Receive Incomplete Documents)	None	10 minutes	Zoning Officer and Engineer I
2. Wait for the Endorsement to different agencies	Prepare the Endorsement Letters to different agencies a. BFP b. DPWH c. PEO d. DOLE	none	3 minutes	Zoning Officer and Engineer I
3. Coordinate with the different agencies for the Availment of such Clearances	Prepares the Order of Payment	none	5 Minutes	Engineer I
4. Submit Clearances from other agencies	Process the Permit	none	10 Minutes	Zoning Officer and Engineer I
5. Pay Required Fee at the Treasurer's Office and proceed to Engineering Office and present Official Receipt	Released of Building Permit	none	20 minutes	Revenue Collection Clerk/Zoning Officer
6. Receive the Permit	Logged in Releasing Logbook	none	2 minutes	Zoning Officer and Engineer I
	TOTAL:		50 minutes	

Issuance of Certificate of Occupancy

“No building or structure shall be used or occupied and no change in the existing use or occupancy classification of a building structure or portion thereof shall be made until the Building Official has issued a Certificate of Occupancy therefor as provided in this Code.” – Section 309, National Building Code of the Philippines

Office or Division:	Municipal Engineer's Office			
Classification:	Complex			
Type of Transaction:	G2C			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Application Forms		Engineer's Office		
2. Logbook (Signed/Sealed by Engineer Concern)		From the owner		
3. Fire Safety Inspection Certificate		Fire Department		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements	Receive and evaluate the requirements	none	15 minutes	Zoning Officer and Engineer I
2. Wait for the Ocular Inspection	Conduct Inspection	none	Depends upon the Availability of the personnel and location	Engineer I or Engr II
3. Pay the required fees at Treasurer's Office and Secured the Occupancy Permit	Prepare the Order of Payment and the Endorsement to Fire Department	See attached schedule of fees	15 minutes	Revenue Collection Clerk/Zoning Officer/Engineering Staff
4. Submit the Fire Safety Inspection Certificate	Process the Certificate of Occupancy	none	5 minutes	Zoning Officer/Engineering Staff
5. Receive the Certificate	Release the Certificate of Occupancy	none	3 minutes	Zoning Officer/Engineering Staff
TOTAL:			38 minutes	

ISSUANCE OF ELECTRICAL PERMIT

Office or Division:	Municipal Engineer's Office			
Classification:	Complex			
Type of Transaction:	G2C			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Cedula		1. From the owner		
2. Barangay Clearance		2. Barangay Official (as to location)		
3. Lot Title/Tax Declaration/Latest Tax Receipt		3. From the owner		
4. If not Registered Owner of Lot, submit any proof of ownership		4. From the owner		
5. Valid I.D. (any valid I.D.)		5. From the owner		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Apply personally	Conduct interview and record information about the client	none	2 minutes	MEO Staff (electrical)
2. Wait for the Inspector to check the electrical installation	Conduct inspection	none	Depends upon the Availability of the personnel and the location	Area Inspector
3. Secure Requirements	Give and explain the checklists to the client	none	1 Minute	MEO staff (electrical)
4. Submit Requirements and Pay the fees	Receive the requirements prepare endorsement to fire department and order of payment	Php. 500.00	3 Minutes	MEO staff (electrical)
5. Submit Fire Clearance	Release the permit	none	1 minute	MEO staff (electrical)
	TOTAL:	Php. 500.00	7 minutes	

Issuance of Zoning Clearance/Permit

Implementation of the zoning ordinance

Office or Division:	Municipal Engineer's Office			
Classification:	Complex			
Type of Transaction:	G2C			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Two (2) copies per Documents				
1. Duly Accomplished and Notarized Application Form		1. Engineer's Office		
2. Barangay Clearance or Barangay Resolution (whichever is applicable)		2. Barangay official (as to location)		
3. Lot Title, Tax Declaration, Latest Tax Receipt		From the Owner		
4. In case the Property is not Registered in the name of Applicant, submit duly notarized Deed of Absolute Sale or Contract of Lease or Authorization to use the Land		From the Owner		
5. Vicinity Map showing the existing Land Uses		From the Owner		
6. Environmental Certificate Compliance (ECC) or Certificate of Non Coverage (CNC) which is applicable to the project		Department of Environment and National Resources (DENR)		
7. Certificate of no Objection from nearby Residents (if applicable)		From the Owner		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements	Receive and evaluate the requirements	none	10 minutes	Ma. Teresa L. Ocampo Zoning Officer
2. If there is Lacking Requirements, the Owner has to comply	Ocular Inspection	none	Depends upon the Availability of the inspector	Ma. Teresa L. Ocampo Zoning Officer
3. If compliant with the Requirement and the Inspection, the Client has to wait for the process	Process of the Clearance	none	5 Minutes	Ma. Teresa L. Ocampo Zoning Officer

4. Pay the Fees and Receive the Clearance	Release the Clearance or Permit	See attached Schedule of Fees, dependin g upon the Project Cost	2 minutes	Ma. Teresa L. Ocampo Zoning Officer
	TOTAL:		17 minutes	

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MUNICIPAL HEALTH OFFICE

External Services



NUTRITION

The Municipal Health Office improves the nutritional status of preschoolers and children and reduces the prevalence rate of below normal children.

Office or Division:	Municipal Health Office			
Classification:	Simple			
Type of Transaction:	G2G(Government to Government)			
Who may avail:	Children 0-59 months old			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
- Height Board		- Barangay Health Station		
-Weighing Scale		-Barangay Health Station		
-Tape Measure		-Barangay Health Station		
-OPT Forms		- Barangay Health Station		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all children 0-59 months old to their respective BHS for weighing/height	1.1 Assess all children 0-59 months old by getting the height and weight. 1.2 Record all the data and monitor their weight and height to be able to know their nutritional	none	5 minutes	Rural Health Midwife
2. Submit all underweight(U W) Severe Underweight (SUW) to their respective BHS for supplemental feeding	Provision of supplemental feeding for underweight and severely underweight	none	15 minutes	Rural Health Midwife
TOTAL:			20 minutes	

CONSULTATION

The Municipal Health Office is to diagnose illness and give appropriate medical services to community. And provides free medicines when indicated and available in the unit.

Office or Division:	MUNICIPAL HEALTH OFFICE			
Classification:	Simple			
Type of Transaction:	G 2 C (Government to Client)			
Who may Avail:	All clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Provide information for consultation and examination.	Register and take vital signs.	none	5 minutes	Rural Health Midwife
	Take medical history and chief complaint and do physical	none	10 minutes	Municipal Health Office
Follow orders	Provide laboratory request if necessary; Give description.	none	5 minutes	Municipal Health Officer; Medical Technologist; Public Health Nurse
	TOTAL:	no fees to be collected	20 minutes	

LABORATORY

The Municipal Health Office is to diagnose illness and give appropriate medical services to community. And provides free medicines when indicated and available in the unit.

Office or Division:	MUNICIPAL HEALTH OFFICE			
Classification:	Simple			
Type of Transaction:	G 2 C (Government to Client)			
Who may Avail:	All clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Provide information and submit laboratory request.	Register the patients in getting the specimen.	none	5 minutes	Medical Technologist
	a. Take medical history and chief complaint and do physical	none	20 minutes	Medical Technologist
	b. Prepare and read the specimen	none		Medical Technologist
Received the result	Release the result.	none	5 minutes	Medical Technologist
	TOTAL:	no fees to be collected	30 minutes	

SANITARY PERMIT SERVICES

The Municipal Health Office thru the Rural Sanitary Inspector issue Sanitary Permit for Food and Non-food business establishments which are required to make sure they observe the standard of the Sanitary Code of the Philippines.

Office or Division:	MUNICIPAL HEALTH OFFICE			
Classification:	Simple			
Type of Transaction:	G 2 C (Government to Client)			
Who may Avail:	All clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Barangay Clearance		Barangay where the establishment is located		
DTI certificate		Department of Trade and Industry Office		
Medical Laboratory(Xray, Urine, Stool, Drugtest, Hepa B)		Choice medical laboratory of the establishment		
Application form		Sanitary Inspector		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Issue application form	Inspect and verify the filled up form	none	20 minutes	Rural Sanitary Inspector
	Assess the requirements, if complete, issue Sanitary Permit, and if not complete it depends on the establishments, may issue "conditionally approved" permit with time frame	none		
	Schedule inspection	none	20 minutes	Rural Sanitary Inspector
	TOTAL:	no fees to be collected	40 minutes	

HEALTH CERTIFICATE

The Municipal Health Office thru the Rural Sanitary Inspector issue Health Certificate for workers of Food and Non-Food Establishments which is required to make sure they observe the standard of the Sanitary Code of the Philippines.

Office or Division:	MUNICIPAL HEALTH OFFICE			
Classification:	Simple			
Type of Transaction:	G 2 C (Government to Client)/ G 2 B (Government to Business Entity)			
Who may Avail:	All clients			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Medical Laboratory (For food establishment: Xray, Urinalysis, Fecalalysis, Drugtest, Hepa B) (for non-food establishment: Xray, Urinalysis, Fecalalysis)			Choice medical laboratory of establishment/client.	
Occupational ID			Municipal Treasurer Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Provide information/ Submit necessary documents	Conduct interview and ask for medical results/documents/requirements	none	5 minutes	Rural Sanitary Inspector
	Assess the requirements	none	10 minutes	Rural Sanitary Inspector
	if complete requirements, issue Health Certificate			
Received the required document	Release the document	none	2 minutes	Rural Sanitary Inspector
	TOTAL:	no fees to be collected	17 minutes	

DRUG DEPENDENCY EVALUATION

The Municipal Health Office evaluate the clients for guidance on the assessment of drug from the drug misuse and dependence guidelines jointly produced by the Department of Health and World Health Organization.

Office or Division:	MUNICIPAL HEALTH OFFICE			
Classification:	Simple			
Type of Transaction:	G 2 C (Government to Client)			
Who may Avail:	All clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Court Order (if available)		Regional Trial Court		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
The client will go to the Municipal Health Office with the proper document(Court Oredr)	The Rural Health Midwife/Public Health Nurse will get the clients information, vital signs and assess the client with the use of WHO ASSIST Tool	none	15 minutes	Rural Health Midwife/Public Health Nurse
The client will give specimen(urine) for drugtest.	The Rural Health Medical Technologist will instruct the client in getting the specimen	none	3 minutes	Rural Health Medical Technologist
Client will proceed to the Municipal Health Officer for further evaluation.	Municipal Health Officer will evaluate the patients assessment form and drugtest; if ever the drugtest is Positive(+) the Miunicipal Health Officer will refer the client to Pampanga Medical Specialist Hospital for confirmation	none	15-30 minutes	Municipal Health Officer
	TOTAL:	no fees to be collected	48 minutes	

MATERNAL/CHILD CARE SERVICE(BHS)

To achieve Low Maternal Mortality and Morbidity Rates and improve the availability and access to high quality health care for all children. Encompasses the healthcare dimension of family planning, pre-conception, pre-natal and post-natal care in order to ensure a positive and fulfilling experience, in most cases and reduce maternal morbidity and mortality and other case.

Office or Division:	MUNICIPAL HEALTH OFFICE			
Classification:	Simple			
Type of Transaction:	G 2 C (Government to Client)			
Who may Avail:	All Pregnant/Lactating Women			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Go to your respective Barangay Health Station and give the necessary information needed.	Accommodates all clients/residents; Log-in clients details on their Booklet niNanay; Medical History; Computation of AOG(Age of Gestation) and EDC(Expected Date of Confinement)	none	5 minutes	Rural Health Midwife

For all pregnant women ; Submit yourself for pre-natal examination. Counseling/Health Education; Ask your follow-up visits; For lactating mothers,visit your midwife for regular check-up at least 2-3 times within 4-6 weeks upon delivery to ensure proper and adequate post-partum care.	Performs physical examination that includes screening for any medical problems/danger signs; Initiates first aid measure if manageable; If not refer to MHO for further evaluation/management; Provides routine maternal care; Refer to laboratory for routine examinations(CBC, Bloodtyping, Urinalysis, HBSag);Give Iron/Vit. a; administers Tetanus Diphtheria Vaccine and accomplished birth plan	none	20 minutes	Rural Health Midwife
Inquire for follow-up check-up	Instruct for their monthly visits until 7th month and every 2 weeks until month then weekly until delivery for normal cases.	none	2 minutes	Rural Health Midwife
	TOTAL:	no fees to be collected	27 minutes	



DEATH CERTIFICATE

The Municipal Health Office issued Death Certificate which is an official document setting forth particulars relating to a dead person, including the name of the individual, the date of birth and the date of death.

Office or Division:	MUNICIPAL HEALTH OFFICE			
Classification:	Simple			
Type of Transaction:	G 2 C (Government to Client)			
Who may Avail:	All clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly accomplished Application for Certificate of Death		Municipal Health Office (MHO) and Local Registry Office (LCR)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
The applicant will submit duly accomplished application for Certificate of Death (CoD)	The Municipal Health Office personnel will prepare the Certificate of Death (CoD) and advise client to read the information on the CoD	none	5 minutes	Rural Health Midwife
The client will read and sign the Certificate of Death (CoD)	The Municipal Health Officer will interview the client and diagnosed the cause of death and the Municipal Health Officer will issue the CoD and instruct the client to go to the Embalmer and Local Civil Registry Office for the Registration of death.	none	5 minutes	Municipal Health Officer
	TOTAL:	no fees to be collected	10 minutes	

EXPANDED PROGRAM IN IMMUNIZATION

The Municipal Health Office issued Death Certificate which is an official document setting forth particulars relating to a dead person, including the name of the individual, the date of birth and the date of death.

Office or Division:	MUNICIPAL HEALTH OFFICE			
Classification:	Simple			
Type of Transaction:	G 2 C (Government to Client)			
Who may Avail:	Infants 0-12 months			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Go to your respective Barangay Health Station for information on EPI schedule	Rural Health Midwife provides checklist and other information about EPI/health teaching	none	3-5 minutes	Rural Health Midwife
Come back on the schedule date for registration a) give data of your child with no previous immunization b) those with previous immunization present your child ECCD card and submit your child for vital signs(height, weight and temperature)	The Rural Health Midwife will take the clients vital signs (weight, height and temperature); updates clients record and give immunization and vit. A supplementation given.	none	15 minutes	Rural Health Midwife
Wait for Post immunization instruction	Instruction given;Observe for adverse reaction; Next schedule given	none	3 minutes	Rural Health Midwife
	TOTAL:	no fees to be collected	18 minutes	



FAMILY PLANNING SERVICES (BHS)

The Municipal Health Office provides Family Planning to promote proper child spacing and birth control.

Office or Division:	MUNICIPAL HEALTH OFFICE			
Classification:	Simple			
Type of Transaction:	G 2 C (Government to Client)			
Who may Avail:	Couples and Women of Reproductive Age			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Go to your respective Barangay Health Station for inquiry about family planning methods that will fit to you	Interviews client and make family planning record; Assess clients reproductive health needs and information about Family Planning	none	2 minutes	Rural Health Midwife
Submit yourself for physical examination	The Rural Health Midwife will conduct physical examination; Refers client to MHO/RHP for Obstetrical-Gynecological examination; Give health education and provision of family planning; Ask about Pap's Smear	none	15 minutes	Rural Health Midwife/PHN/MHO/RHP
Wait for Post immunization instruction	Instruction given; Observe for adverse reaction; Next schedule given	none	3 minutes	Rural Health Midwife

	TOTAL:	no fees to be collected	18 minutes	
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ISSUANCE OF MEDICAL CERTIFICATE

The Municipal Health Office issued Medical Certificate - who will seek a medical certificate as a requirement for local employment, school entrance, medical excuses and other related matters.

Office or Division:	MUNICIPAL HEALTH OFFICE			
Classification:	Simple			
Type of Transaction:	G 2 C (Government to Client)			
Who may Avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
General public(CBC,Urinalysis,Fecalalysis,Xray)		Laboratory of choice.		
Students Physical Examination(other examinations is required when deemed necessary)		Laboratory of choice.		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Seeks inquiry / information at the Municipal Health office	Give full details/instruction in availing the service needed of the clients	none	1 minutes	Rural Health Midwife
Presents receipt intended for the requirements	Assess all necessary documents If for employment assess Laboratory /X-ray results	none	10 minutes	Rural Health Midwife/ Municipal Health Officer/ Rural Health Physician
Wait for the issuance of the certificate	Prepares/recording	P50.00	2 minutes	Rural Health Midwife/ Municipal Health Officer/ Rural Health Physician

	TOTAL:	P50.00	13 minutes	
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PROVISION OF THE NATIONAL TB PROGRAM

The Municipal Health Office promote health in general by decreasing the number of TB patient in LGU through DOTS

Office or Division:	MUNICIPAL HEALTH OFFICE			
Classification:	Simple			
Type of Transaction:	G 2 C (Government to Client)			
Who may Avail:	All Identified TB Asymptomatic and Symtomatic(All TB Forms)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Chest Xray		Laboratory of choice		
Sputum / Gene Xpert Result		Rural Health Units		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Go to your respective barangay Health station for inquiry about the service	Answers all your queries on how to avail TB drugs for free;Conducts interview Recording/data gathering of clients medical history Assess /observes clients Assess /observes clients complain/symptoms If identified TB symptomatic-registered in their case finding master list Instruct for proper sputum collection	none	15 minutes	Rural Health Midwife/ Public Health Nurse

Sputum Exam (Gene Xpert/DSSM)	Wait for about 24 hours for the result to be release.	none	24 hours	Rural Health Medical Technologist
Go to the DOTS center and look for the DOTS personnel	assess/interview/dat a gathering Weigh client Health education/briefing Give initial dose of TB drugs	none	30 minutes	Rural Health Midwife/Public Health Nurse
Report to your respective Brgy. Health center before drugs supply is about to consumed	Dispense TB drugs for prescribed no. of days Instructs to submit sputum ff-ups on the date scheduled	none	2 minutes	Rural Health Midwife
Updates the status of your present health condition	Refer clients to MHO when deemed necessary/adverse reaction Regular vital signs taking/monitor monthly weight Monitor regularly – DOTS	none	2 minutes	Rural Health Midwife
	TOTAL	No Fees Colleted	1 day 49 minutes	

HIV AND OTHER STI's (Counseling and Testing)

The Municipal Health Office To promote health in general gender equality base on STI / HIV / AIDS that covers voluntary counseling and testing

Office or Division:	MUNICIPAL HEALTH OFFICE			
Classification:	Simple			
Type of Transaction:	G 2 C (Government to Client)			
Who may Avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Go to your respective barangay Health station for inquiry about the service	Data gathering/history taking	none	2-3 minutes	Rural Health Midwife
Present your referral slip – to reception /information section	Assess the request	none	1 minute	Rural Health Midwife/Public Health Nurse
Proceed to the laboratory, present your request	Pre - Counseling Does Examination	none	30 minutes	Rural Health Medical Technologist
Wait for the result	Releases results	none	15-30 minutes	Rural Health Medical Technologist
	If positive-contact tracing Refer to JBL for Confirmatory Test Gives Counseling treatment/instruction for follow-up visits/ health teaching	none	20 minutes	Municipal Health Officer/Rural Health Physician
	TOTAL	No Fees Collected	Approx: 1 hour 26 minutes	

PROVISION OF THE LEPROSY PROGRAM

The Municipal Health Office promotes health in general by decreasing the number of Leprosy patient in Guagua

Office or Division:	MUNICIPAL HEALTH OFFICE			
Classification:	Simple			
Type of Transaction:	G 2 C (Government to Client)			
Who may Avail:	All Identified Leprosy Symptomatics			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Go to your respective barangay Health station for inquiry about the service Present your referral slip Submit yourself for SLIT SKIN SMEAR(if symptomatic) Wait for the laboratory result treatment (if positive)	Data gathering/history taking Assessment/PE Issues Laboratory request for slit/skin test Conducts Laboratory examination	none	10 minutes	Rural Health Midwife/Municipal Health Officer/Rural Health Physician/Trained Registered Medical Technologist/Nurse in charge
Go back on prescribe period after sputum examination	Clients with slit skin smear positive, instruct them to report to MHO/PHN for treatment with their treatment partner/relative	none	5 minutes	Rural Health Midwife
Go to the center Look for the personnel	Assess/interview/ data gathering - Weigh client - Health education/briefing - Give initial dose of drugs	none	20 minutes	Rural Health Midwife/Public Health Nurse
Report to your respective Brgy Health center before drugs supply is about to consumed	Dispense drugs for prescribed no. of days -instruct to report on Follow ups on the date scheduled	none	2 minutes	Rural Health Midwife/Public Health Nurse

Updates the status of your present health condition	refer clients to MHO when deemed necessary -regular vital signs taking -monitor regularly	none	2 minutes	Rural Health Midwife
	TOTAL	No Fees Collected	39 minutes	



OTHER TB LABORATORY (SPUTUM COLLECTION)

The Municipal Health Office promotes health in general by decreasing the number of Leprosy patient in Guagua

Office or Division:	MUNICIPAL HEALTH OFFICE			
Classification:	Simple			
Type of Transaction:	G 2 C (Government to Client)			
Who may Avail:	All Identified TB Symptomatics			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
2 Sputum specimen with complete filled up laboratory request from their respective barangay		Barangay Health Station		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Go to your respective Barangay Health Center	Assess/interviews History taking Take note of signs/symptoms - Log-in on TB registry - Gives 2 sputum cups properly labeled - Instructs client for the proper collection of sputum specimen - Instructs to come back the following day for submission of 2 sputum specimen (1st spot collection, 2nd collection after 1 hr.)	none	3 minutes	Rural Health Midwife//Rural Health Physician
Submits 2 sputum cups at your respective Barangay Health Center	Clients with slit skin smear positive, instruct them to report to MHO/PHN for treatment with their treatment partner/relative	none	5 minutes	Rural Health Midwife

RHM/BHW submits the sputum specimen to NTP Microscopy Center	Assess for Quality assurance Checks/reviews the Laboratory request if completely filled up Enter on Laboratory TB registry Label specimen cups Ready for smearing/staining	none	1 min 20 minutes each slides – for smearing/drying 20 minutes for staining/drying	Rural Health Medical Technologist
Lab Staff endorsed Stained TB slides to the Microscopist	Recordings/checking of slides Performs TB Microscopy Recording of result Releasing of result to PHN	none	10 minutes	Rural Health Midwife
Come back to your respective Barangay Health Center for the result after the prescribe period	Issue result to the client If negative sputum for TB symptomaticrefer to Chest X-ray If positive sputumrefer to TB DOTS for treatment Assign BHW-as treatment partner	none	2 minutes	Rural Health Midwife
Go to DOTS Center with your treatment partner assign by your Midwife	Interview History taking/contact tracing Vital signs taking Weighing Categorized client Log-in on TB registry Give initial dose/treatment card Instruct client for the medication Health education	none	30 minutes	Public Health Nurse/ Rural Health Midwife
Go back to your respective Barangay Health Center for follow upsTB drugs (6 months supply for free)	Recording/interview Take note for any reaction client may experienced If not manageable- / adverse reaction refer to MHO Instruct client for follow-ups sputum collection/examination of submission	none	2 minutes	Public Health Nurse/ Rural Health Midwife

	TOTAL	No Fees Collected	1 hour 31 minutes	
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NUTRITION

The Municipal Health Office improves the nutritional status of pre-schoolers and children and reduce the prevalence rate of below normal children.

Office or Division:	MUNICIPAL HEALTH OFFICE			
Classification:	Simple			
Type of Transaction:	G 2 C (Government to Client)			
Who may Avail:	Children 0-59 months old			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Height Board		Barangay Health Station		
Weighing Scale		Barangay Health Station		
Tape Measure		Barangay Health Station		
OPT Forms		Barangay Health Station		
Nutritional Status Table		Barangay Health Station		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit all children 0-59 months old to their respective BHS for weighing/height	Assess all children 0-59 months old by getting the height and weight Record all the data and monitor their weight and height to be able to know their nutritional status	none	5 minutes	Rural Health Midwife
Submit all the Underweight(UW) Severely Underweight(SUW) to their respective BHS for supplemental feeding	Provision of supplemental Feeding for Underweight and Severely Underweight	none	15 minutes	Rural Health Midwife
	TOTAL:	no fees to be collected	20 minutes	

COVID-19 VACCINATION

The Municipal Health Office improves the nutritional status of preschoolers and children and reduce the prevalence rate of below normal children.

Office or Division:	MUNICIPAL HEALTH OFFICE			
Classification:	Simple			
Type of Transaction:	G 2 C (Government to Client)			
Who may Avail:	5-11 years old, 12 years old above			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Consent Forms		Vaccination Site		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Go to the Vaccination Site for consent and filling out consent forms. (Requirements 5-11 and 12-17 years old - Birth certificate of Vaccinee and Valid Id of Parent/s, if Parent/s not available, authorization of Parent/s and Valid ID of Guardian. For 18 years old above, Bring 1 Valid ID)	Checking of Consent Form and Requirements and Issuance of Vaccination Card	none	10 minutes	Administrative Staff / Rural Health Midwife / Sanitary Inspector/ Barangay Health Workers
Proceed to the Assessment Area	Take Vital Signs (Temperature, Blood Pressure, Pulse Rate, Respiratory Rate, O2 Saturation)	none	10 minutes	Barangay Health Workers

Proceed to the Screening Area	Doctor will screen the client individually	none	10 minutes	Municipal Health Officer / Rural Health Physician
Proceed to the Counselling Area	Counselling will be done on what to expect and other concerns regarding the vaccine	none	10 minutes	Barangay Health Worker / Nurse
Proceed to the Vaccination Waiting Area	Consent forms will be collected for reviewing and will be called if it is the clients turn to be vaccinated	none	15 minutes	Rural Health Midwife / Nurse
Proceed to the AEFI Area	Post Vaccination Monitoring of Vaccinees (BP, Pulse Rate, Respirator Rate and O2 Saturation)	none	30 minutes	Rural Health Midwife / Nurse
	TOTAL:	no fees to be collected	1 hour and 25 mins	



MUNICIPAL PLANNING AND DEVELOPMENT COORDINATOR OFFICE

External Services

Availing of Research Assistance

The Office of the Municipal Planning and Development Coordinator, as a complementary service - provides assistance to its residents, business people, students, barangay governments and even non -residents by availing them of important information they need for their plans, projects, studies and other activities. The research materials available in the Office include, among others - Mandated Plans (CLUP, CDP, AIP, etc.), Socio - Economic Profile, Tourism/Culture/Heritage Profiles, Geo -Physical Profile (GIS, Lot Data Computation, Subdivision Plans, Castral Maps, etc.).

Office or Division:	Office of the Municipal Planning and Development Coordinator			
Classification:	Simple			
Type of Transaction:	G2C, G2B, G2G			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter Request addressed to the MPDC		Self-Produced		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit Letter Request addressed to the MPDC	Receive letter request and forward to the MPDC	none	5 minutes	MPDC staff
	Receive letter request and validate legitimacy of request	none	5 minutes	MPDC
	Endorse approved letter request to appropriate personnel for accomplishment <i>Mandated Plans and Socio - Economic Profile</i>	none	5 minutes	MPDC staff

	Geo -Physical Profile Tourism, Culture and Heritage Profile			MPDC staff
Present a Valid ID	Receive the Client's ID and issue order of payment	none	5 minutes	MPDC staff
Pay the required fee at the Municipal Treasurer's Office	Accept Payment and issue Official Receipt	P50.00	15 Minutes	Municipal Treasurer's Office
Present the Official Receipt	Provide copy of requested / researched materials	none	10 minutes	MPDC staff
Accept copy and Sign record book as proof of completed request		none	5 minutes	Applicant
TOTAL:		P 50.00	50 minutes	

Securing 'Certificate of Land Use' for Pre-Patent Titling

The Municipal Planning and Development Coordinator issues Certification of Land Use for Pre-Patent Titling.

Office or Division:	Office of the Municipal Planning and Development Coordinator			
Classification:	Complex			
Type of Transaction:	G2C			
Who may avail:	Property Owners/Claimants			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter Request addressed to the MPDC		Self-Produced		
2. Photocopy of Lot Data Computation		Office of the MPDC		
3. Certified Copy of Tax Declaration		Municipal Assessor's Office		
4. Certified Copy of Updated Tax Clearance		Municipal Treasurer's Office		
5. Photocopy of Approved Subdivision Plan		Office of the MPDC		
6. Photocopy of Absolute Deed of Sale		Self-Produced		
7. Photocopy of Bills' Payment (Water, Electricity, Cable TV, Mobile Phone Plan, Internet, etc.)		Self-Produced		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit Letter Request and Requirements	Check the submitted requirements as to completeness and authenticity; Log application to the record book; Forward letter request and requirements to the MPDC	none	15 minutes	MPDC staff
	Provide instruction for inspection of property concerned as to ownership and bounds	none	15 minutes	MPDC
	Inspection of the property and validation of ownership including preparation of report	none	2 working days	MPDC staff

	Review the submitted inspection report; and prepare final draft of the Certification and forward the same to the Office of the Mayor	none	1 working day	MPDC
	Approval and Signing of the Certification	none	10 minutes	Municipal Mayor
Pay the required fee at the Municipal Treasurer's Office	Accept Payment and issue Official Receipt	P 50.00	10 minutes	Municipal Treasurer's Office
Present the Official Receipt	Release the Certification	none	10 minutes	MPDC staff
Accept Certification and sign record book as proof of completed request		none	10 minutes	applicant
TOTAL:		P 50.00	3days, 1 hour and 10 minutes	



MUNICIPAL SOCIAL WELFARE AND DEVELOPMENT OFFICE

External Services

Assistance in Crisis Situation

Assistance in Crisis Situation is a protective service for poor, marginalized and vulnerable/disadvantaged individuals or families whose normal functioning has been hampered due to difficult situations brought about by dysfunctional situations that may be caused by poor health conditions, natural and man-made calamities, and other crisis situation.

Office or Division:	Municipal Social Welfare and Development Office			
Classification:	Simple			
Type of Transaction:	G 2 C / G 2 G			
Who may avail:	Internal and External Clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Barangay Indigency		- Barangay Hall		
Cedula		- Municipal Treasury Office/Barangay Hall		
Valid I.D.		Government Issued Identification Card		
<i>* Present original copy and submit 1 photocopy of each document</i>				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in and submit required documents	Review and evaluate submitted documents	No fees	5 minutes	Record Officer
2. Provide required information and Assessment	Data Gathering	None	45 minutes	Social Worker
	Prepare General Intake Sheet Report	None	15 minutes	Social Worker
	Review and approval of Assessment Report	None	5 minutes	Municipal Social Welfare and Development Officer (MSWDO)
3. Claim Assessment Report	Record and release	None	3 minutes	Record Officer
	Total:		1 hour & 13 minutes	To the end of the event

Burial Assistance

Service Description: To help the bereaved family defray the cost of funeral and burial services incurred anent their departed kin or relative.

Office or Division:	Municipal Social Welfare and Development Office			
Classification:	Simple			
Type of Transaction:	G 2 C / G 2 G			
Who may avail:	Internal and External Clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
- Death Certificate		Local Civil Registry		
- Funeral Contract		Funeral Service		
- Picture of Casket				
- Barangay Indigency				
- Cedula				
- Valid I.D				
<i>* Present 1 original and submit 1 photocopy of each document</i>				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in and submit required documents	Review and evaluate submitted documents	None	5 minutes	Record Officer
2. Provide required information and Assessment	Data Gathering	None	45 minutes	Social Worker
	Prepare General Intake Sheet Report	None	15 minutes	Social Worker
	Review and approval of Assessment Report	None	5 minutes	Municipal Social Welfare and Development Officer (MSWDO)
3. Claim Assessment Report	Record and release	None	3 minutes	Record Officer
	Total:		1 hour & 13 minutes	To the end of the event

Educational Assistance

Service Description: To help students acquire primary, secondary and college education in such amount/s for their studies to cover among others , matriculation and tuition fees and other expenses such as board and lodging , book and uniform allowance.

Office or Division:	Municipal Social Welfare and Development Office			
Classification:	Simple			
Type of Transaction:	G 2 C / G 2 G			
Who may avail:	Internal and External Clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
- Certificate of Registration/Enrollment		- School		
- Photocopy of Student I.D.				
- Report Card				
- Certificate of Barangay Indigency		Barangay Hall		
<i>* Submit 1 original and 1 photocopy of each documents</i>				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in and submit required documents	Review and evaluate submitted documents	None	5 minutes	Record Officer
2. Provide required information and Assessment	Data Gathering	None	45 minutes	Social Worker
	Prepare General Intake Sheet Report	None	15 minutes.	Social Worker
	Review and approval of Assessment Report	None	5 minutes	Municipal Social Welfare and Development Officer (MSWDO)
3. Claim Assessment Report	Record and release	None	3 minutes	Record Officer
	Total:		1 hour & 13 minutes	To the end of the event

Medical Assistance

Service Description: To help the needy individuals/ families pay hospital bill /diagnostic or laboratory procedures/ procure medicines including provisions for implants and other medical devices.

Office or Division:	Municipal Social Welfare and Development Office			
Classification:	Simple			
Type of Transaction:	G 2 C / G 2 G			
Who may avail:	Internal and External Clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
- Medical Certificate/Clinical Abstract		- Hospital		
- Barangay Indigency		- Barangay Hall		
- Cedula		- Municipal Treasury Office/Barangay Hall		
- Valid I.D.		- Government Issued Identification Card		
Final Hospital Bill and Promissory Note/ Treatment Protocol and Costing/ Medical Procedure Request and Costing/ Prescription and Costing		- Hospital		
* <i>Submit Applicable Requirements only</i>				
* <i>Present 1 original and submit 1 photocopy of each document</i>				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in and submit required documents	Review and evaluate submitted documents	None	5 minutes	Record Officer
2. Provide required information and Assessment	Data Gathering	None	45 minutes	Social Worker
	Prepare General Intake Sheet Report	None	15 minutes	Social Worker
	Review and approval of Assessment Report	None	5 minutes	Municipal Social Welfare and Development Officer (MSWDO)
3. Claim Assessment Report	Record and release	None	3 minutes	Record Officer
	Total:		1 hour & 13 minutes	To the end of the event

SECURE SOCIAL CASE STUDY REPORT

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in and submit required documents	Review and evaluate submitted documents	None	5 minutes	Record Officer
2. Provide required information and Assessment	Data Gathering	None	1 hour	Social Worker
	Draft Social Case Study Report or Brief Assessment Report	None	2 hours	Social Worker
	Review and approval of Assessment Report	None	30 minutes	Municipal Social Welfare and Development Officer (MSWDO)
3. Claim Assessment Report	Record and release	None	5 minutes	Record Officer
	TOTAL:		3 hours & 40 minutes	

Solo Parent Privileged Identification Card

Service Description: A Solo Parent I.D. is a government – enforced I.D. for solo parents in the Philippines. Solo parents can enjoy certain benefits as mandated by the law.

Office or Division:	Municipal Social Welfare and Development Office			
Classification:	Simple			
Type of Transaction:	G 2 C / G 2 G			
Who may avail:	Internal and External Clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
- Application Form		- MSWDO		
- Birth Certificate of Minor Children		- Local Civil Registry (LCR)/Philippine Statistic Authority (PSA)		
- Barangay Certification		- Barangay Hall		
- Affidavit of Single Parenthood		- Lawyer		
- Death Certificate of Spouse (for deceased spouse)		- Local Civil Registry or Philippine Statistics Authority (PSA)		
- Certification from Jail (If in Jail)		- Bureau of Jail and Management Penology (BJMP)		
- Declaration of Nullity of Marriage (for Annulled)		- Regional Trial Court (RTC)		
- Medical Certificate due to mental disability of Spouse		- Hospital		
- Income Tax Return		- Bureau of Internal Revenue (BIR)		
- 4 copies 1x1				
* Submit Applicable Requirements only				
* Present original copy and submit 1 photocopy of each document				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in and Submit accomplished application form & other requirements	Evaluate documents and review application form	None	5 minutes	Record Officer
2. Provide required information and Assessment	Data Gathering & Home Visitation	None	30 minutes	Solo Parent Focal Person
	Prepare Social Case Study Report	None	3 hours	Solo Parent Focal Person
	Review and approval of Assessment Report	None	30 minutes	MSWDO
	Prepare ID Card & inform client date of release	None	3 hours	Solo Parent Focal Person

	Record and release	None	15 minutes	MSWDO
Claim Solo Parent ID <i>*Solo Parent I.D. will be issued after 30 days under R.A. 8972</i>		None	15 minutes	Solo Parent Focal Person
	Total:		4 hour & 25 minutes	



Travel Clearance of Minor

A Travel Clearance is a document issued by the Department of Social Welfare and Development (DSWD) to a Filipino child age below 18 years of age, regardless of civil status, leaving the Philippines alone or with someone other than his or her parents. Philippine law requires minor children who are traveling abroad without their parents to obtain a Travel Clearance, which is a safeguard against trafficking of Filipino Children.

Office or Division:	Municipal Social Welfare and Development Office			
Classification:	Simple			
Type of Transaction:	G 2 C / G 2 G			
Who may avail:	Internal and External Clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Application Form		MSWD Office		
Birth Certificate of Minor		Philippine Statistics Authority		
Passport of Minor		Department of Foreign Affairs		
Photocopy of Passport of Travelling Companion		Department of Foreign Affairs		
Affidavit of Support & Consent to Travel		Lawyer		
Marriage Certificate		Philippine Statistics Authority		
2x2 Pictures of Minor				
<i>Present original copy and submit 1 photocopy of each document</i>				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit required documents	Review and evaluate submitted documents	No fees	5 minutes	Record Officer
2. Provide required information and Assessment	Data Gathering	None	2 hours.	Social Worker
	Prepare General Intake Sheet Report	None	15 minutes	Social Worker
	Review and approval of Assessment Report	None	5 minutes	Municipal Social Welfare and Development Officer (MSWDO)
3. Claim Assessment Report	Record and release	None	5 minutes	Record Officer
	Total:		2 hours & 30 minutes	



MUNICIPAL TREASURER'S OFFICE

External Services

Issuance Of Official Receipt (Accountable Form No. 56) For Real Property Tax (Rpt) Payment

Real Property Tax collection is one of the main sources of revenue of the municipality and it's classified as one of the local sources of revenues that helps sustain its fiscal needs to render services to its constituents. Real Properties such as land, buildings and machineries are assessed by the Municipal Assessor's Office and Real Property Taxes (RPT) are due every year based on the assessment level and fair market value of the real property. Payments can be made at the Real Property Tax Unit of the Municipal Treasurer's Office in annual, semiannual, or quarterly basis. Advance payment will be from October 1 to the last working day of the year which is a 20% discount maybe acquire. Ten percent (10%) discount can also be availed for Prompt Payment if payment is made from January 1 to March 31 of THE CURRENT YEAR the current year.

Office or Division:	Office of the Municipal Treasurer			
Classification:	Simple			
Type of Transaction:	G2G/G2G			
Who may avail:	Real Property Owners, Administrator, Caretaker, End-Users			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
ANY OF THE FOLLOWING				
1. Notice of Assessment - (1 original / photocopy)		Office of the Municipal Assessor		
2. Tax Declaration - (1 original / photocopy)		Office of the Municipal Assessor		
3. General Revision (GR) No. - (1 original / photocopy)		Office of the Municipal Assessor		
4. Previous Year Official Receipt - (1 original / photocopy)		From the Client		
5. Tax Clearance - (1 original / photocopy)		Office of the Municipal Treasurer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure a queuing number at window 8 Municipal Treasurer's Office (MTO) and wait for the queuing number to be called.	Give the client a designated queuing number.	none	1minute	Revenue Collection Clerk (RCC) window 8 - Municipal Treasurer's Office (MTO)
2. When your number is called present any of the following requirements to the	The Revenue Collection Clerk will receive the presented	BASIC = Assessed Value x 1% =Tax Due ; SPECIAL	10 minutes	Revenue Collection Clerk (RCC) windows 5,

Revenue Collection Clerk (RCC) windows 5, 6, 7 Municipal Treasurer's Office (MTO).	requirement, verify, and inform the client of the amount to be paid.	EDUCATION FUND (SEF) = Assessed Value x 1% = Tax Due		6, 7 - Municipal Treasurer's Office (MTO)
3. Pay the required fees to the Revenue Collection Clerk windows 5, 6, 7 Municipal Treasurer's Office (MTO) *Make sure to secure the Official Receipt	Accept payment from the client, print out and issue an official receipt (Accountable Form No. 51).	<p>A 20% discount is given to client who will pay in advance from October 1 to December 31 of the current year and the amount to be paid is for the following year.</p> <p>A 10% discount will be given if payment is made from January 1 to March 31 of the current year and application of payment is also for the current year</p> <p>Penalties will be charged for late payments starting April 1 to December 31 of the current year and for previous years.</p>	5 minutes	Revenue Collection Clerk (RCC) windows 5, 6, 7 - Municipal Treasurer's Office (MTO)
	TOTAL:	It will depend on the case of the client.	16 minutes	

ISSUANCE OF COMMUNITY TAX CERTIFICATE (C1) BIR FORM NO. 0017 FOR PARTNERSHIP OR CORPORATION

According to Republic Act 7160 of 1991 or Local Government Code of the Philippines Sec. 158 states that "Every corporation no matter how created or organized, whether domestic or resident foreign, engaged in or doing business in the Philippines shall pay an annual community tax of Five hundred pesos (P500.00) and an annual additional tax, which, in no case, shall exceed Ten thousand pesos (P10,000.00) in accordance with the following schedule:

(1) For every Five thousand pesos (P5,000.00) worth of real property in the Philippines owned by it during the preceding year based on the valuation used for the payment of real property tax under existing laws, found in the assessment rolls of the city or municipality where the real property is situated – Two pesos (P 2.00); and

(2) For every Five thousand pesos (P5,000.00) of gross receipts or earnings derived by it from its business in the Philippines during the preceding year – Two pesos (P 2.00). The dividends received by a corporation from another corporation however shall, for the purpose of the additional tax, be considered as part of the gross receipts or earnings of said corporation.

Office or Division:	Office of the Municipal Treasurer			
Classification:	Simple			
Type of Transaction:	G2B (Government to Business Entity)			
Who may avail:	Partnership, Corporation			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Articles of Incorporation and By Laws		Securities and Exchange Commission (SEC)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure a queuing number at window 8 Municipal Treasurer's Office (MTO) and wait for the queue number to be called.	Give the client a designated queuing number and an information slip form.	none	1 minute	Revenue Collection Clerk (RCC) window 8 - Municipal Treasurer's Office (MTO)
2. When your number is called present any of the following requirements to the Revenue Collection Clerk at windows 1, 2, 3, 4, 8, 9 Municipal Treasurer's Office (MTO) plus the filled out info.slip form.	The Revenue Collection Clerk will receive the presented requirement, verify, encode the data from the information slip form and inform the client of the amount to be paid.	none	4 minutes	Revenue Collection Clerk (RCC) window 2 - Municipal Treasurer's Office (MTO)

3. Pay the required fees to the Revenue Collection Clerk window 1, 2, 3, 4, 8, 9 Municipal Treasurer's Office (MTO). *Make sure to secure the Community Tax Certificate (BIR Form No. 0017)	Print Out and Issue Community Tax Certificate (BIR Form No. 0017)	Basic Community Tax = P500.00 plus Assessed Value of Real Property Owned in the Philippines (P2.00 for every P5,000.00), Gross Receipts including Dividends / Earnings derived from Business in the Philippines during the preceding year (P2.00 for every P5,000.00) but which in no case shall exceed Ten Thousand Pesos (P10,000.00)	2 minutes	Revenue Collection Clerk (RCC) window 2 - Municipal Treasurer's Office (MTO)
		* An Interest of 2% a month will be charged if the CTC is secured after the last day of February		
	TOTAL:	It will depend on the case of	7 minutes	

Issuance Of Community Tax Certificate For Individual (CTC) BIR FORM NO. 0016

According to Republic Act 7160 of 1991 or Local Government Code of the Philippines Sec. 157 states that "Every inhabitant of the Philippines eighteen (18) years of age or over who has been regularly employed on a wage or salary basis for at least thirty (30) consecutive working days during any calendar year, or who is engaged in business or occupation, or who owns real property with an aggregate assessed value of One thousand pesos (P1,000.00) or more, or who is required by law to file an income tax return shall pay an annual additional tax of Five pesos (P5.00) and an annual additional tax of One peso (P1.00) for every One thousand pesos (P1,000.00) of income regardless of whether from business, exercise of profession or from property which in no case shall exceed Five thousand pesos (P5,000.00). In case of husband and wife, the additional tax herein imposed shall be based upon the total property owned by them and the total gross receipts or earnings derived by them." A Community Tax Certificate (CTC) is a proof that an individual is a resident of the town.

Office or Division:	Office of the Municipal Treasurer			
Classification:	Simple			
Type of Transaction:	G2G/G2B			
Who may avail:	All Constituents Eighteen (18) Years old and above who resides within the Municipality			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
ANY OF THE FOLLOWING				
1. Company Identification Card (If Available)		Company where the client is currently employed		
2. Any government issued identification cards (If Available)		Government Agencies like GSIS, SSS, Pag-Ibig, Phil-Health, COMELEC, Philippine Post Office, Office of the Senior Citizen, DFA		
3. School Identification Card (If Available)		School where the client is currently studying		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure a queuing number at window 8 Municipal Treasurer's Office (MTO) and wait for the queuing number to be called.	Give the client a designated queuing number.	none	1minute	Revenue Collection Clerk (RCC) window 8 - Municipal Treasurer's Office (MTO)
2. When your number is called, present any of the following requirements to the Revenue Collection	The Revenue Collection Clerk will receive the presented requirement, verify, encode the data from	none	4 minutes	Revenue Collection Clerk (RCC) windows 1, 2, 3, 4, 8, 9 -

Clerk at windows 1, 2, 3, 4, 8, 9 Municipal Treasurer's Office (MTO) plus the filled out information slip form.	the information slip form and inform the client of the amount to be paid.			Municipal Treasurer's Office (MTO)
3. Pay the required fees to the Revenue Collection Clerk windows 1, 2, 3, 4, 8, 9 Municipal Treasurer's Office (MTO). *Make sure to secure the Community Tax Certificate (BIR Form No. 0016)	Accept payment from the client, print out and issue Community Tax Certificate (BIR Form No. 0016)	Basic Community Tax = P5.00 plus Gross Receipts for Earnings derived from Business during the preceding year (P1.00 for every P1,000.00), Salaries or Gross Receipts or Earnings derived from Exercise of Profession or Pursuit of any Occupation (P1.00 for every P1,000.00), and Income from Real Property (P1.00 for Every P1,000.00) but which in no case shall exceed Five Thousand Pesos (P5,000.00)	2 minutes	<i>Revenue Collection Clerk (RCC) windows 1, 2, 3, 4, 8, 9 - Municipal Treasurer's Office (MTO)</i>
	TOTAL:	It will depend on the case of the client.	7 minutes	

Issuance Of Official Receipt And Mayor's Permit For New And Renewal Of Business License, Regulatory Fees And Charges

All business establishments are required to secure a Business License and Mayor's Permit and pay the corresponding business taxes before the start of operation. Business License must be renewed every 1st to 20th of January of each year as mandated in the local revenue code (Municipal Ordinance No. 20-S-2016 Chapter II Article A Sec. 2A.02) unless an extension is issued by the Sangguniang Bayan. Penalties are imposed after this period. Taxes for newly opened businesses are based on capitalization, but those already existing are computed based on the percentage of gross sales / receipts. In cases that an individual operates two or more related businesses, the tax shall be computed on the combined total gross sales or receipts of the said two or more related businesses. On the other hand, if a person owns a two or more different kind of businesses, the tax shall be based on the gross sales / receipts of each business. Payments may be made annually, semi-annually or quarterly depends on the capacity of the taxpayer. Taxes are due on the first 20 days of the start of each period or by quarterly installments beginning on January 20, April 20, July 20 and October 20. Payments may incur a twenty five (25) percent Surcharge and two (2) percent interest per month but not to exceed thirty six (36) months after this period / installment. The assessment of business taxes are done through the Business Permit and Licensing Officer (BPLO), while payments will proceed to the Office of the Municipal Treasurer from Monday to Friday, 8:00 am to 5:00 pm.

Office or Division:	Office of the Municipal Treasurer		
Classification:	Simple		
Type of Transaction:	G2B		
Who may avail:	All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
For new Business License			
Barangay Business Certification two (2) copies (original and photocopy)		Barangay where the business is located	
Department of Trade and Industry (DTI) Registration for Sole / Single Proprietorship two (2) copies (original and photocopy)		Department of Trade and Industry (DTI) Negosyo Center (Office of the Municipal Treasurer / Department of Trade and Industry (DTI) Regional Office III Del Rosario City of San Fernando, Pampanga	

Articles of Incorporation and By Laws for Partnership and Corporation two (2) copies (original and photocopy)	Securities and Exchange Commission Manila
Sanitary Permit two (2) copies (original and photocopy)	Rural Health Unit (RHU) I - If the business establishment is located in the Central Business District / Poblacion Area- Beside the Municipal Hall, Plaza Burgos, Guagua, Pampanga, Rural Health Unit (RHU) II - If the business establishment is located in the Betis Area in front of Betis Church San Nicolas 2nd Betis, Guagua, Pampanga, Rural Health Unit (RHU) III if the Business Establishment is located in Locion and Pangulo Area located in Natividad, Guagua, Pampanga.
Fire Safety Inspection Certificate (FSIC) two (2) copies (original and photocopy)	Bureau of Fire Protection beside Deelish Restaurant and in front of Mary the Queen College which is located in GapanOlongapo Road Brgy. San Matias, Guagua, Pampanga
Zoning and Occupancy Certificate two (2) copies (original and photocopy)	Office of the Municipal Engineer which is located in the ground floor of the municipal building.
Community Tax Certificate for Individual two (2) copies (original and photocopy)	Municipal Treasurer's Office (MTO) Windows 1, 2, 3, 4, and 8
Community Tax Certificate for Partnership and Corporation two (2) copies (original and photocopy)	Municipal Treasurer's Office (MTO) Window 2
Contract of Lease two (2) copies (original and photocopy) if place of business establishment is rented/	Owner / Lessor of the building where
Real Property Tax (RPT) Official Receipt previous year original or photocopy	Owner / Lessor of the building where the business establishment is located.
FOR RENEWAL OF BUSINESS LICENSE	
Barangay Business Certification two (2) copies (original and photocopy)	Barangay where the business is located

Sanitary Permit two (2) copies (original and photocopy)	Rural Health Unit (RHU) I - If the business establishment is located in the Central Business District / Poblacion Area- Beside the Municipal Hall, Plaza Burgos, Guagua, Pampanga, Rural Health Unit (RHU) II - If the business establishment is located in the Betis Area in front of Betis Church San Nicolas 2nd Betis, Guagua, Pampanga, Rural Health Unit (RHU) III if the Business Establishment is located in Locion and Pangulo Area located in Natividad, Guagua, Pampanga.
Fire Safety Inspection Certificate (FSIC) two (2) copies (original and photocopy)	Bureau of Fire Protection beside Deelish Restaurant and in front of Mary the Queen College which is located in GapanOlongapo Road Brgy. San Matias, Guagua, Pampanga
Zoning and Occupancy Certificate two (2) copies (original and photocopy)	Office of the Municipal Engineer which is located in the ground floor of the municipal building.
Community Tax Certificate for Individual (Bureau of Internal Revenue Form No. 0016) two (2) copies (original and photocopy)	Municipal Treasurer's Office (MTO) Windows 1, 2, 3, 4, and 8
Community Tax Certificate (Bureau of Internal Revenue Form No. 0017) for Partnership and Corporation two (2) copies (original and photocopy)	Municipal Treasurer's Office (MTO) Window 2
Contract of Lease two (2) copies (original and photocopy) if place of business establishment is rented/	Owner / Lessor of the building where the business establishment is located.
Real Property Tax (RPT) Official Receipt previous year original or photocopy	Owner / Lessor, caretaker, administrator of the building where the business establishment is located.
Financial Statement (Statement of Operations, Statement of Financial Condition)	Owner of the Business / Accountant
Financial Statement (Statement of Operations, Statement of Financial Condition)	Owner of the Business / Accountant
Sworn Statement of Previous Year Gross Sales if Financial Statements are not available.	Owner of the Business / Accountant

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
At the lobby present and have the requirements verified / examined by the examining officer. If the requirements are complete fill out the information slip given by the examiner.	Get the requirements presented by the client, examine / verify and if complete give the client an information slip.	none	4 minutes	<i>Examining Officer (EO)</i> Lobby of the Municipal Building Municipal Treasurer's Office (MTO)
Secure a queuing number from window 8 for assessment and payment, wait for your number to be called	The Revenue Collection Clerk will give a designated queuing number to the client.	none	1 minute	<i>Revenue Collection Clerk (RCC)</i> window 8 Municipal Treasurer's Office (MTO)
Proceed to Assessors No. 1, 2, 3, 4, 5 & 6, present the filled up information slip and requirements, wait for your notice of payment, pay the corresponding amount and secure your Mayor's Permit, Sticker and Business Plate Number.	Proceed to Assessors No. 1, 2, 3, 4, 5 & 6, present the filled up information slip and requirements, wait for your notice of payment, pay the corresponding amount and secure your Mayor's Permit, Sticker and Business Plate Number.	Proceed to Assessors No. 1, 2, 3, 4, 5 & 6, present the filled up information slip and requirements, wait for your notice of payment, pay the corresponding amount and secure your Mayor's Permit, Sticker and Business Plate Number.	25 minutes - (under normal circumstances)	<i>Assessors No. 1, 2, 3, 4, 5, & 6</i> <i>Municipal Treasurer's Office (MTO)</i>
	TOTAL:	It will depend on the previous year gross sales / receipts and nature of business of the manufacturing establishment	30 minutes	

Issuance Of Official Receipt For Conduct Of Group Activities

Every person who shall conduct, or hold any program, or activity involving the grouping of people within the jurisdiction of this municipality shall obtain a Mayor's Permit therefore for every occasion of not more than twenty - four (24) hours. (Municipal Ordinance No. 20-S-2016 Article V Sec. 4V.01)

Office or Division:	OFFICE OF THE MUNICIPAL TREASURER			
Classification:	Simple			
Type of Transaction:	G 2 C (Government to Client) / G 2 B (Government to Business Entity)			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approved letter of request from the Office of the Mayor		Office of the Mayor		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit a letter of request two (2) original copies indicating the inclusive dates and the place / venue where the group activity will be conducted to the Administrative Officer I at the Office of Municipal Mayor.	Accepts and received the letter of request and take it and have it approved to the approving authority.	NONE	7 minutes	Administrative Aide I Office of the Municipal Mayor
After having the approved letter of request for the group activity proceed to window 8 at the Municipal Treasurer's Office (MTO) and secure a queuing number and wait for your number to be called.	Give the client a designated queuing number.	NONE	1 minute	Revenue Collection Clerk (RCC) window 8 - Municipal Treasurer's Office (MTO)
Present the requirements to the Revenue Collection Clerk (RCC) windows 1, 2, 3, 4, 8, 9 Municipal Treasurer's Office (MTO)..	Accept the payment, print out and issue the official receipt (Accountable Form No. 51).	Conference, meetings, rallies and demonstrations in outdoor, inc parks, plazas P300.00 Dances P300.00 Coronation	3 minutes	Revenue Collection Clerk (RCC) windows 1, 2, 3, 4, 8, 9 - Municipal Treasurer's Office (MTO)

		and Ball P300.00 Promotional Sales P500.00 Other Group Activities P200.00		
Pay the required fees to the Revenue Collection Clerk windows 1, 2, 3, 4, 8, 9 Municipal Treasurer's Office. *Make sure to secure the Official Receipt (Accountable Form No. 51)	Accept the payment, print out and issue the official receipt (Accountable Form No. 51).	Conference, meetings, rallies and demonstrations in outdoor, inc parks, plazas P300.00 Dances P300.00 Coronation and Ball P300.00 Promotional Sales P500.00 Other Group Activities P200.00	3 minutes	Revenue Collection Clerk (RCC) windows 1, 2, 3, 4, 8, 9 - Municipal Treasurer's Office (MTO)
After securing the official receipt (Accountable Form No. 51) at the Municipal Treasurer's Office proceed or go back to Administrative Aide I Office of the Municipal Mayor and present the official receipt and wait for the preparation and releasing of the mayor's permit form.	Accept the official receipt presented by the client and prepare the corresponding mayor's permit form, have it signed / approved to the approving authority, release / have it received by the client and furnished a copy to the Chief of Police or Station Commander of the Philippine National Police (PNP) of the municipality who shall assign police officers to the venue of the program or activity to help maintain peace and order.	NONE	10 minutes	Administrative Aide I Office of the Municipal Mayor
	TOTAL:	It will depend on the kind of activity that will be conducted	25 minutes	

Issuance Of Official Receipt For Local Civil Registrar Services Application - Affidavit To Use The Surname Of The Father

Office or Division:	OFFICE OF THE MUNICIPAL TREASURER			
Classification:	Simple			
Type of Transaction:	G 2 C (Government to Client)			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Order of Payment Form two (2) original copies		Office of the Municipal Civil Registrar		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Secure a queuing number and wait for the queuing number to be called.	Give the client a designated queuing number.	NONE	1 minute	Revenue Collection Clerk (RCC) window 8 - Municipal Treasurer's Office (MTO)
Present the requirements to the Revenue Collection Clerk (RCC).	The Revenue Collection Clerk will receive the presented requirement, verify, encode the approved letter of request and inform the client of the amount to be paid.	NONE	4 minutes	Revenue Collection Clerk (RCC) windows 1, 2, 3, 4, 8, 9 - Municipal Treasurer's Office (MTO)
Pay the required fees *Make sure to secure the Official Receipt (Accountable Form No. 51)	Print Out and Issue Official Receipt (Accountable Form No. 51)	Affidavit to Use the Surname of the Father P250.00	2 minutes	Revenue Collection Clerk (RCC) windows 1, 2, 3, 4, 8, 9 - Municipal Treasurer's Office (MTO)
	TOTAL:	100.00	7 minutes	

Issuance Of Official Receipt For Local Civil Registrar Services Application - Assessment For Qualification Of Petitioner For Adoption Authentication

Office or Division:	OFFICE OF THE MUNICIPAL TREASURER			
Classification:	Simple			
Type of Transaction:	G 2 C (Government to Client)			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Order of Payment Form two (2) original copies		Office of the Municipal Civil Registrar		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Secure a queuing number and wait for the queuing number to be called.	Give the client a designated queuing number.	NONE	1 minute	Revenue Collection Clerk (RCC) window 8 - Municipal Treasurer's Office (MTO)
Present the requirements to the Revenue Collection Clerk (RCC).	The Revenue Collection Clerk will receive the presented requirement, verify, encode the approved letter of request and inform the client of the amount to be paid.	NONE	4 minutes	Revenue Collection Clerk (RCC) windows 1, 2, 3, 4, 8, 9 - Municipal Treasurer's Office (MTO)
Pay the required fees *Make sure to secure the Official Receipt (Accountable Form No. 51)	Print Out and Issue Official Receipt (Accountable Form No. 51)	Assessment for Qualification of Petitioner for Adoption Authentication P200.00	2 minutes	Revenue Collection Clerk (RCC) windows 1, 2, 3, 4, 8, 9 - Municipal Treasurer's Office (MTO)
	TOTAL:	200.00	7 minutes	

Issuance Of Official Receipt For Local Civil Registrar Services Application - Birth Certificate

Office or Division:	OFFICE OF THE MUNICIPAL TREASURER			
Classification:	Simple			
Type of Transaction:	G 2 C (Government to Client)			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Order of Payment Form two (2) original copies		Office of the Municipal Civil Registrar		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Secure a queuing number and wait for the queuing number to be called.	Give the client a designated queuing number.	NONE	1 minute	Revenue Collection Clerk (RCC) window 8 - Municipal Treasurer's Office (MTO)
Present the requirements to the Revenue Collection Clerk (RCC).	The Revenue Collection Clerk will receive the presented requirement, verify, encode the approved letter of request and inform the client of the amount to be paid.	NONE	4 minutes	Revenue Collection Clerk (RCC) windows 1, 2, 3, 4, 8, 9 - Municipal Treasurer's Office (MTO)
Pay the required fees *Make sure to secure the Official Receipt (Accountable Form No. 51)	Print Out and Issue Official Receipt (Accountable Form No. 51)	Birth Certificate P100.00 (for every copy)	2 minutes	Revenue Collection Clerk (RCC) windows 1, 2, 3, 4, 8, 9 - Municipal Treasurer's Office (MTO)
	TOTAL:	100.00	7 minutes	

Issuance Of Official Receipt For Local Civil Registrar Services Application - Death Certificate

Office or Division:	OFFICE OF THE MUNICIPAL TREASURER			
Classification:	Simple			
Type of Transaction:	G 2 C (Government to Client)			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Order of Payment Form two (2) original copies		Office of the Municipal Civil Registrar		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Secure a queuing number and wait for the queuing number to be called.	Give the client a designated queuing number.	NONE	1 minute	Revenue Collection Clerk (RCC) window 8 - Municipal Treasurer's Office (MTO)
Present the requirements to the Revenue Collection Clerk (RCC).	The Revenue Collection Clerk will receive the presented requirement, verify, encode the approved letter of request and inform the client of the amount to be paid.	NONE	4 minutes	Revenue Collection Clerk (RCC) windows 1, 2, 3, 4, 8, 9 - Municipal Treasurer's Office (MTO)
Pay the required fees *Make sure to secure the Official Receipt (Accountable Form No. 51)	Print Out and Issue Official Receipt (Accountable Form No. 51)	Death Certificate P100.00 (for every copy)	2 minutes	Revenue Collection Clerk (RCC) windows 1, 2, 3, 4, 8, 9 - Municipal Treasurer's Office (MTO)
TOTAL:		100.00	7 minutes	



Issuance Of Official Receipt For Local Civil Registrar Services Application - Marriage Certificate

Office or Division:	OFFICE OF THE MUNICIPAL TREASURER			
Classification:	Simple			
Type of Transaction:	G 2 C (Government to Client)			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Order of Payment Form two (2) original copies		Office of the Municipal Civil Registrar		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Secure a queuing number and wait for the queuing number to be called.	Give the client a designated queuing number.	NONE	1 minute	Revenue Collection Clerk (RCC) window 8 - Municipal Treasurer's Office (MTO)
Present the requirements to the Revenue Collection Clerk (RCC).	The Revenue Collection Clerk will receive the presented requirement, verify, encode the approved letter of request and inform the client of the amount to be paid.	NONE	4 minutes	Revenue Collection Clerk (RCC) windows 1, 2, 3, 4, 8, 9 - Municipal Treasurer's Office (MTO)
Pay the required fees *Make sure to secure the Official Receipt (Accountable Form No. 51)	Print Out and Issue Official Receipt (Accountable Form No. 51)	Marriage Certificate P100.00 (for every copy)	2 minutes	Revenue Collection Clerk (RCC) windows 1, 2, 3, 4, 8, 9 - Municipal Treasurer's Office (MTO)
	TOTAL:	100.00	7 minutes	

ISSUANCE OF OFFICIAL RECEIPT FOR LOCAL CIVIL REGISTRAR SERVICES APPLICATION - MIGRANT PETITION CHANGE OF FIRST NAME / RA 10172

Office or Division:	OFFICE OF THE MUNICIPAL TREASURER			
Classification:	Simple			
Type of Transaction:	G 2 C (Government to Client)			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Order of Payment Form two (2) original copies		Office of the Municipal Civil Registrar		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Secure a queuing number and wait for the queuing number to be called.	Give the client a designated queuing number.	NONE	1 minute	Revenue Collection Clerk (RCC) window 8 - Municipal Treasurer's Office (MTO)
Present the requirements to the Revenue Collection Clerk (RCC).	The Revenue Collection Clerk will receive the presented requirement, verify, encode the approved letter of request and inform the client of the amount to be paid.	NONE	4 minutes	Revenue Collection Clerk (RCC) windows 1, 2, 3, 4, 8, 9 - Municipal Treasurer's Office (MTO)
Pay the required fees *Make sure to secure the Official Receipt (Accountable Form No. 51)	Print Out and Issue Official Receipt (Accountable Form No. 51)	Migrant Petition Change of First Name (CFN) / RA 10172 P1,000.00	2 minutes	Revenue Collection Clerk (RCC) windows 1, 2, 3, 4, 8, 9 - Municipal Treasurer's Office (MTO)
TOTAL:		1,000.00	7 minutes	

ISSUANCE OF OFFICIAL RECEIPT FOR LOCAL CIVIL REGISTRAR SERVICES APPLICATION - MIGRANT PETITION CORRECTION OF CLERICAL ENTRY

Office or Division:	OFFICE OF THE MUNICIPAL TREASURER			
Classification:	Simple			
Type of Transaction:	G 2 C (Government to Client)			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Order of Payment Form two (2) original copies		Office of the Municipal Civil Registrar		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Secure a queuing number and wait for the queuing number to be called.	Give the client a designated queuing number.	NONE	1 minute	Revenue Collection Clerk (RCC) window 8 - Municipal Treasurer's Office (MTO)
Present the requirements to the Revenue Collection Clerk (RCC).	The Revenue Collection Clerk will receive the presented requirement, verify, encode the approved letter of request and inform the client of the amount to be paid.	NONE	4 minutes	Revenue Collection Clerk (RCC) windows 1, 2, 3, 4, 8, 9 - Municipal Treasurer's Office (MTO)
Pay the required fees *Make sure to secure the Official Receipt (Accountable Form No. 51)	Print Out and Issue Official Receipt (Accountable Form No. 51)	Migrant Petition Correction of Clerical Entry (CCE) P500.00	2 minutes	Revenue Collection Clerk (RCC) windows 1, 2, 3, 4, 8, 9 - Municipal Treasurer's Office (MTO)
	TOTAL:	500.00	7 minutes	

Issuance Of Official Receipt For Local Civil Registrar Services Application - Ra 9084 Change Of First Name (Cfn) / Ra 10172

Office or Division:	OFFICE OF THE MUNICIPAL TREASURER			
Classification:	Simple			
Type of Transaction:	G 2 C (Government to Client)			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Order of Payment Form two (2) original copies		Office of the Municipal Civil Registrar		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Secure a queuing number and wait for the queuing number to be called.	Give the client a designated queuing number.	NONE	1 minute	Revenue Collection Clerk (RCC) window 8 - Municipal Treasurer's Office (MTO)
Present the requirements to the Revenue Collection Clerk (RCC).	The Revenue Collection Clerk will receive the presented requirement, verify, encode the approved letter of request and inform the client of the amount to be paid.	NONE	4 minutes	Revenue Collection Clerk (RCC) windows 1, 2, 3, 4, 8, 9 - Municipal Treasurer's Office (MTO)
Pay the required fees *Make sure to secure the Official Receipt (Accountable Form No. 51)	Print Out and Issue Official Receipt (Accountable Form No. 51)	RA 9084 Change of First Name (CFN) / RA 10172 P3,000.00	2 minutes	Revenue Collection Clerk (RCC) windows 1, 2, 3, 4, 8, 9 - Municipal Treasurer's Office (MTO)
TOTAL:		3,000.00	7 minutes	



Issuance Of Official Receipt For Local Civil Registrar Services Application - Ra 9084 Correction Of Clerical Entry (CCE)

Office or Division:	OFFICE OF THE MUNICIPAL TREASURER			
Classification:	Simple			
Type of Transaction:	G 2 C (Government to Client)			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Order of Payment Form two (2) original copies		Office of the Municipal Civil Registrar		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Secure a queuing number and wait for the queuing number to be called.	Give the client a designated queuing number.	NONE	1 minute	Revenue Collection Clerk (RCC) window 8 - Municipal Treasurer's Office (MTO)
Present the requirements to the Revenue Collection Clerk (RCC).	The Revenue Collection Clerk will receive the presented requirement, verify, encode the approved letter of request and inform the client of the amount to be paid.	NONE	4 minutes	Revenue Collection Clerk (RCC) windows 1, 2, 3, 4, 8, 9 - Municipal Treasurer's Office (MTO)
Pay the required fees *Make sure to secure the Official Receipt (Accountable Form No. 51)	Print Out and Issue Official Receipt (Accountable Form No. 51)	RA 9084 Correction of Clerical Entry (CCE) P1,000.00	2 minutes	Revenue Collection Clerk (RCC) windows 1, 2, 3, 4, 8, 9 - Municipal Treasurer's Office (MTO)
TOTAL:		1,000.00	7 minutes	

Issuance Of Official Receipt For Local Civil Registrar Services Application - Subscription Fee

Office or Division:	OFFICE OF THE MUNICIPAL TREASURER			
Classification:	Simple			
Type of Transaction:	G 2 C (Government to Client)			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Order of Payment Form two (2) original copies		Office of the Municipal Civil Registrar		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Secure a queuing number and wait for the queuing number to be called.	Give the client a designated queuing number.	NONE	1 minute	Revenue Collection Clerk (RCC) window 8 - Municipal Treasurer's Office (MTO)
Present the requirements to the Revenue Collection Clerk (RCC).	The Revenue Collection Clerk will receive the presented requirement, verify, encode the approved letter of request and inform the client of the amount to be paid.	NONE	4 minutes	<i>Revenue Collection Clerk (RCC)</i> <i>windows 1, 2, 3, 4, 8, 9 -</i> Municipal Treasurer's Office (MTO)
Pay the required fees *Make sure to secure the Official Receipt (Accountable Form No. 51)	Print Out and Issue Official Receipt (Accountable Form No. 51)	Subscription Fee P100.00	2 minutes	<i>Revenue Collection Clerk (RCC)</i> <i>windows 1, 2, 3, 4, 8, 9 -</i> Municipal Treasurer's Office (MTO)
TOTAL:		100.00	7 minutes	

Issuance Of Official Receipt For Local Civil Registrar Services Application - Supplemental Report

Office or Division:	OFFICE OF THE MUNICIPAL TREASURER			
Classification:	Simple			
Type of Transaction:	G 2 C (Government to Client)			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Order of Payment Form two (2) original copies		Office of the Municipal Civil Registrar		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Secure a queuing number and wait for the queuing number to be called.	Give the client a designated queuing number.	NONE	1 minute	Revenue Collection Clerk (RCC) window 8 - Municipal Treasurer's Office (MTO)
Present the requirements to the Revenue Collection Clerk (RCC).	The Revenue Collection Clerk will receive the presented requirement, verify, encode the approved letter of request and inform the client of the amount to be paid.	NONE	4 minutes	Revenue Collection Clerk (RCC) windows 1, 2, 3, 4, 8, 9 - Municipal Treasurer's Office (MTO)
Pay the required fees *Make sure to secure the Official Receipt (Accountable Form No. 51)	Print Out and Issue Official Receipt (Accountable Form No. 51)	Supplemental Report P200.00	2 minutes	Revenue Collection Clerk (RCC) windows 1, 2, 3, 4, 8, 9 - Municipal Treasurer's Office (MTO)
TOTAL:		200.00	7 minutes	

Issuance Of Official Receipt For Local Civil Registrar Services Application - Batch Request Entry System (BREQS)

Office or Division:	OFFICE OF THE MUNICIPAL TREASURER			
Classification:	Simple			
Type of Transaction:	G 2 C (Government to Client)			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Order of Payment Form two (2) original copies		Office of the Municipal Civil Registrar		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Secure a queuing number and wait for the queuing number to be called.	Give the client a designated queuing number.	NONE	1 minute	Revenue Collection Clerk (RCC) window 8 - Municipal Treasurer's Office (MTO)
Present the requirements to the Revenue Collection Clerk (RCC).	The Revenue Collection Clerk will receive the presented requirement, verify, encode the approved letter of request and inform the client of the amount to be paid.	NONE	4 minutes	Revenue Collection Clerk (RCC) windows 1, 2, 3, 4, 8, 9 - Municipal Treasurer's Office (MTO)
Pay the required fees *Make sure to secure the Official Receipt (Accountable Form No. 51)	Print Out and Issue Official Receipt (Accountable Form No. 51)	Batch Request Entry System (BREQS) P100.00	2 minutes	Revenue Collection Clerk (RCC) windows 1, 2, 3, 4, 8, 9 - Municipal Treasurer's Office (MTO)
TOTAL:		100.00	7 minutes	

Issuance Of Official Receipt For Local Civil Registrar Services Application - Out Of Town Report

Office or Division:	OFFICE OF THE MUNICIPAL TREASURER			
Classification:	Simple			
Type of Transaction:	G 2 C (Government to Client)			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Order of Payment Form two (2) original copies		Office of the Municipal Civil Registrar		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Secure a queuing number and wait for the queuing number to be called.	Give the client a designated queuing number.	NONE	1 minute	Revenue Collection Clerk (RCC) window 8 - Municipal Treasurer's Office (MTO)
Present the requirements to the Revenue Collection Clerk (RCC).	The Revenue Collection Clerk will receive the presented requirement, verify, encode the approved letter of request and inform the client of the amount to be paid.	NONE	4 minutes	Revenue Collection Clerk (RCC) windows 1, 2, 3, 4, 8, 9 - Municipal Treasurer's Office (MTO)
Pay the required fees *Make sure to secure the Official Receipt (Accountable Form No. 51)	Print Out and Issue Official Receipt (Accountable Form No. 51)	Out-of-Town Report P200.00	2 minutes	Revenue Collection Clerk (RCC) windows 1, 2, 3, 4, 8, 9 - Municipal Treasurer's Office (MTO)
TOTAL:		200.00	7 minutes	

Issuance Of Official Receipt For Local Civil Registrar Services Application - Sworn Attestation

Office or Division:	OFFICE OF THE MUNICIPAL TREASURER			
Classification:	Simple			
Type of Transaction:	G 2 C (Government to Client)			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Order of Payment Form two (2) original copies		Office of the Municipal Civil Registrar		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Secure a queuing number and wait for the queuing number to be called.	Give the client a designated queuing number.	NONE	1 minute	Revenue Collection Clerk (RCC) window 8 - Municipal Treasurer's Office (MTO)
Present the requirements to the Revenue Collection Clerk (RCC).	The Revenue Collection Clerk will receive the presented requirement, verify, encode the approved letter of request and inform the client of the amount to be paid.	NONE	4 minutes	<i>Revenue Collection Clerk (RCC)</i> windows 1, 2, 3, 4, 8, 9 - Municipal Treasurer's Office (MTO)
Pay the required fees *Make sure to secure the Official Receipt (Accountable Form No. 51)	Print Out and Issue Official Receipt (Accountable Form No. 51)	Sworn Attestation P100.00	2 minutes	<i>Revenue Collection Clerk (RCC)</i> windows 1, 2, 3, 4, 8, 9 - Municipal Treasurer's Office (MTO)
TOTAL:		100.00	7 minutes	



Issuance Of Official Receipt For Local Civil Registrar Services Burial Fees

Office or Division:	OFFICE OF THE MUNICIPAL TREASURER			
Classification:	Simple			
Type of Transaction:	G 2 C (Government to Client)			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Order of Payment Form two (2) original copies		Office of the Municipal Civil Registrar		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Secure a queuing number and wait for the queuing number to be called.	Give the client a designated queuing number.	NONE	1 minute	Revenue Collection Clerk (RCC) window 8 - Municipal Treasurer's Office (MTO)
Present the requirements to the Revenue Collection Clerk (RCC).	The Revenue Collection Clerk will receive the presented requirement, verify, encode the approved letter of request and inform the client of the amount to be paid.	NONE	4 minutes	Revenue Collection Clerk (RCC) windows 1, 2, 3, 4, 8, 9 - Municipal Treasurer's Office (MTO)
Pay the required fees *Make sure to secure the Official Receipt (Accountable Form No. 51)	Print Out and Issue Official Receipt (Accountable Form No. 51)	Burial Permit Fee / Transfer of Cadaver P200.00 Fee for Exhumation of Cadaver P200.00 Fee for Removal of Cadaver P200.00	2 minutes	Revenue Collection Clerk (RCC) windows 1, 2, 3, 4, 8, 9 - Municipal Treasurer's Office (MTO)
TOTAL:		600.00	7 minutes	

Issuance Of Official Receipt For Local Civil Registrar Services Certification And Seal

Office or Division:	OFFICE OF THE MUNICIPAL TREASURER			
Classification:	Simple			
Type of Transaction:	G 2 C (Government to Client)			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Order of Payment Form two (2) original copies		Office of the Municipal Civil Registrar		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Secure a queuing number and wait for the queuing number to be called.	Give the client a designated queuing number.	NONE	1 minute	Revenue Collection Clerk (RCC) window 8 - Municipal Treasurer's Office (MTO)
Present the requirements to the Revenue Collection Clerk (RCC).	The Revenue Collection Clerk will receive the presented requirement, verify, encode the approved letter of request and inform the client of the amount to be paid.	NONE	4 minutes	<i>Revenue Collection Clerk (RCC) windows 1, 2, 3, 4, 8, 9 -</i> Municipal Treasurer's Office (MTO)
Pay the required fees *Make sure to secure the Official Receipt (Accountable Form No. 51)	Print Out and Issue Official Receipt (Accountable Form No. 51)	Certification and Seal P50.00 (for every copy)	2 minutes	<i>Revenue Collection Clerk (RCC) windows 1, 2, 3, 4, 8, 9 -</i> Municipal Treasurer's Office (MTO)
	TOTAL:	50.00	7 minutes	

Issuance Of Official Receipt For Local Civil Registrar Services Certified Copy Of Any Document

Office or Division:	OFFICE OF THE MUNICIPAL TREASURER			
Classification:	Simple			
Type of Transaction:	G 2 C (Government to Client)			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Order of Payment Form two (2) original copies		Office of the Municipal Civil Registrar		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Secure a queuing number and wait for the queuing number to be called.	Give the client a designated queuing number.	NONE	1 minute	Revenue Collection Clerk (RCC) window 8 - Municipal Treasurer's Office (MTO)
Present the requirements to the Revenue Collection Clerk (RCC).	The Revenue Collection Clerk will receive the presented requirement, verify, encode the approved letter of request and inform the client of the amount to be paid.	NONE	4 minutes	<i>Revenue Collection Clerk (RCC) windows 1, 2, 3, 4, 8, 9 -</i> Municipal Treasurer's Office (MTO)
Pay the required fees *Make sure to secure the Official Receipt (Accountable Form No. 51)	Print Out and Issue Official Receipt (Accountable Form No. 51)	Certified Photo Copy of Any Document P50.00 (for every copy)	2 minutes	<i>Revenue Collection Clerk (RCC) windows 1, 2, 3, 4, 8, 9 -</i> Municipal Treasurer's Office (MTO)
	TOTAL:	50.00	7 minutes	

Issuance Of Official Receipt For Local Civil Registrar Services For Registration Pursuant Court Decision - Annulment Of Marriage

Office or Division:	OFFICE OF THE MUNICIPAL TREASURER			
Classification:	Simple			
Type of Transaction:	G 2 C (Government to Client)			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Order of Payment Form two (2) original copies		Office of the Municipal Civil Registrar		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Secure a queuing number and wait for the queuing number to be called.	Give the client a designated queuing number.	NONE	1 minute	Revenue Collection Clerk (RCC) window 8 - Municipal Treasurer's Office (MTO)
Present the requirements to the Revenue Collection Clerk (RCC).	The Revenue Collection Clerk will receive the presented requirement, verify, encode the approved letter of request and inform the client of the amount to be paid.	NONE	4 minutes	Revenue Collection Clerk (RCC) windows 1, 2, 3, 4, 8, 9 - Municipal Treasurer's Office (MTO)
Pay the required fees *Make sure to secure the Official Receipt (Accountable Form No. 51)	Print Out and Issue Official Receipt (Accountable Form No. 51)	Annulment of Marriage P2,000.00	2 minutes	Revenue Collection Clerk (RCC) windows 1, 2, 3, 4, 8, 9 - Municipal Treasurer's Office (MTO)
	TOTAL:	2,000.00	7 minutes	



Issuance Of Official Receipt For Local Civil Registrar Services For Registration Pursuant To Court Decision - Adoption

Office or Division:	OFFICE OF THE MUNICIPAL TREASURER			
Classification:	Simple			
Type of Transaction:	G 2 C (Government to Client)			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Order of Payment Form two (2) original copies		Office of the Municipal Civil Registrar		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Secure a queuing number and wait for the queuing number to be called.	Give the client a designated queuing number.	NONE	1 minute	Revenue Collection Clerk (RCC) window 8 - Municipal Treasurer's Office (MTO)
Present the requirements to the Revenue Collection Clerk (RCC).	The Revenue Collection Clerk will receive the presented requirement, verify, encode the approved letter of request and inform the client of the amount to be paid.	NONE	4 minutes	Revenue Collection Clerk (RCC) windows 1, 2, 3, 4, 8, 9 - Municipal Treasurer's Office (MTO)
Pay the required fees *Make sure to secure the Official Receipt (Accountable Form No. 51)	Print Out and Issue Official Receipt (Accountable Form No. 51)	Adoption P1,000.00	2 minutes	Revenue Collection Clerk (RCC) windows 1, 2, 3, 4, 8, 9 - Municipal Treasurer's Office (MTO)
	TOTAL:	1,000.00	7 minutes	



Issuance Of Official Receipt For Local Civil Registrar Services For Registration Pursuant To Court Decision - Change Of Name

Office or Division:	OFFICE OF THE MUNICIPAL TREASURER			
Classification:	Simple			
Type of Transaction:	G 2 C (Government to Client)			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Order of Payment Form two (2) original copies		Office of the Municipal Civil Registrar		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Secure a queuing number and wait for the queuing number to be called.	Give the client a designated queuing number.	NONE	1 minute	Revenue Collection Clerk (RCC) window 8 - Municipal Treasurer's Office (MTO)
Present the requirements to the Revenue Collection Clerk (RCC).	The Revenue Collection Clerk will receive the presented requirement, verify, encode the approved letter of request and inform the client of the amount to be paid.	NONE	4 minutes	Revenue Collection Clerk (RCC) windows 1, 2, 3, 4, 8, 9 - Municipal Treasurer's Office (MTO)
Pay the required fees *Make sure to secure the Official Receipt (Accountable Form No. 51)	Print Out and Issue Official Receipt (Accountable Form No. 51)	Change of Name P1,000.00	2 minutes	Revenue Collection Clerk (RCC) windows 1, 2, 3, 4, 8, 9 - Municipal Treasurer's Office (MTO)
	TOTAL:	1,000.00	7 minutes	

Issuance Of Official Receipt For Local Civil Registrar Services For Registration Pursuant To Court Decision - Correction / Cancellation Of Entry

Office or Division:	OFFICE OF THE MUNICIPAL TREASURER			
Classification:	Simple			
Type of Transaction:	G 2 C (Government to Client)			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Order of Payment Form two (2) original copies		Office of the Municipal Civil Registrar		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Secure a queuing number and wait for the queuing number to be called.	Give the client a designated queuing number.	NONE	1 minute	Revenue Collection Clerk (RCC) window 8 - Municipal Treasurer's Office (MTO)
Present the requirements to the Revenue Collection Clerk (RCC).	The Revenue Collection Clerk will receive the presented requirement, verify, encode the approved letter of request and inform the client of the amount to be paid.	NONE	4 minutes	Revenue Collection Clerk (RCC) windows 1, 2, 3, 4, 8, 9 - Municipal Treasurer's Office (MTO)
Pay the required fees *Make sure to secure the Official Receipt (Accountable Form No. 51)	Print Out and Issue Official Receipt (Accountable Form No. 51)	Correction / Cancellation of Entry P1,000.00	2 minutes	Revenue Collection Clerk (RCC) windows 1, 2, 3, 4, 8, 9 - Municipal Treasurer's Office (MTO)
	TOTAL:	1,000.00	7 minutes	

Issuance Of Official Receipt For Local Civil Registrar Services For Registration Pursuant To Court Decision - Legal Separation

Office or Division:	OFFICE OF THE MUNICIPAL TREASURER			
Classification:	Simple			
Type of Transaction:	G 2 C (Government to Client)			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Order of Payment Form two (2) original copies		Office of the Municipal Civil Registrar		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Secure a queuing number and wait for the queuing number to be called.	Give the client a designated queuing number.	NONE	1 minute	Revenue Collection Clerk (RCC) window 8 - Municipal Treasurer's Office (MTO)
Present the requirements to the Revenue Collection Clerk (RCC).	The Revenue Collection Clerk will receive the presented requirement, verify, encode the approved letter of request and inform the client of the amount to be paid.	NONE	4 minutes	Revenue Collection Clerk (RCC) windows 1, 2, 3, 4, 8, 9 - Municipal Treasurer's Office (MTO)
Pay the required fees *Make sure to secure the Official Receipt (Accountable Form No. 51)	Print Out and Issue Official Receipt (Accountable Form No. 51)	Legal Separation P1,000.00	2 minutes	Revenue Collection Clerk (RCC) windows 1, 2, 3, 4, 8, 9 - Municipal Treasurer's Office (MTO)
	TOTAL:	1,000.00	7 minutes	



Issuance of official receipt for local civil registrar services for registration pursuant to court decision – naturalization

Office or Division:	OFFICE OF THE MUNICIPAL TREASURER			
Classification:	Simple			
Type of Transaction:	G 2 C (Government to Client)			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Order of Payment Form two (2) original copies		Office of the Municipal Civil Registrar		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Secure a queuing number and wait for the queuing number to be called.	Give the client a designated queuing number.	NONE	1 minute	Revenue Collection Clerk (RCC) window 8 - Municipal Treasurer's Office (MTO)
Present the requirements to the Revenue Collection Clerk (RCC).	The Revenue Collection Clerk will receive the presented requirement, verify, encode the approved letter of request and inform the client of the amount to be paid.	NONE	4 minutes	Revenue Collection Clerk (RCC) windows 1, 2, 3, 4, 8, 9 - Municipal Treasurer's Office (MTO)
Pay the required fees *Make sure to secure the Official Receipt (Accountable Form No. 51)	Print Out and Issue Official Receipt (Accountable Form No. 51)	Naturalization 1,000.00	2 minutes	Revenue Collection Clerk (RCC) windows 1, 2, 3, 4, 8, 9 - Municipal Treasurer's Office (MTO)
	TOTAL:	1,000.00	7 minutes	

Issuance Of Official Receipt For Local Civil Registrar Services For Registration Pursuant To Court Decision - Other Legal Documentation For Record Purposes

Office or Division:	OFFICE OF THE MUNICIPAL TREASURER			
Classification:	Simple			
Type of Transaction:	G 2 C (Government to Client)			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Order of Payment Form two (2) original copies		Office of the Municipal Civil Registrar		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Secure a queuing number and wait for the queuing number to be called.	Give the client a designated queuing number.	NONE	1 minute	Revenue Collection Clerk (RCC) window 8 - Municipal Treasurer's Office (MTO)
Present the requirements to the Revenue Collection Clerk (RCC).	The Revenue Collection Clerk will receive the presented requirement, verify, encode the approved letter of request and inform the client of the amount to be paid.	NONE	4 minutes	<i>Revenue Collection Clerk (RCC) windows 1, 2, 3, 4, 8, 9 -</i> Municipal Treasurer's Office (MTO)
Pay the required fees *Make sure to secure the Official Receipt (Accountable Form No. 51)	Print Out and Issue Official Receipt (Accountable Form No. 51)	Other Legal Documentation For Record Purposes P1,000.00	2 minutes	<i>Revenue Collection Clerk (RCC) windows 1, 2, 3, 4, 8, 9 -</i> Municipal Treasurer's Office (MTO)
TOTAL:		1,000.00	7 minutes	

Issuance Of Official Receipt For Local Civil Registrar Services For Registration Pursuant To Court Decision - Presumptive Death

Office or Division:	OFFICE OF THE MUNICIPAL TREASURER			
Classification:	Simple			
Type of Transaction:	G 2 C (Government to Client)			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Order of Payment Form two (2) original copies		Office of the Municipal Civil Registrar		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Secure a queuing number and wait for the queuing number to be called.	Give the client a designated queuing number.	NONE	1 minute	Revenue Collection Clerk (RCC) window 8 - Municipal Treasurer's Office (MTO)
Present the requirements to the Revenue Collection Clerk (RCC).	The Revenue Collection Clerk will receive the presented requirement, verify, encode the approved letter of request and inform the client of the amount to be paid.	NONE	4 minutes	Revenue Collection Clerk (RCC) windows 1, 2, 3, 4, 8, 9 - Municipal Treasurer's Office (MTO)
Pay the required fees *Make sure to secure the Official Receipt (Accountable Form No. 51)	Print Out and Issue Official Receipt (Accountable Form No. 51)	Presumptive Death P1,000.00	2 minutes	Revenue Collection Clerk (RCC) windows 1, 2, 3, 4, 8, 9 - Municipal Treasurer's Office (MTO)
	TOTAL:	1,000.00	7 minutes	



Issuance Of Official Receipt For Local Civil Registrar Services For Registration Pursuant To Court Decision - Presumptive Death Registration

Office or Division:	OFFICE OF THE MUNICIPAL TREASURER			
Classification:	Simple			
Type of Transaction:	G 2 C (Government to Client)			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Order of Payment Form two (2) original copies		Office of the Municipal Civil Registrar		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Secure a queuing number and wait for the queuing number to be called.	Give the client a designated queuing number.	NONE	1 minute	Revenue Collection Clerk (RCC) window 8 - Municipal Treasurer's Office (MTO)
Present the requirements to the Revenue Collection Clerk (RCC).	The Revenue Collection Clerk will receive the presented requirement, verify, encode the approved letter of request and inform the client of the amount to be paid.	NONE	4 minutes	<i>Revenue Collection Clerk (RCC)</i> <i>windows 1, 2, 3, 4, 8, 9 -</i> Municipal Treasurer's Office (MTO)
Pay the required fees *Make sure to secure the Official Receipt (Accountable Form No. 51)	Print Out and Issue Official Receipt (Accountable Form No. 51)	Presumptive Death Registration P1,000.00	2 minutes	<i>Revenue Collection Clerk (RCC)</i> <i>windows 1, 2, 3, 4, 8, 9 -</i> Municipal Treasurer's Office (MTO)
	TOTAL:	1,000.00	7 minutes	

Issuance Of Official Receipt For Local Civil Registrar Services For Registration Pursuant To Court Decision - Recognition Of Foreign Decree

Office or Division:	OFFICE OF THE MUNICIPAL TREASURER			
Classification:	Simple			
Type of Transaction:	G 2 C (Government to Client)			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Order of Payment Form two (2) original copies		Office of the Municipal Civil Registrar		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Secure a queuing number and wait for the queuing number to be called.	Give the client a designated queuing number.	NONE	1 minute	Revenue Collection Clerk (RCC) window 8 - Municipal Treasurer's Office (MTO)
Present the requirements to the Revenue Collection Clerk (RCC).	The Revenue Collection Clerk will receive the presented requirement, verify, encode the approved letter of request and inform the client of the amount to be paid.	NONE	4 minutes	Revenue Collection Clerk (RCC) windows 1, 2, 3, 4, 8, 9 - Municipal Treasurer's Office (MTO)
Pay the required fees *Make sure to secure the Official Receipt (Accountable Form No. 51)	Print Out and Issue Official Receipt (Accountable Form No. 51)	Recognition of Foreign Decree P1,000.00	2 minutes	Revenue Collection Clerk (RCC) windows 1, 2, 3, 4, 8, 9 - Municipal Treasurer's Office (MTO)
	TOTAL:	1,000.00	7 minutes	



Issuance of Official Receipt For Payment Of Mayor's Permit Fees For Signs, Signboards And Advertisements

There shall be collected / imposed a commercial and / or promotional advertising fee on signs, signboards, bill boards, other than those imposed under Presidential Decree (PD) 1096 otherwise known as the National Building Code of the Philippines. (Municipal Ordinance NO. 20-S-2016 Article Z Sec. 4Z.01)

Office or Division:	OFFICE OF THE MUNICIPAL TREASURER			
Classification:	Simple			
Type of Transaction:	G 2 C (Government to Client) / G 2 B (Government to Business Entity)			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approved letter of request from the Office of the Mayor		Office of the Mayor		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Secure a queuing number and wait for the queuing number to be called.	Give the client a designated queuing number.	NONE	1 minute	Revenue Collection Clerk (RCC) window 8 - Municipal Treasurer's Office (MTO)
Present the requirements to the Revenue Collection Clerk (RCC).	The Revenue Collection Clerk will receive the presented requirement, verify, encode the approved letter of request and inform the client of the amount to be paid.	NONE	4 minutes	Revenue Collection Clerk (RCC) windows 1, 2, 3, 4, 8, 9 - Municipal Treasurer's Office (MTO)
Pay the required fees *Make sure to secure the Official Receipt (Accountable Form No. 51)	Print Out and Issue Official Receipt (Accountable Form No. 51)	Advertisement by means of placards, banners, streamers tarpaulin per square foot per day P2.00 Advertisements for business or profession by means of film	2 minutes	Revenue Collection Clerk (RCC) windows 1, 2, 3, 4, 8, 9 - Municipal Treasurer's Office (MTO)

		exhibition payable by owners of movie houses or theatres P1,000.00 Advertisement by means of vehicles, balloons, kites, etc. P200.00 Advertisement by means of placards, banners, streamers, tarpaulin along JASA, per day P500.00 Advertisement with promotional sales per day P5,000 Advertisement by means of promotional sales (house to house) P100.00		
	TOTAL:	It will depend on the promotional advertisement	7 minutes	

Issuance Of Official Receipt For Permit Fee On Commercial And Promotional Motorcades And Other Parades

Any person or organization who shall hold a parade shall first obtain a Mayor's Permit thru a written application indicating the name, address and contact number of the applicant, the description of the activity, the date, time, place or places where the same will be conducted and such other pertinent information as may be required. The Chief of Police of the municipality in coordination with the Traffic Management Unit shall promulgate the necessary rules and regulations to maintain an orderly and peaceful conduct of activities. (Municipal Ordinance No. 20-S-2016 Article AA Sec. 4AA.01)

Office or Division:	OFFICE OF THE MUNICIPAL TREASURER			
Classification:	Simple			
Type of Transaction:	G 2 C (Government to Client) / G 2 B (Government to Business Entity)			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approved letter of request from the Office of the Mayor		Office of the Mayor		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Secure a queuing number and wait for the queuing number to be called.	Give the client a designated queuing number.	NONE	1 minute	Revenue Collection Clerk (RCC) window 8 - Municipal Treasurer's Office (MTO)
Present the requirements to the Revenue Collection Clerk (RCC).	The Revenue Collection Clerk will receive the presented requirement, verify, encode the approved letter of request and inform the client of the amount to be paid.	NONE	4 minutes	Revenue Collection Clerk (RCC) windows 1, 2, 3, 4, 8, 9 - Municipal Treasurer's Office (MTO)
Pay the required fees *Make sure to secure the Official Receipt (Accountable Form No. 51)	Print Out and Issue Official Receipt (Accountable Form No. 51)	Permit Fee on Commercial and Promotional Motorcades and Other Parades P1,000.00 per day and an additional of P500.00 per motorcycle escort	2 minutes	Revenue Collection Clerk (RCC) windows 1, 2, 3, 4, 8, 9 - Municipal Treasurer's Office (MTO)
	TOTAL:	It will depend on the number of motorcycle escort	7 minutes	

Issuance Of Official Receipt For Service Fees - Local Civil Registrar Services For Registration - Certificate Of Late Marriage Registration

Office or Division:	OFFICE OF THE MUNICIPAL TREASURER			
Classification:	Simple			
Type of Transaction:	G 2 C (Government to Client)			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Order of Payment Form two (2) original copies		Office of the Municipal Civil Registrar		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Secure a queuing number and wait for the queuing number to be called.	Give the client a designated queuing number.	NONE	1 minute	Revenue Collection Clerk (RCC) window 8 - Municipal Treasurer's Office (MTO)
Present the requirements to the Revenue Collection Clerk (RCC).	The Revenue Collection Clerk will receive the presented requirement, verify, encode the approved letter of request and inform the client of the amount to be paid.	NONE	4 minutes	Revenue Collection Clerk (RCC) windows 1, 2, 3, 4, 8, 9 - Municipal Treasurer's Office (MTO)
Pay the required fees *Make sure to secure the Official Receipt (Accountable Form No. 51)	Print Out and Issue Official Receipt (Accountable Form No. 51)	Certificate of Late Marriage Registration P200.00	2 minutes	Revenue Collection Clerk (RCC) windows 1, 2, 3, 4, 8, 9 - Municipal Treasurer's Office (MTO)
	TOTAL:	200.00	7 minutes	

Issuance Of Official Receipt For Service Fees - Building / Structure Permit Fee (Division A-1 Area In Square Meter)

No person, firm or corporation, including any agency or instrumentality of the government shall erect, construct, alter, repair, move, convert or demolish any building or structure or cause the same to be done without first obtaining a building permit therefore from the Building Official of this municipality. (Presidential Decree 1096 The Revised Implementing Rules and Regulations of the National Building Code of the Philippines) (Municipal Ordinance No. 20-S-2016 Article Q Sec. 4Q.01).

Office or Division:		Office of the Municipal Treasurer		
Classification:		Simple		
Type of Transaction:		G2C		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Order of Payment Form two (2) Original Copies		Office of the Municipal Engineer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESS-ING TIME	PERSON RESPONSIBLE
Secure a queuing number and wait for the queuing number to be called.	Give the client a designated queuing number.	none	1 minute	<i>Revenue Collection Clerk (RCC) window 8</i> - Municipal Treasurer's Office (MTO)
Present the requirements to the Revenue Collection Clerk (RCC).	The Revenue Collection Clerk will receive the presented requirement and inform the client of the amount to be paid.	none	4 minutes	<i>Revenue Collection Clerk (RCC) / Administrative Officer IV windows 1, 2, 3, 4, 8, 9, 10 -</i> Municipal Treasurer's Office (MTO)
Pay the required fees *Make sure to secure the Official Receipt (Accountable Form No. 51)	The Revenue Collection Clerk will receive the presented requirement and inform	Building / Structure Fees Table i. Original Complete Construction up to 20 Square Meters P2.00 per Square Meter ii. Additional / Renovation /	2 minutes	<i>Revenue Collection Clerk (RCC) / Administrative Officer IV windows 1, 2, 3, 4, 8, 9, 10 -</i> Municipal

	the client of the amount to be paid.	<p>Alteration up to twenty (20) Square Meters regardless of Floor Area of Original Const.</p> <p>P2.40 per Square Meter</p> <p>iii. Above twenty (20) to fifty (50) Square Meters</p> <p>P3.40 per Square Meters</p> <p>iv. Above fifty (50) Square Meters to one hundred (100) Square Meters</p> <p>P4.80 per Square Meters</p> <p>v. Above one hundred (100) Square Meters to one hundred fifty (150) Square Meters</p> <p>P6.00 per Square Meter</p> <p>vi. Above one hundred fifty (150) Square Meters</p> <p>P7.20 per Square Meter</p> <p>Formula: Building Fees = Floor Area x Area Bracket</p>		Treasurer's Office (MTO)
	TOTAL:	It will depend on the floor area of the building	7 minutes	

Issuance of Official Receipt For Service Fees – Building /Structure Permit Fee (Division A-2 in Square Meter)

No person, firm or corporation, including any agency or instrumentality of the government shall erect, construct, alter, repair, move, convert or demolish any building or structure or cause the same to be done without first obtaining a building permit therefore from the Building Official of this municipality. (Presidential Decree 1096 the Revised Implementing Rules and Regulations of the National Building Code of the Philippines) (Municipal Ordinance No. 20-S-2016 Article Q Sec. 4Q.01)

Office or Division:		Office of the Municipal Treasurer		
Classification:		Simple		
Type of Transaction:		G2C/G2B		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Order of Payment Form two (2) Original Copies		Office of the Municipal Engineer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESS- ING TIME	PERSON RESPONSIBLE
Secure a queuing number and wait for the queuing number to be called.	Give the client a designated queuing number.	none	1 minute	<i>Revenue Collection Clerk (RCC) window 8 - Municipal Treasurer's Office (MTO)</i>
Present the requirements to the Revenue Collection Clerk (RCC).	The Revenue Collection Clerk will receive the presented requirement and inform the client of the amount to be paid.	none	4 minutes	<i>Revenue Collection Clerk (RCC) / Administrative Officer IV windows 1, 2, 3, 4, 8, 9, 10 - Municipal Treasurer's Office (MTO)</i>

Pay the required fees *Make sure to secure the Official Receipt (Accountable Form No. 51)	The Revenue Collection Clerk will receive the presented requirement and inform the client of the amount to be paid.	Building / Structure Fees Table i. Original Complete Construction up to 20 Square Meters P2.00 per Square Meter ii. Additional / Renovation / Alteration up to twenty (20) Square Meters regardless of Floor Area of Original Const. P2.40 per Square Meter iii. Above twenty (20) to fifty (50) Square Meters P3.40 per Square Meters iv. Above fifty (50) Square Meters to one hundred (100) Square Meters P4.80 per Square Meters v. Above one hundred (100) Square Meters to one hundred fifty (150) Square Meters P6.00 per Square Meter vi. Above one hundred fifty (150) Square Meters P7.20 per Square Meter Formula: Building Fees = Floor Area x Area Bracket	2 minutes	Revenue Collection Clerk (RCC) / Administrative Officer IV windows 1, 2, 3, 4, 8, 9, 10 - Municipal Treasurer's Office (MTO)
	TOTAL:	It will depend on the floor area of the building	7 Minutes	

Issuance Of Official Receipt For Service Fees - Certification And Clearance (Certification / Clearance / Assessment Reports Issued For Travel Clearance For The Purpose Of Unaccompanied Minors Travelling Outside The Philippines)

There shall be an amount collected / imposed for the issuance of clearances or certification by any Office of the Municipal Government. (Municipal Ordinance No. 20-S-2016 Article J Sec. 5J.01)

Office or Division:	OFFICE OF THE MUNICIPAL TREASURER			
Classification:	Simple			
Type of Transaction:	G 2 C (Government to Client)			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Order of Payment Form two (2) Original Copies		Office of the Municipal Mayor		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Secure a queuing number and wait for the queuing number to be called.	Give the client a designated queuing number.	NONE	1 minute	Revenue Collection Clerk (RCC) window 8 - Municipal Treasurer's Office (MTO)
Present the requirements to the Revenue Collection Clerk (RCC).	The Revenue Collection Clerk will receive the presented requirement, verify, encode the approved letter of request and inform the client of the amount to be paid.	NONE	4 minutes	Revenue Collection Clerk (RCC) windows 1, 2, 3, 4, 8, 9 - Municipal Treasurer's Office (MTO)
Pay the required fees *Make sure to secure the Official Receipt (Accountable Form No. 51)	Print Out and Issue Official Receipt (Accountable Form No. 51)	Certification / Clearance /Assessment Report Issued for Travel Clearance for the Purpose of Unaccompanied Minors Travelling Outside the Philippines P300.00	2 minutes	Revenue Collection Clerk (RCC) windows 1, 2, 3, 4, 8, 9 - Municipal Treasurer's Office (MTO)
	TOTAL:	300.00	7 minutes	

Issuance Of Official Receipt For Service Fees - Certification And Clearance (Certification / Clearance / Assessment Reports Issued For Travel Clearance For The Other Purposes Not Mentioned Above)

There shall be an amount collected / imposed for the issuance of clearances or certification by any Office of the Municipal Government. (Municipal Ordinance No. 20-S-2016 Article J Sec. 5J.01)

Office or Division:	OFFICE OF THE MUNICIPAL TREASURER			
Classification:	Simple			
Type of Transaction:	G 2 C (Government to Client)			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Order of Payment Form two (2) Original Copies		Office of the Municipal Mayor		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Secure a queuing number and wait for the queuing number to be called.	Give the client a designated queuing number.	NONE	1 minute	Revenue Collection Clerk (RCC) window 8 - Municipal Treasurer's Office (MTO)
Present the requirements to the Revenue Collection Clerk (RCC).	The Revenue Collection Clerk will receive the presented requirement, verify, encode the approved letter of request and inform the client of the amount to be paid.	NONE	4 minutes	Revenue Collection Clerk (RCC) windows 1, 2, 3, 4, 8, 9 - Municipal Treasurer's Office (MTO)
Pay the required fees *Make sure to secure the Official Receipt (Accountable Form No. 51)	Print Out and Issue Official Receipt (Accountable Form No. 51)	Certification / Clearance for Other Purposes Not Mentioned Above P50.00	2 minutes	Revenue Collection Clerk (RCC) windows 1, 2, 3, 4, 8, 9 - Municipal Treasurer's Office (MTO)
	TOTAL:	50.00	7 minutes	



Issuance Of Official Receipt For Service Fees - Certification And Clearance (Certification / Clearance For Employment)

There shall be an amount collected / imposed for the issuance of clearances or certification by any Office of the Municipal Government. (Municipal Ordinance No. 20-S-2016 Article J Sec. 5J.01)

Office or Division:	OFFICE OF THE MUNICIPAL TREASURER			
Classification:	Simple			
Type of Transaction:	G 2 C (Government to Client)			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Order of Payment Form two (2) Original Copies		Office of the Municipal Mayor		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Secure a queuing number and wait for the queuing number to be called.	Give the client a designated queuing number.	NONE	1 minute	Revenue Collection Clerk (RCC) window 8 - Municipal Treasurer's Office (MTO)
Present the requirements to the Revenue Collection Clerk (RCC).	The Revenue Collection Clerk will receive the presented requirement, verify, encode the approved letter of request and inform the client of the amount to be paid.	NONE	4 minutes	Revenue Collection Clerk (RCC) windows 1, 2, 3, 4, 8, 9 - Municipal Treasurer's Office (MTO)
Pay the required fees *Make sure to secure the Official Receipt (Accountable Form No. 51)	Print Out and Issue Official Receipt (Accountable Form No. 51)	Certificate / Clearance for Purpose of Employment P100.00 per copy	2 minutes	Revenue Collection Clerk (RCC) windows 1, 2, 3, 4, 8, 9 - Municipal Treasurer's Office (MTO)
	TOTAL:	100.00	7 minutes	

Issuance of Official Receipt For Service Fees - Certification And Clearance (Certification / Clearance For Entering Military Or Police Service)

There shall be an amount collected / imposed for the issuance of clearances or certification by any Office of the Municipal Government. (Municipal Ordinance No. 20-S-2016 Article J Sec. 5J.01)

Office or Division:		OFFICE OF THE MUNICIPAL TREASURER		
Classification:		Simple		
Type of Transaction:		G 2 C (Government to Client)		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Order of Payment Form two (2) Original Copies		Office of the Municipal Mayor		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Secure a queuing number and wait for the queuing number to be called.	Give the client a designated queuing number.	NONE	1 minute	Revenue Collection Clerk (RCC) window 8 - Municipal Treasurer's Office (MTO)
Present the requirements to the Revenue Collection Clerk (RCC).	The Revenue Collection Clerk will receive the presented requirement, verify, encode the approved letter of request and inform the client of the amount to be paid.	NONE	4 minutes	Revenue Collection Clerk (RCC) windows 1, 2, 3, 4, 8, 9 - Municipal Treasurer's Office (MTO)
Pay the required fees *Make sure to secure the Official Receipt (Accountable Form No. 51)	Print Out and Issue Official Receipt (Accountable Form No. 51)	Certification / Clearance for Purposes of Entering Military / Police Service P50.00	2 minutes	Revenue Collection Clerk (RCC) windows 1, 2, 3, 4, 8, 9 - Municipal Treasurer's Office (MTO)
	TOTAL:	50.00	7 minutes	

Issuance Of Official Receipt For Service Fees - Certification And Clearance (Certification / Clearance For Purpose Of Renewing A License To Possess Firearm)

There shall be an amount collected / imposed for the issuance of clearances or certification by any Office of the Municipal Government. (Municipal Ordinance No. 20-S-2016 Article J Sec. 5J.01)

Office or Division:	OFFICE OF THE MUNICIPAL TREASURER			
Classification:	Simple			
Type of Transaction:	G 2 C (Government to Client)			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Order of Payment Form two (2) Original Copies		Office of the Municipal Mayor		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Secure a queuing number and wait for the queuing number to be called.	Give the client a designated queuing number.	NONE	1 minute	Revenue Collection Clerk (RCC) window 8 - Municipal Treasurer's Office (MTO)
Present the requirements to the Revenue Collection Clerk (RCC).	The Revenue Collection Clerk will receive the presented requirement, verify, encode the approved letter of request and inform the client of the amount to be paid.	NONE	4 minutes	Revenue Collection Clerk (RCC) windows 1, 2, 3, 4, 8, 9 - Municipal Treasurer's Office (MTO)
Pay the required fees *Make sure to secure the Official Receipt (Accountable Form No. 51)	Print Out and Issue Official Receipt (Accountable Form No. 51)	Certification / Clearance for Purpose of Securing License to Possess Firearm P100.00	2 minutes	Revenue Collection Clerk (RCC) windows 1, 2, 3, 4, 8, 9 - Municipal Treasurer's Office (MTO)
	TOTAL:	100.00	7 minutes	

Issuance Of Official Receipt For Service Fees - Certification And Clearance (Certification / Clearance For Purpose Of Securing Passport / Visa)

There shall be an amount collected / imposed for the issuance of clearances or certification by any Office of the Municipal Government. (Municipal Ordinance No. 20-S-2016 Article J Sec. 5J.01)

Office or Division:	OFFICE OF THE MUNICIPAL TREASURER			
Classification:	Simple			
Type of Transaction:	G 2 C (Government to Client)			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Order of Payment Form two (2) Original Copies		Office of the Municipal Mayor		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Secure a queuing number and wait for the queuing number to be called.	Give the client a designated queuing number.	NONE	1 minute	Revenue Collection Clerk (RCC) window 8 - Municipal Treasurer's Office (MTO)
Present the requirements to the Revenue Collection Clerk (RCC).	The Revenue Collection Clerk will receive the presented requirement, verify, encode the approved letter of request and inform the client of the amount to be paid.	NONE	4 minutes	Revenue Collection Clerk (RCC) windows 1, 2, 3, 4, 8, 9 - Municipal Treasurer's Office (MTO)
Pay the required fees *Make sure to secure the Official Receipt (Accountable Form No. 51)	Print Out and Issue Official Receipt (Accountable Form No. 51)	Certification / Clearance for Purpose of Securing Passport / Visa P50.00	2 minutes	Revenue Collection Clerk (RCC) windows 1, 2, 3, 4, 8, 9 - Municipal Treasurer's Office (MTO)
	TOTAL:	100.00	7 minutes	

Issuance Of Official Receipt For Service Fees - Certification And Clearance (Certification / Clearance For Purpose Of Transferring Resident Aliens)

There shall be an amount collected / imposed for the issuance of clearances or certification by any Office of the Municipal Government. (Municipal Ordinance No. 20-S-2016 Article J Sec. 5J.01)

Office or Division:	OFFICE OF THE MUNICIPAL TREASURER			
Classification:	Simple			
Type of Transaction:	G 2 C (Government to Client)			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Order of Payment Form two (2) Original Copies		Office of the Municipal Mayor		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Secure a queuing number and wait for the queuing number to be called.	Give the client a designated queuing number.	NONE	1 minute	Revenue Collection Clerk (RCC) window 8 - Municipal Treasurer's Office (MTO)
Present the requirements to the Revenue Collection Clerk (RCC).	The Revenue Collection Clerk will receive the presented requirement, verify, encode the approved letter of request and inform the client of the amount to be paid.	NONE	4 minutes	Revenue Collection Clerk (RCC) windows 1, 2, 3, 4, 8, 9 - Municipal Treasurer's Office (MTO)
Pay the required fees *Make sure to secure the Official Receipt (Accountable Form No. 51)	Print Out and Issue Official Receipt (Accountable Form No. 51)	Certification / Clearance for Purpose of Transferring Resident Aliens P100	2 minutes	Revenue Collection Clerk (RCC) windows 1, 2, 3, 4, 8, 9 - Municipal Treasurer's Office (MTO)
	TOTAL:	100.00	7 minutes	

Issuance Of Official Receipt For Service Fees - Certification And Clearance (Certification / Clearance To Be Used In Securing Driver's License)

There shall be an amount collected / imposed for the issuance of clearances or certification by any Office of the Municipal Government. (Municipal Ordinance No. 20-S-2016 Article J Sec. 5J.01)

Office or Division:	OFFICE OF THE MUNICIPAL TREASURER			
Classification:	Simple			
Type of Transaction:	G 2 C (Government to Client)			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Order of Payment Form two (2) Original Copies		Office of the Municipal Mayor		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Secure a queuing number and wait for the queuing number to be called.	Give the client a designated queuing number.	NONE	1 minute	Revenue Collection Clerk (RCC) window 8 - Municipal Treasurer's Office (MTO)
Present the requirements to the Revenue Collection Clerk (RCC).	The Revenue Collection Clerk will receive the presented requirement, verify, encode the approved letter of request and inform the client of the amount to be paid.	NONE	4 minutes	Revenue Collection Clerk (RCC) windows 1, 2, 3, 4, 8, 9 - Municipal Treasurer's Office (MTO)
Pay the required fees *Make sure to secure the Official Receipt (Accountable Form No. 51)	Print Out and Issue Official Receipt (Accountable Form No. 51)	Certification / Clearance to be used in Securing Driver's License P50.00	2 minutes	Revenue Collection Clerk (RCC) windows 1, 2, 3, 4, 8, 9 - Municipal Treasurer's Office (MTO)
TOTAL:		50.00	7 minutes	

Issuance Of Official Receipt For Service Fees - Dog Vaccination

There shall be collected a fee of Fifty Pesos (P50.00) from any person who is given a physical examination by the Municipal Health Officer or his duly authorized representative. A fee of Fifty Pesos (P50.00) shall be collected for the copy of issuance of a copy of the initial medical certificate issued by the Municipal Health Officer. (Municipal Ordinance No, 20-S-2016 Article E Sec. 5E.01)

Office or Division:	OFFICE OF THE MUNICIPAL TREASURER			
Classification:	Simple			
Type of Transaction:	G 2 C (Government to Client)			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Order of Payment Form		Municipal Agricultural Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Secure a queuing number and wait for the queuing number to be called.	Give the client a designated queuing number.	NONE	1 minute	Revenue Collection Clerk (RCC) window 8 - Municipal Treasurer's Office (MTO)
Present the requirements to the Revenue Collection Clerk (RCC).	The Revenue Collection Clerk will receive the presented requirement, verify, encode the approved letter of request and inform the client of the amount to be paid.	NONE	4 minutes	Revenue Collection Clerk (RCC) windows 1, 2, 3, 4, 8, 9 - Municipal Treasurer's Office (MTO)
Pay the required fees *Make sure to secure the Official Receipt (Accountable Form No. 51)	Print Out and Issue Official Receipt (Accountable Form No. 51)	For every dog vaccinated P50.00	2 minutes	Revenue Collection Clerk (RCC) windows 1, 2, 3, 4, 8, 9 - Municipal Treasurer's Office (MTO)
	TOTAL:	50.00	7 minutes	

Issuance Of Official Receipt For Service Fees - Local Civil Registrar Services For Registration - Certificate Of Late Birth Registration

Office or Division:	OFFICE OF THE MUNICIPAL TREASURER			
Classification:	Simple			
Type of Transaction:	G 2 C (Government to Client)			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Order of Payment Form two (2) original copies		Office of the Municipal Civil Registrar		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Secure a queuing number and wait for the queuing number to be called.	Give the client a designated queuing number.	NONE	1 minute	Revenue Collection Clerk (RCC) window 8 - Municipal Treasurer's Office (MTO)
Present the requirements to the Revenue Collection Clerk (RCC).	The Revenue Collection Clerk will receive the presented requirement, verify, encode the approved letter of request and inform the client of the amount to be paid.	NONE	4 minutes	Revenue Collection Clerk (RCC) windows 1, 2, 3, 4, 8, 9 - Municipal Treasurer's Office (MTO)
Pay the required fees *Make sure to secure the Official Receipt (Accountable Form No. 51)	Print Out and Issue Official Receipt (Accountable Form No. 51)	Certificate of Late Birth Registration P200.00	2 minutes	Revenue Collection Clerk (RCC) windows 1, 2, 3, 4, 8, 9 - Municipal Treasurer's Office (MTO)
	TOTAL:	200.00	7 minutes	

Issuance Of Official Receipt For Service Fees - Local Civil Registrar Services For Registration - Legitimation

Office or Division:	OFFICE OF THE MUNICIPAL CIVIL REGISTRAR, OFFICE OF THE MUNICIPAL TREASURER			
Classification:	Simple			
Type of Transaction:	G 2 C (Government to Client)			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Order of Payment Form two (2) original copies		Office of the Municipal Civil Registrar		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Secure a queuing number and wait for the queuing number to be called.	Give the client a designated queuing number.	NONE	1 minute	Revenue Collection Clerk (RCC) window 8 - Municipal Treasurer's Office (MTO)
Present the requirements to the Revenue Collection Clerk (RCC).	The Revenue Collection Clerk will receive the presented requirement, verify, encode the approved letter of request and inform the client of the amount to be paid.	NONE	4 minutes	<i>Revenue Collection Clerk (RCC) windows 1, 2, 3, 4, 8, 9 - Municipal Treasurer's Office (MTO)</i>
Pay the required fees *Make sure to secure the Official Receipt (Accountable Form No. 51)	Print Out and Issue Official Receipt (Accountable Form No. 51)	Legitimation P300.00	2 minutes	<i>Revenue Collection Clerk (RCC) windows 1, 2, 3, 4, 8, 9 - Municipal Treasurer's Office (MTO)</i>
	TOTAL:	300.00	7 minutes	



Issuance Of Official Receipt For Service Fees - Local Civil Registrar Services For Registration - Admission Of Paternity

Office or Division:	OFFICE OF THE MUNICIPAL TREASURER			
Classification:	Simple			
Type of Transaction:	G 2 C (Government to Client)			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Order of Payment Form two (2) original copies		Office of the Municipal Civil Registrar		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Secure a queuing number and wait for the queuing number to be called.	Give the client a designated queuing number.	NONE	1 minute	Revenue Collection Clerk (RCC) window 8 - Municipal Treasurer's Office (MTO)
Present the requirements to the Revenue Collection Clerk (RCC).	The Revenue Collection Clerk will receive the presented requirement, verify, encode the approved letter of request and inform the client of the amount to be paid.	NONE	4 minutes	Revenue Collection Clerk (RCC) windows 1, 2, 3, 4, 8, 9 - Municipal Treasurer's Office (MTO)
Pay the required fees *Make sure to secure the Official Receipt (Accountable Form No. 51)	Print Out and Issue Official Receipt (Accountable Form No. 51)	Admission of Paternity P100.00	2 minutes	Revenue Collection Clerk (RCC) windows 1, 2, 3, 4, 8, 9 - Municipal Treasurer's Office (MTO)
	TOTAL:	100.00	7 minutes	



Issuance Of Official Receipt For Service Fees - Local Civil Registrar Services For Registration - Affidavit Of Delayed Registration

Office or Division:	OFFICE OF THE MUNICIPAL TREASURER			
Classification:	Simple			
Type of Transaction:	G 2 C (Government to Client)			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Order of Payment Form two (2) original copies		Office of the Municipal Civil Registrar		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Secure a queuing number and wait for the queuing number to be called.	Give the client a designated queuing number.	NONE	1 minute	Revenue Collection Clerk (RCC) window 8 - Municipal Treasurer's Office (MTO)
Present the requirements to the Revenue Collection Clerk (RCC).	The Revenue Collection Clerk will receive the presented requirement, verify, encode the approved letter of request and inform the client of the amount to be paid.	NONE	4 minutes	<i>Revenue Collection Clerk (RCC) windows 1, 2, 3, 4, 8, 9 - Municipal Treasurer's Office (MTO)</i>
Pay the required fees *Make sure to secure the Official Receipt (Accountable Form No. 51)	Print Out and Issue Official Receipt (Accountable Form No. 51)	Affidavit of Delayed Registration P100.00	2 minutes	<i>Revenue Collection Clerk (RCC) windows 1, 2, 3, 4, 8, 9 - Municipal Treasurer's Office (MTO)</i>
	TOTAL:	100.00	7 minutes	

Issuance Of Official Receipt For Service Fees - Local Civil Registrar Services For Registration - Affidavit Of Re-Appearence

Office or Division:	OFFICE OF THE MUNICIPAL TREASURER			
Classification:	Simple			
Type of Transaction:	G 2 C (Government to Client)			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Order of Payment Form two (2) original copies		Office of the Municipal Civil Registrar		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Secure a queuing number and wait for the queuing number to be called.	Give the client a designated queuing number.	NONE	1 minute	Revenue Collection Clerk (RCC) window 8 - Municipal Treasurer's Office (MTO)
Present the requirements to the Revenue Collection Clerk (RCC).	The Revenue Collection Clerk will receive the presented requirement, verify, encode the approved letter of request and inform the client of the amount to be paid.	NONE	4 minutes	Revenue Collection Clerk (RCC) windows 1, 2, 3, 4, 8, 9 - Municipal Treasurer's Office (MTO)
Pay the required fees *Make sure to secure the Official Receipt (Accountable Form No. 51)	Print Out and Issue Official Receipt (Accountable Form No. 51)	Affidavit of Re-Appearence P500.00	2 minutes	Revenue Collection Clerk (RCC) windows 1, 2, 3, 4, 8, 9 - Municipal Treasurer's Office (MTO)
	TOTAL:	500	7 minutes	

Issuance Of Official Receipt For Service Fees - Local Civil Registrar Services For Registration - Certificate Of Late Death Registration

Office or Division:	OFFICE OF THE MUNICIPAL TREASURER			
Classification:	Simple			
Type of Transaction:	G 2 C (Government to Client)			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Order of Payment Form two (2) original copies		Office of the Municipal Civil Registrar		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Secure a queuing number and wait for the queuing number to be called.	Give the client a designated queuing number.	NONE	1 minute	Revenue Collection Clerk (RCC) window 8 - Municipal Treasurer's Office (MTO)
Present the requirements to the Revenue Collection Clerk (RCC).	The Revenue Collection Clerk will receive the presented requirement, verify, encode the approved letter of request and inform the client of the amount to be paid.	NONE	4 minutes	Revenue Collection Clerk (RCC) windows 1, 2, 3, 4, 8, 9 - Municipal Treasurer's Office (MTO)
Pay the required fees *Make sure to secure the Official Receipt (Accountable Form No. 51)	Print Out and Issue Official Receipt (Accountable Form No. 51)	Certificate of Late Death Registration P200.00	2 minutes	Revenue Collection Clerk (RCC) windows 1, 2, 3, 4, 8, 9 - Municipal Treasurer's Office (MTO)
	TOTAL:	200.00	7 minutes	

Issuance Of Official Receipt For Service Fees - Local Civil Registrar Services Marriage Fees - Application For Marriage License (Solisitud)

There shall be fees collected for services rendered by the Municipal Local Civil Registrar (Municipal Ordinance No. 20-S-2016 Article B Sec. 5B.01)

Office or Division:	OFFICE OF THE MUNICIPAL CIVIL REGISTRAR, OFFICE OF THE MUNICIPAL TREASURER			
Classification:	Simple			
Type of Transaction:	G 2 C (Government to Client)			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Order of Payment Form two (2) original copies		Office of the Municipal Civil Registrar		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Secure a queuing number and wait for the queuing number to be called.	Give the client a designated queuing number.	NONE	1 minute	Revenue Collection Clerk (RCC) window 8 - Municipal Treasurer's Office (MTO)
Present the requirements to the Revenue Collection Clerk (RCC).	The Revenue Collection Clerk will receive the presented requirement, verify, encode the approved letter of request and inform the client of the amount to be paid.	NONE	4 minutes	Revenue Collection Clerk (RCC) windows 1, 2, 3, 4, 8, 9 - Municipal Treasurer's Office (MTO)
Pay the required fees *Make sure to secure the Official Receipt (Accountable Form No. 51)	Print Out and Issue Official Receipt (Accountable Form No. 51)	Application for Marriage License P300.00 Marriage License Fee P50.00 Marriage Solemnization Fee P500.00 Parental Consent P100.00 Parental Advice P100.00 Family Planning P100.00 Sponsorship Fee P100.00 (For Every Sponsor)	2 minutes	Revenue Collection Clerk (RCC) windows 1, 2, 3, 4, 8, 9 - Municipal Treasurer's Office (MTO)
	TOTAL:	1,250.00	7 minutes	

Issuance Of Official Receipt For Service Fees - Municipal Social Welfare Office (Daycare)

There shall be an amount collected / imposed from each daycare student a participation fee of P50.00 for every month within the territorial jurisdiction of this municipality. (Municipal Ordinance No. 20-S-2016 Article (Municipal Ordinance No. 20-S-2016 Article H Sec. 5H.01))

Office or Division:	OFFICE OF THE MUNICIPAL TREASURER			
Classification:	Simple			
Type of Transaction:	G 2 C (Government to Client)			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Order of Payment Form		Municipal Social Welfare Office		
Checklist of Daycare Students Enrolled		Municipal Social Welfare Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Secure a queuing number and wait for the queuing number to be called.	Give the client a designated queuing number.	NONE	1 minute	Revenue Collection Clerk (RCC) window 8 - Municipal Treasurer's Office (MTO)
Present the requirements to the Revenue Collection Clerk (RCC).	The Revenue Collection Clerk will receive the presented requirement, verify, encode the approved letter of request and inform the client of the amount to be paid.	NONE	4 minutes	Revenue Collection Clerk (RCC) windows 1, 2, 3, 4, 8, 9 - Municipal Treasurer's Office (MTO)
Pay the required fees *Make sure to secure the Official Receipt (Accountable Form No. 51)	Print Out and Issue Official Receipt (Accountable Form No. 51)	Participation Fee of P50.00 for every student per month	2 minutes	Revenue Collection Clerk (RCC) windows 1, 2, 3, 4, 8, 9 - Municipal Treasurer's Office (MTO)
	TOTAL:	50.00	7 minutes	

Issuance Of Official Receipt For Service Fees - Municipal Social Welfare Office (Solo Parent)

There shall be an amount collected / imposed from each daycare student a participation fee of P50.00 for every month within the territorial jurisdiction of this municipality. (Municipal Ordinance No. 20-S-2016 Article (Municipal Ordinance No. 20-S-2016 Article H Sec. 5H.01)

Office or Division:	OFFICE OF THE MUNICIPAL TREASURER			
Classification:	Simple			
Type of Transaction:	G 2 C (Government to Client)			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Order of Payment Form		Municipal Social Welfare Office		
Checklist of Daycare Students Enrolled		Municipal Social Welfare Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Secure a queuing number and wait for the queuing number to be called.	Give the client a designated queuing number.	NONE	1 minute	Revenue Collection Clerk (RCC) window 8 - Municipal Treasurer's Office (MTO)
Present the requirements to the Revenue Collection Clerk (RCC).	The Revenue Collection Clerk will receive the presented requirement, verify, encode the approved letter of request and inform the client of the amount to be paid.	NONE	4 minutes	Revenue Collection Clerk (RCC) windows 1, 2, 3, 4, 8, 9 - Municipal Treasurer's Office (MTO)
Pay the required fees *Make sure to secure the Official Receipt (Accountable Form No. 51)	Print Out and Issue Official Receipt (Accountable Form No. 51)	Solo Parent Registration and Issuance Card P50.00	2 minutes	Revenue Collection Clerk (RCC) windows 1, 2, 3, 4, 8, 9 - Municipal Treasurer's Office (MTO)
	TOTAL:	50.00	7 minutes	

Issuance Of Official Receipt For Service Fees - Office Of The Municipal Assessor (Annotation Of Bail, Amortization, Mortgage Of Encumbrance)

There shall be an amount collected / imposed from each daycare student a participation fee of P50.00 for every month within the territorial jurisdiction of this municipality. (Municipal Ordinance No. 20-S-2016 Article (Municipal Ordinance No.20-S-2016 Article H Sec. 5H.01)

Office or Division:	OFFICE OF THE MUNICIPAL TREASURER			
Classification:	Simple			
Type of Transaction:	G2C (Government of Client), G2B (Government to Business Entity), G2G (Government to Government)			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Order of Payment Form		Municipal Assessor's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Secure a queuing number and wait for the queuing number to be called.	Give the client a designated queuing number.	NONE	1 minute	Revenue Collection Clerk (RCC) window 8 - Municipal Treasurer's Office (MTO)
Present the requirements to the Revenue Collection Clerk (RCC).	The Revenue Collection Clerk will receive the presented requirement, verify, encode the approved letter of request and inform the client of the amount to be paid.	NONE	4 minutes	Revenue Collection Clerk (RCC) windows 1, 2, 3, 4, 8, 9 - Municipal Treasurer's Office (MTO)
Pay the required fees *Make sure to secure the Official Receipt (Accountable Form No. 51)	Print Out and Issue Official Receipt (Accountable Form No. 51)	Annotation of bail, amortization, mortgage or encumbrance P100.00	2 minutes	Revenue Collection Clerk (RCC) windows 1, 2, 3, 4, 8, 9 - Municipal Treasurer's Office (MTO)
	TOTAL:	It will depend on the number of copies / page requested	7 minutes	

Issuance Of Official Receipt For Service Fees - Office Of The Municipal Assessor (Certificate Of No Improvement With Inspection Fee)

There shall be an amount collected / imposed from each daycare student a participation fee of P50.00 for every month within the territorial jurisdiction of this municipality. (Municipal Ordinance No. 20-S-2016 Article (Municipal Ordinance No. 20-S-2016 Article H Sec. 5H.01)

Office or Division:	OFFICE OF THE MUNICIPAL TREASURER			
Classification:	Simple			
Type of Transaction:	G 2 C (Government of Client), G 2 B (Government to Business Entity), G 2 G (Government to Government)			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Order of Payment Form		Municipal Assessor's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Secure a queuing number and wait for the queuing number to be called.	Give the client a designated queuing number.	NONE	1 minute	Revenue Collection Clerk (RCC) window 8 - Municipal Treasurer's Office (MTO)
Present the requirements to the Revenue Collection Clerk (RCC).	The Revenue Collection Clerk will receive the presented requirement, verify, encode the approved letter of request and inform the client of the amount to be paid.	NONE	4 minutes	Revenue Collection Clerk (RCC) windows 1, 2, 3, 4, 8, 9 - Municipal Treasurer's Office (MTO)
Pay the required fees *Make sure to secure the Official Receipt (Accountable Form No. 51)	Print Out and Issue Official Receipt (Accountable Form No. 51)	Certificate of No Improvement with Inspection Fee P250.00	2 minutes	Revenue Collection Clerk (RCC) windows 1, 2, 3, 4, 8, 9 - Municipal Treasurer's Office (MTO)
	TOTAL:	It will depend on the number of copies / page requested	7 minutes	

Issuance Of Official Receipt For Service Fees - Office Of The Municipal Assessor (Certificate Of Ownership And Other Certification)

There shall be an amount collected / imposed from each daycare student a participation fee of P50.00 for every month within the territorial jurisdiction of this municipality. (Municipal Ordinance No. 20-S-2016 Article (Municipal Ordinance No. 20-S-2016 Article H Sec. 5H.01)

Office or Division:	OFFICE OF THE MUNICIPAL TREASURER			
Classification:	Simple			
Type of Transaction:	G 2 C (Government of Client), G 2 B (Government to Business Entity), G 2 G (Government to Government)			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Order of Payment Form		Municipal Assessor's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Secure a queuing number and wait for the queuing number to be called.	Give the client a designated queuing number.	NONE	1 minute	Revenue Collection Clerk (RCC) window 8 - Municipal Treasurer's Office (MTO)
Present the requirements to the Revenue Collection Clerk (RCC).	The Revenue Collection Clerk will receive the presented requirement, verify, encode the approved letter of request and inform the client of the amount to be paid.	NONE	4 minutes	Revenue Collection Clerk (RCC) windows 1, 2, 3, 4, 8, 9 - Municipal Treasurer's Office (MTO)
Pay the required fees *Make sure to secure the Official Receipt (Accountable Form No. 51)	Print Out and Issue Official Receipt (Accountable Form No. 51)	Certificate of Ownership and other certification P100.00	2 minutes	Revenue Collection Clerk (RCC) windows 1, 2, 3, 4, 8, 9 - Municipal Treasurer's Office (MTO)
	TOTAL:	It will depend on the number of copies / page requested	7 minutes	

Issuance Of Official Receipt For Service Fees - Office Of The Municipal Assessor (Certificate Of Property Holdings)

There shall be an amount collected / imposed from each daycare student a participation fee of P50.00 for every month within the territorial jurisdiction of this municipality. (Municipal Ordinance No. 20-S-2016 Article (Municipal Ordinance No. 20-S-2016 Article H Sec. 5H.01)

Office or Division:	OFFICE OF THE MUNICIPAL TREASURER			
Classification:	Simple			
Type of Transaction:	G 2 C (Government of Client), G 2 B (Government to Business Entity), G 2 G (Government to Government)			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Order of Payment Form		Municipal Assessor's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Secure a queuing number and wait for the queuing number to be called.	Give the client a designated queuing number.	NONE	1 minute	Revenue Collection Clerk (RCC) window 8 - Municipal Treasurer's Office (MTO)
Present the requirements to the Revenue Collection Clerk (RCC).	The Revenue Collection Clerk will receive the presented requirement, verify, encode the approved letter of request and inform the client of the amount to be paid.	NONE	4 minutes	Revenue Collection Clerk (RCC) windows 1, 2, 3, 4, 8, 9 - Municipal Treasurer's Office (MTO)
Pay the required fees *Make sure to secure the Official Receipt (Accountable Form No. 51)	Print Out and Issue Official Receipt (Accountable Form No. 51)	Certificate of Property Holdings P100.00	2 minutes	Revenue Collection Clerk (RCC) windows 1, 2, 3, 4, 8, 9 - Municipal Treasurer's Office (MTO)
	TOTAL:	It will depend on the number of copies / page requested	7 minutes	

Issuance Of Official Receipt For Service Fees - Office Of The Municipal Assessor (Certified True Copy Of Tax Declaration)

There shall be an amount collected / imposed from each daycare student a participation fee of P50.00 for every month within the territorial jurisdiction of this municipality. (Municipal Ordinance No. 20-S-2016 Article (Municipal Ordinance No. 20-S-2016 Article H Sec. 5H.01))

Office or Division:	OFFICE OF THE MUNICIPAL TREASURER			
Classification:	Simple			
Type of Transaction:	G 2 C (Government of Client), G 2 B (Government to Business Entity), G 2 G (Government to Government)			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Order of Payment Form		Municipal Assessor's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Secure a queuing number and wait for the queuing number to be called.	Give the client a designated queuing number.	NONE	1 minute	Revenue Collection Clerk (RCC) window 8 - Municipal Treasurer's Office (MTO)
Present the requirements to the Revenue Collection Clerk (RCC).	The Revenue Collection Clerk will receive the presented requirement, verify, encode the approved letter of request and inform the client of the amount to be paid.	NONE	4 minutes	Revenue Collection Clerk (RCC) windows 1, 2, 3, 4, 8, 9 - Municipal Treasurer's Office (MTO)
Pay the required fees *Make sure to secure the Official Receipt (Accountable Form No. 51)	Print Out and Issue Official Receipt (Accountable Form No. 51)	Certified True Copy of Tax Declaration P100.00	2 minutes	Revenue Collection Clerk (RCC) windows 1, 2, 3, 4, 8, 9 - Municipal Treasurer's Office (MTO)
	TOTAL:	It will depend on the number of copies / page requested	7 minutes	

Issuance Of Official Receipt For Service Fees - Office Of The Municipal Assessor (Other Certification Not Mentioned Above)

There shall be an amount collected / imposed from each daycare student a participation fee of P50.00 for every month within the territorial jurisdiction of this municipality. (Municipal Ordinance No. 20-S-2016 Article (Municipal Ordinance No. 20-S-2016 Article H Sec. 5H.01)

Office or Division:	OFFICE OF THE MUNICIPAL TREASURER			
Classification:	Simple			
Type of Transaction:	G 2 C (Government of Client), G 2 B (Government to Business Entity), G 2 G (Government to Government)			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Order of Payment Form		Municipal Assessor's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Secure a queuing number and wait for the queuing number to be called.	Give the client a designated queuing number.	NONE	1 minute	Revenue Collection Clerk (RCC) window 8 - Municipal Treasurer's Office (MTO)
Present the requirements to the Revenue Collection Clerk (RCC).	The Revenue Collection Clerk will receive the presented requirement, verify, encode the approved letter of request and inform the client of the amount to be paid.	NONE	4 minutes	Revenue Collection Clerk (RCC) windows 1, 2, 3, 4, 8, 9 - Municipal Treasurer's Office (MTO)
Pay the required fees *Make sure to secure the Official Receipt (Accountable Form No. 51)	Print Out and Issue Official Receipt (Accountable Form No. 51)	Other Certification Not Mentioned Above P100.00	2 minutes	Revenue Collection Clerk (RCC) windows 1, 2, 3, 4, 8, 9 - Municipal Treasurer's Office (MTO)
	TOTAL:	It will depend on the number of copies / page requested	7 minutes	

Issuance Of Official Receipt For Service Fees - Office Of The Municipal Assessor (Owner's Copy For Simple Transfer)

There shall be an amount collected / imposed from each daycare student a participation fee of P50.00 for every month within the territorial jurisdiction of this municipality. (Municipal Ordinance No. 20-S-2016 Article (Municipal Ordinance No. 20-S-2016 Article H Sec. 5H.01)

Office or Division:	OFFICE OF THE MUNICIPAL TREASURER			
Classification:	Simple			
Type of Transaction:	G 2 C (Government of Client), G 2 B (Government to Business Entity), G 2 G (Government to Government)			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Order of Payment Form		Municipal Assessor's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Secure a queuing number and wait for the queuing number to be called.	Give the client a designated queuing number.	NONE	1 minute	Revenue Collection Clerk (RCC) window 8 - Municipal Treasurer's Office (MTO)
Present the requirements to the Revenue Collection Clerk (RCC).	The Revenue Collection Clerk will receive the presented requirement, verify, encode the approved letter of request and inform the client of the amount to be paid.	NONE	4 minutes	<i>Revenue Collection Clerk (RCC) windows 1, 2, 3, 4, 8, 9 - Municipal Treasurer's Office (MTO)</i>
Pay the required fees *Make sure to secure the Official Receipt (Accountable Form No. 51)	Print Out and Issue Official Receipt (Accountable Form No. 51)	Owner's Copy for simple transfer P100.00	2 minutes	<i>Revenue Collection Clerk (RCC) windows 1, 2, 3, 4, 8, 9 - Municipal Treasurer's Office (MTO)</i>
	TOTAL:	It will depend on the number of copies / page requested	7 minutes	

Issuance Of Official Receipt For Service Fees - Office Of The Municipal Assessor (Owner's Copy For Subdivided Lots)

There shall be an amount collected / imposed from each daycare student a participation fee of P50.00 for every month within the territorial jurisdiction of this municipality. (Municipal Ordinance No. 20-S-2016 Article (Municipal Ordinance No. 20-S-2016 Article H Sec. 5H.01)

Office or Division:	OFFICE OF THE MUNICIPAL TREASURER			
Classification:	Simple			
Type of Transaction:	G 2 C (Government of Client), G 2 B (Government to Business Entity), G 2 G (Government to Government)			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Order of Payment Form		Municipal Assessor's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Secure a queuing number and wait for the queuing number to be called.	Give the client a designated queuing number.	NONE	1 minute	Revenue Collection Clerk (RCC) window 8 - Municipal Treasurer's Office (MTO)
Present the requirements to the Revenue Collection Clerk (RCC).	The Revenue Collection Clerk will receive the presented requirement, verify, encode the approved letter of request and inform the client of the amount to be paid.	NONE	4 minutes	Revenue Collection Clerk (RCC) windows 1, 2, 3, 4, 8, 9 - Municipal Treasurer's Office (MTO)
Pay the required fees *Make sure to secure the Official Receipt (Accountable Form No. 51)	Print Out and Issue Official Receipt (Accountable Form No. 51)	Owner's Copy for subdivided lots (up to five Subd. lots) P100.00 per lot Owner's Copy for subdivided lots (more than five subdivision lots) P80.00 per lot	2 minutes	Revenue Collection Clerk (RCC) windows 1, 2, 3, 4, 8, 9 - Municipal Treasurer's Office (MTO)
	TOTAL:	It will depend on the number of copies / page requested	7 minutes	

Issuance Of Official Receipt For Service Fees - Police Clearance

There shall be paid for each police clearance certificate obtained from the Station Commander of the Philippine National Police of this municipality. (Municipal Ordinance 20-S-2016 Article C Sec. 5C.01)

Office or Division:	OFFICE OF THE MUNICIPAL TREASURER			
Classification:	Simple			
Type of Transaction:	G 2 C (Government to Client)			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Order of Payment Form two (2) original copies		Office of the Municipal Civil Registrar		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Secure a queuing number and wait for the queuing number to be called.	Give the client a designated queuing number.	NONE	1 minute	Revenue Collection Clerk (RCC) window 8 - Municipal Treasurer's Office (MTO)
Present the requirements to the Revenue Collection Clerk (RCC).	The Revenue Collection Clerk will receive the presented requirement, verify, encode the approved letter of request and inform the client of the amount to be paid.	NONE	4 minutes	Revenue Collection Clerk (RCC) windows 1, 2, 3, 4, 8, 9 - Municipal Treasurer's Office (MTO)
Pay the required fees *Make sure to secure the Official Receipt (Accountable Form No. 51)	Print Out and Issue Official Receipt (Accountable Form No. 51)	For Scholarship, study grant P50.00 For Employment and other purposes P100.00 For Change of Name P500.00 For Application for Filipino Citizenship P1,500.00 For passport or visa application (for abroad) P300.00 For firearms permit application P500.00 For People's Law Enforcement	2 minutes	Revenue Collection Clerk (RCC) windows 1, 2, 3, 4, 8, 9 - Municipal Treasurer's Office (MTO)

		Board (PLEB) clearance P200.00		
	TOTAL:	It will depend on the nature of the client's transaction	7 minutes	

Issuance Of Official Receipt For Service Fees – Health Examination

There shall be collected a fee of Fifty Pesos (P50.00) from any person who is given a physical examination by the Municipal Health Officer or his duly authorized representative. A fee of Fifty Pesos (P50.00) shall be collected for the copy of issuance of a copy of the initial medical certificate issued by the Municipal Health Officer. (Municipal Ordinance No, 20-S-2016 Article E Sec. 5E.01)

Office or Division:		Office of the Municipal Treasurer		
Classification:		Simple		
Type of Transaction:		G2C		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Secure a queuing number and wait for the queuing number to be called.		Rural Heal Unit I (Beside the main municipal building Plaza Burgos, Guagua, Pampanga)		
		Rural Heal Unit II (In front of Betis Church, San Nicolas 2nd Betis, Guagua, Pampanga)		
		Rural Heal Unit III (Natividad , Guagua, Pampanga)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESS-ING TIME	PERSON RESPONSIBLE
Secure a queuing number and wait for the queuing number to be called.	Give the client a designated queuing number.	none	1 minute	<i>Revenue Collection Clerk (RCC) window 8 - Municipal Treasurer's Office (MTO)</i>
Pay the required fees *Make sure to secure the Official Receipt (Accountable Form No. 51)	Print Out and Issue Official Receipt (Accountable Form No. 51)	Physical Examination P50.00 Urinalysis P20.00 Fecalalysis P20.00 Hemoglobin P30.00 Fasting Blood Sugar P30.00 Copy of Medical Certificate P50.00	2 minutes	<i>Revenue Collection Clerk (RCC) windows 1, 2, 3, 4, 8, 9 - Municipal Treasurer's Office (MTO)</i>
	TOTAL:		7 minutes	

Issuance Of Official Receipt For Service Fees - Local Civil Registrar Services For Registration - Affidavit Of Acknowledgement

Office or Division:	OFFICE OF THE MUNICIPAL TREASURER			
Classification:	Simple			
Type of Transaction:	G 2 C (Government to Client)			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Order of Payment Form two (2) original copies		Office of the Municipal Civil Registrar		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Secure a queuing number and wait for the queuing number to be called.	Give the client a designated queuing number.	NONE	1 minute	Revenue Collection Clerk (RCC) window 8 - Municipal Treasurer's Office (MTO)
Present the requirements to the Revenue Collection Clerk (RCC).	The Revenue Collection Clerk will receive the presented requirement, verify, encode the approved letter of request and inform the client of the amount to be paid.	NONE	4 minutes	<i>Revenue Collection Clerk (RCC) windows 1, 2, 3, 4, 8, 9 - Municipal Treasurer's Office (MTO)</i>
Pay the required fees *Make sure to secure the Official Receipt (Accountable Form No. 51)	Print Out and Issue Official Receipt (Accountable Form No. 51)	Affidavit of Acknowledgement P100.00	2 minutes	<i>Revenue Collection Clerk (RCC) windows 1, 2, 3, 4, 8, 9 - Municipal Treasurer's Office (MTO)</i>
	TOTAL:	100.00	7 minutes	

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PERSONS WITH DISABILITIES AFFAIRS OFFICE

External Services

Persons with Disabilities Privileged Identification Card

Service Description: The PWD I.D. is the standard identification card for persons with disability in the Philippines. It can be used to avail of PWD benefits as mandated by the law. This I.D. card is valid for three years and can be renewed.

Office or Division:	Persons with Disabilities Affairs Office			
Classification:	Simple			
Type of Transaction:	G 2 C / G 2 G			
Who may avail:	Internal and External Clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
- Department of Health Application Form		- Persons with Disabilities Affairs Office		
- Certificate of Residency		- Barangay Hall		
- Certificate of Birth		- Local Civil Registry (LCR)/Philippine Statistics Authority (PSA)		
- Medical Certificate indicating the type of disability		- Rural Health Unit (RHU) Physician		
- Blood Type Result		- Rural Health Unit (RHU) or Hospital		
- 3 copies 1x1 picture				
1 copy Whole body picture				
- Family Intake Sheet		- Persons with Disabilities Affairs Office		
* submit original of each document				
* for Certificate of Birth present the original copy and submit one photocopy				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in and Submit accomplished application form & other requirements	Evaluate documents and review application form	None	5 minutes	Record Officer
2. Provide required information and Assessment	Data Gathering	None	30 minutes.	PWD Focal Person
	Prepare Family Intake Sheet	None	30 minutes	PWD Focal Person
	Review and approval of Family Intake Sheet	None	5 minutes	Municipal Social Welfare and Development Officer (MWDO)
3. Prepare and Claim of ID Card	Prepare ID Card	None	20 minutes	Record Officer
	Record and release	None	5 minutes	Record Officer
	Total:		1 hour & 35 minutes	

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PUBLIC EMPLOYMENT SERVICE OFFICE

Internal Services

Recruitment & Selection Of Applicants For Appointment

Labor Market Information and Job Referral are PESO core services as stipulated by Republic Act 8759 (PESO Act of 1999) and as amended by Republic Act 10691.

Office or Division:	Public Employment Service Office			
Classification:	Complex			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Jobseekers Employers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Resume and other credentials for jobseekers		Applicant		
2. Letter of Intent		Applicant/Employer		
3. Referral Letter		PESO		
4. Company Profile		Agency/Employer		
5. Job Orders/Vacancies		Agency/Employer		
6. Examination Sheets		To be provided by the Agency/Employer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. For Job Seeker	Issue PEIS Form	none	1 minute	PESO Staff
1. Secure PESO Employment Information System Form (SRS) at the front desk (Job Referral & Placement Section) and fill-up accordingly				
2. Submit fully accomplished PEIS and Fill-up registration form	Review the PEIS if properly filled-up /accomplished	none	3 minutes	PESO Staff
	Interview/Counsel the jobseekers and proceed to job matching	None	5 minutes	PESO Staff
	If qualified, issue referral letter	none	3 minutes	PESO Staff

	Preparation of recommendation letter (If the jobseeker asked for recommendation letter from the PESO Manager)	None	5 minutes	PESO Staff
	Approval of recommendation letter	none	5 minutes	PESO Staff
3. Sign upon receipt of the recommendation letter	Releasing of recommendation letter	none	3 minutes	PESO Staff
4. Encode Applicant into the PEIS thru Job Fair or Walk-in	Input data of the Applicant into PESO Skills Registry System	none	3 minutes	PESO Staff
5. Monthly Report of Applicants	Submission of report to DOLE for possible hiring/ Job match	none	20 minutes	PESO Staff
TOTAL:			48 minutes	
B. For Employers	Gathering of Information and selection of possible qualified applicants thru the system if no match for conduct a job fair	none	5 minutes	PESO Manager PESO Staff
1. Submission of list of vacancies with letter of intent addressed to the Municipal Mayor thru PESO				
2. Proceed to Public Employment Service Office if letter of intent was approved	Interview the employer	none	15 minutes	PESO Manager
3. Secure an Employer's documents and fill-up accordingly	Issue the documents	none	10 minutes	Labor and Employment Assistant
4. Submit Company profile, Business Permit, DOLE certification, POEA License, BIR 2303 and Job orders/Vacancies with the ERC	Review all submitted documents (if it is an overseas agency - verify license & JO through POEA website)	none	20 minutes	PESO Manager

	Post submitted Job Orders/Vacancies at the PESO bulletin board and PEIS online	none	15 minutes	PESO Staff
	Provide the employer with referred applicants form or SRS	none	10 minutes	PESO Staff
5. Sort the needed manpower from the filed PEIS and jot them down on the form of referred applicants to be provided by PESO 2 copies	Get 1 copy of the referred applicants form and check if properly filled out. The original copy is given to the employer while the other copy will be kept for filling	none	30 minutes	PESO Staff
6. Secure a letter of no objection/ Approval of Local/ Special Recruitment Activity	If the employer is qualified for Special Recruitment Activity or Local Recruitment Activity, prepare the no objection or approval letter	none	20 minutes	PESO Manager
7. Wait for the release of letter of no objection	Recommendation and approval of letter of no objection	None	15 minutes	PESO Manager
8. Present the Special Recruitment Authorization (issued by POEA)	File the SRA and arrange with employer start of recruitment activity	none	5 minutes	PESO Manager PESO Staff
TOTAL:			2 hours and 25 minutes	

ARTA
ANTI-RED TAPE AUTHORITY
OFFICE OF THE PRESIDENT



SENIOR CITIZENS AFFAIRS OFFICE

External Services

Office of Senior Citizens Affairs Privileged Identification Card

The Senior Citizen I.D. is the standard identification card for senior citizens in the Philippines. It can be used

Office or Division:	Office of Senior Citizen’s Affairs			
Classification:	Simple			
Type of Transaction:	G2C (Government to Client)/G2G(Government to Government			
Who may avail:	Internal and External Clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none">- Application Form- Certificate of Residency- Certificate of Birth- 2 pcs. 1x1 picture- Family Intake Sheet <p>* submit 1 original of each document * for Certificate of Birth present the original copy and submit one photocopy</p>		<ul style="list-style-type: none">- Office of Senior Citizens Affairs- Barangay Hall- Local Civil Registry (LCR)/Philippine Statistics Authority (PSA)- Office of Senior Citizens Affairs		
Issuance of Senior Citizens Privileged Identification Card				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Sign in and Submit accomplished application form & other requirements	Evaluate documents and review application form	none	5 minutes	Record Officer
Provide required information and Assessment	Data Gathering	none	15 minutes	OSCA Focal Person
	Prepare Family Intake Sheet	none	15 minutes	OSCA Focal Person
	Review and approval of Family Intake Sheet	none	5 minutes	Municipal Social Welfare and Development Officer (MSWDO)

Prepare and Claim of ID Card	Prepare ID Card	None	10 minutes	Record Officer
	Record and release	none	2 minutes	Record Officer
Total Processing Time			52 minutes	

ARTA
ANTI-RED TAPE AUTHORITY
OFFICE OF THE PRESIDENT



TRAFFIC MANAGEMENT UNIT

External Services

Releasing of Driver's License of Apprehended Violators

To release the driver's license of apprehended violators to their respective downers.

Office or Division:	Traffic Management Unit			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	Apprehended Violators			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duplicate Citation Ticket		Traffic Enforcers (when apprehended)		
Official Receipt (Payment for violation)		Office of the Municipal Treasurer		
Personal Appearance of Violator				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the Official receipt from the Municipal Treasurer's Office as proof of payment and the duplicate Traffic Citation Ticker	Verifies if the requirements are complete	None	3 minutes	Cherry Sazon/Diana Jean Baltazar
	Logged the transaction in the log book	None	2 minutes	Cherry Sazon/Diana Jean Baltazar
Clients signs in the logbook	Staff releases the driver's license after the transaction	None	2 minutes	Cherry Sazon/Diana Jean Baltazar
	Total:	No feed to be collected	7 minutes	



**VICE MAYOR'S OFFICE
AND
SANGGUNIAN BAYAN OFFICE**

Internal Services

Issuance of Copies of Ordinances and Resolutions

The Office of the Sanggunian Bayan ensures that the availability of copy of records of ordinances and resolutions are always available to the citizen of the Municipality.

Office or Division:	Office of the Sanggunian Bayan			
Classification:	Simple			
Type of Transaction:	G2C, G2B, G2G – Government to Client, Business Entity and Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. None		Not Applicable		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request or inquire for a copy of an ordinance or resolutions; providing their details regarding the intent, such as law on smoking, traffic, anti-nuisance, solid waste, etc. or its year of enactment, author, title, etc., or if certain ordinance/ resolution has been enacted or in existence	Check the records thru The index/ compendium for the availability of the ordinance /resolution.	none	30 minutes	Local Legislative Staff/Admin-istrative Aide
2. wait for updates	Ask the approval of the Secretary to the Sanggunian regarding the request	none	2 minutes	Local Legislative Staff/Admin-istrative Aide
3. wait for updates	Photocopy the requested ordinance/ resolution, then request the client to pay the corresponding fees at the Treasurer's Office	none	15 minutes	Administrative Aide
4. The client shall cause the payment of the required fees at the Treasurer's Office	Record/logged the requested ordinance/resolution as well of the details of the	P20.00/page (pursuant to Ordinance	10 minutes	Administrative Aide

	client including the purpose in the prescribed record book	No. 20-s2016)		
5. The client shall present the official receipt at the Office of the Sanggunian Bayan	Seal the requested ordinance/resolution as certified true copy	none	5 minutes	Secretary to the Sanggunian/ Administrative Aide
6. Sign the proof of receiving thru the logbook (signature over printed name including the date of receipt), and thereafter receive the copy of the requested ordinance /resolution	Release the copy of the requested ordinance/ resolution	none	5 minutes	Administrative Aide
TOTAL:			67 minutes	

Issuance of Motorized Tricycle for Hire (MCH) Franchise

The Office of the Sanggunian Bayan is tasked to issue franchise of tricycle for hire in the Municipality of Guagua.

Office or Division:	Office of the Sanggunian Bayan			
Classification:	Simple			
Type of Transaction:	G2C (Government to Client)			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Two (2) copies of original inspection report		Office of the Mayor (Inspection Form) /MDRRMO (actual inspection of the unit)		
2. Two (2) photocopies of LTO Official Receipt (OR) and Certificate of Registration (CR) (Please bring the original copy for verification)		Self-produced		
3. Two (2) photocopies of Barangay Clearance and/or Barangay Business Certificate (Please bring the original copy)		Barangay Government concerned		
4. Two (2) photocopies of Professional Driver's License (Please bring the original)		Self-produced		
5. Two (2) photocopies of CTC (cedula) (Please bring the original)		Barangay Government concerned		
6. Two (2) original copies of zone certificate		zone/association concerned		
7. Two (2) copies of 2x2 photo (Driver and Operator)		Self-produced		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The Applicant will submit all requirements	Check the records for verification if changed ownership/ motor/ zone/residence	none	10 minutes	Administrative Aide
2. Wait for update	Provide three (3) copies of application form, and print	none	2 minutes	Administrative Aide

3. The applicant will fill-up the provided application forms	Using the inspection report Encode the details in the Confirmation Form and in the Special Authority Forms. Thereafter, print three (3) copies each and the same be given to the client for Notary Public and payment at the Treasurer's Office	none	5 minutes	Administrative Aide
4. The applicant shall cause the MCH documents to be notarized and thereafter shall pay the corresponding fees at the Treasurer's Office	wait for update	P150. 00 for Franchise Fee; P20.0 0 Confirmation on Fee (pursuant to Ordinance 20-s-2016)	None	Revenue Collection Clerk of the Treasurer's Office
5. The applicant shall submit all notarized and paid MCH	Allocate case number for the application, thereafter, Segregate all documents (original and photocopies)	none	10 minutes	Administrative Aide
6. wait for update	Record the transaction in the prescribed record book	none	10 minutes	Administrative Aide
7. Received signed MCH documents (franchise)	Affixed signature and release signed MCH documents	none	5 minutes	Administrative Aide
TOTAL:		P 170.00 (franchise)	32 minutes	

Note: Application will not be processed unless all documents are submitted.

VI. FEEDBACKS AND COMPLAINTS

FEEDBACK AND COMPLAINTS MECHANISM (FCM)

HOW TO SEND A FEEDBACK / SUGGESTION	<ul style="list-style-type: none"> ○ Answer the Client Feedback Form available in the municipal department offices ○ Drop it at the designated drop-box at the Public Assistance and Complaints Desk (PACD) located at the main entrance lobby of the municipal building.
HOW FEEDBACK / SUGGESTION IS PROCESSED	<ul style="list-style-type: none"> ○ Every Friday 12:00 noon, the HRMO Feedback and Complaints Mechanism Officer (HRMO-FCMO) opens the drop box and compiles and records all feedback submitted. ○ Feedback requiring answers are forwarded to the concerned office/s and they are required to answer within three (3) days after the receipt of the feedback. ○ The HRMO-FCMO records the reply ○ The reply of the office is then relayed to the citizen.
HOW TO FILE A COMPLAINT	<ul style="list-style-type: none"> ○ Answer the Client Complaint Form ○ Drop it at the designated drop box at the Public Assistance and Complaints Desk (PACD) located at the main entrance lobby of the municipal building. <p>Make sure to provide the following information:</p> <ul style="list-style-type: none"> - Name of person/s being complained - Incident - Evidence <p>For inquiries and follow-ups, clients may contact the following number: (045)</p>
HOW COMPLAINTS ARE PROCESSED	<ul style="list-style-type: none"> ○ The FCMO opens the drop box on a daily basis, and evaluates each complaint. ○ The Human Resource Management Office (HRMO) starts a verification/investigation process by forwarding the complaint to the concerned office for a written explanation to be submitted within three working days after the receipt. ○ The HRMO will create a report after the investigation and shall submit it to the Local Chief Executive for appropriate action. ○ The HRMO-FCMO will give the feedback to the client. <p>For inquiries and follow-ups, clients may contact the following number: (045).</p>
CONTACT INFORMATION OF HRMO-GUAGUA, CCB, PCC, ARTA	<p>HRMO-GUAGUA (045) 900 4231 / 2391 HRMOGUAGUA@gmail.com ARTA:</p>

	8-478-5093 complaints@arta.gov.ph PCC: 8888 pcc@malacanang.gov.ph CCB: 0908-881-6565 contactcenterngbayan.gov.ph
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CLIENT FEEDBACK FORM:

Municipality of Guagua Client's Feedback Form

Name of Office: _____

Employee-Server: _____

Position / Designation : _____

Client's Name: _____

Contact No. _____

Sex: _____ Male ; _____ Female

Age Group: _____ Below 18 _____ 31-40 _____ 51-60
 _____ 18-30 _____ 41-50 _____ 61-70

Purpose of Visit / Name of Service Requested

Part 1 – Client Satisfaction Rating

How do you rate our service?

_____ 5 – Outstanding _____ 2 - Unsatisfactory
 _____ 4 – Very Satisfactory _____ 1 - Poor
 _____ 3 – Satisfactory

Part 2 – Client Feedback

a) Please check if you are providing a
 _____ Compliment ; _____ Suggestion ; _____ Complaint

b) Facts or details of the incident

c) Recommendation/ Suggestion/ Desired Action from our Office

Please fold and put this form in the drop box.
 For follow up: email: hrmoguagua@gmail.com
 (045) – 900-4231 / 2391

VII. LIST OF OFFICES

Municipal Building Offices

Office	Address	Contact Information
Office of the Municipal Mayor	2 nd Floor, Municipal Building, Plaza Burgos, Guagua, Pampanga	(045) 900-0865/(045) 900-2572
Office of the Municipal Administrator	2 nd Floor, Municipal Building, Plaza Burgos, Guagua, Pampanga	(045) 900-0865/(045) 900-2572
Office of the Vice-Mayor and Sangguniang Bayan	2 nd Floor, Municipal Building, Plaza Burgos, Guagua, Pampanga	(045) 402-2590
Office of the Vice-Mayor and Sangguniang Bayan Secretary to SB	2 nd Floor, Municipal Building, Plaza Burgos, Guagua, Pampanga	(045) 402-2590
Office of the Municipal Planning and Development Coordinator	3 rd Floor, Municipal Building, Plaza Burgos, Guagua, Pampanga	(045) 900-2391/(045) 900-4231
Office of the Municipal Local Civil Registrar	1 st Floor, Municipal Building, Plaza Burgos, Guagua, Pampanga	(045) 900 4317
Office of the Municipal Budget	3 rd Floor, Municipal Building, Plaza Burgos, Guagua, Pampanga	(045) 900-4231
Office of the Municipal Accountant	3 rd Floor, Municipal Building, Plaza Burgos, Guagua, Pampanga	045) 901-0043
Office of the Municipal Treasurer	1 st Floor, Municipal Building, Plaza Burgos, Guagua, Pampanga	(045) 900-0240; (045) 402-4405
Office of the Municipal Assessor	1 st Floor, Municipal Building, Plaza Burgos, Guagua, Pampanga	(045) 900-2746
Office of the Municipal Engineer	1 st Floor, Municipal Building, Plaza Burgos, Guagua, Pampanga	(045) 649-4918

Office of the Human Resources Management	1st Floor, Municipal Building, Plaza Burgos, Guagua, Pampanga	(045) 900-4231; (045) 626-5750
Office of the Municipal Disaster Risk Reduction Management Office of the Municipal Environment and natural Resources	1st Floor, Municipal Building, Plaza Burgos, Guagua, Pampanga	(045) 598-0584; (045) 436-6215

Goseco Building Offices

Office	Address	Contact Information
Office of the Department of Interior and Local Government	2 nd Floor, Goseco Building, Plaza Burgos, Guagua, Pampanga	(045)900-0112
Office of the Municipal Social Welfare and Development	2 nd Floor, Goseco Building, Plaza Burgos, Guagua, Pampanga	(045) 900-4496
Office of the Municipal Agriculture	3 rd Floor, Goseco Building, Plaza Burgos, Guagua, Pampanga	(045) 900-4990

Guagua Community College Office

Office	Address	Contact Information
Guagua Community Colleges	Guagua Community College, Sta. Filomena, Guagua, Pampanga	(045) 409-8244

Office at Public Market of Guagua

Office	Address	Contact Information
Economic Enterprise (Market)	2 nd Floor, Public Market, Guagua, Pampanga	(045) 402-4078

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