

**MUNICIPAL GOVERNMENT OF SAN LUIS, PAMPANGA**

**CITIZEN’S CHARTER**

**2023 (1st Edition)**



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1. **Mandate:**

The RA7160 also known as the Local Government Code of 1991 gives the local governments 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.

1. **Vision:**

A progressive agricultural community in the Province of Pampanga with God-loving, resilient, and empowered citizenry living in a competitive economy, peaceful and healthy environment governed by committed, dynamic, transparent and competent leaders.

1. **Mission:**

To improve the quality of life of the citizenry through efficient and effective delivery of basic services, strengthening people’s organization and improvement of revenue and investments towards a safe and progressive community.

1. **Service Pledge:**

We commit to:

**L** - Live with integrity and honesty in public service.

**U** - Understand the need of the people, help and serve them to the

best of our knowledge, skills and abilities.

**I** - Implement best practices in good governance and leadership regardless

of status of position in the government.

**S** - Simplify transactions so that the public can avail basic services with

ease and convenience.

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**MUNICIPAL AGRICULTURE OFFICE**

**External Services**

**1. Accreditation of Farmer’s Association**

Accreditation is issued to legitimate farmers’ cooperatives and associations (FCA’s) registered to SEC, DOLE, and CDA for them to avail interventions from the Department of Agriculture, Regional Field Office III.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Office or Division:** | Municipal Agriculture Office (MAO) | | | |
| **Classification:** | Highly Technical | | | |
| **Type of Transaction:** | G2C – Government to Citizens | | | |
| **Who may avail:** | Listed on the masterlist of Rural Based Organizations (RBO’s) | | | |
| **CHECKLIST OF REQUIREMENTS** | | **WHERE TO SECURE** | | |
| 1. Board Resolution (1 original, 1 photocopy) 2. FCA’s Profile (1 original, 1 photocopy) 3. Notarized Omnibus Sworn Statement (1 original, 1 photocopy) 4. Letter of Intent to D.A (1 original, 1 photocopy) 5. Authenticate Certificate of Registration of the Association (1 original, 1 photocopy) 6. Endorsement (1 original, 1 photocopy) | | Concerned FCA’s  Concerned FCA’s  Concerned FCA’s  Concerned FCA’s  Concerned FCA’s  MAO | | |
| **CLIENT STEPS** | **AGENCY ACTIONS** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1. Request DA Accreditation | 1. Issue list of requirements to be signed by the members and officers | None | 5 minutes | *Agricultural Technologist, Agriculturist II, Municipal Agricultural Officer*  *Municipal Agriculture Office* |
| 2. Submit Requirements | 2. Check submitted requirements  (return to FCA’s if incomplete requirements)  2.1 Issue endorsement letter  (incomplete requirements, no endorsement) | None | 10 minutes  5 minutes | *Agricultural Technologist, Agriculturist II, Municipal Agricultural Officer*  *Municipal Agriculture Office* |
| 3. Claim/Receive Certificate of Accreditation | 3. Issue Certificate of Accreditation | None | 20 days | *MAO, OPA, DA-RFO III* |
|  | **TOTAL:** | None | 20 days and 20 minutes |  |

**2. Enrollment of Farmers on Registry System For Basic Sectors in Agriculture (RSBSA)**

Bonafide farmers, fisherfolks and animal raisers should be enrolled on RSBSA as a basic tool of the Department of Agriculture on the provisions of their different banner programs.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Office or Division:** | Municipal Agriculture Office (MAO) | | | |
| **Classification:** | Simple | | | |
| **Type of Transaction:** | G2C – Government to Citizens | | | |
| **Who may avail:** | Listed on the masterlist of farmers, fisherfolks and animal raisers | | | |
| **CHECKLIST OF REQUIREMENTS** | | **WHERE TO SECURE** | | |
| 1. Valid Government issued ID (1 photocopy) 2. Proof of Land Ownership (1 photocopy of Land Title/Brgy. Certificate/Tax Declaration) 3. Latest 2x2 picture (1 copy) | | Concerned individual  Concerned individual, Brgy. Hall, Registry of Deeds, Assessors Office  Concerned individual | | |
| **CLIENT STEPS** | **AGENCY ACTIONS** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1. Request enrollment on RSBSA | 1. Verify on the masterlist of farmers  1.1 Check submitted requirements | None | 10 minutes | *Agricultural Technologist, Agriculturist II, Municipal Agricultural Officer*  *Municipal Agriculture Office* |
| 2. Fill-up RSBSA Form | 2. Assist farmers on filling the RSBSA form  2.1 Submit RSBSA form to DA-RFO III | None | 10 minutes | *Agricultural Technologist, Agriculturist II, Municipal Agricultural Officer*  *Municipal Agriculture Office* |
| 3. Claim/Receive RSBSA Enrollment Client’s Copy | 3. Issue RSBSA Enrollment Client’s Copy | None | 5 minutes | *Agricultural Technologist, Agriculturist II, Municipal Agricultural Officer Municipal Agriculture Office* |
| **TOTAL**: | | None | 25 minutes |  |

**MUNICIPAL AGRICULTURE OFFICE**

**Internal Services**

**1.** **Application on Crop/Animal Insurance**

Crop insurance is availed by bonafide farmers and animal raisers to protect against either loss of their crops and animals due to natural disasters such as flood, drought, diseases or loss of revenue due to declines in the prices of agricultural commodities.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Office or Division:** | Municipal Agriculture Office (MAO) | | | |
| **Classification:** | Simple | | | |
| **Type of Transaction:** | G2C – Government to Citizens | | | |
| **Who may avail:** | Bonafide farmers and animal raisers listed on the masterlist | | | |
| **CHECKLIST OF REQUIREMENTS** | | **WHERE TO SECURE** | | |
| None | |  | | |
| **CLIENT STEPS** | **AGENCY ACTIONS** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1. Request insurance of crops/animals | 1. Verify on the masterlist of farmers/animal raisers | None | 5 minutes | *Agricultural Technologist, Agriculturist II, Municipal Agricultural Officer*  *Municipal Agriculture Office* |
| 2. Fill-out application form | 2. Assist farmers on filing the application form | None | 15 minutes | *Agricultural Technologist, Agriculturist II, Municipal Agricultural Officer*  *Municipal Agriculture Office* |
| 3. Claim/Receive application form | 3. Sign the application form  3.1. Record and file copy of application form | None | 5 minutes | *Agricultural Technologist, Agriculturist II, Municipal Agricultural Officer/ Chairman of the Association*  *Municipal Agriculture Office* |
| 4. Submit application form |  | None (for farmers listed on RSBSA only) |  | *Philippine Crop Insurance Center (PCIC)* |
| **TOTAL:** | | None | 25 Minutes |  |

**2.****Issuance of Certification for Unproductive Land**

Certification is issued to farmers with un-productive area to convert classification of land from agricultural to commercial and use for industrial purposes.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Office or Division:** | Municipal Agriculture Office (MAO) | | | |
| **Classification:** | Complex | | | |
| **Type of Transaction:** | G2B – Government to Business | | | |
| **Who may avail:** | Farmers with un-productive land | | | |
| **CHECKLIST OF REQUIREMENTS** | | **WHERE TO SECURE** | | |
| 1. Request Letter (addressed to Mayor thru: MAO) (1 original copy, 1 photocopy) 2. Barangay Resolution (No Objection) (1 original copy, 1 photocopy) 3. Transfer Certificate of Title (1 original copy, 1 photocopy) 4. Tax Declaration (1 original copy, 1 photocopy) 5. DAR Certification of Non-Tenancy (1 original copy, 1 photocopy) 6. Location Plan (1 original copy, 1 photocopy) 7. Zoning Clearance (1 original copy, 1 photocopy) 8. NIA Certification (1 original copy, 1 photocopy) 9. S.P.A. (Authorization) – optional | | Concerned individual  Barangay Hall  Concerned individual, Registry of Deeds  Assessor’s Office  Department of Agrarian Reform (DAR)  Land Registry Authority (LRA)  Municipal Planning and Development Office (MPDO)  National Irrigation Administration (NIA) | | |
| **CLIENT STEPS** | **AGENCY ACTIONS** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1. Request certificate of un-productive land | 1. Check all submitted requirements  1.1 Ocular inspection and geotag site | None | 10 minutes  3 days | *Agricultural Technologist, Agriculturist II, Municipal Agricultural Officer*  *Municipal Agriculture Office* |
| 2. Claim/Receive certificate | 2. Prepare certification if land found un-productive  2.1. Record and issue certification | None | 5 minutes  5 minutes | *Agricultural Technologist, Agriculturist II, Municipal Agricultural Officer*  *Municipal Agriculture Office* |
| 3. Submit to Sangguniang Bayan (SB) |  |  |  | *Sangguniang Bayan (SB) Office* |
| **TOTAL:** | | None | 3 days and 20 minutes |  |

**3.** **Issuance of Farmer’s Certification**

Certification is issued to individual to prove that he/she is a bonafide farmer, fisherfolks and animal raisers of a certain barangay to be used for legal purposes such as loan application, insurance and for other agricultural activities.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Office or Division:** | Municipal Agriculture Office (MAO) | | | |
| **Classification:** | Simple | | | |
| **Type of Transaction:** | G2C – Government to Citizens | | | |
| **Who may avail:** | Farmers under Rice, Fisheries, High Value Commercial Crops, Livestock and Poultry listed on the masterlist | | | |
| **CHECKLIST OF REQUIREMENTS** | | **WHERE TO SECURE** | | |
| 1. Barangay Certification (1 original copy) | | Barangay Hall | | |
| **CLIENT STEPS** | **AGENCY ACTIONS** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1. Request certification and submit requirements | 1. Check the submitted requirements and verify on the masterlist of farmers  1.1. Prepare farmer’s certification | None | 10 minutes  20 minutes | *Agricultural Technologist, Agriculturist II, Municipal Agricultural Officer, Municipal Mayor*  *Municipal Agriculture Office*  *Mayor’s Office* |
| 2. Claim/Receive farmer’s certification | 2. Record and issue farmer’s certification | None | 5 minutes | *Agricultural Technologist, Agriculturist II, Municipal Agricultural Officer*  *Municipal Agriculture Office* |
| **TOTAL:** | | None | 35 minutes |  |

**4. Issuance of Municipal Endorsement**

Endorsement is issued to legitimate Farmers’ Cooperatives and Associations (FCA’s) registered to SEC, DOLE, CDA to help them on availing farm equipment, machineries and post-harvest facilities on the Department of Agriculture.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Office or Division:** | Municipal Agriculture Office (MAO) | | | |
| **Classification:** | Simple | | | |
| **Type of Transaction:** | G2C – Government to Citizens | | | |
| **Who may avail:** | Legitimate Farmers Association, Irrigators Association and Cooperatives registered to SEC, DOLE and CDA | | | |
| **CHECKLIST OF REQUIREMENTS** | | **WHERE TO SECURE** | | |
| 1. Letter of Intent (1 original copy, 1 photocopy) 2. Board Resolution (1 original copy, 1 photocopy) 3. List of members with area (1 original copy, 1 photocopy) 4. Certificate of Registration of the Association (1 photocopy) 5. Geotagged photo of production area and equipment shed (1 copy) | | Concerned FCA’s  Concerned FCA’s  Concerned FCA’s  Concerned FCA’s  MAO | | |
| **CLIENT STEPS** | **AGENCY ACTIONS** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1. Request municipal endorsement | 1. Check the submitted requirements and verify members on the masterlist of farmers  1.1. Prepare municipal endorsement | None | 20 minutes  1 hour | *Agricultural Technologist, Agriculturist II, Municipal Agricultural Officer, Municipal Mayor*  *Municipal Agriculture Office* |
| 2. Claim/Receive municipal endorsement | 2. Record and issue municipal endorsement | None | 5 minutes | *Agricultural Technologist, Agriculturist II, Municipal Agricultural Officer*  *Municipal Agriculture Office* |
| **TOTAL:** | | None | I hour and 25 minutes |  |

**5. Organization of Farmers Association**

Group of farmers and fisher folks should be organized and registered to accredited government agencies so that they will be able to achieve their common bond of interest and strengthen their social, cultural and economic needs through government provisions.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Office or Division:** | Municipal Agriculture Office (MAO) | | | |
| **Classification:** | Complex | | | |
| **Type of Transaction:** | G2C – Government to Citizens | | | |
| **Who may avail:** | Group of bonafide farmers/fisherfolks | | | |
| **CHECKLIST OF REQUIREMENTS** | | **WHERE TO SECURE** | | |
| 1. Approved Application Form (for notary) (1 original copy, 1 photocopy) 2. List of Elected Officers and their addresses (1 original copy, 1 photocopy) 3. Minutes of the meeting (1 original copy, 1 photocopy) 4. Attendance Sheet (1 original copy, 1 photocopy) 5. Certificate of Financial Statement (1 original copy, 1 photocopy) 6. Constitution and By-Laws (1 original copy, 1 photocopy) 7. Ratifying Members (1 original copy, 1 photocopy) 8. Minutes of Ratifying the Constitution and By-Laws (1 original copy, 1 photocopy) | | MAO  Concerned group of individuals  Concerned group of individuals  Concerned group of individuals  Concerned group of individuals  Concerned group of individuals  Concerned group of individuals  Concerned group of individuals | | |
| **CLIENT STEPS** | **AGENCY ACTIONS** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1. Request assistance on registration of farmer’s association | 1. Issue list of requirements to be signed by the members and officers | None | 10 minutes | *Agricultural Technologist, Agriculturist II, Municipal Agricultural Officer*  *Municipal Agriculture Office* |
| 2. Submit requirements | 2. Check submitted requirements and process on-line application to DOLE | None | 7 days | *Agricultural Technologist/MCDO*  *Municipal Agriculture Office* |
| 3. Receive approved application form for notary | 3. Issue approved application form emailed by DOLE | None | 5 minutes | *Agricultural Technologist*  *Municipal Agriculture Office* |
| 4. Submit all requirements to DOLE and receive Certificate of Registration |  |  |  | *DOLE* |
| **TOTAL:** | | None | 7 days and 15 minutes |  |

**6. Provision of Vegetable Seeds**

Vegetable seeds are given to bonafide vegetable farmers, schools and backyard vegetable growers to be used for GulayansaPaaralan/Barangay, vegetable farming and backyard gardening.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Office or Division:** | Municipal Agriculture Office (MAO) | | | |
| **Classification:** | Simple | | | |
| **Type of Transaction:** | G2C – Government to Citizens | | | |
| **Who may avail:** | bonafide vegetable farmers, schools and backyard vegetable growers | | | |
| **CHECKLIST OF REQUIREMENTS** | | **WHERE TO SECURE** | | |
| None | |  | | |
| **CLIENT STEPS** | **AGENCY ACTIONS** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1. Request vegetable seeds | 1. Provide requested vegetable seeds | None | 10 minutes | *Agricultural Technologist, Agriculturist II, Municipal Agricultural Officer*  *Municipal Agriculture Office* |
| 2. Claim/Receive vegetable seeds and sign on recipient’s form | 2. Record and file recipient’s form | None | 5 minutes | *Agricultural Technologist, Agriculturist II, Municipal Agricultural Officer*  *Municipal Agriculture Office* |
| **TOTAL:** | | None | 15 minutes |  |

**7. Vaccination of Anti-Rabies and Other Animal Diseases**

Vaccination or immunization is administered to animals to treat diseases and to prevent occurrence of rabies.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Office or Division:** | Municipal Agriculture Office (MAO) | | | |
| **Classification:** | Simple | | | |
| **Type of Transaction:** | G2C – Government to Citizens | | | |
| **Who may avail:** | Dogs and cats of walk-in clients | | | |
| **CHECKLIST OF REQUIREMENTS** | | **WHERE TO SECURE** | | |
| None | |  | | |
| **CLIENT STEPS** | **AGENCY ACTIONS** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1. Request vaccination of animals | 1. Administer vaccine on animals infected by disease or for immunization purposes | None | 10 minutes | *Agricultural Technologist, Agriculturist II, Municipal Agricultural Officer*  *Municipal Agriculture Office* |
| 2. Sign on recipient’s form | 2. Record and file recipient’s form | None | 5 minutes | *Agricultural Technologist, Agriculturist II, Municipal Agricultural Officer*  *Municipal Agriculture Office* |
| **TOTAL:** | | None | 15 minutes |  |

**MUNICIPAL DISASTER RISK REDUCTION AND MANAGEMENT OFFICE**

**External Services**

**1. Disaster Risk Reduction and Climate Change Adaptation and Mitigation (DRR-CCA)-related Trainings, Seminars, Orientations, Drills and the like.**

These Capacity Development (CapDev) services are provided to groups and communities to enhance their awareness about DRR and CCA. These are also conducted to ensure the emergency preparedness and resiliency of each citizen.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Office/ Division:** | | Municipal Disaster Risk Reduction and Management Office | | | |
| **Classification:** | | Simple | | | |
| **Type of Transaction:** | | G2C – Government to Citizen | | | |
| **Who may avail:** | | All | | | |
| **CHECKLIST OF REQUIREMENTS** | | | **WHERE TO SECURE** | | |
| Request Letter | | | Head or Representative of the Requesting Group/Institution/ Organization. | | |
| **CLIENT STEPS** | **AGENCY ACTION** | | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1. Personally submit to the MDRRM Office OR through *e-mail* a Request Letter addressed to the Mayor and specifying the following:  a. Type of Capacity Development needed (e.g. Orientation, Workshop, Seminar or Training);  b. Topics to be discussed;  c. Date and Time of the Activity;  d. Venue;  e. Number of Participants; and  f. Contact Person and Contact Details  Reminder: Request Letter should be five (5) working days before the | 1. Receive the Request Letter from the client or through *e-mail.*  1.1. Transcribe the information of the letter on the Request Logbook.  1.2. Endorse the Request Letter to the Office of the Mayor. | | None  None  None | 1 minute  2 minutes  2 minutes | *LDRRM Assistant or*  *Administrative Aide I*  *MDRRM Office*  *LDRRM Assistant or*  *Administrative Aide I*  *MDRRM Office*  *LDRRM Officer I or LDRRM Officer III*  *MDRRM Office* |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| desired schedule of the activity. |  |  |  |  |
| 2. Wait for the approval of the request. | 2. Approve or deny the request.  2.1. Inform the client about the status of his/her request through a call, SMS or letter. | None  None | 1 day  2 minutes | *Local Chief Executive*  *Mayor’s Office*  *LDRRM Assistant or*  *LDRRM Officer III*  *MDRRM Office* |
|  | **Total:** | **None** | **1 Day and 7 Minutes** |  |

**2. Issuance of Certifications**

Certifications are being issued to affirm the validity of occurrence of a hazard or incident, consequent damage to property or declaration of state of calamity. The said certifications are can be used for insurance claims, request for financial assistance and application for loans.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Office/ Division:** | | Municipal Disaster Risk Reduction and Management Office | | | |
| **Classification:** | | Simple | | | |
| **Type of Transaction:** | | G2C – Government to Citizen | | | |
| **Who may avail:** | | 1. Residents of the Municipality  2. Non Residents but has Business or Property within the Municipality | | | |
| **CHECKLIST OF REQUIREMENTS** | | | **WHERE TO SECURE** | | |
| 1. Certification Request Form  2. Barangay Certification  3. Picture of Damaged Property  (If Damage Certification is being requested)  4. At least 1 Government Issued ID | | | Requesting Party/ Group/ Organization  Barangay Secretary  Requesting Party/ Group/ Organization  COMELEC, Post Office, SSS, GSIS, DFA, etc. | | |
| **CLIENT STEPS** | **AGENCY ACTION** | | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1. Submit Certification Request Form and other requirements. | 1. Receive requirements.  2. Endorse the request to the MDRRM Officer. | | None  None | 1 minute  1 minute | *Admin and Training Head or other MDRRMO Personnel*  *MDRRM Office*  *Admin and Training Head or other MDRRMO Personnel*  *MDRRM Office* |
| 2. Wait for the approval of the request. | 2. Validate information from records.  2.1 Prepare the Certificate and hand over to the client. | | None  None | 5 minutes  3 minutes | *MDRRM Officer*  *MDRRM Office*  *MDRRM Officer*  *MDRRM Office* |
|  | **Total:** | | **None** | **10 Minutes** |  |

**3. Request for DRR-CCA Data**

Information related to DRR and CCA such as Ecological Profile, Hazard Maps and Local Plans are openly shared to the public especially to researchers.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Office/ Division:** | | Municipal Disaster Risk Reduction and Management Office | | | |
| **Classification:** | | Simple | | | |
| **Type of Transaction:** | | G2C – Government to Citizen | | | |
| **Who may avail:** | | All | | | |
| **CHECKLIST OF REQUIREMENTS** | | | **WHERE TO SECURE** | | |
| Data Request Form | | | Head or Representative of the Requesting Group/Institution/ Organization. | | |
| **CLIENT STEPS** | **AGENCY ACTION** | | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1. Fill out Data Request Form and submit personally or thru online. | 1. Receive the Data Request Form | | None | 1 minute | *Research and Planning Head or other MDRRMO Personnel*  *MDRRM Office* |
| 2. Wait for the release of requested information. | 2. Evaluate the Type of Data needed if it is congruent with Data Privacy Act.  2.1 Endorse the request to the MDRRM Officer.  2.2 Prepare the requested | | None  None  None | 2 minutes  1 minute  5 minutes | *Research and Planning Head or other MDRRMO Personnel*  *MDRRM Office*  *Research and Planning Head or other MDRRMO Personnel*  *MDRRM Office*  *Research and Planning Head or other MDRRMO Personnel* |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | information and hand over to the client. |  |  | *MDRRM Office* |
|  | **Total:** | **None** | **9 Minutes** |  |

**4. Request for Stand-by First Aid Team for Planned Events**

In order to ensure the safety of participants during planned events such as Fun Run, Sport Fest and Fiesta, trained First Aider are deployed to serve as first responders in case of an emergency incident.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Office/ Division:** | | Municipal Disaster Risk Reduction and Management Office | | | |
| **Classification:** | | Simple | | | |
| **Type of Transaction:** | | G2C – Government to Citizen | | | |
| **Who may avail:** | | All | | | |
| **CHECKLIST OF REQUIREMENTS** | | | **WHERE TO SECURE** | | |
| Request Letter | | | Head or Representative of the Requesting Group/Institution/ Organization. | | |
| **CLIENT STEPS** | **AGENCY ACTION** | | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1. Submit to the MDRRM Office a Request Letter addressed to the Mayor and specifying the following:  a. Activity to be conducted;  b. Date;  c. Expected number of participants; and  d. Venue of the activity.  Reminder: Request Letter should be five (5) working days before the desired schedule of the activity. | 1. Receive the Request Letter from the client or through *e-mail.*  1.1. Transcribe the information of the letter on the Request Logbook.  1.2. Endorse the Request Letter to the Office of the Mayor. | | None  None  None | 1 minute  2 minutes  2 minutes | *LDRRM Assistant or*  *Administrative Aide I*  *MDRRM Office*  *LDRRM Assistant or*  *Administrative Aide I*  *MDRRM Office*  *LDRRM Officer I or LDRRM Officer III*  *MDRRM Office* |
| 2. Wait for the approval of the request. | 2. Approve or deny the request.  2.1. Inform the client about the status of his/her request through | | None  None | 1 day  2 minutes | *Local Chief Executive*  *Mayor’s Office*  *Administrative Aide I or LDRRM Officer III*  *MDRRM Office* |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | a call, SMS or letter. |  |  |  |
|  | **Total:** | **None** | **1 Day and 7 Minutes** |  |

**MUNICIPAL HEALTH OFFICE**

**External Services**

**1. Issuance of Health Certificate**

Medical Certificates are issued by the Municipal Health Office. Any person/individual can request a Health Certificate for a certain legitimate purpose such as: employment, application for licenses among others to safeguard clients from any food-borne illness.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Office or Division:** | **Municipal Health Office** | | | |
| **Classification:** | **Simple** | | | |
| **Type of Transaction:** | **G2C – Government to Citizen** | | | |
| **Who may avail:** | **Any individual who will be employed in any establishment of Municipality of San Luis.** | | | |
| **CHECKLIST OF REQUIREMENTS** | | **WHERE TO SECURE** | | |
| Laboratory Examination (Chest-x-ray, Urinalysis and Fecalysis) (1 original each) | | Laboratory of choice | | |
| **CLIENT STEPS** | **AGENCY ACTIONS** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1. Proceed to registration table | 1. Take vital information, vital signs & family history of individual and enter it in the Individual Treatment Record | None | 5 minutes | *Sanitation Inspector I*  *Municipal Health Office* |
| 2. Undergo examination | 2. Interview and examine patient | None | 15 minutes | *Rural Health Physician*  *Municipal Health Office* |
| 3. Pay amount due at the Municipal Treasurer's Office | 3. Accept payment and issue O.R. | PHP 100.00 | 5 minutes | *Administrative Aide I*  *Municipal Treasurer's Office* |
| 4. Present O.R. and claim health certificate | 4. Prepare and issue health certificate | None | 5 minutes | *Rural Health Physician*  *Municipal Health Office* |
| **TOTAL:** | | PHP 100.00 | 30 minutes |  |

**2. Issuance of Medical Certificate**

Medical Certificates are issued by the Municipal Health Office. The person/individual can request a Medical Certificate for a certain legitimate purpose (person/individual who needs the medical certificate should present) such as: employment, long absence from work due to illness, change of gender.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Office or Division:** | **Municipal Health Office** | | | |
| **Classification:** | **Simple** | | | |
| **Type of Transaction:** | **G2C – Government to Citizen** | | | |
| **Who may avail:** | **Any resident of San Luis** | | | |
| **CHECKLIST OF REQUIREMENTS** | | **WHERE TO SECURE** | | |
| Laboratory Examination (Chest-x-ray, Urinalysis and Fecalysis) (1 original each) | | Laboratory of choice | | |
| **CLIENT STEPS** | **AGENCY ACTIONS** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1. Proceed to registration table | 1. Take vital information, vital signs & family history of individual and enter it in the Individual Treatment Record | None | 5 minutes | *Rural Health Midwife*  *Municipal Health Office* |
| 2. Undergo examination | 2. Interview and examine patient | None | 15 minutes | *Rural Health Physician*  *Municipal Health Office* |
| 3. Pay amount due at the Municipal Treasurer's Office | 3. Accept payment and issue O.R. | Medical Certificate- PHP 100.00  Correction of Gender in birth certificate- PHP 100.00 | 5 minutes | *Administrative Aide I*  *Municipal Treasurer's Office* |
| 4. Present O.R. and claim medical certificate | 4. Prepare and issue medical certificate | None | 5 minutes | *Rural Health Physician*  *Municipal Health Office* |
| **TOTAL:** | | PHP 100.00 | 30 minutes |  |

**3. Issuance of Sanitary Permit**

The issuance of a Sanitary Permit is a requirement of all Food and Non Food Establishment, within the municipality as provided for under the Code on Sanitation of the Philippines or Presidential Decree No. 856

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Office or Division:** | **Municipal Health Office** | | | |
| **Classification:** | **Simple** | | | |
| **Type of Transaction:** | **G2C – Government to Citizen** | | | |
| **Who may avail:** | **All individual who do business in the Municipality of San Luis.** | | | |
| **CHECKLIST OF REQUIREMENTS** | | **WHERE TO SECURE** | | |
| Original Barangay Clearance (1 original) | | Barangay hall | | |
| Laboratory Examination (Chest-x-ray, Urinalysis and Fecalysis) (1 original each) | | Laboratory of choice | | |
| **CLIENT STEPS** | **AGENCY ACTIONS** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1. Submit filled-out application form and other requirements | 1. Check and evaluate submitted application form  1.1 Conduct Ocular Inspection, if needed | None | 5 minutes | *Sanitation Inspector I*  *Municipal Health Office* |
| 2. Pay amount due at the Municipal Treasurer's Office (MTO) | 2. Accept payment and issue O.R. | PHP 100.00 | 5 minutes | *Administrative Aide I*  *Municipal Treasurer's Office (MTO)* |
| 3. Present O.R. and Claim Sanitary permit | 3. Prepare and issue Sanitary permit | None | 5 minutes | *Sanitation Inspector I*  *and*  *Rural Health Physician*  *Municipal Health Office* |
| **TOTAL:** | | PHP 100.00 | 15 minutes |  |

**4. Provision of Basic Health Services**

The Municipal Rural Health Unit is in charge with the delivery of basic health services, impart programs such as maternal/ child care like Prenatal/ Ante Partum, Post Partum visit, National Immunization Program, Family Planning, Micronutrient Supplementation Operation Timbang; National Tuberculosis Program and other consultation services.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Office or Division:** | **Municipal Health Office** | | | |
| **Classification:** | **Simple** | | | |
| **Type of Transaction:** | **G2C – Government to Citizen** | | | |
| **Who may avail:** | **All** | | | |
| **CHECKLIST OF REQUIREMENTS** | | **WHERE TO SECURE** | | |
| Member Data Record Philhealth (1 photocopy) (if Philhealth Member) | | Philhealth | | |
|  | |  | | |
|  | |  | | |
| **CLIENT STEPS** | **AGENCY ACTIONS** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1. Proceed to registration table | 1. Take vital information, vital signs & family history of individual and enter it in the Individual Treatment Record  1.1 If needed, request for Laboratory examination | None  Urinalysis- PHP 40.00  Fecalysis- PHP 40.00 | 5 minutes  45 minutes | *Rural Health Midwife*  *Municipal Health Office*  *Medical Technologist I*  *Municipal Health Office* |
| 2. Undergo consultation | 2. Examine, diagnose and treat the patient | None | 10 minutes | *Rural Health Physician*  *Municipal Health Office* |
| 3. Claim accomplished prescription forms | 3. Prescribing medicines | None | 5 minutes | *Rural Health Midwife*  *Or*  *Public Health Nurse with Supervision of the Municipal Health Officer*  *Municipal Health Office* |
| **TOTAL:** | | PHP 40.00 | 1 hour 5 minutes |  |

**5. Provision of Dental Services**

The Municipal Rural Health Unit is in charge with the delivery of dental service, like dental examination.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Office or Division:** | **Municipal Health Office** | | | |
| **Classification:** | **Simple** | | | |
| **Type of Transaction:** | **G2C – Government to Citizen** | | | |
| **Who may avail:** | **All** | | | |
| **CHECKLIST OF REQUIREMENTS** | | **WHERE TO SECURE** | | |
| None | | None | | |
|  | |  | | |
| **CLIENT STEPS** | **AGENCY ACTIONS** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1. Proceed to registration table | 1. Take vital information, vital signs & family history of individual and enter it in the Individual Treatment Record | None | 5 minutes | *Rural Health Midwife*  *Municipal Health Office* |
| 2. Undergo dental consultation | 2. Interview and examine patient. Suggest dental intervention if needed | None | 30 minutes | *Dentist Deployment Program (Department of Health)*  *Municipal Health Office* |
| 3. Claim accomplished prescription forms | 3. Prescribing medicines | None | 5 minutes | *Dentist Deployment Program (Department of Health)*  *Municipal Health Office* |
| **TOTAL:** | | None | 40 minutes |  |

**6. Provision of Laboratory Services**

The Municipal Rural Health Unit provides laboratory services to every constituent of the municipality. These services include the following:

* Urinalysis
* Fecalysis
* Sputum Examination
* Syphilis
* Hepatitis B Screening
* Human Immunodeficiency Virus Screening
* Blood Typing

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Office or Division:** | **Municipal Health Office** | | | |
| **Classification:** | **Simple** | | | |
| **Type of Transaction:** | **G2C – Government to Citizen** | | | |
| **Who may avail:** | **All** | | | |
| **CHECKLIST OF REQUIREMENTS** | | **WHERE TO SECURE** | | |
| None | | None | | |
| **CLIENT STEPS** | **AGENCY ACTIONS** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1. Proceed to registration table | 1. Take vital information, vital signs & family history of individual and enter it in the Individual Treatment Record | None | 5 minutes | *Rural Health Midwife*  *Municipal Health Office* |
| 2. Submit laboratory request | 2. Accept laboratory request and register the patient in the logbook. | None | 5 minutes | *Medical Technologist I*  *Municipal Health Office* |
| 3. Submit Specimen | 3. Identify properly the specimen. Prepare and read the specimen | None | 45 minutes | *Medical Technologist I*  *Municipal Health Office* |
| 4. Pay amount due at the Municipal Treasurer's Office | 4. Accept payment and issue O.R. | Urinalysis- PHP 40.00  Fecalysis- PHP 40.00 | 5 minutes | *Administrative Aide I*  *Municipal Treasurer's Office* |
| 5. Claim the result | 5. Release results | None | 5 minutes | *Medical Technologist I*  *Municipal Health Office* |
| **TOTAL:** | | PHP 40.00 | 1 hour and 5 minutes |  |

**MUNICIPAL PLANNING AND DEVELOPMENT OFFICE**

**External Services**

**1. Issuance of Locational Clearance**

Locational Clearance/Zoning Compliance Certificate is an approval document issued by the City/Municipal Planning and Development Office before granting Building Construction Permits, to guide, control and regulate the future growth and development of the Municipality in accordance with its Comprehensive Land Use Plan and other relevant Zoning regulations.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Office or Division:** | | Office of the Municipal Planning and Development | | | |
| **Classification:** | | Simple | | | |
| **Type of Transaction:** | | G2C-Government to Citizen | | | |
| **Who may avail:** | | All | | | |
| **CHECKLIST OF REQUIREMENTS** | | | **WHERE TO SECURE** | | |
| 1. Duly accomplished and Notarized Application Form for Building Locational Clearance (3 Copy) | | | MPDC OFFICE Application form notarized by the Attorney | | |
| 1. Photocopy of Land Title (1Copy ) | | | Register of Deeds | | |
| 1. Photocopy of Tax Declaration (1Copy ) | | | LGU Assessor’s Office | | |
| 1. Photocopy of Deed of Conditional or Absolute Sale (this is in the case wherein the title is not yet transferred to the applicant) (1Copy ) | | | Register of Deeds | | |
| 1. Duly Notarized Contract of Lease Authorization form the Lot Owner (this is applicable if you rent the Lot) (1Copy ) | | | From the Land Owner | | |
| 1. Building Plan perspective and floor plan signed and sealed by a civil Engineer) (1Copy ) | | | Designer/Architect/Engineer incharge | | |
| 1. Photocopy of Bill of Materials and Cost estimates (1Copy ) | | | Designer/Architech/Engineer incharge | | |
| **CLIENT STEPS** | **AGENCY ACTIONS** | | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1. Secure Application form, fill it in and go to the Attorney to be notarized | Issue 3 sets Application form for Locational Clearance & checklist of Requirements. | | None | 2 Minutes | *Administrative Aide I*  *Office*  *MPDC Office* |
| 1. Secure checklist of requirements for Locational Clearance and Prepare them for checking. | Inspect retirements availability and completeness,then compute for fees and issue order of payment.Compute Payment using HLURB | | 1. Single residential structure attaché or detached 2. P100,000 and below –P288 3. Over P100,000 to P200,000 –P576 4. Over P200,000 – P720 + (1/10 of 1% in excess of P200,000) 5. Apartment /Townhouses   1. P500,000 and below –P1,440  2. Over P500,000 to 2 Million – P2,160  3. Over 2 Million – P3600   1. Dormitories   1. P2 Million and below – P3,600  2. Over 2 Million – P3,600 + (1/10 of 1% of cost in the number of floors   1. Institutional   Project cost of which is :  1. Below P2 million – P2,880  2. Over 2 Million – P2,880 + (1/10 of 1% of cost in excess of P2. M)   1. Commercial, Industrial and Agro-Industrial Project Cost of which is : 2. Below P100,000 – P1,440 3. Over P100,000 – P500,000 – P2,160 4. Over P500,000 – P2,880 5. Over P1 Million – P2 Million – P4,320 6. Over P2 Million – P7,200 + (1/10 of 1% of cost in excess of P2. M) 7. Special Uses/ Special Projects   (Gasoline Station, Cell Sites, Slaughter House, Treatment Plants, etc.)  1. Below P2 Million – P7,200 + (1/10 of 1% of cost in excess of P2. M  2. Over 2 Million – P7,200 + (1/10 of 1% of cost in excess of P2. M)   1. Alteration / Expansion (affected areas/ cost only) – Same as the original application. | 5 Minutes | *Administrative Aide I/ Zoning Administrator*  *MPDC Office* |
| 1. Receive the Order of Payment. Then pay to the Cashier at the Treasurer’s office | Cashier issue Official Receipt (OR) | | Based on the latest HLURB schedule of fees and bill of materials. | 4 Minutes | *Administrative Aide I*  *Municipal Treasurer’s Office* |
| 1. Give Official Receipt to the Clerk to get xerox copy | Receive the OR then prepare the Locational Clearance. Issue the LC to the applicant. | | None | 5 Minutes | *Administrative Aide1/ Zoning Administrator*  *MPDC Office* |
| 1. Receive the Locational Clearance noted LOCATIONAL CLEARANCE GRANTED. | File the Supporting documents. | | None | 2 Minutes | *Administrative Aide I*  *MPDC Office* |
| **TOTAL** | | | None | 18 Minutes |  |

**2. Issuance of Zoning Certificate**

A document issued by the MPDC/Zoning officer Certifying the parcel of Land or portion of it a business and others as to its location and should conform to which zone it must be located, based on the Approved Comprehensive Land Use Plan of the LGU

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Office or Division:** | Office of the Municipal Planning and Development | | | |
| **Classification:** | Simple | | | |
| **Type of Transaction:** | G2C-Government to Citizen | | | |
| **Who may avail:** | Residents only | | | |
| **CHECKLIST OF REQUIREMENTS** | | **WHERE TO SECURE** | | |
| 1.Transfer Certificate of Title of the  Subject Parcel of Land ( 1copy ) | | Register of Deeds | | |
| 2. Tax Declaration of Subject Parcel of land ( 1copy ) | | LGU-Assessor’s Office | | |
| 3. DTI Certificate ( 1copy ) | | Department of Trade and Industry (Regional Office) | | |
| **CLIENT STEPS** | **AGENCY ACTIONS** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1. Submit requirements | Receive, review and record submitted requirements | None | 3 Minutes | *Administrative Aide I*  *MPDC Office* |
| 1. Pay amount due at Municipal Treasurer’s Office (MTO) | Accept payment and issue Official Receipt (O.R) | Php 150.00 | 3 Minutes | *Administrative Aide I*  *MPDC Office* |
| 1. Present O.R | Photocopy O.R and prepare Zoning Certificate | None | 6 Minutes | *Administrative Aide I*  *MPDC Office* |
| 1. Claim the Zoning Clearance | Issue Zoning Certificate | None | 3 Minutes | *Administrative Aide I Zoning Administrator*  *MPDC Office* |
| **TOTAL** | | Php 150.00 | 15 Minutes |  |

**3. Issue Copy of Maps, Socio Economic Profile (SEP), Comprehensive Land Use Plan (CLUP) / Zoning Ordinance, Research work / Feasibility Study.**

These are issuance made for the request of clients mostly from students, teachers, agencies, graduating students preparing for their thesis etc.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Office or Division:** | Office of the Municipal Planning and Development | | | |
| **Classification:** | Simple | | | |
| **Type of Transaction:** | G2C-Government to Citizen | | | |
| **Who may avail:** | Students/Residents only | | | |
| **CHECKLIST OF REQUIREMENTS** | | **WHERE TO SECURE** | | |
| 1. Valid I.D of person conducting the research ( 1copy ) | | Person Concern/Different Institution | | |
| 1. Letter request from school signed by authorized person (if students endorsed by the school) ( 1copy ) | | Different Institution | | |
| **CLIENT STEPS** | **AGENCY ACTIONS** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| Request letter from requesting official/from school assigned by authorized person | Check the letter request,Inspect the validity of the I.D | None | 2 Minutes | *Administrative Aide I*  *MPDC Office* |
| Present valid I.D of requesting official/students | From the data based of the MPDC.PrintMAPS,SEP, CLUP,ZO or give them soft copy if required. | None | 5 Minutes | *Administrative Aide I/ Zoning Administrator*  *MPDC Office* |
| **TOTAL** | | None | 7 Minutes |  |

**MUNICIPAL SOCIAL WELFARE AND DEVELOPMENT OFFICE**

**External Services**

**1. Financial Assistance (Petty Cash)**

It is the provision of financial assistance to individuals or families in crisis situation and has inadequate resources.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Office or Division:** | Municipal Social Welfare and Development Office | | | |
| **Classification:** | Simple | | | |
| **Type of Transaction:** | G2C – Government to Citizen | | | |
| **Who may avail:** | Residents of this municipality who comes from indigent families. | | | |
| **CHECKLIST OF REQUIREMENTS** | | **WHERE TO SECURE** | | |
| Certificate of Indigency | | Punong Barangay | | |
| Medical Certificate and related documents (Doctor’s prescription w/ License No., Costing for Medical procedures, Treatment Protocol) | | Attending Physician (Rural Health Unit/ Clinic/ Hospital) | | |
| Hospital Bill | | Hospital Billing Section | | |
| **CLIENT STEPS** | **AGENCY ACTIONS** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1. Apply for Financial Assistance | 1. Review of requirements  1.1. Interview and preparation of assessment report.  1.2. Processing of application.  1.3. Release of financial assistance. | None  None  None  None | 3 minutes  14 minutes  10 minutes  3 minutes | *Administrative Aide I*  *MSWD Office*  *Social Welfare Officer I*  *or*  *Municipal Social Welfare and Development Officer I*  *MSWD Office*  *Administrative Aide I*  *MSWD Office*  *Local Treasury Operations Officer I (Municipal Treasurer’s Office)* |
|  |  | **TOTAL:** | **30 minutes** |  |

**2. Financial Assistance (Voucher)**

It is the provision of financial assistance to individuals or families in crisis situation and has inadequate resources.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Office or Division:** | Municipal Social Welfare and Development Office | | | |
| **Classification:** | Simple | | | |
| **Type of Transaction:** | G2C – Government to Citizen | | | |
| **Who may avail:** | Residents of this municipality who comes from indigent family. | | | |
| **CHECKLIST OF REQUIREMENTS** | | **WHERE TO SECURE** | | |
| Certificate of Indigency | | Punong Barangay | | |
| Medical Certificate and related documents (Doctor’s prescription w/ License No., Costing for Medical procedures, Treatment Protocol) | | Attending Physician (Rural Health Unit/ Clinic/ Hospital) | | |
| Hospital Bill | | Hospital Billing Section | | |
| **CLIENT STEPS** | **AGENCY ACTIONS** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1. Apply for Financial Assistance | 1. Review of requirements.  1.1. Interview and preparation of assessment report.  1.2. Submission of application to the Mayor’s Office for approval.  1.3. Submission of application to the Accounting Office  1.4 Processing at Accounting and Budget  1.5 Processing at the Municipal Treasurer’s Office  1.6 Release of Financial Assistance | None  None  None  None  None  None  None | 3 minutes  1 hour  5 minutes  3 minutes  5 days  2 days  3 minutes | *Administrative Aide I*  *MSWD Office*  *Social Welfare Officer I*  *or*  *Municipal Social Welfare and Development Officer I*  *MSWD Office*  *Administrative Aide I*  *I*  *MSWD Office*  *Administrative Aide I*  *Municipal Accounting Office*  *Municipal Accounting & Budget Office*  *Municipal Treasurer’s Office*  *Municipal Administrator*  *Mayor’s Office* |
| **TOTAL:** | | None | 7 days and 1 hour and 14 minutes |  |

**3. Issuance of Certificate of Indigency**

Certificate of Indigency is issued to less fortunate individuals to avail assistance such as Scholarship, Medical Services and Free Legal Assistance for Attorney’s Office (PAO) and the like.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Office or Division:** | Municipal Social Welfare and Development Office | | | |
| **Classification:** | Simple | | | |
| **Type of Transaction:** | Government to Citizen | | | |
| **Who may avail:** | Residents of this municipality who comes from indigent family | | | |
| **CHECKLIST OF REQUIREMENTS** | | **WHERE TO SECURE** | | |
| Certificate of Indigency | | Punong Barangay | | |
| **CLIENT STEPS** | **AGENCY**  **ACTIONS** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1. Provide personal information | Interview and check document submitted | None | 5 minutes | *Social Welfare Officers*  *MSWD Office* |
| 1. Claim the Certificate of Indigency | Prepare and issue the document required | None | 10 minutes | *Social Welfare Officers*  *MSWD Office* |
| **TOTAL** | | None | 15 minutes |  |

1. **Issuance of Senior Citizen, Person with Disability and Solo Parent Identification Card**

Identification Card for a Senior Citizen, a Person with Disability or a Solo Parent shall be issued to avail of the benefits and privileges as provided for under the Rules and Regulations in the Implementation of RA 9257, RA 7277 45 and RA 8972

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Office or Division:** | Municipal Social Welfare and Development Office | | | |
| **Classification:** | Simple | | | |
| **Type of Transaction:** | Government to Citizen | | | |
| **Who may avail:** | Residents of this municipality who comes from indigent family | | | |
| **CHECKLIST OF REQUIREMENTS** | | **WHERE TO SECURE** | | |
| For Solo Parents   1. Birth Certificate of child/ren who are still minor/s 2. Proof of Solo Parent (Death Certificate, Barangay Certification, CENOMAR) 3. 2 pieces 1”x1” ID Picture | | Local Civil Registrar  Local Civil Registrar/Punong Barangay and Philippine Statistics Administration  Photo Studio | | |
| For Senior Citizens  Birth Certificate or any document/ ID where the date of birth of applicant is reflected | | Local Civil Registrar/ COMELEC/PSA | | |
| For Persons with Disabilities  Medical Certificate stating the type of disability of the applicant | | Attending Physician | | |
| **CLIENT STEPS** | **AGENCY**  **ACTIONS** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1. Submit requirements and fill out | Interview and check documents submitted | None | 10 minutes | *Administrative Aide I*  *MSWD Office* |
| 1. Claim ID | Prepare and issue ID | None | 5 minutes | *Administrative Aide I*  *MSWD Office* |
| **TOTAL** | | None | 15 minutes |  |

**5. Issuance of Assessment Report**

It is the issuance of written certification by the MSWDO in support to an individual’s request for medical or financial assistance. This certification is in the form of Social Case Study Report, General Intake Sheet or Certificate of Indigency.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Office or Division:** | Municipal Social Welfare and Development Office | | | |
| **Classification:** | Simple | | | |
| **Type of Transaction:** | Government to Citizen | | | |
| **Who may avail:** | Residents of this municipality who comes from indigent family | | | |
| **CHECKLIST OF REQUIREMENTS** | | **WHERE TO SECURE** | | |
| Certificate of Indigency | | Punong Barangay | | |
| Medical Certificate and related documents (Doctor’s prescription w/ License No.(for medicines), Costing for Medical procedures, Treatment Protocol) | | Attending Physician (Rural Health Unit/ Clinic/ Hospital) | | |
| Hospital Bill/Statement of Account | | Hospital Billing Section | | |
| Promissory Note (for patient with unpaid balance) | | Hospital Billing Section | | |
| **CLIENT STEPS** | **AGENCY**  **ACTIONS** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1. Provide Personal Information | Interview and prepare assessment report  A. Social Case Study Report (SCSR) | None | 1 hour | *Social Welfare Officers*  *MSWD Office* |
| **TOTAL** | | None | 1 hour |  |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | B. General Intake Sheet | None | 30 minutes | *Social Welfare Officers*  *MSWD Office* |
| **TOTAL** | | None | 30 minutes |  |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | C. Certificate of Indigency | None | 10 minutes | *Social Welfare Officers*  *MSWD Office* |
| **TOTAL** | | None | 10 minutes |  |

**HUMAN RESOURCE MANAGEMENT OFFICE**

**External Services**

**1. Submission of Application for a Job Vacancy in the LGU**

Applications for work at the Municipal Government of San Luis is open to anyone except for positions requiring that the applicant shall be a resident of the municipality. Equal opportunities are given as long as the applicants meet the minimum qualification standards for the vacant position.

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| --- | --- | --- | --- | --- |
| **Office or Division:** | Human Resource Management Office | | | |
| **Classification:** | Simple | | | |
| **Type of Transaction:** | G2C – Government to Citizen / G2G – Government to Government | | | |
| **Who may avail:** | All | | | |
| **CHECKLIST OF REQUIREMENTS** | | **WHERE TO SECURE** | | |
| Application Letter | | Applicant | | |
| Personal Data Sheet (CS Form No. 212, Revised 2017) (3 copies) | | CSC website (downloadable from the internet) | | |
| Photocopy of Transcript of Records (3 copies) | | School, College or University where the applicant studied | | |
| Photocopy of certificate of eligibility/rating/license (3 copies) | | CSC or PRC | | |
| Performance rating in the last rating period (if applicable) | | Office or agency where the applicant currently works | | |
| **CLIENT STEPS** | **AGENCY ACTIONS** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1. Submit application letter together with the required documents to the HR Office or email to [hr.sanluispampanga@gmail.com](mailto:hr.sanluispampanga@gmail.com) | 1. Accept and verify documents   * 1. Conduct preliminary interview for walk-in applicants   2. Print applications received via email | None  None  None | 1. Minutes   5 Minutes  5 Minutes | *Human Resource Management Officer or Administrative Aide II*  *HRM Office*  *Human Resource Management Officer or Administrative Aide II*  *HRM Office*  *Human Resource Management Officer or Administrative Aide II*  *HRM Office* |
| **TOTAL** | | None | 12 Minutes |  |
| Note: Qualified applicants will be notified as soon as the HRMPSB screening has been scheduled. | | | | |

**HUMAN RESOURCE MANAGEMENT OFFICE**

**Internal Services**

**1. Issuance of Certification of Employment, Leave Credits and Service Record**

The current and former LGU officials and employees may request for copies of certification of employment, leave credits and service records to the HRMO. These are usually required for loans, Notice of Salary Adjustment, Step Increments/Promotions, retirement and terminal leave purposes. These are also used as a requirement for employment to other companies/agencies.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Office or Division:** | Human Resource Management Office | | | |
| **Classification:** | Simple | | | |
| **Type of Transaction:** | G2G – Government to Government | | | |
| **Who may avail:** | Current and former LGU officials and employees | | | |
| **CHECKLIST OF REQUIREMENTS** | | **WHERE TO SECURE** | | |
| Authorization letter if being requested through a representative | | Official/Employee being represented | | |
| Government issued ID of the representative and the official/employee being represented (present original and 1 photocopy) | | Representative and Official/Employee being represented | | |
|  | |  | | |
| **CLIENT STEPS** | **AGENCY ACTIONS** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1. Proceed to the HR Office and submit the required documents | 1. Conduct interview regarding the requested document | None | 3 Minutes | *Human Resource Management Officer or Administrative Aide II*  *HRM Office* |
| 2. Wait while the person-in-charge checks/updates the record | 2. Encode and print the document and have it signed by the HRMO | None | 10 Minutes | *Human Resource Management Officer or Administrative Aide II*  *HRM Office* |
| 3. Receive the requested document | 3. Issue the requested document | None | 1 Minute | *Human Resource Management Officer or Administrative Aide II*  *HRM Office* |
| **TOTAL** | | None | 14 Minutes |  |

**2. Processing of Application for Leave of Absence**

Permanent, Coterminous and Casual employees are entitled to avail different kinds of leave privileges such as Vacation Leave, Sick Leave, Special Leave Privilege, Maternity Leave, Paternity Leave, Rehabilitation Leave, Ten (10) Days Leave (Violence Against Women and Their Children Act of 2004), Special Leave Benefits for Women, Five (5) Days Forced Leave, Study Leave, Terminal Leave and Special Emergency Leave.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Office or Division:** | Human Resource Management Office | | | |
| **Classification:** | Simple | | | |
| **Type of Transaction:** | G2G – Government to Government | | | |
| **Who may avail:** | LGU employees | | | |
| **CHECKLIST OF REQUIREMENTS** | | **WHERE TO SECURE** | | |
| Leave Form | | Office of the HRMO | | |
| Medical Certificate in case of Sick Leave exceeding than 5 days (present original and 1 photocopy) | | Attending Physician | | |
|  | |  | | |
| **CLIENT STEPS** | **AGENCY ACTIONS** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1. Inform the HRMO for the dates and number of days to apply | 1. Check and verify the employee’s number of leave credits available | None | 2 Minutes | *Human Resource Management Officer or Administrative Aide II*  *HRM Office* |
| 2. Fill out Application for Leave and for approval of immediate supervisor and submit to the HR Office | 2. Accept leave form and for approval of the HRMO, the Municipal Mayor/Municipal Administrator  2.1 Post and update leave balances | None | 5 Minutes  5 Minutes | *Human Resource Management Officer or Administrative Aide II*  *HRM Office*  *Administrative Aide II*  *HRM Office* |
| **TOTAL** | | None | 12 Minutes |  |

**OFFICE OF THE MUNICIPAL ACCOUNTANT**

**Internal/External Services**

**1. Issuance of Net Take Home Pay**

Employees applying for loans from government and private authorized lending institutions are required to submit this certification to qualify.

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| --- | --- | --- | --- | --- |
| **Office or Division:** | **Office of the Municipal Accountant** | | | |
| **Classification:** | **Simple** | | | |
| **Type of Transaction:** | **G2G – Government to Government** | | | |
| **Who may avail:** | **Government Employee / Official** | | | |
| **CHECKLIST OF REQUIREMENTS** | | **WHERE TO SECURE** | | |
| Certificate of Remittance | | Municipal Accounting Office – Bookkeeping Section | | |
| Payroll | | Municipal Accounting Office – Bookkeeping Section | | |
|  | |  | | |
| **CLIENT STEPS** | **AGENCY ACTIONS** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1. Receives Loan Application. | 1. Retrieves Employee Index of Payments. | None | 5 minutes | *Administrative Assistant II*  *Municipal Accounting Office* |
| 2. Issues net take home pay certificate. | 2. Prepares certification and submits to the signatory. | None | 5 minutes | *Administrative Assistant II*  *Municipal Accounting Office* |
| **TOTAL** | | None | 10 Minutes |  |

**2. Issuance of Philhealth Certification**

Philhealth certificate of remittance is a requirement whenever a member or his/her dependent is hospitalized to be able to enjoy the benefits it entitles them.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Office or Division:** | **Office of the Municipal Accountant** | | | |
| **Classification:** | **Simple** | | | |
| **Type of Transaction:** | **G2C – Government to Citizen** | | | |
| **Who may avail:** | **All** | | | |
| **CHECKLIST OF REQUIREMENTS** | | **WHERE TO SECURE** | | |
| Certificate of Remittance  Payroll | | Municipal Accounting Office – Bookkeeping Section | | |
|  | |  | | |
|  | |  | | |
| **CLIENT STEPS** | **AGENCY ACTIONS** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1. Receives Philhealth Form | 1. Records receipt in the logbook. | None | 2 minutes | *Administrative Assistant II*  *Municipal Accounting Office* |
| 2. Fills out information | 2. Provide information required in the form. | None | 2 minutes | *Administrative Assistant II*  *Municipal Accounting Office* |
| 3. Issues duly accomplished/ Signed Philhealth Form | 3. Releases the accomplished form to client. | None | 2 minutes | *Administrative Assistant II*  *Municipal Accounting Office* |
| **TOTAL** | | None | 6 Minutes |  |

**3. Pre-audit/Processing of Payroll/Voucher for Claims, Supplies, and Infrastructure projects..**

Government transactions are mandated to comply with all the applicable laws and procedures before government funds are disbursed.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Office or Division:** | **Office of the Municipal Accountant** | | | |
| **Classification:** | **Simple** | | | |
| **Type of Transaction:** | **G2C/G2G – Government to Citizen / Government to Government** | | | |
| **Who may avail:** | **All** | | | |
| **CHECKLIST OF REQUIREMENTS** | | **WHERE TO SECURE** | | |
| See COA Circular 2012-001; 2017-002  Loan Amortization Documents/ NOSA/ Leave Forms  Paid payrolls and Cash Receipts Reports | | Municipal Treasurer’s Office  Municipal Human Resource Office | | |
|  | |  | | |
| **CLIENT STEPS** | **AGENCY ACTIONS** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1. Prepares payroll for salaries, wages allowances and other benefits. | 1. Compiles documents pertaining to employee salaries, deductions, status/title | None | 3 hours | *Administrative Aide II*  *Municipal Accountant*  *Municipal Accounting Office* |
| 2. Prepares Remittance Lists | 2. Generates remittance lists of Loan Amortizations and Premium Payments. | None | 1 hour | *Administrative Aide II*  *Municipal Accountant*  *Municipal Accounting Office* |
| 3. Prepares disbursement/ journal entry vouchers | 3. Scrutinizes documents as to completeness, veracity, legality prior to preparation of vouchers. | None | 15 minutes | *Accountant I*  *Municipal Accounting Office* |
|  | 3.1 Computes appropriate withholding tax and prepares appropriate BIR Forms. | None | 15 minutes | *Accountant I*  *Municipal Accounting Office* |
|  | 3.2 Prepares other necessary supporting documents depending on the nature of claim. | None | 5 Minutes | *Accountant I*  *Municipal Accounting Office* |
|  | 3.3 Records to appropriate subsidiary ledger cards. | None | 5 Minutes | *Accountant I*  *Municipal Accounting Office* |
| 4.Forwards processed vouchers to Budget Office | 4.Logs vouchers with complete attachments and forwards to the Budget Office for issuance of Obligation Request (ObR) | None | 5 Minutes | *Administrative Aide I*  *Municipal Accounting Office* |
| 5. Receives back vouchers with ObR for numbering and certification by the Accountant. | 5. Reviews and signs vouchers if found in order | None | 10 Minutes | *Municipal Accountant*  *Municipal Accounting Office* |
| 6.Forwards signed vouchers to the Office of the Mayor. | 6. Logs vouchers with complete attachments and forwards to the Office of the Mayor for approval | None | 2 Minutes | *Administrative Aide I*  *Municipal Accounting Office* |
| 7.Receives approved vouchers from the Office of the Mayor | 7. Assigns voucher number and records the transaction to individual Index of Payments and forwards to the office of the Treasurer for check Preparation | None | 5 minutes | *Administrative Aide II*  *Municipal Accounting Office* |
| 8. Prepares Accountant's Advice of Local Check Disbursements | 8. Receives signed checks with complete attachments for issuance of Accountant's Advice | None | 20 minutes | *Administrative Aide II*  *Municipal Accounting Office* |
| 9. Receives Accountant's Advice for approval | 9.Reviews and signs Accountant's advice once found in order, otherwise, return for corrections | None | 5 Minutes | *Municipal Accountant*  *Municipal Accounting Office* |
| 10. Submits Accountant's Advice of Local Check Disbursements to concerned Government Servicing Banks | Submit signed Accountant's Advice of Local Check Disbursements to DBP/Landbank | None | Half Day | *Administrative Aide I*  *Municipal Accounting Office* |
| **TOTAL** | | None | 9 Hours and 32 Minutes |  |

**4. Preparation/Signing of Barangay Financial Statements.**

Barangay Financial Statements are being prepared by the Municipal Accountant for submission to the Commission on Audit.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Office or Division:** | **Municipal Accounting Office** | | | |
| **Classification:** | **Simple** | | | |
| **Type of Transaction:** | **G2G – Government to Government** | | | |
| **Who may avail:** | **All** | | | |
| **CHECKLIST OF REQUIREMENTS** | | **WHERE TO SECURE** | | |
| Duly approved Barangays vouchers with complete attachments. | | Respective Barangays | | |
| Bank Statements | | Authorized Depository Banks | | |
| **CLIENT STEPS** | **AGENCY ACTIONS** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1. Receives barangay vouchers of 17 barangays | 1.1 Prepares the corresponding journal entries . | None | 10 minutes | *Municipal Accountant*  *Municipal Accounting Office* |
|  | 1.2 Posts transactions to corresponding journals/ledgers. | None | 10 minutes | *Municipal Accountant*  *Municipal Accounting Office* |
| 2. Receives Bank statements of 17 barangays. | 2.1 Prepares Bank Reconciliation Statement for each bank account. | None | 1 day | *Municipal Accountant*  *Municipal Accounting Office* |
|  | 2.2 Submits to the COA. | None | 20 minutes | *Municipal Accountant*  *Municipal Accounting Office* |
| 3. Prepares barangay Financial Statements. | Prepares all financial statements including Trial Balance, Income statement, Statement of Financial Position, Cash flow statement, and Notes to Financial Statement of the 17 barangays. | None | 1 day and half | *Municipal Accountant*  *Municipal Accounting Office* |
| 4. Submits the Financial Statements | Submits the signed financial statements to the COA. | None | 20 Minutes | *Administrative Aide II*  *Municipal Accounting Office* |
| **TOTAL** | | None | 2 Days, and 5 Hours |  |

**5. Reconciliation of GSIS/PHILHEALTH Billing/Submission of Electronic Remittance File.**

Prior to remittance of membership premiums and loan amortizations, reconciliation of accounts is required.

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| --- | --- | --- | --- | --- |
| **Office or Division:** | **Municipal Accounting Office** | | | |
| **Classification:** | **Complex** | | | |
| **Type of Transaction:** | **G2C – Government to Citizen** | | | |
| **Who may avail:** | **All** | | | |
| **CHECKLIST OF REQUIREMENTS** | | **WHERE TO SECURE** | | |
| Certificate of Premiums/ Amortizations withheld/remitted, NOSA, Appointment papers. | | Municipal Accounting Office – Bookkeeping Section | | |
|  | |  | | |
| **CLIENT STEPS** | **AGENCY ACTIONS** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1. Uploads GSIS forms regarding employee data affecting GSIS data base . | 1.1 Prepares GSIS forms (A,B,C,D,E) reflecting adj/changes in employee basic information/salaries and/or employment status/title | None | Maximum of 7 days | *Municipal Accountant*  *Municipal Accounting Office* |
|  | 1.2 Awaits GSIS action on the uploaded forms to be able to proceed to the next agency action which is updating employee GSIS  records. |  |  |  |
| 2. Search billing | 2. Access GSIS EBCS. | None | 2 Minutes | *Administrative Aide II*  *Municipal Accounting Office* |
| 3. Reconciles billing vs. payroll/records on file. | 3. Download Electronic Billing to compare/reconcile with payroll working paper/other records on file | None | 1 Hour | *Administrative Aide II*  *Municipal Accounting Office* |
| 4. Prepares reconciled ERF. | 4. Uploads Electronic Remittance File (ERF) | None | 30 Minutes | *Administrative Aide II*  *Municipal Accounting Office* |
| 5. Prepares working paper for BIR remittances. | 5. Reconciles withholding taxes from payroll vs. employee withholding tax file | None | 30 minutes | *Administrative Aide I*  *Municipal Accounting Office* |
| 6. Uploads BIR Remittances. | 6. Access Electronic Tax Payment System and facilitate electronic payment | None | 30 Minutes | *Administrative Aide I*  *Municipal Accounting Office* |
| **TOTAL** | | None | 7 days, 2 Hours and 32 Minutes |  |

**OFFICE OF THE MUNICIPAL ASSESSOR**

**External Services**

**1. Issuance of Certifications related to Real Property Assessment.**

This service provides Certification of No Real Property, Certification of No Improvement, and Certification of Property Holdings for taxation purposes as requested by property owners for different kinds of purposes.

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| --- | --- | --- | --- | --- | --- |
| **Office or Division:** | | Office of the Municipal Assessor | | | |
| **Classification:** | | Simple | | | |
| **Type of Transaction:** | | G2C-Government to Citizen | | | |
| **Who may avail:** | | Any person who owns real property within the Municipality of San Luis. | | | |
| **CHECKLIST OF REQUIREMENTS** | | | **WHERE TO SECURE** | | |
| 1. Valid ID (1 photocopy and 1 original) | | | Declared Owner/s | | |
| 2. Tax Clearance or Real Property Tax Receipt up to the current year (1 photocopy) | | | Municipal Treasurer's Office | | |
| 3. For Representative, Authorization letter from the owner and valid id (1 original and 1 photocopy) | | | Declared Owner/s | | |
| **CLIENT STEPS** | **AGENCY ACTIONS** | | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1. Present the requirements and fill up service request form. | 1. Check the requirements if complete and receive the request. | | None | 3 Minutes | *Administrative Aide I, Administrative Assistant II, Municipal Assessor*  *Municipal Assessor’s Office* |
| 2. Pay the necessary fees to the Treasurer's Office. | 2. Received the payment and issue official receipt. | | PHP 75.00 | 5 Minutes | *Administrative Aide I*  *Office of the Municipal Treasury* |
|  | 2.1 Verify the Real Property. | | None | 5 Minutes | *Administrative Aide I, Administrative Assistant II, Municipal Assessor*  *Municipal Assessor’s Office* |
|  | 2.2 For typing/encoding/ printing of Certifications. | | None | 5 Minutes | *Administrative Aide I, Administrative Assistant II, Municipal Assessor*  *Municipal Assessor’s Office* |
|  | 2.3 For review and for approval. | | None | 3 Minutes | *Municipal Assessor*  *Municipal Assessor’s Office* |
| 3. Present O.R. to the Receiving & Releasing Officer and Claim the Certification. | 3. For releasing and log the request. | | None | 2 Minutes | *Administrative Aide I, Administrative Assistant II, Municipal Assessor*  *Municipal Assessor’s Office* |
| **TOTAL** | | | PHP 75.00 | 23 Minutes |  |

**2. Issuance of Certified True Copy of Tax Declarations and other documents related to real properties.**

This service provides certified true and xerox copies of documents for taxation purposes as requested by property owners for different kinds of purposes.

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| **Office or Division:** | | Office of the Municipal Assessor | | | |
| **Classification:** | | Simple | | | |
| **Type of Transaction:** | | G2C-Government to Citizen | | | |
| **Who may avail:** | | Any person who owns real property within the Municipality of San Luis. | | | |
| **CHECKLIST OF REQUIREMENTS** | | | **WHERE TO SECURE** | | |
| 1. Valid ID (1 photocopy and 1 original) | | | Declared Owner/s | | |
| 2. Official receipt evidencing full payment of real property tax for the current year, unless, otherwise, the tax declaration being requested will be used for the payment of current taxes. | | | Municipal Treasurer's Office | | |
| 3. For Representative, Authorization letter from the owner and valid id (1 original and 1 photocopy) | | | Declared Owner/s | | |
| **CLIENT STEPS** | **AGENCY ACTIONS** | | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1. Present the requirements and fill up service request form. | 1. Check the requirements if complete and receive the request. | | None | 3 Minutes | *Administrative Aide I, Administrative Assistant II, Municipal Assessor*  *Municipal Assessor’s Office* |
| 2. Pay the necessary fees to the Treasurer's Office. | 2. Received the payment and issue official receipt. | | PHP 75.00 | 4 Minutes | *Administrative Aide I*  *Municipal Treasurer’s Office* |
|  | 2.1 Check and print the Certified True Copy of Tax Declaration and other documents related to real properties. | | None | 3 Minutes | *Administrative Aide I, Administrative Assistant II, Municipal Assessor*  *Municipal Assessor’s Office* |
| 3. Present O.R. to the Receiving & Releasing Officer and claim the Certified True Copy of Tax Declaration. | 3. For releasing and log the request. | | None | 2 Minutes | *Administrative Aide I, Administrative Assistant II, Municipal Assessor*  *Municipal Assessor’s Office* |
| **TOTAL** | | | PHP 75.00 | 12 Minutes |  |

**3. Issuance of Notice of Cancellation of Assessment of Building and Machinery.**

The service provides the property owner/s when the real property tax assessment should be removed from the assessment roll due to legal reason such as demolition of building.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Office or Division:** | | Office of the Municipal Assessor | | | |
| **Classification:** | | Complex | | | |
| **Type of Transaction:** | | G2C-Government to Citizen G2G-Government to Government | | | |
| **Who may avail:** | | Any person who owns real property within the Municipality of San Luis. | | | |
| **CHECKLIST OF REQUIREMENTS** | | | **WHERE TO SECURE** | | |
| 1. Valid ID (1 photocopy and 1 original) | | | Declared Owner/s | | |
| 2. Tax Clearance up to the current year. (2 photocopies) | | | Municipal Treasurer's Office | | |
| 3. Notarized Written request for re-assessment (2 photocopies) | | | Notary Public | | |
| 4. Demolition Permit or Certication from the Barangay if demolished (2 photocopies) | | | Barangay Hall | | |
| **CLIENT STEPS** | **AGENCY ACTIONS** | | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1. Present the requirements and fill up service request form. | 1. Check/verify the requirements if complete and receive the request. | | None | 3 Minutes | *Administrative Aide I, Administrative Assistant II, Municipal Assessor*  *Municipal Assessor’s Office* |
|  | 1.1 For scheduling of field inspection. | | None | 2 Minutes | *Administrative Aide I, Administrative Assistant II, Municipal Assessor*  *Municipal Assessor’s Office* |
|  | 1.2 Conduct Field Inspection. | | None | 1 Day within/after receipt request | *Administrative Aide I, Administrative Assistant II, Municipal Assessor*  *Municipal Assessor’s Office* |
|  | 1.3 Prepare and submit the findings and recommendation for review of Municipal Assessor and Prepare Inspection Report for NCA. | | None | 1 Day after field inspection | *Administrative Aide I, Administrative Assistant II, Municipal Assessor*  *Municipal Assessor’s Office* |
|  | 1.4 For encoding/printing of Notice of cancellation and for review and recommendation. | | None | 5 Minutes | *Municipal Assessor*  *Municipal Assessor’s Office* |
|  | 1.5 Submit to Provincial  Assessor's Office for approval. | | None | 1 Day | *Provincial Assessor*  *Provincial Assessor’s Office* |
|  | 1.6 If Approved, Corresponding NCA will be issued. In case of dis-approval, owner will be notified through official letter. | | None | 20 Minutes | *Administrative Aide I, Administrative Assistant II, Municipal Assessor*  *Municipal Assessor’s Office* |
| 2. Go to the Receiving & Releasing Officer and Claim the Approved Notice of Cancellation of Assessment. | 2. For releasing of NCA and log the request. | | None | 3 Minutes | *Administrative Aide I, Administrative Assistant II, Municipal Assessor*  *Municipal Assessor’s Office* |
| **TOTAL** | | | None | 3 Days and 13 Minutes |  |

**4. Issuance of Tax Declaration for Newly Declared Building and Machinery.**

The service provides an ocular inspection of real properties for newly constructed house or building and newly installed machinery.

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| --- | --- | --- | --- | --- | --- |
| **Office or Division:** | | Office of the Municipal Assessor | | | |
| **Classification:** | | Complex | | | |
| **Type of Transaction:** | | G2C-Government to Citizen G2G-Government to Government | | | |
| **Who may avail:** | | Any person who owns real property within the Municipality of San Luis. | | | |
| **CHECKLIST OF REQUIREMENTS** | | | **WHERE TO SECURE** | | |
| For Building. | | |  | | |
| 1. Title or Tax Declaration of lot where the structure is built (2 photocopies). | | | Declared Owner/s | | |
| 2. Building Plans/Improvement Plan and Building Permit or Certificate of Completion/Occupancy (1photocopy) | | | Municipal Engineering Office | | |
| For Machinery. | | |  | | |
| 1. Official receipt on the sale of the machinery/ies (includes acquisition cost, installation cost, hauling cost, etc.) (2 photocopies) | | | Declared Owner/s | | |
| 2. Sworn Statement of Ownership as to prices, year acquired, installed and operated (2 photocopies) | | | Notary Public | | |
| 3.  Itemized list of machinery (2 photocopies) | | | Declared Owner/s | | |
| 4. SEC Registration in case of registration of commercial or industrial machineries (2 photocopies) | | | Securities and Exchange Commission | | |
| **CLIENT STEPS** | **AGENCY ACTIONS** | | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1. Present the requirements and fill up service request form. | 1. Check/verify the requirements if complete and receive the request. | | None | 5 Minutes | *Administrative Aide I, Administrative Assistant II, Municipal Assessor*  *Municipal Assessor’s Office* |
|  | 1.1 For scheduling of field inspection. | | None | 2 Minutes | *Administrative Aide I, Administrative Assistant II, Municipal Assessor*  *Municipal Assessor’s Office* |
|  | 1.2 Conduct Field Inspection. | | None | 1 Day within/after receipt request | *Administrative Aide I, Administrative Assistant II, Municipal Assessor*  *Municipal Assessor’s Office* |
|  | 1.3 Prepare and submit the findings and recommendation for review of Municipal Assessor | | None | 1 Day after field inspection | *Municipal Assessor*  *Municipal Assessor’s Office* |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | 1.4 For encoding/typing | None | 5 Minutes | *Administrative Aide I, Administrative Assistant II, Municipal Assessor*  *Municipal Assessor’s Office* |
|  | 1.5 For printing of FAAS and Notice of Assessment. | None | 5 Minutes | *Administrative Aide I, Administrative Assistant II, Municipal Assessor*  *Municipal Assessor’s Office* |
|  | 1.6 For review and for recommendation. | None | 5 Minutes | *Municipal Assessor*  *Municipal Assessor’s Office* |
|  | 1.7 Submit to Provincial Assessor's Office for approval. | None | 1 Day | *Provincial Assessor*  *Municipal Assessor’s Office* |
|  | 1.8 If Approved, Corresponding Tax Declaration and Notice of Assessment will be issued. In case of dis-approval, owner will be notified through official letter. | None | 15 Minutes | *Administrative Aide I, Administrative Assistant II, Municipal Assessor*  *Municipal Assessor’s Office* |
| 2. Go to the Receiving & Releasing Officer and Claim the Tax Declaration and Notice of Assessment. | 2. For Releasing of Tax Declaration and Notice of Assessment and log the request. | None | 3 Minutes | *Administrative Aide I, Administrative Assistant II, Municipal Assessor*  *Municipal Assessor’s Office* |
| **TOTAL** | | None | 3 Days and 40 Minutes |  |

**5. Issuance of Tax Declaration for Simple Transfer of Ownership.**

This service provides the property owners appraisal and assessment of their real properties and have their own Tax Declaration as basis in computing their real property taxes.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Office or Division:** | | Office of the Municipal Assessor | | | |
| **Classification:** | | Simple | | | |
| **Type of Transaction:** | | G2C-Government to Citizen | | | |
| **Who may avail:** | | Real property owner who wish to declare their property for taxation purposes. | | | |
| **CHECKLIST OF REQUIREMENTS** | | | **WHERE TO SECURE** | | |
| 1. Valid ID (1 photocopy and 1 original) | | | Declared Owner/s | | |
| 2. Certified True Copy of New Titles. (2 photocopies) | | | Registry of Deeds | | |
| 3.Deed of Conveyance or Voluntary land transfer for titles Property (2 photocopies) | | | Notary Public | | |
| 4. Tax Clearance up to the current year (2 photocopies) | | | Municipal Treasurer's Office | | |
| 5. Certificate Authorizing Registration (2 photocopies) | | | Bureau of Internal Revenue | | |
| 6. Transfer Tax Receipt (2 photocopies) | | | Provincial Treasurer's Office | | |
| 7. For Representative, Authorization letter from the owner and valid id (1 original and 1 photocopy) | | | Declared Owner/s | | |
| **CLIENT STEPS** | **AGENCY ACTIONS** | | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1. Present the requirements and fill up service request form. | 1. Check/verify the requirements if complete and receive the request. | | None | 3 Minutes | *Administrative Aide I, Administrative Assistant II, Municipal Assessor*  *Municipal Assessor’s Office* |
| 2. Pay the necessary fees to the Treasurer's Office. | 2. Received the payment and issue official receipt. | | PHP150.00 | 5 Minutes | *Administrative Aide I*  *Office of the Municipal Treasury* |
|  | 2.1 For encoding/typing. | | None | 4 Minutes | *Administrative Aide I, Administrative Assistant II, Municipal Assessor*  *Municipal Assessor’s Office* |
|  | 2.2 For printing of Field Appraisal Assessment Sheet and Notice of Assessment. | | None | 3 Minutes | *Administrative Aide I, Administrative Assistant II, Municipal Assessor*  *Municipal Assessor’s Office* |
|  | 2.3 For review and for approval. | | None | 3 Minutes | *Municipal Assessor*  *Municipal Assessor’s Office* |
| 3. Present O.R. to the Receiving & Releasing Officer and Claim the Tax Declaration and Notice of Assessment | 3. For Releasing of Tax Declaration and Notice of Assessment and log the request. | | None | 2 Minutes | *Administrative Aide I, Administrative Assistant II, Municipal Assessor*  *Municipal Assessor’s Office* |
| **TOTAL** | | | PHP 150.00 | 20 Minutes |  |

**6. Issuance of Tax Declaration for Transfer with Change in Area (subdivided, consolidation, con-subdivision of Lot).**

This service provides the property owners appraisal and assessment of their real properties and have their own Tax Declaration for subdivided/consolidated lots as basis in computing their real property taxes.

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| **Office or Division:** | | Office of the Municipal Assessor | | | |
| **Classification:** | | Simple | | | |
| **Type of Transaction:** | | G2C-Government to Citizen | | | |
| **Who may avail:** | | Real property owner who wish to declare their property for taxation purposes. | | | |
| **CHECKLIST OF REQUIREMENTS** | | | **WHERE TO SECURE** | | |
| 1. Valid ID (1 photocopy and 1 original) | | | Declared Owner/s | | |
| 2. Certified True Copy of New Titles. (2 photocopies) | | | Registry of Deeds | | |
| 3.Deed of Conveyance or Voluntary land transfer for titles Property (2 photocopies) | | | Notary Public | | |
| 4. Tax Clearance up to the current year (2 photocopies) | | | Municipal Treasurer's Office | | |
| 5. Certificate Authorizing Registration (2 photocopies) | | | Bureau of Internal Revenue | | |
| 6. Transfer Tax Receipt (2 photocopies) | | | Provincial Treasurer's Office | | |
| 7. Approved Subdivision Plan (2 photocopies) | | | Bureau of Lands | | |
| 8. For Representative, Authorization letter from the owner and valid id (1 original and 1 photocopy) | | | Declared Owner/s | | |
| **CLIENT STEPS** | **AGENCY ACTIONS** | | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1. Present the requirements and fill up service request form. | 1. Check/verify the requirements if complete and receive the request. | | None | 3 Minutes | *Administrative Aide I, Administrative Assistant II, Municipal Assessor*  *Municipal Assessor’s Office* |
| 2. Pay the necessary fees to the Treasurer's Office. | 2. Received the payment and issue official receipt. | | PHP150.00 per Real Property Unit | 4 Minutes | *Administrative Aide I*  *Municipal Treasurer’s Office* |
|  | 2.1 Check and Verify in the Section Map for the last Property Identification Number and Assign PIN. | | None | 4 Minutes | *Administrative Aide I, Administrative Assistant II, Municipal Assessor*  *Municipal Assessor’s Office* |
|  | 2.2 For encoding/typing. | | None | 3 Minutes | *Administrative Aide I, Administrative Assistant II, Municipal Assessor*  *Municipal Assessor’s Office* |
|  | 2.3 For printing of Field Appraisal Assessment Sheet and Notice of Assessment. | | None | 2 Minutes | *Administrative Aide I, Administrative Assistant II, Municipal Assessor*  *Municipal Assessor’s Office* |
|  | 2.4 For review and for approval | | None | 2 Minutes | *Municipal Assessor*  *Municipal Assessor’s Office* |
| 3. Present O.R. to the Receiving & Releasing Officer and Claim the Tax Declarations and Notice of Assessment. | 3. For Releasing of Tax Declarations, Notice of Assessment and log the request. | | None | 2 Minutes | *Administrative Aide I, Administrative Assistant II, Municipal Assessor*  *Municipal Assessor’s Office* |
| **TOTAL** | | | PHP 150.00 per Real Property Unit | 20 Minutes |  |

**7. Re-appraisal/Re-assessment of Real Properties.**

The service provides an ocular inspection of real properties due to change in classification and actual use of properties.

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| **Office or Division:** | | Office of the Municipal Assessor | | | |
| **Classification:** | | Complex | | | |
| **Type of Transaction:** | | G2C-Government to Citizen G2G-Government to Government | | | |
| **Who may avail:** | | Any person who owns real property within the Municipality of San Luis. | | | |
| **CHECKLIST OF REQUIREMENTS** | | | **WHERE TO SECURE** | | |
| 1. Valid ID (1 photocopy and 1 original) | | | Declared Owner/s | | |
| 2. Title of the Lot (2 photocopies) | | | Registry of Deeds | | |
| 3. Tax Clearance up to the current year. (2 photocopies) | | | Municipal Treasurer's Office | | |
| 4. Notarized Written request for re-assessment (2 photocopies) | | | Notary Public | | |
| 5. In case of the request for reclassification, attach Sangguniang Bayan affirmation of the resolution (2 photocopies) | | | Office of the Sangguniang Bayan | | |
| 6. For Representative, Authorization letter from the owner and valid id (1 original and 1 photocopy) | | | Declared Owner/s | | |
| **CLIENT STEPS** | **AGENCY ACTIONS** | | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1. Present the requirements and fill up service request form. | 1. Check/verify the requirements if complete and receive the request. | | None | 3 Minutes | *Administrative Aide I, Administrative Assistant II, Municipal Assessor*  *Municipal Assessor’s Office* |
|  | 1.1 For scheduling of field inspection. | | None | 2 Minutes | *Administrative Aide I, Administrative Assistant II, Municipal Assessor*  *Municipal Assessor’s Office* |
|  | 1.2 Conduct Field Inspection. | | None | 1 Day within/after receipt request | *Administrative Aide I, Administrative Assistant II, Municipal Assessor*  *Municipal Assessor’s Office* |
|  | 1.3 Prepare and submit the findings and recommendation for review of Municipal Assessor and Prepare Inspection Report for Re-appraisal/Re-assessment. | | None | 1 Day after field inspection | *Administrative Aide I, Administrative Assistant II, Municipal Assessor*  *Municipal Assessor’s Office* |
|  | 1.4 For encoding/typing | | None | 5 Minutes | *Administrative Aide I, Administrative Assistant II, Municipal Assessor*  *Municipal Assessor’s Office* |
|  | 1.5 For printing of FAAS and Notice of Assessment. | | None | 5 Minutes | *Administrative Aide I, Administrative Assistant II, Municipal Assessor*  *Municipal Assessor’s Office* |
|  | 1.6 For review and for recommendation. | | None | 6 Minutes | *Municipal Assessor*  *Municipal Assessor’s Office* |
|  | 1.7 Submit to Provincial Assessor's Office for approval. | | None | 1 Day | *Provincial Assessor*  *Provincial Assessor’s Office* |
|  | 1.8 If Approved, Corresponding Tax Declaration and Notice of Assessment will be issued. In case of dis-approval, owner will be notified through official letter. | | None | 20 Minutes | *Administrative Aide I, Administrative Assistant II, Municipal Assessor*  *Municipal Assessor’s Office* |
| 2. Go to the Receiving & Releasing Officer and Claim the Tax Declaration and Notice of Assessment. | 2. For Releasing of Tax Declaration and Notice of Assessment and log the request. | | None | 3 Minutes | *Administrative Aide I, Administrative Assistant II, Municipal Assessor*  *Municipal Assessor’s Office* |
| **TOTAL** | | | None | 3 Days and 38 Minutes |  |

**MUNICIPAL BUDGET OFFICE**

**Internal Services**

**1. Issuance of Obligation Request**

The existence of available appropriation is being signed by the Municipal Budget Officer under Column B of the Obligation Request of every department of the Local Government Unit to certify its existence within the Budget for the Calendar Year.

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| --- | --- | --- | --- | --- |
| **Office or Division:** | **Office of the Municipal Budget Officer** | | | |
| **Classification:** | **Simple** | | | |
| **Type of Transaction:** | **G2G – Government to Government** | | | |
| **Who may avail:** | **Government Employee / Official** | | | |
| **CHECKLIST OF REQUIREMENTS** | | **WHERE TO SECURE** | | |
| Disbursement Voucher and Journal Entry Voucher with supporting documents | | Accounting Office | | |
|  | |  | | |
|  | |  | | |
| **CLIENT STEPS** | **AGENCY ACTIONS** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1. Voucher will submit to the budget office with supporting documents. | 1.Received voucher and payroll with necessary documents | None | 1 Minute | *Budgeting Aide*  *Municipal Budget Office* |
|  | 1.1. Determine the availability of appropriation/allotment of the transaction. | None | 1 Minute | *Revenue Collection Clerk II*  *Municipal Budget Office* |
|  | 1.2. Prepare Obligation Request (OBR) and assign OBR number, responsibility center and account code. | None | 1 Minute | *Budgeting Aide*  *Municipal Budget Office* |
|  | 1.3. Present to MBO for review and approval | None | 1 Minute | *Municipal Budget Officer*  *Municipal Budget Office* |
|  | 1.4. Detached one (1) copy of OBR for encoding/posting in the registry sheet and record in the logbook in a sequence manner and submit to Mayor’s Office | None | 2 Minutes | *Revenue Collection Clerk II*  *Municipal Budget Office*  *Administrative Aide I (Office of the Mayor)* |
| **TOTAL** | | None | 6 Minutes |  |

**2. Preparation of Executive Budget**

Budget preparation is the first phase of the local budget process. It involves cost estimation per PPA, preparation of budget proposals, executive review of budget proposals, and preparation of the LEP and the Budget Message. This phase starts with the issuance of the Budget Call, and ends with submission of the Executive Budget to the Sanggunian on or before October 16 of each year.

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| --- | --- | --- | --- | --- |
| **Office or Division:** | **Office of the Municipal Budget Officer** | | | |
| **Classification:** | **Highly Technical** | | | |
| **Type of Transaction:** | **G2G – Government to Government** | | | |
| **Who may avail:** | **Government Employee / Official** | | | |
| **CHECKLIST OF REQUIREMENTS** | | **WHERE TO SECURE** | | |
| Estimated Income | | Local Finance Committee | | |
| Budget Proposal with indicative Project Procurement Management Plan (PPMP) | | Per Office | | |
|  | |  | | |
| **CLIENT STEPS** | **AGENCY ACTIONS** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1.The Local Chief Executive (LCE) order for a budget call | 1.Prepare the necessary Documents to the Municipal Offices regarding budget call | None | 2 Days | *Municipal Mayor*  *Municipal Budget Officer*  *Municipal Budget Office* |
| 2.Submission of estimated Income | 2. Basis for budgeting appropriation | None | 5 Days | *Local Finance Committee*  *Municipal Budget Officer*  *Municipal Accountant*  *Municipal Treasurer*  *Municipal Planning and Development Coordinator* |
| 3.Submission of budget proposals/Plans and program of per Office | 3.Consolidate the Budget Proposals | None | 14 Days | *Municipal Budget Officer*  *Municipal Budget Office* |
|  | 3.1. Executive Budget review and finalization | None | 14 Days | *Municipal Mayor*  *Department Heads* |
|  | 3.2. Prepare budget message and submit the Executive Budget to the Office of Sangguniang Bayan for final review and approval | None | 1 Day | *Municipal Budget Officer*  *Budgeting Aide*  *Municipal Budget Office* |
| 4.Request Supplemental Budget as need arises | 4.Prepare and submit Supplemental Budget to Sanggunian Bayan | None | 3 Days | *Municipal Mayor*  *Local Finance Committee*  *Budgeting Aide*  *Municipal Budget Office* |
| **TOTAL** | | None | 39 Days |  |

**3. Review Barangay Budget Proposal**

Review proposed Barangay Budget as to compliance with all the budgetary requirements and Personal Services (PS) Limitations.

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| --- | --- | --- | --- | --- |
| **Office or Division:** | **Office of the Municipal Budget Officer** | | | |
| **Classification:** | **Simple** | | | |
| **Type of Transaction:** | **G2G – Government to Government** | | | |
| **Who may avail:** | **Government Employee / Official** | | | |
| **CHECKLIST OF REQUIREMENTS** | | **WHERE TO SECURE** | | |
| Annual/Supplemental Budget of Barangay (6 copies original) | | Readily available in their respective Barangay. | | |
|  | |  | | |
| **CLIENT STEPS** | **AGENCY ACTIONS** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1.Submit approved Annual/Supplemental Budget | 1.Review the Annual/Supplemental Barangay Budget pursuant to section 331(b) of RA 7160 and Local Budget Circular (LBC) of Department of Budget and Management (DBM) | None | 1 Day | *Municipal Budget Officer*  *Municipal Budget Office* |
|  | 1.1. Submit the Annual/ Supplemental Barangay Budget with recommendation to the Sanggunian Bayan | None | 10 Minutes | *Budgeting Aide*  *Municipal Budget Office* |
| **TOTAL** | | None | 1 Day and 10 Minutes |  |

**OFFICE OF THE MUNICIPAL CIVIL REGISTRAR**

**External Services**

1. **Application and Issuance of Marriage License**

Where a marriage license is required, each of the contracting parties shall file separate sworn application for such with the proper local civil registrar of the place where either or both of the contracting parties reside.

The local civil registrar concerned shall enter all application for marriage license in a registry book strictly in the order in which the same are received.

When the license is issued, the same shall be valid in any part of the Philippines for a period of one hundred twenty (120) days from the date of issue, and shall be deemed automatically cancelled at the expiration of said period if the contracting parties have not made use of it.

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| --- | --- | --- | --- | --- |
| **Office or Division:** | Office of the Municipal Civil Registrar | | | |
| **Classification:** | Highly Technical | | | |
| **Type of Transaction:** | G2C- Government to Citizen | | | |
| **Who may avail:** | Couple applicants (Male & Female), at least 18 years of age, whose civil status is Single, Widow, Widower or Divorced and has no legal impediment to enter into marriage and one or both of the contacting parties are residents of the municipality. | | | |
| **CHECKLIST OF REQUIREMENTS** | | **WHERE TO SECURE** | | |
| 1. Any/or one (1) of the following:  * PSA Birth Certificate (Present original and 3 photocopies) * Baptismal Certificate (Present original and 3 photocopies) * Death Certificate of deceased spouse of the contracting party whose civil status is widow or widower. (Present original and 3 photocopies) | | Philippine Statistics Authority  Church (Place of Baptism)  Philippine Statistics Authority | | |
| 1. Certificate of No Marriage/ Marriage Advisory (Present original and 3 photocopies) | | Philippine Statistics Authority | | |
| 1. Pre-Marriage Counselling (PMC) Seminar Certificate of Attendance (1 original) | | Population Commission Officer | | |
| 1. Valid Identification Cards of Parents/guardian (Present original and 3 photocopies) | | Owner’s Copy, Office that issued the identification card presented | | |
| 1. Official Receipt (original) | | Municipal Treasurer Office | | |
| 1. Notice of Application for Marriage License, if one is not a resident of the municipality. | | Municipal Civil Registrar’s Office | | |
| 1. Additional requirements, if applicable  * Accomplished form No. 6 – Parental Consent * Accomplished form No. 8 – Parental Advice | | Municipal Civil Registrar’s Office | | |
| 1. For Annulled Applicants:  * Registered Court Order of Annulment with Certificate of Finality and Certificate of Registration of Court Order (Present original and 3 photocopies) * Annotated Certificate of Marriage (Present original and 3 photocopies) * Registered Judicial Decree of Annulment (Present original and 3 photocopies) | | Municipal Civil Registrar’s Office where the court is located  Philippine Statistics Authority  Municipal Civil Registrar’s Office where the court is located | | |
| 1. For Filipino citizen married to Foreigner and was divorced by his/her alien spouse:  * Registered recognition of Foreign decree of divorce and Certification of Registration and other judicial attachments (Present original and 3 photocopies) * Annotated Certificate of Marriage (Present original and 3 photocopies) | | Municipal Civil Registrar’s Office where the court is located  Philippine Statistics Authority | | |
| 1. For Foreign applicant:  * Legal capacity to marry (Present original and 3 photocopies) * Passport (Present original and 3 photocopies) * Divorce papers for Divorced applicants and judicial declaration of divorce (Present original and 3 photocopies) | | Embassy/Consular Office of the Foreigner  Owner’s Copy  Owner’s Copy | | |
| **CLIENT STEPS** | **AGENCY ACTIONS** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1. Inquire about the service. | 1. Give instructions to client and provide checklist of requirements. | None | 10 minutes | *Administrative Aide II and Administrative Aide I*  *Municipal Civil Registry Office* |
| 2. Fill out Application for Marriage License | 2. Assist clients in filling up the application for Marriage License. | None | 15 minutes | *Administrative Aide II and Administrative Aide I*  *Municipal Civil Registry Office* |
| 3. Submit accomplished form and requirements. | 3. Receive and review application for Marriage License and requirements  3.1 Advise client to pay required fee at the Municipal Treasurer’s Office | None | 15 minutes | *Administrative Aide II and Administrative Aide I*  *Municipal Civil Registry Office* |
| 4. Pay required fee at Municipal Treasurer’s Office (MTO) | 4. Accept official receipt and log:  -transaction type -official receipt number and  -amount paid  in the Revenue Log Book  4.1 Post notice of application for Marriage License  4.2 Assign and log registry number | P302.00  None  None | 5 minutes  10 days  10 minutes | *Administrative Aide II and Administrative Aide I*  *Administrative Aide II and Administrative Aide I*  *Administrative Aide II and Administrative Aide I*  *Municipal Civil Registry Office* |
| 5. Receive document after ten (10) days of posting | 5. Issue Marriage License  5.1 Sign Marriage License  5.2 Release Marriage License to client and attach a photocopy of the document for filing | None  None  None | 5 minutes  3 minutes  5 minutes | *Administrative Aide II*  *Municipal Civil Registrar*  *Administrative Aide II and Administrative Aide I*  *Municipal Civil Registry Office* |
| **TOTAL** | | P302.00 | 10 days, 1 hour and 8 minutes |  |

1. **Annotation of Court Orders/Decrees (Adoption/Annulment/Nullity of Marriage/Correction of Clerical Error)**

Pursuant to Rule 50 of Administrative Order No. 1, series of 1993, Court Orders/Decrees/Decisions affecting the civil status of a person shall be registered in the Register of Court Orders at the Municipal Civil Registrar’s Office where the issuing court is operating. The respondent Municipal Civil Registrar (Record Keeping Civil Registrar) shall annotate in the Birth/Marriage/Death Certificate the decision of the Court.

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| **Office or Division:** | Office of the Municipal Civil Registrar | | | |
| **Classification:** | Simple | | | |
| **Type of Transaction:** | G2C- Government to Citizen | | | |
| **Who may avail:** | Petitioner  Counsel of the Petitioner  Any person who has direct interest on the court order | | | |
| **CHECKLIST OF REQUIREMENTS** | | **WHERE TO SECURE** | | |
| 1. Certified copy of Court Decision (3  photocopies) | | Municipal Civil Registry Office where the court is located | | |
| 2. Certified copy of Certificate of Finality  (3 photocopies) | | Municipal Civil Registry Office where the court is located | | |
| 3. Certificate of Registration of Court  Decision (Present original copy and 3  photocopies) | | Municipal Civil Registry Office where the court is located | | |
| 4. Certificate of Authenticity (Present  original copy and 3 photocopies) | | Municipal Civil Registry Office where the court is located | | |
| 5. Official Receipt | | Municipal Treasurer Office | | |
| **CLIENT STEPS** | **AGENCY ACTIONS** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1. Present Court Decision, Certificate of Finality, Certificate of Authenticity and Certificate of Registration to LCRO | 1. Receive and review requirements  1.1 Process annotation of court order and other documents to be submitted to PSA then advise client to pay required fee at the Office of the Municipal Treasurer | None  None | 25 minutes  55 minutes | *Administrative Aide II*  *Administrative Aide II*  *Municipal Civil Registry Office* |
| 2. Pay required fee at the MunicipalTreasurer’s Office (MTO) | 2. Accept official receipt and log transaction type, official receipt number and amount paid in the Revenue Log Book  2.1 Prepare transmittal to PSA, East Ave., Quezon City  2.2 Sign documents and transmittal  2.3 Advise client to mail documents | P1500.00  None  None  None | 15 minutes  5 minutes  5 minutes  3 minutes | *Administrative Aide II*  *Administrative Aide II*  *Municipal Civil Registrar*  *Administrative Aide II*  *Municipal Civil Registry Office* |
| 3. Mail documents to PSA, East Avenue, Quezon City | 3. Receive copy of proof of mailing and attach to clients copy of documents | None | 2 minutes | *Administrative Aide II*  *Municipal Civil Registry Office* |
| 4. Receive annotated civil registry document with supporting papers to be used in requesting for an Annotated PSA copy. | 4.Release annotated civil registry document with supporting papers to be presented to PSA, Quezon City  . | None | 5 minutes | *Administrative Aide II*  *Municipal Civil Registry Office* |
| **TOTAL** | | P1500.00 | 1 hour and 55 minutes |  |

**3. Filing of Petition for Change of First Name or Nickname (CFN) and Filing of Migrant Petition for Change of First Name or Nickname Pursuant to Republic Act 9048**

Republic Act No. 9048, is an act authorizing the Municipal Civil Registrar or the Consul General to correct clerical or typographical error/s and change of first name in the civil register without the need of a judicial order, amending for this purpose Articles 376 and 412 of the Civil Code of the Philippines.

A Migrant Petition is a petition filed by a petitioner whose present residence or domicile is different from the place where the civil registry record to be corrected was registered.

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| --- | --- | --- | --- | --- |
| **Office or Division:** | Office of the Municipal Civil Registrar | | | |
| **Classification:** | Highly Technical | | | |
| **Type of Transaction:** | G2C- Government to Citizen | | | |
| **Who may avail:** | 1. Owner of the document, if 18 years of age  2. Parents, brother and sister of the child  2. Any person duly authorized by law or by the document owner | | | |
| **CHECKLIST OF REQUIREMENTS** | | **WHERE TO SECURE** | | |
| 1. PSA Birth Certificate (present original and 2 photocopies) 2. Local copy of Birth Certificate (present original and 2 photocopies) 3. NBI Clearance (present original and 2 photocopies) 4. Police Clearance (present original and 2 photocopies) 5. Certificate of employment, if employed (present original and 2 photocopies) 6. Affidavit of Non-Employment (2 original copies) 7. **At least two (2) relevant public/private documents showing the correct name in which the Change of First Name shall be based such as:**   - Baptismal Certificate (present original and 2 photocopies)  - School Records/Form 137 Elementary/Transcript of Records/Diploma (present original and 2 photocopies)  - Voter Certification (present original and 2 photocopies)  - Other documents to establish the correct name of the petitioner | | Philippine Statistics Authority  Municipal Civil Registry Office  National Bureau of Investigation  Philippine National Police where the petitioner resides  Petitioner’s Employer  Notary Public  Concerned Agencies  Concerned Agencies | | |
| 8. Proof of Publication:  - Newspaper Clippings  - Affidavit of Publisher | | Any Newspaper of General Circulation (For Migrant Petition)  Any Newspaper of Local Circulation (For Non-Migrant Petition) | | |
| 1. Certificate of Indigency, if the petitioner is an indigent person | | Punong Barangay where the petitioner resides MSWDO | | |
| 1. Postal Money Check | | Philippine Post Office | | |
| 1. Community Tax Certificate of Petitioner | | Municipal Treasurer’s Office | | |
| 1. Special Power of Attorney (SPA), if the petitioner is not the owner of the document, spouse, father, mother, guardian, sibling and child of the document owner | | Notary Public | | |
| 13. Official Receipt | | Municipal Treasurer’s Office | | |
| **CLIENT STEPS** | **AGENCY ACTIONS** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1. Submit requirements and file petition for change of first name | 1. Review requirements and prepare petition | None | 20 minutes | *Municipal Civil Registrar*  *Municipal Civil Registry Office* |
| 2. Pay filing fee at the Municipal Treasurer’s Office (MTO), if petitioner is not an indigent person | 2. Accept official receipt and log transaction type, official receipt number and amount paid in the Revenue Log Book | P3000.00 filing fee | 5 minutes | *Municipal Civil Registrar*  *Municipal Civil Registry Office* |
| 3. Review, sign and receive copy of petition | 3. Sign document and issue owner’s copy of petition to client. Advise client to return to LCRO to mail petition to PSA, East Ave., Quezon City after the ten-day posting period and two weeks publication of the petition  3.1 Prepare Notice of Posting and Notice of Publication  3.2 Post notice for ten (10) consecutive days in the Local Civil Registry bulletin board  3.3 Publish petition in a newspaper of general circulation  3.4 Prepare and issue Certificate of Posting after 10 days  3.5 Render MCR’s decision on the petition within 5 working days  3.6 Prepare transmittal | None  None  None  P2300.00  None  None  None | 3 minutes  5 minutes  10 calendar days  2 consecutive weeks  5 minutes  3 working days  2 minutes | *Municipal Civil Registrar*  *Municipal Civil Registry Office*  *Municipal Civil Registrar*  *Municipal Civil Registry Office*  *Municipal Civil Registrar*  *Municipal Civil Registry Office*  *Municipal Civil Registrar*  *Municipal Civil Registry Office*  *Municipal Civil Registrar*  *Municipal Civil Registry Office*  *Municipal Civil Registrar*  *Municipal Civil Registry Office* |
| 4. Mail Petition to PSA, East Avenue, Quezon City for processing and wait for approval of the petition after standard time of 6 months | 6. File a copy of proof of mailing together with the MCR’s copy of the petition | None  None | 5 minutes  5 minutes | *Municipal Civil Registrar*  *Municipal Civil Registrar*  *Municipal Civil Registry Office* |
| **TOTAL** | | P5300.00 | 17 days, 43 minutes |  |
| **CLIENT STEPS** | **AGENCY ACTIONS** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| **For Migrant Petition:**  1. Submit requirements and file petition for change of first name | 1. Review requirements and process petition then advise client to pay filing fee | None | 20 minutes | *Municipal Civil Registrar*  *Municipal Civil Registry Office* |
| 2. Pay filing fee at the Municipal Treasurer’s Office (MTO), if the petitioner is not an indigent person | 3. Accept official receipt and log transaction type, official receipt number and amount paid in the Revenue Log Book. Advise client to secure a Postal Money Check from Post Office, addressed to Record Keeping Civil Registrar (RKCR) | P500.00 | 3 minutes | *Municipal Civil Registrar*  *Municipal Civil Registry Office* |
| 3.Secure Postal Money Check from Post Office addressed to Record Keeping Civil Registrar (RKCR) | 3.3 Accept Postal Money Check and attached to documents | P3800.00 | 2 minutes | *Municipal Civil Registrar*  *Municipal Civil Registry Office* |
| 4. Review, sign and receive copy of petition | 4. Sign document and issue owner’s copy of petition. Advise client to return to LCRO to mail petition after the ten-day posting period and two weeks publication of the petition.  4.1 Prepare Notice of Posting  4.2 Post notice  4.3 Publish petition in a Newspaper of general circulation  4.4 Prepare and issue Certificate of Posting, after 10 days and publication period  4.5 Prepare transmittal | None  None  None  2,300.00  None  None | 3 minutes  5 minutes  10 calendar days  2 consecutive weeks  5 minutes  2 minutes | *Municipal Civil Registrar*  *Municipal Civil Registry Office*  *Municipal Civil Registrar*  *Municipal Civil Registry Office*  *Municipal Civil Registrar*  *Municipal Civil Registry Office* |
| 6. Mail Petition to Record Keeping Civil Registrar (RKCR) and follow-up petition at the Local Civil Registry Office after standard time of 7 months. | 6. File a copy of proof of mailing together with the MCR’s copy of petition | None | 3 minutes | *Municipal Civil Registrar*  *Municipal Civil Registry Office* |
| **TOTAL** | | P6600.00 | 14 days, 50 minutes |  |

1. **Filing of Petition for Correction of Clerical Error (CCE) and Migrant Petition for Correction of Clerical Error**

**Pursuant to Republic Act 9048**

Republic Act No. 9048, is an act authorizing the Municipal Civil Registrar or the Consul General to correct clerical or typographical error/s and change of first name in the civil register without the need of a judicial order, amending for this purpose Articles 376 and 412 of the Civil Code of the Philippines.

An administrative remedy in nature, it is a departure from the usual judicial process in correcting clerical errors of changing an entry in civil registry documents. It is aimed at according petitioners an expeditious and cheaper way of correcting errors in civil registry documents.

A Migrant Petition is a petition filed by a petitioner whose present residence or domicile is different from the place where the civil registry record to be corrected was registered.

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| **Office or Division:** | Office of the Municipal Civil Registrar | | | |
| **Classification:** | Highly Technical | | | |
| **Type of Transaction:** | G2C- Government to Citizen | | | |
| **Who may avail:** | 1. Owner of the document, if 18 years of age  2. Parents, brother and sister of the child  2. Any person duly authorized by law or by the document owner | | | |
| **CHECKLIST OF REQUIREMENTS** | | **WHERE TO SECURE** | | |
| 1. PSA Birth Certificate (present original and 2 photocopies) 2. Local copy of Birth Certificate (present original and 2 photocopies) 3. **At least two supporting documents to establish each entry subject for correction:**   - Baptismal Certificate (present original and 2 photocopies)  - School Records/Form 137 Elementary/Transcript of Records/Diploma (present original and 2 photocopies)  - Voter Certification (present original and 2 photocopies)  - Other documents (present original and 3 photocopies)  4. Official Receipt  5. Community Tax Certificate of the  Petitioner  6. Special Power of Attorney (SPA),  if the petitioner is not the owner of  the document, spouse, father,  mother, guardian, sibling and child  of the document owner | | Philippine Statistics Authority  Municipal Civil Registry Office  Church (Place of Baptism)  Concerned Agencies  Concerned Agencies  Municipal Treasurer’s Office  Municipal Treasurer’s Office  Notary Public | | |
| **CLIENT STEPS** | **AGENCY ACTIONS** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1. Submit requirements and file petition for correction of clerical error | 1. Review requirements and process petition then advise client to pay filing fee | None | 20 minutes | *Municipal Civil Registrar*  *Municipal Civil Registry Office* |
| 2. Pay filing fee at the Municipal Treasurer’s Office (MTO), if petitioner is not an indigent person | 2. Accept official receipt and log transaction type, official receipt number and amount paid in the Revenue Log Book | P1000.00 | 5 minutes | *Municipal Civil Registrar*  *Municipal Civil Registry Office* |
| 3. Review, sign and receive copy of petition | 3. Sign document and issue owner’s copy of petition to client and advise client to return to LCRO to mail petition to PSA, East Ave., Quezon City after posting and publication  3.1 Prepare Notice of Posting  and Notice of Publication  3.2 Post notice for ten (10) consecutive days in the Local Civil Registry bulletin board  3.3 Prepare and issue Certificate of Posting after 10 days  3.4 Render MCR’s decision on the petition  3.5 Prepare transmittal | None  None  None  None  None  None | 3 minutes  5 minutes  10 calendar days  5 minutes  3 working days  3 minutes | *Municipal Civil Registrar*  *Municipal Civil Registry Office*  *Municipal Civil Registrar*  *Municipal Civil Registry Office*  *Municipal Civil Registrar*  *Municipal Civil Registry Office*  *Municipal Civil Registrar*  *Municipal Civil Registry Office*  *Municipal Civil Registrar*  *Municipal Civil Registry Office* |
| 4. Mail Petition to PSA, East Avenue, Quezon City for processing and wait for approval after standard time of 6 months | 4. File a copy of proof of mailing together with the MCR’s copy of petition | None | 3 minutes | *Municipal Civil Registrar*  *Municipal Civil Registry Office* |
| **TOTAL** | | P1000.00 | 13 days, 43 minutes |  |
| **CLIENT STEPS** | **AGENCY ACTIONS** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| **For Migrant Petition:**  1.Submit requirements and file petition for correction of clerical error | 1. Review requirements, process petition and advise client to pay filing fee | None | 20 minutes | *Municipal Civil Registrar*  *Municipal Civil Registry Office* |
| 2. Pay filing fee at the Municipal Treasurer’s Office (MTO), if the petitioner is not an indigent person | 2. Accept official receipt and log transaction type, official receipt number and amount paid in the Revenue Log Book.  Advise client to secure a Postal Money Check from Post Office | P500.00 | 5 minutes | *Municipal Civil Registrar*  *Municipal Civil Registry Office* |
| 3.Secure Postal Money Check addressed to Record Keeping Civil Registrar (RKCR) | 3. Accept Postal Money Check and attached to documents | P1800.00 | 2 minutes | *Municipal Civil Registrar*  *Municipal Civil Registry Office* |
| 4. Review, sign and receive copy of petition | 4.1 Prepare Notice of Posting  4.2 Post notice for 10 (ten) calendar days in the Local Civil Registry bulletin board  4.3 Prepare and issue Certificate of Posting, after 10 days  4.4 Prepare transmittal | None  None  None  None | 10 minutes  10 calendar days  5 minutes  2 minutes | *Municipal Civil Registrar*  *Municipal Civil Registry Office*  *Municipal Civil Registrar*  *Municipal Civil Registry Office* |
| 5. Mail Petition to Record Keeping Civil Registrar (RKCR) and follow-up petition at the Local Civil Registry Office after standard time of 7 months. | 5. File a copy of proof of mailing together with the MCR’s copy of petition | None | 3 minutes | *Municipal Civil Registrar*  *Municipal Civil Registry Office* |
| **TOTAL** | | P2300.00 | 10 days, 42 minutes |  |

**5. Filing of Petition for Correction of Clerical Error (CCE) and**

**Migrant Petition for Correction of Clerical Error**

**Pursuant to Republic Act 10172**

Republic Act No. 10172 amends Republic Act No. 9048 and now authorizes the Municipal Civil Registrar or the Consul General to correct the clerical or typographical error in the birth record of a person particularly the **sex and date of birth (month and day only)**  without a judicial decree.

A **Migrant Petition** is a petition filed by a petitioner whose present residence or domicile is different from the place where the civil registry record to be corrected was registered.

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| **Office or Division:** | Office of the Municipal Civil Registrar | | | |
| **Classification:** | Highly Technical | | | |
| **Type of Transaction:** | G2C- Government to Citizen | | | |
| **Who may avail:** | 1. Owner of the document, if 18 years of age  2. Parents, brother and sister of the child  2. Any person duly authorized by law or by the document owner | | | |
| **CHECKLIST OF REQUIREMENTS** | | **WHERE TO SECURE** | | |
| 1. 1. PSA Birth Certificate (present 2. original and 2 photocopies) | | Philippine Statistics Authority | | |
| 1. Local copy of Birth Certificate (present original and 2 photocopies) | | Municipal Civil Registry Office | | |
| 1. Baptismal Certificate (present   original and 2 photocopies) | | Church (Place of Baptism) | | |
| 1. School Records/Form 137   Elementary (present  original and 2 photocopies) | | School Graduated | | |
| 1. Medical Record (present   original and 2 photocopies) | | Hospital, Clinic, Laboratory | | |
| 1. Medical Certificate | | Municipal Health Officer | | |
| 1. Official Receipt | | Municipal Treasurer’s Office | | |
| 1. Community Tax Certificate of the   Petitioner | | Municipal Treasurer’s Office | | |
| 1. Special Power of Attorney (SPA),   if the petitioner is not the owner  of the document, spouse, father,  mother, guardian, sibling and  child of the document owner | | Notary Public | | |
| 1. NBI Clearance | | National Bureau of Investigation | | |
| 1. Police Clearance | | Philippine National Police | | |
| 1. Certificate of Employment/Affidavit of Non-Employment | | Company/Notary Public | | |
| 1. Affidavit of Minority, if the child is below 18 years of age | | Notary Public | | |
| . 14. Proof of Publication:  - Newspaper Clippings  - Affidavit of Publisher | | Any Newspaper of General Circulation (For Migrant Petition)  Any Newspaper of Local Circulation (For Non-Migrant Petition) | | |
| 15.Certificate of Indigency, if the  petitioner is an indigent person | | Punong Barangay where the petitioner resides MSWDO | | |
| **CLIENT STEPS** | **AGENCY ACTIONS** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1. Submit requirements and file petition for correction of clerical error | 1. Review requirements and prepare petition then advise client to pay filing fee | None | 20 minutes | *Municipal Civil Registrar*  *Municipal Civil Registry Office* |
| 2. Pay filing fee at the Municipal Treasurer’s Office (MTO), if petitioner is not an indigent person | 2. Accept official receipt and log transaction type, official receipt number and amount paid in the Revenue Log Book | P3000.00 | 5 minutes | *Municipal Civil Registrar*  *Municipal Civil Registry Office* |
| 3. Review, sign and receive copy of petition | 3. Sign document and issue owner’s copy of petition to client and advise client to return to LCRO to mail petition to PSA, East Ave., Quezon City after the ten-day posting period and two weeks publication of the petition  3.1 Prepare Notice of Posting and Notice of Publication  3.2 Post notice for 10 calendar days in the Local Civil Registry bulletin board  3.3 Publish petition in a newspaper of general circulation  3.4 Prepare and issue Certificate of Posting after 10 days  3.5 Render MCR’s decision on the petition within 5 working days  3.6 Prepare transmittal | None  None  None  P2300.00  None  None  None | 3 minutes  5 minutes  10 calendar days  2 consecutive weeks  5 minutes  3 working days  2 minutes | *Municipal Civil Registrar*  *Municipal Civil Registry Office*  *Municipal Civil Registrar*  *Municipal Civil Registry Office*  *Municipal Civil Registrar*  *Municipal Civil Registry Office*  *Municipal Civil Registrar*  *Municipal Civil Registry Office*  *Municipal Civil Registrar*  *Municipal Civil Registry Office* |
| 4. Mail Petition to PSA, East Avenue, Quezon City for processing and wait for approval after standard time of 6 months | 6. File a copy of proof of mailing together with the MCR’s copy of petition | None | 3 minutes | *Municipal Civil Registrar*  *Municipal Civil Registry Office* |
| **TOTAL** | | P5300.00 | 17 days, 43 minutes |  |
| **CLIENT STEPS** | **AGENCY ACTIONS** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| **For Migrant Petition:**  1. Submit requirements and file petition for correction of clerical error | 1. Review requirements, process petition and advise client to pay filing fee | None | 20 minutes | *Municipal Civil Registrar*  *Municipal Civil Registry Office* |
| 2. Pay filing fee at the Municipal Treasurer’s Office (MTO), if the petitioner is not an indigent person | 2. Accept official receipt and log transaction type, official receipt number and amount paid in the Revenue Log Book and advise client to secure a Postal Money Check from Post Office | P500.00 | 3 minutes | *Municipal Civil Registrar*  *Municipal Civil Registry Office* |
| 3.Secure Postal Money Check addressed to Record Keeping Civil Registrar (RKCR) | 3. Accept Postal Money Check and attach to documents | P3800.00 | 2 minutes | *Municipal Civil Registrar*  *Municipal Civil Registry Office* |
| 1. Review, sign and receive copy of petition | 4. Sign document and issue owner’s copy of petition to client and advise client to return to LCRO to mail petition to PSA, East Ave., Quezon City after the ten-day posting period and two weeks publication  4.1 Prepare Notice of Posting  and Notice of Publication  4.2 Post notice for ten (10) calendar days in the Local Civil Registry bulletin board  4.3 Submit Notice of Publication to newspaper publisher  4.4 Prepare and issue Certificate of Posting, after 10 days  4.5 Prepare transmittal | None  None  None  P2300.00  None  None | 3 minutes  5 minutes  10 calendar days  2 consecutive weeks  5 minutes  2 minutes | *Municipal Civil Registrar*  *Municipal Civil Registry Office*  *Municipal Civil Registrar*  *Municipal Civil Registry Office*  *Municipal Civil Registrar*  *Municipal Civil Registry Office*  *Municipal Civil Registrar*  *Municipal Civil Registry Office*  *Municipal Civil Registrar*  *Municipal Civil Registry Office*  *Municipal Civil Registrar*  *Municipal Civil Registry Office* |
| 7. Mail Petition to Record Keeping Civil Registrar (RKCR) and follow-up petition at the Local Civil Registry Office after standard time of 7 months. | 6. File a copy of proof of mailing together with MCR’s copy of Petition | None | 3 minutes | *Municipal Civil*  *Registrar*  *Municipal Civil Registry Office* |
| **TOTAL** | | P6600.00 | 14 days and 43 minutes |  |

1. **Issuance of Certification/Certified True copy of Birth, Death and Marriage Certificate**

Civil Registry documents such as birth, marriage and death certificates and other registrable documents maybe availed of by securing a Certified Machine/Photo copy from the original record filed and kept in the Office of the Municipal Civil Registrar. Likewise, certified transcripts from the Registry Book can also be requested from the same Office.

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| **Office or Division:** | Office of the Municipal Civil Registrar | | | |
| **Classification:** | Simple | | | |
| **Type of Transaction:** | G2C- Government to Citizen | | | |
| **Who may avail:** | 1. Owner of the document, if 18 years of age  2. Spouse, parents, brother and sister of the child  2. Any person duly authorized by law or by the document owner | | | |
| **CHECKLIST OF REQUIREMENTS** | **WHERE TO SECURE** | | | |
| 1. Valid identification Card, if owner of the document (Present original and one (1) photocopy | Owner’s copy | | | |
| 1. Valid Identification Card, of authorized person (Present original and one (1) photocopy | Owner’s copy | | | |
| 1. Authorization letter from document owner (original copy) | Document owner | | | |
| 1. Official Receipt | Municipal Treasurer’s Office | | | |
| **CLIENT STEPS** | **AGENCY ACTIONS** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1. Request document | 1.Interview client and verify requested document then advise client to pay required fee | None | 5 minutes | *Administrative Aide II and Administrative Aide I*  *Municipal Civil Registry Office* |
| 1. Pay required fee at Municipal Treasurer’s Office (MTO) | 2.Accept official receipt and log transaction type, official receipt number and amount paid in the Revenue Log Book  2.2 Prepare document  2.3 Sign document | P100.00  None  None | 5 minutes  5 minutes  3 minutes | *Administrative Aide II and Administrative Aide I*  *Municipal Civil Registry Office*  *Administrative Aide II and Administrative Aide I*  *Municipal Civil Registry Office*  *Municipal Civil Registrar*  *Municipal Civil Registry Office* |
| 1. Receive document | 3.Issue document to client | None | 2 minutes | *Administrative Aide II and Administrative Aide I*  *Municipal Civil Registry Office* |
| **TOTAL** | | P100.00 | 20 minutes |  |

**7. On-Time Registration of Birth Certificate and Late Registration of Birth Certificate - For Legitimate and Illegitimate Children**

The birth of a child being a vital event, should be registered at the Office of the

Municipal Civil Registrar within a thirty (30) day reglementary period from the time of birth. Other than serving identification purposes, a birth Certificate is also required by various agencies and instrumentalities in availing of their services. If registered beyond the reglementary period, it is considered late registration.

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| **Office or Division:** | Office of the Municipal Civil Registrar | |
| **Classification:** | Simple for on-time registration and Highly Technical for late registration | |
| **Type of Transaction:** | G2C- Government to Citizen | |
| **Who may avail:** | Parents,guardians, attendant at birth, hospital and clinic authorities | |
| **CHECKLIST OF REQUIREMENTS** | | **WHERE TO SECURE** |
| 1. Duly accomplished Municipal Form  102, If child was born in hospital or  clinic (4 copies) | | Hospital or Clinic where birth occurred |
| 2. Notarized Affidavit to Use the  Surname of the Father (AUSF), for  illegitimate children  (3 original copies) | | Notary Public |
| 3. Notarized Affidavit of  Acknowledgement , if the the child was not acknowledged by the father, for illegitimate children (3 original copies) for late registered birth | | Notary Public |
| 4. Any three(3) of the following documents:   * Baptismal Certificate (present original copy and 3 photocopies) * Immunization Record (present original copy and 3 photocopies) * Form 137, Transcript of Records (present original copy and 3 photocopies) * SSS membership Form (present original copy and 3 photocopies) * MDR Philhealth (present original copy and 3 photocopies) * Voter Certification (present original copy and 3 photocopies) * Other documents showing the name, date of birth and place of birth of the child to be registered (present original and 3 photocopies) | | Church (Place of Baptism)  Owner’s copy  Owner’s copy/School  Owner’s copy  Owner’s copy  Owner’s copy  Owner’s copy |
| 5. Marriage Certificate of parents (present original and 3 photocopies) | | Owner’s copy |
| 6. Joint Affidavit of Disinterested Persons (3 original copies) | | Mayor’s Office/Notary Public |
| 7. Sworn Statement from any of the parents or child if of age | | Mayor’s Office/Notary Public |
| 8. Barangay Captains Certification | | Punong Barangay of place of birth |
| 9. Certification of Attendant at Birth | | Attendant at Birth |
| 10.Official Receipt | | Municipal Treasurer’s Office |

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| **CLIENT STEPS** | | **AGENCY ACTIONS** | | | **FEES TO BE PAID** | **PROCESSING TIME** | | **PERSON RESPONSIBLE** | |
| **On-Time Registration: For legitimate children born in hospital or clinic:**  1. Submit duly accomplished Municipal form 102, review the accuracy of all entries and sign on the remarks portion | | 1. Review and process document   * 1. Sign   document | | | None  None | 20 minutes  5 minutes | | *Administrative Aide II and Administrative Aide I*  *Municipal Civil Registry Office*  *Municipal Civil Registrar*  *Municipal Civil Registry Office* | |
| 2. Receive registered Certificate of Live Birth | | 2. Release Certificate of Live Birth to client | | | None | 5 minutes | | *Administrative Aide II and Administrative Aide I*  *Municipal Civil Registry Office* | |
| **TOTAL** | | | | | None | 30 minutes | |  | |
| **CLIENT STEPS** | | **AGENCY ACTIONS** | | | **FEES TO BE PAID** | **PROCESSING TIME** | | **PERSON RESPONSIBLE** | |
| **On-Time Registration: For legitimate children born at home or aboard a vehicle:**  1. Apply for registration of birth | | 1.Interview client and prepare the Certificate of Live Birth  1.1 Advise client to have the document signed by the attendant at birth then submit the document to LCRO | | | None  None | 25 minutes  5 minutes | | *Administrative Aide II and Administrative Aide I*  *Municipal Civil Registry Office*  *Administrative Aide II and Administrative Aide I*  *Municipal Civil Registry Office* | |
| 2. Submit the document and review the accuracy of all entries then sign on the remarks portion | | | 2. Receive, process and sign document  2.1 Sign document | | None  None | 10 minutes  5 minutes | | *Administrative Aide II and Administrative*  *Aide I*  *Municipal Civil Registry Office*  *Municipal Civil Registrar*  *Municipal Civil Registry Office* | | |
| 3.Receive registered Certificate of Live Birth | | | 3. Release Certificate of Live Birth to client | | None | 5 minutes | | *Administrative Aide II and Administrative Aide I*  *Municipal Civil Registry Office* | | |
| **TOTAL** | | | | | None | 50 minutes | |  | | |
| **CLIENT STEPS** | **AGENCY ACTIONS** | | | **FEES TO BE PAID** | | | **PROCESSING TIME** | | **PERSON RESPONSIBLE** | |
| **On- Time Registration: For illegitimate children born in hospital or clinic:**  1.Submit duly accomplished Municipal form 102 | 1. Review the document and advise client to have the acknowledgement portion ( on the dorsal side of the Certificate of Live Birth) notarized by a Notary Public and execute an Affidavit to Use the Surname of the Father (AUSF) | | | None | | | 30 minutes | | *Administrative Aide II and Administrative Aide I*  *Municipal Civil Registry Office* | |
| 2. Submit document with duly notarized acknowledgement and Affidavit to Use the Surname of the Father  and review the accuracy of all entries then sign on the remarks portion | 2. Receive and process document  2.1 Register legal instrument  (AUSF)  2.3 Prepare Certificate of Registration of Legal Instrument and advise client to pay required fee | | | None  None  None | | | 10 minutes  5 minutes  5 minutes | | *Administrative Aide II andAdministrative Aide I*  *Administrative Aide II and Administrative Aide I*  *Administrative Aide II and Administrative Aide I*  *Municipal Civil Registry Office* | |
| 3. Pay required fee at Municipal Treasurer’s Office (MTO) | 3. Accept official receipt and log type of document, O.R. Number and amount paid in the Revenue Log Book and sign document  3.1 Sign documents | | | P200.00  None | | | 10 minutes  5 minutes | | *Administrative Aide II and Administrative Aide I*  *Municipal Civil Registrar*  *Municipal Civil Registry Office* | |
| 4. Receive registered Certificate of Live Birth with AUSF and Certificate of Registration of Legal Instrument | 4. Release Certificate of Live Birth to client | | | None | | | 5 minutes | | *Administrative Aide II and Administrative Aide I*  *Municipal Civil Registry Office* | |
| **TOTAL** | | | | P200.00 | | | 1 hour and 10 minutes | |  | |
| **CLIENT STEPS** | **AGENCY ACTIONS** | | | **FEES TO BE PAID** | | | **PROCESSING TIME** | | **PERSON RESPONSIBLE** | |
| **On-Time Registration: For illegitimate children born at home or aboard a vehicle:**  1. Apply for registration of birth | 1. Interview client and prepare the Certificate of Live Birth  1.1 Advise client to have the acknowledgement portion at the dorsal side of the Certificate of Live Birth notarized by a Notary Public and execute an Affidavit to Use the Surname of the Father (AUSF);  1.2 Advise client to have the document signed by the attendant at birth then submit all documents to LCRO | | | None  None | | | 20 minutes  30 minutes | | *Administrative Aide II and Administrative Aide I*  *Administrative Aide II and Administrative Aide I*  *Municipal Civil Registry Office* | |
| 2. Submit document with duly notarized acknowledgement and Affidavit to Use the Surname of the Father and review the accuracy of all entries and sign on the remarks portion | 2. Receive and process document  2.1 Register legal instrument (AUSF)  2.2 Prepare Certificate of Registration of Legal Instrument  2.3 Advise client to pay required fee | | | None | | | 20 minutes | | *Administrative Aide II and Administrative Aide I*  *Municipal Civil Registry Office* | |
| 3. Pay required fee at Municipal Treasurer’s Office (MTO) | 3. Accept official receipt and log type of document, O.R. Number and amount paid of transaction in the Revenue Log Book and sign document  3.1 Sign documents | | | P200.00  None | | | 10 minutes  20 minutes | | *Administrative Aide II and Administrative Aide I*  *Municipal Civil Registrar*  *Municipal Civil Registry Office* | |
| 4. Receive registered Certificate of Live Birth with AUSF and Certificate of Registration of Legal Instrument | 4. Release Certificate of Live Birth to client | | | None | | | 5 minutes | | *Administrative Aide II and Administrative Aide I*  *Municipal Civil Registry Office* | |
| **TOTAL** | | | | P200.00 | | | 1 hour and 45 minutes | |  | |
| **CLIENT STEPS** | **AGENCY ACTIONS** | | | **FEES TO BE PAID** | | | **PROCESSING TIME** | | **PERSON RESPONSIBLE** | |
| **Late registration of birth for legitimate children born at home or on board a vehicle:**   1. Inquire about the   thservice | 1.Interview client and prepare document  1.1 Provide  checklist of requirements to client  1.2 Advise informant to review and sign the document then have the document signed by the attendant at birth and return document to LCRO | | | None | | | 35 minutes | | *Administrative Aide II and Administrative Aide I*  *Municipal Civil Registry Office* | |
| 2. Submit document and requirements and sign on the remarks portion | 2.Receive and review document and requirements  2.1 Process document and advise client to pay required fee | | | None | | | 20 minutes | | *Administrative Aide II and Administrative Aide I*  *Municipal Civil Registry Office* | |
| 3. Pay required amount at Municipal Treasurer’s Office (MTO | 3. Accept official receipt and log type of document, O.R. Number and amount paid in the Revenue Log Book and sign document  3.1 Sign documents  3.2 Inform client to pick up birth certificate after 10 days of posting  3.3 Post document for ten (10) consecutive days | | | P100.00 for birth under 6 mos.  P200.00 for birth 6 mos. and above  None  None  None | | | 10 minutes  5 minutes  5 minutes  10 consecutive days | | *Administrative Aide II and Administrative Aide I*  *Municipal Civil Registrar*  *Administrative Aide II and Administrative Aide I*  *Administrative Aide II and Administrative Aide*  *Municipal Civil Registry Office* | |
| 4.Receive Certificate of Live Birth after 10 days | 4. Release Certificate of Live Birth to client | | | None | | | 5 minutes | | *Administrative Aide II and Administrative Aide l*  *Municipal Civil Registry Office* | |
| **TOTAL** | | | | P100.00/  P200.00 | | | 10 days 1 hour and 20 mins. | |  | |
| **CLIENT STEPS** | **AGENCY ACTIONS** | | | **FEES TO BE PAID** | | | **PROCESSING TIME** | | **PERSON RESPONSIBLE** | |
| **Late registration of birth for legitimate children born in clinic or hospital:**  1. Submit duly accomplished Municipal form 102 | 1. Review document and provide checklist of requirements to client  1.2 Advise informant to review and sign the document and return document to LCRO upon completion of requirements | | | None  None | | | 10 minutes  15 minutes | | *Administrative Aide II and Administrative Aide I*  *Administrative Aide II and Administrative Aide I*  *Municipal Civil Registry Office* | |
| 2. Submit duly signed Mun. Form 102 with requirements | 2. Receive and process document and advise client to pay required fee | | | None | | | 15 minutes | | *Administrative Aide II and Administrative Aide I*  *Municipal Civil Registry Office* | |
| 3. Pay required fee at Municipal Treasurer’s Office (MTO | 3. Accept official receipt and log type of document, O.R. number and amount paid in the Revenue Log Book and sign document  3.1 Sign documents  3.2 Inform client to pick up birth certificate after 10 days  3.3 Post for ten(10) consecutive days | | | P100.00 for birth under 6 mos.  P200.00 for birth 6 mos. and above  None  None  None | | | 10 minutes  5 minutes  5 minutes  10 consecutive days | | *Administrative Aide II and Administrative Aide I*  *Municipal Civil Registrar*  *Administrative Aide II and Administrative Aide l*  *Administrative Aide II and Administrative Aide l*  *Municipal Civil Registry Office* | |
| 4. Receive Certificate of Live Birth after 10 days | 4. Release Certificate of Live Birth to client | | | None | | | 5 minutes | | *Administrative Aide II and Administrative Aide l*  *Municipal Civil Registry Office* | |
| **TOTAL** | | | | P100.00/  P200.00 | | | 10 days 1 hour and 5 minutes | |  | |
| **CLIENT STEPS** | **AGENCY ACTIONS** | | | **FEES TO BE PAID** | | | **PROCESSING TIME** | | **PERSON RESPONSIBLE** | |
| **Late registration of birth for illegitimate children born at home or on board a vehicle:**  1. Inquire about the service | 1. Interview applicant and prepare birth certificate  1.1 Provide checklist of requirements  1.2 Instruct client to have the acknowledgement portion at the dorsal side of the Certificate of Live Birth notarized by a Notary Public and secure an Affidavit to Use the Surname of the Father (AUSF). If illegitimate child is 7 years old and above, require duly notarized attestation of the mother  1.4 Instruct client to have the birth certificate signed by the attendant at birth and submit all requirements to LCRO upon completion | | | None | | | 45 minutes | | *Administrative Aide II and Administrative Aide l*  *Municipal Civil Registry Office* | |
| 2. Submit all documents to LCRO | 2. Receive and process document and instruct client to pay the required fee at the Municipal Treasurer’s Office | | | None | | | 10 minutes | | *Administrative Aide II and Administrative Aide l*  *Municipal Civil Registry Office* | |
| 3. Pay required fee at Municipal Treasurer’s Office (MTO) | 3. Accept official receipt and log type of document, O.R. number and amount paid in the Revenue Log Book and sign document  3.1 Sign documents  3.2 Advise client to pick up birth certificate after 10 days  3.3 Post for ten (10) consecutive days | | | P100.00 for birth under 6 mos.  P200.00 for birth 6 mos. and above  None  None  None | | | 10 minutes  5 minutes  5 minutes  10 consecutive days | | *Administrative Aide II and Administrative Aide l*  *Municipal Civil Registrar*  *Administrative Aide II and Administrative Aide l*  *Administrative Aide II and Administrative Aide l*  *Municipal Civil Registry Office* | |
| 4. Receive Certificate of Live Birth after 10 days | 4. Release Certificate of Live Birth to client | | | None | | | 5 minutes | | *Administrative Aide II and Administrative Aide l*  *Municipal Civil Registry Office* | |
| **TOTAL** | | | | P100.00/  P200.00 | | | 10 days 1 hour and 20 minutes | |  | |
| **CLIENT STEPS** | **AGENCY ACTIONS** | | | **FEES TO BE PAID** | | | **PROCESSING TIME** | | **PERSON RESPONSIBLE** | |
| **Late registration of birth for illegitimate children born in hospital or clinic:**  1. Submit duly accomplished Municipal form 102 | 1. Review document and provide  checklist of requirements to client  1.2 Instruct client to have the acknowledgement portion (located at the dorsal side of the Certificate of Live Birth) notarized by a Notary Public and secure an Affidavit to Use the Surname of the Father (AUSF). If illegitimate child is 7 years old and above, require duly notarized Affidavit of Attestation of the Mother  1.3 Instruct client to have the birth certificate signed by the attendant at birth and submit all requirements to LCRO upon completion | | | None | | | 45 minutes | | *Administrative Aide II and Administrative Aide l*  *Municipal Civil Registry Office* | |
| 2. Submit all documents to LCRO | 2. Receive and process documents and advise client to pay the required fee at the Municipal Treasurer’s Office | | | None | | | 10 minutes | | *Administrative Aide II and Administrative Aide l*  *Municipal Civil Registry Office* | |
| 3. Pay amount due at Municipal Treasurer’s Office (MTO) | 3. Accept official receipt and log type of document, O.R. Number and amount of transaction in the Revenue Log Book  3.1 Sign documents  3.2 Advise client to pick up birth certificate after 10 days  3.3 Post for ten(10) consecutive days | | | P100.00 for birth under 6 mos.  P200.00 for birth 6 mos. and above  None  None  None | | | 5 minutes  5 minutes  5 minutes  10 consecutive days | | *Administrative Aide II and Administrative Aide l*  *Municipal Civil Registrar*  *Administrative Aide II and Administrative Aide l*  *Administrative Aide II and Administrative Aide l*  *Municipal Civil Registry Office* | |
| 4. Receive Certificate of Live Birth after 10 days | 4. Release Certificate of Live Birth to client | | | None | | | 5 minutes | | *Administrative Aide II and Administrative Aide l*  *Municipal Civil Registry Office* | |
| **TOTAL** | | | | P100.00/  P200.00 | | | 10 days 1 hour and 15 minutes | |  | |

**8. On-Time Registration of Death Certificate and Late Registration of Death Certificate**

The certificate of death is a permanent legal record which contains an individual’s death information. It provides important information and data on the circumstances surrounding the death. The information from the death certificate has various uses, it is used for settlement of claims, inheritance, insurance benefits as well as proof of death. The certificate is likewise provided to the family members since it is a requirement for burial arrangement.

It shall be the responsibility of the spouse or the nearest relative who has knowledge

of the death to report the incident within forty-eight (48) hours if the deceased died without medical assistance. The Municipal Health Officer shall examine the deceased and shall certify as to the cause of death and direct the registration of the death Certificate to the Office of the Civil Registrar within the reglementary period  of thirty (30) days.

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| **Office or Division:** | Office of the Municipal Civil Registrar | | | |
| **Classification:** | Simple for on-time registration and Highly Technical for late registration | | | |
| **Type of Transaction:** | G2C- Government to Citizen | | | |
| **Who may avail:** | Spouse , children, relatives of the deceased or the nearest kin or barangay official as the case may be. | | | |
| **CHECKLIST OF REQUIREMENTS** | **WHERE TO SECURE** | | | |
| 1. Duly accomplished Municipal form 103:  - if death occurred in the hospital  - if death occurred at home | Hospital where death occurred  Funeral Parlor | | | |
| 2. Sworn Statement, if late registration | Notary Public | | | |
| 3. Affidavit of two disinterested persons, if late registration | Notary Public | | | |
| 4. Medical Certificate, if late registration | Hospital where death occurred | | | |
| 5. Any two (2) of the following documents showing proof of death of deceased person, if late registration:  - Funeral Receipt  - Photo of gravestone with inscription  -Police Report  -Others | Owner’s Copy | | | |
| 6. Official Receipt and Burial Reciept/Transfer Receipt | Municipal Tresurer’s Office | | | |
| **CLIENT STEPS** | **AGENCY ACTIONS** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| **On-time registration:**  1. Submit duly accomplished Municipal Form 103 (Death Certificate) | 1. Review document and instruct client to go to the Municipal Health Officer (MHO) to place cause of death and sign the document then return document to LCRO | None | 25 minutes | *Administrative Aide II and Administrative Aide l*  *Municipal Civil Registry Office* |
| 2. Return document with cause of death and signature of MHO | 2. Accept and process document and advise client to pay required fees to MTO | None | 20 minutes | *Administrative Aide II and Administrative Aide l*  *Municipal Civil Registry Office* |
| 3. Pay amount due at Municipal Treasurer’s Office (MTO) | 3. Accept Official Receipt and sign document | P100.00 Registration fee  P100.00  Burial permit fee or  P100.00 Transfer fee whichever is necessary | 10 minutes | *Administrative Aide II and Administrative Aide l*  *Municipal Civil Registrar*  *Municipal Civil Registry Office* |
| 4. Receive document | 4. Release document | None | 5 minutes | *Administrative Aide II and Administrative Aide l*  *Municipal Civil Registry Office* |
| **TOTAL** | | P 200.00 | 1 hour |  |
| **CLIENT STEPS** | **AGENCY ACTIONS** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| **Late registration:**  1. Submit duly accomplished Municipal Form 103 (Death Certificate) | 2. Review document and instruct client to go to the Municipal Health Officer (MHO) to place cause of death and sign the document then return document to LCRO.  2.1 Provide checklist of requirements | None | 20 minutes | *Administrative Aide II and Administrative Aide l*  *Municipal Civil Registry Office* |
| 2. Return document with requirements to LCRO | 2. Accept and process document. Instruct client to pay the required fee to MTO | None | 20 minutes | *Administrative Aide II and Administrative Aide l*  *Municipal Civil Registry Office* |
| 3. Pay amount due at Municipal Treasurer’s Office (MTO) | 3. Accept Official Receipt and sign document, then instruct client to get document after 10 days of posting  3.1 Post for ten (10) consecutive days | P100.00 registration fee for deaths below six(6) months  P200.00  registration fee for deaths six (6) months and above  Burial permit fee  P100.00 or  Transfer fee P100.00 whichever is necessary | 10 minutes  10 consecutive days | *Administrative Aide II and Administrative Aide l*  *Municipal Civil Registrar*  *Municipal Civil Registry Office*  *Administrative Aide II and Administrative Aide l*  *Municipal Civil Registry Office* |
| 4. Receive document after 10 days | 4. Release document to client | None | 5 minutes | *Administrative Aide II and Administrative Aide l*  *Municipal Civil Registry Office* |
| **TOTAL** | | P200.00/  P300.00 | 10 days and 55 minutes |  |

**9. On-Time Registration of Certificate of Marriage and Late Registration of Certificate of Marriage**

A **Certificate of Marriage** is a document that shows social union or a legal contract between people that creates kinship. Such a union, often formalized via a wedding ceremony, may also be called matrimony. A general definition of marriage is that it is a social contract between two individuals that unites their lives legally, economically and emotionally.

It is a document containing the important details of marriage, signed by the couple and by all in attendance. It is a registrable document and should be registered at the Office of the Municipal Civil Registrar within 15 days except for marriage of exceptional character, i.e. art. 34, articulo mortis etc. which should be registered within a period of thirty (30) days.

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| **Office or Division:** | | Office of the Municipal Civil Registrar | |
| **Classification:** | | Simple for on-time registration and Highly Technical for late registration | |
| **Type of Transaction:** | | G2C- Government to Citizen | |
| **Who may avail:** | | Spouse , children, relatives of the couple or the nearest kin | |
| **CHECKLIST OF REQUIREMENTS** | | **WHERE TO SECURE** | |
| 1. Duly accomplished Municipal Form 97 (Certificate of Marriage) | | Solemnizing Officer | |
| 2. Affidavit of living together for at least five (5) years, if Article 34 | | Notary Public | |
| 3. Joint affidavit of two disinterested persons, if late registration | | Notary Public | |
| 4. Joint Affidavit of contracting parties/ Affidavit of solemnizing officer, if late registration | | Notary Public | |
| 5. Official Receipt | | Municipal Treasurer’s Office | |

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| **CLIENT STEPS** | **AGENCY ACTIONS** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| **On-time registration:**  1. Submit duly accomplished Mun. Form. No. 97 (Marriage Certificate),  and  Affidavit of living together for at least five years, if Art. 34 | 1. Accept and process document and advise client to pay the required fee | None | 15 minutes | *Administrative Aide II and Administrative Aide l*  *Municipal Civil Registry Office* |
| 2. Pay amount due at Municipal Treasurer’s Office (MTO) | 2. Accept official receipt and sign document  2.1 Sign document | P100.00  None | 15 minutes  5 minutes | *Administrative Aide II and Administrative Aide l*  *Municipal Civil Registrar*  *Municipal Civil Registry Office* |
| 3. Receive document | 3. Release document | None | 5 minutes | *Administrative Aide II and Administrative Aide l*  *Municipal Civil Registry Office* |
| **TOTAL** | | P100.00 | 40 minutes |  |
| **CLIENT STEPS** | **AGENCY ACTIONS** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| **Late registration:**  1. Submit duly accomplished Mun. Form. No. 97 (Marriage Certificate),  and  Affidavit of living together for at least five years, if Art. 34 | 1. Review document  1.1 Provide checklist of requirement and instruct the client to submit the documents upon completion | None  None | 15 minutes  5 minutes | *Administrative Aide II and Administrative Aide l*  *Administrative Aide II and Administrative Aide l*  *Municipal Civil Registry Office* |
| 2. Submit document with complete requirements | 2. Accept, process and sign document then advise client to pay the required fee  2.1 Sign document | None  None | 15 minutes  5 minutes | *Administrative Aide II and Administrative Aide l*  *Municipal Civil Registrar*  *Municipal Civil Registry Office* |
| 3. Pay amount due at Municipal Treasurer’s Office (MTO) | 3. Accept official receipt and advise client to return after the 10 day posting period  3.1 Post for ten (10) consecutive days | P100.00 registration fee for marriage below six (6) months  P200.00  registration  fee for marriage six (6) months and above | 5 minutes  10 consecutive days | *Administrative Aide II and Administrative Aide l*  *Administrative Aide II and Administrative Aide l*  *Municipal Civil Registry Office* |
| 4. Receive document after 10 days | 4. Release document to client | none | 5 minutes | *Administrative Aide II and Administrative Aide l*  *Municipal Civil Registry Office* |
| **TOTAL** | | P100.00/  P200.00 | 10 days and 50 minutes |  |

**10. Request for an Advanced copy or Piecemeal Submission and Endorsement of civil registry documents.**

**Piecemeal Submission or Advanced copy** is theimmediate submission of civil registry document upon registration to the Office of the Civil Registrar General (OCRG) not following the normal schedule and processing of monthly submission.

**Endorsement** is the submission of copy of an old document to the OCRG regardless of the date of occurrence and date of registration.

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| **Office or Division:** | Office of the Municipal Civil Registrar | | | |
| **Classification:** | Simple | | | |
| **Type of Transaction:** | G2C- Government to Citizen | | | |
| **Who may avail:** | Spouse, parents, children, guardians, relatives of the document owner or the nearest kin | | | |
| **CHECKLIST OF REQUIREMENTS** | **WHERE TO SECURE** | | | |
| 1. PSA Negative certification | Philippine Statistics Authority | | | |
| 2. Official Receipt | Municipal Treasurer’s Office | | | |
| 3. Authorization Letter from the document owner | Document Owner | | | |
| 4. Valid ID of document owner | Document Owner | | | |
| 5. Valid ID of authorized person | Owner’s copy | | | |
| 6. Proof of mailing | Post Office | | | |
| **CLIENT STEPS** | **AGENCY ACTIONS** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| **Piecemeal or Advanced copy:**  1. Request for the advance copy of the civil registry document | 1. Process document and advise client to pay required fee to the MTO | None | 10 minutes | *Administrative Aide II and Administrative Aide l*  *Municipal Civil Registry Office* |
| 2. Pay amount due at Municipal Treasurer’s Office (MTO) | 2. Accept official receipt  2.1 Sign document and transmittal  2.2 Advise client to mail document and submit proof of mailing to LCRO | P300.00  None  None | 5 minutes  5 minutes  5 minutes | *Administrative Aide II and Administrative Aide l*  *Municipal Civil Registrar*  *Administrative Aide II and Administrative Aide l*  *Municipal Civil Registry Office* |
| 3. Submit proof of mailing to LCRO | 3. Accept proof of mailing and attach to owner’s copy of transmittal and documents | None | 5 minutes | *Administrative Aide II and Administrative Aide l*  *Municipal Civil Registry Office* |
| 4. Receive copy of transmittal and documents with proof of mailing | 4. Release documents to client and advise client to request the document to PSA after 15 days | None | 5 minutes | *Administrative Aide II and Administrative Aide l*  *Municipal Civil Registry Office* |
| **TOTAL** | | P300.00 | 35 minutes |  |
| **CLIENT STEPS** | **AGENCY ACTIONS** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| **Endorsement:**  If document owner:  1. Submit PSA negative certification and request for endorsement of civil registry document  If authorized by the document owner:  1. Submit PSA negative certification and request for  endorsement and present :  -valid IDs of document owner and authorized person;  -authorization letter from document owner | 1. Accept certification and verify document  1.1 Process document and advise client to pay required fee to MTO. | None  None | 20minutes  15 minutes | *Administrative Aide II and Administrative Aide l*  *Administrative Aide II and Administrative Aide l*  *Municipal Civil Registry Office* |
| 2. Pay required fee at Municipal Treasurer’s Office (MTO) | 2. Accept official receipt  2.1 Sign transmittal and documents  2.2 Advise client to mail document and submit proof of mailing to LCRO | P300.00  None  None | 5 minutes  5 minutes  5 minutes | *Administrative Aide II and Administrative Aide l*  *Municipal Civil Registrar*  *Administrative Aide II and Administrative Aide l*  *Municipal Civil Registry Office* |
| 3. Submit proof of mailing to LCRO | 3. Accept proof of mailing and attach to owner’s copy of transmittal and documents | None | 5 minutes | *Administrative Aide II and Administrative Aide l*  *Municipal Civil Registry Office* |
| 4. Receive copy of transmittal and documents with proof of mailing | 4. Release documents to client and advise client to request the document to PSA after 15 days | None | 5 minutes | *Administrative Aide II and Administrative Aide l*  *Municipal Civil Registry Office* |
| **TOTAL** | | P300.00 | 1 hour |  |

**11. Request for Legitimation**

**Legitimation** is a remedy by means of which those who in fact were not born in wedlock and should therefore, be considered illegitimate, are by fiction, considered legitimate, it being supposed that they were born when their parents were already validly married.

Only children conceived and born outside of wedlock of parents who at the time of the conception of the former, were not disqualified by any impediments to marry each other, may be legitimated.

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| **Office or Division:** | Office of the Municipal Civil Registrar | | | |
| **Classification:** | Simple | | | |
| **Type of Transaction:** | G2C- Government to Citizen | | | |
| **Who may avail:** | Parents of the child | | | |
| **CHECKLIST OF REQUIREMENTS** | **WHERE TO SECURE** | | | |
| 1. PSA Birth Certificate of child | Philippine Statistics Authority | | | |
| 2. CENOMAR of both parents | Philippine Statistics Authority | | | |
| 3. PSA Marriage Certificate of parents | Philippine statistics Authority | | | |
| 4. Baptismal Certificate of child | Owner’s copy | | | |
| 5. Affidavit of Admission of Paternity, if not acknowledged in the birth certificate | Notary Public | | | |
| 6. School record of child or other documents available | Owner’s copy | | | |
| 7. Affidavit of Legitimation | Notary Public | | | |
| **CLIENT STEPS** | **AGENCY ACTIONS** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1. Request for legitimation of child | 1. Interview client and provide checklist of requirements | None | 30 minutes | *Administrative Aide II and Administrative Aide l*  *Municipal Civil Registry Office* |
| 2. Submit requirements | 2. Accept and review requirements  2.1 Process document  2.2 Advise client to pay required fee at the MTO and submit Official Receipt to LCRO | None  None  None | 10 minutes  1 hour  5 minutes | *Administrative Aide II and Administrative Aide l*  *Administrative Aide II and Administrative Aide l*  *Administrative Aide II and Administrative Aide l*  *Municipal Civil Registry Office* |
| 3. Pay amount due at Municipal Treasurer’s Office (MTO) | 3. Accept official receipt and prepare transmittal  3.1 Sign documents and transmittal  3.2 Advise client to mail documents and submit proof of mailing to LCRO | P800.00  None  None | 10 minutes  5 minutes  10 minutes | *Administrative Aide II and Administrative Aide l*  *Municipal Civil Registrar*  *Administrative Aide II and Administrative Aide l*  *Municipal Civil Registry Office* |
| 4. Submit proof of mailing to LCRO | 4. Accept proof of mailing and attach to owner’s copy of transmittal and documents | None | 5 minutes | *Administrative Aide II and Administrative Aide l*  *Municipal Civil Registry Office* |
| 4. Receive copy of transmittal and documents with proof of mailing | 4. Release documents to client and advise client to request the document to PSA after 15 days | None | 5 minutes | *Administrative Aide II and Administrative Aide l*  *Municipal Civil Registry Office* |
| **TOTAL** | | P800.00 | 2 hours and 20 minutes |  |

**12. Request for Out-of-Town Registration of Birth and Supplemental Report on civil registry documents**

**Out-of Town registration of birth** occurs when the certificate of lie Birth is presented to the civil registrar of a city or municipality which is not the place of birth, not for registration but to be forwarded to the civil registrar of the city or municipality where the birth occurred and where it should be registered.

A **Supplemental Report** is used to supply entries or information in a civil registry document which are inadvertently omitted when the document was registered. Only two (2) omitted entries can be supplied by the civil registrar. In cases where there are more than two omitted information, shall be referred to the Office of the Civil Registrar General (OCRG). Pending approval by the OCRG, the local civil registrar shall refrain from effecting the supplemental report.

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| **Office or Division:** | Office of the Municipal Civil Registrar | | | |
| **Classification:** | Simple | | | |
| **Type of Transaction:** | G2C- Government to Citizen | | | |
| **Who may avail:** | Document owner, Parents of document owner | | | |
| **CHECKLIST OF REQUIREMENTS** | **WHERE TO SECURE** | | | |
| For Out-of Town Registration:  1. PSA Negative Certificate | Philippine Statistics Authority | | | |
| 2. Affidavit of Two disinterested witnesses | Notary Public | | | |
| 3. Marriage Certificate, if married | Philippine Statistics Authority | | | |
| 4. Any two (2) documents showing the name, date of birth and place of birth of the registrant such as :   * Baptismal Certificate, * Form 137, * Voter Certification, * Others | Owner’s copy | | | |
| 5. Official Receipt | Municipal Treasurer’s Office | | | |
| 6. Postal money check | Post Office | | | |
| For Supplemental Report:  1. PSA civil registry document | Philippine Statistics Authority | | | |
| 2. Affidavit of Supplemental Report | Notary Public | | | |
| 3. Any two (2) documents to establish the correct entries to be supplemented | Owner’s copy | | | |
| 4. Official Receipt | Municipal Treasurer’s Office | | | |
| **CLIENT STEPS** | **AGENCY ACTIONS** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| **Out-of-Town Registration:**  1. Request for Out-of-Town Registration of Birth Certificate | 1. Interview client and provide checklist of requirements | None | 35 minutes | *Administrative Aide II and Administrative Aide l*  *Municipal Civil Registry Office* |
| 2. Submit requirements to LCRO of the place of residence | 2. Accept and review requirements  2.1 Process document and prepare transmittal | None  None | 10 minutes  20 minutes | *Administrative Aide II and Administrative Aide l*  *Administrative Aide II and Administrative Aide l*  *Municipal Civil Registry Office* |
| 3. Pay amount due at Municipal Treasurer’s Office (MTO) | 3. Accept official receipt  3.1 Sign documents and transmittal  3.2 Advise client to get Postal Money Check | P500.00  None  None | 5 minutes  5 minutes  5 minutes | *Administrative Aide II and Administrative Aide l*  *Municipal Civil Registrar*  *Administrative Aide II and Administrative Aide l*  *Municipal Civil Registry Office* |
| 4. Submit Postal Money Check (PMC) to LCRO | 4. Accept PMC and advise client to mail documents with postal money check and submit proof of mailing to LCRO | P1,000.00 | 10 minutes | *Administrative Aide II and Administrative Aide l*  *Municipal Civil Registry Office* |
| 5. Mail documents and submit proof of mailing to LCRO | 5. Receive proof of mailing and attach owner’s copy of documents | None | 5 minutes | *Administrative Aide II and Administrative Aide l*  *Municipal Civil Registry Office* |
| 6. Receive owner’s copy of documents | 6. Release owner’s copy of documents to client and wait for further notice from LCRO | None | 5 minutes | *Administrative Aide II and Administrative Aide l*  *Municipal Civil Registry Office* |
| Total | | P1,500.00 | 1 hour and 40 minutes |  |
| **CLIENT STEPS** | **AGENCY ACTIONS** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| Supplemental Report:  1. Apply for supplemental report | 1. Interview client and provide checklist of requirements | None | 10 minutes | *Administrative Aide II and Administrative Aide*  *Municipal Civil Registry Office* |
| 2. Submit requirements to LCRO | 2. Accept requirements and process document | None | 20 minutes | *Administrative Aide II and Administrative Aide*  *Municipal Civil Registry Office* |
| 3. Pay amount due at Municipal Treasurer’s Office (MTO) | 3. Accept official receipt and prepare transmittal  3.1 Sign transmittal and documents | 800.00  None | 5 minutes  5 minutes | *Administrative Aide II and Administrative Aide l*  *Municipal Civil Registrar*  *Municipal Civil Registry Office* |
| 4. Mail documents and submit proof of mailing to LCRO | 4. Receive proof of mailing and attach owner’s copy of document | None | 5 minutes | *Administrative Aide II and Administrative Aide l*  *Municipal Civil Registry Office* |
| 5. Receive owner’s copy of document | 5. Release owner’s copy of documents to client and wait for further notice from LCRO | None | 5 minutes | *Administrative Aide II and Administrative Aide l*  *Municipal Civil Registry Office* |
| **TOTAL** | | P800.00 | 50 minutes |  |

**13. Request for PSA documents thru the Batch Request Entry System (BREQS).**

Batch Request Entry System is a scheme where PSA authorizes a partner to receive requests for PSA-issued copies and certifications of civil registry documents from the public and issue the documents to its clientele.

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| **Office or Division:** | Office of the Municipal Civil Registrar | | | |
| **Classification:** | Complex | | | |
| **Type of Transaction:** | G2C- Government to Citizen | | | |
| **Who may avail:** | 1. Owner of the document, if 18 years of age  2. Spouse, parents, brother and sister of the document owner  3. Any person duly authorized by law or by the document owner | | | |
| **CHECKLIST OF REQUIREMENTS** | **WHERE TO SECURE** | | | |
| 1. Valid ID, if document owner, parent, spouse, brother and sister | Owner’s copy | | | |
| 2. Valid ID of authorized person | Owner’s copy | | | |
| 3. Authorization letter | Document owner | | | |
| 4. Acknowledgement receipt | Local Civil Registrar’s Office | | | |
| **CLIENT STEPS** | **AGENCY ACTIONS** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1. Apply for PSA civil registry document | 1. Interview client and check requirements  1.1 Provide application form to client | None  None | 5 minutes  3 minutes | *Administrative Aide II and Administrative Aide l*  *Administrative Aide II and Administrative Aide l*  *Municipal Civil Registry Office* |
| 2. Fill out application form and pay amount due to LCRO | 2. Receive application form and payment and  issue acknowledgement receipt to client | P250.00 (birth, marriage, death)  P310.00 (CENOMAR) | 5 minutes | *Administrative Aide II and Administrative Aide l*  *Municipal Civil Registry Office* |
| 3. Receive acknowledgement receipt and return after seven (7) working days | 3. Release acknowledgement receipt and advise client to return after seven (7) working days  3.1 Submit application form to PSA to be released after seven (7) working days | LGU processing fee P100.00  PSA -  P155.00 (birth, death, marriage)  P210.00 (CENOMAR) | 5 minutes  7 days | *Administrative Aide II and Administrative Aide l*  *Administrative Aide II and Administrative Aide l*  *Municipal Civil Registry Office* |
| 4. Receive PSA document after seven (7) working days | 4. Release PSA document to client | None | 5 minutes | *Administrative Aide II and Administrative Aide l*  *Municipal Civil Registry Office* |
| **TOTAL** | | P255.00/  P310.00 | 7 days and 23 minutes |  |

**OFFICE OF THE MUNICIPAL ENGINEER**

**External Services**

1. **Issuance of Building Permit**

The Local Building Official Division is primarily responsible for the issuance of Building Permits and other related permits as mandated by law particularly the National Building Code (P.D. 1096) and its Implementing Rules and Regulations in order to promote public safety, order and welfare towards a sustainable and sound environment catering to Town of San Luis development.

A Building Permit is required by any person, firm or corporation prior to erection, construction, alteration, major repair or renovation or conversion of any building or structure.

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| **Office or Division:** | Office of the Municipal Engineer | | | |
| **Classification:** | Simple | | | |
| **Type of Transaction:** | G2C-Government to Citizen | | | |
| **Who may avail:** | All | | | |
| **CHECKLIST OF REQUIREMENTS** | | **WHERE TO SECURE** | | |
| 1. Fully accomplished application forms duly signed and sealed by licensed architect or civil engineer whose services are hired by the client/applicant Five (5) Copies | | Office of the Municipal Engineer | | |
| 2.Certified photocopies of TCT Five (5) Photocopies  *(Note: Submit five (5) photocopies of Contract of Lease, Deed of Absolute Sale or Contract of Sale if the applicant is not the registered owner of the lot)* | | Client | | |
| 3. Current Tax Declaration Five (5) Photocopies | | Municipal Assessor’s Office | | |
| 4.Current Real Property Tax Receipt or Land Tax Clearance Five (5) photocopies | | Municipal Treasurer Office | | |
| 5. Plans duly signed and sealed by respective professionals Five (5) sets   1. by licensed architect or civil engineer for architectural and structural plans 2. by licensed sanitary engineer or master plumber for sanitary and plumbing installation plans 3. by professional electrical engineer for electrical plans 4. by professional mechanical engineer for mechanical plans 5. by professional electronics and communication engineer for electronic plans   *(Note: Submit additional one (1) set of plans for projects along national roads)* | | Client | | |
| 6. Cost Estimates/Bill of Materials and Specifications duly signed and sealed by respective professionals whose services are hired by the client/applicant (5 sets) | | Client | | |
| 7. Structural Design Analysis, signed and sealed by the Civil Engineer whose services are hired by the client/applicant (For buildings two storey’s and higher only) (5 sets) | | Client | | |
| 8. Boring & Plate Load Tests & Location of Earthquake Recording Instrumentations (ERI’s) or Accelerograph for buildings four (4) storey’s and higher only ( 5 sets) | | Client | | |
| 9. Location Plan signed and sealed by licensed geodetic engineer whose services are hired by the applicant/client. (5 sets) | | Client | | |
| 10.Location Clearance ( 1 Original & 4 Photocopies) | | Municipal Planning Development & Coordinator | | |
| 11. Fire Clearance Certificate (1 Original &4 Photocopies) | | Bureau of Fire Protection | | |
| 12. Approved Construction Occupational Safety & Health Program ( 1 Original & 4 Photocopies) | | Department of Labor & Employment | | |
| 12. Clearances from various government authorities/agencies if necessary; ( 1 Original & 4 Photocopies) | | (Example: DPWH, ATO, DENR, DOTC, DOH, DEPED, PHIVOLCS, DAR, DA, NHA,PPA, etc.) | | |
| 13.Barangay Clearance and Homeowners Clearance (for projects within the subdivision) ( 1 Original & 4 Photocopies) | | Office of the Barangay | | |
| 14. Authorization/Secretary's Certification for corporation (1 Original & 4 Photocopies | | Client | | |
| **CLIENT STEPS** | **AGENCY ACTIONS** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1.Submit filled-out application form and complete set of plans and other required documents | 1.Evaluate plans and documents  1.1Assess building application and issue order of payment | Building Permit & other Ancillary Permit Fees based on NBCDO  (P.D. 1096) DPWH Memorandum Circular No. 1 Series of 2004 | 1 hour& 30 minutes | *Municipal Engineer/ Administrative Aide I*  *Municipal Engineer’s Office* |
| 2.Pay Amount Due at Municipal Treasurer’s Office (MTO) | 2. Receive ppayment and issue of Official Receipt (O.R.) |  | 5 minutes | *Administrative Aide I Office of the Municipal Treasurer* |
| 3.Present O.R. (Original) | 3. Prepare Building Permit |  | 30 minutes | *Municipal Engineer/ Administrative Aide I*  *Municipal Engineer’s Office* |
| 4.Claim Building Permit | 4. Issue building permit |  | 5 minutes | *Municipal Engineer/ Administrative Aide I*  *Municipal Engineer’s Office* |
| **TOTAL** | |  | 2 hours and 10 minutes |  |

1. **Issuance of Occupancy Permit**

The Local Building Official Division is primarily responsible for the issuance of Certificate of Occupancy/Use before occupying a building or structure, as mandated by law. It is also a pre-requisite in applying for LBOD clearance and in order to avail the assistance of various financial institutions such as PAG-IBIG, BANKS, etc. Any person, firm or corporation who has secured the Building Permit and whose building or structure has been completed in its phase of construction can avail this service.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Office or Division:** | Office of the Municipal Engineer | | | |
| **Classification:** | Simple | | | |
| **Type of Transaction:** | G2C-Government to Citizen | | | |
| **Who may avail:** | All | | | |
| **CHECKLIST OF REQUIREMENTS** | | **WHERE TO SECURE** | | |
| 1. Approved building plan/s | |  | | |
| 1. Fully Accomplished Application Forms (Building, Sanitary/Plumbing & Electrical) 2 copies) | | Office of the Municipal Engineer | | |
| 1. Inspection Report ( 1 copy) | |  | | |
| 1. Fire Safety Inspection Certificate (2 copies) | | Bureau of Fire Protection | | |
| 1. Construction Logbook duly signed and sealed by licensed professionals (1 copy) | | client | | |
| 1. As-Built Plans if the approved plan was altered during actual construction. (2 sets) | | client | | |
|  | |  | | |
| **CLIENT STEPS** | **AGENCY ACTIONS** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1.Submit filled-out Occupancy permit application form and complete set of required documents | 1.Evaluate plans and documents  1.2 Conduct Site Inspection  1.3Assess Occupancy application and prepare order of Payment | Occupancy Permit Fees based on NBCDO  (P.D. 1096) DPWH Memorandum Circular No. 1 Series of 2004 | 4 hours | *Municipal Engineer/ Administrative Aide I*  *Municipal Engineer’s Office* |
| 2.Pay Amount Due at Municipal Treasurer’s Office (MTO) | 2. Receive payment and issue of Official Receipt (O.R.) |  | 5 minutes | *Administrative Aide I*  *Municipal Treasurer’s Office* |
| 3.Present O.R. (Original) | 3. Prepare Occupancy permit |  | 20 minutes | *Municipal Engineer/ Administrative Aide I*  *Municipal Engineer’s Office* |
| **TOTAL** | |  | 4 hours & 25 minutes |  |

1. **Issuance of Other Accessory Permits**

(Ground Preparation & Excavation, Demolition, Fencing & Signages)

Aside from a building permit, the Local Building Official Division issues other permits that are required by any person, firm or corporation before the renovation construction or demolition of any structure.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Office or Division:** | Office of the Municipal Engineer | | | |
| **Classification:** | Simple | | | |
| **Type of Transaction:** | G2C-Government to Citizen | | | |
| **Who may avail:** | All | | | |
| **CHECKLIST OF REQUIREMENTS** | | **WHERE TO SECURE** | | |
| 1. Fully Accomplished Application Forms duly signed and sealed by respective professionals ( 3 Copies original) | | Office of the Municipal Engineer | | |
| 1. Certified Photocopies of TCT (3 Photocopies) | | Office of the Municipal Engineer | | |
| 1. Tax Declaration (1 Original & 2 Photocopies) | | Office of the Municipal Assessor | | |
| 1. Current Real Property Tax Receipt or Land Tax Clearance ( 1 Original & 2 Photocopies) | | Office of the Municipal Treasurer | | |
| 1. Layout Plans ***(Ground Preparation & Excavation, Demolition, Fencing or Signage’s)*** duly signed and sealed by respective professionals ( 3 sets) | | Client | | |
| 1. Cost Estimates/Bill of materials and specifications duly signed and sealed by respective professionals ( 3 sets) | | Client | | |
| 1. Fire Clearance Certificate (1 Original & 2 Photocopies) | | Bureau of Fire Protection | | |
| 1. Barangay Clearance and Homeowners Clearance (for projects within the subdivision) (1 original & 2 Photocopies) | | Barangay Hall | | |
| **CLIENT STEPS** | **AGENCY ACTIONS** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1.Submit filled-out Accessory Application Form and complete set of required documents | 1.Evaluate plans and documents  1.2 Conduct Site Inspection  1.3 Assess Accessory Application and prepare order of Payment | Accessory Permit Fees based on NBCDO  (P.D. 1096) DPWH Memorandum Circular No. 1 Series of 2004 | 1 hour | *Municipal Engineer/ Administrative Aide I*  *Municipal Engineer’s Office* |
| 2.Pay Amount Due at Municipal Treasurer’s Office (MTO) | 2. Receive payment and issue of Official Receipt (O.R.) |  | 5 minutes | *Administrative Aide I*  *Municipal Treasurer’s Office* |
| 3.Present O.R. (Original) | 3. Prepare Accessory permit |  | 20 minutes | *Municipal Engineer/ Administrative Aide I*  *Municipal Engineer’s Office* |
| 4. Claim Accessory Permit | Issue Accessory Permit |  | 5 minutes | *Municipal Engineer/ Administrative Aide I*  *Municipal Engineer’s Office* |
| **TOTAL** | |  | 1 hour & 30 minutes |  |

1. **Issuance of Simple Electrical Permit**

The Local Building Official Division issues electrical permit to any person/individual putting up electrical installations with residential structure of less than 20 sq.m. in order to obtain services of the electric utility company based on the R.A. 7920 known as the Philippine Electrical Code.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Office or Division:** | Office of the Municipal Engineer | | | |
| **Classification:** | Simple | | | |
| **Type of Transaction:** | G2C-Government to Citizen | | | |
| **Who may avail:** | Residents Only | | | |
| **CHECKLIST OF REQUIREMENTS** | | **WHERE TO SECURE** | | |
| 1. Sketch Plan indicating the name, complete address, location of the site and contact number of the applicant ( 2 copies) | | Client | | |
| 1. Fully Accomplished Application Form duly signed and sealed by professional electrical engineer whose services are hired by the owner ( 2 copies) | | Office of the Municipal Engineer | | |
| 1. Electrical Layout duly signed and sealed by professional electrical engineer whose services are hired by the owner. ( 2 copies) | | Client | | |
| 1. Transfer Certificate of Title (TCT) to verify ownership of the property. (2 copies) | | Client | | |
| 1. Authorization to apply for electric meter duly notarized (if the applicant is not the registered owner of the lot as reflected in the TCT). ( 2 copies) | | Client | | |
| 1. Barangay Certification for private lot and government lot ( 2 copies) | | Barangay Hall | | |
| 1. Fire Safety Inspection Certificate ( 2 copies) | | Bureau of Fire Protection | | |
| **CLIENT STEPS** | **AGENCY ACTIONS** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1. Submit filled-out Electrical Permit Application Form and complete set of required documents | 1. Conduct Site Inspection  1.2Evaluate plans and documents  1.2Assess electrical permit application | Electrical Permit Fees based on NBCDO  (P.D. 1096) DPWH Memorandum Circular No. 1 Series of 2004 | 3.5 hours | *Municipal Engineer/ Administrative Aide I*  *Municipal Engineer’s Office* |
| 2.Pay Amount Due at Municipal Treasurer’s Office (MTO) | 2. Receive payment and issue of Official Receipt (O.R.) |  | 5 minutes | *Administrative Aide I Municipal Treasurer’s Office* |
| 3.Present O.R.(Original) | 3. Prepare electrical permit |  | 5 minutes | *Municipal Engineer/ Administrative Aide I*  *Municipal Engineer’s Office* |
| 4.Claim Electrical Permit | 4. Issue electrical permit |  | 5 minutes | *Municipal Engineer/ Administrative Aide I*  *Municipal Engineer’s Office* |
| **TOTAL** | |  | 3 hours & 45 minutes |  |

**OFFICE OF THE MUNICIPAL MAYOR**

**External Services**

1. **Issuance of Mayor’s Certification**

The Mayor’s Certification is issued to affirm the validity of information.

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| --- | --- | --- | --- | --- |
| **Office or Division:** | Office of the Mayor | | | |
| **Classification:** | Simple | | | |
| **Type of Transaction:** | G2C - Government to Citizen | | | |
| **Who may avail:** | Residents only | | | |
| **CHECKLIST OF REQUIREMENTS** | | **WHERE TO SECURE** | | |
| Barangay Certification (Present original and 1 photocopy) | | Barangay Hall | | |
| **CLIENT STEPS** | **AGENCY ACTIONS** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1. Present requirement | 1. Check requirement.   1.1 Prepare Mayor’s Certification and have it signed by the Municipal Mayor | None | 7 minutes | *Administrative Aide I*  *&*  *Municipal Mayor*  *Mayor’s Office* |
| 1. Claim Mayor’s Certification. | 1. Issue Mayor’s Certification | None | 3 minutes | *Administrative Aide I*  *Mayor’s Office* |
| 1. Sign in the Client Logbook | 1. Write the name of the client in the Logbook | None | 3 minutes | *Administrative Aide I*  *Mayor’s Office* |
| **TOTAL** | | None | 13 minutes |  |

1. **Issuance of Mayor’s Clearance**

The Mayor’s Clearance is issued to individuals needing this document that states that he/she has no pending case filed in the Office of the Mayor.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Office or Division:** | | Office of the Mayor | | | |
| **Classification:** | | Simple | | | |
| **Type of Transaction:** | | G2C - Government to Citizen | | | |
| **Who may avail:** | | Residents only | | | |
| **CHECKLIST OF REQUIREMENTS** | | | **WHERE TO SECURE** | | |
| Police Clearance (Present original) | | | Local Police Station | | |
| **CLIENT STEPS** | **AGENCY ACTIONS** | | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1.Present requirement | 1. Check requirement.   1.1 Prepare Mayor’s Clearance and have it signed by the Municipal Mayor | | None | 7 minutes | *Administrative Aide I*  *&*  *Municipal Mayor*  *Mayor’s Office* |
| 2.Claim/Receive Mayor’s Clearance | 2.Issue Mayor’s Clearance | | None | 3 minutes | *Administrative Aide I*  *Mayor’s Office* |
| **TOTAL** | | | None | 10 minutes |  |

**3. Issuance of Tricycle Operators and Drivers Association (TODA) Endorsement Letter**

The Tricycle Operators and Drivers Association (TODA) Endorsement Letter is issued to individuals needing this document that states that he/she is a member of the association.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Office or Division:** | Office of the Mayor | | | |
| **Classification:** | Simple | | | |
| **Type of Transaction:** | G2C - Government to Citizen | | | |
| **Who may avail:** | Members of the Tricycle Operators and Drivers Association (TODA) register within the municipality. | | | |
| **CHECKLIST OF REQUIREMENTS** | | **WHERE TO SECURE** | | |
| Certification of Membership (1 original) | | President of the Tricycle Operators and Drivers Association (TODA) | | |
| **CLIENT STEPS** | **AGENCY ACTIONS** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1. Present requirement | 1. Check requirement.   1.1 Prepare Endorsement Letter and have it signed by the Municipal Mayor | None | 7 minutes | *Administrative Aide I*  *&*  *Municipal Mayor*  *Mayor’s Office* |
| 1. Claim/Receive Endorsement Letter | 1. Issue Endorsement Letter | None | 3 minutes | *Administrative Aide I*  *Mayor’s Office* |
| **TOTAL** | | None | 10 minutes |  |

1. **Processing of Educational Assistance**

The Educational Assistance/Scholarship applications are accepted and processed every semester in school year. Qualified students will be notice for the schedule of the distribution of the Educational Assistance.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Office or Division:** | Office of the Mayor | | | |
| **Classification:** | Highly Technical | | | |
| **Type of Transaction:** | G2C - Government to Citizen | | | |
| **Who may avail:** | College Students and Residents only | | | |
| **CHECKLIST OF REQUIREMENTS** | | **WHERE TO SECURE** | | |
| 1. Certificate of Grades (Present original and 1 photocopy) | | Office of the School Registrar | | |
| 1. Certificate of Registration (Present original and 1 photocopy) | | Office of the School Registrar | | |
| 1. School Issued Identification Card   (1 photocopy) | | School | | |
| 1. Barangay Indigency (1 original) | | Barangay Hall | | |
| **CLIENT STEPS** | **AGENCY ACTIONS** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1. Present requirements | 1. Secure Application Form. | None | 10 minutes | *Administrative Aide II or*  *Administrative Aide IV*  *Mayor’s Office* |
| 1. Submit requirements. | 2. Check requirements. | None | 10 minutes | *Administrative Aide II or*  *Administrative Aide IV*  *Mayor’s Office* |
| 1. Notice for the distribution of Educational Assistance. | 3. Notify the student for the schedule of the distribution of the Educational Assistance. | None | 10 minutes | *Administrative Aide II or*  *Administrative Aide IV*  *Mayor’s Office* |
| * 1. Check and verify the master list of the qualified students. | None | 2 days | *Administrative Aide II or*  *Administrative Aide IV*  *Mayor’s Office* |
| 3.2 Submit the master list of the qualified students to Accounting Office for the processing of Disbursement Voucher, Obligation Request and check. | None | 7 days | *Budget Officer, Accountant, Treasurer & Municipal Mayor*  *Budget Office/ Accounting Office / Treasure’s Office /Mayor’s Office* |
| 4. Claim Educational Assistance/cash. | 4. Distribute the Educational Assistance/cash. | None | 1 hour | *Municipal Mayor & employees*  *Mayor’s Office* |
| **TOTAL** | | None | 9 days, 1 hour and 30 minutes |  |

**OFFICE OF THE MUNICIPAL TREASURER**

**External Services**

1. **Business Permit Application**

Business Permit is being issued to any person/citizen, group, who intends to engage or engages in trade, commerce, business within the territorial jurisdiction of the Municipality of San Luis for the purpose of regulating the operation of business activity.

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| --- | --- | --- | --- | --- | --- |
| **Office/ Department** | | Office of the Municipal Treasurer | | | |
| **Classification** | | Simple | | | |
| **Type of Transaction** | | G2C- Government to Citizen  G2B- Government to Business Entity | | | |
| **Who may Avail** | | ALL | | | |
| **CHECKLIST OF REQUIREMENTS** | | | | **WHERE TO SECURE** | |
| **FOR NEW BUSINESS:**   1. Business Permit Application Form-1 original 2. Sketch of Business Location -1 original 3. DTI Registration Certificate (for Single Proprietorship)- 1 photocopy   SEC Registration Certificate & Articles of Incorporation & By-Laws (for Partnership, Corporation, Association)-1 photocopy  CDA Registration Certificate (for Cooperatives) – 1 photocopy   1. Barangay Business Clearance-1 original 2. Community Tax Certificate- 1 original, for presentation 3. Occupancy Permit- 1 photocopy 4. Zoning Clearance- 1 photocopy 5. Sanitary Permit- 1 photocopy 6. Fire Safety Certificate- 1 photocopy 7. Lease Contract, duly notarized (if place is being rented)- 1 photocopy 8. Notarized Authorization Letter, if by representative - 1 original 9. LTFRB Franchise (for transport services) 10. FDA Permit & License to Operate (for drugstores) 11. BSP Certificate of Registration (for pawnshops, foreign exchange dealers, money changers, remittance agents)- 1 photocopy 12. Certificate of Compliance for CCTV Installation (Mun. Ordinance No.14 s. 2021) 13. Proof of hiring of Security Guard for convenience stores (Mun. Ordinance No. 04 s. 2022)   **FOR RENEWAL OF BUSINESS:**   1. Business Permit Application Form -1 original 2. Barangay Business Clearance- 1 original 3. Community Tax Certificate- 1 original for presentation 4. Supporting documents for declaration of Gross Sales:  * Duly Certified Audited Financial Statement- 1 photocopy * Certification of Breakdown of Sales per branch, if consolidated * Certified Copies of BIR Quarterly Tax payments   (1st to 4th quarter of the preceding year) or Income Tax Returns of the preceding year- 1 photocopy   * Sworn Declaration of Gross Sales (for Non-BIR Registered) * Certificate of Tax Exemption from local taxes or fees, if exempt- 1 photocopy  1. Supporting documents for declaration of Non-Operation of Business:  * Certified BIR Tax Returns showing “No Operation” of Business- 1 photocopy * Sworn Declaration of Non-Operation of business for the taxable period (Non-BIR Registered )- 1 original * Barangay Certification stating” Non-Operation” of business for the taxable period- 1 original  1. Sanitary Permit- 1 photocopy 2. Fire Safety Certificate- 1 photocopy 3. Lease Contract, duly notarized (if place is being rented- 1 photocopy) 4. Certificate of Compliance for CCTV installation (Mun. Ord. No.14 s.2021) 5. Proof of hiring of Security Guard for convenience stores (Mun. Ord. No. 04 s. 2022) 6. Notarized Authorization Letter, if by representative - 1 original | | | | 1. Mun.Treasury Office- Business Permit & Licensing Office (BPLO) 2. Provided by the applicant 3. Department of Trade & Industry Office   Securities and Exchange Commission Office  Cooperative Development Authority   1. Municipal Treasury Office 2. Municipal Treasury Office 3. Municipal Engineering Office 4. Mun.Planning & Development Office 5. Municipal Health Office 6. Bureau of Fire Protection-San Luis Station 7. Property owner 8. Provided by the Business Owner 9. Land Transportation Franchising & Regulatory Board Office 10. Food & Drug Administration Office 11. Bangko Sentral ng Pilipinas Office 12. Phil. National Police- San Luis Station 13. Provided by the applicant 14. Mun. Treasury Office- Business Permit & Licensing Office (BPLO) 15. Municipal Treasury Office 16. Municipal Treasury Office  * Company Accountant * Company Accountant/Manager * Bureau of Internal Revenue * Notary Public Office * Government Agency granting tax exemption     5.   * Bureau of Internal Revenue * Notary Public Office * Barangay Hall where business is located  1. Municipal Health Office 2. Bureau of Fire Protection-San Luis Station 3. Lessor of the property 4. Phil. National Police- San Luis Station 5. Provided by the applicant 6. Notary Public | |
| **CLIENT STEPS** | **AGENCY ACTIONS** | | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1. Present fully accomplished Application Form with complete requirements. | 1. Evaluate the submitted documents to ascertain its completeness.   1.2 Forward to the endorsing offices & wait for the approval on the application. | | None  None | 15 minutes  3 days–for simple transaction  7 days- for complex transaction  20 days- for Highly Technical transaction  45 days- for Special transaction | *Business Permit & Licensing Officer (BPLO) or*  *Administrative Aide I*  *Municipal Treasurer’s Office*  ***Endorsing Officers:***  *Municipal Engineer*  *Municipal Planning and Development Coordinator*  *Sanitation Inspector,*  *BFP Personnel* |
| 2. Pay the amount due and receive the Business Permit. | 2.Assess the corresponding taxes, fees & charges  2.1 Issue O.R.  2.2 Check issued O.R., print & release Business Permit together with Business Plate & Sticker | | **For New Business**:  Applicable fees &charges- as per latest approved Mun. Revenue Code.  **For Renewal:**  Business Tax- based on Gross Sales & other applicable fees/charges as per latest approved Mun. Revenue Code  Penalties & Surcharges:  **Late payments:** 25% surcharge & 2% interest per month of delay | 25 minutes | *Municipal Treasurer, BPLO*  *Administrative Aide I*  *Municipal Treasurer’s Office* |
| **TOTAL** | | | **AMOUNT WILL BE BASED ON THE APPLICABLE TAXES, FEES & CHARGES** | **40 MINUTES** |  |

1. **Business Retirement Certificate**

Any person, natural or juridical, subject to the tax on business who decidesto terminate its business operation in the Municipality.

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| --- | --- | --- | --- | --- | --- | --- |
| **Office/ Department** | | Office of the Municipal Treasurer | | | | |
| **Classification** | | Simple | | | | |
| **Type of Transaction** | | G2B-Government to business entity | | | | |
| **Who may Avail** | | Business operators registered in the List of Business Establishments operating within the Municipality. | | | | |
| **CHECKLIST OF REQUIREMENTS** | | | | **WHERE TO SECURE** | | |
| 1. Application Form for Business Retirement, duly accomplished-1 original copy 2. Barangay Certification on the cessation of the business operation- 1original copy 3. Supporting documents for declaration of Gross Sales:  * Certified Copies of BIR Quarterly Tax payments for the taxable period   or Income Tax Returns for the taxable period  - 1 photocopy   * Sworn Declaration of Gross Sales (for Non-BIR Registered)  1. Latest Business Permit issued (original copy) 2. Business Plate previously issued to the business owner. 3. Notarized authorization letter, if by representative (original copy) | | | | 1. Municipal Treasury Office-Business Permit & Licensing Office 2. Office of the Punong Barangay where business is located.  * Bureau of Internal Revenue * Notary Public Office  1. Provided by the applicant 2. Provided by the applicant 3. Notary Public Office | | |
| **CLIENT STEPS** | **AGENCY ACTIONS** | | **FEES TO BE PAID** | | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1. Present fully accomplished Application Form with complete requirements | 1.Check requirements. 1.1Advice the applicant that the Application is subject for verification. | | None | | 5 minutes | *BPLO*  *Municipal Treasurer’s Office* |
|  | 1.2Conduct inspection to verify if the business is no longer operating.  1.3 If valid, proceed with the computation of taxes. | | None  Based on the portion of Gross Sales or receipts for the current year, as per latest Revised Revenue Code of the Municipality. | | 3days upon receipt  5 minutes | *Administrative Aide I / Administrative Aide II*  *Municipal Treasurer’s Office*  *BPLO/*  *Administrative Aide I*  *Municipal Treasurer’s Office* |
| 2.Pay the amount due. | 2.Receive payment and issue Official Receipt. | |  | | 5 minutes | *Administrative Aide I*  *Municipal Treasurer’s Office* |
| 3.Claim Official Receipt and Certificate of Closure of Business. | 3.Issue Certificate of Closure of Business | | P75.00 | | 5 minutes | *Administrative Aide I*  *Municipal Treasurer’s Office* |
| **TOTAL** | | | **AMOUNT WILL BE BASED ON THE APPLICABLE TAXES, FEES & CHARGES PLUS P75.00 CERTIFICATION FEE** | | **3 DAYS & 20 MINUTES** |  |

1. **Community Tax Certificate (CTC) Issuance**

Residents of the Municipality, eighteen (18) old & over who has been regularly employed on a wage or salary basis for at least thirty (30) consecutive working days during any calendar year; who’s engaged in business or occupation; who owns real property with an aggregate assessed value of One Thousand (P1,000.00) or more; who is required by law to file income tax return. The Community Tax shall accrue on the 1st day of January of each year and shall be paid not later than the last day of February of each year.

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| --- | --- | --- | --- | --- | --- |
| **Office/ Department** | | Office of the Municipal Treasurer | | | |
| **Classification** | | Simple | | | |
| **Type of Transaction** | | G2C- Government to Citizen  G2B- Government to Business Entity | | | |
| **Who may Avail** | | Residents of the Municipality, Business Entities located within the Municipality | | | |
| **CHECKLIST OF REQUIREMENTS** | | | | **WHERE TO SECURE** | |
| 1. BIR Income Tax Return of the preceding calendar year   (1st to 4th quarter returns or Annual Income Tax Return)- 1 photocopy   1. Real Property Tax Declaration, if any- 1 photocopy | | | | 1. Bureau of Internal Revenue Office 2. Municipal Assessor’s Office | |
| **CLIENT STEPS** | **AGENCY ACTIONS** | | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1. Proceed to table 1 or 2, and present requirements   1.1Provide information to the attending staff. | 1. Verify requirements  1.1 Interview client & assess applicable fees & charges. | | ***For Individuals***  Basic Community Tax**, P5.00** & Additional Community Tax of **P1.00** for every **P1,000** of gross receipts or earnings from business, salaries,or exercise of profession, occupation or income from real property, but not to exceed P5,000.00  ***For Corporation***  Basic Community Tax**, P500.00** & Additional Community Tax of  **P2.00** for every **P5,000** of  assessed value of real property owned in the Phil.;  Gross receipts including dividends/ earnings from business in the Phil. during the preceding year but not to exceed P10,000.00.  Late Payment: Penalty of 24% per annum | 3 minutes | *Administrative Aide I*  *Municipal Treasurer’s Office* |
| 1. Pay the amount due and claim CTC. | 2.Accept payment & issue Community Tax Certificate | |  | 2 minutes | *Administrative Aide I*  *Municipal Treasurer’s Office* |
| **TOTAL** | | | **AMOUNT WILL BE BASED ON THE APPLICABLE TAXES, FEES & CHARGES** | **5 MINUTES** |  |

1. **Market Rental Collection**

Market Rental fee is being collected to the tenants of Municipal Public Market.

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| --- | --- | --- | --- | --- | --- |
| **Office/ Department** | | Office of the Municipal Treasurer | | | |
| **Classification** | | Simple | | | |
| **Type of Transaction** | | G2C- Government to Citizen | | | |
| **Who may Avail** | | Registered tenants of the Municipal Public Market | | | |
| **CHECKLIST OF REQUIREMENTS** | | | | **WHERE TO SECURE** | |
| 1.Official Receipt of the latest market rental payment, if any | | | | 1. Provided by the applicant | |
| **CLIENT STEPS** | **AGENCY ACTIONS** | | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1.Present requirement for record verification | 1.Verify records  1.1 Assess the applicable fees & charges. | | Stalls infront of Public Market:  36sq.m.=P3,000 per month  21sq.m=P1,500 per month  16.5 to 18 sq.m.  =P1,000 per month  Stalls inside the Public Market:  9.5 sq.m.=P600 per month  7.5 sq.m.=P450 per month  7 sq.m.= P350 per month  Newly constructed stall inside the Public Market:  Corner stall=P900 per month  Remaining Concrete Stall= P600 per month  Late payment:  25% surcharge | 10 minutes | *Administrative Aide II*  *Municipal Treasurer’s Office* |
| 2.Pay the amount due and claim Official Receipt. | 2.Issue Official Receipt. | |  | 3 minutes | *Administrative Aide II*  *Municipal Treasurer’s Office* |
| **TOTAL** | | | **AMOUNT WILL BE BASED ON THE APPLICABLE FEES & CHARGES** | **13 MINUTES** |  |

**5. Motorized Tricycle Operator’s Permit (MTOP) Plate Issuance**

MTOP Plate is issued to operators of tricycle-for-hire who has granted MTOP franchise by the Office of the Sangguniang Bayan to render transport services to the general public over specified zones.

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| **Office/ Department** | | Office of the Municipal Treasurer | | | |
| **Classification** | | Simple | | | |
| **Type of Transaction** | | G2C- Government to Citizen | | | |
| **Who may Avail** | | Tricycle Operators who are engaged in the business of operating tricycle for hire. | | | |
| **CHECKLIST OF REQUIREMENTS** | | | | **WHERE TO SECURE** | |
| 1. Duly accomplished Application Form for MTOP 2. Order of payment 3. Community Tax Certificate for the current year | | | | 1.Office of the Sangguniang Bayan  2.Office of the Sangguniang Bayan  3.Office of the Mun.Treasurer | |
| **CLIENT STEPS** | **AGENCY ACTIONS** | | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1.Present requirements to the attending staff. | 1.Check the requirements presented | | None | 2 minutes | *Administrative Aide I*  *Municipal Treasurer’s Office* |
| 2.Pay the amount due | 2.Process payment  and issue O.R. | | ***For New Applicant (rate/unit)***  MTOP fee- P 100.00  Parking fee- 70.00  Sticker - 15.00  MTOP Plate- 100.00  ***For Renewal (rate/unit)***  MTOP fee- P 100.00  Parking fee- 70.00  Sticker - 15.00  Other fees on tricycle operation:  1. Filing fee  for the first five units- P125.00  for each additional unit- 25.00  2. Fare adjustment fee for fare increase- P50.00  3. Filing fee for amendment of MTOP- P100.00 | 10 minutes | *Administrative Aide I*  *Municipal Treasurer’s Office* |
| 3.Get the Official Receipt and MTOP Plate. | 3. Issue MTOP Plate, 3.1Record the issued plate on the logbook | | None | 3 minutes | *Administrative Aide I*  *Municipal Treasurer’s Office* |
| **TOTAL** | | | AMOUNT WILL BE BASED ON THE APPLICABLE FEES & CHARGES | 15 MINUTES |  |

**6. Other Municipal Permits, Fees and Charges Payment**

Payment of other Municipal Permits, Fees and Charges, is being collected for the services availed and other transactions made by clienteles to various departments of the Municipal Government of San Luis.

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| --- | --- | --- | --- | --- | --- |
| **Office/ Department** | | Office of the Municipal Treasurer | | | |
| **Classification** | | Simple | | | |
| **Type of Transaction** | | ALL | | | |
| **Who may Avail** | | Clientele doing transaction from various departments/offices of the Municipal Government of San Luis. | | | |
| **CHECKLIST OF REQUIREMENTS** | | | | **WHERE TO SECURE** | |
| 1.Order of Payment | | | | 1.Requesting department/office of the Municipality | |
| **CLIENT STEPS** | **AGENCY ACTIONS** | | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1.Present Order of Payment | 1. Receive & verify the Order of Payment. | | As per latest Revised Municipal Revenue Code; Traffic Code; Order of Payment | 5minutes | *Administrative Aide I*  *Municipal Treasurer’s Office* |
| 2Pay the amount due and claim Official Receipt | 2. Accept payment and issue Official Receipt. | |  | 2 minutes | *Administrative Aide I*  *Municipal Treasurer’s Office* |
| **TOTAL** | | | AMOUNT WILL BE BASED ON THE APPLICABLE FEES & CHARGES | 7 MINUTES |  |

1. **Real Property Tax Clearance Issuance**

Tax Clearance is being issued upon request to Real Property Owners or persons with legal interest on the real property located within the territorial jurisdiction of the Municipality.

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| **Office/ Department** | | Office of the Municipal Treasurer | | | |
| **Classification** | | Simple | | | |
| **Type of Transaction** | | G2C-Government to Citizen | | | |
| **Who may Avail** | | ALL | | | |
| **CHECKLIST OF REQUIREMENTS** | | | | **WHERE TO SECURE** | |
| 1. Latest Real Property Tax Official Receipt, if any | | | | 1. Provided by the applicant | |
| **CLIENT STEPS** | **AGENCY ACTIONS** | | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1.Proceed to Table 1, 4, or 5 and present copy of latest Real Property Tax Official Receipt. | 1.Check requirement presented.  1.1. Verify records of payment  1.2 Advice to pay delinquencies, if any | | Based on the amount due appearing on the iTax System. | 15 minutes per Real Property Unit (RPU) | *Administrative Aide I / Administrative Aide II*  *Municipal Treasurer’s Office* |
| 2.Settle delinquent taxes, if any | 2.Accept payment & issue Official Receipt | |  | 5 minutes | *Administrative Aide I Administrative Aide II*  *Municipal Treasurer’s Office* |
| 3.Pay Tax Clearance fee  3.1Receive Tax Clearance Certificate. | 3. Accept payment for Tax Clearance fee.  3.1 Issue Tax Clearance Certificate. | | PhP75.00 | 2 minutes | *Administrative Aide I Administrative Aide II*  *Municipal Treasurer’s Office* |
| **TOTAL** | | | **AMOUNT WILL BE BASED ON THE APPLICABLE TAXES, FEES & CHARGES PLUS PHP75.00 for CERTIFICATION FEE.** | **7 MINUTES PLUS 15 MINUTES PER RPU** |  |

1. **Real Property Tax Payment**

Real Property owners or persons with legal interest on the real property located within the territorial jurisdiction of the Municipality.

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| --- | --- | --- | --- | --- | --- |
| **Office/ Department** | | Office of the Municipal Treasurer | | | |
| **Classification** | | Simple | | | |
| **Type of Transaction** | | G2C- Government to Citizen | | | |
| **Who may Avail** | | ALL | | | |
| **CHECKLIST OF REQUIREMENTS** | | | | **WHERE TO SECURE** | |
| 1. Copy of Latest Real Property Tax Declaration or 2. Latest Real Property Tax Official Receipt or 3. Real Property Tax Bill | | | | 1.Municipal Assessor’s Office  2.Provided by the applicant  3. Provided by the applicant | |
| **CLIENT STEPS** | **AGENCY ACTIONS** | | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1.Proceed to Table 1, 4, or 5 and present the requirements. | 1. Verify requirements presented  1.1 Check record of payment  1.2Assess payment | | **For Current RPT Tax Payment**  Assessment Level x2% = Tax Due with the following application:   * 10% discount for prompt payment (payments made during the 1st qtr. of the current year) * 2% penalty for every month of delay (payments made after the 1st quarter of the current year) * 20% discount for advanced payment   **For Delinquent RPT Tax Payment**  Assessment Level x2% = Tax Due with the following application:   * Corresponding penalties shall be based on Updated Table of Penalties for RPT Taxes provided by the Provincial Government. | 5 minutes per Real Property Unit | *Administrative Aide I*  *Administrative Aide II*  *Municipal Treasurer’s Office* |
| 2.Pay the amount due and claim Official Receipt. | 2.Receive payment and issue Official Receipt. | |  | 5 minutes | *Administrative Aide I / Administrative Aide II*  *Municipal Treasurer’s Office* |
| **TOTAL** | | | **AMOUNT WILL BE BASED ON THE APPLICABLE TAX RATE.** | **10 MINUTES PER RPU** |  |

1. **Sealing & Licensing of Weights and Measures**

All instruments for determining weights & measures in all consumer and consumer related transactions shall be tested, calibrated and sealed every six(6) months and licensed annually and continuously be inspected by the Municipal Treasurer or her duly authorized representative. Defective instruments beyond repair shall be confiscated in favor of the government and shall be destroyed by the Municipal Treasurer in the presence of the Provincial Auditor or his/her duly authorized representative.

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| --- | --- | --- | --- | --- | --- |
| **Office/ Department** | | Office of the Municipal Treasurer | | | |
| **Classification** | | Simple | | | |
| **Type of Transaction** | | G2C- Government to Citizen  G2B- Government to Business Entity | | | |
| **Who may Avail** | | Business owners operating within the municipality who are using instruments of weights and measures. | | | |
| **CHECKLIST OF REQUIREMENTS** | | | | **WHERE TO SECURE** | |
| 1. Presentation of weights and measures instrument | | | | 1.Provided by the applicant | |
| **CLIENT STEPS** | **AGENCY ACTIONS** | | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1.Present the required instruments. | 1.Conduct the testing, calibration& sealing of instruments presented. | |  | 30 minutes | *Administrative Aide I*  *Municipal Treasurer’s Office* |
| 2.Pay the amount due | 2.Assess payment.  2.1. Issue O.R. | | For sealing linear metric measures:  Not over 1 meter – P40.00  Over 1 meter- 60.00  For sealing metric measures of capacity:  Not over 10 liters- P40.00  Over 10 liters 60.00  For sealing metric instruments of weights:  Capacity of not more than 30kg-P40.00  More than 30kg but not more than 300kg.-P60.00  More than 300kg but not more than 3,000kg.-P150.00  More than 3,000kg-P200.00  For sealing apothecary balances of precision-P50.00  For sealing scale or balance with complete set of weights:  For each scale or balances or other balances w/complete set of weights for use therewith-P70.00  For each extra weight-P100.00  For each & every re-testing & re-sealing of weights & measures including gasoline pumps outside the office upon request by the operator, an additional service charge of **P50.00 per instrument**.  Validity period: One (1) year from the date of sealing/licensing.  Penalties:  Surcharge of 500% of the prescribed fee shall be imposed for using the instrument beyond the validity period. | 5 minutes | *Administrative Aide I*  *Municipal Treasurer’s Office* |
| **TOTAL** | | | **AMOUNT WILL BE BASED ON THE APPLICABLE FEES & CHARGES** | **35 MINUTES** |  |

**OFFICE OF THE SANGGUNIANG BAYAN**

**External Services**

**1. Motorized Tricycle Operator’s Permit (MTOP)**

Motorized Tricycle Operator’s Permit is a provision from the 2009 Revised Revenue Code of San Luis, Pampanga under Article N, Section 3 N.01 and Section 17 of the Commonwealth Act No. 146.

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| **Office or Division:** | Office of the Sangguniang Bayan | | | |
| **Classification:** | Simple | | | |
| **Type of Transaction:** | G2C–Government to Citizens | | | |
| **Who may avail:** | Bonafide members of Tricycle Driver’s and Operator’s Association plying the route of San Luis and adjacent towns. | | | |
| **CHECKLIST OF REQUIREMENTS** | | **WHERE TO SECURE** | | |
| • Certificate of Registration, Official Receipt and Driver’s License issued by the LTO (1 photocopy)  • Certificate from the President and/ or the Secretary of the TODA of their membership (1 Original copy)  • Certificate from the President and/ or the Secretary of the TODA of their membership (1 Original copy) | | • Land Transportation Office (LTO)  • Concerned TODA  • Office of the Municipal Treasurer | | |
| **CLIENT STEPS** | **AGENCY ACTIONS** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1. Present COMPLETE requirements | 1. Review  requirements | None | 3 minutes | *Administrative Aide I*  *or*  *Administrative Aide II*  *SB Office* |
| 2. Pay amount due at Municipal Treasurer’s Office (MTO) | 2. Prepare MTOP while waiting for the Official Receipt  2.1 Receive and verify Official Receipt | MTOP – P100  Plate – P100  Parking Fee – P70  Sticker – P15 | 5 minutes | *Administrative Aide I*  *Municipal Treasurer’s Office*  *Administrative Aide I*  *or*  *Administrative Aide II*  *SB Office*  *Municipal Vice Mayor*  *Vice Mayor’s Office* |
| 3. Receive MTOP Certificate | 3. Release of Certificate | None | 1 minute | *Administrative Aide I*  *or*  *Administrative Aide II*  *SB Office* |
| **TOTAL** | | P285.00 | 9 minutes |  |

**OFFICE OF THE SANGGUNIANG BAYAN**

**Internal Services**

1. **Issuance of Copies of Ordinance/Resolutions and other SB Documents**

The Office of the Secretary to the Sangguniang Bayan is the depository of all records of the Sangguniang Bayan, such as resolutions, ordinances journals and minutes of the said office.

Most of the documents in the custody of the Secretary are public in character, copies of which are available within a reasonable period of time upon request subject to the approval of the Municipal Vice-Mayor and/or the SB Secretary.

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| --- | --- | --- | --- | --- |
| **Office or Division:** | Office of the Sangguniang Bayan | | | |
| **Classification:** | Simple | | | |
| **Type of Transaction:** | G2C–Government to Citizens | | | |
| **Who may avail:** | General Public | | | |
| **CHECKLIST OF REQUIREMENTS** | | **WHERE TO SECURE** | | |
| • Fill-up Request Form/Request Letter | | • Office of the Sec to the SB, 2nd Floor, Mun. Bldg. | | |
| **CLIENT STEPS** | **AGENCY ACTIONS** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1. Inquires enacted Ordinances or Approved Resolutions | 1. Answer  inquiries upon  verification | None | 5 minutes | *Administrative Aide I*  *SB Office* |
| 2. Submission of request letter or filling-up of request form  (Must include name, Dept./unit/org. contact  no. & purpose of request) | 2. Verify the content of the request letter/request form then forward to the SB Secretary or Hon. Vice Mayor | None | 5 minutes | *Administrative Aide I*  *SB Office* |
| 3. Answer further inquiries if any | 3. Approval of the Hon. Vice Mayor and/or the SB Secretary | None | 5 minutes | *Municipal Vice Mayor/SB Secretary*  *Vice Mayor’s Office* |
| 4. Claiming/ Issuance of request | 4. Reproduction of the requested documents | None | 5 minutes | *Administrative Aide I*  *SB Office* |
| **TOTAL** | | None | 20 minutes |  |

1. **Accreditation of Non-Governmental Organizations (NGOs) and People’s Organizations (POs**)

The Local Government Code of 1991 (Republic Act 7160) mandates the Local Government unit through the Office of the Sangguniang Bayan to promote the establishment of the operation of People’s Organizations (POs), Non-Governmental Organizations (NGOs) and the Private Sectors (PS), to make them an active partner in the pursuit of local autonomy.

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| --- | --- | --- | --- | --- |
| **Office or Division:** | Office of the Sangguniang Bayan | | | |
| **Classification:** | Simple | | | |
| **Type of Transaction:** | G2B–Government to Business | | | |
| **Who may avail:** | Non-Governmental Organizations (NGOs) and People’s Organizations (POs) | | | |
| **CHECKLIST OF REQUIREMENTS** | | **WHERE TO SECURE** | | |
| • Duly accomplished Application Form • Board Resolution signifying intention for  accreditation Certificate of Registration (SEC, DOLE, etc.) • List of current officers and member’s  • Annual Accomplishment Report Financial Statement • Profile indicating the purposes and objectives of the organization Copy of the minutes of the meeting of the organization • Copy of Constitution and By‐laws | | • Office of the Sec to the SB, 2nd Floor, Mun. Bldg. | | |
| **CLIENT STEPS** | **AGENCY ACTIONS** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1. Inquire for Accreditation of Organizations | 1. Explain to the client the requirements and give application form | None | 5 minutes | *Administrative Aide I*  *SB Office* |
| 2. Submission of application and requirements | 2. Receive application and check the requirements | None | 5 minutes | *Administrative Aide I*  *SB Office* |
| 3. Wait for the SB approval | Processing Accreditation:  3. Upon Instruction of the Committee Chair on Rules, include in the Calendar of Business  Preparing Accreditation Papers:  3.1 Prepare the Certificate or Resolution of Accreditation | None  None | Depends upon the schedule of session and its approval.  After approval | *SB Secretary andAdministrative Aide I*  *SB Office* |
| 4. Claiming/ Issuance of Accreditation Papers | 4. Issue Certificate or resolution of Accreditation | None | 5 minutes | *Administrative Aide I*  *SB Office* |
| **TOTAL** | | None | Depends upon the schedule of session and its approval. |  |

1. **Ordinances and Resolutions**

The Sangguniang Bayan, as the legislative body of the municipality, is primarily responsible for the enactment of ordinances, approval of resolutions and appropriation of funds for the general welfare of the municipality.

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| **Office or Division:** | Office of the Sangguniang Bayan | | | |
| **Classification:** | Simple | | | |
| **Type of Transaction:** | G2G–Government to Government | | | |
| **Who may avail:** | Barangays / General Public / Government Agencies | | | |
| **CHECKLIST OF REQUIREMENTS** | | **WHERE TO SECURE** | | |
| • Request Letter or Endorsement Letter  • Copy of Barangay Ordinance or Resolution Supporting Documents (if any) | | • Requesting Office/Department/Agency  • Barangay | | |
| **CLIENT STEPS** | **AGENCY ACTIONS** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1. Request for the Approval of Ordinances and Resolutions | 1. Receive, validate and endorse to SB Secretary for calendar | None | 5 minutes | *Administrative Aide I and SB Secretary*  *SB Office* |
| 2. Wait for further instructions of SB Staff/SB Secretary | Prepare Resolution/Ordinance for Agenda:  2. Upon instruction of Committee Chair on Rules, record the same for inclusion in the agenda | None | Depends upon the schedule of session | *Administrative Aide I and SB Secretary*  *SB Office* |
| 3. Wait for the SB approval / disapproval | Review, Deliberation and Approval:  3.1 For review and deliberation of SB  during the Session  3.2 If the ordinance or resolution is approved, prepare the documents to be signed by Presiding Officer and SB Secretary and or SB Members  3.3 \*If disapproved or lack of requirements, notify or return the measure to the Punong Barangay or other concerned. | None | 1‐3 sessions of SB | *SB Secretary and SB Members*  *SB Office* |
| 4. Claiming/ Issuance of Ordinance / Resolution | 4. Forward the documents to concerned person and or agency | None | After approval | *Administrative Aide I and SB Secretary*  *SB Office* |
| **TOTAL** | | None | Depends upon the schedule of session and its approval |  |

1. **Issuance of Certification and Endorsement**

The Sangguniang Bayan issues certification and endorsement needed by its clientele for their official business transactions.

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| --- | --- | --- | --- | --- |
| **Office or Division:** | Office of the Sangguniang Bayan | | | |
| **Classification:** | Simple | | | |
| **Type of Transaction:** | G2C–Government to Citizens | | | |
| **Who may avail:** | General Public | | | |
| **CHECKLIST OF REQUIREMENTS** | | **WHERE TO SECURE** | | |
| • Fill-up Request Form/Request Letter | | • Office of the Sec to the SB, 2nd Floor, Mun. Bldg. | | |
| **CLIENT STEPS** | **AGENCY ACTIONS** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1. Request for Certification and Endorsement | 1. Accommodates  inquiry and  refers to the  concerned  person | None | 5 minutes | *Administrative Aide I*  *and SB Secretary*  *SB Office* |
| 2. Wait for the release | 2. Prepare the Certificate or Endorsement | None | 5 minutes | *Administrative Aide I*  *and SB Secretary*  *SB Office* |
| 3. Claiming /Issuance of Requested Documents | 3. Forward the documents to concerned person and or agency | None | 5 minutes | *Administrative Aide I*  *and SB Secretary*  *SB Office* |
| **TOTAL** | | None | 15 minutes |  |

1. **Receiving and Action on Incoming Communications**

The Office of the Sangguniang Bayan receives various communication coming from various offices and government agencies to take appropriate actions.

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| --- | --- | --- | --- | --- |
| **Office or Division:** | Office of the Sangguniang Bayan | | | |
| **Classification:** | Simple | | | |
| **Type of Transaction:** | G2C–Government to Citizens / G2G - Government to Government | | | |
| **Who may avail:** | General Public | | | |
| **CHECKLIST OF REQUIREMENTS** | | **WHERE TO SECURE** | | |
| • Fill-up Request Form/Request Letter | | • Office of the Sec to the SB, 2nd Floor, Mun. Bldg. | | |
| **CLIENT STEPS** | **AGENCY ACTIONS** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1. Deliver/Submit/  Forward communications to the Office of the Sangguniang Bayan | 1.Receive, validate, accommodate client request   * 1. Checks for the   Completeness  of documents  and its  attachments | None | 5 minutes | *Administrative Aide I*  *and SB Secretary*  *SB Office* |
| 2. Receive proof of service/ copy of endorsement/ reply letter | 2. Prepare the Endorsement / Reply letter | None | 10 minutes or more / Depends on the appropriate action | *Administrative Aide I*  *and SB Secretary*  *SB Office* |
| 3. Receive feedback and/or instructions | 3. Forward the documents or Instructions to the concerned person and or agency | None | 5 minutes | *Administrative Aide I*  *and SB Secretary*  *SB Office* |
| **TOTAL** | | None | 20 minutes / Depends on the appropriate action |  |

1. **Feedback and Complaints**

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| --- | --- |
| **FEEDBACK AND COMPLAINTS MECHANISM** | |
| How to send feedback? | Answer the client feedback form and drop it at the designated drop box in front of the Public Assistance and Complaints Desk (PACD).  Or email at:  omsanluispampanga@gmail.com |
| How feedbacks are processed? | Every 1st and 16th of the month, the PACD staff opens the drop box and compiles and records all feedback submitted. The employee-in-charge on the email prints all documents received.  Feedback requiring answers are forwarded to the relevant offices and they are required to answer within three (3) days of the receipt of the feedback. The answer of the office is then relayed to the citizen.  For inquiries and follow-ups, clients may email at [omsanluispampanga@gmail.com](mailto:omsanluispampanga@gmail.com) or may personally visit the Office of the Mayor. |
| 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 (PACD).  Complaints can also be filed via email at omsanluispampanga@gmail.com. Make sure to provide the following information:   * Name of person being complained * Incident * Evidence   For online complaints or feedback related to business permitting, you may send a message thru BPLO San Luis, Pampanga Facebook page.  For inquiries and follow-ups, clients may email at omsanluispampanga@gmail.com or may personally visit the Office of the Mayor |
| How complaints are processed? | 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 the Municipal Mayor for appropriate action.  The Complaints Officer will give the feedback to the client.  For inquiries and follow-ups, clients may email at omsanluispampanga@gmail.com  or may personally visit the Office of the Mayor. |
| Contact Information of CCB, PCC, ARTA | ARTA: [complaints@arta.gov.ph](mailto:complaints@arta.gov.ph)  8478 5093  PCC: 8888  CCB: 0908-881-6565 (SMS) |

**VII. List of Offices**

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| **Office** | **Address** | **Contact Information** |
| Municipal Agriculture Office | 2nd Floor, Municipal Hall, Sto. Tomas, San Luis, Pampanga | [maosanluispampanga@gmail.com](mailto:maosanluispampanga@gmail.com) |
| Municipal Disaster Risk Reduction and Management Office | Action Center, Sto.Tomas, San Luis, Pampanga | [mdrrmc\_sanluis@yahoo.com](mailto:mdrrmc_sanluis@yahoo.com) / [r3.pam.mdrrm.sanluis@gmail.com](mailto:r3.pam.mdrrm.sanluis@gmail.com) |
| Municipal Health Office | RHU I Bldg., Sta. Cruz Poblacion, San Luis, Pampanga | sanluismunicipalhealthoffice@gmail.com |
| Municipal Planning and Development Office | 2nd Floor, Municipal Hall, Sto. Tomas, San Luis, Pampanga | [mpdcsanluis@gmail.com](mailto:mpdcsanluis@gmail.com) |
| Municipal Social Welfare and Development Office | Ground Floor, Municipal Hall, Sto. Tomas, San Luis, Pampanga | mswdsanluispampanga@gmail.com |
| Office of the Human Resource Management | 2nd Floor, Municipal Hall, Sto. Tomas, San Luis, Pampanga | hr.sanluispampanga@gmail.com |
| Office of the Municipal Accountant | 2nd Floor, Municipal Hall, Sto. Tomas, San Luis, Pampanga | Acctgslpamp@gmail.com |
| Office of the Municipal Assessor | Ground Floor, Municipal Hall, Sto. Tomas, San Luis, Pampanga | [sanluisassessor@gmail.com](mailto:sanluisassessor@gmail.com) |
| Office of the Municipal Budget Officer | 2nd Floor, Municipal Hall, Sto. Tomas, San Luis, Pampanga | budgetsanluis@gmail.com |
| Office of the Municipal Civil Registrar | Ground Floor, Municipal Hall,Sto. Tomas, San Luis, Pampanga | lcrsanluispampanga@yahoo.com |
| Office of the Municipal Engineer | 2nd Floor, Municipal Hall, Sto. Tomas, San Luis, Pampanga | [meo\_sanluispampanga@yahoo.com](mailto:meo_sanluispampanga@yahoo.com) |
| Office of the Municipal Mayor | 2nd Floor, Municipal Hall, Sto. Tomas, San Luis, Pampanga | omsanluispampanga@gmail.com |
| Office of the Municipal Treasurer | Ground Floor, Municipal Hall, Sto. Tomas, San Luis, Pampanga | [mtosanluispampanga@gmail.com](mailto:mtosanluispampanga@gmail.com) |
| Office of the Municipal Vice Mayor/Sangguniang Bayan | 2nd Floor, Municipal Hall, Sto. Tomas, San Luis, Pampanga | sbofficesanluis@yahoo.com |