



Municipality of Hagonoy

CITIZEN`S CHARTER



I. Mandate

Local Government Code of 1991 gives the local government powers to ensure the preservation and enhancement of culture, promotion of health and safety, right of people to a balanced ecology, development of technological capabilities, improvement of public morals, economic prosperity and social justice, full employment of residents, peace and order, and the convenience of inhabitants.

II. Vision

A dynamic agri-industrialized municipality with sustainable resources, socially responsible and ecologically-conscious citizenry, living in a developed, wholesome, peaceful and orderly environment.

III. Mission

It is the commitment of the municipal government to develop itself into a responsive, responsible and dynamic catalyst of change by promoting opportunities for socio-economic development and mechanisms for people's political advancement, promoting the development of its resources through judicious and sustainable utilization as well as protect them from abuse and illegal exploitation in order to create wholesome, ecologically-balanced, peaceful and orderly environment.

IV. Service Pledge

We, the officials and employees of the Municipal Government of Hagonoy, do hereby pledge supremacy in public service to our valued constituents and clients to attend to their necessities with integrity and satisfaction. We further pledge to link people to better governance. We will aim high and fulfill our commitments in the Citizen`s Charter as our supremacy in the public service. We commit to take care the needs to all applicants, requesting parties until the last individual is served.



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OFFICE OF THE MUNICIPAL MAYOR



1. SECURING PERMIT TO CONDUCT MOTORCADE, PARADE OR PROCESSION

Office/Division:	Office of the Municipal Mayor			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen; G2B-Government to Business; G2G-Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<p>Letter-request addressed to the Municipal Mayor, indicating the schedule of motorcade or parade, planned route and purpose of the activity.</p> <p>For motorcades/parades conducted to promote concerts or other related fund-raising activities, an Official Receipt from the Municipal Treasurer's Office showing the fees for staging the concert or fund-raising activity have been paid.</p>		Office of the Municipal Treasurer		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Payment of Fees	1. Issue Official Receipt.	PHP 200.00	5 minutes	<i>Local Treasury Operation Officer II Revenue Collection Clerk II Local Revenue Collection Officer I</i> Office of the Municipal Treasurer
2. The client shows his official Receipt to the Employee in-charge who prepares the permit.	2. Received the documents.	None	2 minutes	<i>Private Secretary II</i> Office of the Municipal Mayor
	2.1 The Municipal Mayor or his Authorized Representative will sign the permit.	None	3 minutes	<i>Municipal Mayor/ Administrative Officer IV</i> Mayor's Office
	2.2 Release the permit and leave a copy for the Records Section	None	2minutes	<i>Private Secretary II</i> Mayor's Office
TOTAL:		PHP	12 minutes	



	200.00		
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2. SECURING MAYOR'S CLEARANCE AND CERTIFICATE OF GOOD MORAL CHARACTER

Office/Division:	Office of the Municipal Mayor			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen; G2B-Government to Business; G2G-Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For Mayor's Clearance:				
Barangay Clearance (1 original copy)		Barangay Hall		
Original Copy of Police Clearance		Municipal Police Station-Hagonoy		
Original Copy of Court Clearance (optional) (1 original copy)				
Community Tax Certificate		Barangay Hall/Office of the Municipal Treasurer		
Official Receipt from the Municipal Treasurer's Office		Office of the Municipal Treasurer		
NBI Certification (optional) (1 original copy)		National Bureau of Investigation		
For Certificate of Good Moral Character:				
Barangay Certification (stating that the client is a resident of the barangay and has no derogatory records) (1 original copy)		Barangay Hall		
Official Receipt		Office of the Municipal Treasurer		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Payment of Fees	1. Issue Official Receipt.	Please refer table of fees below.	5 minutes	<i>Local Treasury Operation Officer II Revenue Collection Clerk II Local Revenue Collection Officer I Office of the Municipal Treasurer</i>
2. Submit documents required: <ul style="list-style-type: none"> • Barangay Clearance • Official Receipt showing payment 	2. Received the documents.	None	2 minutes	<i>Admin staff Office of the Municipal Mayor</i>



of fees to the receiving employee or in-charge				
	2.1 MO Staff prepares the Clearance or Certification	None	5 minutes	<i>Admin staff</i> Office of the Municipal Mayor
	2.2 Municipal Mayor or Admin. Officer approves the Clearance or Certification	None	3 minutes	<i>Municipal Mayor/</i> <i>Administrative</i> <i>Officer IV</i> Office of the Municipal Mayor
	2.3 Release and get a copy of Clearance and leave for the Records Section	None	1 minutes	<i>Admin staff</i> Office of the Municipal Mayor
TOTAL:			16 minutes	

Table of Fees	
Mayor`s Clearance based on purpose:	
1. For record and reference purposes	PHP 100.00
2. For overseas employment	PHP 400.00
3. For securing Firearms License	PHP 400.00
Certification Fee (Good Moral Character)	PHP 50.00



OFFICE OF THE SANGGUNIANG BAYAN



1. ISSUANCE OF MOTORIZED TRICYCLE OPERATION PERMIT (MTOP)
2. ISSUANCE OF MTOP SPECIAL PERMIT

Office/Division:	Office of the Sangguniang Bayan			
Classification:	Highly Technical			
Type of Transaction:	G2C-Government to Citizen, G2B-Government to Business, G2G-Government to Government			
Who may avail:	All Motorized Tricycle Operators and Drivers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For the New/Renewal Application of MTOP				
OPERATOR: Community Tax Certificate;		Barangay Hall/Office of the Municipal Treasurer		
Certification from Route Association		Tricycle Drivers and Operators Association		
Barangay Clearance		Barangay Hall		
Police Clearance		Hagonoy Municipal Police station		
Mayor's Certificate		Office of the Municipal Mayor		
Tax Clearance (for 2 units & above)		Bureau of Internal Revenue		
Latest Income Tax Return		Bureau of Internal Revenue		
Voter's Affidavit		Commission on Election		
Certificate of Registration & Latest Official Receipt for payment of LTO Registration		Land Transportation Office		
Insurance Certificate (Includes Passengers & TLP)		Insurance Company		
Verified MTOP Application		Office of the Sangguniang Bayan		
Picture of the unit (front & side views)		Client		
Official Receipt for payment of MTOP Application		Office of the Municipal Treasurer		
DRIVER: Medical Certificate;		Office of the Municipal Health		
Certification from the Traffic Section;		Hagonoy Municipal Police Station		
Birth Certificate;		Office of the Municipal Civil Registrar		
1X1 ID Picture		Client		
For MTOP Special Permit Application				
Mayor's Certificate		Office of the Municipal Mayor		
Police Clearance		Hagonoy Municipal Police Station		
Certification from the Traffic Section;		Hagonoy Municipal Police Station		
Certificate of Registration and latest Official Receipt of the unit		Land Transportation Office		
Approved MTOP of the unit		Approved File Copy of the Applicant		
Official receipt for payment of Special Permit		Office of the Municipal Treasurer		
CLIENT STEPS	AGENCY ACTION	FEES TO BE	PROCESSING TIME	PERSON RESPONSIBLE



		PAID		
1. Inquire and apply for MTOP/franchise / MTOP special permit - a checklist of requirements is being issued	1. Issue a checklist of requirements of MTOP application and discuss the details with the applicant.	None	3 minutes	<i>SB Personnel</i> Office of the Sangguniang Bayan
	1.1 Advise the client to complete the requirements before proceeding to the next step.	None	2 minutes	<i>SB Personnel</i> Office of the Sangguniang Bayan
2. Pay the Franchise Fees /Special Permit Fees	2. Issues Official Receipt to the client.	PHP 1,250.00	3 minutes	<i>Local Treasury</i> <i>Operation Officer II</i> <i>Revenue</i> <i>Collection Clerk II</i> <i>Local Revenue</i> <i>Collection Officer I</i> Office of the Municipal Treasurer
3. Prepare the franchise application/Special Permit Application	3. Remind the client that the franchise application/ special permit application must be subscribed by a Lawyer.	None	15 minutes	<i>Secretary to the Sanggunian,</i> <i>Secretary 1B</i> Office of the Sangguniang Bayan
4. Verify the requirements presented as to its completeness	4. See to it that documents presented are complete.	None	3 minutes	<i>Secretary to the Sanggunian,</i> <i>Secretary 1B</i> Office of the Sangguniang Bayan
5. Process the approval of Franchise <ul style="list-style-type: none"> • New application • Renewal application 	5. Forward the franchise application to MTRFB Member, MTRFB Vice Chairman and MTRFB Chairman approval.	None	14 days and 5 minutes	<i>Secretary to the Sanggunian,</i> <i>Secretary 1B</i> Office of the Sangguniang Bayan
6. Release of approved Franchise	6. Inspect the unit of the applicant.	None	2 minutes	<i>Secretary to the Sanggunian,</i>



				Secretary 1B Office of the Sangguniang Bayan
	6. The client signs the logbook and receives the approved Franchise.	None	3 minutes	Secretary to the Sanggunian, Secretary 1B Office of the Sangguniang Bayan
TOTAL:		PHP 1,250.00	14 days and 34 minutes	



OFFICE OF THE MUNICIPAL HEALTH



1. MEDICAL CONSULTATION

Office/Division:		Office of the Municipal Health		
Classification:		Simple		
Type of Transaction:		G2C- Government to Citizen		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Referral Slip/Form from Midwife or Physician		Office of the Municipal Health		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Referral Slip/Form from Midwife or Physician For Emergency Cases	1. Registration to outpatient logbook	None	5 minutes	<i>Midwife, BHW, Nurse, MHO Staff</i> Office of the Municipal Health
2. Proceed to Consultation Room	2. Physical Examination, Diagnosis	None	10 minutes	<i>Municipal Health Officer</i> Office of the Municipal Health
3. With Laboratory request, follow Laboratory Procedure	3. Perform laboratory test and issuance of laboratory results	None	5 minutes	<i>Pharmacist, Midwife, Nurse, MHO Staff</i> Office of the Municipal Health
4. Return Client folder to Encoder	4. Register to iClinicSys	None	5 minutes	<i>Midwife, BHW, Nurse, MHO Staff</i> Office of the Municipal Health
TOTAL:		None	25 minutes	

2. DENTAL SERVICES

Office/Division:		Office of the Municipal Health		
Classification:		Simple		
Type of Transaction:		G2C- Government To Citizen		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Referral Slip/Form from Midwife		Office of the Municipal Health		
Receipt from Treasury		Office of the Municipal Treasury		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Referral Slip/Form from Midwife	1. Registration, Record Dental Complain and	None	5 minutes	<i>Dental Aid</i> Office of the Municipal Health



	Record Vital Signs			
2. Proceed to Dental Room	2. Diagnosis	None	15 minutes	<i>Dentist I</i> Office of the Municipal Health
3. Pay corresponding fee	3. Provide Official Receipt	Extraction per tooth Php 100.00	5 minutes	<i>Local Treasury Operation Officer II</i> <i>Revenue Collection Clerk II</i> <i>Local Revenue Collection Officer I</i> Office of the Municipal Treasurer
4. Proceed to Dental Room	4. Treatment *Refer to MHO any unusualities	None	30 minutes	<i>Dentist I</i> Office of the Municipal Health
5. Proceed to Pharmacy	5. Medicine from Pharmacy Final Instruction	None	5 minutes	<i>Pharmacist, Midwife, Nurse, MHO Staff</i> Office of the Municipal Health
6. Return Client Folder	6. Register to iClinicSys	None	5 minutes	<i>Dental Aide</i> Office of the Municipal Health
TOTAL:		PHP 100.00	1 hour and 5 minutes	

3. LABORATORY SERVICES

Office/Division:	Office of the Municipal Health			
Classification:	Simple			
Type of Transaction:	G2C- Government To Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Slip/Form from Physician		Office of the Municipal Health		
Receipt from Treasury		Municipal Treasury Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request Slip/Form from Physician	1. Registration Record Vital Signs Secure Request	None	5 minutes	<i>Midwife, BHW, Nurse, MHO Staff</i> Office of the Municipal Health
2. Pay corresponding fee at MTO	2. Provide Official Receipt	Please refer table of fees	5 minutes	<i>Local Treasury Operation Officer II</i> <i>Revenue Collection</i>



		below.		<i>Clerk II Local Revenue Collection Officer I Office of the Municipal Treasurer</i>
3. Proceed to Laboratory	3. Perform Laboratory Test, Record and Provide result *Refer to MHO any unusualities	None	Case to Case Basis	<i>Medical Technologist I Office of the Municipal Health</i>
4. Return client folder	4. Register to iClinicSys	None	5 minutes	<i>Medical Technologist I Office of the Municipal Health</i>
TOTAL:			15 minutes	

Table of Fees	
Hemoglobin Count	PHP 75.00
Urinalysis	PHP 75.00
Stool Examination	PHP 75.00
Pregnancy Test	PHP 150.00
Complete Blood Count	PHP 100.00
Platelet Count	PHP 150.00
Blood Typing	PHP 75.00

4. SANITATION SERVICES

Office/Division:	Office of the Municipal Health			
Classification:	Simple			
Type of Transaction:	G2B-Government To Business			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Laboratory Results		Municipal Health Office		
Receipt from Treasury		Municipal Treasury Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure required documents	1. Provide list of requirements	None	2 minutes	<i>Detailed Sanitary Inspector, Sanitation Inspector I Office of the Municipal Health</i>
2. Pay	2. Provide Official	Please	5 minutes	<i>Local Treasury Operation Officer II</i>



corresponding fee	Receipt	refer to table of fees below.		Revenue Collection Clerk II Local Revenue Collection Officer I Office of the Municipal Treasurer
3. Present Business Permit requirements	3. Registration and Issuance of Sanitary Permit and Health Card	None	5 minutes	Detailed Sanitary Inspector, Sanitation Inspector I Office of the Municipal Health
TOTAL:			17 minutes	

Table of Fees	
Franchise (MTH) Purposes	PHP 100.00
New Employment	PHP 80.00
Renewal and other Purposes	PHP 100.00

5. MATERNAL, NEWBORN, CHILD HEALTH AND NUTRITION

Office/Division:	Office of the Municipal Health			
Classification:	Simple			
Type of Transaction:	G2C- Government To Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Referral Slip/Form from Midwife or Physician		Office of the Municipal Health		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Referral Slip/Form from Midwife or Physician ECCD Card, HBMR Card	1. Register, Record any complain and Record Vital Signs	None	5 minutes	Midwife, Nurse Office of the Municipal Health
2. Proceed to Birthing	2. Provided Immunization, New Acceptor/Re-supply unmet needs, Newborn Screening, Nutritional Supplementation Counseling and Final Instructions * Refer to MHO any unusualities	None	case to case basis	Midwife, Nurse Office of the Municipal Health
3. Return client folder	3. Register to	None	5 minutes	Midwife, Nurse,



	iClinicSys			MHO Staff Office of the Municipal Health
TOTAL:		None	10 minutes	

6. TBDOTS CENTER

Office/Division:		Office of the Municipal Health		
Classification:		Simple		
Type of Transaction:		G2C- Government To Citizen		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Referral Slip/Form from Midwife or Physician Laboratory Results		Office of the Municipal Health		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Referral Slip/Form from Midwife or Physician Residence Certificate Laboratory Result	1. Register, Record chief Complain, and Record Vital Signs	None	10 minutes	<i>Midwife, Nurse</i> Office of the Municipal Health
2. Proceed top TBDOTS Center	2. Diagnosis and Treatment Counseling *With Laboratory request, follow Laboratory Steps *Refer to MHO any unusualities	None	30 minutes	<i>Midwife, Nurse, Municipal Health Officer</i> Office of the Municipal Health
	2. 1 Medicines and Final Instructions	None	10 minutes	<i>Midwife, Nurse M</i> Office of the Municipal Health
3. Return client folder	3. Register to iClinicSys	None	5 minutes	<i>Midwife, Nurse, MHO Staff</i> Office of the Municipal Health
TOTAL:		None	55 minutes	

7. CERTIFICATE

Office/Division:	Office of the Municipal Health
Classification:	Simple



Type of Transaction:		G2C- Government To Citizen		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Slip/Form from Midwife, Physician, Philippine National Police, Municipal Social Welfare and Development		Office of the Municipal Health, Philippine National Police, Office of the Municipal Social Welfare and Development		
Official Receipt		Office of the Municipal Treasurer		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Barangay Certificate, Request Slip/Form	1. Register, Secure Requirements and Submit Requirements	None	5 minutes	<i>MHO Staff</i> Office of the Municipal Health
2. Pay corresponding fee at MTO	2. Provide Official Receipt	PHP 100.00	5 minutes	<i>Local Treasury Operation Officer II</i> <i>Revenue Collection Clerk II</i> <i>Local Revenue Collection Officer I</i> Office of the Municipal Treasurer
3. Present Receipt	3. Issuance of Certificate	None	10 minutes	<i>MHO Staff</i> Office of the Municipal Health
4. Return client folder	4. Register to iClinicSys	None	5 minutes	<i>MHO Staff</i> Office of the Municipal Health
TOTAL:		PHP 100.00	25 minutes	

8. Immunization (EPI) Newborn Screening

Office/Division:		Office of the Municipal Health		
Classification:		Simple		
Type of Transaction:		G2C- Government to Citizen		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Referral Slip/Form from Midwife or Physician ECCD Card		Office of the Municipal Health		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Referral	1. Registration	None	5 minutes	<i>Midwife</i>



Slip/Form from Midwife or Physician ECCD Card	Record any Complain Record Vital Sign			Office of the Municipal Health
2. Pay Corresponding Fee	Provide Official Receipt	PHP 600.00	5 minutes	<i>Local Treasury Operation Officer II Revenue Collection Clerk II Local Revenue Collection Officer I Office of the Municipal Treasurer</i>
3. Proceed to Birthing	3. Provided Immunization	None	2 minutes	<i>Midwife Office of the Municipal Health</i>
4. Present ECCD Card	4. Record Immunization to ECCD Card and Final Instruction * Refer to MHO for any Unusualities	None	5 minutes	<i>Midwife Municipal Health Office</i>
5. Return client folder	5. Register to iClinicSys	None	5 minutes	<i>Midwife Office of the Municipal Health</i>
TOTAL:		PHP 600.00	22 minutes	

9. PRENATAL/FAMILY PLANNING

Office/Division:		Office of the Municipal Health		
Classification:		Simple		
Type of Transaction:		G2C- Government to Citizen		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Referral Slip/Form from Midwife or Physician		Office of the Municipal Health		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Referral Slip/Form from Midwife or Physician ECCD Card	1. Registration Record any Complain Record Vital Signs	None	5 minutes	<i>Midwife Office of the Municipal Health</i>



2. Proceed to Family Planning Room	2. Give Nutritional Supplementation, Base-line Laboratory, Informed choice of Family Planning and New acceptor/ Re-supply unmet needs *Refer to MHO for any unusualities	None	15 minutes	Midwife Office of the Municipal Health
3. Return client folder	3. Register to iClinicSys	None	5 minutes	Midwife Office of the Municipal Health
TOTAL:		None	25 minutes	

10. SAFE BIRTHING CLINIC

Office/Division:	Office of the Municipal Health			
Classification:	Simple			
Type of Transaction:	G2C- Government To Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Referral Slip/Form from Midwife or Physician, Mothers Card, Birth Plan		Office of the Municipal Health		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Referral Slip/Form from Midwife or Physician, Mothers Card, Birth Plan	1. Register, Record vital signs and Record Fetal Heart Rate *Non-safe pregnant clients refer to CEmONC	None	5 minutes	Midwife, Safe Birthing Staff Office of the Municipal Health
2. Pay Corresponding Fee	2. Provide Official Receipt	PHP 3,500.00	5 minutes	Local Treasury Operation Officer II Revenue Collection Clerk II Local Revenue Collection Officer I Office of the Municipal Treasurer
TOTAL:		None	5 minutes	



OFFICE OF THE MUNICIPAL AGRICULTURE



1. SECURING FISHING PERMIT/LICENSE

Office/Division:		Office of the Municipal Agriculture		
Classification:		Simple		
Type of Transaction:		G2C- Government To Citizen		
Who may avail:		Fisherfolks		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Community Tax Certificate (Cedula)		Barangay Hall/Office of the Municipal Treasury		
Barangay Clearance		Barangay Hall		
BFARMC Certification		Office of the Municipal Agriculture		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for certification in securing fishing permit/ license.	1. Ask for Barangay Certification from the Fisherfolk regard the description of Boat (Motorized (size, color/paint, engine no./Mom-Motorized)	None	10 minutes	<i>Fishery Technician/MAGRI Staff</i> Office of the Municipal Agriculture
	1.1 Ask for an Inspection Report conducted by the Fishery Technician regarding the description of Fishing Gear (Baling, Pukot)	None	5 minutes	<i>Fishery Technician/MAGRI Staff</i> Office of the Municipal Agriculture
2. Proceed to Office of the Municipal Treasurer for payment.	2. Fisherfolk brings certification from MAO to the Treasurer`s Office payment based on Tax Code.	Please refer table of fees below.	10 minutes	<i>Local Treasury Operation Officer II</i> <i>Revenue Collection Clerk II</i> <i>Local Revenue Collection Officer I</i> Office of the Municipal Treasurer
3. Present Official Receipt to MTO staff to secure the Permit and to be signed by the Local Chief	3. Fisherfolk brings signed Permit to be photocopied by Office of the	None	20 minutes	<i>Local Treasury Operation Officer II</i> <i>Revenue Collection Clerk II</i> <i>Local Revenue Collection Officer I</i>



Executive (Mayor).	Municipal Agriculture for file.			Office of the Municipal Treasurer
TOTAL:			45 minutes	

Table of Fees	
1. Registration of all pump boats	
7 HP and below	PHP 100.00
8 HP - 14 HP	PHP 200.00
15 HP and above	PHP 300.00
Registration of baruto/sailboat	PHP 25.00
Registration of Bote	PHP 50.00
An annual license fee shall be collected from the operation of fishing and/or fishery using of three (3) gross tons or less or other fishing vessels in accordance to the following schedules.	
2. Type of Fishing Gear	
a. Fisherman using Fishing Nets (Stationary)	
Paugmad	PHP 450.00/annum
Lawag	PHP 300.00/annum
Payao	PHP 200.00/annum
b. Dagnet subject to close and open season	
Baling	PHP 200.00/annum
Panti	PHP 150.00/annum
Bahan	PHP 150.00/annum
Bungsod	PHP 100.00/annum
Patuloy	PHP 100.00/annum
Palaran	PHP 100.00/annum
Sira-sira	PHP 100.00/annum
Saginsiw	PHP 30.00/annum
Tangab	PHP 50.00/annum
Sud-sud (fry)	PHP 50.00/annum
Sud-sud fish	PHP 50.00/annum
c. Fishing using traps	
Bobo	PHP 100.00/annum
Bentol	PHP 20.00/annum
d. Fishermen using Hook and Line	
Palangre	PHP 50.00/annum

**Note: Use of "Baling" in fishing is allowed, provided that it will operate within the designated area. The designation of area will be determined by the concerned BFARMC's and to be attested by the concerned Punong Barangay. Provided further, that strictly no "TAGHAP BALING" operation is allowed.*



2. SECURING SHIPPING PERMIT (LIVESTOCK/FOWLS)

Office/Division:	Office of the Municipal Agriculture			
Classification:	Simple			
Type of Transaction:	G2C- Government To Citizen			
Who may avail:	Farmers/Livestock and Poultry Raisers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Community Tax Certificate (Cedula)		Barangay Hall/ Office of the Municipal Treasurer		
Barangay Certification		Barangay Hall		
Certificate of Ownership/Credential (Large Animals)		Client		
Police Clearance/Anti-Cattle Rustling Certificate		Municipal Police Station		
Official Receipt		Office of the Municipal Treasurer		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Requirements/documents.	1. Received filled up request form and issue order of payment to the client based on the number of heads and kind of animals to be shipped or certified.	None	5 minutes	<i>Municipal Veterinarian I</i> Office of the Municipal Agriculture
2. Pay corresponding fees to the Office of the Municipal Treasurer.	Issuance of Official Receipt.	Please refer table of fees below.	5 minutes	<i>Local Treasury Operation Officer II</i> <i>Revenue Collection Clerk II</i> <i>Local Revenue Collection Officer I</i> Office of the Municipal Treasurer
3. Present O.R. and claim the shipping permit or Veterinary Health Certificate.	3. Issue shipping permit or Veterinary Health Certificate.	None	5 minutes	<i>Municipal Veterinarian I</i> Office of the Municipal Agriculture
4. Present the Official Receipt and shipping permit	4. Issue Quarantine	None	5 minutes	<i>Quarantine Officer</i>



or Veterinary Health Certificate.	Certificate at Sulop, Davao del Sur.			Office of the Bureau of Animal Quarantine
TOTAL:			20 minutes	

Table of Fees	
Carabao/Cattle/Horse	PHP 100.00/head
Goat/Sheep	PHP 50.00/head
Swine	PHP 50.00/head
Native Chicken	
Below 100 heads	PHP 0.50/head
Above 100 heads	PHP 0.25/head
Gamefowl	
Adult	PHP 50.00/head
Chicks	PHP 5.00/head
Broiler/Layer Chicken	PHP 0.10/head
Eggs	PHP 100.00/issue
Pet Animals (Dog/Cat, etc)	
Highbreed	PHP 200.00/head
Mongrel (Askal)	PHP 50.00/head

3. AVAILING OF SWINE ARTIFICIAL INSEMINATION SERVICES

Office/Division:	Office of the Municipal Agriculture			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Community Tax Certificate (Cedula)		Barangay Hall/Office of the Municipal Treasurer		
Certificate of Ownership/Credential (Large Animals)		Client		
Official Receipt		Office of the Municipal Treasurer		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for Artificial Insemination in Large Animals.	1. Received for request and fill up the masterlist.	None	5 minutes	<i>Agricultural Technologist</i> Office of the Municipal Agriculture
2. Pay Certificate of Ownership/Credential	2. Issuance of Official Receipt.	PHP 155/head	5 minutes	<i>Local Treasury Operation Officer II</i>



				<i>Revenue Collection Clerk II Local Revenue Collection Officer I</i> Office of the Municipal Treasurer
3. Present Official Receipt.	3. Received the Official Receipt and accompany the Artificial Insemination Technician to the location of the client.	None	10 minutes	<i>Agricultural Technologist</i> Office of the Municipal Agriculture
TOTAL:		PHP 155.00	20 minutes	



OFFICE OF THE MUNICIPAL SOCIAL WELFARE AND DEVELOPMENT



1. AVAILING OF CRISIS DEBRIEFING (Crisis Intervention Case Work)

- FOR DROP-IN/WALK IN CLIENT/S

Office/Division:	Office of the Municipal Social Welfare and Development			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Barangay Certification of Residency			Barangay Hall	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client will register in the MSWDO logbook	1. MSWD Staff assisted the client.	None	1 minute	Social Welfare Aide, OMSWD Staff Office of the Municipal Social Welfare and Development
2. Client will submit for Interview / Intake and Assessment of needs.	2. OMSWD Staff will establish the eligibility of the client for possible intervention.	None	10 minutes	
	2.1 MSWD staff conducts brief casework intervention/ comfort giving to client.	None	30 minutes	<i>Office-In-Charge-Municipal Social Welfare and Development, MSWDO Staff</i> Office of the Municipal Social Welfare and Development
	2.2 MSWD staff prepares treatment/rehabilitation plan for the client.	None	15 minutes	<i>Office-In-Charge-Municipal Social Welfare and Development, MSWDO Staff</i> Office of the Municipal Social Welfare and Development
TOTAL:		NONE	56 minutes	

- FOR INTERNALLY DISPLACED PERSONS (IDPs)

Office/Division:	Office of the Municipal Social Welfare and Development		
Classification:	Simple		
Type of Transaction:	G2C- Government to Citizen		
Who may avail:	All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	



Barangay Certification of Residency		Barangay Hall		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client will register in the Evacuation Center Management Committee Registration List	1. Registration team member will help the client/s to be placed in the masterlist/registration list in the evacuation center.	None	5 minutes	<i>Evacuation Center Registration Team, Social Welfare Assistant/Focal Person</i> Office of the Municipal Social Welfare and Development
2. Client will submit for Interview / Intake and Assessment of needs utilizing Disaster Assistance Family Access Card (DAFAC)	2. Registration team member facilitated the distribution of DAFAC to the client for possible assistance (cash / in kind).	None	5 minutes	
3. Client manifest or submit self for referral to appropriate team for possible psycho-social debriefing.	3. MSWD staff will helped the client to submit herself Medical/Psycho-social team.	None	5 minutes	
	3.1 MSWD staff with the Medical/ Psycho-social Team, conducts debriefing, brief casework intervention and comfort giving to client.	None	15 minutes	<i>Office-In-Charge-Municipal Social Welfare and Development</i> <i>With</i> <i>Medical/Psycho-social Team</i> Office of the Municipal Social Welfare and Development
	3.2 MSWD staff with the Medical/ Psycho-social Team prepares treatment/rehabilitation plan for the client.	None	10 minutes	<i>Office-In-Charge-Municipal Social Welfare and Development</i> <i>With</i> <i>Medical/Psycho-social Team</i> Office of the Municipal Social Welfare and Development
TOTAL:		None	40 minutes	



2. AVAILING OF LIMITED FINANCIAL/MATERIAL ASSISTANCE

Office/Division:	Office of the Municipal Social Welfare and Development			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Barangay Certification of Claimant's Residency		Barangay Hall		
Photocopy of relative's Death Certificate		Client		
Medical Certification/Abstract		Hospital		
Proof or BFP Incident Report/Certification Incident Documentation		Bureau of Fire Protection		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client will register in the MSWD logbook	1. MSWD Staff facilitated the registration of client in the logbook.	None	1 minute	<i>MSWDO Staff, Social Welfare Assistant/Focal Person, Social Welfare Aide Office of the Municipal Social Welfare and Development</i>
2. Client will submit for Interview / Intake and assessment of needs.	2. Received documents and submitted to the focal person.	None	5 minutes	
	2.1 MSWD staff conducts evaluation for the establishment of client's eligibility and refer/consult findings and recommendation to the MSWD Officer for action.	None	5 minutes	
	2.2 MSWD staff prepares the needed documents: <ul style="list-style-type: none"> ▪ Certificate of Eligibility ▪ Form 200 ▪ ObR Disbursement Voucher 	None	10 minutes	<i>MSWDO Staff Office of the Municipal Social Welfare and Development</i>
	2.3 MSWD Officer make final review of the assessment &	None	2 minutes	<i>Office-In-Charge- Municipal Social Welfare and Development</i>



	sign the Certificate of Eligibility and Form 200			Office of the Municipal Social Welfare and Development
	2.4 MSWD staff assists and refers client to the Office of the Municipal Mayor for the approval of assistance: financial and or provision of material assistance.	None	5 minutes	<i>MSWDO Staff</i> Office of the Municipal Social Welfare and Development
TOTAL:		None	28 minutes	

3. AVAILING OF CARE and PROTECTION for CHILDREN IN NEED OF SPECIAL PROTECTION (CNSP)

Office/Division:	Municipal Social Welfare and Development Office			
Classification:	Highly Technical			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	Abandoned and neglected children Abused Children (Physical, Sexual, Emotional) Victims of rape, incest, act of lasciviousness, etc. Children in Conflict with the Law Child Laborers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Photocopy of Child's Birth Certificate		Client		
Barangay Certification of Residency		Barangay Hall		
Medical Certificate		Office of the Municipal Health		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client will register in the OMSWD logbook and request for assistance or client / concerned citizen gives detailed report and information of the incident to the service provider.	1. MSWD Staff helped in the facilitation of the assistance needed of the client/victim	None	15 minutes	<i>MSWDO Staff, Office-In-Charge-Municipal Social Welfare and Development</i> Office of the Municipal Social Welfare and Development
	1.1 MSWD Officer responds immediately to the	None	5 minutes	<i>Office-In-Charge-Municipal Social Welfare and</i>



	call/report and process applicable initial actions, interventions.			<i>Development Office of the Municipal Social Welfare and Development</i>
	1.2 If the case needs the assistance of the following offices: PNP, DOJ, DSWD, LGUs' MCPC & BCPCs, coordination/linkage will take its role to facilitate proper intervention of the case.	None	30 minutes	<i>Office-In-Charge-Municipal Social Welfare and Development Office of the Municipal Social Welfare and Development</i>
2. Clients: concerned citizen, complainant and respondent attends in a case conference so as to achieve proper disposition of the case.	2. MSWD Staffs facilitated the case conference for proper disposition of the case.	None	1 hour or ANA (in a separate scheduled date)	
	2.1 MSWD Officer will make final review and give the office' final disposition of the case (please refer to the services coverage)	None	10 minutes	
	2.2 MSWD Officer prepares continuing intervention/ treatment plan for implementation.	None	10 minutes	
	2. 3 MSWD Staff will facilitate the monitoring procedures and recording processes as part of the management and handling of cases (for CICLs).	None	6 months	
TOTAL:		None	6 months, 2 hours and 10 minutes	



4. AVAILING OF DAY CARE SERVICE THRU ECCD PROGRAM

Office/Division:	Municipal Social Welfare and Development Office			
Classification:	Highly Technical			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Photocopy of Child's Birth Certificate		Office of the Municipal Civil Registrar/ Philippine Statistics Authority		
ECCD Checklist		Barangay Day Care Center		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Parents will go to the Day Care Center with or without their preschool children to signify intention to avail the program and fill up the necessary registration forms	1. Barangay Day Care Workers / Teachers will facilitate the following: Enrollment/registration form to be filled by the parents of the PSC	None	5 minutes	<i>Barangay Day Care Workers/Teachers Barangay Day Care Center</i>
	1.1 Intake interview of the child's family background.	None	5 minutes	
	1.2 Conducts Child's Initial Assessment utilizing the ECCD Checklist.	None	10 minutes	
	1.3 Submits assessments for the establishment of child's eligibility.	None	3 minutes	
	1.4 Formally register and enroll children for Day Care Services thru ECCD Program.	None	2 minutes	<i>Barangay Day Care Workers/Teachers Barangay Day Care Center</i>
2. Child's attendance to day care classes.	2. DCW will conduct formal classes.	None	10 months	
TOTAL:		None	10 months and 25	



		minutes	
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5. AVAILING OF PHYSICAL RESTORATION ASSISTANCE

Office/Division:	Municipal Social Welfare and Development Office			
Classification:	Simple			
Type of Transaction:	G2C-Governemnt to Citizen			
Who may avail:	Persons with Disabilities and Elderlies who lack financial resources for prosthetic devices, medical interventions and with psychological barriers or misconception related to restorative procedures.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Barangay Certification		Barangay Hall		
Certification from the attending physician indicating the need for assistive devices.		Hospital		
Clinical Summary or Medical Abstract.		Hospital		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client will register in the MSWD logbook.	1. MSWD Staff assisted the client .	None	1 minute	<i>MSWDO Staff Social Welfare Aide/Focal Person Office of the Municipal Social Welfare and Development</i>
2. Client will submit for Interview / Intake and assessment of needs.	2. MSWDO staff conducts evaluation for the establishment of client's eligibility and refer findings and recommendation to the MSWD Officer for approval.	None	5 minutes	
	2.1 MSWDO staff, upon instruction, prepares needed documents for: <i>-Limited Financial/Material Assistance:</i> <ul style="list-style-type: none"> ▪ Certificate of Eligibility ▪ Form 200 ▪ ObR ▪ Disbursement Voucher <i>-Referral Assistance:</i> <ul style="list-style-type: none"> ▪ Social Case Study Report to avail 	None	10 minutes	



	services of other social welfare institutions, foundations, GOs, NGAs, NGOs Medical Abstract/Certificate, etc.			
	2.2 MSWD Officer review, and refers client to the appropriate office/s for the approval of assistance.	None	10 minutes	<i>MSWDO Staff Social Welfare Aide/Focal Person Office of the Municipal Social Welfare and Development</i>
	2.3 MSWD Officer review, and refers client to the appropriate office/s for the approval of assistance.	None	10 minutes	<i>MSWDO Staff, Office-In-Charge- Municipal Social Welfare and Development Office of the Municipal Social Welfare and Development</i>
	2.4 MSWD Officer prepares continuing intervention/ treatment plan for implementation.	None	10 minutes	<i>Social Welfare Aide/Focal Person, Office-In-Charge- Municipal Social Welfare and Development Office of the Municipal Social Welfare and Development</i>
TOTAL:		None	46 minutes	

6. PROMOTING THE WELFARE OF SOCIALLY DISADVANTAGED WOMEN

Office/Division:	Office of the Municipal Social Welfare and Development
Classification:	Simple
Type of Transaction:	G2C- Government to Citizen
Who may avail:	Women victims of the violation of RA 9262 Women in Especially Difficult Circumstances (WEDC) <ul style="list-style-type: none"> - Battered Women - Abused women (physical, sexual, emotional, economic, psychological)



	<ul style="list-style-type: none"> - Victims of involuntary prostitution - Victims of illegal recruitment - Maltreated women 			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Barangay Certification		Barangay Hall		
Certification from the attending physician indicating the need for assistive devices.		Hospital		
Clinical Summary or Medical Abstract.		Hospital		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client will register in the OMSWD logbook and request for the assistance or client / concerned citizen gives detailed report and information of the incident to the service provider.	1. MSWD Staff assisted the client.	None	15 minutes	<i>MSWD Staff, Office-In-Charge-Municipal Social Welfare and Development Office of the Municipal Social Welfare and Development</i>
	1.1 MSWD Officer responds immediately to the call/report and process applicable initial actions, interventions.	None	5 minutes	<i>Office-In-Charge-Municipal Social Welfare and Development Office of the Municipal Social Welfare and Development</i>
	1.2 If the case needs the assistance of the following offices: PNP, DOJ, DSWD, LGUs' MCPC & BCPCs, coordination/ linkage will take its role to facilitate proper intervention of the case.	None	30 minutes	<i>Office-In-Charge-Municipal Social Welfare and Development Office of the Municipal Social Welfare and Development</i>
	1.3 Clients: concerned citizen, complainant and respondent attends in a case conference so as to achieve proper disposition of the case.	None	1 hr. or ANA (in a separate scheduled date)	



	1.4 MSWD Officer will make final review and give the office' final disposition of the case (please refer to the services coverage)	None	10 minutes	
	1.5 MSWD Officer prepares continuing intervention/ treatment plan for implementation.	None	10 minutes	
TOTAL:		None	2 hours and 10 minutes	

7. SECURING A CERTIFICATE OF INDIGENCY

Office/Division:	Office of the Municipal Social Welfare and Development			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Barangay Certification of Residency		Barangay Hall		
Certificate of No Landholding		Office of the Municipal Assessor		
Certificate of Tax Exemption		Bureau of Internal Revenue		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client will register in the OMSWD logbook and request for the service.	1. MSWD Staff assisted the client.	None	2 minutes	<i>MSWDO Staff, Social Welfare Aide/Focal Person Office of the Municipal Social Welfare and Development</i>
2. Client will submit for Interview / Intake and Assessment of need.	2. MSWD staff will establish the eligibility of the client.	None	10 minutes	
	2.1 MSWD staff requires a residence locator sketch for home visitation and collateral interview.	None	5 minutes	
	2.2 MSWDO staff conducts home visit and collateral interview (incase	None	2 hours	



	clients is not known by the Office).			
	2.3 MSWD staff establish eligibility requirements of the client and refer the requirements to MSWD Officer for approval.	None	5 minutes	
	2.4 MSWD staff, upon instruction of the MSWD Officer prepares and prints 2 copies of Certificate of Indigency.	None	5 minutes	
	2.5 MSWD Officer approves the Certificate and a copy will be released to the requesting party.	None	3 minutes	<i>Office-In-Charge- Municipal Social Welfare and Development Office of the Municipal Social Welfare and Development</i>
TOTAL:		None	2 hours and 30 minutes	

8. SECURING A CERTIFICATE OF PRE-MARRIAGE COUNSELING

Office/Division:	Office of the Municipal Social Welfare and Development			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Filling of Application		Office of the Municipal Social Welfare and Development		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. A day before the PMC proper, would-be couple applying for Marriage License should seek advised from the MSWDO and fill up the application forms.	1. MSWD Staff will give the requirement for the PMOC.	None	15 minutes	<i>MSWDO Staff Office of the Municipal Social Welfare and Development</i>



2. During the PMC proper, applicants will register in the MSWDO logbook to be included in the PMC certification.	2. MSWD staff will assist the would be couple	None	20 minutes	<i>MSWDO Staff Office of the Municipal Social Welfare and Development</i>
3. Both partners will attend the Pre-Marriage Counseling (PMC) Seminar proper to start at 8:00 AM (Late comers and carrying of infants are not allowed).	3. PMOC Team will conduct the Pre marriage Orientation and counseling.	None	4 hours	<i>Pre-Marriage Counseling Team Office of the Municipal Social Welfare and Development</i>
4. Proceed to the Office of the Municipal Treasurer for the payment of the service fee.	4. Issue Official Receipt.	Please refer table of fees below.	10 minutes	<i>Local Treasury Operation Officer II Revenue Collection Clerk II Local Revenue Collection Officer I Office of the Municipal Treasurer</i>
5. Present Official Receipt to MSWDO staff for the preparation and printing of 2 copies of PMC Certificates.	5. MSWD Officer facilitates signing and releasing of Certificates of Attendance.	None	10 minutes	<i>Pre-Marriage Counseling Team, Office-In-Charge- Municipal Social Welfare and Development Office of the Municipal Social Welfare and Development</i>
TOTAL:			4 hours and 55 minutes	

Table of Fees	
Regular Schedule (Both applicants are within the local address)	PHP 500.00
Special /Arranged Schedule (Both applicants are within the local address)	PHP 800.00
Special /Arranged Schedule (If one of the applicant is a Foreigner)	PHP 1,500.00

9. SECURING A DOMESTIC TRAVEL CLEARANCE FOR MINORS

Office/Division:	Office of the Municipal Social Welfare and Development
Classification:	Simple
Type of Transaction:	G2C- Government to Citizen
Who may avail:	All



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Barangay Certification of Residency		Barangay Hall		
Marriage Certificate of the Parents		Client/Office of the Municipal Civil Registrar		
Birth Certificate of the Minor		Client/Office of the Municipal Civil Registrar		
Consent letter from the parents of the minor with purpose and duration of the travel		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client will register in the MSWDO logbook and request for the service. Client will submit for Interview / Intake and Assessment of need.	1. MSWD Staff will accommodate and facilitate the client's needs -Preparation of DTC	None	25 minutes	MSWDO Staff, Social Welfare Aide, Office-In-Charge- Municipal Social Welfare and Development Office of the Municipal Social Welfare and Development
2. Present Official Receipt to MSWD staff for the preparation and printing of 2 copies of Domestic Travel Clearance for Minors.	2. MSWD Officer signed the document and released to requesting party.	None	5 minutes	
TOTAL:		None	30 minutes	

10. SECURING NATIONAL ID CARDS AND PURCHASE BOOKLET FOR SENIOR CITIZENS

Office/Division:	Office of the Municipal Social Welfare and Development			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Barangay Association' Certification of Residency		Barangay Hall		
Proof of Age: Birth/Baptismal Certificate, Voters ID		Client		
Forms to be filled up: Application Form/Registration Form, ID card form		Office of the Municipal Social Welfare and Development		
2 pcs. 1x1 ID Picture		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE	PROCESSING TIME	PERSON RESPONSIBLE



		PAID		
1. Senior Citizen will secure the ID card form, Application Form, and Registration Form from the President of the Barangay Senior Citizen' Association and submit the filled up forms back to the President.	1. Received the documents.	None	5 minutes	President of the Barangay Senior Citizen' Association <i>MSWDO Staff, Social Welfare Aide/Focal Person, Office-In-Charge-Municipal Social Welfare and Development</i> Office of the Municipal Social Welfare and Development
2. The President of the Barangay Senior Citizen' Association will collect/receive all the applicants' documents and submit said papers to MSWD Office.	2. Received the filled up application.	None	5 minutes	
	2.1 MSWD staff prepares the rooster form and process the said rooster for the MSWDO signature.	None	10 minutes	
	2.2 MSWD Staff will prepare the request for printing of the ID Card and Purchase Booklet.	None	5 minutes	<i>MSWDO Staff</i> Office of the Municipal Social Welfare and Development
	2.3 MSWD Staff will facilitate the actual printing of the ID cards and Purchase Booklets in volume (all request received during Fridays will be submitted for printing and will be available Saturdays @ 5PM, and are ready for release Mondays-Fridays).	None	1 day	President of the Barangay Senior Citizen' Association
	2.4 MSWDO staff will release the ID Cards and Purchase Booklets to the President of the Barangay Senior	None	5 minutes	



	Citizen' Association or to the Senior Citizen applicants themselves.			
TOTAL:		None	1 day and 30 minutes	

11. SECURING A SOCIAL CASE STUDY REPORT

Office/Division:	Municipal Social Welfare and Development Office			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Barangay Certification of Residency		Barangay Hall		
Clinical Summary or Medical Abstract of the patient		Hospital		
Checklist/Request Letter from Sponsoring Agency, Social Welfare Institution and or Foundation		Sponsoring Agency		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client will register in the OMSWD logbook with the requirements needed	1. MSWD staff accommodated the client and establish eligibility.	None	1 minute	<i>MSWDO Staff</i> Office of the Municipal Social Welfare and Development
2. Client will be advised to comply the requirements needed in order to proceed to the next steps (If requirements are not available)	2. MSWD staff provides the list of requirements.	None	5 minutes	
3. Client will submit for Interview/ Intake and Assessment of needs.	3. MSWD staff will establish client's eligibility.	None	10 minutes	
	3.1 MSWD staff requires a residence locator sketch for home	None	5 minutes	



	visitation and collateral interview.			
	3.2 MSWD staff conduct home visit and collateral interview.	None	2 hours	
	3.3 MSWD staff prepares and prints 2 copies of SCSR	None	2 hours	
	3.4 MSWD Officer reviews, approves the report and a copy will be released to the requesting party.	None	15 minutes	<i>Office-In-Charge- Municipal Social Welfare and Development</i> Office of the Municipal Social Welfare and Development
TOTAL:		None	4 hours and 36 minutes	



OFFICE OF THE MUNICIPAL CIVIL REGISTRAR



1. DELAYED REGISTRATION OF CIVIL REGISTRY RECORDS (BIRTH, MARRIAGE, DEATH AND COURT DECREES)

Office/Division:	Office of the Municipal Civil Registrar			
Classification:	Complex			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
PSA Negative Result (1 photocopy)		Philippine Statistics Authority (PSA)		
Affidavit of Delayed Registration (1 photocopy)		Notary Public Office (Private/Public)		
Affidavit of 2 disinterested persons (1 photocopy)		Notary Public Office (Private/Public)		
Baptismal Certificate (for registration of birth) (1 photocopy)		Roman Catholic Church		
School records (for registration of birth) (1 photocopy)		Elementary Schools		
Certified true copy of marriage or death certificate (for registration of marriage or death) (1 photocopy)		Local Civil Registrar`s Office/ Philippine Statistics Authority (PSA)		
White Card		Rural Health Unit		
Member Data Record (1 photocopy)		Philippine Health Office		
Certificate of Marriage (1 photocopy)		Local Civil Registrar`s Office/ Philippine Statistics Authority (PSA)		
SSS E1/E4 (1 photocopy)		Social Security System (SSS)		
Voter`s Certification (1 photocopy)		Commission on Election (COMELEC)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presentation of Document Present the document for delayed registration. The document may be: <ul style="list-style-type: none"> • Certificate of Live Birth (COLB) • Marriage Contract • Death Certificate • Others 	1. Employee-in-charge (EIC) verifies from the archives whether the record is already available.	None	5 minutes	<i>MCRO Personnel in-Charge</i> Office of the Municipal Civil Registrar
2. Submission of Requirements	2. EIC examines all the supporting document.	None	3 minutes	<i>MCRO Personnel in-Charge</i> Office of the



Submit all supporting documents				Municipal Civil Registrar
3. Payment of Fee	3. Issue Order of Payment	Please refer table of fees below.	10 minutes	<i>Local Treasury Operation Officer II Revenue Collection Clerk II Local Revenue Collection Officer I Office of the Municipal Treasurer</i>
4. Interview and Oath	4. See the Municipal Civil Registrar for interview. She will administer the oath in the affidavit of delayed registration	None	10 minutes	<i>Municipal Civil Registrar Officer-in-Charge Office of the Municipal Civil Registrar</i>
5. Publication	5. EIC records the document in a record book. Tell the applicants to come back after 10-day reglamentary publication period.	None	10 days	
6. Release of Document	6. The EIC releases the duly signed registered document.	None	3 minutes	<i>MCRO Personnel in-Charge Office of the Municipal Civil Registrar</i>
TOTAL:			10 days and 31 minutes	

TABLE OF FEES	
One month to six months:	PHP 50.00
Six months to 12 months:	PHP 100.00
More than 1 year:	PHP 200.00



2. CORRECTION OF CLERICAL ERROR & CHANGE OF FIRST NAME PURSUANT TO SEC. 5, R.A. 9048 & RULE 8 ADMINISTRATIVE ORDER NO. 1, S. 2001

Office/Division:		Office of the Municipal Civil Registrar		
Classification:		Complex		
Type of Transaction:		G2C-Government to Citizen		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Baptismal Certificate (2 photocopies)		Roman Catholic Church		
Voter Registration Record (2 photocopies)		Commission on Election (COMELEC)		
Employment Record (2 photocopies)		Company/Agency		
GSIS Record (2 photocopies)		Government Service Insurance System (GSIS)		
SSS Record (2 photocopies)		Social Security System (SSS)		
Medical Record (2 photocopies)		Hospital		
School Record (2 photocopies)		Elementary School		
Driver`s License (2 photocopies)		Client/Land Transportation Office (LTO)		
Insurance Policy (2 photocopies)		Local Civil Registrar Office/Philippine Statistics Authority (PSA)		
Birth Certificate of Sibling (2 photocopies)		Local Civil Registrar`s Office/Philippine Statistics Authority (PSA)		
Land Titles (2 photocopies)		Register of Deeds Office		
Birth Certificate of Mother/Father (2 photocopies)		Local Civil Registrar`s Office/Philippine Statistics Authority (PSA)		
Bank Passbook (2 photocopies)		Bank		
Certificate of Marriage (2 photocopies)		Local Civil Registrar`s Office/Philippine Statistics Authority (PSA)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presentation of Problem Approach the employee-in-charge (EIC) or the Municipal Civil Registrar (MCR) and inform them about problems in your registry record	1. Listen`s applicant`s problem.	None	5 minutes	<i>MCRO Personnel in-Charge</i> Office of the Municipal Civil Registrar
2. Discussion of Remedies	2. Discuss possible remedies.	None	3 minutes	<i>Municipal Civil Registrar Officer-in-Charge</i> Office of the Municipal Civil



				Registrar
	2.1 Present the remedies available – whether to file a Petition or Change of First Name or a Petition for Correction of Clerical Errors.	None	3 minutes	<i>Municipal Civil Registrar Officer-in-Charge</i> Office of the Municipal Civil Registrar
3. List of Requirements	3. MCR or EIC hands over the list of supporting documents required in filing the petition. Let the petitioner complete the requirements before proceeding to the next step.	None	3 minutes	<i>Municipal Civil Registrar Officer-in-Charge</i> Office of the Municipal Civil Registrar
4. Submission of Requirements Submit all the required supporting documents to the EIC.	4. The EIC or MCR will check if these are authentic, complete and duly certified.	None	3 minutes	<i>MCRO Personnel in-Charge</i> Office of the Municipal Civil Registrar
5. Payment of Fees	5. Issue Order of Payment.	Please refer table of fees below.	10 minutes	<i>Local Treasury Operation Officer II</i> <i>Revenue Collection Clerk II</i> <i>Local Revenue Collection Officer I</i> Office of the Municipal Treasurer
6. Preparation of Petition Go back to the MCR.	6. EIC prepares the petition. Sign the same.	None	10 minutes	<i>Municipal Civil Registrar Officer-in-Charge</i> Office of the Municipal Civil Registrar
7. Review and Administration of Oath Bring the petition and all supporting documents to the MCR	7. The MCR will review all the supporting documents and notarize.	None	8 minutes	<i>Municipal Civil Registrar Officer-in-Charge</i> Office of the Municipal Civil Registrar



for review and notarization.	The MCR, then, administers the oath of the petitioner.			
8. Publication and Posting	8. EIC prepares the required publication. The publication will be posted for: <ul style="list-style-type: none"> • 2 weeks – for CFN • 10 days – for CCE 	None	10 days	
9. Transmittal of Petition to NSO	9. MCR OIC approves the petition.	None	3 minutes	<i>Municipal Civil Registrar Officer-in-Charge Office of the Municipal Civil Registrar</i>
	9.1 EIC, then, submits the petition to NSO Manila for affirmation.	None		
	9.2 Follow-up on PSA action on your petition after 2 months.	None		
TOTAL:			10 days and 45 minutes	

TABLE OF FEES	
Filing Fee (CFN)	PHP 3,000.00 plus PHP 1,000.00 service fee for migrant petitioners
Filing Fee (CCE)	PHP 1,000.00 plus PHP 500.00 service fee for migrant petitioner

3. REGISTRATION OF BIRTH AND MARRIAGE CERTIFICATE

Office/Division:	Office of the Municipal Civil Registrar
Classification:	Simple
Type of Transaction:	G2C-Government to Citizen
Who may avail:	All
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
Certificate of Live Birth (COLB) (3 original	Office of the Municipal Civil Registrar



copies)				
Marriage Contract (4 original copies)		Office of the Municipal Civil Registrar		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presentation of Document	1. Let the applicant/s present/s all the supporting documents for registration.	None	5 minutes	<i>MCRO Personnel In-charge Office of the Municipal Civil Registrar</i>
2. Examination of Document	2. Employee-in-charge (EIC) examines all the supporting documents, checking whether it is being submitted on time and the entries are properly filled up.	None	5 minutes	<i>MCRO Personnel In-charge Office of the Municipal Civil Registrar</i>
3. Registration of Document	3. EIC registers the document 2 copies of the registered document are retained as file copies of the office and the National Statistics Office in Manila.	None	3 minutes	<i>MCRO Personnel In-charge Office of the Municipal Civil Registrar</i>
4. Signature of the Civil Registrar	4. Civil Registrar signs the registered civil registry documents and releases the same to the client.	None	3 minutes	<i>Municipal Civil Registrar Officer-in-Charge Office of the Municipal Civil Registrar</i>
5. Preparation of Requested Civil Registry Documents	5. The Certified copy of the requested document is prepared. EIC checks/reviews the correctness of the entries in the civil registry documents	None	5 minutes	<i>MCRO Personnel In-charge Office of the Municipal Civil Registrar</i>
6. Payment of Fees	6. Issue Order of Payment	PHP 150.00	3 minutes	<i>Local Treasury Operation Officer II Revenue Collection Clerk II Local Revenue Collection Officer I Office of the Municipal</i>



				Treasurer
7. Issuance of the Certified Copy	7. Claim the requested document at the releasing window, and sign the logbook.	None	5 minutes	<i>MCRO Personnel In-charge Office of the Municipal Civil Registrar</i>
TOTAL:		PHP 150.00	29 minutes	

4. REGISTRATION OF COURT ORDERS/DECREES AND REQUEST FOR ANNOTATED RECORD

Office/Division:	Office of the Municipal Civil Registrar			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Decree of Legal Separation (2 photocopies)		Court		
Declaration of Nullity of Marriage (2 photocopies)		Court		
Court Decisions or Orders to correct or change entries in any certificate of birth, marriage or death (2 photocopies)		Court		
Declaration of Presumptive Death (2 photocopies)		Court		
Repatriation or voluntary renunciation of citizenship (2 photocopies)		Court		
Court Decision recognizing or acknowledging natural children or impugning or denying such recognition or acknowledgement (2 photocopies)		Court		
Judicial determination or maternity affiliation (2 photocopies)		Court		
Alias (2 photocopies)		Court		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presentation of Documents Present the required documents to the employee-in-charge (EIC)	1. EIC receives the required documents.	None	5 minutes	<i>MCRO Personnel In-charge Office of the Municipal Civil Registrar</i>
2. Examination of Documents	2. EIC examines the presented	None	5 minutes	<i>MCRO Personnel In-charge</i>



	documents for registration and annotation.			Office of the Municipal Civil Registrar
3. Payment of Fees	3. Issue Order of Payment	Please refer to table of fees below.	3 minutes	<i>Local Treasury Operation Officer II Revenue Collection Clerk II Local Revenue Collection Officer I Office of the Municipal Treasurer</i>
4. Registration of Court Order and Annotation on Affected Civil Registry Record Show your Official Receipt to the EIC who enters to the court order in the registry book and annotates the same to the record.	4. EIC prepares certificate of court registration, annotated civil registry record and certified photocopy of court order. An endorsement letter to the National Statistics Office in Manila is also prepared.	None	5 minutes	<i>MCRO Personnel In-charge Office of the Municipal Civil Registrar</i>
5. Review and Approval	5. The Municipal Civil Registrar reviews and signs the documents.	None	3 minutes	<i>Municipal Civil Registrar Officer-in-Charge Office of the Municipal Civil Registrar</i>
6. Release of Requested Record	6. EIC records the processed court registration; and releases the document. Sign the receiving logbook.	None	3 minutes	<i>MCRO Personnel In-charge Office of the Municipal Civil Registrar</i>
TOTAL:			24 minutes	

TABLE OF FEES	
Annulment	PHP 500.00
Adoption	PHP 250.00
Correction	PHP 200.00
Certified True Copy of the Court Order	PHP 80.00
Endorsement	PHP 200.00
Certified True Copy of Annotated Record-Local	PHP 200.00



5. REGISTRATION OF DEATH CERTIFICATE

Office/Division:	Office of the Municipal Civil Registrar			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Barangay Certificate (for death occurring outside of hospitals or clinics or with physicians) (1 original copy)		Barangay Hall		
Individual Treatment Record (1 original copy)		Barangay Health Unit		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presentation of Documents	1. The EIC prepares the death certificate.	None	5 minutes	<i>MCRO Personnel In-charge</i> Office of the Municipal Civil Registrar
	1.1 For death outside hospital: Approach the employee-in-charge. Present the Barangay Certification from the Barangay here the deceased died.	None	5 minutes	<i>MCRO Personnel In-charge</i> Office of the Municipal Civil Registrar
	1.2 For death in hospital: Secure a death certificate, certified by the attending Physician from the hospital. Present to the EIC.	None	5 minutes	<i>MCRO Personnel In-charge</i> Office of the Municipal Civil Registrar
2. Examination of Documents	2. EIC examines the documents presented. He/she checks if it is properly filled up and is being submitted on time.	None	5 minutes	<i>MCRO Personnel In-charge</i> Office of the Municipal Civil Registrar
3. Review by the Municipal Health Officer	3. The Municipal Health Officer reviews/examines and signs the document. He takes note of the	None		



	cause of death.			
4. Payment of Fees	4. Issue Order of Payment. If the client is an indigent, you may get a free burial certificate from the Mayor's Office.	PHP 150.00	3 minutes	Local Treasury Operation Officer II Revenue Collection Clerk II Local Revenue Collection Officer I Office of the Municipal Treasurer
5. Registration of Document	5. Submit the document for registration.	None	3 minutes	MCRO Personnel In-charge Office of the Municipal Civil Registrar
6. Signature of the Civil Registrar	6. The Civil Registrar signs the death certificate. The LCR keeps copies for the office file and that of the PSA. Retrieve your original copies.	None	3 minutes	Municipal Civil Registrar Officer-in-Charge Office of the Municipal Civil Registrar
TOTAL:		PHP 150.00	29 minutes	

6. REGISTRATION OF LEGAL INSTRUMENTS

Office/Division:	Office of the Municipal Civil Registrar	
Classification:	Simple	
Type of Transaction:	G2C-Government to Citizen	
Who may avail:	All	
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	
Then following however, may be registered in the following places:		
1. Affidavit of Reappearance- where the parties to the subsequent marriage are residing (2 original copies)	Notary Public Office (Public/Private)	
2. Marriage Settlement- where the marriage was recorded (2 original copies)	Court	
3. Admission of Paternity and Acknowledgement; Legitimation; Voluntary Emancipation of Minor; Paternal Authorization or Ratification of Artificial Insemination- where the birth of the child was recorded (2 original copies)	Notary Public Office (Public/Private)	



Not falling under aforementioned exceptions are the following registrable instruments:				
1. Acknowledgment (2 original copies)		Office of the Municipal Civil Registrar		
2. Acquisition of Citizenship (2 original copies)		Embassy		
3. Certificate of Legal Capacity to contract marriage (2 original copies)		Embassy		
4. Option to elect Philippine Citizenship (2 original copies)		Embassy		
5. Partition and Distribution of properties of spouses and delivery of children`s legitimate share (2 original copies)		Court		
6. Waiver of rights of absolute community (2 original copies)		Notary Public Office (Public/Private)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presentation of Documents	1. Present the required documents to the employee-in-charge (EIC)	None	5 minutes	<i>MCRO Personnel In-charge</i> Office of the Municipal Civil Registrar
2. Examination of Documents	2. EIC examines the presented documents as to authenticity.	None	5 minutes	<i>MCRO Personnel In-charge</i> Office of the Municipal Civil Registrar
3. Payment of Fees Pay the required fees at the Municipal Treasurer's Office.	3. Issue Order of Payment	PHP 200.00	3 minutes	<i>Local Treasury Operation Officer II</i> <i>Revenue Collection Clerk II</i> <i>Local Revenue Collection Officer I</i> Office of the Municipal Treasurer
4. Recording of Request	4. Show your Official Receipt to the EIC who records the request in a logbook.		3 minutes	<i>MCRO Personnel In-charge</i> Office of the Municipal Civil Registrar
5. Registration of Legal Instrument and Annotation to the Affected Civil Registry Record	5. EIC enters the legal instrument in Registry Book; and annotates the same affected record.	None	5 minutes	<i>MCRO Personnel In-charge</i> Office of the Municipal Civil Registrar



6. Preparation of Annotated Record LCR staff prepares the annotated civil registry documents to the client.	6. LCR staff prepares the annotated civil registry documents to the client.	None	5 minutes	<i>MCRO Personnel In-charge Office of the Municipal Civil Registrar</i>
7. Release of Documents	7. EIC releases the documents to the client.	None	3 minutes	<i>MCRO Personnel In-charge Office of the Municipal Civil Registrar</i>
TOTAL:		PHP 200.00	29 minutes	

7. REQUESTING A CERTIFIED COPY OF BIRTH, MARRIAGE, DEATH AND CIVIL REGISTRY DOCUMENTS ON SECURITY PAPER

Office/Division:	Office of the Municipal Civil Registrar			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request	1. Received the request slip.	None	3 minutes	<i>MCRO Personnel In-charge Office of the Municipal Civil Registrar</i>
2. Verification	2. LCR staff verifies availability of the civil registry documents in their computer database. If the record is not found in the database, a manual search is done.	None	10 minutes	<i>MCRO Personnel In-charge Office of the Municipal Civil Registrar</i>
3. Order of Payment	3. If the record is available,	None	5 minutes	<i>MCRO Personnel In-charge</i>



	EIC issues an Order of Payment.			Office of the Municipal Civil Registrar
4. Payment of Fees	4. Issue Order of Payment	Please refer table of fees below.	3 minutes	<i>Local Treasury Operation Officer II Revenue Collection Clerk II Local Revenue Collection Officer I Office of the Municipal Treasurer</i>
5. Record of Request	5. EIC records your name, the requested documents and O.R. number in a logbook.	None	3 minutes	<i>MCRO Personnel In-charge Office of the Municipal Civil Registrar</i>
	5.1 The O.R. and request are then forwarded to the Records Section.	None	2 minutes	<i>MCRO Personnel In-charge Office of the Municipal Civil Registrar</i>
6. Preparation of Requested Civil Registry Documents	6. The Certified copy of the requested document is prepared.	None	3 minutes	<i>MCRO Personnel In-charge Office of the Municipal Civil Registrar</i>
	6.1 EIC checks/reviews the correctness of the entries in the civil registry documents.	None	2 minutes	<i>MCRO Personnel In-charge Office of the Municipal Civil Registrar</i>
7. Issuance of the Certified Copy Claim the requested document at the Office of the MCR and sign the logbook.	7. EIC issued the Certificate of Copy.	None	3 minutes	<i>MCRO Personnel In-charge Office of the Municipal Civil Registrar</i>



TOTAL:	34 minutes
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TABLE OF FEES	
Birth Certificate Fee	PHP 200.00/copy
Marriage Certificate Fee	PHP 200.00/copy
Death Certificate Fee	PHP 200.00/copy
SECPA	PHP 250.00/copy

8. REQUESTING ENDORSEMENT OF REGISTRY RECORDS TO THE CIVIL REGISTRAR-GENERAL

Office/Division:	Office of the Municipal Civil Registrar			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Request Approach the employee-in-charge (EIC) and request for an endorsement of your record to the NSO. Show your PSA Negative Result Certification. This must have been issued within the past 6 months.	1. EIC prepares the required documents for endorsement of record to the PSA.	None	5 minutes	<i>MCRO Personnel In-charge</i> Office of the Municipal Civil Registrar
2. Verification	2. LCR staff verifies from a computer database whether the requested record is available. If the record is not available in the database, the manual archives are searched.	None	5 minutes	<i>MCRO Personnel In-charge</i> Office of the Municipal Civil Registrar



3. Payment of Fees	3. Issue Order of Payment	PHP 200.00	3 minutes	Local Treasury Operation Officer II Revenue Collection Clerk II Local Revenue Collection Officer I Office of the Municipal Treasurer
4. Preparation of Endorsement	4. EIC prepares a true copy of the document, as well as an Endorsement Letter to the PSA.	None	5 minutes	MCRO Personnel In-charge Office of the Municipal Civil Registrar
5. Release of Documents	5. Secure the true copy and the endorsement letter for the NSO. Mail these documents to the NSO in Quezon City, and follow-up the same at NSO after 5 to 7 days.	None	3 minutes	MCRO Personnel In-charge Office of the Municipal Civil Registrar
TOTAL:		PHP 200.00	21 minutes	

9. APPLYING FOR MARRIAGE LICENSE

Office/Division:	Office of the Municipal Civil Registrar	
Classification:	Simple	
Type of Transaction:	G2C-Government to Citizen	
Who may avail:	All	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Pre-Marriage Counselling and Family Planning/ Affidavit of Cohabitation (2 photocopies)		Office of the Municipal Social Welfare and Development/ Office of the City Welfare and Development
CENOMAR (both) (2 photocopies)		Philippine Statistics Authority (PSA)
Birth Certificate (2 photocopies)		Office of the Municipal Civil Registrar/Philippine Statistics Authority (PSA)
CEDULA (both) (2 photocopies)		Barangay Hall
Advice (21 years old and 1 day up to 25 years old) (2 original copies)		Office of the Municipal Civil Registrar
Consent (18 years old up to 21 years old) (2		Office of the Municipal Civil Registrar



original copies)				
At least one of the contracting parties must be a resident of the place where the Local Civil Registry Office is located				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Application	1. Receive all the required supporting documents.	None	5 minutes	<i>MCRO Personnel In-charge Office of the Municipal Civil Registrar</i>
2. Examination of Requirements	2. Employee-in-Charge (EIC) examines the submitted supporting documents.	None	3 minutes	<i>MCRO Personnel In-charge Office of the Municipal Civil Registrar</i>
3. Preparation of Application Form EIC types the required information on the application form	3. Let the applicants fill-up the Marriage Data Form.	None	5 minutes	<i>MCRO Personnel In-charge Office of the Municipal Civil Registrar</i>
	3.1 Review the types of information on the form.	None		
	3.2 Afterwards, applicants will sign the Application for Marriage License.	None		
	3.3 Parents must also sign the form if parental consent/advice is required.	None		
4. Payment of Fees	4. Issue Order of Payment	Please refer table of fees below.	5 minutes	<i>Local Treasury Operation Officer II Revenue Collection Clerk II Local Revenue Collection Officer I Office of the Municipal Treasurer</i>
5. MCR Subscription and Publication	5. MCR interviews the applicants and	None	5 minutes	<i>MCRO Personnel In-charge</i>



Bring the document to the Municipal Civil Registrar (MCR)	parents (if consent/advice is required). Afterwards, she subscribes the application to the EIC.			Office of the Municipal Civil Registrar
TOTAL:			23 minutes	

TABLE OF FEES	
Application Fee	
Both residents in our municipality	PHP 200.00
One is not a resident in our municipality	PHP 300.00
License Fee	PHP 100.00

10. LEGITIMATION PROCESS

Office/Division:	Office of the Municipal Civil Registrar			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
PSA Birth (child) (2 photocopies)		Philippine Statistics Authority (PSA)		
CENOMAR (parents) (2 photocopies)		Philippine Statistics Authority (PSA)		
Marriage Certificate (parents) (2 photocopies)		Office of the Municipal Civil Registrar/ Philippine Statistics Authority (PSA)		
Affidavit of Legitimation (2 photocopies)		Notary Public Lawyer (Private/Public)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presentation of Problem Approach the employee-in-charge (EIC) or the Municipal Civil Registrar (MCR) and inform them about problems in your registry record.	1. Listen applicant`s problem.	None	5 minutes	<i>MCRO Personnel In-charge</i> Office of the Municipal Civil Registrar
2. List of Requirements	2. EIC hands over the list of supporting documents	None	3 minutes	<i>MCRO Personnel In-charge</i> Office of the Municipal Civil



	required in filing the legitimation. Let the client complete the requirements before proceeding to the next step.			Registrar
3. Presentation of Documents	3. Present the required documents to the employee-in-charge (EIC).	None	3 minutes	<i>MCRO Personnel In-charge</i> Office of the Municipal Civil Registrar
4. Examination of Documents	4. EIC examines the presented documents as to authority.	None	5 minutes	<i>MCRO Personnel In-charge</i> Office of the Municipal Civil Registrar
5. Preparation of Documents	5. EIC prepares the documents.	None	20 minutes	<i>MCRO Personnel In-charge</i> Office of the Municipal Civil Registrar
6. Payment of Fees	6. Issue Order of Payment	PHP 300.00	3 minutes	<i>Local Treasury Operation Officer II</i> <i>Revenue Collection Clerk II</i> <i>Local Revenue Collection Officer I</i> Office of the Municipal Treasurer
7. Release of Documents	7. EIC releases the documents to the client ready for submission thru any private courier at the PSA, Manila for affirmation.	None	3 minutes	<i>MCRO Personnel In-charge</i> Office of the Municipal Civil Registrar
TOTAL:		PHP 300.00	42 minutes	

11. FILING PETITION FOR CORRECTION OF SEX/GENDER

Office/Division:	Office of the Municipal Civil Registrar
Classification:	Complex
Type of Transaction:	G2C-Government to Citizen



Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
PSA Copy of COLB to be corrected (2 photocopies)		Philippine Statistics Authority (PSA)		
LCRO Copy of COLB to be corrected (2 photocopies)		Office of the Municipal Civil Registrar		
Affidavit of Publication (2 photocopies)		Publishing Company		
News Paper Clippings (2 photocopies)		Office of the Municipal Civil Registrar		
NBI Clearance (2 photocopies)		National Bureau of Investigation		
Police Clearance (2 photocopies)		Municipal Police Station		
Certificate of Employment/Affidavit of Unemployment (2 photocopies)		Company/Agency		
Baptismal Certificate (2 photocopies)		Roman Catholic Church		
Medical Records (2 photocopies)		Hospital		
Earliest School Records (2 photocopies)		Elementary School		
Medical Certificate stating that the Petitioner has not undergone sex change or sex transplant (2 photocopies)		Rural Health Office/ Public Health Office		
Certificate of Authenticity in the Medical Certificate Stating that the Petitioner has not undergone sex change or sex transplant (2 photocopies)		Rural Health Office/ Public Health Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presentation of Problem Approach the employee-in-charge (EIC) or the Municipal Civil Registrar (MCR) and inform them about problems in your registry record.	1. Listen applicant`s problem.	None	5 minutes	<i>MCR</i> Personnel In-charge Office of the Municipal Civil Registrar
2. Discussion of Remedies	2. Discuss possible remedies. Present the remedies available whether to file a Petition for Correction of Sex/Gender.	None	3 minutes	<i>Municipal Civil Registrar Officer-in-Charge</i> Office of the Municipal Civil Registrar
3. List of Requirements	3. MCR or EIC hands over the	None	3 minutes	<i>Municipal Civil Registrar Officer-</i>



	list of supporting documents required in filing the petition. Let the Petitioner complete the requirements			<i>in-Charge</i> Office of the Municipal Civil Registrar
4. Submission of Requirements	4. The EIC or MCR will check if these are authentic, complete and duly certified.	None	3 minutes	<i>MCRO Personnel</i> <i>In-charge</i> Office of the Municipal Civil Registrar
5. Payment of Fees	5. Issue Order of Payment	PHP 3,000.00	10 minutes	<i>Local Treasury</i> <i>Operation Officer II</i> <i>Revenue</i> <i>Collection Clerk II</i> <i>Local Revenue</i> <i>Collection Officer I</i> Office of the Municipal Treasurer
6. Preparation of Petition	6. EIC prepares the petition. Sign the same.	None	10 minutes	<i>Municipal Civil</i> <i>Registrar Officer-</i> <i>in-Charge</i> Office of the Municipal Civil Registrar
7. Review and Administration of Oath	7. The MCR will review all the supporting documents and notarize.	None	4 minutes	<i>Municipal Civil</i> <i>Registrar Officer-</i> <i>in-Charge</i> Office of the Municipal Civil Registrar
	7.1 The MCR, then, administers the oath of the petitioner.	None	4 minutes	<i>Municipal Civil</i> <i>Registrar Officer-</i> <i>in-Charge</i> Office of the Municipal Civil Registrar
8. Publication and Posting	8. EIC prepares the required publication. The Publication will be posted for 2 consecutive weeks.	None	2 weeks	<i>Municipal Civil</i> <i>Registrar Officer-</i> <i>in-Charge</i> Office of the Municipal Civil Registrar
9. Transmittal of Petition to PSA	9. MCR approves the	None	1 minute	<i>Municipal Civil</i> <i>Registrar Officer-</i>



	petition.			<i>in-Charge</i> Office of the Municipal Civil Registrar
	9.1 EIC, then, submits the petition to PSA Manila for affirmation.	None	1 minute	
	9.2 Follow-up on PSA action on your petition after 2 months.	None	1 minute	
TOTAL:		PHP 3,000.00	2 weeks and 45 minutes	

12. FILING PETITION FOR CORRECTION OF DATE OF BIRTH: (MONTH & DAY)

Office/Division:	Office of the Municipal Civil Registrar			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
PSA Copy of COLB to be corrected (2 photocopies)		Philippine Statistics Authority (PSA)		
LCRO Copy of COLB to be corrected (2 photocopies)		Office of the Municipal Civil Registrar		
Affidavit of Publication (2 photocopies)		Publishing Company		
News Paper Clippings (2 photocopies)		Office of the Municipal Civil Registrar		
NBI Clearance (2 photocopies)		National Bureau of Investigation		
Police Clearance (2 photocopies)		Municipal Police Station		
Certificate of Employment/Affidavit of Unemployment (2 photocopies)		Company/Agency		
Baptismal Certificate (2 photocopies)		Roman Catholic Church		
Medical Records (2 photocopies)		Hospital		
Earliest School Records (2 photocopies)		Elementary School		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presentation of Problem Approach the employee-in-charge (EIC) or the Municipal Civil Registrar (MCR) and inform them about problems in your	1. Listen applicant`s problem.	None	5 minutes	<i>MCRO Personnel</i> <i>In-charge</i> Office of the Municipal Civil Registrar



registry record.				
2. Discussion of Remedies	2. Discuss possible remedies. Present the remedies available whether to file a Petition for Correction of Sex/Gender.	None	3 minutes	<i>Municipal Civil Registrar Officer-in-Charge</i> Office of the Municipal Civil Registrar
3. List of Requirements	3. MCR or EIC hands over the list of supporting documents required in filing the petition. Let the Petitioner complete the requirements	None	3 minutes	<i>Municipal Civil Registrar Officer-in-Charge</i> Office of the Municipal Civil Registrar
4. Submission of Requirements	4. The EIC or MCR will check if these are authentic, complete and duly certified.	None	3 minutes	<i>MCRO Personnel In-charge</i> Office of the Municipal Civil Registrar
5. Payment of Fees	5. Issue Order of Payment	PHP 3,000.00	10 minutes	<i>Local Treasury Operation Officer II</i> <i>Revenue Collection Clerk II</i> <i>Local Revenue Collection Officer I</i> Office of the Municipal Treasurer
6. Preparation of Petition	6. EIC prepares the petition. Sign the same.	None	10 minutes	<i>Municipal Civil Registrar Officer-in-Charge</i> Office of the Municipal Civil Registrar
7. Review and Administration of Oath	7. The MCR will review all the supporting documents and notarize.	None	4 minutes	<i>Municipal Civil Registrar Officer-in-Charge</i> Office of the Municipal Civil Registrar
	7.1 The MCR,	None	4 minutes	<i>Municipal Civil</i>



	then, administers the oath of the petitioner.			<i>Registrar Officer-in-Charge Office of the Municipal Civil Registrar</i>
8. Publication and Posting	8. EIC prepares the required publication. The Publication will be posted for 2 consecutive weeks.	None	2 weeks	<i>Municipal Civil Registrar Officer-in-Charge Office of the Municipal Civil Registrar</i>
9. Transmittal of Petition to PSA	9. MCR approves the petition.	None	1 minute	<i>Municipal Civil Registrar Officer-in-Charge Office of the Municipal Civil Registrar</i>
	9.1 EIC, then, submits the petition to PSA Manila for affirmation.	None	1 minute	
	9.2 Follow-up on PSA action on your petition after 2 months.	None	1 minute	
TOTAL:		PHP 3,000.00	2 weeks and 45 minutes	



OFFICE OF THE MUNICIPAL ENGINEERING



1. MAINTENANCE OF OTHER INFRASTRUCTURE

Office/Division:		Office of the Municipal Engineering		
Classification:		Highly Technical		
Type of Transaction:		G2C-Government to Citizen, G2G-Government to Government		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter or verbal request specifying the service needed.		Raw Data from Office Concern		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Make Request Inform the MEO or Mayor's Office about the services requested.	1. Receive the Letter Request	None	3 minutes	<i>Municipal Engineer, Engineer 1B, Carpentry Office of the Municipal Engineering</i>
	1.1 Site Inspection and Evaluation Technical staff evaluates and inspect the requested site that needs services.	None	4 hours	<i>Municipal Engineer, Engineer 1B, Carpentry Office of the Municipal Engineering</i>
	1.2 Site Inspection and Investigation Technical staff talks to the concerned person or barangay officials on-site.	None	4 hours	<i>Municipal Engineer, Engineer 1B, Carpentry Office of the Municipal Engineering</i>
	1.3 Program of Work Preparation Technical staff prepares an estimate of materials, labor and equipment required. (Required only for Repair of Roads, Drainage, Buildings and Other Facilities)	None	8 hours	<i>Municipal Engineer, Engineer 1B, Admin. Aide II Office of the Municipal Engineering</i>
	1.4 Recommendation and Approval	None	3 minutes	<i>Municipal Engineer</i>



	Municipal Engineer reviews and evaluates the results of inspection and program of work. He will then recommend to the LCE implementation of the maintenance work.			Office of the Municipal Engineering
	1.5 Implementation Municipal Engineer assigns maintenance crew on site who will take charge of the maintenance work.	None	It depends upon the volume of work.	<i>Municipal Engineer</i> Office of the Municipal Engineering
TOTAL:		None	2 days and 6 minutes	

2. REQUEST FOR PREPARATION OF PLANS AND PROGRAM OF WORK

Office/Division:	Office of the Municipal Engineering			
Classification:	Highly Technical			
Type of Transaction:	G2G- Government to Government, G2C-Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Requested by the Barangay Officials, Private Concerned Citizens and other Department of the Municipal Government			Raw Data from the Office Concern	
CLIENT STEPS	AGENCY ACTION	FEE S TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach any Technical Personnel from the MEO.	1. Client and MEO Staff agree on the type of POW to be made.	None	3 minutes	<i>Municipal Engineer, Engineer 1B, Admin Aide III</i> Office of the Municipal Engineering
	1.1 MEO Staff evaluates the request of the client. *If the request needs on-site	None	3 minutes	<i>Municipal Engineer, Engineer 1B, Admin Aide III, MEO Staff</i> Office of the Municipal



	evaluation/inspection, the MEO staff schedules the site investigation/evaluation . *If no need of site inspection, the MEO staff advises the client when to come back to get the POW			Engineering
2. Site Inspection/Investigation	2. Technical personnel talks to client with regards to their concern to prepare the POW.	None	4 hours	<i>Municipal Engineer, Engineer 1B, Admin Aide III, MEO Staff Office of the Municipal Engineering</i>
3. Program of Work Preparation	3. Technical Personnel prepares the POW	None	5 days	<i>Municipal Engineer, Engineer 1B, Admin Aide III, MEO Staff Office of the Municipal Engineering</i>
4. Recommendation and Approval	4. Municipal Engineer checked/reviewed the POW for approval of the concerned approving official.	None	3 minutes	<i>Municipal Engineer Office of the Municipal Engineering</i>
TOTAL:		None	5 days, 4 hours and 9 minutes	

3. AVAILING A BUILDING PERMIT (BASED ON JMC 2018-01)

Office/Division:	Office of the Municipal Engineering	
Classification:	Simple	
Type of Transaction:	G2C- Government to Citizen, G2G- Government to Government	
Who may avail:	Any Individual, GOCC, NGOs, Corporations	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Application Forms (notarized); If the applicant is applying for corporation SPA should be attached to the form		Municipal Engineering Office



(5 original copies)	
Survey Plans, Design Plans and its related documents (5 original copies)	Practicing Professional
Lot Plan with Site Plan (5 original copies)	Practicing Professional
Building Plans (Architectural, Structural, Sanitary/Plumbing, Electrical, Mechanical) (5 original copies)	Practicing Professional
Bill of Materials and Cost Estimates (5 original copies)	Practicing Professional
Specifications (5 original copies)	Practicing Professional
Title of Property (Transfer Certificate of Title) (5 original copies)	Practicing Professional
Deed of Sale/Lease Contract/Contract to Sell (5 original copies)	Practicing Professional
Tax Declaration and Current Real Property Tax Payment (5 original copies)	Office of the Municipal Assessor/Office of the Municipal Treasurer (MEO will secure as form part of Back Room Transaction)
Photocopy of Valid Professional Licenses	Practicing Professional
Structural Design Computations with seismic analysis (for 2 storey and more or 1 storey with attic/mezzanine/roof deck/penthouse) (2 original copies)	Practicing Professional
Plate Load Test Analysis (for 3 storey or 2 storey with attic/mezzanine/roof deck/penthouse) (2 original copies)	Practicing Professional
Soil Boring Test Result (for 4 storey and above or 3 storey with attic/mezzanine/roof deck/penthouse) (5 original copies)	Practicing Professional
Clearances from other government agencies exercising regulatory functions (5 original copies)	
Such regulatory agencies are:	Office of the Municipal Planning and Development (MEO will secure as form part of Back Room Transaction)
<ul style="list-style-type: none"> ○ Zoning Clearances (for zoning and land use of all types of buildings/structure) 	
<ul style="list-style-type: none"> ○ Bureau of Fire Protection Clearances (for all types of buildings/structures) 	Bureau of Fire Protection (MEO will secure as form part of Back Room Transaction)
<ul style="list-style-type: none"> ○ Department of Environment and Natural Resources Clearances (for all commercial and industrial buildings) 	Office of the Environment and Natural Resources/ Department of Environment and Natural Resources
<ul style="list-style-type: none"> ○ Department of Labor and 	Department of Labor and Employment



Employment Clearances (for industrial building)				
o Health Clearances (for health hazard-related buildings/structures)		Department of Health		
o Air Transportation Office Clearances (for buildings/structures exceeding 45 meters in height)		Office of the Air Transportation		
o Department of Education Clearances (for educational buildings)		Department of Education		
o Energy Regulatory Board Clearances (for gasoline stations)		Energy Regulatory Board		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The applicant/his duly representative shall secure and submit the application form and documentary Requirements.	1. Verify the submitted documents and conduct evaluation and assessment. Endorse a copy of application to MPDO (for Zoning Clearance) and BFP (for Fire Safety Evaluation Clearance).	None	45 minutes	MEO Staff Office of the Municipal Engineering
2. Receipt of Order of Payment.	2. Conduct the processing and evaluation the order of payment.	None	2 days	Engineer 1B, MEO Staff Office of the Municipal Engineering
3. Payment of pays and charges (one time payment)	3. Release the summarized order of payment to the applicant/duly authorized representative.	Fees to be paid derived from the assessment on rates from PD 1096, Order of payment from MPDO (for zoning clearance), Assessor's and	15 minutes	MEO Staff Office of the Municipal Engineering



		Treasurer's Office.		
4. Approval and Releasing of Building Permit	4. Receives the OR from applicant, records and assigns permit number for approval of the building official. Itemized in the logbook the documents received by the applicant. Release the approved Building Permit.	None	15 minutes or based on the agreed schedule	<i>Engineer 1B, Municipal Engineer Office of the Municipal Engineering</i>
TOTAL:			2 days, 1 hour and 15 minutes	

4. AVAILING A CERTIFICATE OF OCCUPANCY (BASED ON JMC 2018-01)

Office/Division:	Office of the Municipal Engineering		
Classification:	Highly Technical		
Type of Transaction:	G2G- Government to Government, G2C-Government to Citizen		
Who may avail:	Any Individual, GOCC, NGOs, Corporations		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Three (3) copies of the Certificate of Completion. (duly notarized, signed by the owner/applicant, signed and sealed by the licensed practicing professionals in charge of the construction, together with approved plan and specifications and one (1) copy of the construction logbook): In cases that there are changes in the approved plans, three (3) copies of as-built plan are required as an additional requirement reflecting all changes made.		Practicing Professional (All forms are available for MEO or NBCCP website)	
One (1) photocopy of the valid licenses of all involved professionals (PTR, PRC ID)		Practicing Professional	
Fire Safety Inspection Certificate (FSIC)		Bureau of Fire Protection (MEO will secure as form part of Back Room Transaction)	
Filled-up Application Form for Tax Declaration		Office of the Municipal Assessor (MEO will secure as form part of Back Room	



		Transaction)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The applicant/his duly authorized representative shall secure and submit documentary Requirements.	1. Verify the submitted documents and conduct evaluation and assessment. Coordinate the concern office Assessor's Office and BFP) for the conduct of a possible joint inspection.	None	1 day	<i>MEO Staff</i> Office of the Municipal Engineering
2. Receipt of Order of Payment.	2. Conduct the processing and evaluation the order of payment.	None	1 day	<i>Engineer 1B, MEO Staff</i> Office of the Municipal Engineering
3. Payment of pays and charges (one time payment)	3. Release the summarized order of payment to the applicant/duly authorized representative.	Fees to be paid derived from the assessment on rates from PD 1096, Order of payment from BFP (for FSIC).	30 minutes	<i>MEO Staff</i> Office of the Municipal Engineering
4. Approval and Releasing of Certificate of Occupancy	4. Receives the OR from applicant, print and assigned occupancy permit number for approval of the building official. Itemized in the logbook the documents received by the applicant. Release the approved Certificate of Occupancy.	None	15 minutes or based on the agreed schedule	<i>Municipal Engineer, Engineer 1B,</i> Office of the Municipal Engineering
TOTAL:			2 days and 45 minutes	



OFFICE OF THE MUNICIPAL TREASURER



1. SECURING A COMMUNITY TAX CERTIFICATE

Office/Division:	Office of the Municipal Treasurer			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen, G2B-Government to Business			
Who may avail:	Municipal Constituents			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished Personal Data Sheet Form or Previous year CTC		Office of the Municipal Treasurer		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Personal Data Sheet Form Secure and fill up 1 copy of a Personal Data Sheet Form available at the Information Table	Receive the duly accomplished form for issuance of CTC	Please refer table of fees below.	4 minute	<i>Local Treasury Operation Officer II</i> <i>Revenue Collection Clerk II</i> <i>Local Revenue Collection Officer I</i> Office of the Municipal Treasurer
2. Submission of Personal Sheet Form and Issuance of CTC Submit the accomplished form; pay the corresponding community tax; and wait for the issuance of your CTC.				
TOTAL:			4 minutes	

TABLE OF FEES	
Basic	PHP 5.00
Additional Tax for Individual	PHP 1.00 for every PHP 1,000.00 of gross income
For Corporation	PHP 2.00 for every PHP 5,000.00 of gross receipts

2. PAYING REAL PROPERTY TAXES

Office/Division:	Office of the Municipal Treasurer
Classification:	Simple
Type of	G2B- Government to Business



Transaction:				
Who may avail:	Those individuals and companies/ corporations engaging business in the Municipality of Hagonoy.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Copy of the latest Real Property Tax Declaration (1 photocopy)		Office of the Municipal Assessor		
Photocopy of latest Real Property Tax payments/Official Receipt (1 photocopy)		Office of the Municipal Treasurer		
<p><i>Note:</i></p> <ul style="list-style-type: none"> • Taxes are based on Fair Market Value x Assessment level x 1% • Additional tax of 1% for Special Education Fund • Discount is granted if payment of tax is made in advance • Ten percent (10%) granted if taxes are paid on or before deadline of every quarter • Fifteen percent (15%) is granted if tax is paid in full on or before November to January 20 of the same • Twenty percent (20%) discount is granted if total tax obligation of the ensuing year is paid on or before October 31 of the current year 				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the OR or latest tax declaration	Receive the presented document/s for verification and printing of assessment	None	10 minutes	<i>MTO Personnel In-charge</i> Office of the Municipal Treasurer
2. Proceed to the MTO Collectors for payment	Receive the assessment and issued RPT receipts	Depends on the Assessed Value of the property	10 minutes	<i>Local Treasury Operation Officer II</i> <i>Revenue Collection Clerk II</i> <i>Local Revenue Collection Officer I</i> Office of the Municipal Treasurer
TOTAL:			20 minutes	



3. APPLYING/RENEWING A BUSINESS PERMIT

Office/Division:	Office of the Municipal Treasurer			
Classification:	Simple			
Type of Transaction:	G2B- Government to Business, G2C- Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Current Community Tax		Barangay Hall/ Office of the Municipal Treasurer`s		
Barangay Clearance		Barangay Hall		
Police Clearance		Municipal Police Station		
Zoning Clearance		Office of the Municipal Planning and Development		
Annual Inspection Certificate		Office of the Municipal Engineering		
Medical Lab. And Sanitary Pert		Office of the Municipal Health		
Real Property Tax Clearance/ Latest RPT receipts		Office of the Municipal Treasurer		
DTI Registration for new applicant		Department of Trade and Industry		
CDA Registration/ Certificate for Cooperatives		Cooperative Development Authority		
SEC Registration/ Certificate for Corporations		Securities and Exchange Commission		
Market Clearance for Market Vendors		Office of the Municipal Treasurer		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the documents for verification/preparation of application of business of permit	1. Receive the submitted documents and verify such to the system if new or renewal for printing of assessment	None	12 minutes	<i>License Inspector I Revenue Collection Clerk II Local Revenue Collection Officer I Office of the Municipal Treasurer</i>
2. Pay the corresponding taxes and fees may it be quarterly, semi-annual or annual basis	2. Receive the assessment and issued the corresponding receipts.	Based on the declared gross sales receipts peer Graduated Tax on business stipulated in the Municipal Revenue	15 minutes	<i>Local Treasury Operation Officer II Local Revenue Collection Officer I Administrative Aide III</i>
	2.1 Releasing of Business Permit		3 minutes	<i>License Inspector I Office of the Municipal Treasurer</i>



		Code		
TOTAL:			30 minutes	



MUNICIPAL PLANNING AND DEVELOPMENT OFFICE



1. SECURING CERTIFICATE OF SITE ZONING CLASSIFICATION

Office/Division:	Office of the Municipal Planning and Development			
Classification:	Simple			
Type of Transaction:	G2C- Government To Citizen			
Who may avail:	Any person who wish to apply for Zoning Certificate.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Properly filled-up and Notarized Application form		Client		
Lot Plan with Vicinity Map drawn to scale signed by a Geodetic Engineer		Practicing Professional		
Transfer Certificate of Title (TCT) or Deed of Sale		Client/Register of Deeds		
Real Property Tax Declaration		Client/ Office of the Municipal Assessor		
Certificate of Real Property Tax payment		Client/ Office of the Municipal Assessor		
Special Power of Attorney of land owner's authorized representative, if any		Law Firm		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of Notarized application form together with the requirements.	1.1 Received the requirements and application form.	None	35 minutes	<i>Zoning Inspector-Designate</i> Municipal Planning and Development Office
	1.2 Site Inspection (optional) If site inspection is required, frontline officer refers the same to the Zoning Inspector. Site inspection is usually required for new enterprises.	None	4 hours	
2. Payment of Fees Proceed to the Municipal Treasurer's Office; pay the requisite fees; and secure an Official Receipt	Issuance of Official Receipt.	PHP 250.00	5 minutes	<i>Revenue Collection Clerk I</i> Municipal Treasury office
3. Applicant receives the Certificate of Site Zoning Classification	Issuance of Certificate of Site Zoning Classification and	None	10 minutes	<i>Office-in-Charge - Municipal Planning and Development Coordinator</i> Municipal Planning



	secured a copy.			and Development Office
TOTAL:		PHP 250.00	4 hours and 50 minutes	

2. SECURING ZONING CLEARANCE FOR BUILDING PERMIT

Office/Division:	Municipal Planning and Development Office			
Classification:	Simple			
Type of Transaction:	G2C- Government To Citizen			
Who may avail:	Any person who wish to apply for Locational Clearance.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Application form for Zoning Clearance, duly notarized (1 original copy and 4 photocopies)		Client		
Building Plans duly signed by a Civil Engineer		Client		
Sketch / Vicinity Plan duly signed by Geodetic Engineer		Client		
Bill of Materials		Client		
Specifications		Client		
Transfer of Certificate of Title (TCT) or Deed of Sale		Client/Register of Deeds		
Real Property Tax Declaration		Client/ Office of the Municipal Assessor		
Certificate of Real Property Tax Payment		Client/ Office of the Municipal Treasurer		
Environmental Clearance Certificate (ECC), when applicable		Office of the Municipal Environment and Natural Resources		
If lot is not owned: 1. Contract of Lease 2. Authorization to Occupy Lot		Law Firm		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit notarized application form and complete requirements.	1.1 Receive the application form and complete requirements.	None	15 minutes	<i>Zoning Inspector-Designate</i> Municipal Planning and Development Office
	1.2 Evaluate/review the documents and conduct inspection.	None	4 hours	
2. Payment of Fees Proceed to the Municipal Treasurer's	2. Issuance of Official Receipt.	Please refer to attached table.	5 minutes	<i>Revenue Collection Clerk II</i> Municipal Treasury Office



Office; pay the requisite fees; and secure an Official Receipt				
3. Preparation and Approval of Locational Clearance	3.1 Officer-in-charge prepare the Zoning Report and submit to Mayor`s Office.	None	15 minutes	Office-in-Charge - Municipal Planning and Development Coordinator Municipal Planning and Development Office
	3.2 Approve Locational Clearance	None		
4. Claim the Locational Clearance	4. Record, file for office copy and release the Locational Clearance	None	1 minute	Zoning Inspector-Designate Municipal Planning and Development Office
TOTAL:			4 hours, 36 minutes	

Locational Clearance Fee:

Type of Structure/Project Cost	Clearance Fee
a. Residential, single attached	
PHP 100,000.00 and below	PHP 288.00
Over PHP 100,000.00 to PHP 200,00.00	PHP 576.00
Over PHP 200,000.00	PHP 720.00 + (1/10 of 1% in excess of PHP 200,000.00
b. Apartment/Townhouses	
PHP 500,000.00 and below	PHP 1,440.00
PHP 500,000.00 to PHP 2,000,000.00	PHP 2,160.00
Over PHP 2,000,000.00	PHP 3,600.00 + (1/10 of 1% of cost in excess of PHP 2,000,000.00 regardless of the number of doors
c. Dormitory	
PHP 1,200,000.00 and below	PHP 3,600.00
Over PHP 2,000,000.00	PHP 3,600.00 + (1/10 of 1% of cost in excess of PHP 2,000,000.00 regardless of the number of rooms
d. Institutional, Project cost of which is	
Below PHP 2,000,000.00	PHP 2,880.00
Over PHP 2,000,000.00	PHP 2,880.00 + (1/10 of 1% of cost in excess of PHP 2,000,000.00
e. Commercial, Institutional, Agro-industrial	
Below PHP 100,000.00	PHP 1,440.00
PHP 100,000.00 - PHP 500,000.00	PHP 2,160.00



Over PHP 500,000.00 - PHP 1,000,000.00	PHP 2,880.00
Over PHP 1,000,000.00 - PHP 2,000,000.00	PHP 4,320.00
Over PHP 2,000,000.00	PHP 7,200.00 + (1/10 of 1% of cost in excess of PHP 2,000,000.00
f. Special Use/Special Project (Gasoline Station, Cell Sites, Slaughter House, Treatment Plant, etc.)	
Below PHP 2,000,000.00	PHP 7,200.00 + 1/10 of 1% of cost in excess of PHP 2,000,000.00
Over PHP 2,000,000.00	PHP 7,200.00 + 1/10 of 1% of cost in excess of PHP 2,000,000.00
g. Alteration/Expansion (affected areas/cost of expansion only)	Same as original application

3. SECURING ZONING CLEARANCE FOR BUSINESS PERMIT

Office/Division:	Office of the Municipal Planning and Development			
Classification:	Simple			
Type of Transaction:	G2B-Government To Business			
Who may avail:	All business establishment in the municipality			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Barangay Clearance			Barangay Hall	
Police Clearance			Municipal Police Station	
DTI Registration			Department of Trade and Industry	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the MPDO Go to a frontline staff and present your Business License Application Form.	Receive and verify pre-requisite documents.	None	1 minute	<i>MPDO Personnel Zoning Inspector-Designate Municipal Planning and Development Office</i>
2. Site Inspection (optional)	If site inspection is required, frontline officer refers the same to the Zoning Inspector. Site inspection is usually required for new enterprises.	None	3 hour	
4. Processing of Documents	Process and records transaction.	None	3 minutes	



5. Approval	<p>The Local Economic Investment Promotions Officer (LEIPO)-Designate approves the clearance; and sign the Business License Application Form</p> <p>*The approval is encoded into the unified business tracking database</p>	None	3 minutes	<p><i>Local Economic Investment Promotions Officer (LEIPO)-Designate</i> Municipal Planning and Development Office</p>
TOTAL:		None	3 hour and 7 minutes	



OFFICE OF THE MUNICIPAL ASSESSOR



1. SIMPLE TRANSFER OF REAL PROPERTY

Office/Division:	Office of the Municipal Assessor			
Classification:	Simple			
Type of Transaction:	G2C- Government To Citizen, G2B- Government to Business, G2G-Government to Government			
Who may avail:	Individual Real Property Owners, Companies/Corporations and Government Owned and Controlled Corporation			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Title	Register of Deeds			
Payment of Real Property Tax	Office of the Municipal Treasurer			
Certificate Authorizing Registration	Bureau of Internal Revenue			
Deed of Absolute Sale/Donation	Lawyer/Notary Public			
Transfer Tax Receipt	Office of the Provincial Treasurer			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the documents for verification.	1. Received the documents.	None	20 minutes	<i>Assessment Clerk/Taxmapping Aide</i> Office of the Municipal Assessor
	1.1 Prepare /Encode the Field Appraisal and Assessment Sheet.	None	30 minutes per title	<i>Assessment Clerk/Taxmapping Aide</i> Office of the Municipal Assessor
	1.2 Encode the FAAS to the Taxmap Control roll.	None	20 minutes per FAAS	<i>Taxmapper II</i> Office of the Municipal Assessor
	1.3 Review and signed the prepared FAAS for approval to the Office of the Provincial Assessor.	None	10 minutes per FAAS	<i>Municipal Assessor</i> Office of the Municipal Assessor
TOTAL:		None	1 hour and 20 minutes	

2. DECLARATION OF REAL PROPERTY- ORIGINAL CERTIFICATE OF TITLE

Office/Division:	Office of the Municipal Assessor
Classification:	Simple



Type of Transaction:	G2C- Government To Citizen, G2B- Government to Business, G2G-Government to Government			
Who may avail:	Individual Real Property Owners, Companies/Corporations and Government Owned and Controlled Corporation			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Title	Register of Deeds			
Payment of Real Property Tax	Office of the Municipal Treasurer			
Application/Approval of Patent	Department of Environment and Natural Resources			
Certification as Original Applicant	Department of Environment and Natural Resources			
Deed of Conveyance	Lawyer/Notary Public			
Transfer Tax Receipt	Office of the Provincial Treasurer			
Subdivision Plan	Geodetic Engineer			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the documents for verification.	1. Received the documents.	None	20 minutes	<i>Assessment Clerk/Taxmapping Aide</i> Office of the Municipal Assessor
	1.1 Prepare /Encode the Field Appraisal and Assessment Sheet.	None	30 minutes per title	<i>Assessment Clerk/Taxmapping Aide</i> Office of the Municipal Assessor
	1.2 Encode the FAAS to the Taxmap Control roll.	None	20 minutes per FAAS	<i>Taxmapper II</i> Office of the Municipal Assessor
	1.3 Review and signed the prepared FAAS for approval to the Office of the Provincial Assessor.	None	10 minutes per FAAS	<i>Municipal Assessor</i> Office of the Municipal Assessor
TOTAL:		None	1 hour and 20 minutes	



3. CERTIFICATIONS FOR LANDHOLDING, IMPROVEMENT, NONE PROPERTY HOLDING AND NO IMPROVEMENT

Office/Division:		Office of the Municipal Assessor		
Classification:		Simple		
Type of Transaction:		G2C- Government To Citizen, G2B- Government to Business, G2G-Government to Government		
Who may avail:		Individual Real Property Owners, Companies/Corporations and Government Owned and Controlled Corporation		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Payment of Real Property Tax		Office of the Municipal Treasurer		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the documents for verification.	1. Received the documents.	None	20 minutes	<i>Assessment Clerk</i> Office of the Municipal Assessor
	1.1 Prepares certifications.	PHP 100.00	30 minutes	<i>Assessment Clerk</i> Office of the Municipal Assessor
	1.2 Print the certification.	None	10 minutes	<i>Assessment Clerk</i> Office of the Municipal Assessor
	1.3 Sign the certification.	None	2 minutes	<i>Municipal Assessor</i> Office of the Municipal Assessor
TOTAL:		PHP 100.00	1 hour and 2 minutes	

4. TRANSFER OF REAL PROPERTY- SUBDIVISION OF LOTS

Office/Division:		Office of the Municipal Assessor		
Classification:		Simple		
Type of Transaction:		G2C- Government To Citizen, G2B- Government to Business, G2G-Government to Government		
Who may avail:		Individual Real Property Owners, Companies/Corporations and Government Owned and Controlled Corporation		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Title		Register of Deeds		
Payment of Real Property Tax		Office of the Municipal Treasurer		
Certificate Authorizing Registration		Bureau of Internal Revenue		
Deed of Absolute Sale/Donation		Lawyer/Notary Public		
Transfer Tax Receipt		Office of the Provincial Treasurer		
Subdivision Plan		Geodetic Engineer		
CLIENT STEPS	AGENCY ACTION	FEES TO BE	PROCESSING TIME	PERSON RESPONSIBLE



		PAID		
1. Submit the documents for verification.	1. Received the documents.	None	20 minutes	<i>Assessment Clerk/Taxmapping Aide</i> Office of the Municipal Assessor
	1.1 Prepare /Encode the Field Appraisal and Assessment Sheet.	None	30 minutes per title	<i>Assessment Clerk/Taxmapping Aide</i> Office of the Municipal Assessor
	1.2 Encode the FAAS to the Taxmap Control roll.	None	20 minutes per FAAS	<i>Taxmapper II</i> Office of the Municipal Assessor
	1.3 Review and signed the prepared FAAS for approval to the Office of the Provincial Assessor.	None	10 minutes per FAAS	<i>Municipal Assessor</i> Office of the Municipal Assessor
TOTAL:		None	1 hour and 20 minutes	

5. CERTIFIED TRUE COPY OF TAX DECLARATION/PLAIN COPY

Office/Division:	Office of the Municipal Assessor			
Classification:	Simple			
Type of Transaction:	G2C- Government To Citizen, G2B- Government to Business, G2G-Government to Government			
Who may avail:	Individual real Property Owners, Companies/Corporations and Government Owned and Controlled Corporation			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Payment of Real Property Tax		Office of the Municipal Treasurer		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the documents for verification.	1. Received the documents.	None	20 minutes	<i>Assessment Clerk</i> Office of the Municipal Assessor
	1.1 Print	PHP 75.00	20 minutes	<i>Assessment Clerk</i> Office of the



	the Tax Declaration.	per Certification PHP 30.00 per Plain Copy		Municipal Assessor
	1.2 Sign the Tax Declaration.	None	10 minutes	<i>Municipal Assessor</i> Office of the Municipal Assessor
	1.3 Logbook the issued certified copies.	None	5 minutes	<i>Assessment Clerk</i> Office of the Municipal Assessor
TOTAL:			55 minutes	



OFFICE OF THE LOCAL DISASTER RISK REDUCTION MANAGEMENT OFFICER



1. DISASTER PREPAREDNESS ORIENTATION/TRAINING

Office/Division:		Office of the Local Disaster Risk Reduction Management		
Classification:		Complex		
Type of Transaction:		G2C- Government To Citizen, G2B-Government to Business, G2G-Government to Government		
Who may avail:		All Residents		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Request		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of request	1. Conduct risk assessment/ mapping/ profiling	None	1 Day	Local Disaster & Risk Reduction Management Officer III MDRRMO-Research & Planning In-Charge(JO), MDRRMO-Amin & Trainings In-Charge(JO) Office of the Local Disaster & Risk Reduction Management
	1.1 Crafting of barangay/ municipal disaster plan	None	3 Days	Local Disaster & Risk Reduction Management Officer III MDRRMO-Research & Planning In-Charge(JO), MDRRMO-Amin & Trainings In-Charge(JO) Office of the Local Disaster & Risk Reduction Management
TOTAL:		None	4 days	

2. DISASTER REHABILITATION AND RECOVERY

Office/Division:		Office of the Local Disaster Risk Reduction Management		
Classification:		Simple		
Type of Transaction:		G2C- Government To Citizen		
Who may avail:		All Residents		



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Request		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Conduct Damage Assessment Needs Analysis to determine the extent of damage.	None	1 Day	Damage Assessment Needs Analysis Team (MSWD, MHO, MEO, MAO, BFP, PNP, LDRRM)
	1.1 Purchase of needed assistance/ materials to the victims of calamity.	None	1 Day	Local Disaster & Risk Reduction Management Officer III, MDRRMO Operations & Warnings In-Charge (JO), MDRRMO staff Office of the Local Disaster & Risk Reduction Management Officer
	1.2 Distribution of assistance and materials	None	1 Day	Local Disaster & Risk Reduction Management Officer III, MDRRMO-Operations & Warnings In-Charge (JO), MDRRMO staff Office of the Local Disaster & Risk Reduction Management Officer
TOTAL:		None	3 days	

3. DISASTER RESPONSE

Office/Division:	Office of the Local Disaster Risk Reduction Management
Classification:	Simple
Type of Transaction:	G2C- Government To Citizen
Who may avail:	All Residents



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Occurrence of disaster or any emergency situations				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Barangay DRRM report to MDRRMO	1. Verify/validate the reported cases of disaster	None	1 Hour	<i>Local Disaster & Risk Reduction Management Officer III, MDRRMO-Operations & Warnings In-Charge(JO), MDRRMO staff</i> Office of the Local Disaster & Risk Reduction Management Officer
	1.1 Convene the Rapid Damage Assessment Needs Analysis team	None	1 Hour	<i>Local Disaster & Risk Reduction Management Officer III, MDRRMO-Operations & Warnings In-Charge(JO), MDRRMO staff</i> Office of the Local Disaster & Risk Reduction Management Officer
	1.2 Conduct Rapid Damage Assessment Needs Analysis to determine the needed resources for response	None	1 Day	<i>Office of the Municipal Social Welfare and Development, Office of the Municipal Health, Office of the Municipal Engineering, Office of the Municipal Agriculture, Bureau of Fire Protection, Philippine National Police, Office of the Local Disaster & Risk Reduction Management Officer</i> Rapid Damage Assessment Needs Analysis Team
	1.3 Purchase	None	3 Hours	<i>MDRRMO-Office Staff</i> Office of the Local



	relief goods (food and non-food for distribution)			Disaster & Risk Reduction Management Officer
	1.4 Relief Distribution	None	1 Day	<i>Local Disaster & Risk Reduction Management Officer III</i> <i>MDRRMO-Amin & Trainings In-Charge(JO),</i> <i>MDRRMO staff</i> Office of the Local Disaster & Risk Reduction Management Officer
TOTAL:		None	2 days and 5 hours	



Feedbacks and Complaints

FEEDBACKS AND COMPLAINTS MECHANISM	
How to send a feedback	Answer the client feedback form and drop it at the designated drop box in front of the Public Assistance and Complaints Desk. Contact No. 0961-394-2723
How feedbacks are processed	Every Friday, the Human Resource Management Officer opens the drop box and compiles and records all feedback submitted. Feedback requiring answers are forwarded to the relevant offices and they are required to answer within three (3) days of receipt of the feedback. The answers of the office are then related to the citizen. For inquiries and follow-ups, clients may contact the following Contact no: 0961-394-2723
How to file a complaint	Answer the client complaint form and drop it at the designated drop box in front of the Public Assistance and Complaints Desk. Complaints can also be filed via telephone. Make sure to provide the following information: Name of person being complained, Incidents, Evidence. For inquiries and follow-ups, clients may contact the following Contact number: 0961-394-2723
How complaints are processed	The complaints officer opens the complaints drop box on a daily basis and evaluates each complaint. Upon evaluation, the complaints officer shall start the investigation and forward the complaint to the relevant office for their explanation. The complaints officer will create a report after the investigation and shall submit it to head of Agency for appropriate action. The complaints officer will give feedback to the client. for inquiries and follow-ups, clients may contact the following telephone number:
Contact Information of CCB, PCC, ARTA	ARTA: complaints@arta.gov.ph :1-ARTA (2768) PCC: 8888 CCB: 0908-881-6565



List of Offices

Office	Address	Contact Information
Office of the Municipal Mayor	Poblacion, Hagonoy, Davao del Sur	0961-394-2723
Office of the Sangguniang Bayan	Poblacion, Hagonoy, Davao del Sur	0948-111-1363
Office of the Municipal Health	Poblacion, Hagonoy, Davao del Sur	0917-638-8876
Office of the Municipal Agriculture	Poblacion, Hagonoy, Davao del Sur	0921-950-1553
Office of the Municipal Social Welfare and Development	Poblacion, Hagonoy, Davao del Sur	0907-516-7421
Office of the Civil Registrar	Poblacion, Hagonoy, Davao del Sur	0946-435-2769
Office of the Municipal Engineering	Poblacion, Hagonoy, Davao del Sur	0998-958-4824
Office of the Municipal Treasurer	Poblacion, Hagonoy, Davao del Sur	0939-920-4273
Office of the Municipal Planning and Development	Poblacion, Hagonoy, Davao del Sur	0907-094-1939
Office of the Municipal Assessor	Poblacion, Hagonoy, Davao del Sur	0949-998-7471
Office of the Local Disaster Risk Reduction Management	Poblacion, Hagonoy, Davao del Sur	0945-443-3127